

National Updates



Age Friendly Care from eir

A new dedicated support line for eir's older customers

The new dedicated phone line and dedicated care team can be reached on **1800 252 252**, between the hours of **10am and 4pm Monday to Friday**, by customers aged 65 and over.

Great news, eir, with the support of Age Friendly Ireland and Age Action have launched a new initiative designed to provide a more user-friendly service to their older customers. It's called 'Age Friendly Care from eir' and it includes the introduction of a dedicated **phone line 1800 252 252** which will be supported by a team of care agents who are experienced in working with older customers. This is part of



an on-going programme of work to ensure all of eir's customers have an effortless experience if they need to contact them. Over the last number of months Age Friendly Ireland brought together members of their National Network of Older People's Councils plus Age Action called on their members, to work with eir to co-design a care journey with the needs of older people specifically in mind.

*Sinead O'Gorman, Managing Director, eir Customer Operations, Mai Quaid, Member of Age Friendly Ireland Older People's Council, Vicky Harris, Head of Programmes at Age Action, Sylvia McCarthy, Communications and Network Manager of Age Friendly Ireland.*

Huge thanks goes out to - Mai Quaid, Marie Flanagan, Marie Egan Paul, Brendan Sherlock, Anne Greenan, Eileen Sweeney, Liz Maddox, Liz Downes, Bob Gilbert, Margaret Mulligan, Phil Nic Suibhre, Sean Reynolds, Kitty Hughes, Janet Gaynor, Ita Healy, Mary McConnell plus staff of both Age Friendly Ireland and Age Action who gave up their time and worked with eir. Well done to Kevin Molloy, Wexford Older People's



Council who also contributed to the development of the service and is now the new voice of the Age Friendly care line.

Speaking about the approach that eir took to design this initiative, Kevin commented “eir are getting an understanding of how the older person has to communicate, as it is different from communication with a younger person. Remember that for anyone with a personal alarm or emergency button connected to their phone line, if the line goes down, so too does the alarm. This new dedicated service will ensure that these vital services are restored with greater ease.”

*Kevin, Wexford OPC, whose voice you will hear when you call the care line.*

Sinead O’Gorman, Managing Director eir Customer Operations, commented on the new service; “Our customers are at the core of every decision we make, and tens of thousands of eir customers are older people. To truly understand their needs, we worked with Age Action Ireland and Age Friendly Ireland members and representatives, to actively seek stakeholder guidance. To date we have gained invaluable feedback and our plan is to continue to work with these two groups on an on-going basis, until we are satisfied that we are providing the best possible service to our older customers. This speaks to eir as a business, our values, and what really matters to us.”

*Kevin, whose voice you will hear when you call the care line.*

**The new dedicated phone line and dedicated care team can be reached on 1800 252 252, between the hours of 10am and 4pm Monday to Friday, by customers aged 65 and over,** outside of those hours the 1901 line will work too. In addition, if an older person wishes to have a friend or family member manage their account on their behalf, they can nominate an authorised person, who can then work with the age friendly care team. You can nominate your authorised person online [here](#)

Eir will continue to work with Age Friendly Ireland and Age Action to make sure the service operates as it should, and it develops over time based on the changing needs of eir’s customers. We will be planning a review meeting in January and will be in touch.

**RIAICPDLINKS**  
RIAI Recognised CPD Providers

**Age Friendly Ireland Training now RIAI CPD approved**

**RIAI**

The Age Friendly Ireland Housing and Public Realm Training course has now been RIAI CPD approved.

The course aims to further equip interested parties with essential knowledge and skills to maximise the age friendliness of their environment, and to ensure effective planning for older people is adequately considered and addressed in housing policy formulation and implementation.

For more information on the Age Friendly Housing and Public Realm training, please see our page fully explaining the course [by clicking here](#).



