



Youth Advocate Programmes Ireland

Covid-19 Response Plan

Updated July 2021



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Introduction

On Saturday 9th May, the Government launched their Return to Work Safely Protocol (hereinafter referred to as the Protocol). The Protocol is the result of a collaborative effort by the Health and Safety Authority (HSA), the Health Services Executive (HSE) and the Department of Health. It is designed to support employers and workers to put measures in place that will prevent the spread of COVID-19 in the workplace. Part of the collaboration involved input from the Labour Employer Economic Forum (LEEF), which is the forum for high level dialogue between Government, Trade Union and Employer representatives.

This collaboration concept is strongly advised at workplace level with the added emphasis on communication. Therefore, employers and staff will have regular engagement about Covid-19 and the preventive measures in the workplace, in particular as **the Protocol is a living document**, in much the same way as a safety statement is, i.e. constantly changing because of new advice. As with the Government Protocol document, this Covid-19 Response Plan is subject to change based on new advice.

On 15th September, 2020 the Government published the plan Resilience and Recovery 2020-2021: Plan for Living with Covid-19. The plan has five Levels of Restrictions and it is envisaged that the country or different counties could move between different levels depending on the situation with the disease. It is important that all staff are aware of the Five Levels of the plan and that work is risk assessed and adjusted in line with the guidelines provided.

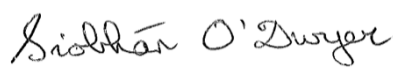
Youth Advocate Programmes Ireland are an essential service and continue providing front line services in the community on behalf of Tusla, Child and Family Agency and the HSE throughout the emergency Covid 19 situation. All full time staff are able to work remotely while also having access to local offices as needed and advocates continue to work in the community. Regular guidelines, updates and reference to the HSE Guidance and Department of Children Guidelines for Youth Organisations are issued regularly to ensure that services can continue while prioritising the health and safety of staff, children, young people and families. We will continue to update guidance, policies and procedures in line with the Resilience and Recovery Plan.

1. COVID-19 Policy Statement

Youth Advocate Programmes Ireland is committed to providing a safe and healthy workplace for all our staff and service users. Youth Advocate Programmes Ireland is an essential frontline service and provided services since the beginning of the Covid 19 pandemic and ongoing guidance and support has been provided to staff throughout in line with the HSE guidance. We have developed the following COVID-19 Response Plan to ensure that we continue to provide a safe and healthy workplace. All managers and staff are responsible for the implementation of this plan and a combined effort will help contain the spread of the virus. We will:

- continue to monitor our COVID-19 response and amend this plan in consultation with our staff
- provide up to date information to our staff on the Public Health advice issued by the HSE and Gov.ie
- display information on the signs and symptoms of COVID-19 and essential hygiene and respiratory etiquette and physical distancing requirements
- provide an adequate number of trained Lead Managers and use our Health and Safety reporting system
- adapt the workplace to facilitate physical distancing and intensify cleaning
- keep a log of contact / group work to help with contact tracing
- have all workers attend an induction / familiarisation briefing
- develop a procedure to be followed in the event of someone showing symptoms of COVID-19 while at work or in the workplace

All managers and staff will be consulted on an ongoing basis and feedback is encouraged on any concerns, issues or suggestions. This can be done through the Lead Managers and Health and Safety Representatives.

Signed: 

Date: 29/07/2021

2. Responsible Persons Task Register (Non-Exhaustive)		
NO.	TASKS (non-exhaustive list)	RESPONSIBLE PERSON(S)
1	Person responsible for overall implementation of the plan	Siobhán O'Dwyer, CEO
2	Identification and training of Lead Managers	EMT
3	Planning and Preparing to Return to Work	SMT
4	Control Measures	SMT, Health and Safety Rep's
5	COVID-19 Induction	All Line Managers
6	Dealing with a Suspected Case of COVID-19	SMT
7	Cleaning and Disinfection	SMT, Health & Safety Rep's
8	Employee Information	SMT
9	Health and Safety Representatives	SMT
10	Return-to-work forms	Sandra Duff, SMT
11	Home Visiting Guidance	Aisling Madden Nodwell, SMT
12	Guidance on transporting young people and/or parents carers	Aisling Madden Nodwell, SMT
	One to One Work	Aisling Madden Nodwell, SMT
	Group work	Aisling Madden Nodwell, SMT

