

Supports for Older People in the Louth Area

- Supports for Older People Living at Home
- Supports for Nursing Home Care
- Other Care Supports for Older People
- Home Improvement Grants
- Transport & Mobility
- Community Support Services
- Safety and Protection
- Positive Ageing

Introduction

Citizens Information 



This book has been compiled by County Louth Citizens Information Service. Through our contact with older people in the County Louth area we are conscious that not all people are fully aware of their Rights & Entitlements and what supports are available to them.

This book seeks to provide older people with a guide to their entitlements and supports in the Louth area. We have colour coded the headings in this book to make it easier for people using it to find the information.

You can contact the service providers directly or you may wish to contact Citizens Information Centre. We hope that this book will provide a useful resource to everyone using it.

County Louth Citizens Information Service wishes to thank all those who contributed to the completion of this book. County Louth Citizens Information Service wishes to acknowledge the funding from Louth Age Friendly Alliance for this book.

Citizens Information Service is funded and supported by the Citizens Information Board.

The information in this book is correct at the time of going to print.

Contents

Section 1 **Supports for Older People Living at Home**

- 1.1 Home Support Worker (Home Help)
- 1.2 Personal Carer
- 1.3 Public Health Nurses
- 1.4 Half-Rate Carer's Allowance
- 1.5 Household Benefits Package
- 1.6 Living Alone Allowance
- 1.7 Fuel Allowance

Section 2 **Supports for Nursing Home Care**

- 2.1 Public Nursing Homes
- 2.2 Private Nursing Home Subvention
- 2.3 Fair Deal Scheme
- 2.4 Tax Relief on Nursing Home Fees

Section 3 **Other Care Supports for Older People**

- 3.1 Medical Cards for over 70s
- 3.2 Elder Abuse
- 3.3 Bereavement Grant



Section 4

Home Improvement Grants

- 4.1 Housing Aid For Older People
- 4.2 Clondalkin Home Improvement Grant
- 4.3 Home Energy Saving Scheme

Section 5

Transport & Mobility

- 5.1 Free Travel
- 5.2 Senior Smartpass
- 5.3 Disabled Parking Cards
- 5.4 Free Driver's Licence for over 70s
- 5.5 Free Passport for over 65s

Section 6

Community Support Services

- 6.1 Chiropody Services
- 6.2 Meals on Wheels
- 6.3 Cuidigh Linn
- 6.4 The Nestling Project
- 6.5 Suicide Support
- 6.6 Bereavement Counselling Services
- 6.7 Senior Helpline
- 6.8 Citizens Information Centre

Section 7

Safety and Protection

- 7.1 Personal Alarms
- 7.2 Community Garda

Section 8

Positive Ageing

- 8.1 Education
- 8.2 Creative Writing Groups
- 8.3 Book Clubs
- 8.4 Active Retirement Groups
- 8.5 Louth Local Sports Partnership



Section 1

Supports for Older
People Living at Home

Section 1

Supports for Older People Living at Home

1.1 Home Support Worker

Home Support Worker (used to be called Home Help) services are provided by the H.S.E. in order to assist people to remain in their own home and to avoid going in to long-term care. However, your local Health Office is not legally obliged to provide these services. The service is generally free to medical card holders although you may have to make a contribution towards the cost, even if you hold a medical card.

Home Support Workers provide personal care and practical support to incapacitated people living in their own homes.

The service is based on assessed need and is mainly granted to clients over 65 years who are in receipt of a medical card and who meet the criteria for the service. The Public Health Nurse will call out and do an assessment on the person applying for a Home Support Worker.

Based on the clinical assessment the person may be given a Home Support Worker for a number of hours per week. This will also depend on resources available to the H.S.E.

**You cannot have a family member
as a Home Support Worker**

You can access this service through your **Public Health Nurse** or call **042 933 2287**.

Contact Citizens Information or your local Health Centre for more information.

Dundalk Health Centre
Dublin Road
T 042 933 2287

Drogheda Health Centre
Ballsgrove
T 041 983 8574

1.2 Personal Carer

You apply to your Public Health Nurse for a Personal Carer. You can have a Home Support Worker (used to be called Home Help) and a Carer. The Public Health Nurse will call to you and do an assessment on your need for a Personal Carer.

