

COVID-19 COMMUNITY RESPONSE CENTRE, LIMERICK DIVISION

PRESENTED BY INSPECTOR OLIVER KENNEDY – J.P.C. 24/07/2020



Comhairle Cathrach
& Contae Luimnigh
Limerick City
& County Council



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



An Garda Síochána
Ireland's National Police and Security Service

Yes to
#LiveableLimerick



BACKGROUND

- Initiative was first in the country led by Chief Executive, L.C.C.C. and Divisional Officer, A.G.S. launched 27th March, 2020 in partnership with Limerick GAA and other Groups/Volunteer Groups
- Est. to co-ordinate the volunteer effort to support vulnerable, elderly & cocooning
- Over 1,000 volunteers across the city & county - over 100 volunteers deployed in the call centre; Munster GAA HQ, Castletroy, Limerick.
- 2 liaison Inspectors for Community Engagement within the Division in Management Committee with LCCC
- Only centre with 2 Garda Sergeants on site full time
- Steering Committee: Promote long-term working relationships

OPERATIONS

- Freephone & e-mail - Operated 8am to 8pm – revised hours 9am to 5pm
- All call Centre volunteers received a full induction briefing from the Sergeant and also the HSE provided training in relation to dealing with callers with mental health and other issues
- Types of calls received *Delivery of Groceries, *Prescriptions, *Meals Collection & Delivery, *Social Isolation, supports, & engagement, *other Medical Needs, *Signposting, *Advice & *Welfare Checks
- Call Centre operations evolved to deal with new situations as they arose; e.g. food parcels were kept on-site so that they could be delivered by volunteers in urgent cases i.e. 'out of hours'
- Garda Sergeant assistance on all calls received
- Excess of **2600** calls & **250** e-mails received and actioned.
- Community Response Call Centre subsumed fully into LCCC Customer Care Centre on the 03/07/2020
- Going forward L.C.C.C. have direct link to A.G.S. for issues which continue to arise



Garda Claire Moriarty collecting some treats



COMMUNITY ENGAGEMENT DURING COVID-19



Garda Dog Unit Visit

- In conjunction with parents & within HSE guidelines visit organised to household with 2 special needs children
- As a result of on-going communication



Midwest School for the Deaf

- Delivered specialist equipment to students outside of the county with no alternative way for them receive same to continue studies



Vulnerable persons request

- Liaised with electrical shop to secure discontinued item for autistic child having received a call from his very upset mother

The Future

If required A.G.S will give every assistance to any future response to service the communities of Limerick City and County

