



# COVID-19: Weekly Family Support Hubs Newsletter

## This edition includes:

- ParentLine NI
- Details of Support Services for BME Community
- Details of Resources Available in Different Languages – NHS Guidelines / Education Resources / Housing Advice
- The Law Centre NI Immigration Hub
- Support Services for Rural Communities
- The Trussell Trust – Food Banks
- Coronavirus Retention Scheme
- Self Employed Income Support Scheme
- Bounce Back Loans
- Volunteer Drivers & Mechanics
- Welcome Organisation
- ABC Council – Food Banks
- Community Helplines /Support – South Belfast/Belfast wide/NI/Rosetta Area
- Community Support/East Belfast Coronavirus Community Support
- Local Directory - Ards & North Down and Lisburn & Castlereagh
- Support Services & Resources for Parents and Parents to Be
- Sure Start – Newsletter
- Childcare Partnership Training Guide
- Libraries NI – Stories on YouTube
- Stay Active@Home Under 5's
- DabbleDooMusic
- Cedar Foundation Programmes
- Education Authority Services
- North West Regional College – Higher Level Apprenticeship
- Prince's Trust – Coronavirus Support Hub
- IMPACT Training

- How Parents Can Support Teenagers During Lockdown
- VOYPIC – Do you Live in Supported Living in the South Eastern Trust? – Zoom Event 7 May 2020
- CAMHS Resources
- Springboard
- Webinar: Emotionally Regulating our Students
- Safe Hands Thinking Minds – Support Resources
- AWARE – Online Mindfulness Sessions
- DfC - May Bank Holiday Payment Dates
- Drugs and Alcohol Info
- Reporting Crime During COVID-19 Crisis
- SHSCT – Access & Information Service for 65+
- NHSCT – 10 Ways to Support Yourself When Grieving
- Sure Start – Speech & Language Support
- RNIB – Be My Eyes App
- West Belfast Help & Wellbeing Programme
- Boots – Safe Space
- Psychological First Aid
- Women's Aid
- Care for the Family
- YMCA North Down
- EXTERN – Naloxone Training
- Gambling Support
- Online Fitness Timetable
- Links Counselling Service
- May: 31 Days of Wellbeing
- Take Control with Stress Control Events
- Helplines NI
- Housing Support -Ards & North Down
- Mencap Helpline
- Good New Stories – Belfast Family Support Hubs / CASA Family Support Hub / Northern Area Family Support Hubs

This edition of the newsletter provides advice, resources and project updates as of 6<sup>th</sup> May 2020.

**The Family Support Hubs continue to be open for referrals during the current situation. They will try to access Family Support agencies during this time but this will be subject to individual projects ability to respond.**

If you want to advise us of any changes to service provision or have particular needs you want to source during the current situation please contact [Helen.dunn@hscni.net](mailto:Helen.dunn@hscni.net) and we will try to connect with the appropriate information.

There are 29 family support hubs across Northern Ireland supporting families. [www.cypsp.hscni.net/family-support-hubs/#ffs-tabbed-23](http://www.cypsp.hscni.net/family-support-hubs/#ffs-tabbed-23)

If you would like a service to be included in the next edition of the newsletter please send details to: [cypsp@hscni.net](mailto:cypsp@hscni.net)



**FREE LOCAL HELPLINE**  
**0808 8020 400**

**Open 6 days a week**

**Monday-Thursday 9am -9pm**

**Friday 9am -5pm**

**Saturday 9am - 1pm**



**COVID-19**  
Coronavirus



THE 1+1 PROJECT  
YOU ARE NOT ALONE



**Stressed? Worried? Sad?  
Lonely? Unwell?**

## **You are not alone**

**Building Communities Resource Centre  
1+1 Bi-lingual Well-being Service can help**



Please contact:

**Michalina Bilka, Mental Health Support Worker**

**mob: 075 444 4892 18**

**Email: [micha.one.plus.one@gmail.com](mailto:micha.one.plus.one@gmail.com)**

*We will support you to manage at this time*

**COVID-19**  
Coronavirus



THE 1+1 PROJECT  
YOU ARE NOT ALONE



**Zestresowany? Zmartwiony?  
Smutny? Samotny?  
Nie czujesz się dobrze?**

## **Nie jesteś sam**

**Building Communities Resource Centre  
1+1 Bi-lingual Well-being Service can help**



**Kontakt:**

**Michalina Bilka, Mental Health Support Worker**

**mob: 075 444 4892 18**

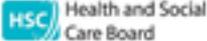
**Email: [micha.one.plus.one@gmail.com](mailto:micha.one.plus.one@gmail.com)**

*Możesz otrzymać wsparcie i pomoc w radzeniu sobie ze swoimi problemami*



# BCRC offices are closed but we are here for you!

You can contact all staff members by telephone on **BCRC landline 028 2766 5068** or by email which can be found on our website: [www.theresourcecentre.org](http://www.theresourcecentre.org)

<p><b>Bi-lingual support for Essential services for Ethnic Minorities</b></p>  <p>Marzena: 07922020044 Or by email: <a href="mailto:gusia@theresourcecentre.org">gusia@theresourcecentre.org</a> Funded by The Executive Office (TEO)</p> 	 <p>If you are concerned about an older person in your community <b>BCRC Community Navigator Service for Older People 50+</b> Bronagh: 07593 130700 Or by email: <a href="mailto:communitynavigator@theresourcecentre.org">communitynavigator@theresourcecentre.org</a> Funded by PHA and NHSCT</p>  	<p><b>1+1 Bi-lingual Mental Health &amp; Well-being support for Ethnic Minorities</b></p>  <p>Michalina 075444489218 <a href="mailto:Micha.one.plus.one@gmail.com">Micha.one.plus.one@gmail.com</a> Funded by PHA</p> 
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Keep an eye out for online events, workshops & trainings coming soon!





<http://migrantcentreni.org/>

## We continue to work

Our offices are closed but Migrant Centre NI remains open in light of COVID-19

EUSS team: [euss@migrantcentreni.org](mailto:euss@migrantcentreni.org) - 07730747860

Hate Crime team:

[bilingualsupportworker@migrantcentreni.org](mailto:bilingualsupportworker@migrantcentreni.org)

07827299347 (Belfast office) or 07827297119 (North West office)

LAVA project: [Kendall@migrantcentreni.org](mailto:Kendall@migrantcentreni.org)

Fermanagh area: [Louise@migrantcentreni.org](mailto:Louise@migrantcentreni.org)

Management: [management@migrantcentreni.org](mailto:management@migrantcentreni.org)

Finance: [finance@migrantcentreni.org](mailto:finance@migrantcentreni.org)

For phone queries, phone 07730747860 - Please DO NOT ring our landlines

## Pracujemy dalej.

Nasze biura pozostają zamknięte, ale Migrant Centre NI kontynuuje swoją pracę podczas pandemii COVID-19.

Nasi doradcy chętnie pomogą i odpowiedzą na wszelkie pytania.

EU Settlement Scheme:  
[euss@migrantcentreni.org](mailto:euss@migrantcentreni.org) – 07730747860

Hate Crime / Przepęsta na tle rasistowskim:  
[bilingualsupportworker@migrantcentreni.org](mailto:bilingualsupportworker@migrantcentreni.org)  
07827299347 (Belfast) or 07827297119 (Derry~Londonderry)

Projekt LAVA: [Kendall@migrantcentreni.org](mailto:Kendall@migrantcentreni.org)  
Projekt w Fermanagh: [Louise@migrantcentreni.org](mailto:Louise@migrantcentreni.org)  
Zarząd: [management@migrantcentreni.org](mailto:management@migrantcentreni.org)  
Finanse: [finance@migrantcentreni.org](mailto:finance@migrantcentreni.org)

Kontakt telefoniczny: 07730747860

Prosimy nie dzwonić na nasze numery stacjonarne.



## LUCRAM IN CONTINUARE.

Oficiile noastre sunt inchise, dar Migrant Centre NI rămâne deschis în ciuda faptului Covid -19.

Personalul nostru este fericit să vă ajute.

