CALLAN
AGE FRIENDLY TOWN

Collaborative Planning in Action
An Age Friendly Town is a town where the community understands and responds to the needs of older people.
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Executive Summary

In 2013, the town of Callan in County Kilkenny took part in the Age Friendly Towns Initiative. The Age Friendly Towns Initiative is part of the wider Age Friendly Cities & Counties, of which Kilkenny has been a member since 2011. The Age Friendly Cities & Counties Programme is led by a local Alliance chaired in the initial stages by the City Manager and includes senior members of the Gardaí, HSE, Chamber of Commerce, Area Partnership, Sports Partnership and other such groups.

The Age Friendly Towns Initiative’s objective is to significantly improve the quality of life for older adults living in Callan and to engage them in shaping and enhancing their own communities. Older people are critical contributors to development of an age-friendly community, providing a wealth of experience and knowledge, and this contribution in Callan is acknowledged in all aspects of the reports, consultation and research. The implementation of the agreed action plans also maintains older adults at the centre of its delivery.

The Age Friendly Towns Initiative process involved conducting extensive research, mapping, surveys and, most importantly, consultation with older people. Many interesting findings resulted and a number of actions have been agreed. A plan for pavement and public spaces improvements has already been developed and public awareness campaigns to reduce dog fouling and parking on footpaths have already been implemented.
Introduction

The world’s older population is increasing, with many older people living longer and healthier lives and experiencing older age very differently from their grandparents generation. Although the change is happening later than in other European countries, the number of people in Ireland over 65 is rising from 11% of the population to an estimated 20% by 2036. This will include many more people age over 80. The Age Friendly Cities & Counties Programme was launched to address the needs of an ageing population using an innovative multi-agency approach involving collaboration between stakeholders and older people themselves.

The Age Friendly Towns Initiative is part of the wider national Age Friendly Cities & Counties Programme (AFCC), and an intrinsic part of the individual age-friendly county strategies. These strategies are delivered by an Age Friendly Alliance in each county, with an overarching vision to make every county in Ireland a great place in which to grow old.

Age Friendly Towns

An Age Friendly Town is one that understands and responds to the needs of older people. It is created by consulting, agreeing and implementing a plan with the community to make their town or neighbourhood age-friendly. Building on the learnings and support of the national Age Friendly Cities & Counties Programme, the Age Friendly Towns Initiative delivers real change and outcomes at a local level, while engaging local older people to enhance their own communities.

The Age Friendly Towns Initiative began in 2013 following the pioneering
work done in Ardee, County Louth. It involved placing 8 graduate planners in 15 towns, villages and neighbourhoods across the country. The initiative centres around the partnerships between the Age Friendly Cities & Counties Programme (www.agefriendlyireland.ie), the Irish Planning Institute, DIT and Alzheimer’s Society Ireland (Dementia Friendly Communities). At town level, the programme involves multi-agency collaboration between local representatives of local authorities, health services, Gardai, businesses, academics and older people’s organisations.

**National Age Friendly Outcomes**

Based on the World Health Organisation’s guidelines for creating Age Friendly Cities, the Ageing Well Network established nine indicators that are used as the basis for consultation and for outcomes-based actions throughout our national and local programmes.

The nine agreed Age Friendly Outcomes are that older people:

1. Are truly valued and respected
2. Participate in social, economic and public life
3. Can continue to learn and develop
4. Stay living in their own homes and communities
5. Lead healthier and active lives for longer
6. Get to where we need to go, when we need to
7. Are enabled by the built and social environment
8. Feel and are safe in their own homes and communities
9. Have the information they need to lead active and healthy life
Age Friendly Towns Objectives

The more specific objectives of the Age Friendly Towns Initiative are to:

- Make the town a great place to grow old
  - Measured by the Age Friendly outcomes in a survey, before and after the project

- Engage older adults in shaping and enhancing their communities for the benefit of everyone
  - Measured by the number of older adults volunteering, the number of hours volunteered and the number of projects

- Demonstrate the benefits of a multi-stakeholder planning approach, informed and supported by older adults
  - Measured by the number of key stakeholders approached, the number of key stakeholders who took part in consultations and the number of key stakeholders who were involved in the solutions

- Learn ‘what works’ in this context and use the findings to inform better approaches to planning
  - Measured by the findings documented in the reports
Callan Town Structures

Age Friendly Alliance

As part of Kilkenny’s Age Friendly Cities & Counties Programme, a multi-agency Alliance chaired by the County Manager was formed in 2009. Now in its fourth year, the Alliance is currently preparing to publish its second annual report and has delivered its medium and long term objectives as detailed under the independent chair of Nickey Brennan.

The current Alliance is detailed below and has overall governance responsibility for the approval and monitoring of the Age Friendly Cities & Counties Programme in Kilkenny, as well as the Age Friendly Towns Initiative in Callan.

<table>
<thead>
<tr>
<th>Alliance Member</th>
<th>Position</th>
<th>Organisation</th>
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</thead>
<tbody>
<tr>
<td>Nickey Brennan</td>
<td>Chairman</td>
<td>GAA</td>
</tr>
<tr>
<td>Caitriona Bambrick</td>
<td>Senior Planner</td>
<td>Kilkenny County Council</td>
</tr>
<tr>
<td>John McCormack</td>
<td>Director of Services</td>
<td>Kilkenny County Council</td>
</tr>
<tr>
<td>Annmarie Lanigan</td>
<td>Area Health Manager</td>
<td>HSE</td>
</tr>
<tr>
<td>Debra O’Neill</td>
<td>Regional Manager</td>
<td>Ageing Well Network</td>
</tr>
<tr>
<td>Patricia McEvoy</td>
<td>Coordinator O.P. Services</td>
<td>HSE</td>
</tr>
<tr>
<td>Declan Rice</td>
<td>CEO</td>
<td>County Kilkenny Leader Partnership</td>
</tr>
<tr>
<td>Mick McGarry</td>
<td>Chief Superintendent</td>
<td>An Garda</td>
</tr>
<tr>
<td>Nora Webster</td>
<td>Chairperson</td>
<td>Older People Forum</td>
</tr>
<tr>
<td>Teresa Hennessy</td>
<td>Senior Officer</td>
<td>Health Promotion HSS</td>
</tr>
<tr>
<td>Dr Emer Ahern</td>
<td>Consultant Geriatrician</td>
<td>St. Luke’s Hospital</td>
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<tr>
<td></td>
<td>Chair Service Provider Forum</td>
<td></td>
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<tr>
<td>Colin Ahern</td>
<td>Chair</td>
<td>Business of Ageing</td>
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A critical part of the process is the development of a local steering group that is mandated by the alliance to deliver the Age Friendly Town Plan. The stakeholders have the authority and responsibility to develop and deliver the plan in line with the overall county strategy and in consultation with older people. The steering group is a complementary collection of multidisciplinary organisations from the public, private and voluntary sector.