There is no means test on the person applying. There is a waiting list and hours are allocated depending on the resources available at the time of application. The only assessment that is done on the person is a clinical assessment.

Contact Citizens Information or your local Health Centre for more information.

1.3 Public Health Nurses

Public Health Nurses in Ireland are employed by the Health Service Executive (H.S.E.) to provide a range of health care

services in the community. They are usually based in your local health centre and may be your first contact with the health services. The service consists of both home and health centre visits.

The Public Health Nurse can assist you with many problems and should be the first person to contact when in need of advice or information regarding health or services you may require.

The service is not necessarily confined to Medical Card holders.

Public Health Nurses provide a skilled Nursing Service to ill patients in the home and clinic setting and aftercare following discharge from hospital. In order to achieve maximum health and social gain, needs assessment of the elderly is carried out and services sourced/provided when necessary.

Dundalk Health Centre
Dublin Road
T 042 933 2287

Drogheda Health Centre
Ballsgrove
T 041 983 8574

1.4 Half-Rate Carer's Allowance

If you are getting a social welfare payment or you are a qualified adult on your spouse's or partner's payment and if either of you now need full-time care you may qualify for a half rate carer's allowance payment. This half-rate carer's allowance payment is means tested. If you qualify for this payment you will still keep your existing social welfare payment.

Carer's Allowance Section

Longford

T 043 334 0000

For more information on the Carer's Allowance payment contact your local Citizens Information Centre or Social Welfare Office.

Dundalk Social Welfare Office

T 042 939 2600

Drogheda Social Welfare Office

T 041 983 8626

1.5 Household Benefits Allowance

This package includes:

- Electricity allowance or Natural Gas allowance or Bottle Gas allowance
- Telephone allowance or Mobile Phone allowance
- Free Television Licence

The electricity allowance covers normal standing charges and up to 2,400 units each year or the gas allowance covers standing charges and a certain amount of Kilowatt hours per year.

If you live in self-contained accommodation (a flat or an apartment) and you have a slot meter or the landlord is the registered owner you may qualify for a Group Account Allowance.

Everyone aged 70 or over living in Ireland can apply for this scheme regardless of their income or who lives with them.

If you live in a Nursing home you will qualify for the telephone allowance if you have your own telephone account.

Or

If you are **under age 70**, and in receipt of a qualifying payment, and live alone or only with certain excepted people (i.e. your spouse or partner) and you are getting an increase for them in your payment or they qualify for a payment in their own right.

Or

If you are Widowed and aged 60 to 65 and your late spouse was getting the benefits before their death you may now apply for the allowance in your own name. Ask your supplier to put your name on the bills if you have not already done so.

Or

You are getting a Carer's Allowance or in need of constant care and attention yourself.

If you are in receipt of these benefits and you change address or your partner dies and the benefits are in his or her name you must re-apply for these benefits in your own name. Bills must be changed into your name when re-applying.

There are many conditions to qualify so please contact your local Citizens Information Centre for further information or Household Benefits Section, Sligo, **Lo-Call 1890 500 000**.

1.6 Living Alone Allowance

This is a weekly payment for people who are in receipt of certain Social Welfare payments. You may qualify for this payment if you live completely alone or mainly alone in certain circumstances.

For more information on this payment contact your local Citizens Information Centre or Social Welfare office.

Dundalk Social Welfare Office
T 042 939 2600

Drogheda Social Welfare Office
T 041 983 8626

1.7 Fuel Allowance

This is a payment to help with the cost of heating your home. It operates for 32 weeks from the end of September to May. The allowance is €20 per week.

There are certain conditions to qualify so please contact your local Citizens Information Centre for further information or your local Social Welfare office.

Dundalk Social Welfare Office
T 042 939 2600

Drogheda Social Welfare Office
T 041 983 8626

Section 2

Supports for
Nursing Home Care



Section 2

Supports for Nursing Home Care

2.1 Public Nursing Homes

Under the Health Acts everyone is eligible for a place in a public nursing home and will have to pay certain hospital charges.

Dundalk Health Centre

Dublin Road

T 042 933 2287

Drogheda Health Centre

Ballsgrove

T 041 983 8574

2.2 Private Nursing Home Subvention

Subvention is financial help from your local Health Service Executive (H.S.E.) to assist a person who needs full-time care to pay towards the cost of Nursing Home fees. The subvention is designed to help with nursing home fees. **It is not designed to meet the full cost.** In order to get the subvention from the H.S.E. you must pass a means test and a dependency test.

