

Coronavirus COVID-19

Easy to Read Booklet



Questions for Carers and People with a Disability



Version 4: Jan 13th 2021



Part 1. Helpline Numbers



Part 2. Getting a Test



Part 3. How to stop people getting COVID-19?



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Part 7. Disability Services and Support

Part 1: Helplines



If you are feeling worried or have any questions about COVID-19 you can call one of these Helplines.



They will listen to you and be able to answer your problem.



HSE Live

Phone: **1850 241 850**

HSE Live can answer any questions you have about COVID-19.



Inclusion Ireland

Phone: **0818 559 891**

Inclusion Ireland can help you with any Disability questions.



Family Carers Ireland

Phone: **1800 240 724**

Family Carers can help you with questions about looking after someone at home.



Supporting older people to age at home



ALONE

Phone: **0818 222 024**

You can call Alone if you are worried about an older person.



NALA

Phone: **1800 20 20 56**

NALA can help you with reading and writing.



Samaritans

Phone: **116 123**

The Samaritans can help if you are worried and need someone to talk to.



Barnardos Parent Support

Phone: **1800 910 123**

Barnardos works with families and children with any problems they have.







Parentline

Phone: **1890 927 277**

Parentline gives families support and help with parenting questions.

Helpline Numbers for Local County Councils.

	County Council	Phone	Email
	Carlow	1800 814 300	covidsupport@carlowcoco.ie
	Cavan	1800 300 404	covidsupport@cavancoco.ie
	Clare	1800 203600	covidsupport@clarecoco.ie
	Cork City	1800 222 226	covidsupport@corkcity.ie
	Cork	1800 805 819	covidsupport@corkcoco.ie
	Donegal	1800 928 982	covidsupport@donegalcoco.ie
	Dublin City Council	01-222 8555	covidsupport@dublincity.ie
	Dun Laoghaire-Rathdown	01-271 3199	covidsupport@dlrcoco.ie
	Fingal	1800 459059	covidsupport@fingal.ie
	Galway City	1800 400 150	covidsupport@galwaycity.ie
	Galway	1800 928 894	covidsupport@galwaycoco.ie
	Kerry	1800 807 009	covidsupport@kerrycoco.ie
	Kildare	1800 300174	covidsupport@kildarecoco.ie
	Kilkenny	1800 326522	covidsupport@kilkennycoco.ie
	Laois	1800 832 010	covidsupport@laoiscoco.ie
	Leitrim	0719650473	covidsupport@leitrimcoco.ie
	Limerick	1800 832 005	covidsupport@limerick.ie
	Longford	1800 300122	covidsupport@longfordcoco.ie
	Louth	1800 805 817	covidsupport@louthcoco.ie
	Mayo	094 906 4660	covidsupport@mayococo.ie
	Meath	1800 808 809	covidsupport@meathcoco.ie

	Monaghan	1800 804 158	covidsupport@monaghancoco.ie
	Offaly	1800 818 181	covidsupport@offalycoco.ie
	Roscommon	1800 200 727	covidsupport@roscommoncoco.ie
	Sligo	1800 292 765	covidsupport@sligococo.ie
	South Dublin	1800 240519	covidsupport@sdublincoco.ie
	Tipperary	0761 065 000	Covid19@tipperarycoco.ie
	Waterford	1800 250 185	covidsupport@waterfordcouncil.ie
	Westmeath	1800 805 816	covidsupport@westmeathcoco.ie
	Wexford	053 919 6000	covidsupport@wexfordcoco.ie
	Wicklow	1800 868 399	covidsupport@wicklowcoco.ie



Part 2: Getting a Test

I think I might have COVID-19. How do I get a test?



Call your G.P and tell them how you are feeling.



If your G.P thinks you need a test, they will give your information to a test centre.



The G.P will also give you information on how you and your family can stay safe while waiting for the test.



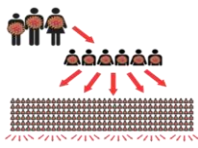
The test centre will call you for your appointment.



This can take 7 days.



You should write down the names of all the people you have been around.



This will help with finding out if other people have COVID-19 too.



Can I be tested at home?



You can ask your G.P this on the phone.



You can explain to your G.P why you cannot go to a test centre.



I have a test appointment but I can't get there?



You should let your G.P know this by phone.



You can get help from your County Council. There is one in every county in Ireland.



Every County Council has a Helpline number. These are on pages 5 and 6 of this book.



They can help you to get to the test centre.