- Teresa Hennessey- Senior Officer, Health Promotion, HSE
- Mary Colclough-Kilkenny/Carlow Contact
- Bríd O'Gorman-Community Development Officer, Droichead Family Resource Centre
- Kate Brennan- Regional Manager, The Alzheimer Society of

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Forum</th>
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<tr>
<td>Garry Graham</td>
<td>President</td>
<td>Chamber of Commerce</td>
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<tr>
<td>Nicola Keeshan</td>
<td>Manager</td>
<td>Sports Partnership</td>
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<tr>
<td>Gina Delaney</td>
<td>Manager</td>
<td>Carers Association</td>
</tr>
</tbody>
</table>
Ireland

- Billy Gardiner - Chairman, Callan Community Network
- Patricia McEvoy - Older People Service Carlow and Kilkenny HSE
- Anne Walpole - Manager, Supported Care Homes (Mount Carmel)
- Patrick Lydon - Director, Camphill Community
- Carmel Keating - Community Garda
- Caroline Clifford - Community Psychiatry Dementia Champion, HSE
- Tara Hunt - Transformation Primary Health Manager HSE
- Seamus Foley - Local Area/Acting Senior Engineer KCC
- Fergus Horgan - County Kilkenny Leader Partnership
- Mary Ryan - Primary Care Physiotherapist
- Debra O’Neill - Regional Manager, Age Friendly County Programme

**Public Launch**

A public launch of Memory Matters and Callan Age Friendly Town was held on the 24th of October 2013 in the Droichead Family Resource Centre (FRC) in Callan. There were 80 people in attendance including residents from Mount Carmel (Care of the Elderly), secondary students from the convent, Active Retirement members, other key stakeholders and members of the public.

Nickey Brennan (Chair of the Alliance) formally launched the programme and spoke on the importance of being age and dementia aware. A briefing was given on the Age Friendly Towns Initiative. The Callan Community Dementia and Age Friendly project involves all citizens and partners in the delivery of a community strategy, including engagement and learning, building awareness and de-stigmatising dementia and aging in general.
The launch also involved giving information about dementia and a community member describing her personal experience of being a carer for a member of her family. Booklets containing local and national helplines for further information were distributed, and these booklets continue to be available from the Droichead FRC. The launch proved to be very successful and informative for all members of the community.

Chair of Callan Community Network speaking at the launch of Age Friendly Town Project
Mapping and Desk Research

Callan Town

Kilkenny’s main population base is the city and its environs, followed by the area of Ferrybank, adjacent to Waterford City, and the district towns of Callan, Castlecomer, Graiguenamanagh and Thomastown.

There are five Electoral Areas in Kilkenny County:

- Ballyragget
- Callan
- Kilkenny
- Piltown
- Thomastown

As part of this initiative, Callan was identified as a town with an established community of interest and a strong reputation of delivering programmes with a history of inclusivity. The percentage of older people was 14.3%, which
is 3.3% above the national average (CSO 2011). The fact that Callan had been selected by The Alzheimer Society of Ireland to participate in their national Dementia Friendly Communities Initiative was also a consideration when a suitable town in Kilkenny was being identified. This initiative recognises that an age friendly town is a dementia friendly town and the AFT initiative runs in parallel to “Memory Matters,” a newly launched dementia friendly project.

The Dementia and Age Friendly Towns Initiative involves all citizens and partners in the delivery of a community strategy, including engagement and learning, building and de-stigmatising dementia and ageing in general.

**Callan Town Profile**

**Population:** 2,330 (Census 2011)-increase of 24% since the previous census in 2006. Callan represents 2.4% of County Kilkenny’s whole population.

**Electoral Divisions** (EDs): Callan is the Local Electoral Area, which is comprised of 26 EDs which include Aghaviller, Ballinamara, Ballybeagh, Ballycallan, Boolyglass, Burnchurch, Callan Rural, Callan Urban, Coolaghamore, Danesfort, Dunamaggan, Earlstown, Ennisnag, Grange, Kells, Killamery, Kilmaganny, Kilmanagh, Knocktopher, Mallardstown, Outrath, Scotsborough, Stonyford, Tullaghanbrogue, Tullahought and Tullaroan.

**Disability:** 416 persons had a disability in April 2011, of whom 191, representing 45.9 per cent of the total, were aged 65 years and over. 73 persons (27 males and 46 females) provided regular unpaid personal help for a friend or family member with a long-term illness, health problem or disability. 41.1 per cent of these provided care for more than 6 hours per day.
Mapping: Hard and Soft Assets

As Callan is a district town, it has well-developed services and community facilities and the capacity to accommodate additional growth. Callan has the advantage of having no large towns very close by and, as a result, is the service centre for a larger hinterland.

Callan is served by the Clonmel and Cork to Dublin national routes. Callan is served by the Ring a Link scheme that is funded by the Rural Transport Initiative under Transport 21. Callan is only 45 minutes from Clonmel by bus and 20 minutes from Kilkenny, both of which are also served by train. However, in the main, public transport is limited to those who living in the urban area with poor linkage from surrounding rural areas. The use of a private car is highly prevalent in Callan. Census figures from 2006 show that over 55% of people use their car to travel to work school or college.
Callan is a relatively disadvantaged area compared to other areas of the country, as you can see on the Deprivation index 2006 map.

