



EDUCATION WELFARE SERVICE

**Staying Connected to Support Families
and Young People during Covid-19**

A Guide to Key Support Services

Child Protection and Safeguarding:

Gateway Services/Child protection

If you are concerned about the safety or wellbeing of a child or young person contact the Gateway Service.

Gateway is the first point of contact for all new referrals to children's social work service and is responsible for:

- Making sure that all new referrals are responded to promptly
- Linking with children and families to assess their needs and identify appropriate support services
- Ensuring an immediate response to safeguard children in need of protection
- Making sure children and young people receive ongoing social work support whenever they need it
- Ensuring that everyone involved with a child can contribute to the assessment of the child and their family
- Working closely with other agencies when additional support is needed.

Domestic and Sexual Abuse Support in Northern Ireland

All @WomensAidNI support services are open! If you need information, support or advice about #DomesticAbuse look at the map to find out where & how you access help. You can also contact the 24 HR @dsahelpline


Women's Aid is OPEN

If you are experiencing domestic abuse and need support and information you can contact your local Women's Aid group Mon-Fri, 9am-5pm


You can also contact the 24 hr Domestic and Sexual Abuse Helpline (managed by NEXUS) on 0808 802 1414

If you are in an emergency situation you can contact the police on 999

#WeAreWomensAid



Women's Aid is the lead voluntary organisation challenging and addressing domestic violence and abuse in Northern Ireland. WAFNI is the umbrella body of nine Women's Aid groups across NI. Women's Aid groups throughout NI provide refuge and a range of emotional and practical support services, including outreach and aftercare to women and children suffering from domestic violence and abuse.



1. Antrim, Ballymena, Carrickfergus, Larne & Newtownabbey Women's Aid	reception@womensaidabcn.org	028 2563 2136
2. Armaghdown Women's Aid	admin@womensaidarmaghdown.org	028 3025 0765
3. Belfast & Lisburn Women's Aid	admin@belfastwomensaid.org.uk	028 9066 6049
4. Causeway Women's Aid	womensaidcoleraine@btinternet.com	028 7035 6573
5. Fermanagh Women's Aid	womensaidfermanagh@btopenworld.com	028 6632 8898
6. Foyle Women's Aid	info@foylewomensaid.org	028 7141 6800
7. Mid-Ulster Women's Aid	admin@midulsterwomensaid.org.uk	028 8676 9300
8. North Down & Ards Women's Aid	info@ndawomensaid.org	028 9127 3196
9. Omagh Women's Aid	info@omaghwomensaid.org	028 8224 1414
10. Women's Aid Federation Northern Ireland	info@womensaidni.org	028 9024 9041

Open Monday - Friday 09:00 - 17:00

The DSA Helpline is still operating 24/7 and can provide support to anyone who needs it.

You can call 0808 802 1414, email help@dsahelpline.org or contact us through the live chat function on this website.

The purpose of the Helpline is to offer support, advice and referral for any victim of domestic and sexual abuse/violence in Northern Ireland. The Helpline will also offer support and advice to those concerned about victims, those with concerns as to whether abuse is occurring and to professionals.

Important contact information

Telephone: 0808 802 1414 – 24/7 Confidential & Free

Website: www.dsahelpline.org

Twitter: www.twitter.com/dsahelpline

Facebook: www.facebook.com/dsahelpline

If you're in an emergency situation and need police help, but can't speak, Make Yourself Heard and let the 999 operator know your call is genuine. #KeepingPeopleSafe

Make Yourself Heard

In danger, need the police, but can't speak?

- 1** Dial 999
- 2** Listen to the questions from the 999 operator
- 3** Respond by coughing or tapping the handset if you can
- 4** If prompted, **press 55**
This lets the 999 call operator know it's a genuine emergency and you'll be put through to the police.

See our guide for more information.



#MakeYourselfHeard
#SilentSolution



www.policeconduct.gov.uk



IOPC Independent Office for Police Conduct

women's aid
until women & children are safe

NPCC
National Police Chiefs' Council

Advice if your child is unwell (from the Health and Social Care Board):
Whilst following Government advice is to stay home, it can be confusing to know what to do when your child is unwell or injured. Remember NHS 111, GPs and hospitals are still providing the same safe care that they've always done.



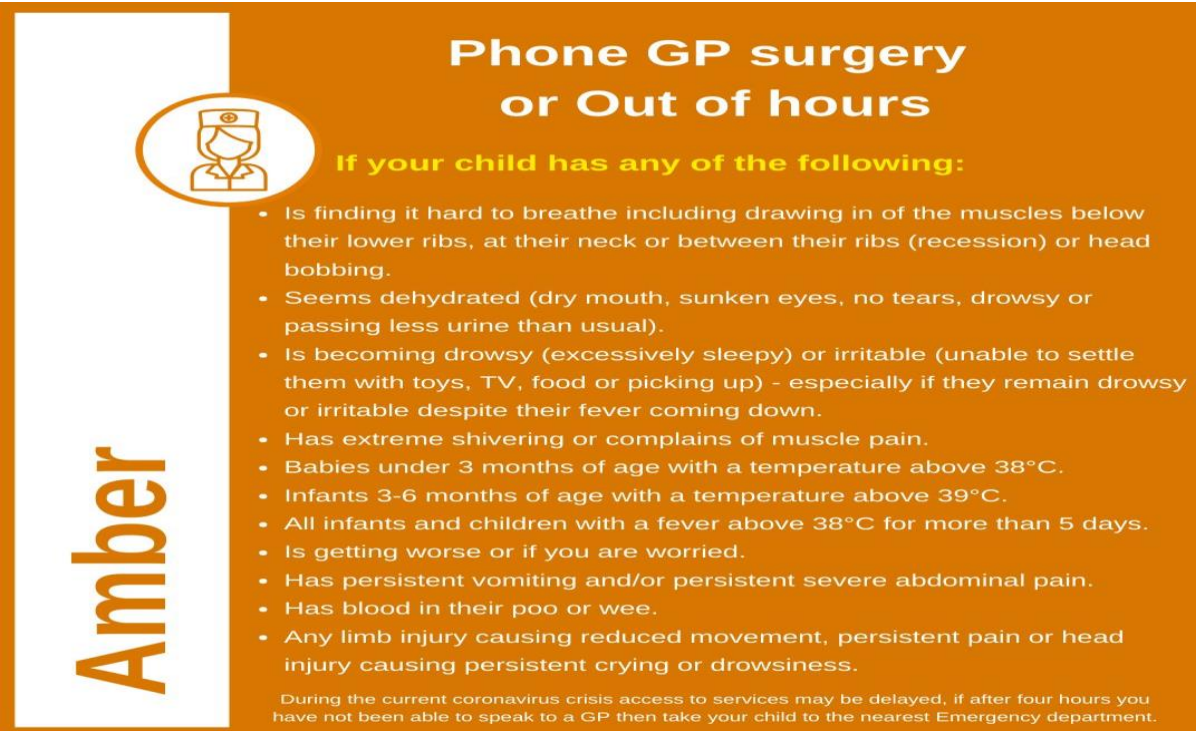
Self-care




If none of the features mentioned in amber or red are present:

