



# **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@womensaidabcln.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](mailto: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](http://www.dsahelpline.org)

Twitter: [www.twitter.com/dsahelpline](https://www.twitter.com/dsahelpline)

Facebook: [www.facebook.com/dsahelpline](https://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](http://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.

# Green




## 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](http://www.nidirect.gov.uk/conditions/childhood-illnesses)
- Additional advice is available to families for coping with crying of well babies at: [www.iconcope.org](http://www.iconcope.org)
- Additional advice is available for children with complex health needs and disabilities at: [www.wellchild.org.uk](http://www.wellchild.org.uk)

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

# Amber



## 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](http://www.nidirect.gov.uk/coronavirus)



**ParentLine:**



Call Parentline NI today for advice, support or guidance.



**0808 8020 400**

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](mailto:parentline@ci-ni-org.uk)

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



**ParentingNI**

Call our Support Line free on  
**0808 8010 722**

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**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](http://www.lifelinehelpline.info)

**Lifeline**  
**0808 808 8000**

## 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/](http://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**

# #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.ineqe.com/safer-schools-ni](http://www.ineqe.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 20<sup>th</sup> 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](mailto: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>.

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### **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](mailto:info@ageni.org)**

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**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](http://www.alzheimers.org.uk)

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### 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](http://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

### 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](http://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](http://www.alcoholicsanonymous.ie)

##### AlAnon

Group Support for Family Members

Tel: 028 9068 2368

[www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)

##### Alateen

Group Support for Teenagers

Tel: 028 9068 2368

[www.al-anonuk.org.uk/alateen](http://www.al-anonuk.org.uk/alateen)

##### Narcotics Anonymous

12 Step Programme/Group Meetings

Tel: 078 1017 2991

[www.na-ireland.org](http://www.na-ireland.org)

#### Community/Stakeholder Support

##### South Eastern Drug and Alcohol

##### Coordination Team/Connections Service

##### (SEDACT Connections)

The SEDACT 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](http://www.drugsandalcoholni.info)

[connections@sedact.info](mailto: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](http://www.drinkworkandme.com)

For more detailed information on services available in your HSC area visit:  
[www.drugsandalcoholni.info](http://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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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 : <a href="mailto:cornerstonefoodbankkilkeel@gmail.com">cornerstonefoodbankkilkeel@gmail.com</a> .
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	<a href="https://www.adviceni.net/">https://www.adviceni.net/</a> .