Echipa EUSS:  
[euss@migrantcentreni.org](mailto:euss@migrantcentreni.org) – 07730747860

Echipa Hate Crime:  
[bilingualsupportworker@migrantcentreni.org](mailto:bilingualsupportworker@migrantcentreni.org)  
07827299347 (oficiul din Belfast) or 07827297119 (oficiul Nord Vest)

Proiectul LAVA: [kendall@migrantcentreni.org](mailto:kendall@migrantcentreni.org)  
Area Fermanagh: [louise@migrantcentreni.org](mailto:louise@migrantcentreni.org)  
Managementul: [management@migrantcentreni.org](mailto:management@migrantcentreni.org)  
Finanțe: [finance@migrantcentreni.org](mailto:finance@migrantcentreni.org)

Pentru solicitare de informație prin telefon,  
sunăți : 07730747860  
Va rugăm sa nu sunați numerele noastre de telefon fix.





We, at the Inter Ethnic Forum, are here to help you at this difficult time

For help/advice contact our advisers as below:

**Boryana - Bulgarian Bi Lingual Advocate 028 2564 8822**



**Anca - Romanian Bi Lingual Advocate 07544 489 310**

**Anna - Slovakian Bi Lingual Advocate 028 2564 3605**



**Michalina - 1+1 Mental Health Support Worker 075 444 892 18 (Monday/ Wednesday/ Thursday)**

For any other assistance contact Ivy Goddard on 07525 142205 or Natasha Taylor 07776 844876



### Refugee Support NI

Following new government advice on Coronavirus we are developing ways to continue working online and over the phone over the coming weeks.



To find out more visit our website: <https://www.redcross.org.uk>

Please be assured that we are working hard to continue supporting people through this time, whilst managing the need to keep everyone safe.

We are still here to help

#### Drop in / Advice line

Our drop-in service is now available by telephone.

Niamh: 07921406728  
Abdelaziz: 07843 344601

#### Getting in touch:

You can call, text or Whatsapp us.

If you need an interpreter please send us your language and we will call you back.

#### Orientation

If you are newly arrived in Northern Ireland- contact our Orientation team to learn about our support for Asylum Seekers.

Rashed: 07925637240  
Louise: 0790798374

**Remember** please call **Migrant Help** on 0808 8010 503 for any issues with your accommodation, asylum payments (Aspen Card) or asylum support queries.



**SUPPORTING THE ROMA COMMUNITY IN BELFAST**  
**ÎN SPRIJINUL COMUNITĂȚII ROME DIN BELFAST**

Dacă aveți nevoie de ajutor în această perioadă de criză vă rugăm să ne sunați la

**07734 915 138**

(Mălina)

un serviciu în limba română

acest proiect este susținut de  
Primăria Belfast



**Belfast**  
City Council



if you are from the Roma Community or know someone from the Roma Community who needs help and support during the lockdown in Northern Ireland, please contact us on one of the Roma COVID-19 helpline depending on the area you live in.

dacă sunteți din comunitatea de romi sau cunoașteți pe cineva din comunitatea de romi care are nevoie de ajutor și asistență în timpul carantină în Irlanda de Nord, vă rugăm să ne contactați la una dintre liniile de asistență Roma COVID-19, în funcție de zona în care locuiți.

Numerele de telefon utile / Useful Phone Numbers



**Puteți suna la NHS**

111  
pentru informații sau recomandări, iar ei vă vor ajuta să stabiliți dacă trebuie să luați legătura cu medicul dvs. de familie.



**food parcels Helpline**  
pachete cu alimente

**Număr gratuit 0800 587 4695**  
[covid19@belfastcity.gov.uk](mailto:covid19@belfastcity.gov.uk)



**Dacă aveți o urgență medicală și trebuie să chemați ambulanța, apălați 999**



**NU mergeți la medicul de familie, la spital sau la farmacie.**



#COVID19 **SO TE KERES, KANA KHERE RESES!**

**1** Kana khere reses, na unzuw khancheste tyire vastenca! **2** Le tele tyire papucha/khera!

**3** Le tele tyo zubuno, mashkarutno thaj shuv les ande'kh gono, rigate! **4** Tye kiji, tye bufari mukh ande'kh dobozi pasha tumaro vudar kaj ande aven!

**5** Te na zhanes te najos, thov tyire vasta sapujesa pe'kh dopash minuto! **6** Thov tele tyo telefono, tye jakhale sapujesa, vaj alkoholosa.

**7** Na bister: te uzhares o kher, kodo naj dosta! Kodo kamas, hoj maj cerre zhene te nasvajven. **8** Pe vulyici, sakonestar t'aves 2-meteronca maj dur.

**ROMALE, ASHEN KHERE!**

Grafika thaj boldipe: Radio Shun.es / Diverse Youth Network

**WE ALL MUST DO IT TO GET THROUGH IT**

**STAY HOME** **KEEP DISTANCE** **WASH HANDS**

- Romanian**
1. Când ajungeți acasă, spălați-vă pe mâini.
  2. Scoateți încălțăminta din picioare la ușă.
  3. Puneți haina cu care ați fost afară, într-o pungă.
  4. Lăsați portofelul și cheile lângă ușă, dar în siguranță.
  5. Spălați-vă pe mâini cât mai des, oriunde mergeți, cel puțin 20 secunde.
  6. Dezinfectați telefonul și ochelarii cu alcool.
  7. Dezinfectarea în casă nu e de ajuns dacă ieșiți din casă des.
  8. Când ieșiți din casă, mențineți distanța de 2 metri față de celelalte persoane.
- STATI ACASA!**

- English**
1. When you reach home, wash your hands
  2. Remove your shoes at the door.
  3. Put the coat you used outside in a separate bag for laundry.
  4. Leave your wallet and keys at the door, in a safe place.
  5. Wherever you go, wash your hands at least 20 seconds.
  6. Disinfect the phone and glasses with soap and water or alcohol swabs.
  7. Disinfecting the home will not be enough if you go out often.
  8. When you go out, maintain the 2 metres distance from everyone else.
- STAY AT HOME**

**PASTREAZA DISTANTA 2M**

**KEEP DISTANCE**

**SPALĂ-TE PE MÂINI**

**WASH HANDS**

**STATI ACASĂ**

**STAY AT HOME**

**EVITAȚI VIZITATORII ÎN ACASĂ**

**AVOID VISITORS IN YOUR HOME**

**ALERTĂ DE URGENTĂ PENTRU COMUNITATEA DE ROMII DIN BELFAST**

ROMANIAN ROMA COMMUNITY ASSOCIATION FOR NORTHERN IRELAND

ASOCIAȚIA COMUNITĂȚII ROMILOR DIN IRLANDA DE NORD

[WWW.RRCANI.ORG](http://WWW.RRCANI.ORG)

**SUNTEM AICI CA SĂ AJUTĂM**

**OUTREACH TEAM**

**SOUTH BELFAST**  
07402098973

**EAST BELFAST**  
07840587827

**NORTH/WEST BELFAST**  
07404058661

**PHONE SERVICE**

**LURGAN - PORTADOWN**  
07776117423

**WE'RE HERE TO HELP**

WE DON'T PROVIDE MEDICAL HELP / NU OFERIM AJUTOR MEDICAL



**Although the Centre is currently closed  
We can still help you**  
在此特殊时期华福会办公楼关闭  
我们将远程为您提供服务



Fen Huang- Administrative Officer  
**028 9028 8277** [reception@cwa-ni.info](mailto:reception@cwa-ni.info)  
Mon-Fri 9:30am-4pm  
周一至周五上午9:30- 下午4:00  
Reception/General inquiries  
前台信息及华福会基本服务咨询



William Olphert  
Managing Director

**028 9026 7066**  
[william@cwa-ni.org](mailto:william@cwa-ni.org)

Mon-Fri 9:30am-5pm  
周一至周五 上午9:30- 下午5:00

Media enquiries, CWA inquiries and any other issues that need support  
媒体咨询, 华福会相关服务咨询及其他支持



Abubaker Khalifa  
Finance Officer

**028 9026 7065**  
[finance@cwa-ni.org](mailto:finance@cwa-ni.org)

Mon-Wed 10am-3pm  
周一至周五 上午10:00- 下午3:00

Finance queries  
财务相关服务



Somei Vigo  
Chinese Elderly Development Worker

**028 9026 7061**  
[elderly@cwa-ni.org](mailto:elderly@cwa-ni.org)

Mon-Fri 9:30am-5pm  
周一至周五 上午9:30- 下午5:00

Elder projects and services relating to Chinese elderly.  
华人长者相关服务



Rebecca Ng  
Bilingual Advocate

**028 9026 7062**  
[rebecca@cwa-ni.org](mailto:rebecca@cwa-ni.org)

Mon-Fri 9:30am-5pm  
周一至周五 上午9:30- 下午5:00

Bilingual health services (under 50 yrs). Special Educational Needs & community safety support  
50岁以下健康服务, 特殊教育支持, 社区安全相关服务



Camilla Reynolds  
South Belfast BME Health Link Worker

**028 9026 7063**  
[camilla@cwa-ni.org](mailto:camilla@cwa-ni.org)

Mon-Wed 9:30am-5pm  
周一至周三 上午9:30- 下午5:00

BME Health Link projects  
少数族裔健康支持项目



Tin Chan  
BME Mental Health Support Project Worker

**028 9026 7064**  
[Tin@cwa-ni.org](mailto:Tin@cwa-ni.org)

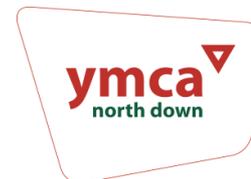
Mon-Wed 9:30am-5pm  
周一至周三 上午9:30- 下午5:00

1+1 project. Mental health support.  
心理健康支援



Website | [www.cwa-ni.org](http://www.cwa-ni.org)

Facebook | [www.facebook.com/chinesewelfareassociation/](https://www.facebook.com/chinesewelfareassociation/)



**YMCA ND Ethnic Minorities Support**

Our building is now closed to the public - but we're still here to support you.