**Population Demographics**

**Kilkenny**

The population of County Kilkenny was 95,419 at the 2011 census, representing a remarkable increase of 7,861 persons since 2006. This is a 9% population increase for the county over the period and is similar to the national figure, which increased by 8%. Almost a third of Kilkenny’s population is aged 50 or over, amounting to almost 28,000 people. The county as a whole has an old dependency ratio of 8.2% and 11,690 people aged 65 years or older. County Kilkenny’s population per age group is slightly older than the national average, as can be inferred from the population pyramid.

**Callan**

669 people in Callan are over the age of 50; almost a third of the area’s population are considered older according to the WHO guidelines. Callan’s over 50s population is broken down by age group in the pie chart below. Compared to the national average, almost twice as many older old (over 85s) reside in Callan.

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**Fig. 2: Pie Chart: Breakdown by Age Group of Callan’s Population Aged 50 and Over**

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Callan Population</th>
<th>Percentage</th>
</tr>
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<tbody>
<tr>
<td>50-54</td>
<td>51</td>
<td>8%</td>
</tr>
<tr>
<td>55-59</td>
<td>57</td>
<td>8%</td>
</tr>
<tr>
<td>60-64</td>
<td>65</td>
<td>10%</td>
</tr>
<tr>
<td>65-69</td>
<td>87</td>
<td>13%</td>
</tr>
<tr>
<td>70-74</td>
<td>116</td>
<td>17%</td>
</tr>
<tr>
<td>75-79</td>
<td>115</td>
<td>17%</td>
</tr>
<tr>
<td>80-84</td>
<td>105</td>
<td>16%</td>
</tr>
<tr>
<td>85+</td>
<td>73</td>
<td>11%</td>
</tr>
</tbody>
</table>

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Callan Population by Age Group -50 years +
Consultation

This section will set out the process for the consultation element of the project, followed by an overview of the main findings based on the nine national outcomes.

There were a number of defined elements within the consultation process for the purpose of gathering a broad base of information. These elements are in the order in which they were conducted and are as follows:

- Walkability audit
- Core outcomes survey
- Public consultation
- Service provider consultation

Walkability Audit

Local older volunteers performed walkability audits on the physical streetscape for the main routes within Callan Town.

A total of 13 participants took part the walkability audit in Callan. The participating volunteers were sourced locally so as to ensure accurate and appropriate findings were recorded. The volunteers were briefed on the purpose of the undertaking and the importance of highlighting the positive points as well as potential areas for improvement over the course of the route. The volunteers completed a survey called “How Age Friendly Is Your Town?” while on the walk and a camera was used to assist in identifying and capturing the issues.

Summary of the positive findings from the two walkability audits in Callan:
- There is generally good and clear signage in Callan.
- Green Street provides a pleasant visual and landscaping environment.
- People feel generally safe walking in the area.
- The bicycle parking facilities on Green Street are useful.
- Drivers generally respect older pedestrians when crossing the street.

**Summary of the areas for improvement from the two routes which were audited:**

- The footpaths along Mill Street, Bridge Street, West Street and one side of Green Street need to be upgraded and improved.
- A pedestrian crossing is required near Bridge Street and/or at the crossroads to ensure safety.
- There are no bus shelters or timetables in place and they need to be provided at both bus stops in the town.
- Seating needs to be provided at Abbey Meadows and on the Clonmel Road between the petrol station and Mount Carmel. Arm rests and back rests should be in place on the seating already in existence.
- Adequate lighting needs to be provided outside Parish Hall, Bridge Street, Abbey Meadows and Factory Lane.
- Speed limit signs need to be erected.
- Traffic lights need to be provided at the crossroads and the bridge with single lane traffic on Bridge Street.
- The public toilets need to made wheelchair accessible and they also need to be painted.
- Bins need to be provided in places other than Green Street. Dog fouling bins and bags also need to be provided.

*Full details of the findings can be found in Appendix 1.*
Public Consultation

As part of the national AFCCP process, extensive consultation took place in Kilkenny in order to develop an Age Friendly County Strategy. Various locations in Kilkenny participated in the consultations, including Callan, as detailed below.

Venue: Droichead FRC Callan
Date: July 14 2010
Steering Group
Facilitators: Aileen Scott, Lindsey Butler, Bernie O’Brien, Susan Higgins
Recorders: Teresa Hennessy, Tom McDonald, Olive Fanning, Julie O’Halloran
In Attendance: 17
Gender Balance: Females 12; Males 5

For the Age Friendly Towns Initiative, a supplementary informal consultation was held with the Active Retirement group on September 25th 2013 in the Parish Hall, Callan.

The findings are summarised below:

Stay Living in Our Own Homes and Communities

“I have a fear of being ripped off by people doing odd jobs in my home”

• More support is needed for those living alone- there are concerns about isolation
• Community Alert could do monthly visits (instead of talks 3-4 times per year) and provide panic alarms to people
• Sheltered accommodation is near everything but the council should
provide more mixed housing where young and old can live side by side

- Participants would like to see Meals on Wheels back in operation
- Participants would like more help and support from community and services available to enable social living

**Participate in Social, Economic and Public Life**

“I love the social aspect of Ring a Link – shop and meet people for lunch – the chat means a lot”

- Participants would like more options to get involved with the Arts Centre, GAA, golf, active retirement. There should be information or social nights to get people involved
- A drop-in centre that is open every day would fill a gap for people. Cards and bingo, for example, could be organised.
- Isolation could be reduced by having a service where people would call in and check and see if anything is needed
- Do not cut home help so people can stay in their homes for as long as possible

**Live Healthier and More Active Lives for Longer**

“Services need to be located close to where people live and where they can get to”

- There is concern over the relocation of the Primary Care Medical Centre to the outskirts of the town; improved transport will be needed especially in winter months
- There is often a long wait for Caredoc (2 hours)
- Information and advice should be in a written format so that the
instructions can be remembered and followed

- More supports are needed for those coming out of hospital

Be Enabled by the Physical Environment

Get to Where We Need to Go, When We Need to

“People don’t see the need for rural services because they will travel to bigger centres but this is difficult for older people who don’t drive”