## ARMAGH & DUNGANNON AREA

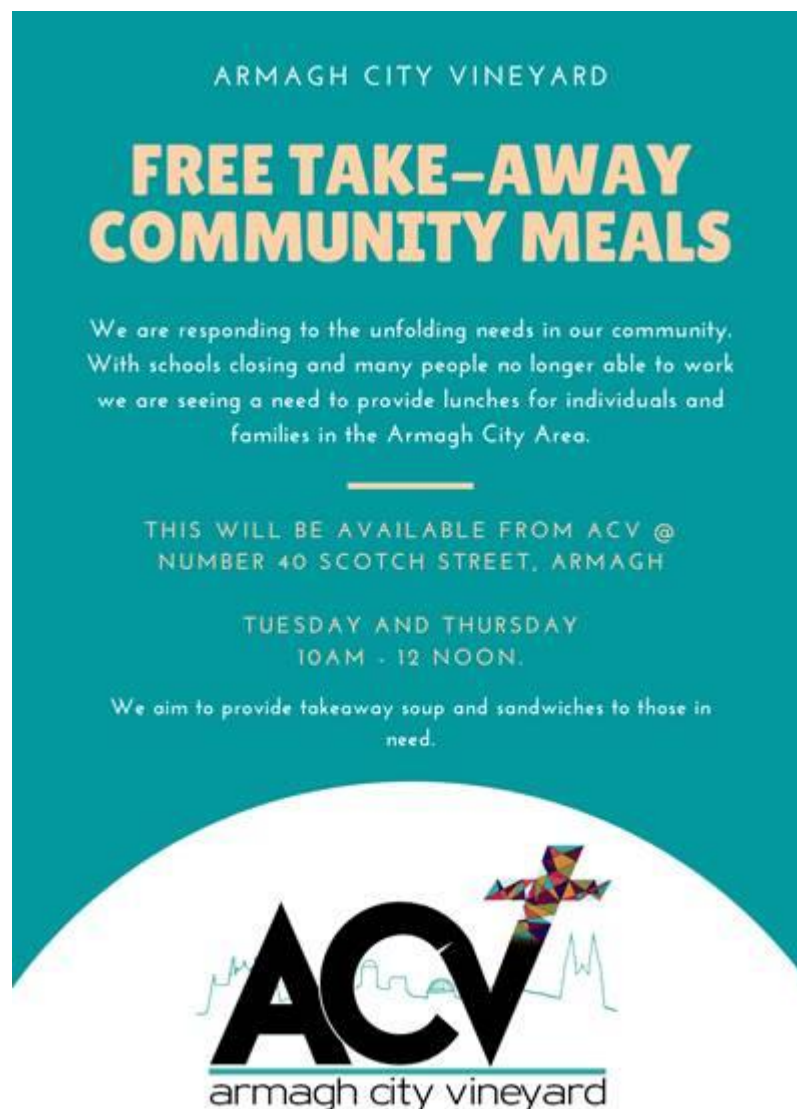
Armagh Food Bank  
Armagh Elim Church  
Drumanmore Road  
Armagh  
BT61 8DP

Email: [info@armagh.foodbank.org.uk](mailto: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.

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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](mailto: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 covid



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.



### 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



youtube.com/watch?v=ga4duGdet7I&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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:info@larne.foodbank.org.uk)

### **NEWTOWNABBEY FOODBANK**

[www.newtownabbey.foodbank.org.uk](http://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)<<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](mailto: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 <a href="mailto:info@enniskillen.foodbank.org.uk">info@enniskillen.foodbank.org.uk</a></p>
Share Ardess Kesh	Foodbank	<p>Alan &amp; Eleanor Crawford 028 6863 2695</p>
Arc Centre Irvinestown	Foodbank - open Fridays	<p>028 6862 8742</p>
Elim Church – storehouse food bank	Food parcels delivered to those in need	<p>Pastor Nigel Elliott – 07595654414 <b>(028) 6632 9972</b> <a href="http://www.enniskillenelim.com">www.enniskillenelim.com</a></p>
The Pantry Lisnaskea	Foodbank	<p>07677722677</p>
County Fermanagh Grand Orange Lodge	Welfare Officers available to assist with shopping and medical needs	<p><a href="mailto:fermanaghgolsec@gmail.com">fermanaghgolsec@gmail.com</a></p>

## OMAGH FOODBANKS

SERVICE	DETAILS	CONTACT
Food Bank	Omagh Community service provide food parcels for people in need	email: <a href="mailto:office@omaghcommunitychurch.com">office@omaghcommunitychurch.com</a> or text 07784870375
Food Bank	Omagh Community outreach	<a href="#">Address</a> : 51 Market Street, Omagh BT78 1EL <a href="#">Phone</a> : 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

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### **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.

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### **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](http://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](http://111.nhs.uk).

ALL BENEFITS ASSESSMENTS WILL BE CARRIED OUT OVER THE PHONE.

Telephone: 0800 022 4250

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## **SAMARITANS OF OMAGH**

0330 094 571 70

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**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**

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**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](http://www.cruse.org.uk)  
email: [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

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

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## **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@thebefriendhub.org](mailto:jo@thebefriendhub.org) [www.omaghvolunteercentre.org](http://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.



