

## **SeniorLine – Your Emergency Lifeline if Confined to Home**

SeniorLine, Ireland's only dedicated daily service for older people is currently experiencing a 100%+ increase in calls.

The corona virus is a particular threat to older people, so SeniorLine has put in place a number of protocols to support our many older callers throughout Ireland. Any caller, concerned about Covid 19, will receive the most up-to-date guidance as recommended by Government sources. Good health practice is reinforced at all times. This information, plus other helpful pointers, is updated twice daily as the situation changes and is available to each of our volunteers at the phones.

**SeniorLine will be available to older people throughout Ireland every day throughout this current health crisis. At a time when many people are confined to home, their phone will be a vital contact to emergency service and the outside world. Many callers are looking for information on the virus but we are seeing an increasing number of callers needing psychological support because of growing anxiety, isolation fears and access issues.**

SeniorLine received 10,000 calls last year and for over two decades has been a trusted service for many of Ireland's older and vulnerable population. Many people phone every day, and describe the service as their lifeline.

SeniorLine asks friends and neighbours not to forget the older people that live amongst you. Phone and ask if they have provisions. Are there medicines they need? Can you help in other ways? Equally, if you are confined and need help, do ask for it. Many people will want to help you, and are only waiting to be asked. Neighbour can help neighbour sensibly while conforming to reduced contact and social distancing.

**If you are an older person in need of company, phone SeniorLine and talk to us. We would love to hear from you. Freefone 1800 80 45 91 10am to 10 pm every day of the year**

**For more information, contact Anne Dempsey, Communications Manager 087-7450721**