Rialtas na hÉireann  
Government of Ireland



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

## Our highlight communications updates for you from this week are:

- COVID-19 is still spreading in our communities. Vaccines are proven to be your best protection against serious illness from COVID-19, alongside the day to day protective measures we all need to keep in mind - clean hands, masks, leaving space.
- **If you have symptoms of COVID-19, self-isolate and get a PCR test.** Please do this even if you are part or fully vaccinated against COVID-19. You can find more information [here](#).
- If you are a **close contact of a person that tests positive for COVID-19**, please find guidance [here](#).
- **COVID-19 vaccine boosters: People aged 60 or over and healthcare workers** are currently being offered a COVID-19 vaccine booster dose at least 5 months after their last vaccine. If you have had COVID-19, and you're due to get a booster vaccine dose, you'll need to wait until around 6 months after your positive test result. People with high-risk health conditions, and people aged 50 and over, will be invited for boosters next. Read more about [COVID-19 vaccine booster doses here](#).
- **Find a pharmacy for your child's free flu vaccine:** Children are twice as likely as adults to catch the flu, which can sometimes cause serious illness. That's why all children aged 2 to 17 can now get their free nasal spray flu vaccine. It's a safe and effective way to protect them, and the rest of the family too. Find a participating [pharmacy here](#).

### Public Health Measures

You can [find the public health measures here](#).

### Walk-in COVID-19 vaccine booster clinics for people aged 60 and over and healthcare workers

The HSE will operate walk-in booster COVID-19 vaccination clinics for healthcare workers and people aged 60 and over who have already completed their primary course of COVID-19 vaccine. We encourage everyone to avail of your booster dose, as it gives you the best protection from serious illness caused by COVID-19.

People in these groups can attend one of the dedicated walk-in clinics at participating vaccination centres around the country without an appointment. See times and locations of the walk-in vaccination centres [here](#). People in these groups can also check with a participating pharmacy and book a booster vaccine appointment.

[You can read the full weekly update by clicking here.](#)



comhairle chontae na mí  
meath county council



Cumann Lucht Bainistíochta Contae agus Cathrach  
County and City Management Association



## Jam Card

Transport for Ireland along with Bus Éireann, Dublin Bus, Go-Ahead Ireland, Iarnród Éireann, TFI Local Link and Luas are continuing our journey to become JAM Card friendly. The Jam Card will assist customers using the public transport system and make their experience as stress-free as possible.

### What is JAM Card and who is it for?

JAM Card allows people with a communication barrier tell others they need 'Just A Minute' discreetly and easily.

The JAM Card© was created by NOW Group, a social enterprise that supports people with learning difficulties and autism into jobs with a future and their service users told them that they would like a way to relay to people that they need a little extra time or patience.

Find out more about NOW Group at [www.nowgroup.org](http://www.nowgroup.org) and JAM Card© at [www.jamcard.org](http://www.jamcard.org).



There are 3 message options to choose from:

- 1) Please be patient, I have autism
- 2) Please be patient, I have a learning disability/difficulty
- 3) Please be patient, I have a condition

For those with a **learning difficulty, autism or any condition** where there can be a communication barrier, the JAM Card allows users to relay to others that they may need a little extra time in a simple, effective non-verbal manner. The JAM Card is useful when on public transport, in a retail or any other customer facing environment.

### Where can I get one?

There are several different methods to get a JAM Card.

JAM Cards are available for collection from the following transport hubs:

Irish Rail Stations:

1. Connolly Station, Dublin
2. Pearse Station, Dublin
3. Heuston Station, Dublin
4. Kent Station, Cork
5. Ceannt Station, Galway
6. Colbert Station, Limerick
7. Plunkett Station, Waterford
8. MacDiarmada Station, Sligo



Or Dublin Bus Head Office, O'Connell St  
Local Link Offices

[You can also request one directly from NOW Group by visiting the JAM Card website and filling out the request form.](#)

Or if you would prefer there is a JAM Card App available for Android and iOS. The App allows you to choose your message option and find other JAM friendly businesses.

### **BusConnects Cork Online Information Events and Consultation**

As you are aware a second round of public consultation on the BusConnects Cork Draft New Bus Network was launched on the 2<sup>nd</sup> of November.

The consultation period for the BusConnects Cork Draft New Bus Network will run from **Tuesday 2<sup>nd</sup> November to Friday 10<sup>th</sup> December 2021**. This consultation is taking place online, allowing the public to provide their views on the amended bus network proposals.

There will be two online information events **on Wednesday 24<sup>th</sup> November (@1.30pm) and Tuesday 30<sup>th</sup> November (@6.30pm)**. Additional virtual events may be scheduled subject to interest. Further details as well as registration links can be found on their website.

