



Age Action COVID-19 emergency response

Age Action is responding to the COVID-19 emergency by reallocating and scaling up resources to ensure that older people are informed, connected and supported during this difficult period in Ireland.

Getting Started KIT: Keeping in Touch and Connected

The Age Action Getting Started Keep In Touch (KIT) is a national learning initiative to help older people improve their digital literacy skills, so they are more connected, informed and supported particularly during periods of social distancing.

Information Support: Keeping Older People Informed

Age Action's Information Service provides information to empower older people and people who support them to make informed decisions about their lives. The information service is open from 9:30am-1:30pm and 2.30pm - 4.00pm Monday to Friday. Tel: (01) 475 6989 Email:helpline@ageaction.ie

Home Safe: Keeping Older People Safe

Age Action is providing additional supports to older people, enabling them to transition quickly out of hospital into their own homes, by ensuring that their home is safe for them while also supporting our hospitals to respond to the Covid-19 health crisis. Age Action is also providing an emergency response for urgent repairs and other supports for older people in the community in order to ensure people can remain safely in their own homes.



Getting Started KIT: *Supporting older people with small grants to meet immediate needs*

What is it?

The Age Action **Getting Started Keep In Touch (KIT)** is a national learning initiative to help older people improve their digital literacy skills, so they are more connected, informed and supported particularly during periods of social distancing. The Getting Started KIT will also help people who have digital literacy skills to become Digital Champions – they can use the KIT to tutor someone who needs help.

What is the Problem?

Older people are medically vulnerable during the Covid-19 pandemic and with the HSE guidelines on social distancing and ‘cocooning’, more people are relying on social media as a way to keep in touch with family and friends.

The digital divide has been laid bare during Covid-19 for all age groups; many children and adults, particularly older adults cannot participate in digital learning or the digital economy either for the lack of skills or access.

Over half of Irish people aged over 75 have never used the internet, locking older people out of a huge range of benefits. 43% of people aged 55-74 have below basic digital skill levels.

How does it Work?

During Covid-19 it is more important than ever to be able to keep in touch with loved ones so Age Action has created easy How To

guides and a video tutorial in order to support older people to learn, use, and be confident about smartphones, other devices and applications.

In the Age Action Getting Started KIT you will find

- How to... Set up an email account
- How to... Download applications
- How to... Make WhatsApp video calls
- How to... Navigate the internet
- How to... Use FaceTime
- How to... Use Zoom
- How to... Recognise mis-information

There are over 400,000 people over the age of 70 in Ireland who have been asked to ‘cocoon’ since 28 March and many were already self-isolating from the beginning of March; their connection to the outside world is through telephone, radio and TV.

We have produced a series of video tutorials, presented by Mary Kennedy, which will be hosted on Age Action’s website and will be broadcast on Today with Maura and Dáithí on RTÉ One to help as many older people as possible to participate.

We are mobilising Digital Champions - people who will connect with older people on a one-to-one basis to support them to improve their digital literacy skills using the Getting Started KIT materials.

For more information visit www.ageaction.ie or call 01 475 6989.

Home Safe *making home safer for older people after hospital stay*

Age Action's experienced Care & Repair Team is providing additional supports to older people who are able to transition quickly out of hospital, into their own homes, to ensure that their homes are safe and that they are in the optimum environment for their needs while also supporting our hospitals to respond to the Covid-19 health crisis. In emergency cases, Home Safe will also offer urgent repairs and other supports for older people in the community in order to keep people in their home safely.

What is it?

Home Safe aims to support the existing health and social care services. Understanding that many older people want to remain at home or return home after a hospital stay and that those who do not have complex needs may just need small adjustments to their home environment to accommodate them, Home Safe completes small jobs in the home of the older person to make the home safer for them. Home Safe is carried out by Age Action staff and volunteers who are observing strict HSE COVID-19 protocols.

Currently Home Safe is available in Dublin City, Cork City and Waterford City. Home Safe is free of charge with the service user paying for any materials that need to be purchased.

How does it help?

Home Safe makes the older person's home safer for them to live in or ready for their return on discharge from hospital. Home Safe will;



- Carry out minor repairs or installations
- Move furniture such as a bed to a sitting room or kitchen
- Declutter to deal with trip hazards
- Install grab rails
- Complete other small jobs as required

Home Safe is not in a position to complete tasks such as those below due to health and safety concerns:

- Major building work
- Complex plumbing or electrical work
- Tasks that require working at a height above 8ft

How does it work?

The individual, their representative or health care professional contacts Age Action's Home Safe requesting the service.

An Age Action representative will contact the individual or their representative to make arrangements to gain access to the home to carry out the requested job.

In a hospital discharge case, once the job is complete, the patient or their representative is contacted to confirm that their home is ready for their return.

How do I get in touch?

Between 9am and 5pm Monday – Friday access to the service by calling;

Dublin	01 4756989
Galway	091 527831
Cork	021 206739