- You can continue to provide your child's care at home. For more information see: www.nidirect.gov.uk/conditions/childhood-illnesses
- Additional advice is available to families for coping with crying of well babies at: www.iconcope.org
- Additional advice is available for children with complex health needs and disabilities at: www.wellchild.org.uk

If you are still concerned about your child, call your GP surgery



Phone GP surgery or Out of hours



If your child has any of the following:

- Is finding it hard to breathe including drawing in of the muscles below their lower ribs, at their neck or between their ribs (recession) or head bobbing.
- Seems dehydrated (dry mouth, sunken eyes, no tears, drowsy or passing less urine than usual).
- Is becoming drowsy (excessively sleepy) or irritable (unable to settle them with toys, TV, food or picking up) - especially if they remain drowsy or irritable despite their fever coming down.
- Has extreme shivering or complains of muscle pain.
- Babies under 3 months of age with a temperature above 38°C.
- Infants 3-6 months of age with a temperature above 39°C.
- All infants and children with a fever above 38°C for more than 5 days.
- Is getting worse or if you are worried.
- Has persistent vomiting and/or persistent severe abdominal pain.
- Has blood in their poo or wee.
- Any limb injury causing reduced movement, persistent pain or head injury causing persistent crying or drowsiness.

During the current coronavirus crisis access to services may be delayed, if after four hours you have not been able to speak to a GP then take your child to the nearest Emergency department.

Red



Emergency department

Go to the nearest emergency department or phone 999

If your child has any of the following:

- Becomes pale, mottled and feels abnormally cold to the touch.
- Has pauses in their breathing (apnoeas), has an irregular breathing pattern or starts grunting.
- Severe difficulty in breathing becoming agitated or unresponsive.
- Is going blue round the lips.
- Has a fit/seizure.
- Becomes extremely distressed (crying inconsolably despite distraction), confused, very lethargic (difficult to wake) or unresponsive.
- Develops a rash that does not disappear with pressure (the 'Glass test').
- Has testicular pain, especially in teenage boys.

Supporting Young People With Their Mental Health:

<https://youngminds.org.uk/>

The Young Minds webpage has an advice page for anyone struggling with self-isolation, coronavirus and the impact this could be having on your mental health. Advice sections include:

- I'm feeling anxious all the time
- My mood is low because of all the bad news
- I am struggling with self-isolation and social distancing
- I am struggling to manage my eating disorder
- I have lost a loved one due to coronavirus
- What else can I do to look after my mental health
- Helplines and services available

The Mix

- You can find information for young people about coronavirus and ideas for things to do while staying home on their website.
- The Mix's emotional support services are open as normal – and if you're under 25 you can talk to them about anything that's troubling you over the phone, email or webchat. You can also use their phone or online counselling service.
- Helpline open daily 4-11pm: 0808 808 4994
- Email service
- Webchat open daily 4-11pm
- Counselling service

Childline

- If you're under 19 you can confidentially call, email or chat online about any problem big or small
- Freephone 24h helpline: 0800 1111

YoungMinds Crisis Messenger

- Provides free, 24/7 crisis support across the UK if you are experiencing a mental health crisis
- If you need urgent help text YM to 85258
- All texts are answered by trained volunteers, with support from experienced clinical supervisors
- Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus.

Independent Counselling Service for Schools (ICSS)

COVID -19 Contingency Plan for the provision of Counselling for Post Primary aged pupils in Mainstream or Special Schools.

We have developed plans for the continued provision of counselling for post primary pupils through the Independent Counselling Service for Schools.

Counselling will be provided via telephone or online video calling. Pupils and parents should contact their school for more details. Further information available here:

<https://bit.ly/3dDAjR0>

For information and advice about Coronavirus (COVID-19) visit www.nidirect.gov.uk/coronavirus

ParentLine:



Call Parentline NI today for advice, support or guidance.



I'm glad to inform you ParentLine will continue operating as normal throughout this difficult period. We have put measures in place to ensure our staff will continue to answer the helpline as normal. –
0808 8020 400

Our face to face service has been altered to Video Conferencing via numerous platforms.

Unfortunately, at this time we can not accept referrals by post – please email them to parentline@ci-ni-org.uk

Parenting NI website and helpline - is very good for parents.



ParentingNI

Call our Support Line free on
0808 8010 722

Lifeline Counsellors available 24 hours a day, 7 days a week who are experienced in dealing with issues such as depression, anxiety.

Offers help and support, in confidence. Telephone: **0808 808 800**

Website: www.lifelinehelpline.info



Online Safety At Home

The National Crime Agency (NCA) CEOP command has launched a campaign to help keep children safe online during the coronavirus pandemic.

The #OnlineSafetyAtHome campaign contains home activity packs with 15-minute activities for parents and carers to do with their children using CEOP's Thinkuknow educational resources.

Find out more at:

www.thinkuknow.co.uk/.../Support-to.../home-activity-worksheets/

The worksheets can be easily incorporated into home schooling and includes activities aimed at children of all ages.

Click CEOP #Thinkuknow



THINK UKNOW
CO.UK

#OnlineSafetyAtHome

SIMPLE 15 MINUTE ACTIVITIES TO DO WITH YOUR CHILD

DOWNLOAD THE PACKS FOR AGES:

4-5 5-7 8-10 11-13 14+



SAFER SCHOOLS

Department of Education
www.education-ni.gov.uk

The Department of Education
Northern Ireland Safer Schools App
Supporting parents and carers to keep the children in their care safer online.

Educate • Empower • Protect

Download on the App Store

GET IT ON Google Play

Download the Safer Schools App for free today and log in using the QR code



Parents / Carers - Primary

www.ineq.com/safer-schools-ni

Remote Learning:

Parents should continue to check the webpage of their child's registered school for learning information or work packs.

Home Education Northern Ireland (HEDNI) - With schools currently closed the website has made available an extensive list of free and paid resources that have been tried and tested by their home educating members. Resources can be accessed at: <http://hedni.org/>

Khan Academy	Free	Oxford Owl	Free
BBC Bitesize	Free	Teach Your Monster to Read	Free
BP Educational Service	Free	Mystery Doug	Free
Mystery Science	Free (+ paid)	BBC Terrific Science	Free
Woodland Trust - Nature Detectives	Free	School Science	Free
Education.com	Free(+paid)	Code Academy	Free
Duolingo	Free	Scratch animations	Free
Kidworldcitizen.com	Free	Corbett Maths	Free
Code Combat	Free	K5 Learning	Free
Roald Dahl.com	Free	Open University's	Free courses
Prodigy Maths	Free	Big History Project	Free
TES	Free	Arkive	Free
Teachers Pay Teachers	Free (+paid)	Topmarks	Free
Learning Resources Science Museum	Free	Primary Resources	Free
Quizlet	Free	Easy Peasy Homeschool	Free
Edx	Free	Operation Ouch/ Bright Side	Free

Oak National Academy – in a move to make remote learning more accessible a new national online academy providing 180 online lessons per week will be launched on Monday 20th April 2020. The Oak National Academy has been created by 40 teachers from some of the UK's top schools. Virtual classes will cover a broad range of subjects including maths, arts and languages for children ranging in age from reception to Year 10.

