



STRONGER TOGETHER

Theme: Collaboration

Target Group: Marginalised Communities

ABSTRACT

In this case study we explore the impact of COVID 19 in North Tipperary and the important role of collaboration in activating critical community responses.

**NORTH TIPPERARY
DEVELOPMENT COMPANY
LOT 22-1**



Ireland's European Structural and
Investment Funds Programmes
2014-2020
Co-funded by the Irish Government
and the European Union



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"One piece of log creates a small fire, adequate to warm you up, add just a few more pieces to blast an immense bonfire, large enough to warm up your entire circle of friends; needless to say that individuality counts but teamwork dynamites." – Jin Kwon

(Google 1 – 2020)

INTRODUCTION

On the 12th of March 2020, Ireland went into lockdown due to the Global Pandemic of the Corona Virus or more commonly known as COVID 19. This epidemic was and still is historical and something that has never been experienced on a global scale. Our lives changed from that day and new rules were established in order for Ireland to flatten the curve and take the pressure off our healthcare systems. This was an outbreak that has to date affected 173 countries and territories around the world sparking international economies and communities to be impacted like never before seen. (Google 2 - 2020) Schools closed, hospital trollies emptied, businesses shut, travel was suspended, and sporting events were postponed or cancelled. The coronavirus has been taken very seriously; as communities across Ireland continue to try and protect themselves our small island has pulled together to ensure the care and safety of our communities, friends and family.

In this case study we will explore the collaborative responses to this global pandemic and how small communities across North Tipperary established specific COVID 19 response groups and local organisations, such as North Tipperary Development Company (NTDC); statutory agencies like Tipperary County Council, An Garda Síochána, and volunteer based organisations such as Irish Red Cross, Tipperary Volunteer Centre, GAA clubs, Search and Rescue, Public Participation Network, Food Banks, Order of Malta, to name but a few, all came out to respond and support vulnerable members of the community; in particular, older people

who cocooned, people with underlying health issues and anyone who needed care or assistance.

NTDC & SICAP

North Tipperary Development Company operates within the Nenagh/Newport and Templemore/Thurles & Roscrea Municipal District areas. With 3 office locations in Nenagh, Thurles and Roscrea and outreach into all local communities we deliver our diverse range of programmes, services and supports throughout the north of the county. Through our various programmes, the NTDC team work enthusiastically to promote social inclusion and economic and environmental sustainability in Tipperary.

The Social Inclusion Community Activation Programme (SICAP) team has considerable expertise in outreach supports and services, community capacity building and profiling. The team has a well-recognized active working relationship with staff from agencies, services, and voluntary groups established or working in the county. The company's collaborative approach to working proved the vital ingredient in responding to COVID19 and its impact across north Tipperary.

CHALLENGES

One of the SICAP teams earliest and most difficult challenges was figuring out the best way to quickly respond to the COVID 19 crisis. Team members examined what was really needed by communities and aspired to ensure that the team were not responding to the community in the same manner as other community-based organisations. Some of our clients would still need support from SICAP. These clients were already vulnerable, at-risk, living in disadvantaged communities and had multiple barriers against them. But there was a new cohort of vulnerable people emerging from this crisis. We concluded that meeting a need on

a community level would help us to support our existing clients as well as the new challenges we were being presented with.

A large part of our role in addressing COVID 19 was keeping our communities safe. SICAP decided that having immediate access to essential phone numbers for direct information would be an excellent place to start. This would mean people could stay indoors, ring in orders and have essential items delivered rather than go out and about thus reducing community transmission of the virus.

An additional challenge emerged during the COVID 19 crisis; there was a whole new cohort of people suddenly finding themselves in unemployment as a direct result of government shutdowns. People lost their livelihoods, businesses shut overnight without warning. Workers were being asked to bring their working environments online from their homes and required to use new technologies we had barely even heard of; people found that even though they were given the option to work from home, they did not have the capacity, resources, or training to engage on these platforms.. Family and friends could not see each other causing distress, anxiety, and mental health issues. All on top of not knowing the dangers of this virus and dealing with the consequences of our actions as a community. Furthermore, new community response groups were establishing to help their communities but challenges regarding insurance, structure and eligibility to apply for small grants was encountered.

SICAP responded quickly with access to online training and wellness sessions, wellness packs and strived to cater to the new cohort of vulnerable people and communities emerging as a direct result of COVID 19 as well as the existing clients we were actively engaged with. New technology was emerging and the 'new normal' was being created. People needed assistance

in order to upgrade and upskill so they would be able to continue to get back to work eventually even if it were from their homes.

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How to Navigate Zoom Online Workshop

Learn how to:

- + Get started @ attending meetings
- + Use chat @ screen sharing options
- + Use the Whiteboard @ how to record your meeting
- + Change virtual backgrounds
- + Create breakout rooms @ security considerations
- And much much more...

Thursday, May 21st

6.30pm to 8.30pm

NTDC
North Tipperary Development Company

To register
email jmccarthy@ntdc.ie

*SICAP Eligibility Required

***FREE**

Wellness Sessions

Learn about the science of happiness and wellbeing

An Introduction to Positive Psychology Practices

Tips on how to practice:
**Gratitude - Mindfulness - Meditation -
Positive Thinking - Kindness - Humour
And more...**

Friday June 5th at 11am or 2pm (Please specify)
Zoom meeting for 40 mins - 4 sessions in Total

*****FREE WELLNESS PACK WHEN YOU REGISTER*****

To register,
email : jmccarthy@ntdc.ie
and specify time

NTDC
North Tipperary Development Company

*SICAP ELIGIBILITY APPLIES

Another challenge for SICAP was the travel restrictions enabled by the Government. This was to ensure that our communities remain safe and well. Community residents and staff accessed work, provisions, services and supports from different towns and in some cases counties.

Internal SICAP challenges such as delivering training to essential workers like security workers in retail sector and people who required HACCP for food safety was also prevalent. Some of these training opportunities were simply no longer available in our new environments and not transferable online as there were practical modules that could only be delivered inhouse and in person. While online training did help many of our existing clients. In relation to training, there was a constant barrier of lack of accessible resources, connectivity, access, and technical ability from the clients themselves who are being asked to train in a new way.

It was also part of our response to try and alleviate panic, to get medical supports in place, and make available consistent and correct information that the community needed, in order to prevent contracting COVID 19. NTDC and SICAP were available as a point of contact and a referral service for those communities. Engagement with our local groups, in particular the older groups became more challenging initially due to the fear of exposure.

SICAP researched all local towns and gathered information on opening hours and services that remained open. Collaboration was key in accessing this information. As SICAP had already established working relationships in our communities, we called upon these existing and newly formed groups to assist us with the implementation and delivery of the flyers.

COLLABORATIVE ACTION INFORMATION FLIERS

"Collaboration is the process that makes it possible to reach a goal that cannot be achieved by one person or agency alone. This implies a need for negotiation and agreement about the goal and strategies. Partners work together by sharing expertise, resources, and responsibility for achieving the goal"

(Act for Youth, 2020)

Collaboration takes time and effort from all parties involved. It also requires a certain level of trust and contribution with the overall understanding of a shared outcome. For SICAP and our local stakeholders, our aim was to offer a helping hand at a time when we were most vulnerable as a community. SICAP developed, designed, printed, and delivered 3 local flyers initially as a direct response to community needs. The overall aim was to provide an easily accessible information flyer that was reader friendly, had local contacts and was portable enough to stick in a carry bag or on your fridge. From this, SICAP learned that even more

hinterland areas would benefit from this information and 6 flyers in total were designed and created to assist the entire north of the county. Areas covered with flyer distribution were Nenagh, Roscrea, Thurles, Littleton, Ballina/Killaloe, Templemore/Borrisoleigh. These were chosen on the basis that they are the more populated areas with services and shops open during COVID.



(Image 1 – 2020)

Flyers were delivered door to door in as many places as possible and this was done through collaboration of all local agencies, services, and voluntary groups. Areas such as Borrisokane, Templederry, Ardcrony, Puckane, Portroe, Newport, were all catered for as well as the larger urban centres of Nenagh, Thurles, and Roscrea. One of the key reasons SICAP responded with a flyer, was this resource was identified as being able to assist entire communities that were vulnerable and to be able to quickly access the essential local services such as medicine, food, fuel, health care supplies, access to PPE such as facemasks and hand sanitizer, etc,.



Templemore Collaboration Partners – SICAP, An Garda Síochána, Tipperary Council, Tus, JKC Brackens GAA, Loughmore Castleiney GAA



(Thurles) SICAP, An Garda Síochána, Tipp Council,



(Templemore) SICAP, An Garda Síochána, Tus

The SICAP team called upon their contacts and engaged with the delivery of these flyers to households and businesses with the help of An Garda Síochána, Local GAA's, Irish Red Cross, The HSE, Order of Malta, PPN (Public Participation Network), Tipperary Volunteer Centre, Tipperary Council, An Post, Ormond Search and Rescue, Family Resource Centre's, and

internal programmes such as Traveller Programme, Tus Programme, Ascend, Rural Social Scheme, Community Employment, etc.,



**Nenagh Collaboration Partners, SICAP, Irish Red Cross Nenagh, Coronavirus Community Response North Tipperary,
Tipperary Council, Tus, RSS, CE, Eire Óg GAA,**

Local agencies and voluntary groups that were established because of COVID 19 were vital in the delivery of these resources due to the fact they were all first responders dealing directly with those who were most vulnerable. These groups could access vulnerable people safely and quickly. SICAP was also able to help those with individual needs where possible due to the ongoing working relationships we have with local agencies. SICAP and NTDC were also very active in the sharing of vital information regarding government updates and lockdown essential requirements. This was done via our website www.ntdc.ie and through our social media page. SICAP's community collaboration was heavily promoted via local papers and we

had a small piece in each paper, The Nenagh Guardian, The Tipperary Star and The Midland Tribune.



