

CITIZENS' INFORMATION CENTRES

The **Citizens' Information Board** provides information, advice and advocacy on a broad range of public and social services and entitlements through its website, www.citizensinformation.ie, the Phone Service **0761 07 4000** and the voluntary network of Citizens' Information Centres.

Dun Laoghaire CIC - Marina House, Clarence Street, Dun Laoghaire.
Tel: **0761 077400.**

Stillorgan CIC - St. Laurence's Parish Centre, Lower Kilmacud Road, Stillorgan.
Tel: **0761 077400.**

Dun Laoghaire MABS: Marina House, Clarence Street, Dun Laoghaire,
Tel: **0761 072530.** Email: dun_laoghaire@mabs.ie

The Equality Authority makes information and advice available on the equality legislation and may, at its discretion, provide legal representation for those making claims of discrimination.
2 Clonmel Street, Dublin 2. Tel: **(01) 4173336,** LoCall: **1890 245545.** Phone: **(01) 4173385** Email: info@equality.ie

OLDER PERSONS' ORGANISATIONS

Age Action Ireland Ltd is a non-governmental organisation campaigning and providing services for older people and their carers. In collaboration with **Home Instead Senior Care**, Age Action has published the highly informative Irish Pensioners' Handbook 2012 – available online at www.homeinstead.ie or from **Age Action shop** at **Upper George's St., Dun Laoghaire (280 8610)** or 30 Lr Camden Street, Dublin 2. Tel **(01) 475 6989.** Email: info@ageaction.ie. Website: www.ageaction.ie. Age Action has a team of volunteers available to do odd jobs for pensioners. They also have a list of honest and trustworthy tradesmen LO-CALL: **1890 369 369**

Active Retirement Ireland is an umbrella body for Ireland's active retirement movement. Address: **124, The Capel Building, Mary's Abbey, Dublin 7** Tel **(01) 8733836** E-mail info@activeirl.ie.

The following ARI groups are active in the Dun Laoghaire area:

Blackrock & Monkstown: Parish Hall of St. John the Baptist, Blackrock. Tel: **01 873 3836**

Dalkey: Our Lady's Hall, Main Street, Dalkey. Tel: **01 873 3836**

Dún Laoghaire: Boylan Centre, Dun Laoghaire. Tel: **01 873 3836**

Foxrock: Parish Community Centre, Foxrock Tel: **01 873 3836**

Kill O' the Grange: Resource Centre, Holy Family Church Kill Ave, Blackrock. Tel: **01 873 3836**

Leopardstown & District Leopardstown Inn, Brewery Road, Blackrock. Tel: **01 873 3836**

Shankill: St. Annes Resource Centre, Shankill. Tel: **01 873 3836**

The Meeting Place in Sallynoggin Youth and Community Centre and St Paul's Parish Centre Glenageary is a social gathering for older persons. It is run by volunteers - Contact number Phone 01 2853077.

The Carers' Association represents the interests of Irish Family Carers in the home. It provides information, support services and training. It operates the National Careline - Freephone **1800 24 07 24;** Tel **(057) 9322920** E-mail info@carersireland.com

The Irish Association of Older People promotes and encourages activities which improve the lives of older people. It publishes a quarterly booklet Getting On. 4 Sussex St, Dun Laoghaire. Tel: **01 214 0737** Email iaop@oceanfree.net

The Irish Senior Citizens' Parliament lobbies the government for change on everything from pensions to rural transport and health issues. Address: **90 Fairview Strand, Dublin 3** Tel **(01) 856 1243** Email seniors@iol.ie

The Older Women's Network (OWN) seeks to be a voice for older women, aiming to influence policy-making. Address: **All Hallows' College, Grace Park Road, Drumcondra, Dublin 9.** Tel **(01) 884 4536** or **(01) 884 4537** E-mail: ownireland@eircom.net

Age & Opportunity promotes greater participation by older people in society through partnerships and collaborative programmes. **Marino Institute of Education, Griffith Avenue, Dublin 9.** Tel **(01) 805 7709.**

Email: info@ageandopportunity.ie

Dr Emer Begley (Age Action), Robin Webster CEO, Age Action and Mary Mitchell O'Connor at Oireachtas Briefing on Elder Abuse



SOME USEFUL NUMBERS

Garda Stations

Blackrock **666 5200**
Cabinteely **666 5400**
Dun Laoghaire **666 5000**
Kill o' the Grange **666 5500**

Fire Stations

Kill o' the Grange **280 1904**
In the event of a fire dial **999**

County Council **01-2054700**

OTHER USEFUL CONTACTS

Pension Ombudsman: Tel: **01 647 1650** Email: info@pensionsombudsman.ie
Web: www.pensionsombudsman.ie