Apply to your Local Health Centre for a subvention application.

Dundalk Health Centre

Dublin Road

T 042 933 2287

Drogheda Health Centre

Ballsgrove

T 041 983 8574

2.3 Fair Deal Scheme

This is a new Nursing Home support scheme due to be implemented later this year. This will be a more equitable scheme i.e. no difference in the cost of care for public or private nursing homes.

For further information on this proposed scheme contact the H.S.E. Information Help Line on 1850 241 850.

2.4 Tax Relief on Nursing Home Fees

You may get tax relief on payments to a nursing home. From January 2009 the Tax Relief will be reduced from 41pc to 20pc but in the case of Nursing Home fees this will not apply until 2010. If you are paying the nursing home fees, you can get the tax relief - whether you are in the nursing home yourself or you are paying for another person to be there.

You or a person paying the Nursing Home fees must be paying taxes to avail of the tax relief.

You should contact your Inspector of Taxes immediately and arrange for the tax relief as you may need it to help towards the costs of fees.

For further information contact your local Citizens Information Centre or your local Health Service Executive.

Dundalk Health Centre
Dublin Road
T 042 933 2287

Drogheda Health Centre
Ballsgrove
T 041 983 8574

Section 3

Other Care Supports
for Older People



Section 3

Other Care Supports for Older People

3.1 Medical Cards for Over 70s

If you are under 70 years of age Medical Cards are means tested. Contact your local Citizens Information Centre or Local Health Service Executive for income guidelines.

Between 2001 and 2008 everyone aged over 70 was entitled to a medical card without a means test.

From January 2009 there are gross income limits of €700 per week for a single person and €1,400 per week for a married couple. There will be no standard deductions allowable (for example, for income tax). However, people over these limits can still apply on a hardship basis, for example if you have high medical expenses.

Pensions, earnings, interest from capital and all other sources of income are included in the means test.

Spouse aged under 70 years

Where one spouse is aged over 70 years and the other spouse is aged under 70 years, they will both qualify for a medical card if their income is below €1,400 a week.

Widowed

If your spouse or cohabiting partner dies after 1st January 2009 and you are aged over 70, you can keep your medical card for 3 years, provided that your income is less than €1,400. After the 3 years the relevant income for a single person applies.

Capital applicants aged over 70 years

Capital (savings and investments) is assessed differently for people aged over 70 years than for those aged under 70. For those aged over 70 years, it is only the actual interest earned on capital that is taken into account, not the capital amount. Income from the first €36,000 of capital for a single person and €72,000 for a couple is not counted.

The H.S.E. wrote to all people aged 70 and over informing them of the new arrangements. **Only people who have income above the limits** need reply, otherwise everyone else simply keeps their card.

Out-of-Hours G.P. Services

The G.P. out-of-hours service **is an urgent medical service** provided by doctors and nurses outside normal practice hours.

The service runs from 8pm to 8am, Monday to Friday and all day Saturday, Sunday, and Bank Holidays. If you have a medical card or a G.P. card the service is free. If not, the doctor will charge a fee for the visit. Medical advice given by nurses or doctors over the phone is free of charge.

Call the H.S.E. information Line on 1850 241 850 to find your local service.

Contact Citizens Information or your local Health Centre for more information.

Dundalk Health Centre
Dublin Road
T 042 933 2287

Drogheda Health Centre
Ballsgrave
T 041 983 8574

3.2 Elder Abuse

Definition Of Elder Abuse

Single or repeated act or lack of appropriate action accruing within any relationship where there is an expectation of trust which causes harm or distress to an older person or violates their human and civil rights.

Most people do not experience abuse; however, an older person can be harmed or abused by others. Abuse can take more than one form at any given time.

Abuse can be:

- Physical
- Financial
- Material
- Sexual
- Psychological
- Neglect and acts of omission
- Discriminatory abuse

Who Might Abuse?

Any individual or organisation may be guilty of abuse. Most often it is someone well known to the older person – a relationship where there is an expectation of trust.

Where Might Abuse Happen?

Abuse can happen anywhere – at home, within residential, day-care or hospital settings or public places.