3. What is COVID-19

COVID-19 is a new illness that can affect your lungs and airways. It's caused by a new (novel) Coronavirus virus called Coronavirus SARS-CoV-2. Current evidence suggests that the virus is significantly more infectious than the flu that circulates every winter. Viruses can be easily spread to other people and patients are normally infectious until all the symptoms have gone. COVID-19 may survive on surfaces for up to 72 hours. A combination of good personal hygiene and management of social distancing can protect from infection.

3.1 Symptoms of COVID-19

The following symptoms may develop in the 14 days after exposure to someone who has COVID-19 infection:

- Cough,
- Difficulty in breathing,
- Fever (38.0° C [100.4° F] or greater using an oral thermometer).
- Loss or change in sense of taste or smell

Generally, these infections can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease.

Persons displaying symptoms must self-isolate and not attend work for 14 days. Also, any person living with someone who is self-isolating or waiting a COVID-19 test must restrict their movements for 14 days. It should be noted that recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms, i.e. asymptomatic. The advice from the HSE and HSPC changes as more information on the virus becomes available and it is important that all staff check the up to date information regarding Covid 19 on the HSE website.

<https://www2.hse.ie/conditions/coronavirus/symptoms.html>

3.2 Spread of COVID-19

From what is known about other coronaviruses, the spread of COVID-19 is most likely to happen when there is close contact with an infected person. It is likely that the risk increases the longer someone has close contact with an infected person. Respiratory secretions produced when an infected person coughs or sneezes containing the virus are most likely to be the main means of transmission.

There are 2 main routes by which people can spread COVID-19:

- Infection can be spread to people who are nearby (within 2 metres) or possibly could be inhaled into the lungs,

- It is also possible that someone may become infected by touching a surface, object or the hand of an infected person that has been contaminated with respiratory secretions and then touching their own mouth, nose, or eyes (such as touching contaminated surfaces (e.g. door knob) or shaking hands then touching own face).

4. Safety Statement

In keeping with best practice and standards, **Youth Advocate Programmes Ireland** are committed to managing and conducting work activities, in accordance with the Health, Safety and Welfare at Work Act 2005, in such a way as to ensure, so far as is reasonably practicable, the safety, health and welfare at work of its employees, including fixed term employees and temporary employees and other individuals at the place of work (not being its employees) including visitors.

This will be achieved by the provision of

- As regards a safe place of work, ensuring so far as is reasonably practicable - the design, provision and maintenance of it in a condition that is safe and without risk to health.

As with section 26 of the Safety, Health and Welfare at Work Act 2005,

“...26(4) Every employer shall consider any representations made to him or her by his or her employees in relation to the matters specified in this section or any other matter relating to their safety, health or welfare at work and, so far as is reasonably practicable, take any action that he or she considers necessary or appropriate with regard to those representations”.

the Protocol stipulates that employers must have meaningful engagement with (a) the lead managers and (b) all staff regarding the measures to be put in place initially, periodically etc. relevant to exposure to Covid-19 in the workplace.

As a result of the meaningful engagement referred to above Youth Advocate Programmes Ireland have amended the safety statement and risk assessment applicable to Covid-19 to include reference to lead managers, appropriate Covid-19 training, return to work, response to suspected cases of Covid-19, PPE etc. Our safety statement will also set out the dissemination of information and guidance to all employees, contractors and visitors relevant to all aspects of Covid-19. Youth Advocate Programmes Ireland have access to an external competent person by means of Adare Human Resources Management Chartered Health and Safety Consultants

5. Appointment of Lead Managers

Youth Advocate Programmes Ireland appointed 8 Lead Managers charged with ensuring that COVID-19 measures are strictly adhered to in the place of work. The person(s) undertaking the role will receive the necessary training and have a structured framework to follow within our organisation to be effective in preventing the spread of the virus. We are using our Health and Safety Structure, Policies and Procedures to ensure that the response to Covid 19 is part of the ongoing Health and Safety oversight in the organisation.