To contact us for advice and information in Polish, please call Monika on 07591840529 or Kinga on 07925997812 (EU SS).

To access support in Russian and Latvian, please contact Julija on 07591840363.

To speak to one of our Arabic Speaking Advocacy Workers, please call Hafi on 07483122839 or Dalia on 07593211080.

#StaySafe #YMCAconnects



**COVID-19: ADVICE & SUPPORT**



We know this is a very stressful time and we are determined to offer as much help as we can so no one feels isolated and alone.

We are keen to assure you that we will continue to provide support to individuals, groups, families and we encourage you to work with us as we identify ways to ensure those people at risk are supported over the coming weeks and also to discuss ways we can deliver all necessary activities once safe to do so.

**WAYS FOR YOU TO CONTACT US**

You can message us on Facebook (Yalla) - we will monitor messages every week day 9am - 5pm and get back to you as soon as possible.

You can call us or text us on 07388022458 calls will be answered 9am- 5pm every week day

You can email us at [info@yallaa.org](mailto:info@yallaa.org)

Our Twitter is @YallaaNI, you can send us a tweet!

Please stay safe and well and hopefully we can all return to normal soon ❤️❤️❤️

The Yallaa Team



**THE WELCOME PROJECT  
– LISBURN**

**\*\*\*UPDATE\*\*\***

Due to the COOVID-19 we will be providing advice via our phone line only:

Tel: 02892664443

Calls will be answered between 9:15 an 16:45. We will break for lunch between 12:30 - 13:30.

We are unable to provide face to face appointments at present and our office will remain closed until further notice.

**\*\*\*AKTUALIZACJA\*\*\***

W związku z COOVID-19 na chwile obecna bedziemy prowadzic porady tylko przez telefon:

Nr tel: 02892664443

Rozmowy beda odbierane w godzinach pomiedzy 9:15 a 16:45. Przerwa na lunch bedzie w godzinach miedzy 12:30 a 13:30.

W związku z zaistniala sytuacja nie jetesmy w stanie umawiac na spotkania twarza w twarz i nasze biuro bedzie zamkniete do odwolania.

<http://www.resurgamtrust.co.uk/regeneration/the-welcome-project>



The Law Centre NI immigration hub have launched an immigration update that brings all the key information on contingency provisions to one place.

The update aims to help advisers and people who work with migrants, refugees and asylum seekers and can be accessed at: <https://www.lawcentreni.org/news/coronavirus-covid-19-immigration-updates-in-one-place>

Legal advice lines remain open as normal  
(028) 9024 4401  
Monday to Friday, 9am - 5pm

Alternatively, for immigration advice you can email your contact details to: [immigrationadvice@lawcentreni.org](mailto:immigrationadvice@lawcentreni.org)

Further information on the Law Centre NI and the services they provide can be accessed via their website at: [www.lawcentreni.org](http://www.lawcentreni.org)



**Coronavirus**  
*Latest NHS Guidelines*  
*Translated into 51 languages*

<https://www.doctorsoftheworld.org.uk/coronavirus-information/>

## Housing Rights

Housing Rights has produced advice on housing and coronavirus, available in ten languages.

<http://ow.ly/1J9s50zmbR7>

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

Koronavirusas ir būstas  
Koronavirus i mieszkalnictwo  
Coronavirus e Habitação  
Coronavirusul si situatia ta locativă  
Koronavirus a bývanie  
Koronavirus és lakhatás  
Коронавирусът и жилищното настаняване  
Coronavirus iyo quryaha  
فيروس كورونا والإسكان  
ویروس کورونا و مسکن



**Education Resources Available in 12 Different Languages**

Valuable education resources in 12 different languages, can now be accessed at:

<http://eani.org.uk/education-resources-in-more-languages>

These include health & education learning materials, websites and apps for children of families who do not have English as their home language.



Department for Infrastructure  
www.infrastructure.gov.uk

**WE'RE FIGHTING COVID-19**



### Free Prescription Pick-Up and Delivery to your door

As part of our COVID-19 response DART is now working with your local chemist/pharmacy. If you require your prescription picked up and delivered to your door please contact DART.

Our Access NI checked drivers are now delivering prescriptions across the ABC Council area.



Contact Down Armagh Rural Transport Partnership  
TEL: 02838317810 EMAIL: info@dartpartnership.co.uk  
www.dartpartnership.co.uk



We know it's a challenging time for everyone at the moment as the coronavirus pandemic unfolds. Food banks are grassroots, community organisations aimed at supporting people who cannot afford the essentials in life.

If you cannot afford food, please contact your local food bank. Find details of local food banks at: <https://www.trusselltrust.org/get-help/find-a-foodbank/>

## ARE YOU A SMALL RURAL COMMUNITY GROUP? IF SO, JOIN OUR FACEBOOK FUNDRAISING & COVID-19 GROUP & NEVER MISS AN IMPORTANT UPDATE AGAIN

To find out more, contact Conor on 028 8676 6670 or email conor@ruralcommunitynetwork.org

[WWW.FACEBOOK.COM/RURALCOMMUNITYNETWORKNI/](http://WWW.FACEBOOK.COM/RURALCOMMUNITYNETWORKNI/)

### Coronavirus Job Retention Scheme

Covers:

- 80% of a worker's wages
- up to £2,500 per employee

Further information at: [nibusinessinfo.co.uk/coronavirus](http://nibusinessinfo.co.uk/coronavirus)



### Self-Employed Income Support Scheme (SEISS)

Who is eligible?  
How much do you get?  
How do you apply?

**NIBUSINESS INFO.CO.UK**



Coronavirus

### Bounce Back Loans

100% government guarantee  
Provides loans between £2k and £50k  
Any business can apply for loans worth 25% of turnover, up to a maximum of £50k

GET HELP ▶ PROTECT YOUR BUSINESS ▶ SAVE JOBS

Your local Community Networks are supporting community groups and volunteers in the emergency response to the COVID-19 crisis.

**COVID-19**  
Coronavirus



## Are we reaching everyone?

Is everyone receiving essential services? Are there areas and people **not** receiving grocery deliveries, where **no** prescriptions are delivered and there are **no** family, friends or neighbours to help?

Please contact us if there are people or areas where support is needed.



Northern Area Community Network  
T: 028 2177 2100 E: [info@nacn.org](mailto:info@nacn.org)



Building Communities Resource centre  
T: 028 2766 5068  
E: [info@theresourcecentre.org](mailto:info@theresourcecentre.org)



Causeway Rural & Urban Network  
T: 07971444934 E: [ann@crun.org](mailto:ann@crun.org)



The UFU has produced a FAQ document to support farmers during the COVID-19 outbreak. The document contains relevant information on the most common queries UFU have received from members relating to the illness and its impact on the agri-food industry.

[VIEW HERE](#)

**COVID-19: ADVICE & SUPPORT**



Call for **Volunteer Drivers and Mechanics**

Local Councils are facing potential shortages of drivers for refuse collection vehicles and HGV mechanics. We must maintain these essential services over the coming weeks to protect public health.

Your valuable skills can help support and safeguard our communities, and sustain momentum in the battle against Covid-19.