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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](mailto: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

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Text: ACTION to 81025

Email: [covid19@adviceni.net](mailto: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](mailto:foylefoodbank@gmail.com)

Rotary- Foyle Food Bank  
12 London Street  
Derry  
BT48 6RQ  
Tel: 07716129788  
e-mail: [rotaryfoodbank@gmail.com](mailto: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](mailto: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

## Directory of services to help improve mental health and emotional wellbeing

Western area

2020



### Urgent help and support

#### Emergency services

999 or 112

Police, ambulance service, fire and rescue services, coastguard.

#### GP out of hours services

028 7186 5195

#### Foyle Search and Rescue

028 7131 3800

Preservation of life in and around the River Foyle.  
www.foylesearchandrescue.com

#### Samaritans helpline

Freephone 116 123

Listening ear to those in distress.

### GP referral only services

Speak to your GP about accessing the following services.

#### The Child and Adolescent Mental Health Service (CAMHS)

Provides specialist multi-professional support in the community for children and young people aged up to 17 years experiencing mental health problems.

#### Community Mental Health Teams (CMHTs)

These are multi-professional teams that provide assessment, treatment and support services to people experiencing mental health problems. There are teams working throughout the Western Health and Social Care Trust. In emergency situations, a crisis response service will link with out of hours GPs or the emergency department (ED).

#### Older People's Mental Health Teams

Provide assessment, treatment and support services to people experiencing mental health problems who are over the age of 65 years.

#### Community Addiction Teams (CATs)

Provide treatment and support for adults with drug and alcohol problems.

#### Psychosexual Service

Provides treatment for sexual difficulties arising from a variety of causes.

### Suicide prevention/self-harm/self help

#### Lifeline

0800 808 8000

Deaf and hard of hearing – Telephone users can call  
Lifeline on 18001 0800 808 8000

24 hour support for those in distress or despair.

#### Zest

028 7126 6990

Tackling the problems that lead to suicidal behaviour and direct and/or indirect self-harm in young people and adults.  
www.zestni.org

#### Samaritans helpline

Freephone

116 123

Listening ear to those in distress.

www.samaritans.org

#### North West counselling

028 7181 3587

#### Youthlife

028 7137 7227

Helping children and young people who have experienced bereavement and loss.  
www.youthlife.org

#### Aisling Centre Enniskillen

028 6632 5811

Counsellors at the Aisling Centre are experienced in dealing with a range of issues, including trauma, anxiety, childhood abuse, suicidal thoughts, stress, bereavement/loss, alienation, low self-esteem and relationship/family issues.

info@theaislingcentre.com

www.theaislingcentre.com

#### Koram Centre Strabane

028 7186 6161

Counselling, psychotherapy and psychosocial support.  
www.koramcentre.com

#### Clare House (residential/respite)

028 6632 6361

#### Aurora Counselling

028 7135 0407

www.auroracounselling.org

#### Rethink

0845 456 0455

www.rethink.org

## Mental health including eating disorders and anxiety support

#### AWARE

Londonderry office

028 7126 0602

NI charity providing support and information for those affected by depression.

www.aware-ni.org

#### Cunamh

028 7126 8868

Community-led mental health project.

www.cunamh.org

#### Derry Well Woman

028 7136 0777

www.derrywellwoman.org

#### Praxis Care

\* Londonderry

028 7130 8020

\* Lisnaskea

028 6772 2778

\* Belfast

028 9029 4555

Provides services for adults and children with a learning disability, mental ill health or acquired brain injury, and for older people, including people with dementia.

www.praxiscare.org.uk

#### Eating Disorders Association helpline

028 9023 5656

www.eatingdisordersni.co.uk

#### Western eating disorders service

028 7132 0165

#### Men's Action Network

028 7137 7777

Provides a safe space for men to find support for life issues.

www.man-ni.org

#### Relate

028 9032 3454

Relationship and family services.

www.relate.org

#### CLEAR Project

028 7136 3366

www.clearproject.co.uk

#### Inspire Community Wellbeing Service

028 7126 9677

www.inspirewellbeing.org

#### Mind Yourself & Foyle Advocates

028 7126 9461

028 7126 3318

#### Inspire

028 9032 6474

Local support, including housing schemes, home support, advocacy services, information services and education.

www.inspirewellbeing.org

#### CAMHS

028 7186 5238

028 6634 4115

028 8283 5900

Youth treatment, counselling and support.