(Group Participant)

- There are good bus links to Kilkenny but they are hard to access from your home
- Taxis are too expensive to use all of the time
- Bus shelters and timetables are needed at the bus stops
- The seating outside the Droichead FRC needs to be upgraded
- The footpaths need to be upgraded especially on Mill Street, one side of Green Street and West Street.
- Parking on footpaths is a real issue and causes problems for people with mobility issues or push chairs. It is dangerous and causes people to have to walk on the road.
- Bridge Street is very narrow and traffic lights are needed. On street parking should not be allowed here
- More seating is needed in the green areas in Callan
- The new seating in the town is too cold and they do not have backs or arm rests
- There is an abundance of green spaces but they often cannot be used because of poor lighting or paths; more spaces for walking should be developed
• Fás Community Employment workers, Care and Repair and the Men’s shed could be utilised to improve public spaces
• The lack of lighting in general is an issue for people’s safety
• The Garda Station in Callan is often closed
• Fears about vandalism and anti-social behaviour cause people to feel unsafe on their own; more Garda presence is needed in Callan
• People regularly park in the bus stop and tickets should be issued to these traffic offenders
• Long term parking is needed in front of the chemist - it is often difficult to access parking for the chemist
• A pedestrian crossway is needed at the supermarket in Callan, which would also serve the chemists

Have the Information to Live Full Lives

“We don’t want the consultation to be a waste of time, we want to feel we have been listened to and see something happen”.

• The Droichead FRC provides excellent information as well as provision of computer classes, Irish classes, Community Savings Bank, Citizens information, care and repair and the men’s shed.
• Callan notes is an excellent place for information
• There are concerns over privacy with the Citizens Information Centre
• Active Retirement talks provide information but these need more support and to cover a wider range of topics
• More flyers should be used in the Parish newsletter
• More information about the pendant community alarm system
Core Outcomes Questionnaire

The Baseline Survey was distributed at active listening workshops and while engaging with older people’s groups and organisations. Participants in the survey were advised of the process and the WHO framework being used.

The Baseline Survey was used to ensure that older people in Callan had a strong sense that their views would influence the final plans. It was also outlined that a crucial part of age-friendly practice is the support and involvement of the community.

A total of 31 surveys were completed by older people in the Callan, and the participants were a mixture of rural and town dwellers.

Each question of the survey had to be rated with agreement rated from (10) “extremely satisfied” to (1) “extremely dissatisfied”. The results of these surveys were then entered into Survey Monkey, an online survey tool. The top three priority outcomes discussed were as follows. These
results were then analyzed and the following paragraphs summarise the findings:

**Finding 1:**
- **Outcome:** Older people are able to get where they want to go when they want to go
- **Question:** In Callan, we have access to affordable and well-transportation, which has good connections and is affordable.
- **Results:** 55.2 % (16 people) strongly agreed with this statement. This reflects that generally older people in Callan are happy with transportation and connectivity.

**Finding 2:**
- **Outcome:** Older people are supported to be out and about by the built and social environment
- **Questions:** Callan has nice public spaces with good seating and lighting. I feel safe when I’m out and about. The pavements and streets are suitable for me
- **Results:** Only 29.6% (8 people) “somewhat agreed” to this statement, with 25.9% (7 people) “somewhat disagreeing” with this statement. This highlights the need for upgrading the streets and pavements in Callan, as stressed by the community members who were consulted. This is also supported by the last questions, which asked the respondents to list the top improvements needed in Callan; “footpaths” was the most commonly mentioned.

**Finding 3:**
- **Outcome:** Older People have the information they need to live full lives.
- **Questions:** I have access to all the information I need to make decisions and access services without restrictions

**Results:** 48.3% (14 people) strongly agreed with this statement and 17.2% (5 people) “somewhat agreed” with this statement. The general consensus regarding this question is that older people in Callan feel that they have access to information and services in order for them to live full lives.

**Stakeholder Interviews**

Based on the initial desk research and as advised by the County Alliance, the main service providers within Callan were identified. Interviews were carried out on an individual basis. Each interview followed the same format, in terms of the questions asked, which are as follows:

- What services are provided?
- What currently makes Callan an age-friendly place?
- What other services could be provided?
- Rank the nine national age-friendly outcomes from 1 to 9, 1 being the most important and nine being the least important.

The stakeholder interviews were a crucial starting point when developing the action plan and understanding the perspectives, commitments and strengths of each agency.

Part of the stakeholder engagement involved a survey of local businesses to establish their age-friendliness. In total, 17 businesses completed the survey and the overall results were largely positive, although there is room for improvement, particularly regarding toilets, seating and access.
A piece was written in the Callan Notes regarding the Age Friendly Business Recognition Scheme, in which business owners make their businesses more accessible and enjoyable for older people. A recognition workshop was planned for early 2014. This workshop will educate the businesses about how they could provide a more age friendly service and steps towards gaining the Age Friendly Business Recognition sticker which they can erect on the window of their business. This will signify to older people that a genuine effort has been made in making their business more age friendly.

**2 Age-Friendliness of Local Businesses Rated by Business Owners**
The Kilkenny Age friendly County initiative commenced in 2010 and aims to make Kilkenny City and County a great place to grow old. Now in its fourth year, the programme brings its age-friendly practices to a community level to develop an inclusive Age Friendly Town. As well as being selected to become an Age friendly Town, Callan was chosen for the Dementia Friendly Communities project, run by the Alzheimer Society of Ireland and aiming to make Callan a truly inclusive town for those living with dementia. The Dementia Friendly Communities project is now part of the plan for the Age Friendly Towns Initiative, and Callan will have the needs of older people and those with dementia at heart.
Inverting the normal model of service delivery, the Dementia and Age Friendly Town project involves all citizens and partners in the delivery of a community strategy, including engagement and learning, building awareness and de-stigmatising dementia and ageing in general. The model aims to promote wellbeing and participation for those living with dementia and their families and also to provide community support to enable this engagement.

