

Galway City COVID-19 Community Response

Galway City COVID-19 Community Call Helpline



Here for you if you need ...

- ✓ Food, household items, fuel, medications collected or delivered
- ✓ Someone to talk to or other social supports
- ✓ Meals delivery
- ✓ Response to Garda related concerns
- ✓ Help with other medical or health needs

 **1800 400 150**



 **covidsupport@galwaycity.ie**

Community Response Forum

In response to the COVID-19 pandemic and at the instigation of Minister Murphy a COVID-19 Community Response Forum was set up for Galway City, co-ordinated by Galway City Council as required.

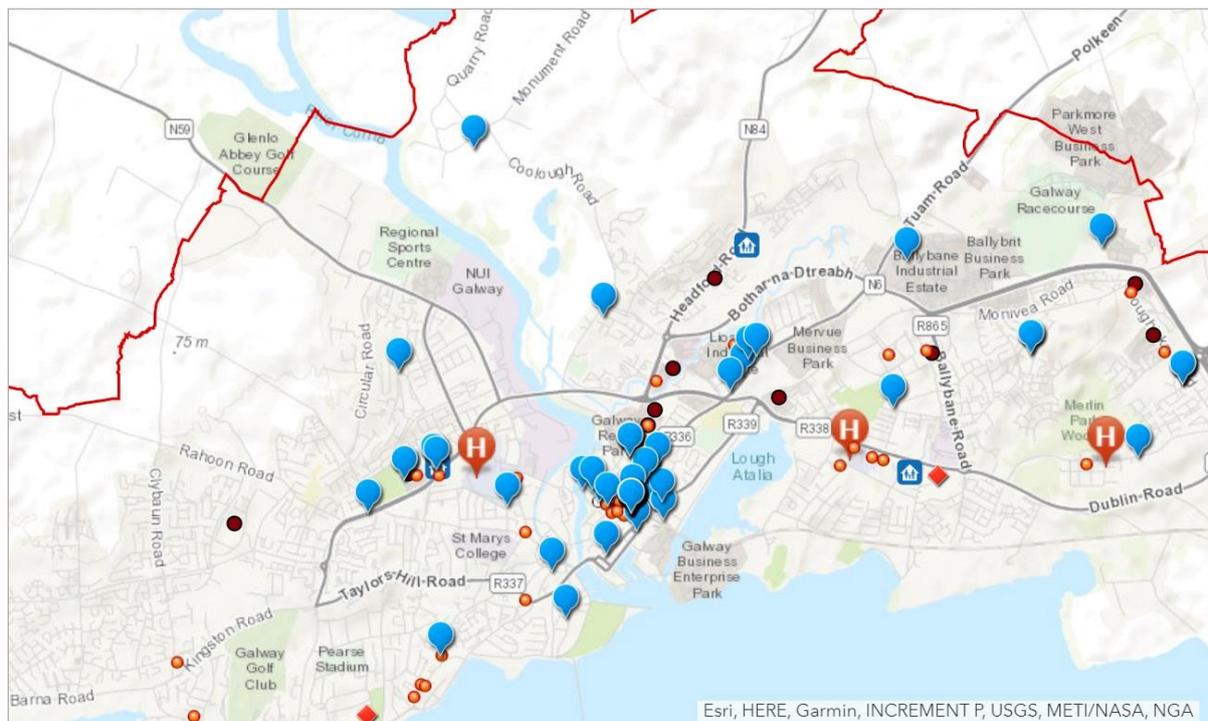
The purpose and role of the Forum which includes over a twenty agencies, organisations and community and voluntary groups is to lead the co-ordination of COVID-19 community supports and resilience and to ensure that there is a co-ordinated community response, enabling all the voluntary and statutory agencies to collaborate in support of our communities and particularly our most vulnerable members.

Included in the Forum are Galway City Council; An Garda Síochána; Community Welfare Service, DEASP; Health Service Executive; Galway City Partnership; Galway City Community Network; Volunteer Galway; COPE Galway; Galway Traveller Movement; SVP Galway and other community, voluntary and sports representatives.

The Forum have met on a weekly basis to discuss and address issues and items of concern, in addition to sharing of information, resources and daily updates via email for onwards promotion and sharing, in particular on local activities / initiatives / services and events. The attendance and participation by Forum members has been very supportive with positive engagement and the ongoing

co-ordination of COVID-19 community supports and resilience as required and in line with local need. www.galwaycity.ie/news/1605/59/Galway-City-Community-Call-Helpline/d,News%20Detail