The Lead managers role is to work collaboratively to assist in the implementation of measures and monitor adherence to the measures to prevent the spread of COVID -19.

The Lead managers will, together with Youth Advocate Programmes Ireland Executive Management Team, support the implementation of the measures identified in this Covid-19 Response Plan. The Lead Managers will be clearly identifiable in the workplace and having received the relevant and necessary training, will be involved in communicating the health advice around COVID-19 in the workplace.

Fergal Moran, Aisling Madden Nodwell, Joan King, Donna Brazier, Karen Williams, Jean Kenneally, Barbara Finnan.

6. Return to Work/ More regular use of Offices

Youth Advocate Programmes Ireland will ensure that appropriate hand washing facilities are in place throughout the premises, this will include soap and water as well as hand sanitiser. All employees continued to work throughout the Covid 19 emergency primarily through remote working but also in the offices and in the community. Employees were kept up to date with HSE guidance and received further training relevant to Covid-19 hazard and associated risk, control measures such as hand hygiene, physical distancing etc,

As part of the collaborative concept in fighting Covid-19 and ensuring a safe place of work, Youth Advocate Programmes Ireland are aware of any underlying medical conditions which may put staff at a greater risk from Covid-19. To that end staff with any condition/query have made this condition known, **in the strictest confidence**, to their line manager.

Examples of underlying conditions,

- have a serious heart condition
- pregnant
- asthma

7. Communications

Youth Advocate Programmes Ireland management in conjunction with the lead managers will ensure that employees are kept fully up to date, e.g. posters, information, with regard to,

- Signs and symptoms of Covid-19
- Hand hygiene, cough etiquette and physical distancing
- provide up-to-date reliable information to employees, including that of amendments to this and other documents, e.g. safety statement.
- Where appropriate, communications will be in a language that is understood, i.e. foreign nationals.
- sick leave,
- force majeure,

8. Hand Hygiene

Regular hand washing with soap and water is effective for the removal of Covid-19. As the employer, Youth Advocate Programmes Ireland will ensure that appropriate hygiene facilities are in place to accommodate employees adhering to hand hygiene measures. Appropriate advice will be made available by means of communications (e.g. posters) and training on how to perform hand hygiene effectively. Employees, for their end will follow guidance and advice. In accordance with training provided regularly wash hands with soap and water or alcohol-based hand rub.

Proper etiquette will be followed with regard to coughing and sneezing (cough/sneeze into elbow).

In particular, hands will be washed with soap and water or alcohol-based hand rub:

- after coughing and sneezing,
- before and after eating,
- before and after preparing food,
- If in contact with someone who is displaying any COVID-19 symptoms,
- before and after being on public transport (if using it),
- before and after being in a crowd,
- when arriving and leaving the workplace/other sites,
- before having a cigarette or vaping,
- when hands are dirty,
- after toilet use.

Employees will avoid touching their eyes, mouth, or nose, not share objects that touch their mouth, for example, bottles or cups and use own pens for signing in, tasks etc.

9. Physical Distancing

Physical distancing is recommended to reduce the spread of infection. The current recommended distance to be maintained between people to minimise risk of transmission is 2 metres. As part of the approach to infection control, Youth Advocate Programmes Ireland will ensure physical distancing across all work activities and this may be achieved in a number of ways:

- Where office work is essential the office must be organised so that physical distances are maintained
- Reorganise and rearrange working and break areas, for example by placing tables and chairs in canteens far enough apart, guidelines on numbers in meeting rooms
- Conduct, if possible, meetings using remote online technology
- Adapt sign in/sign out systems to ensure physical distancing can be maintained
- Implement physical distancing during outdoor work
- If at risk or vulnerable workers cannot work from home, they should be preferentially supported to maintain two metres distance.

Where It is not possible to ensure two metre distances by organisational means:

- Maintain at least one metres' distance or as much distance as is reasonably practicable
- Minimise direct worker contact and provide hand washing and other hygiene aids
- Advise staff carrying young people and/or parents/carers in cars to wear face coverings if possible following HSE Guidance on wearing face coverings.

10. Face coverings / masks

It is recommended that masks or face coverings be used in workplaces, especially where physical distancing is difficult to maintain at all times.