[www.busconnects.ie/busconnects-cork](http://www.busconnects.ie/busconnects-cork)

If you have any queries, please email [corknetwork@busconnects.ie](mailto:corknetwork@busconnects.ie)

### **NTA to Establish Transport User Advisory Group**

The group will provide advice and recommendations to the Authority from the perspective of both transport users as well as those engaged in active travel. The National Transport Authority is now accepting applications from suitably qualified individuals for a newly established Transport Users Advisory Group (TUAG).

The Group is to be made up of regular users of public transport who interact with the various modes including train, tram, bus and taxi services as well as those engaged in active travel including cyclists and pedestrians.

It is envisaged that those involved would bring a breadth of knowledge and experience, and provide the Authority with valuable insights that can feed into future policy development and programme implementation.

Fifteen places are available on the Transport Users Advisory Group and membership will be drawn from the following sectoral areas:

- Four people representing the various modes of transport nationwide,
- A person who is part of a group who represents the interests of cyclists,

- A person who is part of a group who represent the interests of pedestrians,
- Three people from organisations representing the interests of persons with disabilities,
- A person from an organisation representing the interests of older persons,
- A person who represents the interests of business,
- A person who represents the interests of tourism,
- A person who represents the interests of students,
- A person, who is a regular user of Small Public Service Vehicles (taxis, hackneys, limousines),
- A person, who has an expertise in matters relating to Local Link

A two year term is proposed for members of this group. Candidates will be chosen following a selection process conducted by the NTA. The deadline for receipt of applications is Friday 17<sup>th</sup> December with a first meeting of this group planned for early 2022.

For more information on the recruitment process, visit:

<https://www.nationaltransport.ie/transport-user-advisory-group/>



**Maynooth University**  
National University of Ireland Maynooth

### Ageing in Place Research Study | Maynooth University:

Áine Trayer, a final year undergraduate student at Maynooth University would like to invite people aged 65 years or older to participate in an online interview about their experiences of ageing in the community.

The aim of this study is to gather the perspectives of older adults on how they experience ageing in place. It is important to understand the impact of growing old in one's home can have on health by discussing community interactions, forms of residency, family dynamics, and functional challenges. Participants will be asked to take part in an interview with the researcher, Áine, via a Microsoft Teams meeting. Interviews will take approximately one hour.

For further details on the research and how to get involved, please email Aine at: AINE.TRAYER.2019@MUMAIL.IE



### DKIT tests technology to improve health and wellbeing for people with heart conditions.



The NetwellCASALA team, at Dundalk Institute of Technology (DKIT), is currently developing and testing new technologies aimed at supporting

people with heart conditions to self-manage their own health and wellbeing.

Some examples of heart disease include but not are not limited to high blood pressure, angina, heart failure, and coronary heart disease among others. The challenges associated with managing health conditions such as heart disease can often take a toll on our mental wellbeing and increase feelings of stress. On this basis, Dr Orla Moran and Dr Julie Doyle are developing psychological supports, in the form of written psychology tips and advice, as well as guided meditation recordings, to be used in digital app. The purpose of these is to help improve coping skills, making self-care more manageable and improving overall wellbeing.

We are testing digital health intervention grounded in Acceptance and Commitment Therapy (ACT) for helping cardiac patients better manage stress, anxiety, and other types of distress. The intervention will take place over a period of 8 weeks and will involve 6 one-to-one therapeutic ACT session will be delivered via Zoom by a psychologist. You will also have access to interactive exercises, such as guided meditations, as well as tips and information delivered by a digital app. You will also be invited to complete daily assessment measures and use self-management devices important for managing cardiac conditions (for example, to monitor blood pressure and heart rate) throughout the course of the intervention.

#### **PEOPLE WITH HEART CONDITIONS NEEDED FOR RESEARCH STUDY**



Are you:

- Diagnosed with a heart condition (e.g. high blood pressure, angina, heart failure etc.)
- Interested in learning how to better manage your mental well being
- Interested in learning how you can better self-manage your condition?

If you answered **yes** to the above questions, we would like to hear from you. This research will explore how a digital app and psychotherapeutic support can improve mental health and support self-management in people with heart conditions.