The Oak National Academy can be accessed at:

<https://www.thenational.academy/>

BBC Bitesize will have daily programmes to guide parents and children through their learning day and daily online lessons.

There'll also be loads of fun stuff like videos, quizzes, podcasts and articles to make your core subjects a bit more exciting! It all launches on 20th April 2020. BBC Bitesize can be accessed at: <https://www.bbc.co.uk/bitesize>

EA Youth Service Support:

The Stay Connected service is for young people age 9-25, so they can stay in touch with youth workers, to have a chat or to let them know of any support needed to stay safe at home.

The EA Youth Service Stay Connected service can be accessed at: <https://www.youthonline.org.uk/stay-connected/>



You can call the **RNIB Helpline on 0303 123 9999** or email helpline@rnib.org.uk. It is open Monday to Friday 8am to 8pm and on Saturday from 9am until 1pm for advice, support and talking books.

As hospital eye care services are affected, our Eye Clinic Liaison Officer (ECLO) service will be mostly delivered by telephone, so eye clinic patients can continue to access practical and emotional support.

A great range of products are available at: <https://shop.rnib.org.uk>.

Support for Older People:

Age NI, with the support of the Commissioner for Older People for Northern Ireland, is offering a 'Check in and chat' telephone service for everyone who is over 60 in Northern Ireland, who may feel isolated or lonely during this time. It's hoped that the initiative will help provide some reassurances to older people, answer basic queries and link people to local services and support during the [Coronavirus](#) outbreak. These are potentially difficult times for many older people, especially those living alone who may not have anyone to share their concerns. Others may just want to have a chat about what they saw on television last night. Hopefully, this initiative will help older people cope with some of the challenges arising from the Coronavirus outbreak.

Anyone over 60 in Northern Ireland can register free of charge, to receive a regular telephone call from us. All you need to do is:

Call Age NI Advice on 0808 808 7575

OR

Email us info@ageni.org

Alzheimer's Society A membership organisation, which works to improve the quality of life of people affected by dementia in England, Wales and Northern Ireland Telephone: **0300 222 1122** Website: www.alzheimers.org.uk

BELFAST & DUNDONALD AREAS

Drug and Alcohol Support Services:

Information on Drug and Alcohol Support Services in the South Eastern HSC Trust area. More information can be found at: <https://drugsandalcoholni.info>

DRUG AND ALCOHOL SUPPORT SERVICES

SOUTH EASTERN HEALTH AND SOCIAL CARE TRUST AREA

Date of publication: SEPTEMBER 2019 (A)

Disclaimer: Whilst every effort has been made to ensure the accuracy of the information provided in this directory, we do not accept any responsibility or liability for any errors that have occurred. It is recommended that you always check directly with providers that their service or organisation meets your requirements.

This publication can also be downloaded from www.drugsandalcoholni.info



Services for Adults

MARC Project

Drop in service for chronic drinkers in the North Down and Ards area offering basic care, housing and crisis support.

The Link

☎ Tel: 028 9182 1124

South Eastern Outreach Team

Low threshold service aimed at those who misuse alcohol and/or drugs at harmful levels and/or in harmful ways but who are unable to commit to formal treatment (including chronic drinkers and injecting drug users).

Open Access/Self Referrals Accepted

Simon Community

☎ Tel: 074 3575 4307

☎ Tel: 074 3575 4302

☎ Tel: 074 3575 4301

Community Based Adult (Step 2) Service

One to one therapeutic treatment and support service for alcohol and/or drug misuse. Family members can also get advice and support - regardless of whether their significant other is seeking help.

Open Access/Self Referrals Accepted

Dunlewey Addiction Service

☎ Tel: 028 9039 2547

Statutory Addiction Service

Provided by a range of specialist teams within community and hospital settings.

GP & Mental Health Professional Referrals

SEHSCT

☎ Tel: 028 9151 2159 (Newtownards)

☎ Tel: 028 9266 8607 (Lisburn)

☎ Tel: 028 4451 3921 (Down)

Residential treatment is accessible through the statutory addiction service.

Addiction Service Referrals

Ward 15, Downshire.

☎ Tel: 028 4451 3922

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Young People/Family

Bangor Youth Engagement Service (YES)

A youth friendly, holistic health and wellbeing service where young people, aged 11-25, have opportunities to socialise and to get advice and support on a range of issues.

Open Access

Extern (based in Bangor YMCA)

☎ Tel: 028 9145 4290

Strengthening Families Programme

Parents and children participate in the programme, both separately in teen and parent sessions, and then together in family sessions (7 week programme).

Targeted at At-Risk/Vulnerable Families

SEHSCT

☎ Tel: 028 9250 1357

Targeted Lifeskills Service

Groupwork programmes for young people, aged 11-25, focussed on lifeskills and harm reduction.

LYMCA

☎ Tel: 028 9267 0918

Steps 2 Cope

Online support and self help resources for young people, aged 11-18, affected by a parent's use of alcohol.

ASCERT & Barnardos

☎ www.stepstocope.co.uk

DAISY

One to one and group therapeutic treatment and support service for children and young people aged 11-25. Family members can also get advice and support - regardless of whether their significant other is seeking help.

Open Access/Self Referrals Accepted

Start 360 & ASCERT

☎ Tel: 028 9043 5815

Pharos

Therapeutic treatment and support for families and children affected by parental alcohol and/or drug misuse.

Social Services/Addiction Services Referrals

Barnardos

☎ Tel: 028 9066 3470

DAMHS (Drug and Alcohol Mental Health Service)

Offering a range of therapeutic support services for young people aged under 18 with significant mental health and substance misuse difficulties.

GP/CAMHS Referrals

BHSCT DAMHS

☎ Tel: 028 9063 8000

Specific Groups

Needle and Syringe Exchange Sites

Clear Pharmacy

☎ 5 Church Street, Bangor

☎ Tel: 028 9127 1820

Gordon's Pharmacy

☎ 35-37 Market Street, Downpatrick

☎ Tel: 028 4461 2014

☎ 56 Bow Street, Lisburn

☎ Tel: 028 9267 4747

☎ 2a Regent Street, Newtownards

☎ Tel: 028 9181 3217

Group Support

Call or go online to find a meeting near you.

Alcoholics Anonymous

12 Step Programme/Group Meetings

☎ www.alcoholicsanonymous.ie

AlAnon

Group Support for Family Members

☎ Tel: 028 9068 2368

☎ www.al-anonuk.org.uk

Alateen

Group Support for Teenagers

☎ Tel: 028 9068 2368

☎ www.al-anonuk.org.uk/alateen

Narcotics Anonymous

12 Step Programme/Group Meetings

☎ Tel: 078 1017 2991

☎ www.na-ireland.org

Community/Stakeholder Support

South Eastern Drug and Alcohol

Coordination Team/Connections Service (SEDACT Connections)

The DACT Connections Service provides information, advice, signposting and awareness raising initiatives to a range of community and stakeholder partners.