If you have experienced any form of abuse you should speak to:

- Someone you trust
- G.P. or Public Health Nurse
- Local Garda Station
- The H.S.E. Helpline 1850 241 850

Handling Of Suspected Elder Abuse Cases

All cases of alleged Elder Abuse are treated seriously, dealt with in confidence and, as much as possible, handled in a way that respects the wishes of the older person.

The overall aim is to ensure the safety and well-being of an older person while providing support to stop the abusive behaviour.

Senior Case Worker

The senior case worker for Elder Abuse for Louth is **Ms Maura Brady**. Contact can be made directly by clients or by a family member. Maura will assess cases about elder abuse for those aged 65 and over. It is a confidential social work service. Maura can be contacted at St. Mary's Hospital, Dublin Road, Drogheda, Co. Louth

Tel 041 983 2963 Ext 2127 **Office Hours** Mon – Fri 9am to 5pm

3.3 Bereavement Grant

A Bereavement Grant can be paid to the person responsible for paying the funeral bill, based on the PRSI contributions of the deceased or of his/her spouse. It is paid by cheque and can be claimed up to 12 months after the date of death.

Contact

Bereavement Grant Section

Longford 043 334 0000

Dublin 01 704 3487

If you cannot afford to pay the funeral expenses and have **not** paid PRSI you may get assistance from the Community Welfare Officer based on your means. You should apply for this before you pay the funeral director's bill as the cheque may be sent directly to them.

Contact Citizens Information or your local Health Centre for more information.

Dundalk Health Centre

Dublin Road

T 042 933 2287

Drogheda Health Centre

Ballsgrove

T 041 983 8574



Section 4

Home Improvement
Grants



Section 4

Home Improvement Grants

4.1 Housing Aid for Older People

The Housing Aid for Older People Scheme is a means tested grant used to improve the condition of an older person's home. In general the scheme is aimed at people 60 years of age and above.

The type of work which is grant aided includes:

- structural repairs or improvements
- re-wiring, repair or replacement of windows and doors
- the provision of water, sanitary services and heating
- cleaning and painting
- radon remediation
- re-wiring and any other repair or improvement work considered necessary

Many older people may be eligible for the scheme; however, priority will be given to people on the basis of financial need.

The grant can be paid to people in:

- Owner occupied housing
- Houses being purchased from a local authority under the tenant purchase scheme

The grant will not be paid if you start work before the grant is approved. However, it is expected that the work will start within 6 months of your grant approval.

Contact

Louth County Council on 042 933 5457

Grant schemes for the elderly have been suspended in some areas as total funding has been exhausted. Contact the Housing Section of your Local Authority for more information about how to apply and about the eligibility rules in your area.

4.2 Clondalkin Home Improvement Grant (CHIP)

CHIP provides a free insulation service to those in receipt of certain social welfare payments in certain areas. To qualify for this grant you must be a home owner or buying a home and on a long term social welfare payment.

- Invalidity Pension
- One Parent Family Payment
- State Contributory Pension
- State Non-Contributory Pension
- Widow's/Widower's Contributory Pension
- Widow's/Widower's Non-Contributory Pension

Type of Work

- Cavity Wall Insulation
- Solar Panels
- Energy Advice
- Attic Insulation
- Draft Proofing

The grant is not means tested. You will have to pay up to €200 to cover Travel/Surveyor's costs.

There is currently a waiting list of 1 to 2 years.

Application forms are available from your local Citizens Information Centre or by contacting:

C.H.I.P. T 01 467 0344.

4.3 Home Energy Savings Scheme (HES)

This scheme provides assistance to homeowners who wish to improve the energy efficiency of their home. All homeowners of dwellings built before 2006 may apply.

Areas covered are

- Roof Insulation
- Wall Insulation
- Installation of a High Efficiency Oil/Gas fired Boiler
- Heating Controls Upgrade
- Building Energy Rating (BER)

Further information is available from Sustainable Energy Ireland on 1850 927 000 or from your local Citizens Information Centre.



Section 5

Transport & Mobility



Section 5

Transport & Mobility

5.1 Free Travel

Everyone aged 66 and over living permanently in Ireland, is entitled to the free travel scheme. If you qualify for free travel, you will be issued with a pass that you must carry with you when using public transport. Free travel passes are non-transferable and can only be used by the named person. Your spouse or partner may also travel with you free of charge.

