

COVID 19

Government & Community
Information and Support



National Information

We know this is a worrying time for people and that finding and accessing information can be difficult.

We have created a list of statutory and community supports that are available to you. We will continue to keep this updated and please let us know of links or support that would be helpful to others in your community.

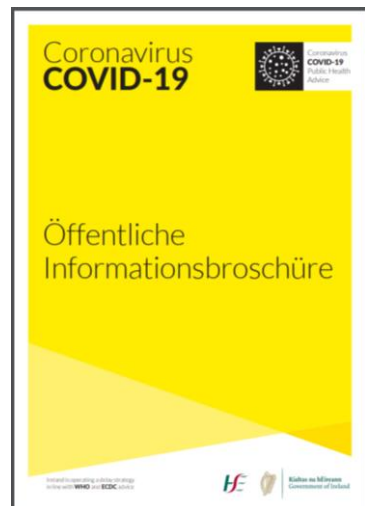
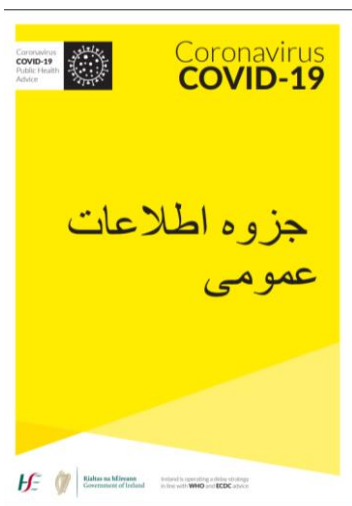
Ctrl & click on the links in [blue](#) to access websites and useful resources.



Translation

Information on COVID 19 translated into 20 languages can be found here:

<https://www.hse.ie/eng/services/news/newsfeatures/covid19-updates/partner-resources/covid-19-translated-resources/>



Worried About Your Rent

We know that some of you may have lost or reduced employment due to Covid-19, we have implemented a revised system of assessment in response to Covid-19.

Your rent will be reassessed in line with your reduced income; however, it will take time for us to do this for everyone affected. Please remember where you are entitled to a rent reduction, we will backdate the reduction to the date that your income changed.

There will be no rent increases, please leave your standing orders in place and continue to make your rent payments.

If your income has been affected by Covid-19 let us know. Credit and debit card payments can be made by contacting your Income Management Officer on 01-4072110 or by email at info@circlevha.ie



Income and Employment

There are several supports now in place for people whose employment has been affected by Covid 19

These are available for people whose employers can't continue to pay them during a COVID-19 related absence or temporary lay-off from work – please click on the links in blue below.

Gov.ie and Welfare.ie have published advice and documentation:

- employees and the self-employed who have [lost employment due to a downturn in economic activity caused by the COVID-19 pandemic.](#)
- workers who are [diagnosed with COVID-19](#)
- workers who are [not diagnosed with COVID-19 but who self-isolate.](#)
- workers whose employers [do not supplement/top-up the State Illness Benefit payment \(COVID-19\)](#)
- workers who are [requested to stay at home by their employer \(COVID-19\)](#)
- workers who are [laid off temporarily or put on to short time working \(COVID-19\)](#)
- workers who [need to take time off work to care for a person affected by COVID-19 \(Coronavirus\)](#)

And, people can access more information on employment rights through the Workplace Relations Commission [here](#)

Welfare Applications

[My Welfare takes you through application processes online and allows you to change your payment method from the Post Office to the Bank](#)

The screenshot displays the MyWelfare website interface. At the top, the MyWelfare logo is on the left, and navigation links for 'As Guide', 'Services', and 'Login with MyGovID' are on the right. Below the header, the main heading is 'COVID-19 Services'. A central white box contains the text: 'Here you will find services and payments for people affected by COVID-19'. Below this, five service cards are listed, each with a yellow plus icon and a 'Find out more' button:

- COVID-19 Pandemic Unemployment Payment**: Apply now for emergency income support if you are out of work due to COVID-19.
- Close your COVID-19 Pandemic Unemployment Payment**: Close or withdraw an application that you have made for a Pandemic Unemployment Payment.
- Payments for Self-Isolation or COVID-19 diagnosis**: Apply for Illness Benefits if you have been medically certified to self-isolate or are ill due to COVID-19.
- Change my payment method**: Change my payment method to be paid directly into my financial institution account.
- Jobseeker's Payment**: If you are unemployed, and looking for work you may be entitled to a weekly Jobseeker's Payment.

