



## Advice for people giving support

<b>Making contact</b>	<ul style="list-style-type: none"><li>• Contact the person to confirm your visit</li><li>• Phone the person when you arrive outside their home</li><li>• Complete hand hygiene before leaving your vehicle</li><li>• Ring doorbell or knock loudly and step back 2 metres</li><li>• Inform the person who you are, the reason for the visit and show your ID</li></ul>
<b>Once you arrive</b>	<ul style="list-style-type: none"><li>• Ask the person to move to another room</li><li>• Place items inside the front door</li><li>• If essential to enter the home follow the cocooning guidelines about handwashing and physical distance</li></ul>
<b>When you leave</b>	<ul style="list-style-type: none"><li>• Confirm time and date of next visit</li><li>• Reassure the person that contact and deliveries will be maintained while they remain at home</li><li>• Complete hand hygiene prior to returning to vehicle</li><li>• Telephone or email confirmation of visit and wellbeing of person</li></ul>
<b>What if the person is unwell?</b>	<ul style="list-style-type: none"><li>• If the person reports feeling unwell ask if the person has contacted GP</li><li>• If the person has not contacted GP, obtain the name and number of GP and do so on their behalf</li><li>• If the GP can't be contacted, phone the emergency services</li></ul>
<b>What if the person is frail and needs help with delivery?</b>	<ul style="list-style-type: none"><li>• Identify location of kitchen and bring in goods/fuel</li><li>• Unload goods ensuring they are accessible for the person</li><li>• Leave the residence and step back 2 metres</li><li>• Reassure the person that contact and deliveries will be maintained while they remain at home</li></ul>
<b>What if there is no response?</b>	<ul style="list-style-type: none"><li>• If no reply, ring contact telephone number</li><li>• If no answer, contact the Local Authority for any additional contact numbers</li><li>• After numerous attempts to contact the person without success, phone the emergency services for further assistance</li><li>• Remain at the residence until the emergency services attend</li><li>• Contact the Local Authority with outcome and update on the person</li></ul>

### 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



## 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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