Roscrea Collaboration Partners – SICAP, Irish Red Cross Roscrea, Tipperary Council, Roscrea Youth Service, Tus, RSS, Community Employment, Age Friendly Roscrea, Order of Malta Roscrea, Ashbury Residents, Cois Aglish Residents , Tipperary Search and Rescue, Cnoc Mhuire Residents, Local Link,



Roscrea – Irish Red Cross & An Garda Síochána

Stakeholder Collaboration in Flyer Delivery

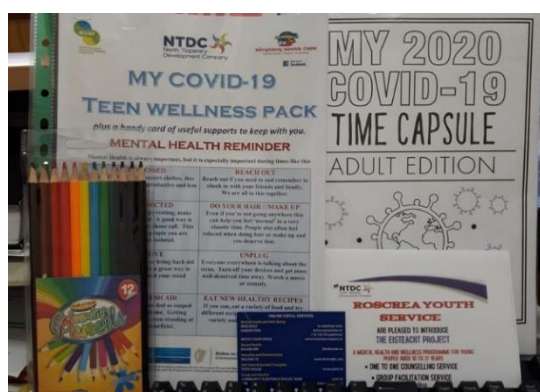
| <i>Flyer Location</i> | <i>Collaboration Partners</i> | <i>Areas Covered</i> |
|----------------------------------|---|---|
| <i>Nenagh</i> | Nenagh Irish Red Cross, Corona Virus Community Response North Tipperary, Nenagh Community Food Bank, O'Connor's Supermarket, An Garda Siochana Nenagh Office, Nenagh Eire óg GAA, Tipperary County Council, PPN Tipperary, Tus, Community Employment, Rural Social Scheme, Cllr Seamus Morris, Silver Arch Family Resource Centre, Bulfin Crescent Residents, Sallygrove Residents, St Joseph's Park Residents, Cormack Drive Residents, Traveller Programme, | Nenagh town & Hinterlands, Newport, Borrisokane, Portroe, Cloughjordan, Ardcroney, Puckane, Templederry, Borrisokane Direct Provision Centre, Silvermines, Lorrha, Toomevara, Newport, Dolla, Residential & Local Businesses, |
| <i>Killaloe / Ballina</i> | <i>Killaloe Ballina Family Resource Centre</i> | <i>Killaloe / Ballina</i> |
| <i>Thurles</i> | An Garda Siochana Thurles District Offices, Order of Malta Thurles, Tipperary County Council, Thurles Sarsfield's GAA, Tus Community Employment Scheme, Rural Social Scheme, St Vincent de Paul Thurles Conference, Thurles Lyons Club, Loughtagalla, The Four Estates, Cabragh Court Residents, | Roscrea town & Hinterlands, Knock, Direct Provision Accommodation in Dunkerrin, Tullaskeagh, Residential & Local Businesses |
| <i>Littleton</i> | An Garda Siochana Thurles District Offices, Order of Malta Thurles, Tipperary County Council, Tus Community Employment Scheme, Rural Social Scheme, Littleton Community Group, St Kevin's Soccer Club, Derrynafan Residents, Holycross GAA, St Vincent de Paul, Holycross Conference, Cllr Sean Ryan, | Littleton village and estates, Two Mile Borris, Horse and Jockey, Holycross and estates, Local Businesses, |
| <i>Templemore / Borrisoleigh</i> | An Garda Siochana Templemore, St Vincent de Paul Templemore Conference, Tus, Community Employment, Rural Social Scheme, Borrisoleigh GAA, JKC Brackens GAA, Loughmore Castleiney GAA, Tipperary Council, | Borrisoleigh, Templemore, Residential & Local Businesses |
| <i>Roscrea</i> | An Post, Irish Red Cross Roscrea, Local Link, An Garda Siochana Roscrea Office, Tipperary Search & Rescue, Tus, RSS, Order of Malta, Community Employment scheme, Bernie's SuperValu, Youth Work Ireland, Local Chemists in Roscrea, Local Businesses, Age Friendly, Oasis Food Cloud, Local Residents Associations, | Roscrea town & Hinterlands, Knock, Direct Provision Accommodation in Dunkerrin, Tullaskeagh, Residential & Local Businesses, |

This flyer eventually distributed over 17,000 copies with 6 different localised flyers designed to ensure each major town or hub was catered for. However, SICAP would not have been able to disperse this flyer so broadly without the continued support from our communities and the volunteers that are the backbone of our society. Due to the amazing support and collaboration from all agencies, our flyer even reached across international seas to Australia!

WELLNESS PACKS

SICAP also responded to COVID 19 in relation to mental health and wellbeing by designing, developing and the delivery of Wellness & Activity packs. SICAP developed several packs designed for kids, teens, adults, and those cocooning. These packs included time capsules, poetry, puzzles, adult colouring for mindfulness, exercise regimes, colouring pencils, and lots more.

SICAP collaborated with Roscrea Youth Services and developed a specific teen pack for those attending the service. Through excellent partnership, SICAP secured complimentary pencil packs from Premier Stationary in Nenagh, and we are extremely grateful for their contribution. Part of this teen pack also had local emergency numbers printed in collaboration with Roscrea Youth Counselling Service.



(Image 2 – 2020) (

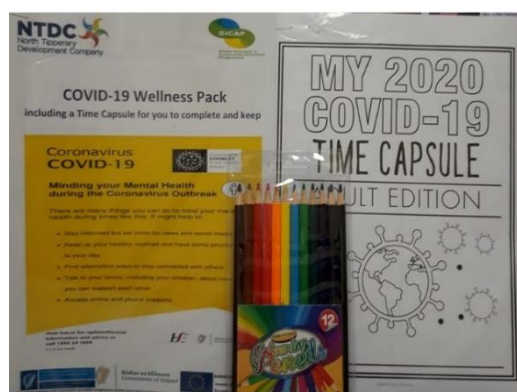


Image 3 – 2020)

SICAP & Roscrea Youth Services Wellness Packs

USEFUL CONTACT NUMBERS:

| | |
|-----------------------------------|---------------|
| ROSCREA GARDA STATION | 0505 – 24230 |
| GARDA CONFIDENTIAL NUMBER | 1800 666111 |
| SHANNONDOC: | 1850 – 212999 |
| LOCAL YOUTH SERVICES: | |
| ROSCREA YOUTH COUNSELLING SERVICE | 087 – 9529041 |
| ROSCREA YOUTH CAFÉ | 0505 – 24462 |

ICE NUMBER (In Case of Emergency)
A contact number to be added to your contact list in your mobile phone and can be used in an emergency by emergency services

ONLINE USEFUL SERVICES:

| | |
|--|--|
| Mental Health and Well-Being | |
| REACHOUT | ie.reachout.com |
| SAMARITANS | www.samaritans.ie |
| | 116 123 (Freephone) |
| WATCH YOUR SPACE | www.watchyourspace.ie |
| Sexual Health | |
| B4uDECIDE | B4uDecide.ie |
| Sexuality and Relationships | |
| BELONG TO | www.belongto.org |
| Self Harm & Suicidal Thoughts | |
| PIETA HOUSE | www.pieta.ie |
| Drugs and Alcohol | |
| COMMUNITY SUBSTANCE MISUSE TEAM: | csmt.ie |
| HSE | askaboutalcohol.ie |

SICAP & NTDC also issued packs to other services such as Age Friendly Roscrea who support older members of our community in Roscrea with lots of useful items including a Biden Bee Dance Plant.



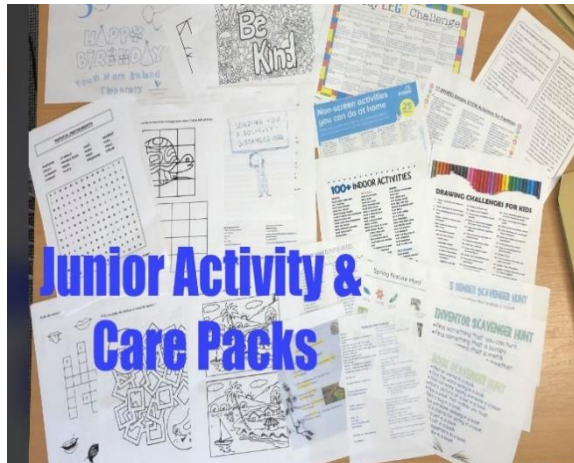
Picture of the Biden Bee Plant from garden of Age Friendly member

These packs were delivered by SICAP workers to anyone who requested them and to people cocooning. The packs were available at all our office locations for pick up and they were also delivered if possible, to those without access to transport or cocooning.



Nenagh Office and Wellness packs available from offices

SICAP also sent specifically tailored Wellness packs to the direct provision centres in North Tipperary. SICAP joined forces with Youth Work Ireland Tipperary in working with the Direct Provision Centre, Borrisokane and with other volunteer-based groups in the development and delivery of care packs throughout the north of the county.



(Image 4 – 2020)



(Image 5 – 2020)

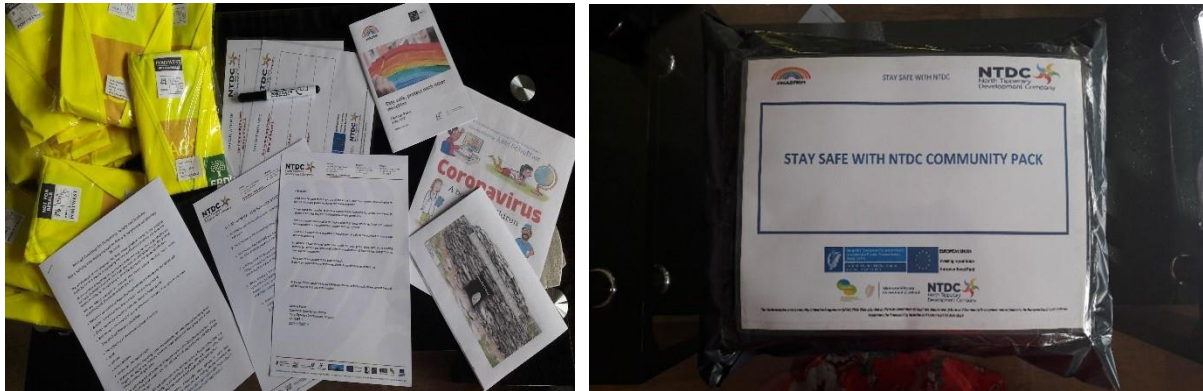
Youth Work Ireland and SICAP Wellness Packs



Residents at the Direct Provision Centre Borrisokane

Community Packs were also distributed to residents in the Thurles / Littleton area. As restrictions began to ease, volunteers and local groups got in touch to advise of the impacts that their community had endured including effects to mental health, loneliness, lack of exercise and social contact. This care pack included Hi Vis jackets, information on the re-

opening phases of the country, information on HSE guidelines and the Hold Firm campaign, reading material, whiteboards, and details to enable residents to access new technology i.e. Zoom training on our website.



SICAP Community Packs Thurles & Littleton

SICAP teamed up with Youth Club Roscrea to help in re opening the club's doors. Personal protective equipment was purchased. Ensuring the facility was clean and ready for use was top priority in re opening the doors of this vital service in Roscrea.