#### HSC Information on mental health conditions, treatments and medications

www.choiceandmedication.org/hscni

#### Substance misuse and gambling

##### Alcoholics Anonymous

028 9035 1222

www.alcoholicsanonymous.ie

##### Start360 Daisy West

028 7137 1162

Drugs and alcohol intervention service for 11-25 year olds.

www.start360.org

##### Alcohol and drug services

028 7186 5238

028 7186 5240

028 6638 2073

##### Asha Treatment Service

028 8283 5453

028 8283 5445

##### Community drug therapists

028 8283 5453

##### YES (Youth Engagement Service) / FIND Centre, Enniskillen

028 6632 5559

Education, prevention and referral on a range of issues.

www.thefindcentre.com

##### Drinkline

0300 123 1110

##### Gamblers Anonymous

028 9024 9185

www.gamblersanonymous.org.uk

##### Narcotics Anonymous

078 1017 2991

www.naorthemirland.com

##### Northlands Centre

028 7131 3232

Treatment centre for alcohol problems.

www.northlands.org.uk

##### Foyle Haven

028 7136 5238

A safe space where street drinkers can access practical assistance and support.

ia.dopaucharity.org/foyle-haven-day-centre

#### SOLACE

028 6662 8741

Reducing the harm caused by the misuse of alcohol.

#### DIVERT Project

028 7126 9327

Provides support and information to children, young people and parents on alcohol and substance misuse.

#### HURT (Have Your Tomorrows)

028 7136 9696

Offering support on issues around alcohol and drug addiction.

#### Aisling Centre

028 6632 5811

Support group for people who live with, or have lived with, a loved one's addiction.

www.theaislingcentre.com

#### Start360

028 7137 1162

Treatment, counselling and support services for young people and families affected by substance misuse.

#### CAMHS

028 7186 5238

028 6634 4115

028 8283 5900

Youth treatment, counselling and support.

#### Websites for further information

www.stopsmokingni.info

www.drugsandalcoholni.info

www.talk2otank.com

## Victims of abuse

### 24 Hour Domestic & Sexual Abuse Helpline

0800 802 1414

Open to anyone affected by domestic or sexual abuse.

help@dsahelpline.org

www.dsahelpline.org

### PSNI Child Abuse and Rape Enquiry Unit

101

#### Cunamh

028 7126 8868

Community-led mental health project.

### PSNI non-emergency reporting number

101

#### Victim Support

Foyle office

028 7137 0066

Emotional support for victims of crime.

www.victimsupportni.com

foyle@victimsupportni.org.uk

#### NSPCC helpline

0800 800 5000

For under 18s

0800 1111

#### Nexus

028 6632 0046

Nexus Institute offers counselling to survivors of childhood sexual abuse and victims of sexual violence, including those who have experienced rape and sexual assault.

www.nexusni.org

#### WAVE Trauma Centre

\* Londonderry / Limavady / Strabane

028 7126 6650

\* Omagh / Fermanagh

028 8225 2022

Offers care and support to anyone bereaved or traumatised through violence.

www.wave traumacentre.org.uk

#### Aisling Centre

028 6632 5811

Counselling and psychotherapy for victims and survivors of sexual abuse.

www.theaislingcentre.com

#### Women's Aid, Fermanagh

028 6632 8806

#### The Rowan – Regional Sexual Assault Referral Centre

24 hour Freephone Helpline

0800 389 4424

Support and services for anyone who has been sexually abused, assaulted or raped.

