## 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

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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

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www.hse.ie
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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