SICAP's ongoing collaboration with local voluntary groups, and stakeholders enabled us to assist with the delivery of care packs from other organisations such as IKEA through the Irish Red Cross, Age Friendly Roscrea care packs with letters, booklets, protective personal equipment, treats, coffee, plants, etc,. SICAP also collaborated with Irish Red Cross in the delivery of hot meals which were distributed to Asylum Seekers in Roscrea.



SICAP and Irish Red Cross Roscrea with IKEA packs

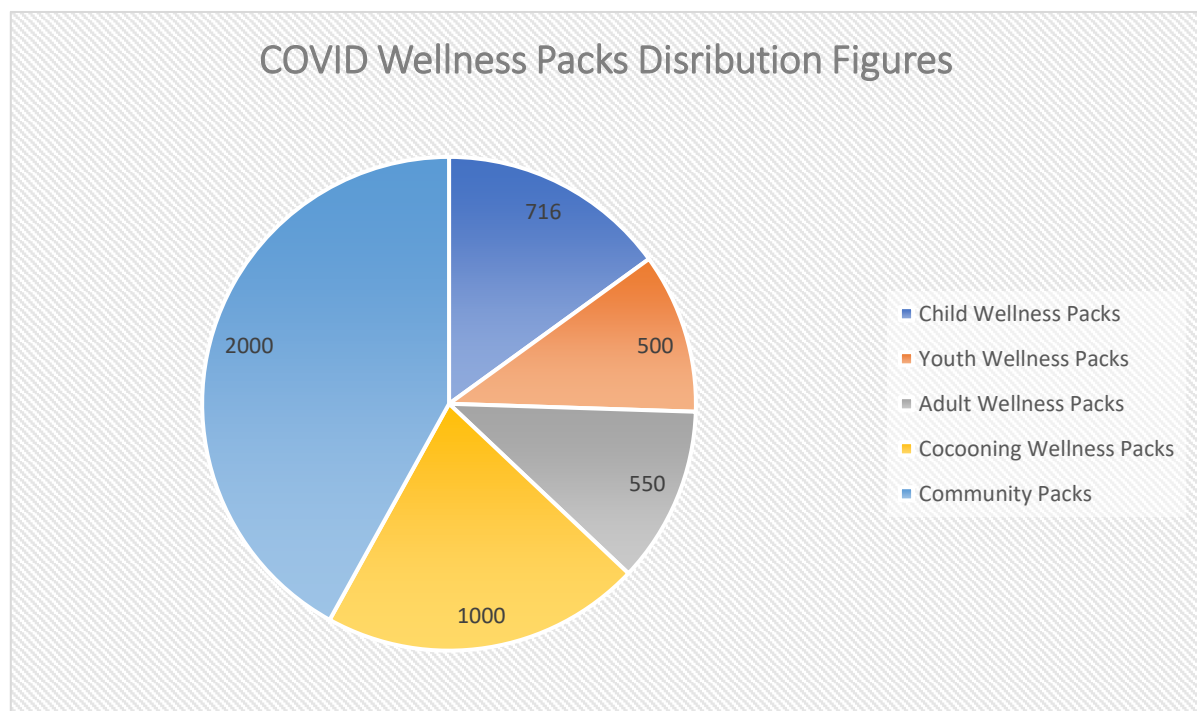
SICAP was able to refer people and organisations to help each other. Several calls were made to our offices daily looking for local information and access to the right services depending on the needs of the individual. For example, SICAP and the HSE came together to provide on the ground local supports for individual cases. Information sharing was a large part of this team work to cater to the needs of the elderly residents. SICAP and Order of Malta in Thurles were able to assist several elderly people with access to crucial transport to attend essential health-based appointments when no public options were available. SICAP and An Garda Siochana were able to attend to another resident who's broadband and phone line were down, and he was not able to contact the correct supports. We collaborated with these services to ensure these residents were looked after and was able to access the vital supports and services they needed.

The Tipperary Council launched their helpline and SICAP pushed this information as best we could through flyers, website, and social media response. NTDC and SICAP prepared a list of services and supports they could provide to community groups and individuals. This

information was to assist with Tipperary County Council's Community Call in directing people to organisations that could provide support with Covid 19 responses.

The Community Call launched by our local government was implemented and SICAP advised all groups of funding, grants and appropriate information sharing to the community.

SICAP also collaborated on a regular basis with Tipperary Volunteer Centre. As part of the information leaflets, The Volunteer Centre was promoted with details of how people could get in touch and volunteer within their communities. Thanks to the immense distribution of flyers, the volunteer centre was inundated with volunteers looking to help out so much so that the centre did not have enough roles to accommodate all the people who wanted to help out during this time of crisis. SICAP were also happy to refer people onto The Volunteer Centre as part of the Community Call in conjunction with Tipperary County Council, Tipperary PPN and Local GAA's and all the other fantastic agencies who were on call to help.



Stakeholder Collaboration in Wellness Packs Delivery

| <i>Location</i> | <i>Packs Distributed By</i> | <i>Areas Covered</i> |
|--------------------|---|---|
| <i>Thurles</i> | SICAP Offices, Active Retirement Group COPD Thurles Thurles Lyons An Garda Siochana | All North Tipp Members of Active Retirement Group, Thurles and Holycross, Monastery Close, Matthew Bourke House, Anyone who may have linked in with An Garda Siochana, Hospital of the Assumption, St Mary's Health Centre Thurles, |
| <i>Nenagh</i> | SICAP Offices, Coronavirus Community Response Group North Tipp, Sent by postage, | Nenagh residents, Local hairdressers, Active Retirement, Delivered to the 11 Nursing homes around Nenagh inc Staff and residents |
| <i>Roscrea</i> | SICAP Offices, Roscrea Youth Services, Residents Associations, Roscrea Youth Club, Local Link, Tipperary Search & Rescue, community Substance Misuse Team, SHINE, Knock COVID response group, | Roscrea and surrounds Direct Provision Accommodation, Age Friendly Members Delivery across North Tipperary |
| <i>Borrisokane</i> | Youth Work Ireland Management Committee of Borrisokane Direct Provision Centre, | Direct Provision Borrisokane |

COMMUNITY GRANTS

As part of our overall programme, we assist local community groups with funding opportunities. SICAP were able to assist several groups both existing and newly formed due to the COVID 19 response.

Thurles COVID 19 Community Response group were supported through SICAP by ensuring the most vulnerable community members were catered for. A grant was approved supporting meals to elderly residents in Thurles town. This was a collaborative approach shared by local

knowledge from community activists, local businesses and NTDC. Homemade meals were provided, cooked, and delivered to these residents.

Nenagh Community Food Bank had a local appeal for food supplies as their supply was discontinued due to COVID 19 and the food bank was forced to shut. With the help of a grant from SICAP and the unwavering support from local volunteers, Nenagh Community Food bank was able to re-open its doors and cater to over 300 people accessing the services. A grant was approved to supply non-perishable food, hygiene items and other sundry essential items. Food/Family parcels were created by volunteers and by shopping with a local supplier in the town, the food bank was able to access the supplies at once.



Nenagh Community Food Bank

Littleton Community Development Committee received a grant in relation to food emergency also. This group had access to the meals, but the issue was keeping the food warm when delivering to rural or isolated areas. A grant was approved to supply hot boxes and sterile, safe storage for transport of the meals for those members of the community. This grant enabled the local volunteers to be able to cook fresh homemade food and transport it

to the most rural areas without the meals going cold, ensure the care of their most vulnerable community members.

Roscrea Oasis Christian Centre Food Cloud was supported through SICAP with the purchase of much needed refrigerated storage equipment in order to support the local food cloud services that are supplied by Tesco Ireland. The grant enabled the food cloud programme to be able to store perishable items with a use by date effectively and enabled the volunteers and workers to deliver fresh items to the community. SICAP was the contact point for referrals so we were able to refer people to the correct services in the area.

Tipperary based voluntary group Socks for Soldiers were a group that emerged from the COVID 19 response. SICAP collaborated with them to supply facemasks that were sewn specifically for healthcare workers and vulnerable people across Tipperary including nursing homes, care centres, educational facilities and more. To date Socks for Soldiers have made over 2,000 masks since they began in March 2020. As the need for masks is changing, they are now dedicated to helping the community in whatever capacity they can.



(Image 4 – 2020) (



Image 5 – 2020)

Socks for Soldiers Tipperary

ENTERPRISE SUPPORTS

The Covid-19 lockdown represented a particularly difficult time for small business owners. Confusion was widespread, and in some cases anxiety, as the situation emerged, and economic restrictions became a reality. Supports were being advertised but in most cases these were not available to owner/operator sole traders (95% of our client group). In the case of Back To Work Enterprise Allowance recipients, they constitute an economic subgroup subject to specific regulations and eligible in some cases for non-mainstream business supports, information about which was not always available from general information outlets such as e.g. Citizens Information. NTDC's Enterprise Support team felt that it could best serve its customers by collating and disseminating information, in plain English, on available business supports relevant to our clients. A distribution list was established and 143 clients of NTDC's Enterprise Support Programme who have setup businesses since 2018 were kept updated on restrictions, guidelines, financial supports, training opportunities, re-opening dates etc relevant to them. Each correspondence concluded with an invitation for any client who needed further information or specific supports to contact us directly, and a significant number of clients availed of this.

ENTERPRISE TRAINING SUPPORTS

The training needs of our client group were established in consultation with the DEASP and LEO. Covid-19 restrictions have meant that group training is not currently an option and we have where possible moved our training online. In September, we delivered the Kickstarter Start Your Own Business Workshop remotely.

Prior to Covid-19, in collaboration with Tipperary Education and Training Board (TETB), we delivered workshops on Record Keeping and File Management ("Getting to Grips with Paperwork for the Self-employed"). Together with TETB, we investigated the possibility of

delivering this workshop online but ultimately decided that due to the practical nature of this training (each client leaves the workshop with their own File Management system), that it was not suitable for online delivery. Instead we have commenced providing 1 to 1 training to clients (up to 3 hours) on record keeping and file management for their business.

Since the onset of the pandemic, we have referred many clients to the Covid-19 specific business training being offered through the Local Enterprise Office network.

COLLABORATION

SICAP conducted a survey of 20 Stakeholders, a combination of Agencies and Local Community Groups to get feedback on our collaborative work during COVID 19. The following is a summary of the results of that feedback. [See Template in Appendices.]



NTDC and SICAP played a central role in coordinating the COVID response in North Tipperary.