☎ Tel: 0800 254 5123 (ASCERT)

☎ www.drugsandalcoholni.info

☎ connections@sedact.info

Workforce Development Training

A range of drug and alcohol training courses for those working with adults, children and young people.

ASCERT

☎ Tel: 0800 254 5123

Drink, Work and Me

Offers one to one and online support alongside training to enable employers to recognise the impact of alcohol related harm on the individual and the workplace.

Addiction NI

☎ 028 9066 4434

☎ www.drinkworkandme.com

For more detailed information on services available in your HSC area visit:

www.drugsandalcoholni.info



In Crisis? Call

Lifeline

FREE 24/7 HELPLINE
0808 808 8000

Belfast HSCT Community Coordination Centre

Social work staff in partnership with the GP Federation Support Unit and the Community Development Team have established a Community Coordination Centre, open every day 8am-10pm. Staff are working with British Red Cross, local community and voluntary groups, the independent sector and Belfast City Council to ensure that service users receive the support they require, including food, fuel & medications. They also provide a listening ear to many people living in isolation. Referrals are accepted from key workers, Police Service of Northern Ireland, Northern Ireland Ambulance Service, GPs and NI Advice Line.

CAMHS

CAMHS in the Belfast HSCT and South Eastern HSCT continue to accept referrals via the normal routes. Assessment and treatments are being provided by Phone or video link.



Contact Details for Gateway Teams:

South Eastern HSCT

If you are concerned about the safety or welfare of a child please get in touch with the Children's Gateway Team on 0300 1000 300, Monday - Friday 9am - 5pm or out of hours and bank holidays on (028) 9504 9999.

**ARE YOU CONCERNED ABOUT THE SAFETY OR WELFARE OF A CHILD?
IF SO, PLEASE CONTACT:**

**SOUTH EASTERN HSC TRUST
CHILDREN'S SERVICES GATEWAY TEAM**

Tel: **0300 1000 300**
9.00am - 5.00pm
Monday - Friday

RESWS

Tel: **(028) 9504 9999**
5.00pm - 9.00am
Monday - Friday

(24hrs Saturday/Sunday/Bank Holidays)

Are you concerned about the welfare of a child?

Please contact:

Belfast Children's Gateway Team:
028 9050 7000
(9am-5pm, Monday to Friday)

RESWS: 028 9504 9999
(5pm-9am, Monday to Friday;
24 hrs Saturday/Sunday/bank hols)



FOODBANK SUPPORT

General information on foodbank support is available at

<https://www.trusselltrust.org/>

Northern Ireland foodbank support contact details:

Newtownards Foodbank

Address: Thriving Life Church, 18c Crawfordsburn Road, Newtownards, Co Down, BT23 4EA.

Phone: 028 9181 7487 or 07902933297

Website: <http://newtownards.foodbank.org.uk>

Email: info@newtownards.foodbank.org.uk

Opening Times: Tue 11:00 - 13:00, Wed 18:30 - 20:00 and Fri 11:00 - 13:00

Kircubbin satellite branch - Room 2 Maxwell Courtyard, Main Street, Kircubbin (beside mauds ice cream) – Opening Times: Thu 19:00 - 20:30.

Bangor NI Foodbank

Address: Bangor Foodbank and Community Support, 3 Balloo Court, Balloo Drive, Bangor, BT19 7AT.

Phone: [07821791674](tel:07821791674)

Website: <http://bangorni.foodbank.org.uk>

Email: info@bangorni.foodbank.org.uk

Hamilton Road Baptist (Bangor) – **Address:** 112 Hamilton Road, Bangor, Co Down, BT20 4LQ - Fri 11:00 - 12:30.

Bangor Foodbank and Community Support - **Address:** Balloo Court, Balloo Drive, Bangor, Co Down, BT19 7A QY - Mon 18:30 - 20:00.

Dundonald Foodbank

Address: 971 Upper Newtownards Road, Dundonald, Belfast, BT16 1RL.

Phone: [028 9543 5310](tel:02895435310) Mob [07514213900](tel:07514213900)

Website: <http://dundonald.foodbank.org.uk/>

Email: info@dundonald.foodbank.org.uk

Opening Times: Mon 09:00 - 12:00 and Fri 09:00 - 12:00.

South Belfast Foodbank

South Belfast Foodbank is OPEN but operating in a different way. Sadly we are unable to do our face to face sessions but we are still working to distribute food to those in food poverty in South Belfast.

If you need food because you are unable to afford it please contact a referral agency or email: info@southbelfastfoodbank.org.uk

Phone 07743332489

If you are an agency wanting information about our current methods of distribution please email: info@southbelfastfoodbank.org.uk

Website: <http://southbelfast.foodbank.org.uk/>

North Belfast Foodbank

Please note food parcels are only provided on the production of a voucher.
Clients to receive food -

Address: Immanuel Presbyterian Church, 35 Agnes Street, Belfast, BT13 1GG.
Opening Times: Monday 2.00pm to 3.30pm

Address: Ekenhead Halls, 19 North Circular Road, Belfast, BT15 5HB.
Opening Times: 2.30 - 4.00pm Tuesday and 6.30 - 8.00pm Thursday.

Phone: [07902 099 840](tel:07902099840)

Website: <http://northbelfast.foodbank.org.uk/>

Email: info@northbelfast.foodbank.org.uk

West Belfast Foodbank

Address: Conway Mill (Rear of Car Park), 5-7 Conway Street, Belfast BT13 2DE.
Opening Times: Thu 19:00 - 21:00

Phone: [07802462836](tel:07802462836)

Website: <https://westbelfast.foodbank.org.uk>

Email: info@westbelfast.foodbank.org.uk

South-West Belfast Foodbank

Address: 124 Stewartstown Road, Belfast, BT11 9JQ
Opening Times: Tue 13:00 - 14:30 and Thu 10:45 - 12:15

Phone: [07938706552](tel:07938706552)

Website: <http://southwestbelfast.foodbank.org.uk/>

Email: info@southwestbelfast.foodbank.org.uk

Lisburn Foodbank

Address: Old Tone 'n' Ten Building, LCC Community Trust, Graham Gardens,
Lisburn BT28 1XE.

Opening Times: Mon 11:00 - 13:00, Tue 11:00 - 13:00, Thu 11:00 - 13:00 and Fri
11:00 - 13:00.

Phone: [07756965868](tel:07756965868)

Website: <http://lisburn.foodbank.org.uk>

Email: team@lisburnfoodbank.org

**SUPPORTS FOR FAMILIES WITHIN ARMAGH, DUNGANNON, NEWRY,
CRAIGAVON & BANBRIDGE AREA**

Support with food

[in addition to these, local sports clubs and community groups are supporting families]

CRAIGAVON & BANBRIDGE AREA

Pastor Shelly from Shalom is linking in with Louise Henderson EA who has links with youth clubs in Craigavon area - EWO's have provided her with their names and numbers.