**Volunteers will receive travelling expenses\*, and volunteering does not affect your 80% furlough payment.**

If you are a HGV driver or mechanic furloughed through the Coronavirus Job Retention Scheme by your employer and;

- ➔ Have a HGV Class C Licence and CPC or;
- ➔ Are a time-served HGV Mechanic and;
- ➔ Are symptom free and not self-isolating for any reason and;
- ➔ Are willing and able to volunteer

Please register via the link below:

**VOLUNTEER NOW**

To register over the phone, or for more information, please call Elaine on 07523930542



\*From home to your designated Council Depot and back at 45p per mile and £5 per day for lunch.

The Welcome Organisation are currently supporting about 100 people in the community, delivering food parcels and providing hot meals twice daily

**CAN YOU HELP WITH FOOD SUPPLIES?**

welcome ORGANISATION

JCI Belfast

Community Engagement

INFORMATION FOR COMMUNITY

**FOOD BANKS**

EVERYONE NEEDS A BIT OF EXTRA HELP

armaghsanbridgecraigavon.gov.uk  
@abc\_b\_council



As well as helping us deliver the Communities NI Food Parcel scheme, local food banks are continuing their tremendous work giving people in crisis access to supplies.

If you would like to donate to help your local food bank, you can find more info at: <https://bit.ly/33XIDYm>

# COVID-19 COMMUNITY HELPLINES



## South Belfast

## Belfast-wide

## Northern Ireland



### South Belfast COVID-19 Helpline



### CORONAVIRUS (COVID-19)



COVID-19 COMMUNITY HELPLINE  
**FREEPHONE 0800 802 0020**  
7 DAYS A WEEK 9AM TO 5PM

Many community organisations, churches, sports clubs, food banks and voluntary groups are offering support in your area including:

- Food parcels
- Benefits Advice
- Friendly phone calls
- Posting items
- Prescription collections

If you need support and would like to find out who can help in your area please contact us

07394 569 155

Open Monday to Friday 9am to 5pm  
We are not able to provide medical support or advice  
Email: [enquiries@forwardsouth.org](mailto:enquiries@forwardsouth.org)

### Belfast City Council Community Helpline

0800 587 4695

[covid19@belfastcity.gov.uk](mailto:covid19@belfastcity.gov.uk)

7 days a week 9am to 5pm

Working closely with community, voluntary and statutory service providers across Belfast to make sure that our residents' needs can be supported

The freephone helpline is run by volunteers and Council staff, who can provide:

- Information about food parcels
- Information about prescription pick-ups
- Help with emotional support
- Advice

### COVID-19 Community Helpline

0800 802 0020

[covid19@adviceNI.net](mailto:covid19@adviceNI.net)

7 days a week 9am to 5pm

A freephone helpline set up by the Department for Communities, and managed by Advice NI.

It aims to help those in vulnerable groups to access information, advice and guidance in relation to COVID-19.

You can also get in touch by text message.

Text: ACTION to 81025.

Thank you to our colleagues at EBCDA for sharing the original template for this information.

**07783631110**

**07783631114**

7 days a week 9am to 6pm



East  
Belfast  
Coronavirus  
Community  
Support

We are a group of East Belfast community activists seeking to support local responses to the crisis and co-ordinate efforts to ensure all people can access help.

The helplines are managed by East Belfast community organisations. Calls for support are referred through a local response network made up of churches, community groups, youth clubs, residents' associations, women's centres.



Local directory of contacts for the Ards and North Down area produced by Kilcooley Women's Centre.

[VIEW HERE](#)

## ROSETTA AREA COMMUNITY SUPPORT

IF YOU LIVE IN THE  
ROSETTA AREA AND ARE  
SELF-ISOLATING WE CAN HELP

**CONTACT US:**  
**07599 445214**

### THINGS WE CAN HELP WITH:

- Picking up shopping
- Posting mail
- Urgent supplies
- A friendly chat
- Prescription pick-up
- And more...

**STAY HOME. SAVE LIVES.**

COVID-19 (Coronavirus)

## Community Services Directory



[communitysupport.lisburncastlereagh.gov.uk](http://communitysupport.lisburncastlereagh.gov.uk)

Find nearby delivery options, local shops, community support or even online church services with Lisburn & Castlereagh City Council's Community Services Directory  
<https://communitysupport.lisburncastlereagh.gov.uk>



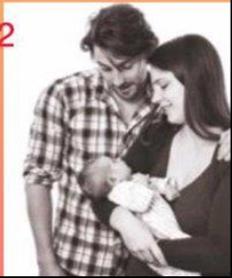
# Welcome to the World

This programme allows parents to think About the transition Into parenthood



6 weeks starting Wednesday 13th at 11am Through zoom video To book contact: Theresa 07841031952

Topics covered:  
Brain Development      Importance of communication  
Bonding and Attachment      Building blocks of Family life  
Breastfeeding info



## Breastfeeding

To find breastfeeding support while 'staying at home' visit:

[www.pha.site/bfsupport](http://www.pha.site/bfsupport)



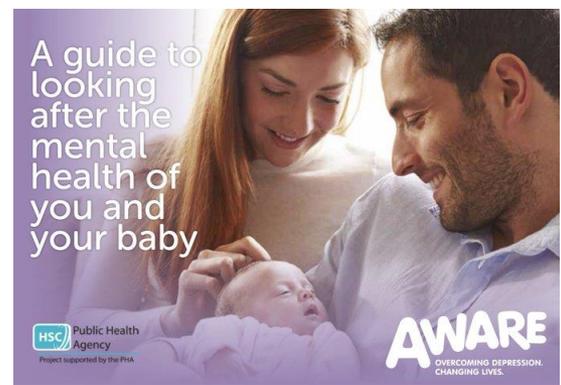
## COVID-19 (coronavirus):



### Information for parents of newborn babies

Although the risks are very low, you may be concerned that your baby could get COVID-19. **Do not delay** seeking help if you have concerns.

If you are pregnant and worried about how COVID-19 may affect your newborn check out the new factsheet 'COVID-19: Information for parents of newborn babies'. It can be found at: <http://pha.site/postnatal-care>



Aware NI have teamed up with the Public Health Agency to produce a free resource on looking after the mental health of you and your baby.

[DOWNLOAD HERE](#)



# SureStart

Latest Sure Start Newsletter showcasing the Sure Start services, advice and resources available to projects.

[VIEW HERE](#)



## CCP Training Guide During the COVID-19 Pandemic

These extraordinary times may provide you with the opportunity to complete some training from the comfort of your home. The CCP training guide provides links to free online training and other useful resources, information and advice. <https://view.pagetiger.com/E-Zine/course-directory>



## Health Visiting Helpline



### Support and advice for parents with children aged 0-4 years

Our helpline is available Monday to Friday 9am-5pm  
Please contact us on:

028 9504 0846 or  
Email: [HVadvice@belfasttrust.hscni.net](mailto:HVadvice@belfasttrust.hscni.net)



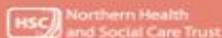
## Supporting children and young people with worries about COVID-19

An evidence-based resource produced by University of Reading's AnDY Research Group and University of Oxford's TOPIC Research Group.

Available to download in a number of different languages at:

<https://emergingminds.org.uk/advice-for-parents-carers-supporting-children-young-people-with-worries-about-covid-19/>

COVID-19: ADVICE & SUPPORT



## Children's & Young People's Service

For support during the COVID-19 pandemic, please call:

Monday - Friday 9AM - 5PM



028 7936 5097

For those currently receiving Trust support, please speak to your allocated professional in the first instance

### What we can offer:

- Emotional support to children/young people and parents/carers
- Links and information to practical services within the community
- A listening ear to those who are socially and/or emotionally isolated
- Signpost families to available services in their local communities- food banks, pharmacy, home deliveries



Child Bereavement Service

Believe in children  
Barnardo's Northern Ireland

Advice Line for children, parents & carers  
Tel. 07867372711

Barnardo's Child Bereavement Service have produced a useful document for dealing with bereavement

<http://www.cypsp.hscni.net/wp-content/uploads/2020/04/child-bereavement-service-grieving-during-covid-19.pdf>



**Daily Updates**

[Click here to stay informed](#)

**CYPSP**  
Children & Young People's Strategic Partnership

**familysupport NI.gov.uk**

Helping You Find the Services You Need

If you would like to find out more about family support services in your area please see the Family Support NI website at: [www.familysupportni.gov.uk](http://www.familysupportni.gov.uk)

**Every weekday 11:30am on Youtube**

**Monday** **Tuesday** **Wednesday**

**Thursday** **Friday**

libraries NI

We have another fabulous selection of stories on our YouTube channel this week! Join in every weekday at 11:30am <https://bit.ly/Inichildrenstories>

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

**COVID-19 (CORONAVIRUS)**  
Everyone in Northern Ireland should now be using social distancing

Stay at least 2 metres away from other people  
2 metres / 6 feet

Visit [www.hps.nhs.uk/coronavirus](http://www.hps.nhs.uk/coronavirus) for latest information and advice on coronavirus

**STAY ACTIVE @ HOME FOR UNDER 5'S**

**BENEFITS OF BEING ACTIVE FOR UNDER 5'S**

- Builds relationships & social skills
- Maintains health & weight
- Contributes to Learning & brain development
- Improves Sleep
- Develops muscles & bones
- Encourages movement & co-ordination

**EVERY MOVEMENT COUNTS**

- Tummy time
- Free play
- Crawling
- Messy play
- Cycle
- Climbing
- Walking
- Active play
- Dancing
- Jumping
- Throwing and catching
- Skipping
- Obstacle courses
- Break up sitting time

#Stayactiveathome Every movement counts!