For more information and if you are interested in participating.

**Please get in touch** with Dr Orla Moran (Email: [Orla.moran@dkit.ie](mailto:Orla.moran@dkit.ie))



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive



## Upcoming Free Webinars from HSE Health and Wellbeing

### Environment, Health & Wellbeing Virtual Conference

You are invited to attend the upcoming Environment, Health and Wellbeing Online Conference which will focus on Learning from the Pandemic, on Monday 29th November from 9.15 – 13.15. Our HSE colleagues Dr. Stephanie O’Keefe and Dr. Philip Crowley will both be speaking at the event. There is free registration at the bottom of this page:

<https://ti.to/environment-health-wellbeing/2021>

### HSE Christmas Concert Save the Date: 16th Dec 4-5.30

HSE Health and Wellbeing are planning an online Christmas Concert such as was broadcast last year: <https://bit.ly/3rkgjta> so save the date and stay tuned for further updates.



## Webinar - MOOC for Healthcare Organisations and Public Authorities



**How to find, select and use an open platform in the domain of Active and Healthy Ageing?**

Massive Open Online Course (MOOC) for healthcare organisations and public authorities

📅 10.12.2021 ⌚ 10:00 -11:30 AM CET

Host: **AFEdemy**  
Academy on Age-Friendly Environments in Europe BV, Netherlands

PlatformUptake.eu

To raise awareness in the adoption of open platforms in the AHA domain an **online course** has been drafted by [PlatformUptake.eu](https://PlatformUptake.eu) project. The course focuses on the **identification and selection of open platforms** and is especially designed for **professionals in healthcare and care organisations, public authorities, health insurance organisations and other interested in the field**. The MOOC will enable learners **to build understanding of the use of open platforms and their benefits** as well as to **identify and integrate them in work processes and organisations**.

Willeke van Stalduinen (CEO of AFEdemy) will present the draft online course. The participants will be cordially invited to provide questions and comments on the course and get engaged in discussion about it.

[Register for the webinar](#)



## Time to Reflect

a survey about life, death and bereavement during a pandemic

Time to Reflect is our invitation to the people of Ireland to share their views and their experiences of death, loss and grief during the pandemic. In the 2 weeks since we launched the survey, over 1,000 people have taken part and the stories and experiences people have shared have confirmed that this survey is really important.

Thus far, **only 5% of the people who have taken part have been older people aged over 65.** Needless to say, we very much want to ensure, that the survey includes the experiences of all age groups but particularly older people who we know have been particularly impacted by death and bereavement during the pandemic.

### Time to Reflect

a survey about life, death and bereavement during a pandemic



To take part go to:

[www.hospicefoundation.ie/timetorelectsurvey](http://www.hospicefoundation.ie/timetorelectsurvey)



We are **asking for your help and support in completing the survey.** The survey can be accessed online at:

[www.hospicefoundation.ie/timetorelectsurvey](http://www.hospicefoundation.ie/timetorelectsurvey)



**Join us on Facebook every day until Christmas**

for

**Age & Opportunity Movement Minutes  
Active Advent Calendar**

**1st - 24th December at 11am**



**#AgeandOpportunity**

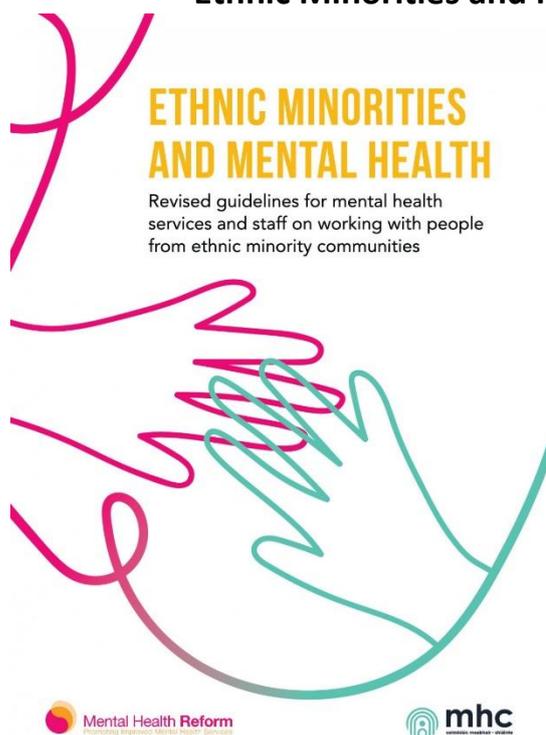
The classes are available on [Facebook](#) and [YouTube](#) and the timetable shows where each class is available