At the bottom of the page, there is a footer with two columns: 'MyWelfare Services' and 'More information'. The 'MyWelfare Services' column lists: COVID-19 Services, Parents, Children, Family, Pensions and Older People, Statements and Refunds, Out of Work Payments, Find a Job, Health, Disability, Illness, and Appointments. The 'More information' column lists: Contact Us.

An Post

How do I nominate a temporary agent to collect my DEASP payment?

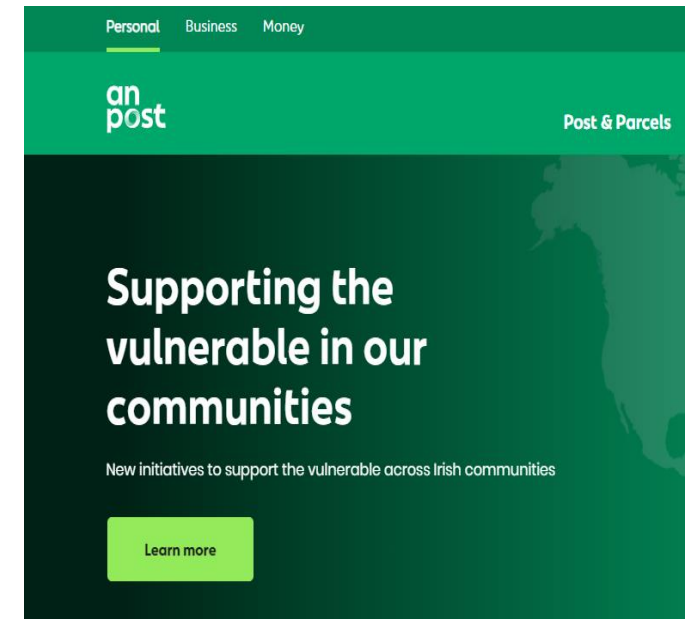
[Visit An Post Temporary Agent Form](#)

You can also download the form on the link below

<https://www.anpost.com/AnPost/media/PDFs/Appointment-of-Temporary-Agent.pdf>

To contact your local post office and see how An Post are supporting vulnerable people in the community visit their website at:

<https://www.anpost.com/Home/Supporting-the-vulnerable-in-our-communities>



Emergency Repairs

We are providing services for emergency repairs only. An emergency callout means attending to repairs that are potentially dangerous to tenants or other people, for example, serious electrical faults or burst pipes causing flooding.

For Emergency Repairs Mon – Fri 9am – 5pm
please contact us on 01-4072110 or by email at
repairs@circelvha.ie

For Out of Hour Emergency Repairs please call
053 9374832



Health

The HSE has issued wide-ranging advice on Covid 19

[Symptoms, causes and treatment:](#) Information about the symptoms and causes of coronavirus

[Protect yourself and others:](#) How the virus is spread and ways to protect yourself from infection

[At-risk groups:](#) Some groups may be more at risk of serious illness if they catch coronavirus

[Self-isolation and self-quarantine:](#) Some people will need to do this to help stop COVID-19 spreading

[Travel and coronavirus:](#) Information for people returning to Ireland or travelling abroad

[Hospital service disruptions:](#) Visitor restrictions are in place and some appointments postponed

Health

[Minding your mental health during COVID-19](#): Things you can do to mind your mental health during COVID-19

[Health Protection Surveillance Centre](#): Advice about COVID-19 for healthcare professionals

[Posters and resources](#): Printable materials for workplaces and communities

The Department of Health publishes frequent briefings on Covid 19, all of which are published [here](#)

General Support

Call the HSE Information Line
on 1850 24 1850

If you are concerned about the
welfare or safety of an adult or
want to get help, call this
number (Monday to Friday
8am-8pm or Saturday and
Sunday 8am to 5pm)

<https://www.hse.ie/eng/hselive/>

The screenshot displays the HSE Live website interface. At the top, the HSE logo is followed by the text 'Health Service Executive' and 'Feidhmeannacht na Seirbhíse Sláinte'. A search bar on the right contains the text 'How can we help?' and a magnifying glass icon. Below the header is a navigation menu with links for 'Health Services', 'Health A-Z', 'Staff & Careers', and 'About Us'. A 'Home' link is also visible. The main content area is titled 'Contact HSELive - We're here to help'. It features a paragraph explaining that managing health can be challenging and that the HSELive team is available to help. A large 'HSE Live' logo is positioned to the right. Below this, there are three service cards: 'Phone' (with a phone icon) providing call times and a 'Callsave 1850 24 1850' button; 'Twitter' (with a Twitter icon) providing a message to @HSELive and a button; and 'Find a service' (with a location pin icon) providing a 'Find a service' button. At the bottom, there is a 'Your service, your say' card (with an envelope icon) for complaints or praise, with a corresponding button.