**DABLEDOOMUSIC**  
THE FUN WAY TO LEARN ABOUT MUSIC

Online course to help parents and families make music with their children at home.

<https://dabledoomusic.com/p/parents-subscription-full-access>



# ACT-UP



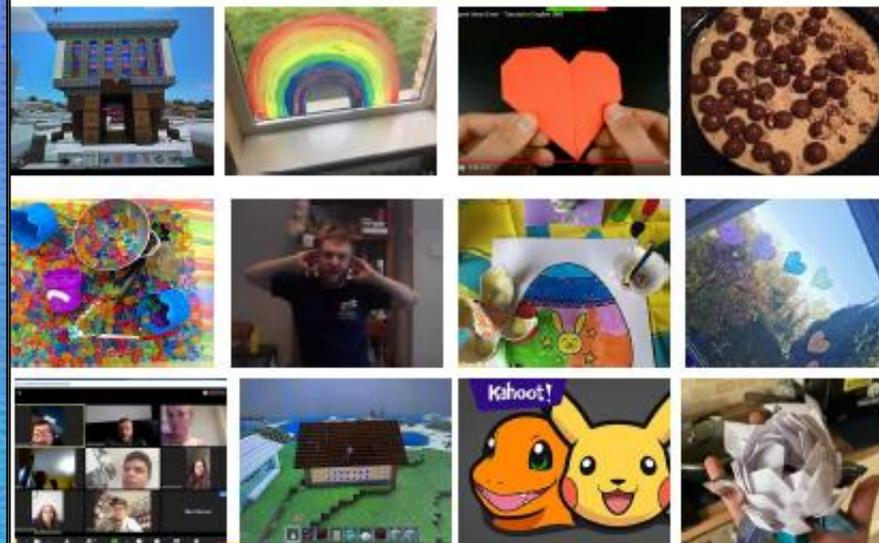
Personal Development programme for young people aged 12-18 years in Belfast with a physical disability, brain injury or Autism.

Online sessions moving to face-to-face after lockdown.

Make friends, have fun and develop your confidence

**Contact: [j.peacock@cedar-foundation.org](mailto:j.peacock@cedar-foundation.org) for info**

# YOUTH MATTERS



Supporting young people aged under 18 years with:  
Physical disability  
Acquired Brain Injury  
Autism

We offer a wide range of fun activities for children and young people

- Online Youth Clubs
- ACT-UP PDP (Belfast Only)
- Weekly Minecraft club
- Movies
- Zoom 1:1 support
- Arts & crafts, Stories, Quizzes
- Well-being activities

WWW.CEDAR-FOUNDATION.ORG • YOUTHMATTERS@CEDAR-FOUNDATION.ORG

[www.cedar-foundation.org](http://www.cedar-foundation.org)



The Education Authority have produced a document listing the EA Services for young people, including Vulnerable Children to Support wellbeing, safeguarding and inclusion in response to COVID-19.

[DOWNLOAD HERE](#)



<http://www.nwrc.ac.uk/hla-students/>



Prince's Trust

**START SOMETHING**

The Prince's Trusts youth workers and volunteers are still on hand through this challenging time. Their live chat, phone lines and text service are open from 9am-9pm every day and their [Coronavirus Support Hub](#) is also available for advice and guidance. So, don't feel alone.

Freephone: 0800 842 842

**ENROLL TODAY!**

**TO REGISTER**

Due to the coronavirus our offices are closed at the moment but you can still register for our courses in September.

- a) Send an **email** with your name to **info@impacttraining.com**
- b) We will send you an **application form** which you can complete and return via **email**.
- c) We will check the details and confirm your **enrolment** for September.
- d) Keep in touch through our **Facebook** pages.



- ADMINISTRATION
- CHILD CARE
- JOINERY
- ENGINEERING
- WAREHOUSING
- I.C.T
- RETAIL SKILLS



**IMPACT TRAINING**  
*Maximising Potential*

FOLLOW US ON **facebook**



**GET IN GO FAR**

**IMPACT TRAINING**



# HOW PARENTS CAN SUPPORT TEENAGERS DURING LOCKDOWN

@BELIEVEPHQ



**01**  
Encourage them to be involved in activities or tasks around the house (E.g. cleaning, cooking, gardening)



**02**  
Be clear with them some of the things that you'd appreciate their help with and why their help is important



**03**  
Don't get stressed if they have the odd sleep in. Try not to tell your child what to do. Instead suggest things that might help



**04**  
Agree on some ground rules that you can all work towards together as a family. Respect each other's choices



**05**  
Identify a physical or creative challenge that they can master over the coming days and weeks. Encourage them to keep practising it



**06**  
Work together as a team who are looking to support each other



**07**  
Support your child to find things to do which will help to reduce boredom



**08**  
Encourage your child to stay connected to friends and family and to engage in activities that provide a sense of achievement



**09**  
Encourage your child to schedule things into their week. This will bring back a sense of control over what they are doing



**10**  
Identify some coping skills that you can test out and practise together. This is a great way to promote self care



## Do you live in supported living in the South Eastern Trust?

We know that things can be worrying and uncertain right now, so we want to talk to you about your rights, and what you can expect during this time.

Join Jenny and Caroline on 7th May at 4pm on zoom to learn more, and ask any questions you might have.

Text 07407510705 for details



Helpful resources from across the internet that are available to help support young people's mental health and well-being.

<https://www.camhs-resources.co.uk>



# COVID-19: ADVICE & SUPPORT

**springboard**  
opportunities limited

**Call 02890 315111**

**Message**  
**@springboardopps**

**f** **Instagram**

**Email**  
**admin@springboard-opps.org**

**#StillHeretoSupport #StayHome #StaySafe**

**ONE TO ONE SUPPORT CALLS**

**ONLINE QUIZZES & CHALLENGES**

**GOOD RELATION SESSIONS**  
(GOOGLE CLASSROOMS)

**GOAL SETTING & TEAM BUILDING**

**CATALYST**  
#stillheretosupport

**springboard**  
opportunities limited



Resources to support children and adults around anxiety, worry, stress, and fears; including specific Covid

<http://www.safehandsthinkingminds.co.uk/covid-anxiety-stress-resources-links/>

**STAY AT HOME**

**PROTECT THE NHS**

**save lives**

**AWARE**  
OVERCOMING DEPRESSION.  
CHANGING LIVES.

**INTRODUCTION TO MINDFULNESS**

**Free Online Mindfulness Sessions**

AWARE is delighted to offer a series of free online mindfulness sessions, delivered by professional mindfulness practitioners...

- Anne Costello • Veronica Ellis • Caroline Stewart •

There will be two daily Zoom sessions running Mon-Fri for 12 weeks  
Starting Mon 11th May

**Register Now!**  
**aware-ni.org/intro-to-mindfulness**

In partnership with...  
The Community Foundation for Ireland  
Bank of Ireland

**For info, please email: stephanie@aware-ni.org**

**innovatingminds**  
BELIEVING IN MENTAL HEALTH

**edu pod**

**FREE WEBINAR**

**Emotionally Regulating our Students**

**Key Note Speaker:**  
Dr Karen Treisman  
(Highly Specialist Clinical Psychologist)

**18th June @ 11am**

**SIGN UP: WWW.MYEDUPOD.COM**

**Benefit Payment Dates**

**May Day Bank Holiday**  
If your payment is due on Friday 8 May, you will still be paid by that date. All benefits operate on different payment systems, but you will not receive your payment later than the day it would normally be due.