This includes but is not limited to:

- When entering and exiting buildings
- Public access areas in buildings, including receptions/foyers/lifts
- When moving throughout buildings to toilets, photocopiers, on stairwells etc.
- Canteens and kitchen areas (prior to and after eating) or when using facilities such as kettles, boilers, toasters etc.

In general visitors to and employees of YAP Ireland should wear masks / face coverings at all times while within our workplace, except when seated at least two metres away from the next person.

Wearing of masks/face coverings is not a substitute for any of the other measures outlined within this Plan but may be used in addition to these measures, especially where maintaining physical/social distancing is difficult. Where masks are worn, they should be clean and they should not be shared or handled by other colleagues.

Visors are not the best option for protecting yourself and others from COVID-19. Visors may stop some spread of droplets from your nose or mouth. This is better than not wearing any face covering. Visors should only be worn if you have an illness or impairment that makes wearing a face covering difficult or if you are dealing with people with particular needs (e.g., hard of hearing). Where visors are used, they should cover the entire face (above the eyes to below the chin and wrap around from ear to ear) and be correctly applied. Reusable visors should be cleaned after each use and then stored in a clean place until needed.

If there is any reason why a mask/face covering would be unsuitable for a staff member or visitor's particular personal circumstances, this should be made known to the line manager or visit coordinator and discussed with the H&S manager prior to the event along with mitigating proposals.

11. Ventilation

The spread of the virus is most likely when infected people are in close contact so the risk of getting COVID-19 is higher in crowded and poorly ventilated spaces. It is therefore important to maximise ventilation in areas where people are in the workplace.

Ventilation refers to the movement of outdoor air into a building and the circulation of that air within the building or room while removing stale air to improve the air quality. In most YAP offices this is achieved through natural means (e.g. opening a window).

The primary principle for improving ventilation is to minimise transmission, so that the level of “fresh” outside air should be maximised therefore reducing the level of recirculated air in the workspace.

Airing rooms as frequently as you can improves ventilation.

Cross-ventilation is a good option for window ventilation as it facilitates the quick exchange of room air for fresh air through widely opened windows opposite each other, where possible.

Ventilation should not be seen as a replacement for other infection prevention and control measures advised such as handwashing, respiratory etiquette, and physical distancing.

12. Working from Home

Office work should continue to be carried out at home, in line with the applicable level of restrictions, where practicable and non-essential work. We have developed and consulted on a remote working policy with staff.

13. Regular Cleaning

Youth Advocate Programmes Ireland will implement thorough and regular cleaning of frequently touched surfaces, e.g. door handles, lift call buttons in conjunction with building management in shared facilities. If disinfection of an area is required it will be performed in addition to cleaning, never as a substitute for cleaning, e.g. isolation room. Toilets and communal spaces will be cleaned regularly in conjunction with building management in shared facilities.

Essential cleaning materials to keep own workspace clean (for example wipes/disinfection products, paper towels and waste bins/bags) will be provided.

14. Business Travel and Contractors/Visitors

Business trips and face-to-face interactions will be reduced to the absolute minimum in line with the needs of the service and updated policies and procedures and technological alternatives are available (e.g., telephone, video conferencing such as Zoom). In line with the Govt. Reopening plan face to face interactions will change at different levels of restrictions.

Employees are encouraged to travel alone if using their personal cars for work. Where staff are carrying a young person and/or parent/carer in their car as part of their work plan, the young person and/or parent/carers should sit in the back seat, car handles, steering wheel etc., should be sanitized prior to and following the trip. Staff can wear a face covering and must follow the HSE guidance on wearing face coverings on the HSE website which has been distributed to all staff. All staff will be provided with hand sanitisers and cleaning equipment.

15. Use of PPE – Personal Protective Equipment

Personal Protective Equipment (PPE) to the appropriate EU standard, e.g. EN149, will be selected based on the hazard to the employee.

16. Suspected Case of Covid-19 in the Workplace

The prompt identification and isolation of potentially infectious individuals is a crucial step in protecting employees involved, their colleagues and others at the workplace. As part of that identification Youth Advocates Programme Ireland will keep a log of contacts, groups, etc to facilitate contact tracing.