www.therowan.net

## Bereavement

### Barnardo's Child Bereavement Service

Advice line

028 9066 8333

#### Cruise Bereavement Care

Helpline

0800 808 1677

\* Omagh and Fermanagh

028 8224 4414

\* Foyle area

028 7126 2941

Cruise offers information, support and advice to anyone affected by death.

www.cruise.org.uk

Young people: www.hopeagain.org.uk

#### Miscarriage Association helpline

019 2420 0799

Info@miscarriageassociation.org.uk

www.miscarriageassociation.org.uk

#### NI Stillbirth and Neonatal Death Society (SANDS)

077 4099 3450

www.sandsni.org

#### The Compassionate Friends

028 9778 8016

www.tcf.org.uk

## Helping someone who is thinking about suicide

### 1 – Approach the person and ask

Show you care, ask if they are thinking about suicide.

### 2 – Listen, give support

Let them explain their feelings. Tell them you have to take any threats seriously.

### 3 – Get help

Tell them you will support them to find help. Get professional help straight away. Call 999 in a crisis. Remove potential means of suicide and don't leave them alone.

#### North West Counselling

028 7181 3587

www.northwestcounselling.co.uk

#### WAVE Trauma Centre

\* Londonderry / Limavady / Strabane

028 7126 6650

## The Rainbow Project

• Derry 028 7128 9030  
• Belfast 028 9031 9030

Support and counselling for gay and bisexual men.  
[www.rainbow-project.org](http://www.rainbow-project.org)

### SAIL - Transgender support

028 9832 0023

Support for the families of transgender and gender variant people.

[www.sailni.com](http://www.sailni.com)

### Transgender NI

0900 302 3202

Advocacy and support for transgender people.

[www.transgenderni.org.uk](http://www.transgenderni.org.uk)

### Teenscene (Omagh)

028 8283 0536 (Mon 2-6pm)

### Positive Life Helpline

0800 137 437 (10am-4pm Mon-Fri)

### CASH clinic

0845 603 1881 (Wed 12.30-3.30pm)

Contraception and sexual health (Enniskillen).

## Children and young people

### Barnardo's

028 9049 0268

[www.barnardos.org.uk](http://www.barnardos.org.uk)

### Childline

0800 1111

[www.childline.org.uk](http://www.childline.org.uk)

### CLIC

0900 350 0803 028 9072 0760

Support for children suffering from cancer and leukaemia, and signposting for parents or anyone else affected.

[www.clicsargent.org.uk](http://www.clicsargent.org.uk)

### Zest

028 7128 6899

Tackling the problems that lead to suicidal behaviour and direct and/or indirect self-harm in young people and adults.

[www.zestni.org](http://www.zestni.org)

### FLARE (Facilitating Life and Resilience Education)

• Derry 028 7131 3444

• Omagh 028 8241 1411

028 0270 1075

Support service for young people (11-20 years old) experiencing mental health issues or impacted by suicide, delivered through youth work practice and interventions.

[flareni.org.uk](http://flareni.org.uk)

### WHSCT Gateway Team (24 hour)

028 7131 4090

First point of contact for anyone concerned about the welfare of a child or young person.

### Youth Action Right Here Fermanagh Project

028 6832 8534

Works with young people to support them as active and equal citizens whose voices are heard, respected and valued.

[www.youthaction.org](http://www.youthaction.org)

[roleinfo@youthaction.org](mailto:roleinfo@youthaction.org)

### DIVERT Project

028 7138 8927

Provides support and information to children, young people and parents on alcohol and substance misuse.

### Action For Children

028 6832 4181

Supports and speaks out for the most vulnerable and neglected children and young people locally.

