

EazyCity

PRE-DEPARTURE INFORMATION *COVID-19 SPECIAL*



EazyCity

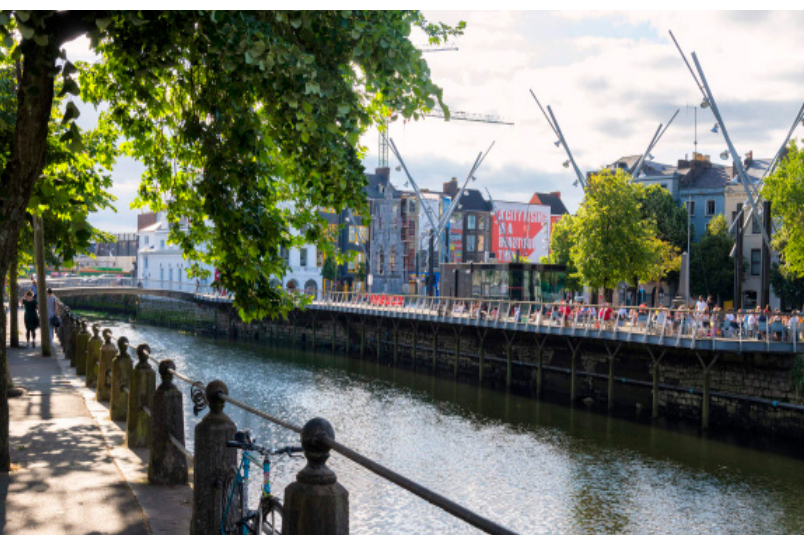
#LifeChanging Experiences Abroad

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Congrats on being accepted on an EazyCity program! As an EazyCity student, you are responsible for reading this entire handbook and knowing the information inside of it. We realize it's still a lot of information to process. We are here to help you understand any of the information provided here!



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HEALTH AND SAFETY



CONTACTS TO SAVE IN YOUR PHONE:

Emergency Services in Ireland: 999 or 112

EazyCity Emergency Number: +353 87 925 8106

Italian Embassy in Dublin: + 353 1 660 1744

French Embassy in Dublin: +353 1 277 5000

Spanish Embassy in Dublin: +353 1 269 1640

Public Guidelines (Up to April 5th)

Ireland is currently at its highest restriction level, Level 5. At Level 5, the public health risk means that you will be asked to stay at home, except for travel for work, education or other essential purposes, or to take exercise within 5km of home. There will be no gatherings.

All non-essential shops, services, hospitality sector and amenities will be closed until further notice. Essential services such as supermarkets, public transport and healthcare services will remain accessible.

Current public guidelines will be reviewed consistently with the first ease of restrictions expected after April 5th.

Updated information on any current restrictions and any changes to restrictions can be found at www.gov.ie

What to do if you are a close contact of someone who has COVID-19 or have symptoms yourself:

If you have any common symptoms of COVID-19 (coronavirus), self-isolate (stay in your room) and phone a GP straight away. Your GP will tell you if you need a free COVID-19 test. You call the HSE directly at 1850 24 1850 for advice on how to be connected to a GP.

Other people in your household will need to restrict their movements (stay at home).



Common symptoms

Common symptoms of COVID-19 include:

- a fever (high temperature - 38 degrees Celsius or above)
- a new cough - this can be any kind of cough, not just dry
- shortness of breath or breathing difficulties
- loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

You may not have all of these symptoms. It can take up to 14 days for symptoms to show. They can be similar to symptoms of cold and flu.

An early diagnosis from your GP means you can get the help you need and avoid spreading the virus, if you have it.

You will need to restrict your movements for 14 days if you:

- are a close contact of a confirmed case of coronavirus
- live with someone who has symptoms of coronavirus, but you feel well

Close contact

This is only a guide but close contact can mean:

- spending more than 15 minutes of face-to-face contact within 2 metres of an infected person in any setting
- living in the same house or shared accommodation as an infected person

You'll usually find out if you are a close contact:

- from the HSE contact tracing team
- through the COVID Tracker app

If you are a close contact you should:

- restrict your movements for 14 days
- get tested for coronavirus

If the HSE contact tracing team contact you, they will arrange a test for you. Otherwise, phone your GP (local doctor) to arrange a test.



How to restrict your movements

Restricting your movements means avoiding contact with other people and social situations as much as possible.

DO NOT:

- Do not go to work.
- Do not use public transport.
- Do not have visitors at your home
- Do not visit others, even if you usually care for them.
- Do not go to the shops or pharmacy unless it's absolutely necessary - where possible, order your groceries online or have some family or friends drop them off. (If you go shopping , go by your self no as group of people)
- Do not meet face-to-face with older people, anyone with a long-term medical condition or pregnant women

You will have to restrict your movements for 14 days even if your test comes back negative. You can still go outside to exercise by yourself as long as you keep 2 metres distance from other people.