Stakeholders used the following to describe our role and staff in the collaboration effort:

- Easy to access, working on the ground within the community
- Strong relationships built in the community / relationships with stakeholders in place
- Networks – NTDC had access to networks and were able to connect stakeholders
- Great understanding of what was needed / practical
- Targeted approach
- Skills / knowledge of staff / local connections
- Reliable / trusted / pleasure to work with / respect

Types of Supports Provided

- Links and creating connections with and between relevant stakeholders
- Increased awareness of NTDC/Stakeholder/Other services necessary during Covid
- Referrals (to and from other agencies as required)
- Information sharing and promotion / leaflet design and distribution
- Assistance with administrative tasks such as grant applications, Covid guidelines
- Grants for equipment/food/PPE/materials/training/wellness packs

What Worked Well

SICAP's supports and guidance allowed other stakeholders the time and resources to concentrate on their roles, especially volunteer run services. SICAP took care of coordination, awareness raising, access to networks, information sharing and funding applications. As a result of collaboration, stakeholders have created new services identified during response. For example, Irish Red Cross provide regular wellness checks to new clients met during Covid lock down. Working in partnership with other stakeholders has been strengthened, for example in compiling information for leaflets in different towns SICAP liaised with Killaloe Ballina FRC for information on the Killaloe / Ballina area. These information links and procedures are now in place if needed again. Local Community Groups had access to specific information regarding guidelines/safety requirements through network with NTDC and Tipperary Volunteer Centre and other agencies. For example, correct information on

insurance for new groups was compiled and shared with emerging groups trying to respond to COVID19. SICAP worked with An Post in Roscrea and as a result over 1000 flyers with local information on shops, business and services were distributed through an post mail service and through the counter service to all customers. Stakeholders got to know staff/members of the community and became aware of services available through each agency/group and support of SICAP worker.

Examples of outcomes:

- Nenagh Food Bank was able to keep its doors open and fed over 300 people per week in the community with SICAP support
- Irish Red Cross provided an additional 1,000 volunteer hours and visited an extra 300 people in the wider Nenagh area because of networking facilitated by SICAP and resulting referrals
- Oasis Centre Food Bank with newly acquired fridge and increased awareness of its service was able to collect more food and provide it to an extra 20 families and over 40 individuals
- 350 Wellness packs distributed to older people in Roscrea by Age Friendly including plants which are still blooming 5 months later
- Tus and RSS made 1500 much needed PPE gowns for local community facilities with SICAP support SICAP and the Sew Scrubs for Ireland. This project is ongoing.
- SICAP funded a hot box for Littleton Development Association Meals on Wheels service. As a result, 20 to 30 meals were delivered over a wide area twice weekly covering some very isolated areas. Meals on wheels is still ongoing after 6 months and the service is very much needed.
- SICAP supported the Thurles Covid 19 response group to provide a daily meals on wheels service while the regular services were reduced due to cocooning and isolation measures. While delivering supports the group came across many people looking to volunteer their time. To reduce the need of garda vetting and to enable them to participate, these individuals made cakes and other food to be delivered to the frontline workers in Thurles and the surrounding areas.

Learning / areas for improvement

- Flexibility required with newly formed groups in terms of access to funding
- New groups need structure in place to avail of supports / funding
- Increased awareness led to overflow of requests for some stakeholders
- Need to increase awareness of NTDC's community supports
- Important to keep links open between stakeholders following collaboration

- Many clients do not have access to IT/Data, therefore some information sharing/training or other resources cannot be accessed
- Need for out of hours services in emergencies, for example Chemist in Thurles

In addition, SICAP collaborated with Tipperary Public Participation Network in the delivery of food packages from Nestle with coffee and treats to the community. The PPN delivered the boxes to a collection point and SICAP was able to access these packages and deliver across the North of the County to community-based groups for distribution.

SICAP has well established professional relationships built within our community. But we also have excellent internal relationships within our own organisation. SICAP and the Tus / RSS (Rural Social Scheme) Programmes collaborated to respond to the needs of the Health care workers in Tipperary. NTDC staff organised and developed the cutting, sewing, packing and delivery of disposable gowns to various places across North Tipperary including Nenagh Hospital and Thurles Hospital.



SICAP /Tus / RSS Collaboration



SICAP / Tus / RSS Collaboration

These internal programmes were also vital in the delivery of the flyers within the community. Like SICAP these other programmes consist of on the ground workers dealing directly with communities where aid is needed.

Collaboration and information sharing were vital in all these cases in order to get the supplies out and about to our communities. This is just a small example of the work carried out in relation to the help of community groups and SICAP during COVID 19.

CONCLUSION

Our communities have come back fighting and showing that we are stronger together. We are all embracing this new normal for the sake of our communities and ourselves. Local groups, volunteers and communities are adjusting to living with COVID 19. Local residents are embracing the slogans and inviting them into their communities as a reminder that we are indeed all “in this together” and we just need to “hold firm”.



Tara Drive and Saint Anne’s Terrace, Thurles resident’s association completed a project using the HSE campaign logo received in the Stay Safe with NTDC Community Packs.

Without the on the ground supports and collaboration from the local retail staff, factory workers, drivers, farmers, residents, countless volunteers, local services, agencies, and community groups, we would not be where we are today.

Our gratitude to those on the front line who kept our communities going and to everyone who played their part in staying safe.

TESTIMONIALS

"We are extremely grateful for the local support from NTDC and SICAP. The funding we received enabled us to re-open our doors and get food packages out to the community. The flyers were a great source of local information as well. Because we were able to shop local, we were able to get access to food quickly and get it out to the community within a few days"

Nenagh Community Food Bank

"Your organisation was very beneficial to us as it helped us get information out to people on leaflets. It was also a source of information for our volunteers. Joanne McCarthy was also a great point of contact for myself in order to discuss what needed to be done for people at that time. The key objective for our group was to ensure that no one was left behind and Joanne's assistance with many tasks was invaluable and helped us to achieve this"

Coronavirus Community Assistance North Tipperary

"The PPN were grateful for the Flyers with Covid information. We distributed to many community groups and the feedback was very positive. It was a great resource to people in a time of crisis. We have a great working relationship between the PPN and the SICAP team and I wish to commend and thank you on your work. It is always a pleasure to work in collaboration with you"

Tipperary Public Participation Network

"Killaloe/Ballina Community & Family Resource Centre worked with NTDC during the Covid lockdown in putting together a non-exhaustive list of services in the Ballina/Killaloe area. [...] The flyer was so helpful, and it was great that it tied in to similar flyers done with communities in Nenagh, Roscrea, Thurles/Templemore/Borrisoleigh, and Littleton, and our flyer was also promoted and made available on the NTDC website. Joanne and Caroline were so helpful, [...] We are very grateful to them and to NTDC for the support we received during the Covid lockdown"

Killaloe Ballina Family Resource Centre

"We distributed 350 of these packs in the area. The beautiful orange flowers of the plant are still blooming, and I am often asked by grateful recipients to admire them 5 months later as they continue to flourish in local back gardens"

Age Friendly Roscrea

"The work ethos was particularly prevalent at the start of the Covid 19 outbreak when NTDC organized a leaflet drop to over 3,000 residents in the Thurles area. The leaflet contained information for residents including the Covid-19 helpline contact numbers, information on pharmacies, shops, and available local services together with NTDC and Garda contact numbers. The initiative was funded by NTDC and supported by the Community Policing Unit who organized the delivering of the leaflets. I am confident that this successful working relationship will continue going forward. An Garda Siochana will help and support Ms. Breda Ryan and NTDC where possible"

An Garda Siochana, Thurles District Office

Go raibh maith agaibh

Thank you kindly Breda for your help to me in my dilemma. My computer was out of order. With the ton of covid advise coming in I could get no answer to all the no.s I tried. As I started another cocooned day in frustration, I found the holy bible had come in the post. NTDC. First No. Thurles. I rang, and was answered in a lovely tone of voice by you, hello can I help you. And I told you my tale of woe. You told me you had a team and would organize help right away. I was pleasantly surprised when Grd John McCormack turned up and took charge. After much discussion and him making several phone calls he gave me the thumbs up sign. Later that afternoon he returned to inform me arrangements were in hand and I could expect the problem to be fixed tomorrow, and it was.

I awoke the next morning at 9 o'clock and sitting on my bed thinking about the day ahead, when a ladder passed my window going upwards, followed by a young man in overalls. I opened the window a little and said hello. He replied, I've fixed the phone and I'll have a look at your computer in a minute, which he did. All's well now. Sat 16th May 20/20 13/50

Monday morning my sore leg was acting up and doctors surgery was closed and appointments were available only by phone, I tried that but got no answer, Tuesday I tried again and was advised to get the mobile doctor. I declined the offer. Back to Breda with my sore leg and was advised she would get someone to me within the hour. An ambulance arrived and brought me to Nenagh hospital where I presented myself at casualty and told them I wanted to get my leg wounds looked at. The staff were highly amused. Where did you come from, how did you get here, by ambulance what's your name who sent you, have you got a medical card. Finally they patched me up and let me go with instruction to have my wounds dressed within the week. No doctor available, back to Breda's surgery and within the hour I was being attended by the Knights of Malta. I was in the chemist for some medication and enquired about wound dressings she told me of the dressing clinic at St. Marys. I went along to the clinic and at reception I was asked can I help you, I here to get my leg dressed and she let me into the waiting room. Some senior lady interviewed me, got in touch with my doctor, had me enrolled, and I've been happy ever after. The wounds were serious am still attending the clinic every Monday and Thursday. What can you expect with D.O.B. 28/8/31

Once again I would like to thank you Breda and all the nice people I met along the way

Mise le meas Mór Lucás O'Cuinneagáin



APPENDICES

Nenagh Flyer



Comhairle Contae Thiobraid Árann
Tipperary County Council

Tipperary County Council
Contact Number for Vulnerable
Citizens during COVID-19

0761 06 5000
or
covid19@tipperarycoco.ie



North Tipperary
Development Company

Just a reminder that we are still providing email and phone supports
where possible throughout all programmes. Feel free to contact our offices in Nenagh,
Thurles and Roscrea or if you have a more direct number, please give us a call or text...
We hope that you remain safe and well during this time.