Bereavement Counselling Service: Tel: **01 839 1766.**
Website: www.bereavementireland.org

Irish Hospice Foundation: Tel: **01 679 3188.**
Web: www.hospice-foundation.ie

National Association of Widows in Ireland: Tel: **01 872 8814.**
Web: www.nawi.ie

National Association of Widowers and Deserted Husbands: Tel: **01 855 2334.**

The Alzheimer Society of Ireland is the leading dementia specific provider with services in communities all over Ireland. Helpline: **1800 341 341;** Head Office (Blackrock): **01 207 3800** www.Alzheimer.ie

Orchard National Respite Centre, Blackrock provides dementia specific overnight respite. Tel **01-2073836.**

Aware – Helping to cope with depression: www.aware.ie

Housing Aids for Older People – up to 100% grant in owner-occupied homes, for persons age 60 or over, of up to €10,500 for necessary improvements – rewiring, roof repair, central heating (where none), and replacing of existing boiler when broken beyond repair. Info from CIC or at Home Improvements Scheme Tel: **0761 077400**

Mobility Aids – Up to 100% grant of up to €6,000 to address mobility problems, certified by a doctor (e.g. rails, ramps, stairlifts and level access showers) in owned private rented homes where the annual household income is under €30,000.(info as above).

Housing Adaptation (Disability) – Up to 95% grant of up to €30,000 to adapt a home to suit the needs of a person with an enduring disability (e.g. downstairs toilet/shower, wheelchair adaptation, extension, etc) in owned or private rented homes. The works must be certified necessary by a doctor and may require an Occupational Therapist Report. (info as above).

SAFER HOMES

Locks, chain reinforcing, security lighting and "pendant" alarms are now available from the Society of St Vincent de Paul, with funding from Social Welfare). Friends of the Elderly offer flexible assistance with odd jobs for older people (Tel: **873 1855**).

A home insulation scheme for pensioners and incapacitated people (who are on Fuel Allowance), through **Energy Action (454 5464)** – and **Chip (467 0344)**. Energy Action will insulate attics, draught-proof doors and windows, fit a lagging jacket, a smoke alarm and two energy-saving light bulbs, fit a mortise lock and a spy hole. Chip will do a full insulation package including insulation of cavity walls.

Mary MITCHELL O'CONNOR TD

If you have a concern or issue you would like to discuss with Mary or are seeking help or advice please contact Mary at 01 6183302 and she will arrange to meet you in her Constituency Office in Blackrock or in her Dáil Office. Mary can also meet you in your home if you have difficulty travelling. Please phone for appointment.

Supporting Older People

Your local Fine Gael Councillors:
Cllr. John Bailey, Cllr. Maria Bailey, Cllr. Marie Baker,
Cllr. Donal Marren, Cllr. Patricia Stewart, Cllr. Barry Ward.

FINE GAEL

A GUIDE FOR OLDER PEOPLE



Dear Resident,

2012 has been designated as the European Year for Active Ageing. The European Year seeks to ensure greater recognition for older people and their contribution to society. I have prepared a guide for you and your family to highlight important entitlements and services available for older people.

I am committed to promoting the interests and concerns of older people in my work in the Dun Laoghaire Constituency, at Parliamentary Party level and in Dáil Éireann and its Oireachtas Committees. I will do my utmost to represent your views in Government and in the Dáil.

Recently, the subject of elder abuse has been a matter of some public concern and media coverage. I have hosted a briefing for Oireachtas Members on this issue with Age Action Ireland.

I hope this leaflet is useful. If I can be of assistance to you on any local or national issue, please contact me at 01-6183302.

With kindest regards,

Mary

Mary MITCHELL O'CONNOR TD

Dáil Éireann, Leinster House, Dublin 2.
Tel. (01) 618 3302.

Email: mary.mitchelloconnor@oireachtas.ie

Constituency Office in Blackrock,
call (01) 618 3302 for an appointment.

Supporting Older People

FINE GAEL

IDENTIFYING ELDER ABUSE

Elder abuse is defined as: "a single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust and which causes harm or distress to an older person or violates their human and civil rights". Elder abuse can occur in many forms and may be the result of deliberate intent, negligence or ignorance, including:

Physical abuse - non-accidental infliction of physical force, or the misuse of medication or inappropriate restraint.

Psychological or emotional abuse - persistent use of threats, humiliation, bullying, intimidation, isolation, and verbal conduct causing mental or physical distress.

Financial or material abuse - unauthorised and improper use of funds, property or any resources of an older person, or not contributing to household costs as previously agreed.