Employees will self-isolate at home and contact their GP promptly for further advice if they display any signs or symptoms and report to managers immediately if any symptoms develop during work time. Employees will receive induction training so as to make themselves aware of the signs and symptoms of Covid-19 and monitor their own wellbeing. Signage will be positioned throughout the workplace to that effect.

To ensure that an appropriate response to suspected case(s) of Covid-19, Youth Advocate Programmes Ireland have in place Lead Managers to support line managers to deal with any suspected case of Covid-19. The Line Manager will inform Siobhán O'Dwyer CEO of any suspected or confirmed case of Covid 19 and this information will be held confidentially.

A designated isolation room is located in each office base. The route to the designated isolation area will be free, as far as reasonably practicable, of employees working any nearer than 2 metres and will be accessible by all, including people with disabilities.

At all times, in keeping with first aid training, the person displaying signs and symptoms of Covid-19 will be treated with respect and total confidentiality. After (a) presenting themselves or (b) noticed as having signs and symptoms, the person will be guided to the designated isolation room which offers privacy, if they are able to go home themselves immediately. This area is away from other employees.

16.1 Employees presenting themselves with signs and symptoms of Covid-19 and Employees displaying signs and symptoms of Covid-19

The employee will make contact with the line manager by appropriate means, e.g. own mobile, asking another employee (keeping distance) to make contact for him/her, **the employee is not to go searching for the manager.**

- The manager (if available) or colleague will approach the employee but maintain at least 2 metres physical distance,
- Go to the employee in the designated isolation room maintain a physical distance.
- Ascertain what is involved, may require First Aid Responders (FAR's), e.g. collapse, feeling weak, shortness of breath. In that case FAR's with enhanced training will ensure they have appropriate PPE – gloves etc. A mask will be offered to the employee to put on.
- At the designated room provide a mask to the employee if not already done (if in line with health advice). The mask should be kept in place until the 'incident' is dealt with.
- The isolation area will have, as is reasonably practicable,
 - Ventilation by means of a window for example,
 - Chair/couch,
 - Tissues, hand sanitiser, disinfectant and/or wipes,
 - PPE such as gloves, masks, first aid kit,
 - Waste bins and bags,
- Ascertain if the employee can go home and/or call their doctor and commence self-isolation. There is no obligation on the employer to notify the HSA, there is a requirement of the doctor, if contacted, to report if appropriate.
- Offer advice with regard to coughing or sneezing, i.e. cover mouth and nose with tissues provided, if mask is contaminated replace,
- The employee should not be in contact with others, e.g. concerned friends. They should avoid touching surfaces and objects etc.
- Arrange transport home (employee) or to hospital (pre-arranged by calling hospital or by ambulance service), **NOT** by public transport. The line manager should notify management.
- Management in collaboration with lead managers, will ascertain contacts (log), areas to be cleaned, e.g. workstation. The isolation room will be thoroughly cleaned and disinfected.
- The Lead Managers or Line Manager may be contacted by the HSE to discuss the case. When contacted by the HSE, the manager should use the Contact Log to identify people who have been in contact with the individual. The HSE may advise on any actions or precautions that should be taken.

- All waste that has been in contact with the individual, including used tissues, and masks if used, should be put in a normal waste bag, to be emptied often. Double bagging should be used. The waste bag should be kept for 72 hours, then thrown into the normal waste.

If a confirmed case is identified in the workplace, employees who have had close contact should be contacted by the HSE and follow all Health Advice. All affected staff should be actively followed up by the Line Manager. The above eventualities should be recorded by the Covid-19 Executive Management team with the CEO maintaining the confidential record.

Staff who have been in close contact with a confirmed case include:

- any individual who has had greater than 15 minutes face-to-face (<2 meters distance) contact with a confirmed case, in any setting.

17. Home Visiting.

The following steps should be taken prior to and following collecting a young person without entering the home and if you are working within the home.

Call before you are going to the home. Check to make sure that no one in the home is sick or self isolating. **If they are**, ask for the details of the GP or HSE advice that they are following ie., are they self isolating or does someone in the household have Coronavirus/Covid 19. In either case you can offer to provide support over the phone and agree when that will happen and inform your line manager. Check out with them who their support networks are, do they need practical support and do they know where to access financial support if this is an issue.

