Coronavirus
COVID-19 Information

Advice for people giving support

Making contact	• Contact the person to confirm your visit • Phone the person when you arrive outside their home • Complete hand hygiene before leaving your vehicle • Ring doorbell or knock loudly and step back 2 metres • Inform the person who you are, the reason for the visit and show your ID
Once you arrive	• Ask the person to move to another room • Place items inside the front door • If essential to enter the home follow the cocooning guidelines about handwashing and physical distance
When you leave	• Confirm time and date of next visit • Reassure the person that contact and deliveries will be maintained while they remain at home • Complete hand hygiene prior to returning to vehicle • Telephone or email confirmation of visit and wellbeing of person
What if the person is unwell?	• If the person reports feeling unwell ask if the person has contacted GP • If the person has not contacted GP, obtain the name and number of GP and do so on their behalf • If the GP can't be contacted, phone the emergency services
What if the person is frail and needs help with delivery?	• Identify location of kitchen and bring in goods/fuel • Unload goods ensuring they are accessible for the person • Leave the residence and step back 2 metres • Reassure the person that contact and deliveries will be maintained while they remain at home
What if there is no response?	• If no reply, ring contact telephone number • If no answer, contact the Local Authority for any additional contact numbers • After numerous attempts to contact the person without success, phone the emergency services for further assistance • Remain at the residence until the emergency services attend • Contact the Local Authority with outcome and update on the person

Follow these 6 steps to prevent coronavirus

Stop
shaking hands or hugging when saying hello or greeting other people

Distance
yourself at least 2 metres (6 feet) away from other people, especially those who might be unwell

Wash
your hands well and often to avoid contamination

Cover
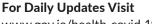your mouth and nose with a tissue or sleeve when coughing or sneezing and discard used tissue

Avoid
touching eyes, nose, or mouth with unwashed hands

Clean
and disinfect frequently touched objects and surfaces

For Daily Updates Visit
www.gov.ie/health-covid-19
www.hse.ie

HSE

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Government of Ireland

Advice for people who need support

DO

- ✓ **Do** remember that help and advice is only a phone-call away.
- ✓ **Do** make yourself aware of contact numbers for vital services and keep these numbers handy.
- ✓ **Do** keep in touch with neighbours.
- ✓ **Do** ask to see identification if a stranger calls to the door. If in doubt, call the organisation they claim to represent for verification.
- ✓ **Do** remember to practise physical distancing, keeping a space of 2 metres between you and other people.
- ✓ **Do** follow guidelines around hand washing, sneezing and coughing into your arm or a tissue.

DON'T

- ✗ **Don't** answer the door to someone you don't know unless you feel comfortable doing so.
- ✗ **Don't** shake hands with anyone that might come to the door.
- ✗ **Don't** let someone into your home unless you know them or it is absolutely necessary.
- ✗ **Don't** give **ANY** personal details including your bank details or your credit/debit card to anyone you don't trust – whether in person or over the phone.
- ✗ **Don't** interact with other vulnerable members of your community if you have any symptoms of illness.
- ✗ **Don't** be alarmed by **false information** on social media – stick to HSE advice.

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