Online

Website: www.ntdc.ie
Facebook: @NTDC
Twitter: @NorthTippDevComp

LIST OF LOCAL CHEMISTS NENAGH

Subject to change: Please call to confirm details

| | | |
|-----------------------|-----------|-----------------|
| Anna Kelly | 067-34244 | 9.15am - 6pm |
| Guerin's Chemist | 067-31447 | 9am - 4.30pm |
| Ray Walshe | 067-31249 | 9.30am - 6pm |
| Finnerty's Pharmacy | 067-34155 | 9.30am - 6pm |
| Ryan's Chemist | 067-31464 | 9.30am - 6pm |
| Clare Street Pharmacy | 067-42775 | 9.15am - 4.30pm |
| Slattery's Pharmacy | 067-34527 | 9am - 6.30pm |

HEALTH SHOPS

| | | |
|---------------------|-------------|--------------|
| Nadur | 067-34626 | 9.30am - 6pm |
| Horan's Health Shop | 087-6611530 | 10am - 4pm |
| Holland & Barrett | 067-31540 | 9am - 6pm |





North Tipperary
Development Company



Social Inclusion &
Community Activation
Programme

Coronavirus COVID-19

SICAP North Tipperary are available to offer supports during this time. This leaflet aims to provide you with essential contact phone numbers from local operators here in Nenagh
(Disclaimer: This list is not exhaustive)

For more information please contact our offices:

| | |
|--------------------------|-------------------|
| Nenagh | 067-56676 |
| receptionHO@ntdc.ie | |
| Thurles | 0504-90579 |
| thurlesreception@ntdc.ie | |
| Roscrea | 0505-24166 |
| reception@ntdc.ie | |

LIST OF DELIVERY / TAKE AWAY SUPPLIERS

Correct as of 25/03/2020 - Subject to change Please call to confirm

| | | |
|----------------|-----------|--------------|
| Country Choice | 067-32596 | 9am - 2pm |
| Cinnamon Alley | 067-33923 | 9am - 2pm |
| Simply Food | 067-32432 | 9.30am - 3pm |
| Andy Flynn's | 067-32494 | 10am - 4pm |
| Mario's Pizza | 067-41389 | 12pm - 9pm |
| Romano's | 067-33923 | 3.30pm - 9pm |
| Pepe's | 067-43883 | 5pm - 9pm |
| Turban Indian | 067-42794 | 5pm - 10pm |
| LANA Nenagh | 067-41488 | 4pm - 10pm |
| Kebab House | 067-33003 | 4pm - 10pm |

LIST OF SERVICES NOT CURRENTLY OPERATING

However please check yourself as individual circumstances may change

| | | | |
|-------------------|-------------|--------------------|-----------|
| The Pantry | 067-31237 | Subway | 067-43733 |
| The Dapp Inn | 067-31438 | Supermac's | 067-31833 |
| The Hibernian Inn | 067-47420 | The Golden Star | 067-32833 |
| Quigley's | 067-31454 | Kens Oriental | 067-34488 |
| Café Q | 067-37445 | Jade Court | 067-41544 |
| Mama's Pizzeria | 067-31230 | Richard's Takeaway | 067-37111 |
| Deborah's Cafe | 067-42798 | O'Mother's | 067-32696 |
| Napoli's Pizzeria | 083-1111023 | Steeple's | 067-44592 |
| Flynn's Bistro | 067-37842 | Mizzoni's Pizza | 067-37666 |

LIST OF ESSENTIAL SUPPLIERS

Correct as of 25/03/2020 - Subject to change Please call to confirm

| | | | |
|--------------------------|--------------|-----------------------|-----------|
| O'Connor's Market | 067-31318 | John Cahalan Fuel | 067-31907 |
| Lidl Nenagh | 1800 347 447 | Cleary's | 067-31246 |
| Aldi Nenagh | 1800 991 828 | McLoughlin's Hardware | 067-32698 |
| Tesco's Nenagh | 1892 928449 | Spar | 067-37861 |
| Centra Nenagh | 067-31830 | Mulrooney's | 067-42752 |
| Dunnes Nenagh | 067-34211 | Liffey Mills | 067-31055 |
| Costello's Oil | 067-31488 | Sheahan's | 067-34466 |
| Top Oil | 067-64344 | Arrabawn Coop | 067-41800 |
| Nenagh Fruit & Veg | 067-41431 | Corrib Oil | 067-33366 |
| Hogan Fruit, Veg & Dairy | 086-6089077 | Ryan's Fruit & Veg | 067-31314 |
| Denis Meats | 067-31939 | Hackett's Butchers | 067-31340 |
| Darcy Meats | 067-27933 | Daly's Seafood | 067-34020 |
| Hanlon's Butchers | 067-41299 | Chadwicks | 067-32088 |
| Corrib Oil | 1800 267742 | Applegreen | 067-31803 |
| Mr Price | 086-1304853 | | |

LOCAL AGENCY NUMBERS

| | |
|---------------------------------|--------------|
| Emergency Services | 999 |
| An Garda Síochána | 067- 50450 |
| An Post | 067-31900 |
| DEASP | 067-50902 |
| Nenagh Hospital | 067-31491 |
| Credit Union | 064-34444 |
| AIB Nenagh | 067-31714 |
| Ulster Bank | 067-32455 |
| Permanent TSB | 067-32288 |
| Bank of Ireland | 067-31099 |
| M.A.B.S | 076 10 72760 |
| Community Food Bank | 083-1231269 |
| Nenagh Irish Red Cross | 087-7873517 |
| Nenagh Order of Malta | 086-4054301 |
| Nenagh Ormond Search Unit | 087 3424433 |
| Living Links | 087-9693021 |
| Tipperary Volunteer Centre | 086-0481743 |
| Community Assistance Tipp North | 087-9590206 |
| St Vincent de Paul | 087-9501954 |
| The Derr Centre | 067-46700 |
| Health Centre | 067-46499 |
| Silver Arch FRC | 067-31800 |
| Tipperary County Council | 0761 06 5000 |
| Parish Office | 067-31272 |
| CARMHA | 087-7722671 |
| HSE MW Drug & Alcohol Service | 061-318633 |
| Citizens Information | 07610 76470 |

Thurles Flyer



NTDC
North Tipperary
Development Company

Just a reminder that we are still providing email and phone support where possible throughout all programmes. Feel free to contact our offices in Nenagh, Thurles and Roscrea or if you have a more direct number, please give us a call or text. We hope that you remain safe and well during this time.

If you would like to volunteer in your community please call Sara on 086-0481743



volunteer centre
based at O'Connell's, Thurles, Tipperary

Website: www.ntdc.ie
Facebook: @NTDC
Twitter: @NorthTippDevComp

Locations:

| | |
|--------------------|--------------------------|
| Nenagh 067-56676 | receptionHO@ntdc.ie |
| Thurles 0504-90579 | thurlesreception@ntdc.ie |
| Roscrea 0505-24166 | reception@ntdc.ie |

LIST OF THURLES PHARMACIES

All Pharmacies are operating normal hours. During the **Covid 19** crisis, individual pharmacies have put in place local delivery arrangements. Please check with your Pharmacy as to what specific arrangements they have by phoning in advance. Social distancing measures are in place in all pharmacies.

| | |
|--------------------------|--------------|
| Liberty Pharmacy | (0504) 90604 |
| Thurles SC Pharmacy | (0504) 24586 |
| Mocklers | (0504) 21421 |
| Hickeys | (0504) 21423 |
| Mahers CarePlus Pharmacy | (0504) 58960 |
| Mc Cabe's (Ryan's) | (0504) 21473 |
| Sammons | (0504) 21104 |
| Lloyds Pharmacy | (0504) 22184 |
| Boots Dunnes Stores | (0504) 24594 |

THURLES SHOPPING CENTRE DETAILS

Following on from the Government announcement in relation to the closure of non-essential retail, that the following stores, that meet the Government criteria, remain open in the Shopping Centre.

| |
|------------------------------------|
| Dunne's Stores (Grocery & Drapery) |
| Thurles Pharmacy |
| Boots |
| An Post |
| Holland & Barrett |
| Specsavers (Emergency only) |
| Eurogiant |



NTDC
North Tipperary
Development Company



SICAP
Social Inclusion & Community Activation Programme

Coronavirus COVID-19
#Covid19 #flattenthecurve #staysafe

SICAP North Tipperary are available to offer supports during this time. This leaflet aims to provide you with essential contact phone numbers from local operators here in Thurles
(Disclaimer: This list is not exhaustive)

For more information please contact our offices:

| | |
|--|-------------------|
| Thurles thurlesreception@ntdc.ie | 0504-90579 |
| Nenagh receptionHO@ntdc.ie | 067-56676 |
| Roscrea reception@ntdc.ie | 0505-24166 |

DELIVERY / TAKE AWAYS & DELI'S

| | |
|---------------------------|--------------|
| Borza, Cathedral St | (0504) 58550 |
| Roma, The Square | (0504) 91091 |
| Ginos Diner, The Square | (0504) 90430 |
| Ranna Ghor, The Square | (0504) 58401 |
| Stars of India, The Mall | (0504) 21800 |
| Town House Deli, The Mall | (0504) 22348 |
| Naomi's Cafe, Friar St | (0504) 26266 |

HEALTH FOOD STORES

| | |
|-------------------|--------------|
| Health & Harmony | (0504) 28682 |
| Healthy Haven | (0504) 58659 |
| Holland & Barrett | (0504) 26651 |

*Please call to find out individual arrangements during COVID 19

NATIONAL HELPLINES

| | |
|------------------|---------------|
| Asthma Advice | 1800 44 54 64 |
| COPD Advice Line | 1800 83 21 46 |
| HSE.ie | 1850 24 1850 |
| ALONE Covid 19 | 0818 222 024 |

During the **COVID 19** Crisis Tipperary County Council is providing a contact number **0761 06 5000** and email covid19@tipperarycoco.ie with the lines open from **8.00am to 8.00PM seven days**

SUPERMARKETS & SHOPS

| | |
|-------------------|----------------|
| Aldi | 1800 991 828 |
| Barry's SuperValu | (0504) 21626 D |
| Dunnes Stores | (0504) 24644 |
| McDevitt's | (0504) 21599 D |
| Lidl | (0504) 29205 |
| Tesco | (0504) 21855 D |
| Centra Kickham St | (0504) 23476 |
| Centra The Mall | (0504) 23778 D |
| O' Dwyer's Centra | (0504) 21049 D |
| Mace Mitchel St | (0504) 21193 |
| Doyle's Corner | (0504) 20898 |

SERVICE STATIONS & SHOPS

| | |
|---------------------|--------------|
| Ahearne's Abbey Rd | (0504) 23268 |
| Harveys | (0504) 29277 |
| Circle K Kickham St | (0504) 28830 |
| Super Spar Turtalla | (0504) 22525 |

BUTCHERS & FISH SHOP

| | |
|------------------|----------------|
| Premier Meats | (0504) 20193 D |
| Liam Campion | (0504) 21209 D |
| Lacey's Friar St | (0504) 21447 D |
| Daly's Fish Shop | (0504) 90424 |

*** "D" refers to availability of Delivery service**

USEFUL LOCAL NUMBERS

| | |
|--|---------------|
| Fire, Ambulance & Gardai | 999 |
| An Garda Siochana | (0504) 25100 |
| An Post | (0504) 21258 |
| Dept. of Social Protection | (0504) 67100 |
| Thurles Credit Union | (0504) 91700 |
| AIB Thurles | (0504) 22055 |
| Ulster Bank | (0504) 24491 |
| Bank of Ireland | (0504) 21511 |
| Thurles Order of Malta | (087) 2390111 |
| Thurles Lions Club | (087) 3983672 |
| Citizens Information | 076 107 6510 |
| St Vincent de Paul Co. Tipperary | (061) 317327 |
| St. Vincent de Paul Local Contact | (086) 8437786 |
| Hospital of the Assumption | (0504) 27 700 |
| St. Mary's Health Centre | (0504) 23211 |
| Thurles Parish Office | (0504) 90731 |
| Rev. James Purcell P.P. | (0504) 22505 |
| Rev. Joe Walsh C.C. | (0504) 22505 |
| Rev. Vincent Stapleton C.C. | (0504) 22688 |
| Local Link Tipperary | 076 1066140 |
| The Blue Door | 085 2246371 |
| Mid-West Shine (supporting People affected by Mental Ill Health) | 087 7878222 |

Roscrea Flyer

NTDC
North Tipperary
Development Company

Just a reminder that we are still providing email and phone support where possible throughout all emergencies. Please don't contact our offices in Thurles, Roscrea and Nenagh as if you have a more direct number, please give us a call or text... We hope that you remain safe and well during this time.