Section 3 : How to stop people getting COVID-19



I have been told to stay away from other people because I might have the virus. But I am looking after someone at home.



A COVID-19 booklet was sent to every house. It has information in it on what to do.



You can get an Easy to read guide or the guide in other languages if you ring HSE Live on **1850 241 850**. You can download it here: <https://www.healthpromotion.ie/hp-files/docs/HNC01340.pdf>



If the person you are looking after has a lot of health problems and needs a lot of support, you can call the Public Health Nurse.



You can also call the Local HSE Disability Manager.



If you are still worried you can call one of the Helplines on pages 3 and 4.



Family Carers Ireland can help you put a plan together. Their number is **1800 240 724**.



If there is someone else in your house, you can ask them to look after the person. You can stay away from people by:



Staying in your room. Make sure you have a window for light and fresh air.



Using a bathroom that no-one else in the house uses.



If you share a bathroom with other people, clean it very well after using it.



Do not share food, dishes, cups, glasses, knives, forks, spoons, clothing, towels, and bed sheets.



If you have to help the person you care for

Wear a face mask



Wash your hands very well and often



Try not to get too close to the person



What can I ask my health staff to do when they are coming into my house?



Before a health staff comes into your house, they have been told what they should and should not do.



If there is no-one with COVID-19 in your house, they should carry on with what they normally do such as:



Clean their hands when they come in and before they go.



Staff do not eat or drink in your home.



Staff cover their mouth and nose with a tissue if they cough or sneeze.

Staff do not touch their face with their hands



Staff do not come close to people in your house unless they need to help them with something.



If staff need to come close, they now have to wear masks. They have to do this even if no one in the house has COVID-19.



If you think staff are not doing this, you can tell them or tell their manager.



If someone is sick in your house, you should let staff know before they come to your home.



Where can I get clothes to keep me safe?



Personal Protective Equipment is clothing like gloves, masks and aprons. It stops COVID-19 moving from one person to another.



If no-one in your house has COVID-19, you do not need to wear them.



If you are caring for someone at home, you might need gloves and an apron if you are helping them to get dressed or use the bathroom.



You can call your Public Health Nurse for more information on this.



Family Carers Ireland also have some gloves, masks and aprons for people. You can call them on their Careline at **1800 240 724**.



Where can I travel to?

When there are a lot of COVID 19 cases you should stay at home. You can go for a walk near your home. You can go to local shops to buy food.



Stay four steps away from other people you do not live with.

If you are staying at home you can get help with things you need like food and medicine. You can find out more about this on page 18 of this book.



If someone has COVID-19 or might have COVID-19, they have to stay at home. Your home carer can still travel to your home.



You can get more information by calling HSE Live on **1850 241 850** or go to www.hse.ie

Part 4: What happens if I get COVID-19?

I am a family carer. What will happen to the person I look after if I get sick?



If the person gets home care supports you can call that service.



You can call the Public Health Nurse or the HSE Disability Manager.



You can also call one of the Helplines on pages 3 and 4 of this book.



The County Council helpline or ALONE can organise help with your shopping.



Family Carers Ireland have made a Care Plan with a lot of questions for you to answer about the person you care for. You can write down the things they like and don't like and the pills they take.



This information will help if someone needs to help you look after family member.



You can get the plan at www.familycarers.ie or you can ring their Helpline on **1800 240 724**.



There is also an HSE Health Passport for people with an intellectual disability. In this passport you can write down the things you like and don't like and the pills that you take.



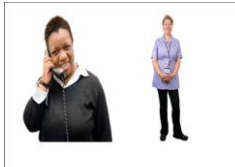
You can ring HSE Live on **1850 241 850** to get the Health Passport or you can download it [here](#).



I have a disability and I am worried about getting COVID-19.



You can call your Disability service. They will help you to make a plan in case you get sick.



If you don't have a Disability Service, you can call your GP or Public Health Nurse or HSE Disability Manager.



You can also call one of the Helplines on page 3 and 4 of this book.



Write down the drugs you use, your health problems and your likes and dislikes. This will help if you have to go to the hospital.



You can use the HSE Health Passport. You can ring HSE Live on **1850 241 850** to get the Health Passport or you can download it [here](#).



Family or friends can help you write things down in the Health Passport.



If someone in my house has COVID-19 can I still get home care support?



You will need to call your Home Care Staff to put a plan in place.



I am caring for someone and COVID-19 is in our home. Where can I get clothing to keep us safe?