Sexual abuse - any sexual acts to which an older person has not or could not consent, including talking to or touching in a sexual way.

Neglect - repeated deprivation of assistance needed by an older person, e.g. physical care needs, access to appropriate health services, necessities such as adequate nutrition and heating.

Discriminatory abuse – such as racism, ageism, harassment, slur or similar treatment.

Institutional abuse – poor standards of care, rigid routines and inadequate response to complex needs in nursing homes, hospitals or any residential or in-patient settings.

The National Centre for the Protection of Older People (NCPop) is conducting research into elder abuse in Ireland to contribute to the development of policy, practice, and education. Its website www.ncpop.ie is a resource for all those working with older people in areas such as health and social care, legal and financial services, as well as for older people themselves.

The HSE dedicated elder abuse service receives over 1,800 referrals for alleged cases of elder abuse each year. Ten percent of those referrals related to individuals living in nursing homes or continuing care environments.

IN AN EMERGENCY ALWAYS CALL 999 OR 112

SENIOR HELP LINE 1850 440 444

Senior Help Line offers a confidential listening service anywhere in Ireland for older people by older people. For the price of a local call, you can talk to an older person who will welcome your call. Open daily, 10am - 4pm & 7pm - 10pm, 365 days a year. Website: <http://www.seniorhelpline.ie/> Email: info@seniorhelpline.ie

The Health Service Executive (HSE) provides a range of services for older people, including in-patient acute services, step down and convalescent care, day services, rehabilitation, community services, home care and home help. The **HSE info line on 1850 24 1850**, is open Monday to Saturday, 8am to 8pm. Website: www.hse.ie Email: info@hse.ie

Local Health Office, Tivoli Road, Dún Laoghaire, Co. Dublin Tel: **(01) 284 3579 / (01) 2365200**.

Bray Women's Refuge: 24 hour helpline **01 286 6163**; Website: braywomensrefuge.com

Crime Victims' Helpline: Freephone **116 006**; Text **085 133 7711**;
Website: www.crimevictimshelpline.ie

HSE Senior Case Workers take reports of elder abuse and provide help. Local contact for Dun Laoghaire area: HSE office, 8 Corrig Avenue, Dun Laoghaire. Tel. **01 230 3152**. Email maura.mccrudden@hse.ie

If you are concerned about elder abuse, you can also talk to your GP.

NURSING HOMES SUPPORT SCHEME (FAIR DEAL)

The Nursing Homes Support Scheme provides financial support for people who need long-term nursing home care. Under the scheme, on the basis of an assessment of your care needs and a means test, you will make a contribution towards the cost of your care and the State will pay the balance, whether the nursing home is public, private or voluntary.

The HSE will provide a list of nursing homes to choose from. For full information on the **Nursing Homes Support Scheme**: Call the HSE infoline: **1850 24 1850** or the **HSE Nursing Homes Support Office for the Dublin/Wicklow/Kildare area: 045 880400**, or visit the Department of Health website www.dohc.ie or the HSE website www.hse.ie

Nursing Homes and Hospitals:

A comprehensive countrywide list of nursing homes can be found on the Nursing Homes Ireland website www.nhi.ie. Office Hours: 9am to 5pm Mon to Fri. Phone **01 4292570** Fax **01 4291845**

There is a full list of Hospitals in the Greater Dublin Area (and countrywide) on the HSE website: www.hse.ie

LOCAL HEALTH CENTRES

Tivoli Road, Dun Laoghaire, Co Dublin - **284 3579**

Blackrock: George's Avenue, Blackrock - **288 2980/8423** or **288 0423**

Cabinteely: Meadowvale, Clonkeen Road - **289 6195** or **289 6197**

Dalkey: Kilbegnet Close, Dalkey - **285 9291/285 9233**

Dún Laoghaire: Centenary House, York Road - **280 8471**

Our Lady's Clinic: Patrick Street (Dental/Social Work) - **280 8403** or **663 7300**

Loughlinstown: Loughlinstown Drive - **282 2122/2463**

Sallynoggin: Upper Glenageary Road - **280 0786/6754**

Shankill: Lower Road - **282 0344**

Stillorgan: St. Brigid's, Church Road - **217 2918**

WHEN TO CALL AN AMBULANCE

You should always call **112** or **999** in a life-threatening emergency, if someone is seriously ill or injured, and their life is at risk. Examples of medical emergencies include (but are not limited to): Chest pain, Difficulty in breathing. Unconsciousness. Severe loss of blood. Severe burns or scalds. Choking. Fitting or concussion. Drowning. Severe allergic reactions.

MEDICAL CARDS

Medical Cards allow people to access GP services, community health services, dental services, hospital care and a range of other benefits free of charge.

