

NCBI's Services in light of COVID-19

NCBI management and staff have put in place the following services due to the current crisis;

- Dedicated national helpline for service users, families and friends, 1850 33 43 53, week days (Monday to Friday) from 8am until 8pm
- Making the Government COVID-19 information leaflet available in accessible formats; Braille, large print, audio etc.
- Where centre-based activities are no longer possible or safe, staff are working from home.
- Keyworkers are currently making direct contact with service users
- Once contact is made Keyworkers are offering advice/information and support
- If required they are assisting them with issues directly related to their vision impairment;
- Ensuring that they have the required independent living equipment
- Ensuring they have Low Vision Aids as required
- Ensuring that any adaptive technology issues/queries are supported
- Supporting service users access NCBI's digital library; Bookshare and Overdrive
- Ensuring that supports structures are in place; family/neighbours/friends/Home Support
- Being an advocate on their behalf to look for additional supports to the HSE, other providers and other State or voluntary groups (for example voluntary groups offering shopping services)
- Our service provision will be monitored on a daily basis and will change as required in order to ensure that service users receive the service support and provision required.
- To keep in touch with latest developments, information and advice for people who are blind or vision impaired please visit our Facebook and Twitter pages as well as our website, www.ncbi.ie