Supports for Older People

Alone have set up a COVID-19 helpline from 8am-8pm seven days a week
Call 0818 222 024.

The screenshot shows the ALONE website with a prominent red banner for a COVID-19 helpline. The banner text reads: "CORONAVIRUS HELPLINE FOR OLDER PEOPLE: 0818 222 024" and "If you have concerns or queries about COVID-19 call ALONE's dedicated support line, 8am-8pm". The website header includes the ALONE logo, the tagline "Supporting older people to age at home", and navigation links: "What We Do", "Get Involved", "Make a Referral", "Contact Us", and a red "Donate" button. A "Latest Press Releases" section on the right lists three articles: "COUNCIL PARTNERS WITH ALONE TO HELP OLDER PEOPLE DURING CRISIS", "ALONE continues to take calls from concerned older people through their COVID-19 support line", and "ALONE extends opening times of COVID-19 phone line for older people as it receives hundreds of calls". At the bottom, there are links for "ALONE in Action" and "ALONE News", and a "Befriending Network Ireland" link.

ALONE
Supporting older people
to age at home

What We Do | Get Involved | Make a Referral | Contact Us **Donate**

**CORONAVIRUS HELPLINE FOR OLDER PEOPLE:
0818 222 024**

If you have concerns or queries about COVID-19
call ALONE's dedicated support line, 8am-8pm

ALONE in Action | ALONE News

Befriending Network Ireland

Latest Press Releases

COUNCIL PARTNERS WITH ALONE TO HELP OLDER PEOPLE DURING CRISIS

ALONE continues to take calls from concerned older people through their COVID-19 support line

ALONE extends opening times of COVID-19 phone line for older people as it receives hundreds of calls

Mental Health Support Services

Mental Health Resources

[Minding Your Mental Health during the Coronavirus outbreak](#) Infectious disease outbreaks like coronavirus (COVID-19), can be worrying and can affect your mental health. But there are many things you can do to mind your mental health during times like this

- [HSE: Mental Health Services and Supports](#) List of Mental Health Supports
- [Jigsaw Resource to Coping with the impact from Corona Virus](#) Mental health information for young people, their parents and guardians, and those who work with young people. For more visit www.jigsawonline.ie

Energy and Fuel Supports

St Vincent de Paul has been engaging with the Commission for the Regulation of Utilities (CRU) and all energy suppliers for the past number of days to make sure arrangements are in place for low income and vulnerable customers during Covid-19 restrictions. Please click on the link for further information

[Arrangements for Energy Customers During COVID-19](#)

Read more about our website and our service. [Read more](#) Functional only

 An Commission um Rialáid Fóirais
Commission for Regulation of Utilities  About CRU News & Events English Search ...

[Customer Information](#) [Need Assistance](#) [Make A Complaint](#) [Switching Supplier](#) [Home Safety](#) [Smart Metering](#)

[Home / Uncategorized](#) / CRU Announces Covid-19 Customer Protection Measures to Assist Consumers

CRU Announces Covid-19 Customer Protection Measures to Assist Consumers

16-03-20



In light of recent government measures regarding Covid-19, the Commission for Regulation of Utilities (CRU), along with the Gas and Electricity Suppliers recognise that some customers may be isolated at home over the coming days and weeks.

While for most electricity and gas customers this will not have an impact, the CRU has put in place measures to assist prepayment meter customers during this period to ensure they remain connected to their electricity and gas supplies.

Prepayment Customers should continue to top up their meters to ensure continued service over

Working Together

Please support your family, friends, neighbours and your community by:

- Staying at home, this is the best way to minimise the risk of COVID-19 to your friends, families and communities
- Only leave your home for a short period to buy food, attend medical appointments or to take some exercise
- Not socialising with others and not visiting other residents within their homes, do not meet in the common areas and please keep children at home and do not allow them to play in the common parts of the estate, including playgrounds.

We believe that working in solidarity is the only way forward, we can help slow the spread of the Covid-19 and lessen its impact. Lets keep kindness and respect for each at the forefront of our lives as we work through this challenge together.