The Dementia and Age Friendly Communities Project 2013-2016 runs over five main themes, with communication being the overarching objective of the project.

1: Communication
2: Intergenerational
3: Social Participation
4: Advocacy
5: Built Environment
# CALLAN - ACTION PLAN 2013

**HAVE THE INFORMATION WE NEED TO LEAD FULL LIVES**  
**Aligned to the WHO domain of - Communication and Information**

<table>
<thead>
<tr>
<th>Objective(s)</th>
<th>Activities</th>
<th>Timeframe</th>
<th>Lead Partner</th>
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</table>
| Ensure maximum profile and awareness for the project, updating all participants, and the community in general. | Develop Project branding and logo  
Hold public launch of project including press release.  
Liaise withy speakers  
Issue of posters and e-invitations to all stakeholders and to all public places.  
Make presentation to Callan Electoral Area Representatives meeting in December 2013.  
Arrange meeting with Callan Businesses to information Age Friendly Businesses and Memory Matters Project | Up to and including 23rd October | Brid O’ Gorman  
Debra. O Neill PR  
All stakeholders to promote launch and circulate.  
Debra O Neill  
Rachel Condon |
| Commence consultation with all those living with dementia, their families,  
1:1 consultation with Dementia / Focus Group with Carers and Stakeholder 1:1 Consultations  
Circulate questionnaire how Dementia / Age Friendly | From September to | Teresa Hennessy  
With ASI, Caroline Clifford. |
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<tr>
<th>Objective(s)</th>
<th>Activities</th>
<th>Timeframe</th>
<th>Lead Partner</th>
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<tbody>
<tr>
<td>their supports and their community including businesses.</td>
<td>is Callan to 1) Businesses 2) Older People Groups 3) Service Providers General Consultation findings from AFC Strategy Review</td>
<td>November</td>
<td>Rachel Condon &amp; Brid O Gorman Debra O Neill</td>
</tr>
<tr>
<td>Production and Launch of Callan Dementia Memory Matters Strategy and Plans.</td>
<td>Report on consultation findings and produce Literature / publicity material to document project and promote plans and activities for 2014</td>
<td>Dec - Jan</td>
<td>Steering group general T. Hennessy D.O Neill</td>
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<td>Continue to raise awareness and de-stigmatise and promote dementia.</td>
<td>Develop Primary Care Awareness Programme with PCT Workshops on early detection and advice Workshop of all secondary school students in Callan Deliver Business of Ageing and Dementia Friendly Workshops for Callan businesses.</td>
<td>Jan-April 2014</td>
<td>C. Clifford ASI &amp; B. Gardner Debra O Neill &amp; Commonage Team</td>
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<td>Objective(s)</td>
<td>Activities</td>
<td>Timeframe</td>
<td>Lead Partner</td>
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<tr>
<td>Improve the availability of information, advice and support to people in the early stages of dementia.</td>
<td>Workshops and information for families and Older People Groups</td>
<td>Jan-April 2014</td>
<td>C. Clifford T. Hennessy</td>
</tr>
<tr>
<td>Production of project findings</td>
<td>Evaluation report finds and review of activating and report against outcomes</td>
<td>January 2015</td>
<td>Callan Steering Group</td>
</tr>
<tr>
<td>Promotion video of project and promotion of Callan as an Inclusive Town which is Age And Dementia Friendly</td>
<td></td>
<td>January 2015</td>
<td>Debra O Neill</td>
</tr>
<tr>
<td></td>
<td></td>
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<td>Callan Steering Group</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Young Film Makers</td>
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<tr>
<td>Objective(s)</td>
<td>Activities</td>
<td>Timeframe</td>
<td>Linked Partners</td>
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<tr>
<td>Involve intergeneration activities in the plans with the some 500 second</td>
<td>Arrange meeting with Transition Year Teacher to establish areas of interest with students.</td>
<td>January 2014-</td>
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<tr>
<td>school students in Callan.</td>
<td></td>
<td>June 2013</td>
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### Objectives