Companion Free Travel Pass

In addition, some people who are unable to use the pass because they are unable to travel alone may get a Companion Free Travel Pass. This allows the holder to be accompanied by any person over 16 years of age, free of charge.

Contact

Free Travel Section

Lo-Call 1890 500 000

For more information on Free Travel contact your local Citizens Information Centre.

5.2 Senior Smartpass

If you have a Free Travel Pass this pass will allow you to travel free of charge any where within the south of Ireland and you can use this pass to travel to Northern Ireland. If you wish to travel **within** Northern Ireland you must have a Senior Smartpass. In order to get a Senior Smartpass you must fill out an application form.

Your spouse or partner cannot travel on your Senior Smartpass.

Application forms are available in your local **Citizens Information Centre** or **Social Welfare Office**.

For more information on the Senior Smartpass contact your local Citizens Information Centre or Social Welfare Office.

Dundalk Social Welfare Office
T 042 939 2600

Drogheda Social Welfare Office
T 042 983 8626

5.3 Disabled Person's Parking Cards

Disabled Person's Parking Cards (also known as European Parking Cards or Disabled Parking Badges) are available to people living in Ireland with certain disabilities and those who are registered blind, whether they are drivers or passengers.

The parking card can be used by a disabled person in any vehicle in which he or she is traveling.

The parking card costs €25. The fee is the same whether it is a new application, or a renewal. The card is valid for **2 years**.

With a **Primary Medical Certificate** it is valid for **5 years**.

If you wish to get a Disabled Parking Card you must have severe lower limb disability or severe walking difficulties.

To obtain an application form for a parking card, write to either:

IWA National Mobility Centre
Ballinagappa Road
Clane
Co.Kildare
T 045 893 094

OR Disabled Drivers Association of Ireland
Ballindine
Claremorris
Co.Mayo
T 094 936 4266

- Enclose a stamped self-addressed envelope.
- Give details about your disability and how it affects your mobility.
- If you have a Primary Medical Certificate you should mention it.
- You will need to send 2 up to date photos of yourself.

5.4 Free Driver's Licence for Over 70s

If you are aged 70 or over and you wish to renew your driver's licence, there is no cost for the licence but you **must** provide a medical report with the application.

In order to get your free driver's licence you must do the following:

- 1 Attend your G.P.
- 2 Submit medical report signed by your G.P.
- 3 Fill out application form.
- 4 Submit previous driver's licence.
- 5 Send 2 passport photos which you must sign on the back.

Your medical visit to the G.P. is NOT covered by your medical card and so the standard surgery fee will apply. Medical report forms are available from the motor tax office, G.P.'s surgeries and your local Citizens Information Centre.

The licence may be valid for 1 or 3 years depending on your medical report. Application forms should be sent to the motor tax office and your new driver's licence will be sent out to you by post.

Contact your local motor tax office:

Dundalk
T 042 935 3170

Drogheda
T 041 984 6469

5.5 Free Passports for Over 65s

If you are aged 65 or over you can apply for a free passport.

If you already have a passport and you wish to renew it you should:

- 1 Fill out a new passport application form.
- 2 Send your old passport back.
- 3 Enclose 2 recent photos that have been signed by the Gardaí.

If you have never held a passport and you are aged 65 or over you should:

- 1 Complete a passport application form and get it signed by the Gardaí.
- 2 Enclose 2 recent photos that have been signed by the Gardaí.
- 3 Send your original birth certificate with application.

The free passport is valid for 10 years.

Passport application forms are available at your local Post Office or Citizens Information Centre.

Contact Passport Office Dublin

T 1890 426 888



Section 6

Community Support Services



Section 6

Community Support Services

6.1 Chiropody Services

You can be referred for chiropody services by your family doctor (G.P.) or public health nurse. These services are only available in certain areas.

Contact your family doctor (G.P.) or public health nurse for information on chiropody services in your area.

Dundalk Health Centre
Dublin Road
T 042 933 2287

Drogheda Health Centre
Ballsgrove
T 041 983 8574

6.2 Meals on Wheels

This service is available to people in the community who are unable to cook their own meals due to age, illness or disability. The Meals on Wheels service is generally provided by a mixture of voluntary and statutory bodies. It varies from area to area.