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meath county council



## Ethnic Minorities and Mental Health - Guidelines



### Invitation

**2 December @ 3pm via Zoom**

We are delighted to invite you to the launch, by Minister for Mental Health, Mary Butler TD, of new and revised guidelines for mental health services and staff working with people from ethnic minority communities.

[Register for the event](#)

In 2016, the Mental Health Commission and Mental Health Reform partnered to publish guidelines for mental health services and staff working with people from ethnic minority communities.

Five years on, the same bodies have partnered again to update these guidelines, which are intended to inform mental health services and staff on how best to provide care to individuals from ethnic minorities.

This event aims to raise awareness of the need for culturally sensitive mental health services and highlight the challenges that ethnic minority groups face in accessing appropriate mental health support.

## Dementia: Understand Together



### **Alzheimer Europe Conference, Nov 29th - Dec 1st**

The Virtual Alzheimer Europe Conference "Resilience in dementia: Moving beyond the COVID-19 pandemic" will take place from 29 November to 1 December. You can find the full programme here <https://www.alzheimer-europe.org/Conferences/2021-Online/Programme-overview>

### **BrainFM: Holiday Special! Dec 11th at 2 - 3.15 pm**

The Brain FM uses a specifically developed co-creative dance practice, Mind-to-Motion, to help make learning about the brain accessible, inclusive and fun. [Mind-to-Motion](#) (formerly Storytelling in Action) is a co-creative approach that uses dance, movement and storytelling to help build community and expand modes of communication for people living with dementia.

You are invited to join for an hour of connecting to our minds and our bodies through movement, followed by 15 minutes of social time! For this holiday special, participants will connect to learn all about how our brain hears all of our favorite holiday songs.

This is an event specifically designed for families impacted by dementia. BrainFM welcome anyone living with dementia and their loved ones to join. The event is free and will be hosted virtually on Zoom. To register click here [bit.ly/BrainFM\\_Holiday](https://bit.ly/BrainFM_Holiday)

## Local Updates



### Winter Safety Talks

The Kildare Age Friendly Programme and Kildare Garda Division hosted a series of Winter Safety Talks around Kildare during November.

The talks were held in local GAA club houses and community centres around the county. GAA clubs were used to build on the excellent relationships established during the community call. Younger GAA members were asked to encourage their grandparents etc to attend in an intergenerational project.

These events were aimed at older citizens and covered topics such as home security, cyber security, scam telephone calls. The road safety in Winter weather conditions was delivered by Kildare County Council Road Safety Officer and we also included climate Change information which was delivered by our Climate Change officer.

We are hoping to plan more events for Dec /Jan depending on covid restrictions.

**WINTER SAFETY TALKS 2021**

- 17 NOV** ROUND TOWERS GAA  
KILDARE | 7:00 PM
- 18 NOV** ST. LAURENCE'S GAA  
NARRAGHMORE | 10:00 AM
- 22 NOV** MONASTEREVIN COMMUNITY CENTRE  
MONASTEREVIN | 10:00 AM
- 24 NOV** SUNCROFT COMMUNITY COMPLEX  
SUNCROFT | 10:30 AM
- 25 NOV** ST. MARY'S GAA  
LEIXLIP | 11:00 AM
- 25 NOV** THE MILL  
CELBRIDGE | 2:00 PM
- 26 NOV** RATHANGAN COMMUNITY CENTRE  
RATHANGAN | 11:00 AM

Contact Carmel Cashin  
Kildare Age Friendly  
County Programme at  
(087) 7212966

## The Meals on the bus go round and round

Emer Holloway and Bernie Farrell's swift, compassionate and effective response to Covid in their Community was recognized at the Westmeath Cathaoirleach awards on Friday Night, November 19<sup>th</sup>.