**DfC**  
Department for Communities  
www.communities.gov.uk



# DON'T GET LOCKED IN

During social distancing, several countries are reporting an increase in home drinking.



## Mind the Children

Children can become afraid when adults are drinking. Avoid drinking alcohol until children have gone to bed. Make sure there is at least one non drinking adult in the house at all times.

[www.drugsandalcoholni.info](http://www.drugsandalcoholni.info)




Adapted with permission from the Alcohol Forum.

## Reporting crime during the Covid-19 crisis

-  **IN AN EMERGENCY CALL 999**
-  **YOU CAN STILL REPORT ON 101**
-  **IF YOU ARE DISPLAYING SYMPTOMS OF COVID-19, OR BEEN IN CONTACT WITH SOMEONE WITH SYMPTOMS, A SPECIALIST TEAM WILL CALL OUT, BUT THIS MAY TAKE LONGER**
-  **IF YOU HAVE NO SYMPTOMS, PSNI WILL CALL AS NORMAL**

Whether you report or not, support services for victims remain available





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

 Access and Information Service  
Supporting YOU to live well

## Access & Information Service

For access to Trustwide services for people aged 65+

### When to contact us?

- ◊ If you require assistance, support and/ or advice and have no current social care services.
- ◊ If you wish to make a new referral for a relative/friend/ neighbour who may require support and care.

## We are a Central Point of Contact for:

- ◊ Signposting to local community & voluntary groups
- ◊ Social Work
- ◊ Occupational Therapy
- ◊ District Nursing
- ◊ Reablement
- ◊ Intermediate Care Scheme
- ◊ Continence Service

**Our number is (028) 37564300**  
**Monday—Sunday 9am to 5pm**

 Access and Information Service  
Supporting YOU to live well



## 10 ways to support yourself when you are grieving

- 1 Try not to become emotionally isolated.
- 2 Allow yourself to feel and react in a way that is natural to you.
- 3 Keep conversations going with the people who are closest to you.
- 4 Reach out and make sure to telephone someone each day.
- 5 Have "conversations" through WhatsApp or Facebook.
- 6 Remember to eat and to keep hydrated.
- 7 Try to stick to your normal routine as much as possible.
- 8 If there are children in your family, check-in with them often.
- 9 Let children set their own pace.
- 10 Try to limit how much news and social media you consume.

Remember: In grief you can only do the best you can, try to be tolerant and *kind to yourself*.

RNIB is now on the Be My Eyes platform as a "Specialised Help" provide. So if you need to connect with RNIB, you can video call directly through the Be My Eyes app and your call will go straight to our advisors.

More info can be found at:

<http://rnib.org.uk/rnibconnect/be-my-eyes-specialised-help>

## Speech and Language Support Coleraine Sure Start Partnership

*Do you have any concerns about your child talking?  
Are you worried your child does not understand you?  
Is your child stammering and you are unsure what to do?*

Emma, our Speech and Language Therapist can give you support and guidance. She will be available:

- Monday mornings from 10.30 to 12.30
- Thursday afternoons from 2.00 to 4.00 pm

You can phone Emma at the above times, or send a text and she will phone you at a time that suits. Or send a private message on Facebook or email [emma@colerainesurestart.org.uk](mailto:emma@colerainesurestart.org.uk)

We're here to support you

Telephone: 07857 668 192

## Supporting Social, Emotional and Physical Health

Delivered by: The West Belfast Health & Wellbeing Consortium

### Working to Improve The Health and Wellbeing of Our Community



# #workingtogether



- 02890 202030
- 02890 319634
- 02890 622201
- 02890 245969
- 02890 323631
- 02890 200770



# HOME ISN'T ALWAYS A SAFE SPACE.

Your local Boots pharmacy is.



Anyone unsafe in their own homes can use any Boots consultation room to call a support service

<https://uksaysnomore.org/safespaces/>

Be **supportive**  
Be **careful**  
Be **alert**  
Be **kind**

**Psychological First Aid**

Be ready to fight COVID-19

Free E-learning module for anyone working or volunteering across the statutory, voluntary and community sectors

[www.pha.site/psychologicalfirstaid](http://www.pha.site/psychologicalfirstaid)



## If you are being hurt you do not have to #stayathome



### Domestic Violence

- can affect anyone
- is **not** just physical violence
- it **hurts children** too

## There is help available

You do not have to leave your home to get **help**.

However, if you do need to leave there are **safe places** available.



# 02890 666 049

[admin@belfastwomensaid.org.uk](mailto:admin@belfastwomensaid.org.uk)  
[www.belfastwomensaid.org.uk](http://www.belfastwomensaid.org.uk)

 in an emergency always dial **999**



The Freephone 24hr Domestic and Sexual Abuse Helpline Tel: 0808 802 1414 managed by Nexus NI open 24/7

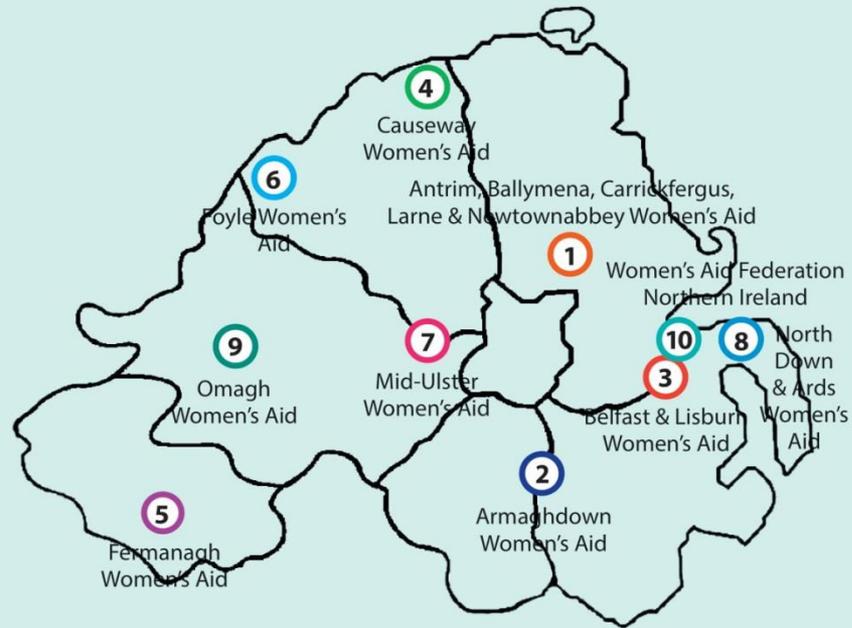


## Belfast City Council



## Women's Aid Across NI

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 8704 or 028 3839 7974
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



# COVID-19 support for the family



We're here to support you and your family through whatever you may be facing – either as a result of the current crisis or age old pressures on family life.

[cff.org.uk/covid-19-support](https://cff.org.uk/covid-19-support)  
articles • videos • activities • events

COVID-19: ADVICE & SUPPORT



## STILL HERE FOR YOU!

WHAT WE OFFER & HOW TO CONNECT

April 2020

#StaySafe

#YMCAconnects



**CRISIS RESPONSE SERVICE FOR ISOLATED & VULNERABLE**

FOOD, MEAL & PRESCRIPTION DELIVERIES, AND WELLBEING PHONE CALLS

☎ 07591 840539 ☎ 07483 347258 ☎ 07591 840805

**YOUTH WORK**  
ONLINE & PHONE SUPPORT FOR YOUNG PEOPLE

☎ 07591 840489



**AFTER SCHOOL CLUB**  
SUPPORT FOR CHILDREN & PARENTS AT HOME ON PLAY

☎ 07591 840361



**HOUSING SUPPORT**

1-2-1 PHONE & ONLINE SUPPORT ON HOUSING ISSUES

☎ 07591 840390



**ETHNIC MINORITIES SUPPORT**

BILINGUAL ADVOCACY & EUSS SUPPORT FOR MIGRANTS & REFUGEES

☎ 07591 840529

☎ 07483 122843



[info@northdownymca.org](mailto:info@northdownymca.org)



YMCA North Down



@northdownymca



@northdownymca



**Naloxone Training**



Naloxone is an easy to administer medication which temporarily reverses an opioid overdose by blocking the opioid receptors in the brain. It is an emergency medication, in the same category as epinephrine (for anaphylaxis) and glycogen (for diabetic coma).