Other people you live with will need to restrict their movements.

If you live with someone who has symptoms of coronavirus

You should restrict your movements for 14 days, even if you feel well.

The person who has symptoms should behave as if they have coronavirus and:

- self-isolate immediately
- phone their GP for advice
- The person you live with may be referred for a test for coronavirus.
- If their test is positive you will become a close contact. You will need to continue to restrict your movements and get tested.
- If this test is negative, you should continue to follow the advice for everyone.

For further information on any of the above please visit [HSE website here](#).

How to self-isolate

Self-isolation means staying indoors and completely avoiding contact with other people. This includes other people in your household, as much as possible.

You will need to self-isolate:

- if you have symptoms of coronavirus
- while you wait for a test appointment and your test results, if you have symptoms of coronavirus. If you are being tested as a close contact of a confirmed case of coronavirus and you don't have any symptoms, you should restrict your movements instead
- if you have had a positive test result for coronavirus



Stay indoors and avoid contact with other people. Behave as if you have the virus if you have symptoms. If you have been diagnosed with coronavirus or have symptoms, the people you live with will need to restrict their movements.

DO

- Stay at home, in a room with a window you can open.
- Keep away from others in your home as much as you can. Use a separate toilet if possible.
- Check your symptoms - call a doctor if they get worse. Phone your doctor if you need to - do not visit them.
- Cover your coughs and sneezes using a tissue - clean your hands properly afterwards.
- Wash your hands properly and often.
- Use your own towel - do not share a towel with others.
- Clean your room every day with a household cleaner or disinfectant.

DO NOT

- Do not go outside unless you have your own outdoor space where you can get some fresh air.
- Do not go to work, school, religious services or public areas.
- Do not share your things. For example, food, dishes, drinking glasses or other household items.
- Do not use public transport or taxis.
- Do not invite visitors to your home.
- Keep away from older people, anyone with long-term medical conditions and pregnant women.
- It's OK for friends, family or delivery drivers to drop off food or supplies. Make sure you're not in the same room as them when they do.

If you live with other people and you are self-isolating:

- Keep away from other people in your home as much as you can.
- Stay in a separate room with a window you can open.
- If you have to go into a room with other people in it try to keep a distance of 2 metres. If that is not possible, keep a distance of at least 1 metre from other people and wear a medical face mask.
- If you can, use a toilet and bathroom that no one else in the house uses. If you have to share a bathroom with others, use the bathroom last and then clean it thoroughly.
- Do not share any items you've used with other people.



ACCOMMODATION



Our housing is managed and maintained by our EazyCity Staff.

Failure to abide by EazyCity housing policy can result in penalties (program restrictions, fines and/or loss of security deposits) and can ultimately result in forfeiture of your living accommodations with all associated fees.

During the initial 14-day quarantine period (less if you take a Second PCR test), you are asked to restrict your movements as much as possible. You are asked to keep your distance from other tenants in your property and try to use the common areas only when necessary and for a limited time.

All properties have a notice board with information specific for COVID-19 regulations, advice, tips and guidelines. Please follow the guidelines on the notice boards in the property in relation to public health including guidelines on social distancing, hand-washing, safety and possible symptoms.

Your room will be cleaned and sanitised in advance of your arrival and we ask that you continue to keep the property cleaned and sanitised to avoid any spread of germs.

During the quarantine period and after until further notice, we must advise you that no guests are permitted in the property at any time and this includes members of your group that you arrived with. Household mixing is currently banned under current level 5 restrictions and can carry fines up to €500.

GENERAL HOUSING RULES

- Parties are strictly forbidden in EazyCity housing. Noise must be kept to a minimum out of respect for other housemates and neighbours.
- EazyCity has a strict no-smoking policy in all of its properties. Any tenant smoking in an EazyCity property will incur a €50 fine. Any further breaches of this rule could result in possible eviction with the loss of the security deposit.
- You are not permitted to move to another bedroom in your accommodation without first seeking permission from EazyCity.
- Hanging clothes on the windows/terraces is not permitted
- Hanging or placing anything sticky to the internal or external walls is not permitted.