Craigavon area foodbanks - each area, Portadown, Craigavon and Lurgan have their separate referral agencies

- **Portadown**- Salvation Army and CIP
- **Central Craigavon**- St Vincent de Paul, Chrysalis and St Saviours Cofl
- **Lurgan**- Salvation Army and St Vincent De Paul

They have specific criteria for referral- vulnerable people who have been advised to self-isolate and those who are not shielding but are in critical need of food.

Banbridge – J29 Project, 26 Downshire Place, Banbridge, telephone number 07900552244.

We as EWS cannot get priority for families through the current food bank systems, our referral to food banks operates same as any other statutory group.

The food bags delivered through Dep of Communities are being delivered (in Lurgan anyway) through Youth Service. For week beginning 6 April 2020, there were 54 bags for Lurgan area. All went in direction of Mourneview and LGBTQIA young people who currently have no contact with their families due to relationship breakdown. Colette Murray is taking the names at the minute.

The Community Development Teams in Southern Trust are currently compiling a list of community supports and the referral system into them.

All GAA Clubs can receive grant from Dep of Communities in relation to food and supplies for those who have "shielding" letters for Dep of Health in their areas. Lurgan is operating food deliveries through GAA and St Ronan's as well as Shalom on Victoria Street for quite a few of my families, especially the Roma community.

All GPs in all areas should by now have community links within their geographic spread so that should anyone need a prescription, the script will be

sent to the chemist and then the person in need of the script gives permission for the chemist to give script to a community delivery person.

NEWRY & MOURNE AREA

The Larder (run by Newry Helping the homeless)	Self-referral and referral from other agencies	07477660575
Cornerstone Food-Bank Kilkeel	Opening times are Tuesdays 12noon to 2.00pm & Thursdays 6.00pm to 7.30pm but in emergency there is flexibility for collection.	Helpline 07856888701 Email : cornerstonefoodbankkilkeel@gmail.com .
St Vincent De Paul	self-referral and referral from other agencies, voucher scheme	028 3026 7590
Newry Christian Centre/Trussell Trust Food Bank	Referral from other agencies but considering self-referrals	07512946911 028 3083 2896
Advice NI	Government food parcel service for the most vulnerable Self-referral and referral through local community organisations and local council representatives	https://www.adviceni.net/ .

ARMAGH & DUNGANNON AREA

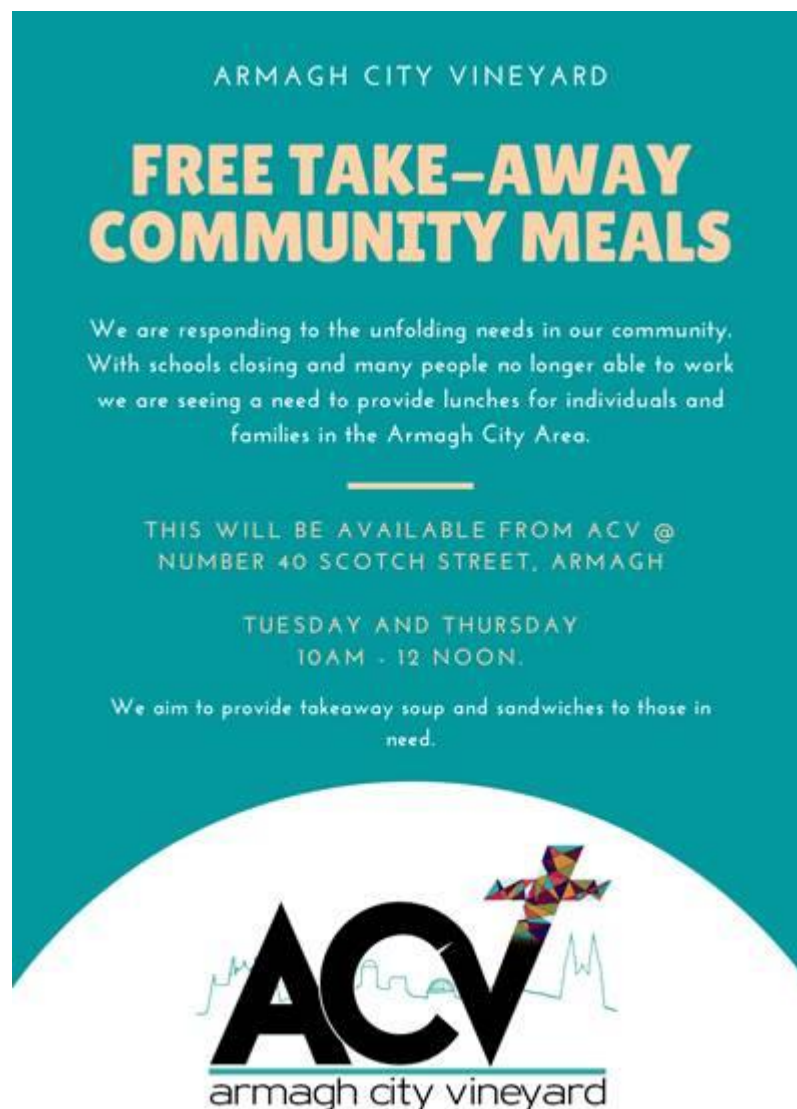
Armagh Food Bank
Armagh Elim Church
Drumanmore Road
Armagh
BT61 8DP

Email: info@armagh.foodbank.org.uk

Phone: 07752680805

There is potential for EA to hold vouchers that can be distributed to vulnerable families.

Armagh City Vineyard
40 Scotch Street
Armagh City



ARMAGH CITY VINEYARD


FREE TAKE-AWAY COMMUNITY MEALS

We are responding to the unfolding needs in our community. With schools closing and many people no longer able to work we are seeing a need to provide lunches for individuals and families in the Armagh City Area.

THIS WILL BE AVAILABLE FROM ACV @
NUMBER 40 SCOTCH STREET, ARMAGH

TUESDAY AND THURSDAY
10AM - 12 NOON.

We aim to provide takeaway soup and sandwiches to those in need.



armagh city vineyard

DUNGANNON

Vineyard Church in Dungannon
4 Church lane
Dungannon
BT71 6AA

Tel: 028 8775 2133

email is: sharon@vcdgn.co.uk

Vineyard is just a phone call to arrange collection no referral

SVP can provide vouchers for local supermarkets (usually £60) for Sainsbury's or Tesco – 02887727323 and are also providing food parcels.

Mid Ulster council are also providing assistance in relation to food parcels.