<table>
<thead>
<tr>
<th>Objective(s)</th>
<th>Activities</th>
<th>Timeframe</th>
<th>Linked Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure inclusivity in creative, social and civic development of Callan community.</td>
<td>Develop a Azure type arts programme/event for Callan community. Develop a sports pilot programme with KRSP</td>
<td>Jan 2014 - Jan 2015</td>
<td>Butler Gallery Kilkenny Recreation and sports partnership</td>
</tr>
<tr>
<td>Ensure access to events for information and training.</td>
<td>Ensure Callan notes are updated weekly and Parish newsletter including all local information points and “age Friendly Notice Board in Town Centre</td>
<td>Ongoing</td>
<td></td>
</tr>
<tr>
<td>Community Garden</td>
<td>A community sensory / dementia friendly garden in being developed and supported by County Kilkenny Leader Partnership with community groups. The necessary resources labour and finance has been assigned. The site will be assigned on December 6th and work will commence immediately.</td>
<td>December 6th 2013</td>
<td>County Kilkenny Leader Programme</td>
</tr>
<tr>
<td>Objective(s)</td>
<td>Activities</td>
<td>Timeframe for completion</td>
<td>Linked Partners</td>
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<tr>
<td>Identify and map all existing services (including social and recreation activities) in Callan.</td>
<td>Review available mapping via CSO / AIRO. Map all existing services. Ensure unmet identified need and areas of improvement are highlighted.</td>
<td>October 2013</td>
<td>Rachel Condon KCC GIS Officer</td>
</tr>
<tr>
<td>Identify areas of potential deliverable changes in relation to the places and spaces in the community which could be made more dementia and age friendly.</td>
<td>Conduct an inclusive Walkability audit. Having regard to the walkability audit identify on the report through findings agreed areas of potential deliverable change.</td>
<td>November 2013</td>
<td>Rachel Condon KCC (Area Eng)</td>
</tr>
<tr>
<td>Objective(s)</td>
<td>Activities</td>
<td>Timeframe for completion</td>
<td>Linked Partners</td>
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</tr>
<tr>
<td>Develop dementia and age friendly business project to ensure maximum</td>
<td>Develop questionnaire on survey monkey and hard copy for distribution to local businesses via Facebook and other social media for ease of access.</td>
<td>Sept 2013 – Jan 2014</td>
<td>D.O Neill</td>
</tr>
<tr>
<td>participation of all businesses including service providers.</td>
<td>Collate Data prior to Business Workshops x 2 to be run in Callan.</td>
<td></td>
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<tr>
<td>Development of survey and awareness campaign.</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>To undertake planned works in 2014 to public infrastructure that shall</td>
<td>a) Resurface pavements on Green Street, Callan (between the Cross and The Steppes Public House)</td>
<td>April 2014 – June 2014</td>
<td>KCC (Area Eng)</td>
</tr>
<tr>
<td>include beneficial dementia and age friendly improvements.</td>
<td>b) Resurface Pavements on West Street, Callan (between the Cross and Molloy's Sculpture Shop.)</td>
<td>Sept 2014</td>
<td>Leader, Callan Tidy</td>
</tr>
<tr>
<td></td>
<td>c) Resurfacing of the KCAT carpark.</td>
<td></td>
<td>Towns.</td>
</tr>
<tr>
<td>Objective(s)</td>
<td>Activities</td>
<td>Timeframe for completion</td>
<td>Linked Partners</td>
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</tr>
<tr>
<td>To document public spaces and planned improvements</td>
<td>Produce a final report which will act as a record and background document for future statutory plans for Callan.</td>
<td>Nov-Dec 2013</td>
<td>Rachel Condon</td>
</tr>
<tr>
<td>To ensure in so far as is reasonably practicable subject to resource and other constraints that future planned developments are in line with agreed findings and recommendations.</td>
<td>Have regard to the findings of the final report in the context of considerations in the formulation and implementation of the Annual Roadworks Scheme as it relates to Callan.</td>
<td>Annual</td>
<td>KCC (Area Eng)</td>
</tr>
<tr>
<td>Increase the level of awareness within the community in relation to dog fouling and information on the ill</td>
<td>(a) Dog fouling campaign to be launched in the early 2014. It is currently being prepared.</td>
<td>Jan 2014</td>
<td>KCC, Bernadette Moloney &amp; SE LA</td>
</tr>
<tr>
<td></td>
<td>(b) Posters erected around Callan shop fronts and</td>
<td></td>
<td>Rachel</td>
</tr>
</tbody>
</table>
### Objective(s)

- Health effects that can be caused.
- To keep footpaths free from cars parking on them so people with mobility issues can pass safely thus making Callan community more dementia and age friendly.

### Activities

1. **Health effects that can be caused.**
   - Dog fouling bags available from Callan Area Office and The Droichead FRC.
   - Press release in Callan Notes of the Kilkenny People on importance of cleaning up after your pet.

2. **To keep footpaths free from cars parking on them so people with mobility issues can pass safely thus making Callan community more dementia and age friendly.**
   - Posters erected in areas with particular issues (Mill Street outside the FRC) in relation to cars parking on footpaths. These posters were also erected in businesses around Callan.
   - Gardaí to issue tickets for illegal parking on footpaths and bus stops.

### Timeframe for completion

- Completed Nov 2013
- On-Going

### Linked Partners

- Condon Rachel
- Condon & Kilkenny People
- Rachel Condon, KCC - Evelyn Graham
- An Gardaí Síochána
<table>
<thead>
<tr>
<th>Objective(s)</th>
<th>Activities</th>
<th>Timeframe for completion</th>
<th>Linked Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>To support and encourage older people to get to where they need to go when they need to go.</td>
<td>Erect two carousels to display the bus timetables at both bus stops on Green Street.</td>
<td>Dec 2013 - Jan 2014</td>
<td>Bus Éireann</td>
</tr>
</tbody>
</table>
Adoption by Local Authority and Alliance

The findings and recommendations of this report and actions agreed by the Steering Group were presented to a meeting of the Local Area Representatives for the Callan Electoral Area on Tuesday 3rd December. It was expressed at this meeting that the members supported the works that have been done and the work that will also follow.
Implementation

Although this programme now forms part of a medium and long term strategy for Callan as an age and dementia friendly town, the short-term objectives have been agreed and completed as following in line with key findings.

**Short Term Actions Implemented:**

1. **Pavement and Public Spaces:** A plan of works has been agreed as per action plan agreed with Local Area Engineer and Senior Planner at meeting on the 25th of October in the Callan Area Office.

   **Completed**

2. **Dog Fouling of Pavements:** Launch of public awareness campaign including poster distribution. Dog fouling bags are also now available in the Droichead Family Resource Centre (FRC) and the Callan Area Office.

   **Completed**

3. **Parking:** Parking on footpaths especially on Mill Street is an issue. Awareness campaign delivered including design of a poster and erection of posters on the gates of the Droichead FRC. These have been erected with the help of the men’s shed. These posters are also in display in businesses in Callan. The Gardaí in Callan have also agreed to continue issuing tickets to parking offenders.

   **Completed**
4. **Lack of Bus Timetable Information**: Bus Éireann were contacted seeking timetables and bus carousels. An Inspector was assigned to deal with this issue. The carousels (to display the timetables) have been ordered and should be erected before 15th December by the maintenance department for Bus Éireann.

   **Timeframe**: December 2013

5. **Community Garden**: A sensory/dementia-friendly community garden is being developed and supported by County Kilkenny Leader Partnership with community groups. The necessary resources labour and finance has been assigned. The site was assigned on December 6th in the Abbey Meadows (behind the Kcat car park) and work will commence immediately.

   **Timeframe**: 6th December 2013

**Next Steps**

The report was formally presented to the Chairman of the Kilkenny Age Friendly County Alliance, Mr. Nickey Brennan on Thursday 5th December 2013 at the launch of the programmes 2nd Annual Report.
Recognition

A “Building Age Friendly Towns” seminar took place on 16th December 2013 at the Limerick Strand Hotel. The seminar was aimed at those involved in planning across local government, the health services, police, business, research and civil society. The focus was on how collaborative planning involving key stakeholder groups can improve the quality of life of older adults and make our towns and neighbourhoods great places in which to grow old. A recognition ceremony took place, during which Callan received an Age Friendly Town Certificate.

