



YOU'RE NOT ALONE

ALONE

Founded in 1977, ALONE is a national organisation that enables older people to age at home.

Our Vision is an Ireland where older people can age happily and securely at home and are strongly connected to their local communities.

Support from Christmas FM 2020

With the support of Christmas FM, we were able to support thousands of older people who needed our help during the first Christmas of lockdown. Between March and December of 2020 alone there was a staggering 173.4% increase in the number of older people who needed our help and support. Many of these individuals required ongoing support.

Christmas FM 2020 raised €227, 131 from 4,230 donors, who each gave an average donation of €53.69. The generous support we received from Christmas FM donors assisted ALONE to provide over 22,000 hours of vital support to older people across the country.

These funds helped us to provide thousands of older people across the country with support and friendship. Happily, we were able to:

- **Operate** our services **365** days a year
- **Support** **9,178** older people through our support services, on an ongoing basis.
- **Answer** more than **20,900** calls on our National Support Line from older people
- **Recruited and matched** **967** more volunteers with older persons nationwide to visit weekly and provide companionship and friendship
- **Organised** **60,794** volunteer visits to older people providing practical support and social activities
- **Made** **165, 740** telephone calls to older people including Telephone Support & Befriending Calls and check in calls.
- **Delivered** more than **700** Christmas dinners to older people on Christmas day through our volunteers and partners

Some of individuals' ALONE support

ALONE support older people like Maurice and Hannah.



Maurice* (70) was living in very poor conditions

With no running water, electricity, or indoor bathroom. Part of the back exterior wall of his house had fallen in years ago and he simply had nobody to turn to for help. He continued to live in the house for 10 more years - at

one stage he was hospitalised for **FROST BITE!**

One day his local councillor called in and suggested that he visit ALONE's office and ask for help. Maurice cycled 15 km to our office and YES! **We were able to help him.** One of our staff supported Maurice to fill out a housing grant application and get the much-needed work done on his house. His home is now warm and safe, with running water, electricity and a new bathroom. We also matched Maurice with a volunteer Joanne who visits him regularly and he is delighted when she calls over.

Whenever he is in town Maurice calls in to our office on Pleasant street for a chat. We're always delighted to see him, and we still help him out as best we can. He calls us his "**BEST FRIENDS**" 😊

Hannah* 70, had no home to go to

"I spent most of my life working abroad I started to develop health problems and I came across a group called Safehome Ireland. They helped me to find (temporary) accommodation and come home. I applied to ALONE and I knew it was going to take a while as you have to put yourself on the housing waiting list.

One day I got a call from ALONE to come and see them. I was renting at the time, and I remember the day well I went to their offices and was put in a meeting room. I looked down on the table and saw a contract with my name on it and I

173% increase in the number of older people seeking help in 2020



*thought **Lucky, Luck, Lucky me!** They gave me a one-bedroom flat. I have nothing but positive things to say about my time here. Alan who works here has been trying very hard to get a carer to help me with my shopping because I use a walker.*

I spend Christmas on my own. ALONE give you a

Christmas Tree -it's decorated, and you can have it indoors or on the balcony. They also give us a pre- Christmas lunch and on Christmas day you can get a Christmas dinner if you want it. I don't suffer from loneliness I listen to Lyric FM and read. But it can be difficult for others. It would be very easy to go down the way of feeling sorry for yourself, but you just have to keep yourself going."

Thank you, Christmas FM Donors 2020!



As a result of the lockdown there was a huge increase in demand for our services in 2020 and 2021. Older people who previously had not sought our help found themselves lonely and isolated. Some needed practical help with prescriptions and shopping whilst others just needed a friend to talk to. Our staff and volunteers worked tirelessly to help every older person who came to us for help. The kindness of Christmas FM donors in 2020, aided us to help so many like Maurice and Hannah at a time when our older citizens need us more than ever. **THANK YOU!**

**600% increase in
calls to our
National Support
& Referral Line in
2020**

*** To protect the privacy of the individuals who seek our help, we have not used their real names or images.**



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