TFI Local Link Longford Westmeath Roscommon and operator Rohan Transport worked with Emer and Bernie to support passengers that were unable to come into their service and were sheltering at home. These two amazing women created a meals on wheels service. Preparing the delicious meals to be ferried out to the people that normally came into their service. This hardworking Castledaly team transformed what they did and reached out to their TFI local Link team and asked them to help them quite literally deliver their dream of staying in touch with their people.

"This meant that our transport role became about transporting rolls," jokes TFI Local Link manager Damien O'Neill.



*Emer Holloway, Bernie Farrell, TFI Local Link manager Damien O'Neill.*

On Friday night, Westmeath County Council spoke about TFI Local Link Longford Westmeath Roscommon's work as part of the wider community response to the Covid emergency.

The Cathaoirleach Awards is the Oscars of community development; celebrating the community and voluntary section.

"This years was especially a celebration of how well we worked together when there was no blueprint to follow and we were all guided by a shared wish to do everything possible and then push those boundaries into a space where we were all doing something innovative," explained Damien O'Neill.

"TFI Local Link LWR worked with community partners across all three counties when we realized that changes would need to be made to help support the communities our services operate in.

	<p>“We are delighted to see Emer and Bernie recognized for all their hard work in significantly challenging circumstances. Knowing people like Emer and Bernie and playing our part in the work they were doing gave us great comfort our work is transport, but our outcomes are all community.”</p>
	<p><b>Waterford OPC was a winner in the Age Friendly category of our local PPN community awards</b></p> <p>Waterford PPN held their annual PPN Awards. The last 18 months have been very strange and extremely challenging times and the need for services escalated and the voluntary sector in Waterford stood up to the challenge, going well above and beyond their usual roles as volunteers, becoming heroes of the communities.</p> <p>Waterford OPC were the winners of the Age Friendly category of our local PPN community awards.</p> <p>We would like to congratulate everyone involved in the Waterford OPC, what a wonderful achievement which everyone involved should be so proud of.</p>

**Your Voice**

	<p>We've heard about so much good work going on all around the country, please let us know what's happening in your area so we can share those innovative ideas with everyone. Please email us your news to Rachel at <a href="mailto:rleavy@meathcoco.ie">rleavy@meathcoco.ie</a> Information is one thing we can share right now!</p>
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**International Updates**

	<p><b>IFA Global Cafe   In Conversation with Ms Elina Ikavalko and Ms Anna Lawson on "Speak Up for COPD"</b></p>  <p>The International Federation on Ageing held a Global Cafe event this morning called - In Conversation Ms Elina Ikavalko and Ms Anna Lawson on "Speak Up for COPD"</p> <p>A recording of this event will be available on the Federation's website <a href="https://ifa.ngo/ifa-global-cafe/">https://ifa.ngo/ifa-global-cafe/</a> and <a href="https://drbarometer.com/community/resource-library">https://drbarometer.com/community/resource-library</a></p>
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## Important Tips

Always have your **Eircode** close by in case of emergency. You can find your Eircode [here](#)

Perhaps keep a **daily diary** to record the people you are in contact with every day, so if you develop symptoms it will be easier to trace them

## Coronavirus COVID-19



**If you have fever and/or cough you should stay at home regardless of your travel or contact history.**

If you have returned from an area that is subject to travel restrictions due to COVID-19 you should remain your placement for 14 days. Check the list of affected areas on [www.hse.ie](#)

### All people are advised to:

- **Reduce** social interactions
- **Keep a distance** of 2m between you and other people
- **Do not** share drinks or make close contact where possible

If you have symptoms visit [hse.ie](#) or phone HSE Live **1850 24 1850**

### How to Prevent



### Symptoms

• Fever (High Temperature) • A Cough • Shortness of Breath • Breathing Difficulties

### For daily updates visit

[www.gov.ie/health/covid-19](#)  
[www.hse.ie](#)

## Useful Contacts

**Age Friendly Ireland Shared Service Office** Telephone: 046 9097413

Or Email: [rlaevy@meathcoco.ie](mailto:rlaevy@meathcoco.ie)

**HSE Advice Line:** Callsave 1850 24 1850

Call from 8am – 8pm Monday to Friday and 10am to 5pm Saturday and Sunday