The quickest way to apply for a medical card is online, on www.medicalcard.ie.

Make sure you have all the information you need to hand, such as your PPS number and those of your dependants, details of your income and outgoings.

To apply by post: Forms are available from your Local Health Office. Completed forms should be sent to: **Client Registration Unit, P.O. Box 11745, Finglas, Dublin 11.**

If you have a problem please contact my office on: (01) 6183302

GENERAL HOSPITAL ENTITLEMENTS

Everyone is entitled to public in-patient and out-patient hospital services, subject to waiting lists for treatment. However, hospital tests or care arising from private consultancy services must be paid for privately, unless you revert to the public waiting list for the treatment.

Charges: With the exception of Medical Card Holders (and children with long term ailments), the following charges apply in major public hospitals:

Casualty and Outpatient - €100 unless referred by your doctor or admitted to hospital

Public ward bed - €75 per night (up to a max of €750 in a year)

Private patients pay €1,118 per night (semi-private), €1,243 (private) or €916 (day care).

During 2012, the distinction between public and private beds will be ended; all private patients will then be charged at private bed rates.

HOME CARE SCHEMES

A Home Care Package can fund a care plan in the family home to keep a person out of institutional care. Application form available on line at www.hse.ie or call **1890 24 1850**, or contact the **Dun Laoghaire Social Welfare Office**: Tel: **(01) 2145540**.

Carers' allowance: A carer who is living with a person requiring full-time care can apply for a means-tested weekly Carers' Allowance plus an annual Respite Grant. You can get information

and application forms from your local **Social Welfare Office, 18-21 Cumberland Street, Dun Laoghaire**, Tel: **(01) 2145540**, or LoCall the **Department of Social Protection** at **1890 20 23 25** or visit www.welfare.ie.

Home Help Services work with vulnerable people in the community who, through illness or disability, are in need of help with day-to-day tasks with housework, shopping, or personal care. Apply to the local public health nurse, who will assess your need for the service and process the application to your **Local Health Office, Tivoli Road, Dún Laoghaire, Co. Dublin** Tel: **(01) 284 3579 / (01) 236 5200**

HOUSEHOLD BENEFITS - FREE SCHEMES

If you are aged 66 or over or permanently incapacitated, and living alone (except for dependants, a spouse on Social Welfare, another pensioner, or someone giving you full-time care), you can receive the following concessions along with your social welfare pension:

Electricity allowance covers standing charge and up to 1,800 units per year. Locall: **1890 500 000**

Natural gas allowance covers normal standing or supply charges and a certain amount of natural gas kilowatt hours each year. Locall: **1890 500 000**

Telephone Allowance towards your telephone bill in respect of either a landline or mobile phone. Locall: **1890 500 000**

Free Television Licence – Available from next renewal date of your television licence, once you qualify for the Household Benefits Package. At age 70 or over, you qualify for these schemes regardless of your income and you can get telephone allowance while residing in a nursing home. If you are widowed and 60 or over, you retain the free schemes and free travel if your late spouse had them. Locall: **1890 500 000**

Free Travel: To qualify for a Free Travel Pass at age 66 or over, you must be living permanently in the State. If you are under age 66 and permanently living in the State, you will qualify for a Free Travel Pass if you are getting Invalidity Pension, Blind Pension, Disability Allowance or Carer's Allowance. Full details and application procedure available online at www.welfare.ie or at Local Social Welfare Offices or Locall: **1890 500 000**

Bereavement Grant: This is a once-off payment based on PRSI contributions of the deceased person or their spouse. The grant of €850 is payable on the death of an insured person or their spouse, or the death of the widow/widower of an insured person. Applications to: Social Welfare Services, College Road, Sligo. LoCall: **1890 500 000**.

Birth, Marriage and Death Certs: Irish Birth, Adoption, Marriage and Death Certificates can be ordered online at www.groireland.ie where you will find application forms and fee details. Enquiries can also be made to: **General Register Office, Government Buildings, Convent Road, Roscommon**. Tel. **(090) 663 2900** or Lo-call **1890 252076**.

Taxation – Age Exemption: Persons aged 65 or over are exempt from payment of income tax if their gross income from all sources is under €18,000 per year if single or €36,000 if married. Full details of the Irish income taxation system, including PAYE, PRSI, Tax Credits, Allowances for Mortgage Interest, Medical Expenses, Health Insurance etc can be viewed online at www.revenue.ie as well as information on Capital Gains and Acquisitions Tax, Stamp Duty on property transactions etc. The Lo-call number in the Dublin area (city and county) for telephone enquiries on taxation is **1890 333 425**.

Mary MITCHELL O'CONNOR TD

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