Charges for Meals on Wheels may apply and are at the discretion of each voluntary group.

In order to qualify for Meals on Wheels you will need a note from your Doctor or from your Public Health Nurse stating that you are in need of help.

There is a waiting list for the service and it will depend on how many people are on this list. There is no age limit for Meals on Wheels. Anyone in need of this service can apply.

Meals on Wheels are delivered on Monday, Wednesday and Saturday in the Dundalk area.

To apply for Meals on Wheels in the Dundalk area please contact:

Social Services Council
15A Clanbrassil Street
Dundalk
T 042 933 2848

To apply for Meals on Wheels in the Drogheda area please contact:

Your Public Health Nurse

Dundalk Health Centre
Dublin Road
T 042 933 2287

Drogheda Health Centre
Ballsgrove
T 041 983 8574

Or

H.S.E. Helpline 1850 24 1850

6.3 Cuidigh Linn

Cuidigh Linn aims to ensure that the needs of older people are identified and met.

Below are some of the services available.

- Assisted living/Visitation service
- Odd-jobs and maintenance
- Links with services and social activities and referral arrangements.

Maintenance work carried out by Cuidigh Linn includes:

- Internal painting and decorating
- Wooden floors laid
- External house painting
- Gardening
- Gutters etc.

The maintenance people will assess and cost the work at a specially reduced price, both parties agreeing the work to be carried out. A follow up visit will be made to ensure complete satisfaction.

The criteria to avail of this service are simply to be over 65. This does not affect your entitlements to any other services such as meals on wheels, home support workers or carers.

To avail of any of these services contact:

Cuidigh Linn

2 Grange Close, Muirhevna Mor, Dundalk

T 042 933 4984

6.4 The Nestling Project

The Nestling Project promotes independent living for older people. It supports older people to make choices about services that they need. It assists people with form-filling and accessing a wide range of voluntary, social and health services.

Pat Kerins and Ann Marron advocate for older people, ensuring their voices are heard. They strengthen local community by organising social activities requested by older people whom they visit at home.

Some examples of the services Ann and Pat organise include:

- Day trips for older people every 6 weeks to a variety of venues.
- A men's group that meets weekly for tea and a chat. Various activities on offer such as guest speakers and trips out.
- A women's group that meets weekly to participate in a range of social activities. Also includes guest speakers.
- Home visits for older people by trained community volunteers available for one hour each week.
- Weekly home visits by students from Dundalk Institute of Technology to promote intergenerational activities.

The partners in the project are as follows:

- H.S.E. - Supply staff
- DTC: Housing in Barrack Street
- DKIT- Research, Technology and Service Brokers

For further details contact:

Pat Kerins

T 042 937 0531

E patrick.kerins@dkit.ie

Ann Marron

T 042 939 1078

E ann.marron@dkit.ie

6.5 Suicide Support

- Public Initiative For The Prevention Of Suicide And Self-Harm (PIPS)

P.I.P.S. is a support service for people who need intervention or for those who have survived suicide loss. A branch of P.I.P.S. was set up in Dundalk in September 2009.

T 086 193 3074

W www.pipsproject.com

- Save Our Sons and Daughters (Sosad)

Aims to:

- raise awareness of suicide in Ireland
- break the taboo surrounding suicide
- provide support and direction to those feeling suicidal
- provide support and direction to those approached by someone feeling suicidal
- provide support and direction for those bereaved by suicide

Sosad

60 Trinity Street, Drogheda, County Louth

T 041 984 8754

w www.sosadireland.ie

- H.S.E. Suicide Prevention Helpline

Free Phone 1800 222 282

- Samaritans Drogheda

T 041 984 3844

Locall 1850 60 90 90

6.6 Bereavement Counselling Services

Dundalk Counselling Centre

3 Seatown Place, Dundalk

T 042 933 8333

Drogheda Community Services Centre
Scarlet Street, Drogheda
T 041 983 6084

Acorn Counselling & Therapy Counselling Centre
Wellington Quay, Drogheda
T 041 984 4277

Clients must contact the Counselling Service themselves.

6.7 Senior Helpline

The Senior Helpline is a confidential listening service **for** older people **by** older people, for the price of a local call anywhere in Ireland. If you are feeling depressed, lonely and need to talk to someone you can phone the senior helpline.