Inform your line manager and complete your webdocs as normal noting that the family are self isolating or are sick because of Coronavirus/Covid 19. Agree with your line manager the level of support you can continue to offer over the phone and any other support that you think the family may need. If you are identified as a close contact then you will be contacted by the HSE and given advice. Let your line manager know if that is the case.

If no one in the house is sick or self isolating, then your visit can go ahead.

When you call prior to the visit, ask that when you arrive that the family are aware of the social distancing guidelines and that you will ask to wash your hands when you arrive, during your visit and after your visit. Agree who you will be seeing and limit the number of family

members in the room with you at any one time, if possible. You have an opportunity to lead by example in sticking to the guidance from the HSE and encouraging the family to do so. Having antiseptic wipes for when you leave the home to clean your hands and phone etc., may be a good idea.

Your line manager is available to talk through the work and offer support at all times.

18. Safe Driving.

The HSE Guidance remains the same as regards the importance of social distancing, hand hygiene and cough etiquette. Please keep up to date with the Guidance as we move through the phases in the Reopening Ireland Roadmap.

Where necessary, it is appropriate to carry young people in your car for short journeys and observe good hygiene practice and practical steps such as passengers sitting in the back seat of your car.

The guidance regarding the wearing of face coverings may be helpful for those who are carrying young people and/ or parents/carers in their cars as part of their agreed work plan, see link to the HSE guidance below. It is not mandatory to wear a face covering and the previous guidance regarding hand sanitizer, wipes, windows open and the young person and/or parent/carer sitting in the back of the car where possible still apply. However, where staff wish to wear a face covering then that is acceptable and should be explained to the young person and parent/carer prior to commencing the journey. There are many different types of face covering available and if you wish to purchase a face covering that suits you then you can put the purchase through your expenses as you would normally. We have distributed face coverings through the local teams to those who want them. Please follow the HSE guidance below and if you have any questions please speak to your team leader.

<https://www2.hse.ie/conditions/coronavirus/face-masks-disposable-gloves.html>

19. One to One Work.

One to One work can continue with young people and families where necessary and in line with the work plan making sure that you follow all the HSE guidelines re. hand hygiene, cough etiquette and physical distancing. It is also important that we are reminding and role modelling for children, young people and families the guidance about hand hygiene, social distancing etc., The majority of one to one and family work is taking place outside and this should continue where possible, and will depend on the Level of restrictions in place. The

use of technology is very important and many innovative and creative ways to provide the service are being developed and implemented.

YAP are recommending that staff use Zoom video conferencing as a means to connect with Young People and Families. Zoom can be accessed using a laptop or by downloading an App to your smartphone or tablet. All staff should have access to a work laptop or/and smartphone.

20. Group Work.

Indoor Groupwork will take place at different levels of the plan, for example, at Level 5 no indoor group work can take place and at Level 3 small groupwork can take place as long as social distancing can be maintained. The Department of Children Guidance for Youth Services outlines the types of group work that can be carried out at different levels and is regularly updated and distributed to managers.

21. Mental Health and Well-Being

Youth Advocate Programmes Ireland as the employer understands that staff may have gone through traumatic events such as the serious illness or death of a relative or friend, or be experiencing financial difficulties or problems with their personal relationships.

Staff, who are returning to the workplace after a period of isolation, are likely to have concerns about the risk of infection or changes to their job due to the implementation of measures to prevent the spread of COVID-19. Any concerns should be discussed with staff in line with the return to work from sick leave policy and steps taken to mitigate those concerns.

As your employer we will provide access to an Employee Assistance Scheme as support for workers who may be suffering from anxiety or stress.

Youth Advocate Programmes Ireland have provided our employees with information on publicly available sources of support and advice and information about the prevention and control measures taken in the workplace to reduce the risk of infection.

<https://www2.hse.ie/wellbeing/mental-health/covid-19/minding-your-mental-health-during-the-coronavirus-outbreak.html>

https://www.hsa.ie/eng/Topics/Workplace_Stress/