[www.actionforchildren.org.uk](http://www.actionforchildren.org.uk)

### Family Nurse Partnership

028 7186 5115

### Young People Sexual Health Nurse

028 7132 1758

### Youthlife

028 7137 7227

### Relate Teens

028 7022 3434

[www.relateni.org](http://www.relateni.org)

### Voice of Young People In Care (VOYPIC)

028 7137 8960

[www.voypic.org](http://www.voypic.org)

### School Aged Mothers

028 7127 2300

### NSPCC

Helpline (24 Hour)

0800 800 5000

### YES (Youth Engagement Service) / FIND Centre, Enniskillen

028 6832 5559

Education, prevention and referral on a range of issues.

### YES (Youth Engagement Service) at Our Space, Derry

028 7137 2426

028 7136 6009

Education, prevention and referral on a range of issues.

[claremaguiroytp@gmail.com](mailto:claremaguiroytp@gmail.com)

## Start360

028 7137 1162

Treatment, counselling and support services for young people and families affected by substance misuse.

### CAMHS

028 7186 0238

028 6634 4115

028 8283 5900

Youth treatment, counselling and support.

## Student support

### Ulster University student support

Main telephone number 028 9036 7000  
Press option for Coleraine, Jordanstown, Magee or Belfast when prompted.

24 hr counselling helpline 0800 028 0510

Provides a professional counselling service on all campuses.  
[www.studentssupport.ulster.ac.uk](http://www.studentssupport.ulster.ac.uk)

### Queen's University Belfast student guidance centre

During office hours 028 9097 2727

24 hr counselling helpline 0800 800 0016

A first stop for information, advice and guidance. Also provides a professional counselling service.

[www.qub.ac.uk/directorates/wgc/](http://www.qub.ac.uk/directorates/wgc/)

## Family and relationships

### Children's Autism Spectrum Disorder Service

• Londonderry 028 7130 8313

• Omagh 028 8283 5683

### Contact for Families with Disabled Children

0808 808 3555

Freephone helpline – signposting and help with disabilities.

[www.cafamily.org.uk](http://www.cafamily.org.uk)

### Family Support NI

0845 600 6483

[info@familysupportni.gov.uk](mailto:info@familysupportni.gov.uk)

[www.familysupportni.gov.uk](http://www.familysupportni.gov.uk)

### NI Newphn

028 7134 4477

### Parenting NI

0808 801 0222

Support for parents and carers including a freephone helpline, counselling and parenting programmes.

[www.parentingni.org](http://www.parentingni.org)

### Sure Start

• Ballymaguerry / Hazelbank 028 7126 7024

• Carrhill 028 7130 6110

• Dungiven 028 7774 2904

• Edinballymore 028 7137 1670

• Shantallow 028 7135 2022

• Strabane 028 7138 2608

• Waterville 028 7134 7186

• Inninstown 028 6862 1970

• Cuckfield 028 6167 0483

• Stranorlar/Fishers 028 9225 2306

Range of services for young children aged 0-4 years and their families, aimed at improving health, children's social and emotional development, and their ability to learn.

### Strengthening Families Programme – Developing Healthy Communities

028 7161 1384

[www.hfrcni.com](http://www.hfrcni.com)

### ACCORD

• Northern Ireland regional office 028 9029 3002

• Londonderry 028 7136 2475

• Enniskillen 028 6832 5696

• Omagh 028 8224 2439

Marriage and relationships counselling.

[www.accord-nico.uk](http://www.accord-nico.uk)

### Relate

028 9032 3434

Services include relationship counselling for individuals and couples, and counselling for children and young people.

[www.relateni.org](http://www.relateni.org)

### Derry Well Woman

028 7136 0777

[www.derrywellwoman.org](http://www.derrywellwoman.org)

### Women's Aid

• Foyle 028 7141 6800

• Fermanagh 028 6832 8808

• Omagh 028 8224 1414

[www.womensaidni.org](http://www.womensaidni.org)

### Waterside Women's Centre

028 7134 1579

[www.watersidewomen.net](http://www.watersidewomen.net)

### Strabane and Lifford Resource and Development Centre

028 7188 6253

### The Women's Centre

028 7126 7022

[www.thewomenscentre.co.uk](http://www.thewomenscentre.co.uk)