Presenting the Callan Report to the Minister for Environment, Community and Local Government Phil Hogan
Appendices

Appendix One: Walkability Audit - Callan

Date: 26/09/13

Time: 03:15pm

Weather: Dry

Two routes chosen:

**Route 1:** Departed from The Friary Family Resource Centre, took a right onto Mill Street and took a left uphill to Green Street (Main Street) on the left hand side up to the post office on the Clonmel Road, back down Green Street on the opposite side of the street and back Mill Street to the Friary Family Resource Centre.

Participants: 7

**Route 2:** Departed from the Friary Family Resource Centre and took a right onto Mill Street and took a right at the crossroads down Bridge Street up to the (Kilkenny Road) small roundabout and take a right turn down onto Mill Lane, down Factory Lane and back up Bridge Street to the crossroads and took a right turn onto West Street and went as far as the Petrol Station and back West Street and Mill Street to the Friary.

Participants: 6

**Feedback from Route 1:** Mostly Commercial with some Residential

Footpaths
Issues with footpaths on Mill Street, right hand side of Green Street.

Mill Street is very dangerous to walk on as it is so broken and in a high need of repair.

The footpaths on Mill Street are also used as parking spaces by people in their cars and as a result of this people in wheelchairs or parents with push chairs are forced to walk out on the road.

Footpaths are too high on Green Street and are a trip hazard. (2 inches of a drop)

The footpath outside the Old Charter House bar is steeply ramped and is a hazard in frosty weather.

The footpath outside the Parish Hall is quite high and accessibility here is quite difficult here for older people.

Edges of some footpaths are not ramped which makes it dangerous for wheelchair and bicycle users.

**Pedestrian Crossings**

There is only one pedestrian crossing on Green Street.

Slow moving pedestrians find it a struggle to get across the street in the time allowed by the traffic lights.

Drivers yield to pedestrians at pedestrian crossings sometimes but not always.

Most drivers yield to pedestrians at laneways and driveways- driver stopped to let the group pass at the top of Supervalu car park.

**Parking**
Cars park on the footpath along Mill Street which block the footpath and as a result damage the footpath and leave them in the bad state of repair.

There needs to be more disabled parking spaces provided.

There is parking close to amenities however; installing a parking metre may be helpful so as to stop workers parking in the spaces directly outside amenities all day.

**Aesthetics**

Signage in Callan appears to be clear, visible and legible. However, signage for the Garda Station could be more prominent.

Green Street generally provides a pleasant environment on one side as the lighting and the trees are lovely however, on the other side of the street the footpaths are in disrepair and there are no trees, the lighting is poorer and the environment is generally not as pleasant.

There are some abandoned/dilapidated buildings on Green Street.

**Litter**

There seems to be an adequate amount of bins on Green Street but more bins are needed on the other streets- Mill Street and West Street.

On one side of Green Street (near the Church) there seems to be very little bins but as you go further down near to the crossroads there are three bins situated very close to each other- maybe if you extracted the centre bin and placed it at the top of the street it would be more even.

The area was not clear of litter either and dog fowling was evident-need for specific dog litter bins and bags-bags are available from Callan area office.

**Public Spaces and Buildings**
Both Banks in Callan are not easily reached as both are not wheelchair friendly and do not have ramps.

Most facilities are accessible in the area although if an older person is living on Bridge Street and they are trying to get to the library which is at the top of Green Street, this might pose some difficulty as it is a steep incline from the bottom of Green Street to the top.

There are public toilets located at the top of Green Street beside the church however they are not wheelchair accessible and there are no hand rails. They also need to be painted-maintenance needs to be provided for the upkeep of the public toilets.

The road on Green Street needs to be upgraded and resurfaced.

**Seating**

There is a need for seating outside the Friary Family Resource Centre just outside the wall.

There is also a need for seating between Mount Carmel Nursing Home and the petrol station on the Clonmel Road as this walk may be quite long for an older person and seating in between here could provide as a resting area.

There are only a few seats with arm rests and backs on Green Street, the seating near the bus stop on Green Street has no back or arm rests.

**Bus Services**

There is no bus shelter or bus timetable outside both bus stops on Green Street.

Many people parked in the bus stop area outside Supervalu. In the 5 to 6
minutes we were in this area three cars parked in the bus stop.-Insert Shelter outside Pharmacy at the top of Green Street and another at the bus stop adjacent.

**Safety**

Lighting is poor around the Parish Hall where older people play Bingo/Bridge and Whist.

**Feedback/Actions from Route 2: Residential**

**Footpaths**

Cars parked on footpaths-Mill Street and Bridge Street.

The main crossroad is not adequately ramped.

Footpath on one side of Bridge Street is broken and quite narrow. The footpaths are also broken on Mill Lane, Factory Lane and West Street.

There is no footpath on Factory Lane and opposite the convent entrance.

There is also a drop at the Stone Cottage which is hazardous.

There is an unfinished path outside the KCAT.

There are no cycle paths.

Poles on Mill Street obstruct the path.

**Pedestrian Crossings**

There are no pedestrian crossings or traffic lights on Mill Street, Bridge Street, West Street or Factory Lane.

The only official pedestrian crossing is situated on Green Street-A pedestrian crossing is needed at the crossroads along with traffic lights.
Crossing the street near the crossroads is a real challenge and the footpaths are also not ramped here.

**Parking**

There is no parking available on Bridge Street.

There is no bicycle parking facilities on this route. Bicycle parking facilities should be erected near the school.

More disabled parking spaces should be allocated.

There are no parking metres in place - This could solve some parking issues.

**Aesthetics**

Bridge Street, West Street and Mill Street are not very pleasant visually.

Bridge Street is quite derelict.

Signage is quite good however, there are no speed limit signs - these need to be erected.

**Litter**

Provision of bins on this route is quite poor.

Dog fouling is an issue along the route.

**Public Spaces and Buildings**

There is a lot of graffiti on the Old Bacon Factory.

There were six dog droppings recorded within 15 minutes of the walk.