If you would like to volunteer in your community please call Sara on 086-0481743

volunteer centre
Tipperary

Website: www.ntdc.ie
Facebook: @NTDC
Twitter: @NorthTippDevComp

Locations:

| | |
|--------------------|--------------------------|
| Roscrea 0505-24166 | reception@ntdc.ie |
| Nenagh 067-56676 | receptionHO@ntdc.ie |
| Thurles 0504-90579 | thurlesreception@ntdc.ie |

The North Tipperary Development Company is a registered charity under the Charities Act 2009. It is a member of the European Social Fund. The North Tipperary Development Company is a registered charity under the Charities Act 2009. It is a member of the European Social Fund.

LIST OF LOCAL CHEMISTS ROSCREA

Roscrea Centre Pharmacy
0505 22718
Emergency 083 8349354
roscreacentrepharmacy@eircom.net
3 max in shop
Phone orders available, pay by card
Car collection possible

Hennessy's Pharmacy
0505 21752
open 10am - 5pm
rosemarypharmacy@eircom.net
3 customers max in shop
Phone orders available, pay by card
Car collection possible

Coffey's Allcare Pharmacy
0505 21652
Emergency 087 2038253
paulieknox@gmail.com
3 customers max in shop
Phone orders available, pay by card
Car collection possible

Madden's Careplus Pharmacy
0505 21058
closed 1pm - 1.30pm
Careplus Pharmacy app available
3 customers max in shop
Order via app, pay in shop
Car collection possible

Haven Pharmacy Fawley's
0505 31733
dan.ryan@havenpharmacy.ie
3/4 customers max in shop
Phone orders available, pay by card
Car collection possible



Coronavirus COVID-19

North Tipperary Development Company can help during this time. This leaflet aims to provide you with essential contact phone numbers from local operators here in Roscrea.

All businesses are asking customers to adhere to social distancing guidelines

(Disclaimer: This list is not exhaustive info correct as of 02.04.2020)
For more information please contact our offices:

| | |
|--|--------------------|
| Roscrea | 0505-24166 |
| reception@ntdc.ie | 087 7180382 |
| Nenagh | 067-56676 |
| receptionHO@ntdc.ie | |
| Thurles | 0504-90579 |
| thurlesreception@ntdc.ie | |

Drennan's Butchers 0505 21034 Open 7am - 6pm
Phone orders, Max 2 in store, stand behind line
Local delivery over 70's & vulnerable

Carey's Butchers 086 3020293 Phone orders, pay by card, Car collection possible

Derrykeane Foods 0505 22340
dankeegan@eircom.net Phone orders
Pay by card, Delivers & Car collection possible

Tasty Burger 0505 22716
Phone in orders, pay in cash in shop

Burgoo 0505 21422
phone orders, cash or card on delivery or collect

Healthy Vision Health Food Shop 086 8477423
phone order, pay by card

Centenary Store 0505 31676
roscrea@centenarythurles.com Main shop closed. Agri fertiliser and medicine only

Doherty Hardware 0505 21436
Shop closed until April 14th continue to supply emergency needs 9am - 1pm

Douglas Hardware 0505 21865 087 7562233/085 8001449 Shop closed until April 12th will continue to supply emergency needs

Patterson's Hardware 0505 21825
pattersonshardware@gmail.com Shop closed, Phone orders, collection, local deliveries

Spencer Spillane 0505 23252 Shop Closed, phone orders

Mullally's Electrical 0505 21055 0505 21718
087 9624749 Shop Closed, Phone orders

Fairbrother Fuels 089 4920173 Phone, Facebook & Messenger orders. Car collection, patron to stay in car Will deliver & fill coal buckets at door

Polski Sklepek Polish Shop 087 9093550 Phone orders, Cash & Card payments.

LIST OF SUPERMARKETS

Bernie's SuperValu 0505 21736 www.supervalu.ie
Times for vulnerable shoppers 9am - 10am
Online and phone orders available, pay by card, heavily booked, Car collection possible

Tesco's Roscrea 1890 928439 www.tesco.ie
Times for vulnerable shoppers 8am - 9am Mon, Wed, Fri
Online orders, pay by card, heavily booked

Dunne's Roscrea 050523826
www.dunnesstores.com
Times for vulnerable shoppers 11am - 1pm
phone orders available for vulnerable customers, pay in store, pay by card

Aldi Roscrea 1800 991828 www.aldi.ie
Times for vulnerable shoppers 11am - 1pm

Lidl Roscrea (0505) 22276 / 1800 201080
www.lidl.ie Closing an hour earlier at 9pm

Mulrooney's Gala 0505 23877
carmel@mulrooneygala.ie
Open 7am - 9pm Deli closes @7pm
Order via Phone. Car collection possible

Carroll's Centra 0505 23488
Order via Phone. Car collection possible

Spar - Texaco 0505 24777 / 0505 22792
Open 7am - 10pm Apache Pizza delivery Phone orders, deli until 3pm Car collection possible

Keane's XL Shop 0505 21430
mkeaneenews@gmail.com Phone orders, cash only

Moloney's 087 7727576 Phone orders and Facebook. Card and cash

LOCAL AGENCY NUMBERS

| | |
|---|------------------------|
| Emergency Services | 999 or 112 |
| An Garda Síochána | 0505 24230 |
| Garda Confidential | 1800 666111 |
| HSE Helpline | 1850 241850 |
| Tipp County Council Helpline | 076 106 5000 |
| Citizens Information | 076 1076480 |
| St Vincent de Paul | 087 4441835 |
| Lions Club | 086 8578606 |
| Roscrea Hurling Club | 087 2755019 |
| Age Friendly Roscrea | 0505 22550 |
| Ascend Domestic Abuse Service | 0505 23999 |
| Roscrea Youth Café | 087 7444103 |
| Roscrea Youth Counselling Service | 0505 24462 |
| Priest on duty (RC) | 086 8246656 |
| Methodist Minister | 087 1631208 |
| Canon Jane Galbraith (COI) | 087 3825336 |
| Oasis Christian Fellowship | 089 4146110 |
| Roscrea Food Cloud | 087 7180382 |
| An Post | 0505 20507 |
| DEASP (Social Welfare) | 0505 22840/ 0504 67100 |
| Roscrea Health Centre | 0505 21498 |
| Shannon Doc | 1850 212999 |
| Credit Union | 0505 23601 |
| AIB Roscrea | 0505 21855 |
| Roscrea Red Cross | 087 1931104 |
| Roscrea/Birr Order of Malta | 087 9957394 |
| Irish Wheelchair Association | 0505 23229 |
| Living Links | 087-9693021 |
| Tipperary Volunteer Centre | 086-0481743 |
| CARMHA Addiction & Mental Health support | 087-7722671 |
| MidWest Shine: Supporting People Affected by Mental Ill Health. | 087 7878222 |
| Childline | 1800 666666 |
| Samaritans | 116123 |
| Mid-West Regional Drug & Alcohol Service | 061 318633 |
| ESB | 1850 372999 |
| Eircom | 1800 260260 |
| Roscrea Recycling Centre | 076 1066243 |

Littleton Flyer



NTDC
North Tipperary
Development Company

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If you would like to volunteer in your community, please call Sara on 086-0481743



volunteer centre
Ionad o'Chair Oheorach Thobrad Acaim
TIPPERARY

Website: www.ntdc.ie
Facebook: @NTDC
Twitter: @NorthTippDevComp

Locations:

| | |
|--------------------|--------------------------|
| Nenagh 067-56676 | receptionHO@ntdc.ie |
| Thurles 0504-90579 | thurlesreception@ntdc.ie |
| Roscrea 0505-24166 | reception@ntdc.ie |

LIST OF THURLES PHARMACIES

All Pharmacies are operating normal hours. During the **Covid 19** crisis, individual pharmacies have put in place local delivery arrangements. Please check with your Pharmacy as to what specific arrangements they have by phoning in advance. Social distancing measures are in place in all pharmacies.

| | |
|--------------------------|--------------|
| Liberty Pharmacy | (0504) 90604 |
| Thurles SC Pharmacy | (0504) 24586 |
| Mocklers | (0504) 21421 |
| Hickeys | (0504) 21423 |
| Mahers CarePlus Pharmacy | (0504) 58960 |
| Mc Cabe's (Ryan's) | (0504) 21473 |
| Sammons | (0504) 21104 |
| Lloyds Pharmacy | (0504) 22184 |
| Boots Dunnes Stores | (0504) 24594 |

THURLES SHOPPING CENTRE DETAILS

Following on from the Government announcement in relation to the closure of non-essential retail, the following stores, that meet the Government criteria, remain open in the Shopping Centre.

| |
|-----------------------------|
| An Post |
| Boots |
| Dunne's Stores Groceries |
| Euro giant |
| Holland & Barrett |
| Specsavers (Emergency only) |
| Thurles Pharmacy |

A free information book on explaining the coronavirus to children:
nosycrow.com/blog/released-today-free-information-book-explaining-coronavirus



NTDC
North Tipperary
Development Company



SICAP
Social Inclusion & Community Activation Programme

Coronavirus COVID-19
#Covid19 #flattenthecurve #staysafe

SICAP North Tipperary are available to offer supports during this time. This leaflet aims to provide you with essential contact phone numbers from local operators here in Thurles
(Disclaimer: This list is not exhaustive)

For more information please contact our offices:

| | |
|--|-------------------|
| Thurles thurlesreception@ntdc.ie | 0504-90579 |
| Nenagh receptionHO@ntdc.ie | 067-56676 |
| Roscrea reception@ntdc.ie | 0505-24166 |

NATIONAL HELPLINES

| | |
|-------------------------------|--------------|
| Asthma Helpline | 1800445464 |
| COPD Helpline | 1800832146 |
| Irish Heart & Stroke Helpline | 01 6685001 |
| Diabetes Helpline | 01 8428118 |
| Alone | 0818 804591 |
| Samaritans | 116 123 |
| HSE | 1800 241850 |
| Pieta House | 1800 247247 |
| Senior Line | 1800 8044591 |

Emergency Family Plan

This is a useful booklet for caregivers, parents/guardians to think about and make note of who can offer **support in the event the primary care giver is unable to provide care** at any stage during this pandemic.

