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## An Post in the Community – Connecting with Elderly and Vulnerable

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Over the coming weeks, Postal Operatives will be calling to elderly and vulnerable people across Ireland on their route (for example: an elderly person who lives alone) to check if they are in need any practical support. An Post is working with ALONE in relation to this initiative. Where a Postal Operative cannot provide appropriate or immediate assistance to the person (e.g. bring out their bins on bin collection day), s/he will provide contact information for ALONE or call ALONE on behalf of the customer for onward support.

### Details:

- Postwomen/men will know customers on their route that might be old, vulnerable and living alone
- While on their route they should stop at these houses/ front doors to check if they are ok during these times
- The postal operative should knock/call on the front door and step back 2 metres.
- They should maintain social distancing rules at all times.
- If there is a response from the individual, they should inform the person they are from An Post and want to check if they are OK.

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### Postal Operative Procedure

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- The postal operative should knock/call on the front door and step back 2 metres.
- They should maintain social distancing rules at all times.
- If there is a response from the individual, they should inform the person they are from An Post and want to check if they are OK.

In the event that the person requires support of any nature:

1. The postal operative should advise them to call the ALONE Support Line **(0818) 222 024**.  
ALONE will then work directly with the person to support whatever needs they have
2. If the older person has no means of communicating with ALONE i.e. no telephone. The postal operative should seek approval to call ALONE on their behalf.
3. The postal operative can use their scanner to call ALONE **(0818) 222 024**

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## ALONE INFORMATION

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**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**

Calling the ALONE Support Line is the cost of a local call  
or  
free if the caller is on the Vodafone network.

**ALONE** is a merger of 5 organisations and our main aim is to support and empower older people to age at home. We have 65 staff working across the country with more than 2,500 volunteers who are fully trained and Garda vetted. We help individuals and their families, work with other organisations, to improve the lives of older people. We work with all older people, including those who are lonely, isolated, frail or ill, homeless, living in poverty, or are facing other difficulties. We support them through these challenges.

We provide an integrated system of coordination of support, practical supports, befriending, phone services, social prescribing, housing with support and assistive technology. We use support plans, provide a point of contact for access to health, social care, housing, transport and other arising needs using technology and other services and activities to improve physical, emotional and mental wellbeing.

On Monday 9<sup>th</sup> March, ALONE launched a COVID-19 National Support Line in partnership with the HSE & Department of Health. To date, we have received over **4000 calls** from older people across the country. The majority of the requests we are getting from Older People are for assistance with food, medication and solid fuel. ALONE is delighted to be working with organisations like POBAL and the Senior Alert Scheme, Irish Rural Link, An Garda Síochana, County Councils, local authorities and many more community and voluntary organisations and commercial businesses, on this important initiative which will ensure that vital supports are in place for older people in your community throughout the COVID-19 pandemic and further afield.