- Food and beverages must be stored in the kitchen and not in bedrooms.
- No pets are allowed at any time in EazyCity housing.
- Each student will receive one key for which he or she is fully responsible. If a student loses or misplaces a key, the student will be responsible for the cost to replace it.
- Illegal drugs are not permitted in EazyCity housing at any time, whether for the purpose to store, sell, or consume, or any other purpose. Possession/use of illegal drugs, including prescription drugs not prescribed to the student, will result in immediate notice to vacate/loss of security deposit and reporting of any such incidents to the authorities. Students involved in any way with illegal drugs risk immediate dismissal from the program.
- Aggression and/or violence towards other tenants or members of EazyCity staff will not be tolerated and may result in immediate disciplinary procedures being invoked including but not limited to dismissal from the program.
- Cork city ordinance requires that residents be quiet between the hours of 10 pm and 7 am (no loud music, speak quietly, do not use home appliances such as washing machines, vacuums, dishwashers, and ensure any building common areas, like entry lobbies, are kept quiet), though residents should not make excessive noise at any hour of the day. As Irish buildings are often old, have thin walls and floors, and neighbours are just on the other side of the wall, here are tips for reducing noise:
 - Close doors quietly and keep your apartment door closed.
 - Remove your shoes (particularly high heeled or hard-soled shoes) when entering your apartment.
 - Be quiet when coming and going in the common spaces, like the stairwell.

CLEANING AND MAINTENANCE

- It is the responsibility of each student to keep the house clean. The common areas (kitchen, living room, bathrooms, and Corridors etc) must be kept clean at all times. Tenants who do not clean according to their assigned, shared schedule may be fined up to 100€.
- You are required to permit EazyCity staff members or hired technicians access to your room during daytime hours to fix maintenance issues. In most cases (excluding emergencies) 24 hours' advance notice will be given.
- As a tenant you are required to report all maintenance issues to EazyCity as quickly as possible after they are noted in the property to allow for swift remedy.
- An EazyCity staff member has the right to enter the property at any time throughout your stay if deemed necessary for any reason by EazyCity staff. This being said, EazyCity respects your privacy and will enter when you are not home only if absolutely necessary.



REPORTING MAINTENANCE PROBLEMS

- In order to request a repair, you should submit a maintenance request by email to : Cork@eazycity.com
- EazyCity should repair non-urgent issues reported within 2-3 working days in situations. You are not generally required to be in the apartment during maintenance visits. EazyCity maintains keys to all apartments and reserves the right to enter any apartment without warning in the event of an emergency. For non-emergency maintenance visits, EazyCity endeavors to give at least 24-hour notice. Please keep your EazyCity liaison person informed about all your maintenance requests.



SAFETY AT HOME

- Ensure all personal electrical items such as laptops, phones, hairdryers/straighteners are unplugged after use/not left plugged in overnight or when you leave your room /house. Please note this in the interest of health and fire safety for you and your fellow tenants.
- EazyCity does not accept liability for any damage/loss of items from the tenants' personal belongings.
- EazyCity does not accept liability for any personal injury to any tenant or tenant's invitee in an EazyCity property.
- Tenants must keep entrance doors properly locked at all times. Housing security is the responsibility of the tenants. Lock your apartment door: You must lock your apartment door at all times, both when you leave and while you are home.
- If your bedroom door/front door locks on closure please ensure you check that you have keys before leaving your room/house. If a tenant loses a key or becomes locked out of the home and a member of staff needs to come and assist, a €50 Call Out Fee will apply between 6pm and 9am on weekdays, during weekends, and National Bank Holidays
- You may not give your keys to anyone else or make copies of your keys. Do not leave keys in a mailbox or under a doormat. You are responsible for your keys throughout your stay with EazyCity.



UTILITIES AND RATES

- EazyCity promotes a green policy in all properties, so please conserve the use of electricity, gas, heating and water.
- Tenants should not leave the heating on constantly. In Ireland it is expected to only run the heat when needed, if you have individual control of your heat. Be conscious not to waste energy.



- Waste collection and water are included in your rent. It is the responsibility of all tenants to ensure that the waste is separated correctly for recycling/general trash/glass and that the bins are put out to the correct place for collection the night before the designated collection day every week. The bins must be brought back in the same day following the collection. Trash is to be placed inside the bin and not next to it. A fine of €20 per tenant will be issued for allowing rubbish to build up in the vicinity of the property which could result in a City Council fine and/or sanitary issues.

EAZYCITY 24/7 HOUSING EMERGENCY SERVICE

In the case of an emergency in your apartment, you can contact EazyCity 24/7. Emergencies are defined as: fire, flood, gas leak, break-in or any incident which involves the Emergency Services being called.

If you have a serious emergency in your apartment, take the following steps:

1) Immediately call:

112 or 999 General emergency number.

2) Once emergency services have been alerted, call the **EazyCity Emergency Number: +353-87-925-8106**



YOUR INTERNSHIP



For those undertaking an internship, take heed of the general advice below and follow these **RULES OF CONDUCT DURING THE INTERNSHIP:**

1. Show **respect** for the employer, workmates, interns and the tutor of the company regardless of gender, religion, national origin or sexual orientation.
2. **Arrive on time to** each working shift. In case of transport delays, you should notify immediately the manager and organise yourself differently to avoid future delays. **Notify, personally, the manager in case of delay** at the beginning of the day or after the lunch break.
3. **Respect the common areas** of the company and leave the workplace as you found it at the beginning of the internship and at the beginning of the day.
4. **In case of sickness, you should notify personally the manager** (and sending a message to the tutor) and ask him if it possible to stay at home. Call your manager, don't send just a message.
5. Ask for permission before moving away from the workplace. Moving away from the workplace without notify the shift manager and with no justified reason is prohibited.
6. **Don't use your own language** with colleagues from your same country (except urgent reasons) **while you are in the workplace** (it is considered disrespectful for people who don't understand the conversation and could be misinterpreted).



