

## COVID-19 crisis: How HAIL is responding

*April 9<sup>th</sup> 2020*

HAIL's mission is to provide quality housing and individually tailored services to support tenants and clients, primarily those with mental health difficulties, to integrate and live independent lives in the community.

This mission continues throughout the COVID-19 crisis. Although our aim of social integration is limited by the current social distancing guidelines, we remain committed to supporting mental and physical wellness, independent living and maintaining social connections throughout this period.

HAIL currently owns and manages over 380 tenancies mainly in the Greater Dublin area. We are in regular contact with our tenants to make sure they are aware of and know how to follow HSE and Government guidelines around COVID-19.

We are also helping them to access the financial, daily living and psychosocial supports available to them throughout this emergency. We are carrying out essential and emergency visits as required. We are working in partnership with the Irish Council for Social Housing (ICSH), Disability Federation Ireland (DFI), Mental Health Reform and a range of Government Departments including Housing, Health, Justice and the Dublin Regional Homelessness Executive (DRHE), to respond as best we can. We are grateful for their support.

Our staff are all working remotely and have full access to our IT systems and teleconferencing facilities. We are following social distancing guidelines and have postponed all gatherings and events until further notice.

Despite the current limitations to the service we provide, we will continue to do everything we can to meet the housing and support needs of our tenants and clients.

## HAIL COVID-19 Response Measures

Some of the COVID-19 measures we have put in place include;

### **Support**

- Our staff are in regular contact with all our tenants. We are responding to essential and emergency cases to help those most vulnerable and in need.



- Our Regional Staff are providing emergency support visits and food/pharmacy drops for clients. They are also facilitating new clients moving house on behalf of Local Authorities and carrying out community visits in partnership with HSE Community Psychiatric Nurses (CPN) where necessary.
- Our prison In-reach worker is doing live video assessments and sourcing accommodation and support for prisoners with mental health difficulties being released from Cloverhill remand prison.
- We have an emergency weekend phone line set up for our tenants and clients who are experiencing distress from 10am – 4pm.
- We are operating a support line Monday to Friday from 10am to 4pm for people with mental health issues who are not HAIL tenants or clients and have been referred from our Approved Housing Body (AHB) partners.
- We are partnering with HSE day services in North and South Dublin to deliver a hot meal service to those isolated or most in need.
- We are sending weekly on-line self-care tips and learning/activities to clients and tenants who have internet access and the required IT skills to benefit from them.
- Our Peer Support Volunteers are making daily phone calls to some of our tenants and clients who requested extra phone support throughout this period.

## Housing

- We are carrying out emergency repairs and are working closely with our contractors to ensure everyone's safety. We are also keeping communal areas under our responsibility clean
- We are assisting people with their rent payments and helping them access financial supports due to changes in their circumstances if applicable.
- We are continuing to allocate to our vacant properties, assisting people who are living in unsuitable accommodation or coming from homelessness to move into better accommodation.