The lines are open each day from **10am to 4pm** and each evening from **7pm to 10pm**, seven days a week, 365 days a year.

When you phone you will be speaking with an older person who will welcome your call. All calls are confidential.

Senior Help Line 1850 440 444
For the price of a local call anywhere in Ireland

E info@seniorhelpline.ie
W www.seniorhelpline.ie

6.8 Citizens Information Centre

There are three ways you can contact the Citizens Information Service.

- Drop in
- Phone
- Website

Drop in

You do not need an appointment to speak with an Information Officer.

Just call into your local office at:

4 Adelphi Court
Long Walk
Dundalk
County Louth

OR

1 Mayoralty Street
Drogheda
County Louth

Opening hours are Monday to Friday **9am to 5pm.**

Closed for lunch from 1pm to 2pm.

Phone

You can contact the **Dundalk** office by telephone on their Freephone number: **1800 252 353**

You can contact the **Drogheda** office by telephone on their Freephone number: **1800 201 207**

Citizens Information also has a National Phone Service which can be contacted on **1890 777 121**. It is open Monday to Friday from 9am to 9pm. You will only be charged the price of a local call no matter what part of the country you are phoning from.

Website

You can log on to the website at **www.citizensinformation.ie** If you don't have a computer at home your local library will help you to use the internet.

Citizens Information offers a free, confidential, impartial service and covers a wide range of topics such as:

- Social Welfare
- Health Service Executive
- Employment Rights
- Taxation
- Family Law
- Housing
- Immigration

Citizens Information has a wide range of publications available in their offices. These publications are free of charge.

Citizens Information provides an advocacy service to the public and they will also help you with filling out forms or following up on your entitlements.

Citizens Information Service is funded and supported by the Citizens Information Board.



Section 7

Safety & Protection



Section 7

Safety & Protection

7.1 Personal Alarms

Personal alarms are not available at the moment due to funding. You can purchase personal alarms yourself. If you are getting an alarm please ensure that it is from a notable supplier.

For more information on personal alarms contact:

St. Vincent de Paul
Dundalk
T 042 933 9056

St Vincent de Paul
Drogheda
T 041 984 3832

Or

Your local Citizens Information Centre

7.2 Community Garda

Community policing occurs where Gardaí and members of the community and statutory and voluntary agencies work together to:

- Prevent crime
- Prevent anti-social behaviour
- Reduce the fear of crime
- Promote inter-agency problem solving
- Bring offenders to justice
- Improve the overall quality of life

Aims of Community Policing

- To provide the people in an area with their own dedicated Garda, someone with whom they can discuss everyday occurrences and build up a strong and supportive personal relationship.
- To help the residents of an area to prevent crime by supporting crime prevention initiatives such as Neighbourhood Watch and Community Alert.
- To work with other social agencies in an area to help curb crime and vandalism.

If you have problems in your estate with anti-social behaviour contact the Community Garda.

Dundalk

T 042 938 8477 or

T 042 938 8478

Drogheda

T 041 983 8777

Section 8

Positive Ageing



Section 8

Positive Ageing

8.1 Education

Age Action Computer Classes for over 55s

These classes are organised by Louth Local Authorities and Louth Leader Partnership. The classes are free to anyone over 55. If you are interested in doing a computer course contact your local library for details. The classes are run in the library.

Topics covered in these classes are as follows:

- Digital Photography
- Computers for Beginners
- Internet and E-mail
- Skype
- iPod and MP3 players
- Mobile Phones

Louth County Library

T 042 935 3180

Louth Leader Partnership

T 041 984 2088

DATA

This service is only available in Muirhevna Mór, Cox's Demesne or the surrounding areas. It is a free service.

- Basic and practical computer courses
- Learn at your own pace
- Be taught in your own home or in a small group

You do not need to have a computer if you wish to be trained in your own home. They will bring a laptop computer to your home. If you want to learn the Internet then you must have broad band in your home.

Contact

Belinda McGuirk
T 042 933 0288

County Louth Adult Learning Service

Confidential free service for people who would like to improve their English and Maths skills.

