

STAYING SAFE AND CONNECTED IN CLARE



A practical Winter Ready Handbook designed to support effective preparation for, and response to, winter weather and emergency situations at home, in the workplace, and within the wider community.

DRAFT



**BE READY.
STAY SAFE.
ACT FAST.**



COMHAIRLE CONTAE AN CHLÁIR
CLARE COUNTY COUNCIL

FOR MORE INFO, VISIT
WWW.CLARECOCO.IE

YOUR GUIDE TO A SAFE AND WARM WINTER



During the colder months, we face a range of seasonal challenges, from keeping our homes warm to navigating icy conditions. While winter can bring beautiful scenery, preparation is key to ensuring it remains a time of comfort and safety for everyone.

This Winter Ready Handbook has been created by Clare County Council specifically for you. Its purpose is simple: to bring together the essential contacts, resources, and advice you need to stay safe, warm, and well supported throughout the winter months.

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Inside, you will find:

- Critical emergency contacts for power outages, burst pipes, and other urgent incidents.
- Information on local services and financial supports to help with heating costs.
- Contact details for voluntary and community groups that can assist with tasks such as shopping or snow clearing.
- Health and travel advice tailored to local conditions.

We strongly encourage you to keep this handbook in an easily accessible place, such as near your phone or on your fridge, so that help can be found quickly when it is needed, even during a power outage.

Winter is a time when community spirit shines brightest. By looking out for ourselves, our families, and our neighbours, we can help ensure that everyone in Clare experiences a safe, warm, and comfortable season.

Stay warm, stay safe, and be prepared.



WHY PREPARE NOW?



- Emergencies can happen at any time.
- Storms, power cuts, floods, and other problems can affect your home and community.
- Being prepared helps keep you safe.



WHO TO CALL

Emergency Services:

999
or
112

FIRE



AMBULANCE



GARDA



COAST GUARD



Clare County Council:

065 682 1616
(Office hours)
087 259 9568
(Evenings & weekends)

OIL SPILLS



FALLEN TREES



FLOODING



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Utilities



GAS

If you smell gas, call 1800 20 50 50 (24 hours).

ELECTRICITY

For damage or wires down, call 1800 372 999.

WATER

For urgent water issues, call 1800 278278 or your Group Water Scheme operator

Vulnerable Customer Registration: Customers who need additional assistance can register with their electricity, gas or water supplier to receive extra support.

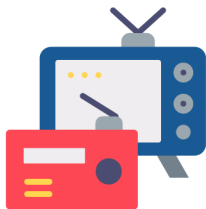


KNOW YOUR EIRCODE



- Your Eircode helps emergency services find you fast.
- Write it down and keep it somewhere easy to see.
- You can find it at www.eircode.ie, ask at a library or Citizens Information office, or scan the QR Code.

SOURCING INFORMATION



- Radio
- TV



Avoid false information online. Consult official **social media** accounts only, including local & national media, Clare County Council, An Garda, HSE, Uisce Éireann and ESB PowerCheck.



Clare Alerts provides free SMS, email and Facebook Messenger updates on weather, flooding and road issues. Registration on clarecoco.ie (scan the QR code) is quick and easy. Simply provide your mobile number and email address to start receiving alerts via SMS, email and push notifications.



Being Ready (Personal Resilience)



Food

Keep some food that does not need cooking.



Heating

Have a way to stay warm if the electricity goes out.



Water

Keep 3 litres of drinking water per adult per day.



Money

Keep a small amount of cash. Communication



Medicines

Keep enough medicine for your needs and a small first aid kit.



Have:

- A battery radio
- A power bank for your phone



Lighting

Keep battery torches or battery candles.



Transport

Keep your car filled with fuel if possible.



CARBON MONOXIDE CAN KILL

Make sure you have a carbon monoxide alarm if you have: gas boiler · gas heater · gas hob or cooker · oil heating · solid fuel fire (wood, turf, or coal) · a stove · any fuel-burning appliance

If your alarm sounds: 1) Open windows 2) Turn off appliances 3) Go outside (4) Do not use appliances again until checked by a professional (5) If someone is sick, call 999 or 112



HOME FIRE SAFETY



Safety Tips

- Test smoke alarms every week
- Know two ways out of every room
- Never leave cooking unattended
- Avoid overloading sockets
- Keep doors closed at night
- Have a fire extinguisher and fire blanket

Evacuation Plans

- Know two ways out of each room
- Keep exits clear
- Pick meeting place outside your home
- Make a plan for children, older people, and pets
- If there is a fire: Get out. Stay out. Call 999.