### Gallagh Women's Group

028 7135 6092

## Strathfoyle Women's Activity Group

028 7136 0925

### Men's Action Network

028 7137 7777

### Healthy Living Centres

• The Old Library Trust 028 7137 3870

• The Oak Project 028 6772 3843

• The Arc HL Project 028 6862 8741

• Derry Valley HL Project 028 8169 0264

• Reports and Branchwell HF 028 7136 5530

### Fertility Network

Support line 0121 329 5025

[fertilitynetworkuk.org](http://fertilitynetworkuk.org)

### Oak Healthy Living Centre

028 6772 3843

A drop-in service for heavy drinkers and people who are isolated or suffer mild health issues (Tuesday 10am-1pm)

### WHSCT Stop Smoking Service

0800 917 9388

## Benefits/financial advice

### Omagh support / self-help group

028 8225 8877

### Carers NI

028 9043 9643

### Citizens Advice North West

• Cityview/Waterside/Strabane 0900 908 3690

• Omagh / Fermanagh 028 6632 4334

Free, confidential, impartial advice; representation at tribunals; debt counselling services.

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### Disability Action

028 7136 0811

[www.disabilityaction.org](http://www.disabilityaction.org)

### Personal Independence Payment (PIP)

Freephone

0800 0121 573

### Benefit enquiry line

0800 220 014

### Omagh Independent Advice Services

028 8224 0225

Advice on social security benefits, disability benefits, employment, debt/financial matters.

### Step Change

0800 138 1111

Free confidential debt advice.

[www.stepchange.org](http://www.stepchange.org)

## Employment training

### AMH Foyle New Horizons

028 7137 3502

Helps people overcome the effects of mental ill health and in many cases return to work.

[www.amh.org.uk/amh-near-you/new-horizons](http://www.amh.org.uk/amh-near-you/new-horizons)

### AMH Fermanagh New Horizons

028 6832 3493

[www.amh.org.uk/amh-near-you/new-horizons](http://www.amh.org.uk/amh-near-you/new-horizons)

### CLEAR Project Training

028 7138 5386

### Condition Management Programme (CMP)

028 7137 6911 028 6632 4000 075 2589 8336

The Condition Management Programme is a multidisciplinary team of healthcare professionals providing work-focused rehabilitation to overcome physical and mental health barriers to work.

[www.westemtrust.hscni.net/ourservices/conditionmanagement@westemtrust.hscni.net](http://www.westemtrust.hscni.net/ourservices/conditionmanagement@westemtrust.hscni.net)

### WHSCT Health Improvement Team

028 7186 5127

### Lisnamallard Day Centre

028 8226 2076

### Prospects Mental Health Day Care Centre

028 8169 0600

[www.beaconwallboxing.org](http://www.beaconwallboxing.org)

## Rural support

### Rural Support Helpline

0800 138 1676

[www.ruralsupport.org.uk](http://www.ruralsupport.org.uk)

## Carers

### Carers NI

028 9043 9643

Benefits and carers' rights.

### Gause

028 9085 0650

Helpline

0800 103 2833

A local charity providing peer-led emotional and practical support to carers and families of people with mental illness.

### The Escapeists

028 3011 7766

## Headway – The brain injury association

028 2669 1821

Dedicated to supporting people with a brain injury, as well as their families and carers.

### Western Health and Social Care Trust Carers Coordinator</



Contact Details:

CAMHS

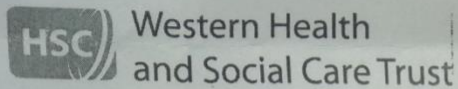
Woodlea House

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](http://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](mailto:Anne.McCloskey@actionforchildren.org.uk)

Family Intervention Service

Rosstowney House

Glendermott Road

Waterside

Derry

Tel: 028 7131 4200

Daisy

Email: [carmel.burns@start360.org](mailto: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.



**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](http://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



### 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