COOKSTOWN

Antioch Store House Foodbank
55 Molesworth Street Cookstown BT80 8NX
Pastor Obahor
Phone 07912363933
028 8676 9066

Additional information & supports for families

Covid response contacts for Team via councils. The Councils are the lead agency on Covid Community response -

<https://www.armaghbanbridgecraigavon.gov.uk/health-wellbeing/>

<https://www.newrymournedown.org/coronavirus>

<https://www.midulstercouncil.org/resident/health-wellbeing/coronavirus-advice-and-information/local-community-support>

<http://www.southerntrust.hscni.net/Autism.htm>

<https://www.parentingni.org/>

<http://www.southerntrust.hscni.net/pdf/Updated%20Hub%20Leaflet%20-%20April%202016.pdf>

<https://www.younghealthymindsni.co.uk/>

<http://www.southerntrust.hscni.net/pdf/GatewayLeaflet2012.pdf>



Newry Sure Start
E-News April 2020



Women's Aid
.Services during covi



safety plan for self
isolation.pdf

<https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers-on-supporting-children-and-young-peoples-mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak>



For daily updates on services available in your area during COVID-19

The Southern Health & Social Care Trust has introduced a new Helpline for children, young people and families, to ensure we can stay connected during the Covid-19 lockdown. Click [HERE](#) to watch the information video on the Helpline.

Staying Connected Helpline

Commencing 15 April 2020

028 3756 7150

Commencing 15 April 2020

HSC Southern Health and Social Care Trust
Quality Care - for you, with you

We are here to help
If you don't have a children services social worker
this may be for you

Staying Connected is a helpline for **children, young people and families** in the Southern Health and Social Care Trust area who may need practical advice and who could be socially isolated due to the COVID-19 pandemic.

Staying Connected has been established to respond to the challenges associated with social isolation.

Trained social care staff will answer your call, offering you:

- A listening ear
- Support and guidance
- Links to practical support and follow up services

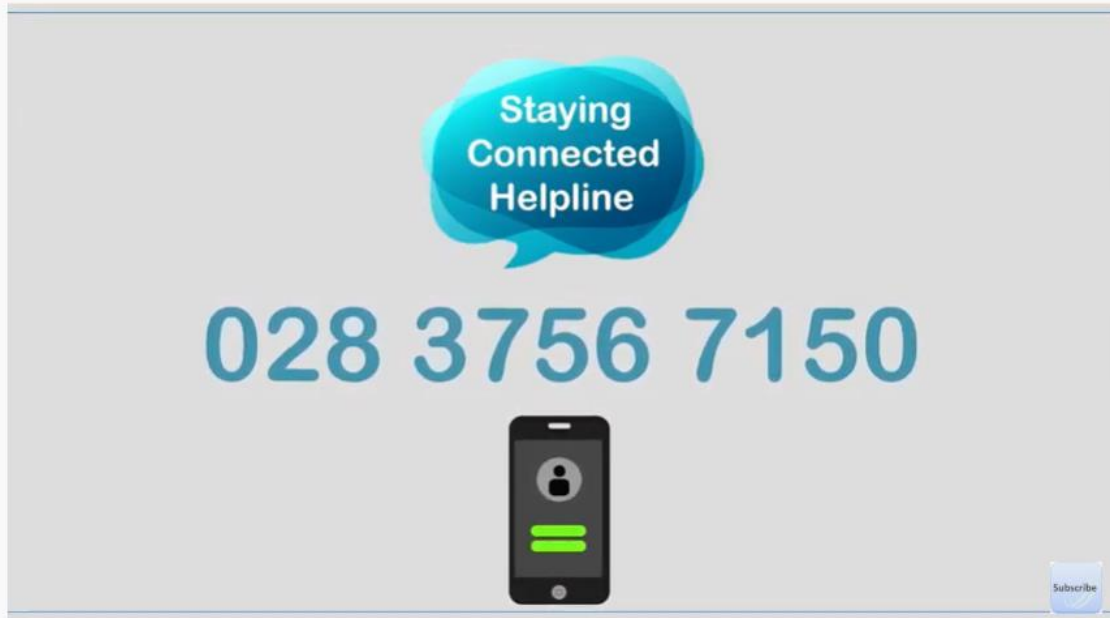


Call us on **028 3756 7150**
 During office hours: Monday to Friday, 9am – 5pm

youtube.com/watch?v=ga4duGdet7l&feature=youtu.be

YouTube GB

Search



Staying Connected Promotional Video April 2020

BALLYMENA NORTHERN TEAM

COLERAINE FOODBANK

DAYS: Tuesday, Wednesday, Thursday, Friday

TIMES: 1130am-1pm

VENUE: Hope Centre, Vineyard Compassion

10 Hillmans Way, Ballycastle Road

Coleraine

BT25 2ED

028 7022 0005 / info@vineyardcompassion.co.uk

PORTSTEWART FOODBANK

DAYS: Thursday

TIMES: 11am-12noon

VENUE: Portstewart Baptist

172-174 Coleraine Rd

Portstewart

BT55 7PL

028 7022 0005 / info@vineyardcompassion.co.uk

BALLYMONEY FOODBANK

DAYS: Tuesday between 10am and 11.30am and Friday between 2pm and 3.30pm

VENUE: 40 Ballymena Road, Ballymoney, BT53 7EY

07565840571

BALLYCASTLE FOODBANK

DAYS: Wednesday 2pm to 3pm

VENUE: Dalriada House

Coleraine Road

Ballycastle

BT54 6BA

028 2076 9555 / info@ballycastle.foodbank.org.uk

MAGHERAFELT FOODBANK

DAYS: Tuesday 12 noon – 1.30pm, Friday 1pm – 2.30pm

VENUE: Magherafelt Baptist Church

6 Ballyronan Road, Magherafelt, BT45 6BP

07393451504 / info@magherafelt.foodbank.org.uk

FOODBANK COMMUNITY HUBS – Coleraine Area

Causeway.foodbanks.org.uk

Portrush: SVP - Roisin Doherty - 07508549574

Portstewart: SVP - Terence Butcher - 07508549701

Garvagh/ Aghadowey / Kilrea: Tanya Collins - 07851273122

Coleraine BT51: SVP - Anne Irwin - 07752017340

Castlerock area: Hazel Gallagher - 07731438391

Out of hours – evenings and weekends - 07920186765

BALLYMENA CENTRAL TEAM

Antrim Foodbank and Ballymena Foodbank are operating a delivery system at present. If any families require assistance, details should be passed to Alain Douglas (Senior EWO – alain.douglas@eani.org.uk or 07970886029) with the following information:

1. Name
2. Address
3. Contact number
4. Number and make up of the family (e.g. 2 adults & 3 Children)
5. Main cause of crisis

BALLYMENA SOUTHERN TEAM

LARNE FOOD BANK

Days: Tuesday 1pm to 3pm; Wednesday 5pm to 6.30pm; Friday 10am to 12 noon

Venue: Craigyhill Methodist Church

1 Brustin Brae Road

Larne

BT40 2HS

Tel: OFFICE 028 2827 7530 EMERGENCY 07443435404

EMAIL: info@larne.foodbank.org.uk

NEWTOWNABBEY FOODBANK

www.newtownabbey.foodbank.org.uk<<http://www.newtownabbey.foodbank.org.uk>

Days: Monday 2pm to 4pm, Wednesday 6.30pm to 8.30pm

Venue: 258 Carnmoney Road

Newtownabbey

BT36 6JZ

Tel: 07581179604

EMAIL:

info@newtownabbey.foodbank.org.uk<<mailto:info@newtownabbey.foodbank.org.uk>

CARRICKFERGUS FOODBANK

Days: Wednesday 10am to 12 noon, Friday 10am to 12 noon

Venue: Jordan Victory Church

75 Woodburn Road

BT38 8PS

Tel: 028 9343 8475

EMAIL: info@carrickfergus.foodbank.org.uk

Additional information

Covid response contacts for Team via councils. The Councils are the lead agency on Covid Community response -