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SECURITY & BOGUS CALLERS

Some people pretend to be workers to enter your home. To stay safe:

- Ask for ID
- Use a door chain
- Do not let anyone rush you
- Do not pay in cash at the door
- Use a Bogus Caller card (available from Garda stations)
- Call An Garda Síochána if unsure

Please leave your business card or contact details.

I will contact you if I require your service.



GARDA SÍOCHÁNA
REUNIONOIRIÓD WATK

1. Do not open the door
2. Use the door chain
3. Show this card to the caller
4. Do not enter into conversation with them
5. Genuine callers will leave their detail

WEATHER WARNINGS

Met Éireann is Ireland's official national weather forecasting service and is responsible for issuing all weather warnings.

RED WARNING



Take action to protect yourself and your property. Follow instructions and advice given by the authorities under all circumstances and be prepared for exceptional measures.

Rare. Extremely dangerous / destructive.

DRAFT ORANGE WARNING



Prepare yourself in an appropriate way depending on location/activity. All people and property in the affected areas can be significantly impacted. Check your activity/event and delay/cancel as appropriate.

Infrequent. Dangerous / disruptive

YELLOW WARNING








Be aware about meteorological conditions and check if you are exposed to danger by nature of your activity or your specific location. Do not take any avoidable risks.

Not unusual weather. Localised danger.

USEFUL TIPS DURING EXTREME WEATHER

SNOW & ICE







-  Clear paths early
-  Use salt (not hot water)
-  Possible minor flooding in low-lying areas
-  Drive slowly and watch for black ice
-  Report dangerous areas to Clare County Council - 065 682 1616 (Office hours)
087 259 9568 (Evenings and weekends)



WIND & STORMS







-  Bring in and tie down outdoor items
-  Stay inside if possible
-  Watch for fallen trees and wires
-  Take a safe route if you must travel



FLOODING



-  Check local flood risk and clear drains
-  Have a flood kit (torch, warm clothes, first aid, blankets)
-  Move valuables upstairs
-  Never drive through flood water

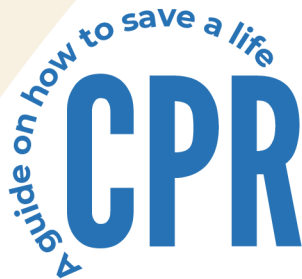


WATER OUTAGES

- Store drinking water
- Store water for washing and flushing
- Turn off taps so they don't leak when water comes back

POWER OUTAGES

- Charge phones early
- Use battery lights instead of candles
- Check on vulnerable neighbours
- Use generators safely (outside and far from buildings)
- Report outages to ESB (1800 372 999) or use ESB PowerCheck



Step-by-step

Performing Cardiopulmonary Resuscitation (CPR) while waiting for medical assistance can greatly increase a person's chance of survival from cardiac arrest.

01 Check if the person responds. If not, call 999 or 112.

02 The ambulance service will tell you how to do CPR. If there is a defibrillator nearby, they will explain how to use it.

03 Start chest compressions:

- Push hard and fast in the middle of the chest
- 100–120 pushes per minute.

04 If trained, give 2 rescue breaths after every 30 compressions.

05 Keep going until help arrives.



**Irish Heart
Foundation**

The National Stroke & Heart Charity



Visit the Irish Heart Foundation website at **www.irishheart.ie** or scan the QR Code for more information and advice on CPR.



DOMESTIC VIOLENCE

Domestic abuse can be physical, emotional, sexual, or financial. You are not alone. Help is available.



Key Supports:

- Clare Haven Services: 065 682 2435
- Women's Aid: 1800 341 900
- Men's Aid: 01 554 3811
- An Garda: 999 or 112

TRANSPORT IN CLARE

- **Irish Rail:**
www.irishrail.ie
- **Bus Éireann:**
www.buseireann.ie
- **TFI Local Link:**
www.locallink.ie
- **Transport for Ireland:**
www.transportforireland.ie

HOSPITALS & GPS

- Have your GP out of hours service number.
- For all emergencies, call 999 or 112.

Hospital Transport Services include:

- Local Link (069 22311)
- Irish Red Cross (0832 3456)
- Cancer Care West (091 541 040)
- Irish Cancer Society volunteers (01 231 0522)

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IMPORTANT NUMBERS

There are many phone numbers for health, mental health, addiction, youth and community services. You can call them anytime you need help. See the list of numbers at the end of this document. You can add your own numbers also if you want to have them easily available.