EXTERN are providing online training via webinar sessions at this time.

Visit <https://www.extern.org/naloxone-training> for further information and to book a place.



# KNOW YOUR TRIGGERS



If you see a pattern of times during the day when you are more prone to access online or mobile betting, make a plan to preoccupy your mind with alternative activities during these times. Schedule time to talk to a friend, start a hobby or do something new.

#noshame



# OUTSMART THE ADS & APPS

You can contact your bank and request they block links and apps from accessing your current or credit bank accounts.

You can also hid adverts on social media which show you gambling sites and apps.

#noshame

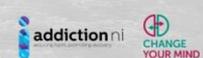


# TAKE CONTROL

Speak to someone you trust and ask them to manage your money, making it harder for you to access it quickly or when you feel the urge to bet.

Be open and honest of how you feel and why you need support. Having a listening ear can help you feel in control.

#noshame



# ASK FOR HELP

Seek support when you need it, especially when you feel the urge to bet or when you feel like things are out of control talking through your feelings will help you understand your emotions.

Check out organisations that can help you in taking your first steps to overcome your gambling addictions.

#noshame



Advice and information around gambling addiction and support can be accessed at: <https://addictionni.com/get-involved/campaigns/gambling-advice-during-covid-19>

# PLANNING FOR COVID-19



# SERVICES AND OUTREACH

Now, more than ever, we are working hard to make sure that we continue to provide help and support to anyone experiencing issues with alcohol and other drugs.

We are still here, providing support services over the phone - get in touch with the team today on 028 9066 4434.

Pharmacies are still providing safe needle exchanges.



# CONCERNED ABOUT YOUR GAMBLING?

**IF YOU ARE CONCERNED ABOUT YOUR GAMBLING BEHAVIOUR, CALL THE DUNLEWEY HELPLINE 1800 936 725**



# Take control with Stress Control

 What is stress?	Monday 11 <sup>th</sup> May and Tuesday 12 <sup>th</sup> May 2pm and 8.30pm
 Controlling your body	Thursday 14 <sup>th</sup> May and Friday 15 <sup>th</sup> May 2pm and 8.30pm
 Controlling your thoughts	Monday 18 <sup>th</sup> May and Tuesday 19 <sup>th</sup> May 2pm and 8.30pm
 Controlling your actions	Thursday 21 <sup>st</sup> May and Friday 22 <sup>nd</sup> May 2pm and 8.30pm
 Controlling panicky feelings Getting a good night's sleep	Monday 25 <sup>th</sup> May and Tuesday 26 <sup>th</sup> May 2pm and 8.30pm
 Boosting your wellbeing Controlling your future	Thursday 28 <sup>th</sup> May and Friday 29 <sup>th</sup> May 2pm and 8.30pm



Everything you need can be found at [www.stresscontrol.org](http://www.stresscontrol.org)



NORTHERN EMOTIONAL WELLBEING SERVICE

If you are feeling anxious, low in mood or suffering from mild to moderate mental health difficulties, we're here to help.

To set up an appointment for telephone or video counselling, complete our online referral form at:

[www.links counselling.com/NEWS](http://www.links counselling.com/NEWS)

Or give us a call on 028 3834 2825

Stayed connected and stay safe, but don't journey alone.

*\*This service is for people living within the Northern Trust Area and is fully funded by The Northern Health and Social Care Trust*



#noonejourneysalone

COVID-19: ADVICE & SUPPORT



## 31 DAYS OF WELLBEING



MAY						
SUN	MON	TUE	WED	THU	FRI	SAT
					1 CALL OR TEXT A FRIEND YOU MISS	2 GO FOR A 15 MINUTE WALK IN FRESH AIR
3 GO TO BED EARLY	4 WATCH THE SUNRISE	5 TAKE A DAY OFF SOCIAL MEDIA	6 TRY A NEW FOOD	7 LISTEN TO AN UPBEAT SONG	8 WALK BARE FOOTED ON GRASS	9 HAVE A GO AT A JIGSAW OR ONLINE PUZZLE
10 JOIN AN ONLINE EXERCISE CLASS	11 WATCH A FUNNY FILM	12 WRITE DOWN THREE OF YOUR STRENGTHS	13 MAKE A HEALTHY MEAL	14 HAVE BREAKFAST OUTSIDE	15 CATCH UP WITH FAMILY ON ZOOM	16 CLEAR OUT YOUR JUNK DRAWER
17 DANCE LIKE NOBODY IS WATCHING	18 TRY YOGA OR MEDITATION	19 SWAP ALL SNACKS FOR FRUIT	20 CHALLENGE YOUR NEGATIVE THOUGHTS	21 TURN OFF NEWS TODAY	22 CALL SOMEONE WHO IS LONELY	23 EXCHANGE ALL DRINKS FOR WATER
24 READ A POEM	25 HAVE AN EXTRA LONG SHOWER OR BATH	26 PLAN A FUN ACTIVITY WITH FRIENDS	27 LIST YOUR FAVOURITE SONGS	28 REFLECT ON HAPPY MEMORIES	29 DO A RANDOM ACT OF KINDNESS	30 TRY A CROSSWORD
31 DO SOMETHING CREATIVE						



**FREE ONLINE FITNESS TIMETABLE LAUNCHES 20TH APRIL**

MON	TUES	WED	THU	FRI	SAT
10AM Conditioning and Core	12:30pm Kettlebells	10am Body Conditioning	12:30pm BodyWeight Bootcamp	10am SPIN 30	10AM 20/20/20
12:30pm Bootcamp	6pm Body Conditioning	11am Cardio Active	6pm Kettlebells	12:30pm HIIT 30	
		12:30pm SPIN 30			

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**COVID-19: ADVICE & SUPPORT**

**Helplines NI**  
listen. support. inform

Helplines NI provide specialist advice and support for people in Northern Ireland. Helplines are available 24/7 and website [www.helplinesni.com](http://www.helplinesni.com) provides a directory of the helplines within Northern Ireland. The response to advice queries (helplinecalls) can be made by the public and professionals in Northern Ireland.

**What support do the helplines provide?**  
The helplines provide a variety of support services, including information, advice, counselling, listening and befriending. Many of the services also offer over the phone and some provide support via email, text and video chat.

The helplines provide information, support and advice on a wide range of issues, including: adult, mental health, dementia, unemployment, assessment, specialist abuse and housing.

For more information on helplines NI, contact: [public@helplinesni.com](mailto:public@helplinesni.com)

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

**Action on Elder Abuse**

**Action**  
An Elder Abuse Northern Ireland

**0800 8808 8141**

Monday to Friday  
9am - 5pm

[www.elderabuse.org.uk/in-northern-ireland](http://www.elderabuse.org.uk/in-northern-ireland)

**Independent Advice Network**

**advice<sup>ni</sup>**

**0300 303 0898**

Monday to Friday  
9am - 5pm

[advice@advicant.net](mailto:advice@advicant.net)  
[www.advicent.net](http://www.advicent.net)

**Advice and Advocacy Service**

**age NI**  
Live later life

**0808 808 7575**

8am - 7pm  
7 days a week  
365 days a year

[www.agei.org.uk/advice](http://www.agei.org.uk/advice)

**Alzheimer's Society Support Line**

**Alzheimer's Society**

**0333 150 3456**

Monday to Wednesday  
9am - 8pm,  
Thursday & Friday  
9am - 5pm,  
Saturday & Sunday  
10am - 4pm

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

**Autism NI**

**AutismNI**  
Northern Ireland's Autism Charity

**028 9040 1729**

Monday to Friday  
9am - 5pm

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

**Cancer Focus NI**

**Cancer Focus**

**0800 783 3339**

Monday to Friday  
9am - 1pm

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

**Carers NI**

**carers NI**

**028 9043 9843**

Monday to Thursday  
10am - 4pm

[www.carersuk.org/northernireland](http://www.carersuk.org/northernireland)

**CAUSE Helpline**

**cause**

**0845 60 30 29 1**

Monday, Wednesday & Friday: 10am - 4pm  
Tuesday & Thursdays: 12pm - 8pm

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

**Child Bereavement Service**

**Believe in children**  
Barnardos Northern Ireland

**028 9066 8333**

Monday 9.30am - 12.30pm  
Tuesday 9.30am - 12.30pm  
Friday 10am - 12.30pm

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

**ChildLine**

**childline**

**0800 1111**

24/7  
365 days a year

Online 1-2-1 & Email Service Available at [www.childline.org.uk](http://www.childline.org.uk)