<https://www.armaghbanbridgecraigavon.gov.uk/health-wellbeing/>

<https://www.newrymournedown.org/coronavirus>

<https://www.midulstercouncil.org/resident/health-wellbeing/coronavirus-advice-and-information/local-community-support>

FERMANAGH AREA FOODBANKS

SERVICE	DETAILS	CONTACT
Enniskillen Food Bank	<p>A 3-day emergency food parcel is available – referral is essential – contact the foodbank to get a referral</p> <p>The Lakes Vineyard Church 6–8 Cross Street Enniskillen BT74 7DX Open Wed and Fri 10am - 12 noon</p>	<p>John Shades 07512548849 info@enniskillen.foodbank.org.uk</p>
Share Ardess Kesh	Foodbank	<p>Alan & Eleanor Crawford 028 6863 2695</p>
Arc Centre Irvinestown	Foodbank - open Fridays	028 6862 8742
Elim Church – storehouse food bank	Food parcels delivered to those in need	<p>Pastor Nigel Elliott – 07595654414 (028) 6632 9972 www.enniskillenelim.com</p>
The Pantry Lisnaskea	Foodbank	07677722677
County Fermanagh Grand Orange Lodge	Welfare Officers available to assist with shopping and medical needs	fermanaghgolsec@gmail.com

OMAGH FOODBANKS

SERVICE	DETAILS	CONTACT
Food Bank	Omagh Community service provide food parcels for people in need	email: office@omaghcommunitychurch.com or text 07784870375
Food Bank	Omagh Community outreach	<u>Address:</u> 51 Market Street, Omagh BT78 1EL <u>Phone:</u> 07718915435
Food Bank	St Vincent de Paul	07738837991

- A network of volunteers, from across the Omagh District are getting ready to assist with the collection of prescriptions from local pharmacies, delivery of groceries/top-ups/essentials from local shops. (Contact us for telephone numbers)
- You can call one of our local shops and they will arrange delivery:

OMAGH

Dolan's MACE: 028 8224 5492 (Strathroy) / 028 8224 9307 (Gortin Road).

McBride's SPAR: 028 8224 2409 (Old Mountfield Road) / 028 8224 6606 (Gortin Road) / 028 8224 4891 (Hospital Road).

McGinn's SPAR: 028 8225 2040 (Killyclogher)

CENTRA Brookmount Road: 028 8224 9517.

McCullagh's CLASSIC: 028 8225 1511 (Dromore Road).

McGirr's SPAR: 028 8224 7188 (Kevlin Road).

McCullagh's CENTRA: 028 8225 2511 (Campsie)

SUPERVALU: 028 8224 2310 (Market Street, Omagh)

DUNNES: 028 8225 2705 (Omagh).

DROMORE

COSTCUTTER: Dermot Montague 028 8289 8213.

CARRICKMORE

HUGHES EUROSPAR: 028 8076 0901

MOUNTFIELD

MEALS ON WHEELS: 028 8077 1243 (Phone Mickey before 10.30am) Delivers hot meals (and dessert!) for £5 in Mountfield and across the Omagh area.

VIVO: 028 8077 1007 (Marie Meenagh. Phone before 10.30am for delivery that day).

GREENCASTLE

COSTCUTTER: 028 8164 8189.

FINTONA

HEGARTY'S SUPERVALU: 028 8284 1481.

CASTLEDERG

RED PEPPER RESTAURANT: Daily meals being delivered to older/vulnerable people in the area. 028 8167 9990.

VIVO: 028 8167 1556

SPAR: 028 8167 9798.

SESKINORE

VILLAGE STORE: 028 8284 0021

BERAGH

SPAR: 028 8075 8273

St. Vincent de Paul Society

The Parish's SVP conferences will continue their work as usual. If you wish to avail of their assistance, they can be contacted on the following number: 07738837991.

We all have a part to play in this, so if you would like to volunteer, donate, or assist in any other way, please call the number above.

WE ARE ALL IN THIS TOGETHER!

OTHER USEFUL CONTACT NUMBERS



MEDICAL

If you have an urgent medical problem and you're not sure what to do, call **111**, 24 hours a day, 7 days a week: or visit **111.nhs.uk**.

In a life-threatening emergency, or if someone is seriously ill or injured, call **999**.

PHARMACY

Slevin's Chemist: 028 8224 2901

Bradley's: 028 8224 0554 Pharmacy (Old Mountfield Road) 028 8223 6154.

Gordon's Chemist: 028 8224 2122

Kelly's Chemist: 028 8224 2030

ADVICE

Omagh Independent Advice Services: 028 8224 3252 (Monday to Friday 9am-1pm and 2pm-5pm).

LOCAL GOVERNMENT AND BENEFITS

Fermanagh Omagh District Council: 0300 303 1777.

Benefits / Universal Credit/ PIP / Statutory Sick Pay: Visit www.nidirect.gov.uk.

If you have to stay at home because of Coronavirus and you need a note for your employer contact NHS 111 or online at 111.nhs.uk.

ALL BENEFITS ASSESSMENTS WILL BE CARRIED OUT OVER THE PHONE.

Telephone: 0800 022 4250

SAMARITANS OF OMAGH

0330 094 571 70



Easilink Community Transport are working very hard to offer the following free service to members & non-members across our area (Mon - Fri, 9am - 5pm):

- collection & delivery of pre-paid shopping and pre-arranged prescriptions where there is no local community provision available
- transport for essential purposes in line with the most recent strict Government Guidelines. To find out more please contact us through our office numbers below which are being diverted to staff working from home;

Omagh – 028 8224 8140



Cruse Bereavement Care Provides a free and confidential support service for anyone coping with bereavement. Currently they are able to offer bereavement counselling via the telephone. Omagh/Fermanagh Cruse Area **028 8224 4414 (please leave a message with your name and contact details and they will get back to you)** Website: www.cruse.org.uk
email: helpline@cruse.org.uk

Northern Ireland Housing Executive Derry/ Londonderry, Omagh and Enniskillen Telephone: **0344 892 0900**

GP Practices in Omagh Hospital & Primary Care Complex.

Drumragh Family Practice – 028 8225 9119

Three Spires Family Practice – 028 8224 0100

Grange Family Practice – 028 8224 0175

Strule Family Practice – 028 8224 3231



B-Friend Hub Project Omagh. Telephone 07591952133

jo@thefriendhub.org www.omaghvolunteercentre.org

Please contact us for information on The B-Friend Hub services or if you are interested in finding out more about the many different Volunteering Opportunities available in the Omagh Area.



Below is the hyperlink to the Fermanagh and Omagh District COVID-19 Community Support - mapping of support/ community groups/deliveries.