7. *Don't ask for money, salary or refund to the company if it is not stipulated in the internship agreement or is not offered by the company. Don't steal.*
8. *Don't quite or change your internship before discussing it with EazyCity and without a good reason (accepted by the company tutor and EazyCity).*
9. **Be polite and proactive** during the internship (ask politely to repeat if you didn't understand anything, ask the supervisor what you could do when you have finished your assigned tasks ...)
10. **Dress appropriately.** Every internship site is unique. Some places are casual while some may require a uniform. Follow the dress code given to you.
11. **Take initiative.** After a week or so you will begin to feel more comfortable and understand the tasks and needs of your internship. Start on assignments without having to be told to start them. Of course, if you are unsure what to do, don't just sit there and wonder. Ask! Clarify! Your supervisor is expecting you to be responsible.
12. *Understand there are great, fun, exciting days and dull, boring, I wish I were outside days. Part of learning to be efficient and adaptable to a new workplace is understanding that you are there to learn, and sometimes this means doing tasks that are not all that exciting. Completing your tasks each day for the duration of your internship is a great introduction to the work world.*



PUBLIC TRANSPORT



The public bus service in Cork is operated by **Bus Eireann**. At [this link](#) you can find all information in relation to routes around the city and relevant timetables.

To **save money you are recommended to use a Leap card**. These can be topped up and tapped as you enter the mode of transport and can be between 25% to 33% cheaper than cash fares. More information on the Leap card can be found [here](#).

Leap fares are 30% cheaper than cash single fares on city bus services, so commuters can pay as little as €1.68. And if you travel by train you get a great deal with Leap Card fares as low as €1.73. You can buy the leap card at Parnell Place Station. Leap Cards can be topped up using ticket machines available at selected stations and at Payzone Leap agents around the city.



USEFUL CONTACTS, APPs, SERVICES



USEFUL APPLICATION



FreeNow (App) – useful for taxi booking services around Cork



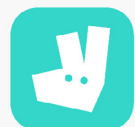
Tesco (App) – useful for ordering groceries to your home



BuyMie (Website) – useful for ordering groceries from several other stores



JustEat (App) – useful for ordering take away food services



Deliveroo (App) - useful for take away food services and for ordering groceries from stores such as Aldi



UberEats (App) – useful for take away food services

PHARMACIES IN CORK

Most of the pharmacies are in the city centre. Here are some you might find convenient:

Phelan's Late Night Pharmacy

9 Patrick Street, Cork

Open until 9pm – 7 days per week

Phelan's Midnight Pharmacy

Kinsale Road Roundabout

Open until midnight – 7 days per week

Pharmacies in local suburban areas are usually open Mon-Sat and closed on Sundays.



DOCTORS IN CORK

For non-emergency illness in Ireland you would firstly visit a GP (General Practitioner) also known as a family doctor. There are various GP clinics in Cork and EazyCity Staff can assist you in making an appointment. The cost of a visit is approximately €60. A GP can prescribe medication, take blood samples etc or may refer you on to a specialist or hospital in the case of more serious illness. GP clinics are usually open Mon-Fri 9am-5pm.

For evenings and weekends there is a service in Cork called SouthDoc (www.southdoc.ie). There are two SouthDoc clinics in the city area (Kinsale Road and Blackpool). If you need to see a GP out of hours this is the service to use. You need to call SouthDoc on 1850-335-999 and they will schedule an appointment for you normally within 90 minutes but it could be longer depending on wait times. The cost for a visit is approximately €60 similar to a regular GP visit.

HOSPITALS IN CORK

The two Cork city public hospitals with Emergency Departments are Cork University Hospital (CUH) and the Mercy Hospital.

Cork University Hospital (CUH)

Address: Wilton, Cork

Phone: (021) 492 2000

Mercy University Hospital

Address: Grenville Place, Cork T12 WE28

Phone: (021) 493 5241

There is also a private clinic where wait times are less but fees may be higher.

Affidea – Minor Injuries and Illness Walk-ins Clinic - Express Care

The Elysian, Eglinton Street, Cork City Centre

Tel: 021 431 9995

10 am- 10 pm everyday



We hope you have a wonderful time on your intern abroad program, and that you make memories and take away experiences that help you grow personally, academically, and professionally. We are looking forward to meet you in Cork!

The EazyCity Team

EazyCity Emergency Number: +353-87-925-8106



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eazycity.net