Dundalk

Mary Reilly
T 042 935 3593

Drogheda

Lorraine Murphy or Maria Morgan
T 041 983 0870

8.2 Creative Writing Groups

These groups are free of charge and information is available at your local library.

Louth County Library

T 042 935 3180

8.3 Book Clubs

Check with your local library regarding joining their book club.

Louth County Library

T 042 935 3180

8.4 Active Retirement Groups

Contact your local Citizens Information Centre for a list of Active Retirement Groups in your area.

8.5 Louth Local Sports Partnership

Louth Local Sports Partnership covers all of Louth. It runs a number of activities for older people in the Louth area.

Go For Life PAL's Training

It organises Physical Activity Leader (PAL) training. This is training for leaders for older adults' groups. There is no charge for the training which takes place over 2 week ends. The training covers many aspects of leading physical activities.

You must arrange transport to the training session yourself. Training sessions take place at different venues. Once someone is trained as a leader they go back to their groups and lead their group in physical activity.

If you are interested in becoming a PAL please contact

Mary Brown

T 042 932 4318

Fit Line Project

This is a phone support service for older adults who want advice on becoming more physically active. There is no charge and people who register will receive a call every two weeks to see how they are doing.

To Register:

T 01 805 7709

Activity Festivals

These are organised by your Local Sports Partnership to bring groups together to try new activities.

Advice to groups on filling out the Go for Life National Grant Scheme application form.

Go For Life is the national programme for sport and physical activity for older people. Its aim is to involve greater numbers of older people in all aspects of sport and physical activities.

The annual National Grant Scheme is for groups to apply for programmes and equipment for their groups. The closing date for 2009 is 30 September 2009.

Application forms can be requested by phone on

T 01 805 77333 or by e-mail from gfl@mie.ie

They can also be downloaded from:

www.ageandopportunity.ie/national-grant-scheme

**If you need advice on filling out this form please contact your
Local Sports Partnership.**

T 042 932 4318



Useful Numbers

Emergency Numbers

Dial 999 or 112

Ask for the emergency service you require:

- Ambulance
- Fire Brigade
- Gardaí

Give the address or location where help is needed—be as precise as possible to save time.

Drogheda Community Services Centre

Scarlet St., Drogheda

T 041 983 6084

Health Services

Health Service Executive

North Eastern Area

(info line) 1850 24 1850

Public Health Nurse

Dundalk

T 042 933 2287

Drogheda

T 041 983 8605

Health Promotion

Railway St., Navan, County Meath

T 046 907 6400

Ardee Day Care Centre

St Brigid's Complex, Ardee, Co. Louth

T 041 685 6994

Principal Social Worker

Lourdes Hospital, Drogheda

T 041 980 1100

Lifestyle Community Activities

T 041 984 3209

Meals on Wheels Service

Contact the Public Health Nurse

(info Line) 1850 24 1850

Citizen Information Centre

Dundalk

T 042 932 9149

Drogheda

T 041 984 4508

The Carers Association

National Office

Priors Orchard John's Quay, Kilkenny

T 056 772 1424

Age Action

T 01 475 6989

Senior Help Line

Third Age Centre, Summerhill, Co. Meath

T 046 955 7766

Helpline 1850 440 444

Victim Support

15A Clanbrassil Street, Dundalk

T 042 932 6752

Victim Support

Haliday House, 32 Arran Quay, Dublin 7

T 01 878 0870

Drogheda Senior Citizens

Unit 3, Mayoralty Street, Drogheda

T 1800 200 459

Active Retirement Association

Retirement Information Centre, 1-2 Eustace St., Dublin 2

T 01 679 2142

Age & Opportunity

Marino Institute of Education, Griffith Avenue, Dublin 9

T 01 805 7709

Alone

1 Willie Birmingham Place, Kilmainham, Dublin 8

T 01 679 1032

Alzheimer Society of Ireland

National Helpline: 1800 341 341

Drogheda Alzheimer Day Care Centre

T 041 984 1311



“The Birches” Alzheimer Day Care Centre

T 042 935 1388

Money Advice & Budgeting Service (MABS)

T 1890 283 438

Citizens Information

4 Adelphi Court
Long Walk Dundalk
County Louth

T 1800 252 353

1 Mayoralty Street
Drogheda
County Louth

T 1800 201 207

National Phone Service Lo Call 1890 777 121

www.citizensinformation.ie