County Clare: Urgent Help and Support Contacts

- An Garda Síochána, Ambulance, Fire and Irish Coast Guard 999 or 112
- Ennis Hospital 065 682 4464
- Garda Confidential Line 1800 666 111
- Pieta 1800 247 247
- Samaritans 116 123
- Shannon Doc 0818 123 500
- Text About It 086 1800 280
- University Hospital Galway 091 544 544
- University Hospital Limerick 061 301 111

Support Numbers and Information Helplines

- ALONE (supporting older people to age 0818 222 024
- Aware Support Line 1800 80 48 48
- Bodywhys (support for people affected by eating disorders) 01 210 7906
- Citizens Information 0818 07 4000
- Clare Haven Services 065 682 2435
- Crime Victims Helpline 116 006
- Embrace Farm (farm accident support network) 085 770 9966
- Exchange House Ireland National Travellers Service 01 872 1094
- GROW (support for adults with mental health problems) 0818 474 474
- HSE National Information Helpline (HSE Live) 1800 700 700
- Irish Men's Shed Association 01 891 6150
- ISPCC Clare Parent Support Line 01 234 2000
- LGBT Ireland Helpline 1800 929 539
- MABS Helpline (money and budgeting advice service) 0818 07 2000
- Men's Aid 01 554 3811
- Mental Health Ireland 01 284 1166
- Migrant Rights Centre Ireland 01 889 7570
- My Options Unplanned Pregnancy Helpline 1800 828 010
- National Rape Crisis Helpline 1800 778 888
- Parent Line 01 873 3500
- Peer Advocacy in Mental Health 01 507 0510
- Postnatal Depression Ireland 01 480 689
- Resource Office for Suicide Prevention 0818 07 096
- Senior Line (listening service for older people) 1800 804 591
- Shine (supporting people affected by mental ill health) 087 787 8222
- Simon Mid-West (support for the homeless) 061 608980
- St Vincent de Paul Freephone 01 8848200
- Transgender Equality Network Ireland 01 8733575
- Women's Aid Domestic Violence Helpline 1800 341 900

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Youth Mental Health and Wellbeing Services

- BeLong To: National LGBTQAI+ Youth Organisation 01 670 6223
- Childline (0-18yrs) 1800 666 666
- HSE Primary Care Psychology Referral through GP
- ISPCC Childline Therapeutic Support Service (0-18 yrs clare@ispcc.ie)
- ISPCC Digital Wellbeing Programmes (spacefromanxiety@ispcc.ie)
- Pieta Suicide and Self-Harm, Crisis Counselling Service (12 + yrs) 1800 247 247
- Rainbows Ireland (helping youth with bereavement) (01) 473 4175
- Teenline 1800 833 634
- Together All: Digital Mental Health Service for HE Students (www.togetherall.com/en-ie)
- YouThrive (youthrive@hse.ie)



Addiction Services

- Al-Anon/Alateen 01 873 2699
- Alcohol & Drugs Helpline 1800 459 459
- Alcoholics Anonymous 01 842 0700
- Family Addiction Support 065 6862049
- Gamblers Anonymous 086 349 4450

Bereavement Services

- Anam Cara (Parental & Sibling Bereavement Support) 085 288 8888
- Barnardos Children's Bereavement Service 01 473 2110
- Clare Suicide Bereavement Support 086 056 5373
- HUGG Suicide Bereavement Peer Support 01 513 4048
- Irish Childhood Bereavement Network 01 679 3188
- Irish Hospice Foundation Bereavement Support 1800 807 077
- Pieta Cavan Monaghan Suicide Bereavement Counselling Service 0818 111 126
- Rainbows Ireland 01 473 4175

Counselling Services & Psychosocial Supports

- Ard Alainn, Ard na Greine, Ennis 065 686 5008
- Clare Suicide Bereavement Support 087 369 8315
- Clement Counselling & Psychotherapy 089 208 7716
- Cois Mara, Spanish Point 065 907 9007
- Dept of Acute Psychiatry, Ennis General Hospital 065 686 6218
- Ennis Therapy Centre 087 942 6812
- Heads Up Clare (Mental Health Support for Young People) headsupclare.ie
- Orchard Grove, Ennis 065 684 5011
- Orchard Lodge, Kilrush 065 905 2660
- Salvus Psychotherapy Clinic Ennis 085 281 9119
- Seán na Beithe, Gort Road, Ennis 065 686 6718
- Shinnive Counselling and Psychotherapy 086 784 2555

Services for older people

- Clare Mental Health Service for Older People, Gort Glas, Ennis 065 670 5100
- Ennis Day Centre (Friary Hall, Ennis) 065 682 0293
- Ennis Day Hospital 065 686 3708
- Ennistymon Day Centre 065 707 1795
- Kilrush Day Centre 065 905 2626
- Kilrush Day Hospital 065 905 4100
- Shannon Day Hospital 061 718 403
- Stella Maris Community Mental Health Facility, Lisdoonvarna 065 707 5100

My Numbers