Dear ,

As you are aware the Government has announced the country will be moving to Level 5 of the *Plan for Living with COVID-19* from today. We understand that this is a difficult time for you, your families and the older people we support.

We are in contact with the Government and are continuing to seek further clarification in relation to the impact of the new restrictions for our services and the older people we support. In the meantime, we would kindly ask you to consider how the current advice affects how you will continue to support your older person by:

* Considering your own personal needs during Level 5 and those of your family
* Consider how the support you normally provide to your older person can continue or may need to change
* Contact the older person you support to discuss the Level 5 restrictions, the impact they will have with them and what steps they need to take to make sure they remain connected and supported

Some examples of new ways of supporting your older person may include:

* Check if the older person is part of a support bubble.
* If they are not and it is possible for you to join a bubble with the older person in line with the guidelines, you can decide to do so if that suits you and the older person.
* Switching from house visit to telephone/video calls; ideally calling twice a week
* Meeting the older person for a walk outside if within the 5km radius and maintaining social distancing etc
* Providing practical supports e.g. shopping, prescriptions or fuel. Please find a link to an online training module regarding how to provide these safely  here: <https://bit.ly/37teJy0>
* If you think the older person is in need of any additional support at any point over the next 6 weeks, please contact ALONE

For full details we would ask you to **please carefully read the attached Q&A document** and stay update to date with current advice on the [www.gov.ie](http://www.gov.ie) website.

If you are going to be providing any practical supports for the older you visit, please ensure to read the attached protocols. If you feel that the older person you support is really struggling and may need further support please contact us on 0818 222 024 or email us at [volunteer@alone.ie](mailto:volunteer@alone.ie).

As ever, we appreciate your time and support. We hope you and your family stay well and safe during this time