<https://fermanagh.maps.arcgis.com/apps/webappviewer/index.html?id=b3def36cc443460290215ad7868707e0>

<https://www.fermanaghomagh.com/covid-19-coronavirus-information-advice-council-services/#community>

STRABANE AREA

The **Grass Roots** Cafe & Food Market - John Wesley Street, BT82
8RJ **Strabane** (Food bank) foodbank@strabanecommunityproject.org.uk
Strabane Family Support HUB - Access to Food bank can be got through here -
Shauna Devine - Family Support HUB - Melmount Road.

Strabane AYE Program- Accessed on Facebook or 7188 0023 - Pizza initiative
for youth commenced on 20/4/20.

Strabane Together against COVID-19 - Helpline 08000 472408 – Mon - Fri
10am-5pm - Meals on Wheels Services, 2 course 7 days per week (3 pounds
per day, food bank support, pharmacy delivery/collection service, hospital
transport for cancer patients, essential shop, delivery service, benefits advice,
telephone support - and online mindfulness services offered.

EMERGENCY FOOD BOXES

Derry City and Strabane District Council are working closely with the
Community and Voluntary Sector, the Department for Communities (DfC) and
Advice NI to deliver food boxes to the people in our community who need it
most.

How often will the food boxes be available?

A weekly service will be available to the most vulnerable.

What will be included in the box?

A box of mainly non-perishable goods will be delivered to the door of those
who are eligible. The box will include essential items such as tinned and dried
food e.g. pasta and rice, fruit, vegetables, bread, toilet roll and soap.

Who can access the food box?

- People who have been notified to shield by their GP
- People in financial difficulty who cannot afford food
- People who do not live close to friends and family or other support
networks, resulting in isolation
- The boxes are available to people who are not shielding, but are in critical
need of food.

How do I access the food boxes for others or myself?

Contact the COVID-19 Community Helpline

.



Text: ACTION to 81025

Email: covid19@adviceni.net

DERRY/LIMAVADY AREA

Foodbanks:

Foyle Foodbank aka The Trussell Trust
Unit 15
Apex Living Centre
Springtown Industrial Estate
Derry
BT48 OLY
Tel: 028 7126 3699
Email: foylefoodbank@gmail.com

Rotary- Foyle Food Bank
12 London Street
Derry
BT48 6RQ
Tel: 07716129788
e-mail: rotaryfoodbank@gmail.com
Facebook: <https://www.facebook.com/rotaryfoylefoodbank>

Department for Communities has announced that food box deliveries have begun in the Derry City and Strabane District Council areas for vulnerable adults and families. To be reviewed based on data from the COVID-19 Community Helpline, local partnership groups and council. Anyone who feels they may fall into the vulnerable category, the Freephone COVID-19 Community Helpline can be assessed by telephone on 08088020020, e-mail: covid19@adviceni.net, or text ACTION to 81025. Available seven days a week 9am to 5pm.

The Hope Centre
Cornerstone City Church
40 Duke Street
Waterside
Derry

Delivers food parcels for singles and families who are unable to leave their homes due to illness or vulnerability. It is now offering a "Drive In" option where people can remain in their vehicles on Wednesday between 11am and 2pm. The team has also been creating packs of essentials including toiletries and pyjamas for patients in Altnagelvin Hospital. The Hope Centre is working closely with groups and service providers such as The City Centre Initiative, WHSCT, local politicians and social workers.

Food Bank Referral will be accepted from the following people:

The salvation army
02877768067/07834022257

St Vincent De Paul
07512360388

Maureen Social Worker in Scroggy Rd HC
02877761111/02877761122

Patricia Social Worker Bovally HC
02877766352/02877766354

The Dry Arch Children Centre
02877742904

First Housing Floating Support
07894096210

Limavady Family Centre
Contact through the facebook page

CAMHS

Contact Details:

CAMHS

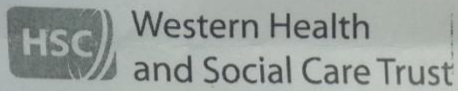
Woodlea House

Gransha Park

Derry

Tel: 028 7186 5238

Websites recommended by CAMHS for children on their waiting list:



Freely available websites and links that may be helpful for parents/carers and children/young people in managing emotional health and wellbeing at present.

<https://www.bps.org.uk/sites/www.bps.org.uk/files/Policy/Policy%20-%20Files/Talking%20to%20children%20about%20illness.pdf>

<https://www.bps.org.uk/sites/www.bps.org.uk/files/Policy/Policy%20-%20Files/Talking%20to%20children%20about%20coronavirus.pdf>

<https://mentalhealth.org.uk/coronavirus>

<https://childmind.org/article/anxiety-and-coping-with-coronavirus/>

<https://www.nhs.uk/conditions/stress-anxiety-depression/ways-relieve-stress/>

www.stresscontrolaudio.com

[The Anna Freud Foundation Website has a helpful page to support children during the Coronavirus](#)

Other useful contacts

Action for children

Waterside Family Support HUB

Contact: Kathleen McCloskey

Email: Anne.McCloskey@actionforchildren.org.uk

Family Intervention Service

Rosstowney House

Glendermott Road

Waterside

Derry

Tel: 028 7131 4200

Daisy

Email: carmel.burns@start360.org

Daisy/Start 360 – Carmel Burns still contacting families weekly.

Resources in this area

Destined Dinners to Your Door



DESTINED
Empowering People with Learning Disabilities
Promoting Social Inclusion

Derry Taxis

'Destined' Dinners to Your Door

In a bid to provide support to the most vulnerable in our community during this difficult time, Destined, in partnership with Derry Taxis will be delivering meals to people's homes on a daily basis.

- Choose between 2 freshly prepared meals daily
- Place your order by ringing 07902379296 between 10am-1pm
- Meals delivered to your door between 2.30pm-5.00pm daily
 - £2 per meal including delivery
 - Option to order in advance

(Please notify staff when ordering of any special dietary requirements)

If you require any additional information please contact us on 07902379296



Reading Rooms based at Verbal Arts Centre have provided an app called 'Well Read' for families and their website see below and see our emails dated 26 March.



wellread

For all parents a small act of kindness from us to you to help you and your children during these challenging times.

Mywellread.com is a free website with great stories and conversations for 8-11 year olds that'll help you look after their emotional health & wellbeing.

www.mywellread.com

We are working on getting more stories on the website everyday for older and younger children and will let you know by email and on our Facebook and Twitter pages



ZEST



Zest  *healing the hurt*

Important Numbers

Lifeline (24hr)	0808 808 8000
Samaritans (24hr)	08457 90 90 90
Zest (9am - 5pm)	02871 266 999
Drink Helpline (24hr)	0800 91 78282
Drugs Helpline (24hr)	0800 77 6600
Childline (24hr)	0800 11 11
Western Trust (Out of Hours GP)	028 7186 5195
Northern Trust(Out of Hours GP) (After 5pm Mon - Fri and all weekend)	028 3839 9201

Zest healing the hurt
15a Queen Street, L.Derry. BT48 7EQ
Telephone: 028 71266999