Available at - www.cypsc.ie

During the **COVID 19** Crisis Tipperary County Council is providing a contact number **0761 06 5000** and email covid19@tipperarycoco.ie with the lines open from **8.00am to 8.00PM seven days**

ESSENTIAL SERVICES THURLES

| | | |
|--------------------------|--------------|-----|
| Adli | 1800 918821 | |
| Ahearn's Abbey Rd | (0504) 23268 | |
| Barry's Super Valu | (0504) 21626 | D |
| Centra Kickham St | (0504) 23476 | |
| Centra, The Mall | (0504) 23778 | D |
| Circle K, Kickham Street | (0504) 28830 | |
| Daly's Fish Shop | (0504) 90424 | |
| Doyle's Corner | (0504) 20898 | |
| Dunnes Stores | (0504) 24644 | |
| Harveys, Racecourse Rd, | (0504) 29277 | |
| Lacey's Butchers | (0504) 21447 | WOD |
| Liam Campion Butchers | (0504) 21209 | D |
| Lidl | (0504) 29205 | D |
| Mace Mitchel St | (0504) 21193 | |
| McKevitt's | (0504) 21599 | |
| O'Dwyer's Centra | (0504) 21049 | D |
| Premier Meats | (0504) 20193 | D |
| Super SPAR, Turtalla | (0504) 22525 | |
| Tesco | (0504) 21855 | D |

LITTLETON

| | |
|---------------------------|--------------|
| Centenary Co-Op | (0504) 44323 |
| Clohessey Service Station | (0504) 44308 |
| Josies Shop | (086)0559762 |
| Paudi Fitzpatrick Butcher | (0504) 44708 |

TWO MILE BORRIS

| | |
|-----------------|---------------|
| Corcoran's Shop | (087) 9265724 |
| Gala | (0504) 44899 |

HORSE AND JOCKEY

| | |
|-----------|--------------|
| O'Keefe's | (0504) 44332 |
|-----------|--------------|

HOLYCROSS

| | |
|------------------|--------------|
| Holycross Stores | (0504) 43257 |
|------------------|--------------|

D refers to availability of delivery service

USEFUL LOCAL NUMBERS

| | |
|--|---------------|
| Dept. of Social Protection | (0504) 67100 |
| AIB Thurles | (0504) 22055 |
| An Garda Siochana | (0504) 25100 |
| An Post | (0504) 21258 |
| ASCEND Domestic Abuse Service | (0505) 23999 |
| Bank of Ireland | (0504) 21511 |
| Citizens Information | 076 107 6510 |
| Fire, Ambulance | 999 |
| Hospital of the Assumption | (0504) 27 700 |
| Local Link Tipperary | 076 1066140 |
| Mid-West Shine (supporting People affected by Mental Ill Health) | (087) 7878222 |
| Moycarkey Borris Sports & Comm Centre Contact J.J. O'Sullivan | (086) 2622307 |
| Rev. Celsius Tierney P.P. | (086) 1672700 |
| Rev. Graham Sawyer C.O.I. | (056) 8834147 |
| Rev. Tom Fogarty PP | (086) 2425425 |
| Shannondoc | 1850 212 999 |
| St. Mary's Health Centre | (0504) 23211 |
| SVP Co. Tipperary | (061) 317327 |
| SVP, Moycarkey Parish | (087) 1165143 |
| SVP, Holycross Parish | (087) 6603935 |
| The Blue Door | 085 2246371 |
| Thurles Credit Union | (0504) 91700 |
| Thurles Lions Club | (087) 3983672 |
| Thurles MABS Money Advice | 076 107 2740 |
| Thurles Order of Malta | (087) 2390111 |
| Ulster Bank | (0504) 24491 |

Templemore / Borrisoleigh Flyer

NTDC
North Tipperary
Development Company

Just a reminder that we are still providing email and phone support where possible throughout all programmes. Feel free to contact our offices in Thurles, Roscrea and Nenagh if you have a more direct number, please give us a call or text. We hope that you remain safe and well during this time.

If you would like to volunteer in your community, please call Sara on 086-0481743

volunteer centre
Templemore, Borrisoleigh, Thurles, Roscrea, Nenagh
TIPPERARY

Website: www.ntdc.ie
Facebook: @NTDC
Twitter: @NorthTippDevComp

Locations:
Nenagh 067-56676 receptionHO@ntdc.ie
Thurles 0504-90579 thurlesreception@ntdc.ie
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BORRISOLEIGH

| | |
|-----------------|--------------|
| David O'Connell | (0504) 51132 |
|-----------------|--------------|

TEMPLEMORE

| | |
|-------------------|--------------|
| Hylands Care Plus | (0504) 35781 |
| Mocklers Pharmacy | (0504) 31535 |
| Murphys Pharmacy | (0504) 31810 |

THURLES

| | |
|--------------------------|--------------|
| Boots Shopping Centre | (0504) 24954 |
| Hickeys | (0504) 21423 |
| Liberty Pharmacy | (0504) 90604 |
| Lloyds Pharmacy | (0504) 22184 |
| Mahers CarePlus Pharmacy | (0504) 58960 |
| Mc Cabe's (Ryan's) | (0504) 21473 |
| Mocklers | (0504) 21421 |
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nosycrow.com/blog/released-today-free-information-book-explaining-coronavirus



Coronavirus COVID-19

#Covid19 #flattenthecurve #staysafe

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For more information please contact our offices:

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|--------------------------|-------------------|
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| thurlesreception@ntdc.ie | |
| Nenagh | 067-56676 |
| receptionHO@ntdc.ie | |
| Roscrea | 0505-24166 |
| reception@ntdc.ie | |

NATIONAL HELPLINES

| | |
|-------------------------------|---------------|
| Asthma helpline | 1800445464 |
| COPD helpline | 1800832146 |
| Irish Heart & Stroke helpline | 01 6685001 |
| Diabetes Helpline | 01 8428118 |
| Alone | 0818 804 591 |
| Samaritans | 116 123 |
| HSE | 1800 24 1850 |
| Pieta House | 1800 247 247 |
| Senior Line | 1800 804 4591 |

Emergency Family Plan

This is a useful booklet for caregivers, parents/guardians to think about and make note of who can offer **support in the event the primary care giver is unable to provide care** at any stage during this pandemic.

Available at - www.cmc.ie

During the **COVID 19** Crisis Tipperary County Council is providing a contact number **0761 06 5000** and email covid19@tipperarycoco.ie with the lines open from **8.00am to 8.00PM seven days**

SUPERMARKETS & SHOPS

TEMPLEMORE

| | | |
|--------------------------|--------------|-----|
| Eurospar | (0504) 31449 | (D) |
| Fitzpatrick's Newsagents | (0504) 31555 | (D) |
| Lidl | (0504) 56586 | |
| Londis Cambies | (0504) 31222 | |
| Mulrooneys Gala | (0504) 56634 | |
| O'Connells Centra | (0504) 31612 | (D) |
| Peter's Fruit & Veg | (0504) 31791 | (D) |
| Ryans Gala Express | (0504) 31247 | (D) |

BORRISOLEIGH

| | | |
|-------------------|--------------|-----|
| Meagher's Shop | (0504) 51825 | |
| Shanahan's Centra | (0504) 51068 | (D) |
| Hurley's Gala | (0504) 51755 | |

BUTCHERS

| | | |
|------------------------|---------------|-----|
| Farrelly Butcher's | (0504) 31376 | (D) |
| Tom's Family Butchers | (087) 4052179 | (D) |
| Joey O'Dwyer's B'Leigh | (0504) 51629 | (D) |

TAKEAWAYS

| | |
|-------------------------|--------------|
| Foley's Indian T'more | (0504) 32796 |
| Tasty Bites T'more | (0504) 32979 |
| The Wishing Well T'more | (0504) 32716 |
| Ling Garden B'Leigh | (0504) 51888 |
| Take 5 B'Leigh | (0504) 50934 |

"D" refers to availability of Delivery service please call in advance to find out individual arrangements during Covid 19

USEFUL LOCAL NUMBERS

| | |
|---|---------------|
| Dept. of Social Protection | (0504) 67100 |
| ASCEND Domestic Abuse Service | (0505)23999 |
| AIB Thurles | (0504) 22055 |
| An Garda Siochana | 0504) 31011 |
| An Post, Borrisoleigh | (0504) 51101 |
| An Post, Templemore | (0504) 31098 |
| Bank of Ireland, Templemore | (0504) 31977 |
| Bank of Ireland, Thurles | (0504) 21511 |
| Citizens Information | 076 107 6510 |
| Fire, Ambulance | 999 |
| Hospital of the Assumption | (0504) 27 700 |
| Local Link Tipperary | 076 1066140 |
| Mid West Shine (supporting People affected by Mental Ill) | 087 7878222 |
| Priest on Duty Templemore | 086 2420611 |
| Rev. G. Hennessy PP B'Leigh | (0504) 51935 |
| Rev. Graham Sawyer, Kilcooley | (056) 8834147 |
| Church of Ireland Diocesan Office | (056) 7786633 |
| St. Mary's Health Centre | (0504) 23211 |
| St Vincent de Paul Co. Tipperary | (061) 317327 |
| St. Vincent de Paul Templemore Local Contact | 083 8000335 |
| Templemore Community Services | 0504 31244 |
| Templemore Credit Union | (0504) 31603 |
| The Blue Door | 085 2246371 |
| Thurles Credit Union | (0504) 91700 |
| Thurles MABS Money Advice | 076 107 2740 |
| Thurles Order of Malta | (087) 2390111 |
| Ulster Bank | (0504) 24491 |