**Christians Against Poverty Debt Help**

**CAP**

**0800 328 0006**

Monday to Friday  
9am - 5pm

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

**The Compassionate Friends**

**The Compassionate Friends**

**028 8778 8016**

10am - 4pm & 7pm - 9.30pm  
365 days per year

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

**Domestic and Sexual Abuse Helpline**

**Nexus**

**0808 802 1414**

24/7  
365 days a year

Text 'support' to 07797805829  
[help@dsahelpline.org](mailto:help@dsahelpline.org)  
Live online chat via website: [www.dsahelpline.org](http://www.dsahelpline.org)

**Eating Disorders Association NI**

**Eating Disorders Association NI**

**028 9023 5959**

24/7  
365 days a year

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

**Family Benefits Advice Service**

**Employers For Childcare**

**0800 028 3008**

Monday to Friday  
8am - 5pm

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

**HIV & Sexual Health Helpline NI**

**0800 137 437**

Monday to Friday  
10am - 4pm

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

**Housing Rights**

**Housing Rights**  
when everyone has a home

**028 9024 5640**

Monday to Friday  
9.30am - 4.30pm

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

**Informing Choices NI**

**INFORMING CHOICES NI**

**028 9031 6100**

Monday to Friday  
9am - 5pm

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

**Kinship Care NI**

**Kinship Care**  
Northern Ireland  
Supporting families together

**0800 022 3129**

Monday to Friday  
9am - 5pm

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

**Law Centre NI**

**Law Centre NI**

**028 9024 4401**

Monday to Friday  
9am - 5pm

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

**LGB&T Switchboard Cara-Friend**

**0808 8000 390**

Monday to Friday  
1pm - 4pm  
Wednesday  
6pm-9pm

Live online chat via Website  
[www.cara-friend.org.uk](http://www.cara-friend.org.uk)

**Crisis Telephone & Counselling Service**

**Lifeline**

**0808 808 8000**

24/7  
365 days a year

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

**Make the Call**

**make the call**

**0800 232 1271**

Monday to Friday  
8am - 5pm

Text ADVICE to 67300  
[makethecall@dfci.gov.uk](mailto:makethecall@dfci.gov.uk)

[www.nidirect.gov.uk/makethecall](http://www.nidirect.gov.uk/makethecall)

**NSPCC Helpline**

**NSPCC**

**0808 800 5000**

24/7  
365 days a year

[help@nspcc.org.uk](mailto:help@nspcc.org.uk)  
[www.nspcc.org.uk](http://www.nspcc.org.uk)

**Parentline NI CiNI**

**Parent Line NI**

**0808 8020 400**

Monday to Thursday  
9am - 9pm  
Friday 9am - 5pm  
Saturday 9am - 1pm

Live online chat via Website  
[www.ci-ni.org.uk](http://www.ci-ni.org.uk)

**Parent Support Line**

**Parentingni**

**0808 8010 722**

Monday to Thursday  
9.30am - 3.30pm  
Friday 9.30am - 12.30pm

Live online chat via Website  
[www.parentingni.org](http://www.parentingni.org)

**Rural Support Helpline**

**Rural Support**  
Northern Ireland  
Supporting quality communities

**0800 138 1678**

Monday to Friday  
9am - 9pm  
(voicemail and support options available at all other times).

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

**Samaritans**

**SAMARITANS**

**116 123**

24/7  
365 days a year

[Join@samaritans.org](mailto:Join@samaritans.org)  
[www.samaritans.org](http://www.samaritans.org)

**SandsNI Helpline**

**Sands**

**077 4099 3450**

Monday to Friday  
9am - 5pm

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

**Simon Community**

**simon community**

**0800 171 2222**

24/7  
365 days a year

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



### A HOMELESSNESS PREVENTION SERVICE

Program dla osób z problemami mieszkaniowymi  
Служба поддержки арендаторов жилья

"We support people to resolve issues that affect their housing"

**If you need confidential support, information or advice about anything that affects your housing please contact us using the following :-**



📞 07591 840 390



✉ info@housingssupportservice.org



📘 Housing Support Service - Ards & North Down

A NDYMCA SERVICE FUNDED BY:

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

**Dropping off fresh clothes or toiletries for a loved one in hospital?**

Please arrange for these to be left in a plastic bag at reception. Make sure the bag is clearly labelled with the name of patient and the ward they are on.

**REMEMBER OUR VISITING RESTRICTIONS:**  
One visitor may be permitted however this must be agreed in advance with the Ward sister or Charge Nurse.

HSC Public Health Agency

**CATCH IT.**

**BIN IT.**

**KILL IT.**

**COVID 19**

Do you have a learning disability and need information?

CONTACT OUR HELPLINE  
**0808 808 1111**

**DON'T DELAY**  
If you are unwell, use the HSC

[www.hscboard.hscni.net/dont\\_delay\\_help/](http://www.hscboard.hscni.net/dont_delay_help/)

**Health and Social Care**

**WE ALL MUST DO IT TO GET THROUGH IT**



On behalf of the Belfast Hubs we are incredibly grateful to Belfast Harbour who understand the importance of reaching out and engaging with local communities, providing assistance in terms of both time and money, building bridges to education and training, managing and improving their environmental impact and encouraging suppliers to also behave responsibly.

On this occasion they have provided each of the 10 Family Support Hubs in Belfast with 10 Amazon Fire tablet devices for families who really need them.

That's 100 families who now have access to online resources for their children!

Thank you !

### Windsor Women's Centre – CASA Family Support Hub

Windsor Women's Centre remains open to care for children of Frontline and Essential Keyworkers.

Childcare are keeping in contact with all their families with weekly sign to music videos and story time on Facebook. Weekly phone calls are made to the families for any help and advice needed. Staff have been busy delivering activity packs for the children to keep them entertained, some children have displaying their lovely pictures on their windows.

Staff have been offering to do click and collect for families self-isolating and delivering prescription's to the elderly. Staff have also been delivering food parcels to families in need and who are self-isolating.

Education are linking in with all their class users, some class users have Whats App groups to stay in contact with each other.

Windsor Women's Centre staff and management had a vision of a mural to thank all the NHS and Keyworkers. Thank you to Jonathan and Lewis Dunn for your Talent in displaying our ideas and vision.





**Northern Area Family Support Hubs**  
**Newsletter**  
**May 2020**



**ACTION FOR CHILDREN**  
**Family Support Hubs**  
 4a Steeple Road, Antrim, BT41 1AF  
 T: 028 9446 7345  
 028 2827 6044

E:  
[familysupporthubs@actionforchildren.org.uk](mailto:familysupporthubs@actionforchildren.org.uk)  
[www.familysupporthubs.com](http://www.familysupporthubs.com)

Please click on the link below if you would like to make a referral to the Family Support Hubs

<https://www.familysupportni.gov.uk/Content/uploads/userUploads/Northern%20FS%20Hub%20Referral%20Form%20NEW%202019.pdf>

Our Northern Family Support Hub team - Claire, Fiona, John, Natasha, Paula and our fab administrator Judith have engaged with 142 families in March and 125 in April. We have been providing telephone support, checking in with all families referred and having conversations about their needs. We have been accessing the support services best suited to the specific needs of the families and signposting on to services who work closely with us through our hub partnerships. During these unusual and difficult times the Northern FS Hubs have also been able to help a number of families through our Action For Children Emergency Coronavirus Fund to enable the purchase of essential items required including food, electricity, heating oil and outdoor toys and crafts given children are currently at home on a full-time basis. We are also maintaining close relationships with foodbanks and the delivery of goods to families in need. Some positive quotes from parents recently supported include:

“I am incredibly grateful and glad I am now receiving some help and will continue to do so with emotional support to be offered through the family support hubs for my family. It has lifted a weight off me knowing I now have the essential items to support my family while awaiting benefit system to come through to support us at this difficult time. Thank you very much”.

Another parent wrote “The funding meant so much to our family and we really appreciated all the support offered. I am so glad I am now receiving support as so many doors were closed on my face because my circumstances were not meeting agencies criteria”.



**For further information on Family Support Hubs in your area?**  
**Contact:** Helen Dunn, Regional Coordinator of Family Support Hubs

Email: [Helen.dunn@hscni.net](mailto:Helen.dunn@hscni.net)