Personal Protective Equipment is clothing that keeps us safe like gloves, masks and aprons.

If someone has COVID-19 in your home, you should call your G.P or Public Health Nurse straight away. You should tell them about any health problems.



How do I use Personal Protective Equipment?



There is information about this in this video [Here](#) or you can call HSE Live on **1850 241850**.



The video will show you how to put it on and take it off safely.



The person I look after has COVID-19. Can I go to the hospital with them?



The Hospital will let you know if you can do this.



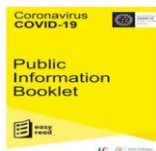
You can fill in the Family Carers Emergency Plan and the HSE Health Passport. You can call Family Carers Ireland on **1800 240 724** to find out more about this.



This plan and passport will help let the hospital staff know the person's needs, health problems, and likes and dislikes.



How can I look after a person who has COVID-19?



A COVID-19 booklet has been sent to every house. It tells you how to look after a person who has COVID-19.



You can download an Easy to Read booklet here: <https://www.healthpromotion.ie/hp-files/docs/HNC01340.pdf> or you can call HSE Live on **1850 241 850** to order a copy.



Part 5: Help with things I need



Can I get help with shopping for food and medicine?



ALONE have people who can help you get your shopping and medicine. You can call ALONE on **0818 222 024**.



Every County Council has people who can help you in new ways because of the virus.



Some of the new things they can help you with now are:



Picking up your shopping and medicine.



Driving you to test centres, your G.P or the Hospital.



Making sure you have someone to talk to.



The Helpline for your County Council is on page 5 or 6 of this book.



I have a Hospital appointment, should I still go?



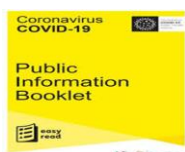
Appointments are only happening if they are very important. You can ring your G.P or your hospital to find out if you still need to go.



Or you can call HSE Live on **1850 241 850**.



Is there easy to read information on COVID-19?



A COVID-19 booklet was sent to all houses. You can download an Easy to Read booklet here: <https://www.healthpromotion.ie/hp-files/docs/HNC01340.pdf> or you can call HSE Live on **1850 241 850** to order a copy.



Lots of services that work with People with Disabilities have made easy to read information.



Inclusion Ireland
Helpline number: **0818 559 891**
www.inclusionireland.ie



Federation of Voluntary Bodies
Phone Number: **091 792 316**
www.fedvol.ie



Enable Ireland
www.enableireland.ie



The National Adult Literacy Agency (NALA) help people with reading and writing. They can help you to understand what's written about COVID-19.



You can visit their Website.
Call them on **1800 202056** or
Text **LEARN** to **50050**.



Part 6: Help with Money



If you have any questions about money or your job Family Carers Ireland or Inclusion Ireland can help you.



You can speak to someone on the Family Carers Helpline. Their number is **1800 240 724**



You can also speak to someone in Inclusion Ireland.
Their number is: **0818 559 891**



You can also call the Department of Employment Affairs and Social Protection. Their Helpline number is **1890 800 024**.



They can help you with questions like:



1. What help can I get with payments like Carers Allowance and Disability Allowance?



2. I get Carers Allowance and I have lost my part time job. Can I get the Covid payment?



3. I get Disability Allowance and have lost my job. Can I get the Covid payment?



4. I can't go to the Post Office. How long will the Post Office keep my money?



5. Our bills cost more because we are at home all the time. Can I get help with this?



6. If I give up work can I still get the Covid payment?



7. Where will my Covid money be paid?



8. How do I get a Covid payment?



Part 7: Disability Services and support



Will respite or home care be closed?



You can call your respite or home care place to find out if they are open.



Someone in my family lives in residential care but is living with me now. Do they still have to pay?



You do not have to pay. If you are still paying you should call and ask for your money back.



What help is there if I am looking after someone with a Disability?



You can still get help from their Disability Service.



If you don't have a Disability Service, you can call your Public Health Nurse or HSE Disability Manager.



If you need help with a care plan you can call Family Carers on **1800 240 724**



The HSE is working with many different groups to make sure there is help and information for families. You should contact one of the helplines on page 3 or 4 of this book



I'm worried about running out of toileting pads and foods for special diets.



There are lots of toileting pads in Ireland. If you get your pads from the HSE you can call them if you have any questions.



There are still enough foods and tablets for special diets. You can call your local Chemist shop for more information.



If I stop my home care because I'm worried about COVID-19, can I get it back later?



Yes, if you still need it.