Killaloe / Ballina Flyer



KILLALOE/BALLINA COMMUNITY & FAMILY RESOURCE CENTRE

Killaloe Ballina Family Resource Centre

061- 374741 / 085-8899420

www.kbfrc.ie - info@kbfrc.ie

Stay Safe – Stay Home – Stay in Touch

LOCAL EMERGENCY INFORMATION

CLARE EMERGENCY RESPONSE - 1800 203 600

TIPPERARY RESPONSE HUB - 0761 06 5000

VOLUNTEER GROUPS

LOCAL DELIVERIES OF FOOD / MEDICINE / FUEL

| | | |
|----------|--|---------------------------------------|
| Ballina | Ballina Community Support-Ballina GAA | 087-4188852, 087-6481780 |
| Ballina | Killaloe Community Support-Smith O'Briens | 086-8225983, 087-9305408, 086-8568386 |
| Killaloe | Nenagh Community Food Bank (includes Ballina area) | 083-1231269 |
| Nenagh | Irish Red Cross (Nenagh) | 087-7873517 |
| Nenagh | East Clare Community Response Group | 085-8659889 |

LOCAL AGENCY NUMBERS

| | |
|---|---------------------------|
| Irish Red Cross (Clare) | 086-8323456 |
| Order of Malta (Nenagh) | 086-4054301 |
| Order of Malta (Clare) | 086-3850112 |
| Living Links | 087-9693021 |
| Tipperary PPN | 0504-61014 / 087-4567111 |
| Clare PPN | 087-1617375 |
| Tipperary Volunteer Centre | 086-0481743 |
| Clare Volunteer Centre | 065-6845513 / 065-6845517 |
| Community Assistance Tipp North | 087-9590206 |
| St Vincent de Paul | 087-9501954 |
| Mental Health Service North Tipperary (HSE) | 067-46700 |
| Mental Health Service Clare (HSE) | 065-6863776 / 065-6863777 |
| Pieta House Helpline | 1800-247247 |
| HSE MW Drug & Alcohol Service | 061-318633 |
| CARMHA Nenagh addiction/mental health support service | 087-7722671 |
| Ascend Domestic Abuse Service for Women | 0505-23999 |
| Clare Haven Services | 065-6822435 |



Coronavirus COVID-19

This leaflet is brought to you by Killaloe Ballina Community & Family Resource Centre and North Tipperary Development Company.

It aims to provide you with essential contact phone numbers from local operators in Killaloe-Ballina.

(Disclaimer: This list is not exhaustive)

KBFRC and NTDC are available to offer community supports during this time. For more information on supports available please contact:

Killaloe Ballina Community & Family Resource Centre
061- 374741

North Tipperary Development Company
067-56676

GP / CHEMIST / HEALTH SHOP

Subject to change - Please call to confirm

| | | | |
|------------------|------------------------------|---------------------------|---|
| Ballina | Grange Road Surgery | 061-376546 | |
| Killaloe | Dr. Michael Carmody | 061-376349 | |
| Killaloe | Dr. Bernie Lynch | 061-374333 | |
| Killaloe/Ballina | Shannondoc | 1850-212999 or 061-459500 | Afterhours |
| Ballina | Collins Pharmacy | 061-375505 | 9.30am - 6.30pm (Mon - 6pm Sat) |
| Ballina | Grogans Pharmacy & Opticians | 061-376118 | 9am - 6.30pm (Mon - 6pm Sat) |
| Killaloe | Sean Collins Pharmacy | 061-376127 | 9.15am - 6pm (Mon - 6.30pm Sat, 11am-2pm Sun) |
| Killaloe | Green Cross Pharmacy | 061-620128 | 9.30am - 6pm (Mon - 6pm Sat) |
| Killaloe | An Siopa Beag | 061-375770 | 9.30am - 6pm (Mon - 6pm Sat) |

LIST OF DELIVERY / TAKE AWAY SUPPLIERS

Subject to change - Please call to confirm

| | | | |
|----------|-----------------------------|--------------------------|----------------------------------|
| Ballina | Marios' Takeaway | 061-572744 | 5pm - 11pm (4pm - 11pm Sat, Sun) |
| Killaloe | River Spice Indian Takeaway | 061-375033 | 4pm - 11.30pm |
| Killaloe | Derg House Café | 061-375599 / 089-9538488 | Contact for info/orders |
| Killaloe | Ponte Vecchio | 061-622845 / 087-2203169 | Contact for info/orders |
| Killaloe | Bless | 061-622578 / 085-7061361 | Contact for info/orders |
| Killaloe | Yum Yums | 061-375841 | 4pm - 10pm |

LIST OF SERVICES NOT CURRENTLY OPERATING

Subject to change - Please call to confirm

| | | |
|---------|------------------|------------|
| Ballina | The Wooden Spoon | 061-622451 |
| Ballina | Tuscany | 061-376888 |
| Ballina | Scoops | 061-622471 |
| Ballina | Simply Delicious | 061-375335 |

LIST OF ESSENTIAL SUPPLIERS

Subject to change - Please call to confirm

| | | | |
|----------|----------------------------|-------------|--|
| Ballina | Larkins Gala | 061-374985 | 6.30am - 10pm (7am-9pm Sat, 8am-9pm Sun) |
| Ballina | TP's Shop & Angling Centre | 061-376009 | 8am - 9pm daily |
| Ballina | McKeogh's Hardware | 061-376249 | Phone orders 9.30am-1.30pm Mon to Fri |
| Ballina | ReLoad - Laundry Service | 087-2841640 | 7am - 10pm |
| Ballina | Farrells Spar | 061-375012 | 7am - 10pm (7.30am - 10pm Sat, 8am-10pm Sun) |
| Ballina | Kavanaghs Butchers | 061-375111 | 9am - 6pm |
| Killaloe | Heaney's Costcutter | 061-376026 | 8am - 9pm (8.30am - 4.30pm Sun) |
| Killaloe | The Forge | 061-376727 | 7.30am - 11am daily |
| Killaloe | Supervalu | 061-620230 | 8.30am - 10pm (9am - 10pm Sun) |
| Killaloe | Aldi | 1800991 828 | 9am - 9pm daily |
| Killaloe | Applegreen Killaloe | 061-622939 | 8am - 7pm (Mon - 7pm Sun) |
| Killaloe | Petrol Station | 061-376627 | 8.30am - 8pm (Mon - 7.30pm Sun) |



North Tipperary Development Company

SICAP Programme

Nenagh Office: 067-56676

Website: www.ntdc.ie

Email: reception@ntdc.ie

Facebook: @NTDC

Twitter: @NorthTippDevComp



LOCAL AGENCY NUMBERS

| | |
|---|--------------------------|
| Emergency Services | 999 |
| HSE Helpline | 1850-241850 |
| Alone Older People Support Line | 0818-222024 |
| Killaloe Garda Station | 061-620540 |
| Killaloe Coast Guard | 086-8501889 |
| Killaloe/Ballina Community & Family Resource Centre | 085-8899420 / 061-374741 |
| Clarecare Parent Support Line | 065-6828178 |
| TUSLA Child Protection (Clare, Limerick, North Tipperary) | 061-588688 |
| Killaloe Post Office | 061-376111 |
| Derg Credit Union | 061-376865 |
| AIB Killaloe | 061-376115 |
| Ballina Parish Priest | 061-376178 |
| Killaloe Parish Priest | 061-376137 |
| Limerick Hospital | 061-301111 |
| Nenagh Hospital | 067-31491 |
| Ennis Hospital | 065-6824464 |
| Nenagh Health Centre | 067-46499 |
| Scariff Health Centre | 061-921123 |
| Dept of Employment & Social Protection (Tipperary) | 067-50902 |
| Dept of Employment & Social Protection (Clare) | 065-6867800 |
| North Tipperary Enterprise Board | 067-33086 |
| Clare Enterprise Board | 065-6841922 |
| Tipperary County Council | 0761-065000 |
| Clare County Council | 065-6821616 |
| Tipperary Co Co Community Response Helpline | 0761-065000 |
| Clare Co Co Community Response Helpline | 1800-203600 |
| Citizens Information Service | 0761-076470 |
| M.A.B.S | 0761-072760 |
| Nenagh Community Food Bank (includes Ballina area) | 083-1231269 |
| Irish Red Cross (Nenagh) | 087-7873517 |

Sample stakeholder feedback survey

| Case study – Survey on SICAP Collaboration during Covid 19 | | |
|--|-----------------------|--------------|
| LCG / Agency name: | Contact person at LCG | SICAP Worker |
| What need/issue/gap was identified by your group that led to collaboration with SICAP. Were other agencies involved also? Specify role played by SICAP | | |
| Who was the target group that your LCG / SICAP aimed to assist with this work. | | |
| What type of collaboration was undertaken: Actions/Initiatives SICAP Funding/SICAP Development Worker Support | | |
| What was the outcome of this collaboration, outputs, benefits, results. How did situation improve as a result of SICAPs assistance? Please include unforeseen/additional results if any. (-/+) | | |
| What worked well in the collaborative effort with SICAP? | | |
| What did not work so well with this collaboration (important for developing best practice). | | |
| Any other lessons learned for future reference. | | |
| Any story / quote / feedback that demonstrates impact of collaborative effort | | |
| Conclusion of collaborative work with SICAP LCG representative: SICAP worker: | | |
| Thank you for your time: This information will be provided in a Case study to Pobal. See notes in guidelines re: consent. | | |

BIBLIOGRAPHY

Act for Youth -

http://actforyouth.net/youth_development/communities/collaboration.cfm#:~:text=Collaboration%20is%20the%20process%20that,responsibility%20for%20achieving%20the%20goal.

Google 1 - <https://blog.hubspot.com/marketing/teamwork-quotes> Accessed 23/07/2020

Google 2 - <https://www.irishtimes.com/news/science/coronavirus-everyone-wants-to-help-irish-researchers-respond-to-covid-19-crisis-1.4216832> accessed 23/7/2020

Image 1 -

<https://www.tipperarycoco.ie/sites/default/files/draft%20polling%20scheme%202019%20report%20-%20oct%202019.pdf> accessed 07/09/2020

Image 2 - <https://www.facebook.com/YouthWorkIrelandTipperaryRuralOutreach> accessed 07/09/2020

Image 3 - <https://www.facebook.com/YouthWorkIrelandTipperaryRuralOutreach> accessed 07/09/2020

Image 4 - <https://www.facebook.com/groups/socksforsoldierstipperary> accessed 14/09/2020

Image 5 - <https://www.facebook.com/groups/socksforsoldierstipperary> accessed 14/09/2020

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