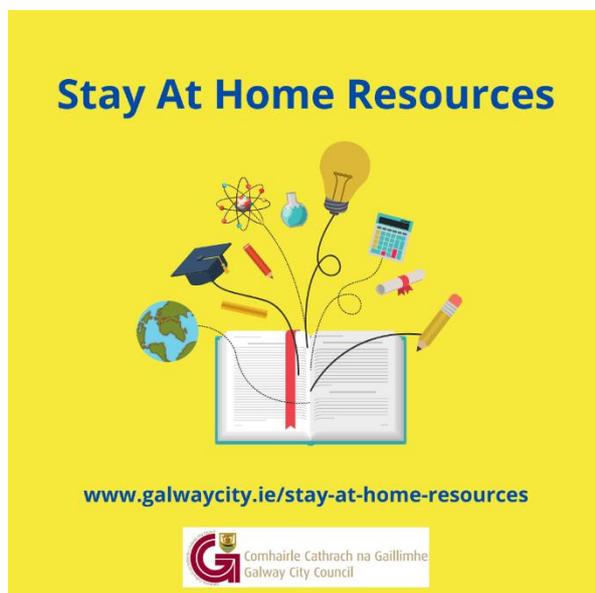
Galway City COVID-19 Community Call Helpline: The Galway City COVID-19 Community Call Helpline, which is being led and coordinated by Galway City Council is set up to provide a dedicated community response helpline to ensure that all vulnerable members of our community are appropriately supported as we move through the next stages of the Governments response to the COVID-19 public health emergency. The helpline, which has been operational since 30th March 2020 operates from 8am – 8pm, 7 days a week by Freephone 1800 400 150 and email to covidsupport@galwaycity.ie. A key purpose of the Helpline is to ensure that older people and those cocooning had access to very practical supports such as groceries, meals on wheels, transportation, medication collection and many others. The Helpline has dealt with over 580 requests to date and the importance of a local response in this regard was essential.



COVID-19 Community Response Map As part of the ongoing work of the Galway City Community Response Forum, the Galway City Community Network (GCCN) and Galway City Council have developed a map of the COVID-19 related responses, activities and services available to people in Galway City. The interactive map includes local services that are providing supports in relation to the collection of shopping, medications and fuel, social isolation supports from local and national organisations and information on meals and their delivery to people and families made vulnerable by the COVID-19 crisis. The map is now

publicly available and can be used as a useful information resource both for individuals made vulnerable by COVID-19 and by organisations or agencies that need to know where they may refer their clients to for support. To view the map, click on the following link: www.galwaycity.ie/GalwayCityCommunityDashboard. There have been weekly updates to the map since the first version was released on 29th March 2020, with data provided from the GCCN. There were 42 voluntary organisations mapped in the first version and now there are details for 84 organisations providing services in the City. To date there have been over 2,000 views of the map, averaging 34 views per day.

COVID-19 Stay at Home Resources:



Galway City Council has created a link on its **website** www.galwaycity.ie/stay-at-home-resources to highlight and share resources to support the mind and body during the COVID-19 restrictions. These include everything from mental health supports, to healthy recipes, meal planning and preparation, to workouts, meditation and mindfulness for both adults and children. Since the creation of the dedicated link there have been over 1,000 views of this resource which continues to be updated.

COVID-19 Emergency Fund

The COVID-19 Emergency Fund is a grant programme to provide funding to groups that are directly involved in providing supports to vulnerable groups on behalf of the Community Response Forum, (the Community Call). This grant aid is for costs incurred by groups in delivering services for the Community Response Forum set up to deal with the COVID-19 pandemic.

In Galway City, the allocation under this grant programme is €65,694 which is being managed Galway City Council on behalf of the Department of Rural and Community Development.

Galway City Council has approved 15 grants under this fund to date in support of a wide range of local community and voluntary groups and organisations operating throughout Galway City involved in the delivery of local COVID-19 community response efforts. Examples of these projects include PPE for

services and volunteers; care boxes for older and vulnerable persons in the community; purchase of ICT equipment for remote service provision; funding support for the provision of meals for families in need etc. For a full list of projects approved under the fund please visit www.galwaycity.ie.

‘In This Together’ Campaign



The second phase of the Community Call initiative commenced following a national campaign under the title ‘In This Together’ launched by the Taoiseach on Friday 24th April 2020. The emphasis is on Wellbeing and promoting different opportunities to support individual and community resilience. Galway City Council and partners on the Community Response Forum are offering a range of activities and resources as part of the initiative. The campaign aims to help everyone in Ireland to Stay Connected, Stay Active, and look after their Mental Health throughout the COVID-19 emergency. The campaign encourages everyone to set a new daily activity which helps them to feel a little healthier or a little happier as we deal with COVID-19. It signposts useful advice to help people of every age group to cope with the ongoing restrictions.

‘In This Together’ draws together a huge range of activities that you can pursue in your home or your community, by yourself or with family members or with friends online. There are ideas and activities for people of all ages. Galway City Council through its website www.galwaycity.ie and its social media will be letting people know all about them in the coming days and weeks.