There are abandoned buildings evident on Bridge Street, Mill Street and Factory Lane.
Most facilities are quite accessible but the crossroads is a challenge.

The Abbey Meadow needs access over the footbridge.

**Seating**

There is inadequate/nonexistent seating along this route.- Seating should be added along the Abbey Meadows and near the school.

The seating is cold outside the bus stop on Green Street.

**Safety**

Some footpaths are very narrow and nonexistent in some places.

Bridge Street, Abbey Meadows and Factory Lane are not well lit- more lighting should be provided.

The people carrying out the audit were asked to rate each question with a score from 1-6, 6=excellent and 1=poor. As a result of this the following was documented:

The overall Age Friendly Walkability rating for Audit Route 1 was 118 which placed it within the bracket of “A lot of work has been done to make this an Age Friendly Town”.

The overall result for the Audit 2 Route was 81 which put it in the scale of “Some Age Friendly things in Place-still more to do”.

The Walkability environment in Callan is generally meeting its obligations but there are still areas for improvements, as highlighted with the findings above.
Appendix Two: Walkability Audit Images
Appendix Three:

Public Launch and Consultation Images
Appendix Four: Callan Boundary

Central Statistic Office (2011) Census 2011 - Area Profiles; Website Source:

http://census.cso.ie/areaprofiles/areaprofile.aspx?Geog_Type=ST&Geog_Code=07001
Appendix Five: Green Street Upgrading Footpath Plan Layout
# Appendix Six: Assets

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
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<tbody>
<tr>
<td><strong>Gardai</strong></td>
<td>Gardai 24 hour confidential service 1800666111</td>
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<tr>
<td></td>
<td>Emergencies 999/112 (Fire Service/ Ambulance/Gardai)</td>
</tr>
<tr>
<td></td>
<td>Fire Brigade Callan 056 7725232</td>
</tr>
<tr>
<td></td>
<td>Callan Garda Station 056 7706630</td>
</tr>
<tr>
<td><strong>Health Care</strong></td>
<td>Mount Carmel Care of the Elderly and Independent Living, Callan 056 7725301</td>
</tr>
<tr>
<td></td>
<td>Strathmore Nursing Home 056 7755515</td>
</tr>
<tr>
<td></td>
<td>Camphill Community Callan 056 7725114</td>
</tr>
<tr>
<td></td>
<td>Primary Care Centre 056 7755163</td>
</tr>
<tr>
<td></td>
<td>Public Health Nurse 0761082154</td>
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<tr>
<td></td>
<td>Alzheimer Society of Ireland National Helpline 1800341341</td>
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<tr>
<td><strong>Sports /Recreation</strong></td>
<td>John Lockes GAA Club 0567725428</td>
</tr>
<tr>
<td><strong>Community Facilities</strong></td>
<td>The Droichead Family Resource Centre 0567755660</td>
</tr>
<tr>
<td></td>
<td>Callan Library 056 7794183</td>
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<tr>
<td></td>
<td>Men’s Shed 056 77556601</td>
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<tr>
<td></td>
<td>Care and Repair service 056 77556601</td>
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<tr>
<td></td>
<td>Affordable Counselling 087 7752493</td>
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<td></td>
<td>Citizens Information 056 7755660</td>
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| Retirement groups and Older People Services | Active Retirement Group 056 7728612  
Men’s Shed 056 77556601  
Callan Community Savings Bank 056 7755660  
Callan Post Office 056 7725231 |
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<tr>
<td>Public Transport</td>
<td>Bus Éireann (Waterford) 051879000 / Irish Rail 1850366222</td>
</tr>
</tbody>
</table>
| Schools | Secondary Schools  
CBS Callan 0567725340  
St Brigid’s College 0567725189  
Primary Schools  
Scoil Iognáid Rís 056 7725572  
Scoil Mhuire 056 7725674 |
Appendix Seven: Booklet available at the Public Launch

**WHAT IS THE MEMORY MATTERS PROJECT IN CALLAN:**

The idea of making Callan a better place to live for people with dementia is something which engages the enthusiasm and interest of all sorts of people. Businesses, service providers, planners, health and social care organisations, young and old residents all have a role to play in forming a vision about what a dementia friendly town should look like. The most important stakeholders in this process of course are people with dementia and those who care for and support them.

"Memory Matters" supported by The Alzheimer Society of Ireland, Kilkenny's Age Friendly County Programme and a host of other stakeholder have come together to make Callan an inclusive dementia friendly town in which to grow up and grow old. The project will deliver a number of initiatives including Information, Training and Education, Social Participation, Intergenerational activities, Advocacy and an Audit of public and outdoor spaces.

<table>
<thead>
<tr>
<th>HOW DO I FIND OUT MORE ABOUT DEMENTIA FRIENDLY CALLAN?</th>
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</thead>
<tbody>
<tr>
<td>Please contact:</td>
</tr>
<tr>
<td>Brid O Gorman, Droichead Family Resource Centre,</td>
</tr>
<tr>
<td>Mill Street, Callan.</td>
</tr>
<tr>
<td>Tel: 056 7755660</td>
</tr>
<tr>
<td>Anne Walpole, Mount Carmel, Callan.</td>
</tr>
<tr>
<td>Tel: 056 7725301</td>
</tr>
<tr>
<td>Email: <a href="mailto:memorymatterscallan@gmail.com">memorymatterscallan@gmail.com</a></td>
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<tr>
<th>IF YOU ARE CONCERNED ABOUT CHANGES IN YOUR MEMORY OR ARE FINDING THINGS DIFFICULT PLEASE CONTACT</th>
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<tbody>
<tr>
<td>Public Health Nurse, Callan Primary Care Centre</td>
</tr>
<tr>
<td>Tel: 078 1082154 or your local GP</td>
</tr>
<tr>
<td>More information is also available on <a href="http://www.alzheimer.ie">www.alzheimer.ie</a></td>
</tr>
</tbody>
</table>

An initiative led by The Alzheimer Society of Ireland that aims to transform our villages, towns, cities and communities into better places to live for people with dementia and their families.
Notes: