



# COVID-19: Weekly Family Support Hubs Newsletter

## This edition includes:

- SBNI
- BHSCT's Children's Hospital
- SHSCT – Staying Connected Helpline
- NHSCT – Safe & Well Support Line
- SEHSCT – Children's Services Gateway Team
- Parenting NI Helpline
- PHA – NI Maternity Website
- SHSCT – Health Visiting Infant Feeding Helpline
- Barnardos – Parent Supportline
- COVIS-19 Important Information for Parents
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- Family Support NI
- BHSCT – Adult Protection Gateway Team
- BHSCT - Emergency Contacts for your Personal Safety
- Victim Support NI
- Chinese Welfare Association NI
- Eating Disorders Association NI
- Modern Slavery Helpline
- BSL & ISL- Guidance
- National Deaf Children's Society
- BSLHealthAccess – Free Interpreting Service
- RNIB, Guide Dogs for the Blind Association, Thomas Pocklington Trust, Vision UK & Visionary – COVID 19 FAQ's
- RNIB
- Guide Dogs
- Marie Curie – Advice for those affected by terminal illness
- Cancer Research – Helpline & Information
- Praxis Care Helpline

- NICHs – Advice for those with chest, heart or stroke conditions
- Parkinson's UK – Helpline
- Motor Neurone Disease Association – Helpline
- MS Society – Helpline
- Diabetes Helpline
- Alzheimer's Society – Support Line
- UK Government guidance for individuals with learning disabilities or autism
- HSCB – Advice for informal carers & young carers during COVID-19
- Arrangements for supporting vulnerable children & children of Key Workers
- Dealing with Worry in Difficult Times
- DfC – Statutory Sick Pay Advice
- Picniq – Virtual Museum Tours
- Forest School Families
- Start Project
- Futures Project Online
- Coronavirus Community Helpline
- Local NI Council's – Advice, information & support
- Community NI – Find help offered by organisations in your area
- COVID-19 Community Helplines
- CDHN – Community Support for Community Pharmacies
- West Belfast Health & Wellbeing Programme – Drug Awareness
- Things to Look Forward To
- NIHE – Information & Support
- NI Direct – Contact details for registered housing associations in NI
- BMC Housing Support
- DfC – Housing Services & Guidance
- Housing Rights – Independent housing advice for NI
- Good News Stories – Fermanagh Hub, Upper Springfield & Whiterock FSH, Space NI

This edition of the newsletter provides advice, resources and project updates as of 22<sup>nd</sup> April 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)

## Child protection services are open during COVID-19



### Trust Gateway Services

Belfast Health and Social Care Trust - 02890 507000  
South Eastern Health and Social Care Trust - 03001000300  
Northern Health and Social Care Trust - 03001234333  
Southern Health and Social Care Trust - 08007837745  
Western Health and Social Care Trust - 02871 314090

### NSPCC

08088005000 or [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

**In an emergency contact Police on 999**

Find out more at: [www.safeguardingni.org](http://www.safeguardingni.org)



During the Covid-19 surge, the BHSCT's Children's Hospital Emergency Department will be open to children up to their 16th birthday. If you have any urgent concerns about your child who may require emergency assessment and treatment, please bring your child to your local ED department.



Northern Health  
and Social Care Trust

## Safe and Well Support Line

Children's and Young People's Service

Safe and Well is a new support line for children, young people and their parents who live in the Northern Health & Social Care Trust area, providing support throughout the COVID-19 pandemic.

**028 79 365 097**

Monday-Friday, 9am-5pm

Information leaflet available at:

<http://www.cypsp.hscni.net/dailyupdate-nhsct-safe-and-well/>



**028 3756 7150**



Southern Health  
and Social Care Trust

Quality Care - for you, with you

**We are here to help**

**If you don't have a children services social worker  
this may be for you**

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

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

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

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



Call us on **028 3756 7150**

During office hours: Monday to Friday, 9am – 5pm

**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)



South Eastern Health  
and Social Care Trust



Parents, carers, family members...

# if you need us we're here.

Call Parentline NI today for advice, support or guidance.

**FREEPHONE**



**0808 8020 400**

Parentline NI is a service operated by Children in Northern Ireland & Relate NI. Funded by the Health and Social Care Board.



Public Health  
Agency

New website launched to  
advise pregnant women during  
COVID-19.

To find out more visit:

<http://ni-maternity.com>

Did you know we  
have a **Health  
Visiting Infant  
Feeding Helpline?**



**07342065152**

**Monday - Friday  
6pm - 9pm  
Excluding Bank Holidays  
Birth - 9 months**

"Baby had been  
crying for 2 hours  
solid... gave  
reassurance"

"I would have went to  
A&E last night if I hadn't  
been able to speak to  
someone on the helpline  
... gave me reassurance  
... left me content"

"Nice to know  
someone there  
when you need  
them"



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

**Your feeding questions  
answered about:**

- **Breastfeeding**
- **Crying**
- **Colic**
- **Constipation**
- **Allergy**
- **Reflux**
- **Formula**
- **Mixed Feeding**

"Glad to be able  
to contact  
someone in the  
evening time -  
rather than  
guessing"



**Barnardos**

## COVID -19 Crisis Parent Supportline

**1800 910 123**

Open to all parents  
who need  
extra support at this time

**10am - 2pm Monday - Friday**

[www.barnardos.ie](http://www.barnardos.ie)

RCN 20010027





## COVID-19 Important Information for Parents

Whilst it is extremely important to follow Government advice to stay at home during this period, it can be confusing to know what to do when your child is unwell or injured.

Remember that GPs and hospitals are still providing the same safe care that they have always done.

Here is some advice to help:



### 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.

# Amber

## 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.

# Red



## 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

# Green



**We're here to support your wellbeing**

No matter where you are, if you are a student at college or university in NI, you can access our free 24hr Telephone Support line, providing telephone and online counselling.

Call us free and confidentially, 24/7 on:


**0800 389 5362**

For free access to online Wellbeing Support Tools, visit:  
**[inspiresupporthub.org/students](https://inspiresupporthub.org/students)**

Ask your Student Wellbeing Team for sign up details



#StudentWellbeing



**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](https://www.familysupportni.gov.uk)

<p><b>START360™</b> Support services for young people....</p> <p>Putting YOU at the centre</p>		
<p><b>inspire students</b> wellbeing matters</p> <p>Support around mental health exams, money, relationships, Tel: 02890328474</p>	<p><b>START360</b> <b>PROTECT LIFE</b> <small>Drugs, Alcohol, Suicide</small> <b>DaSy</b></p> <p>A range of support services around Drugs/alcohol, Employability, Crisis mentoring Tel: 07923129559</p>	<p><b>AWARE</b> OVERCOMING DEPRESSION. CHANGING LIVES.</p> <p>Support for mental health and depression Tel: 08451202961</p>
<p><b>ChildLine</b> 0800 1111</p> <p>support &amp; guidance on Home &amp; Family, Bullying, School <a href="http://www.chidline.org">www.chidline.org</a> 1-1 counsellor chat</p>	<p><b>Lifeline</b> 0808 808 8000 <small>(textphone: 18001 0808 808 8000)</small></p> <p>Crisis response line for people in distress or despair: Tel: 0808 808 8000</p>	<p><b>common YOUTH.</b></p> <p>Free, confidential sexual health advice for under 25's. Belfast: 028 9032 8866 Coleraine: 028 7034 2178 <a href="mailto:hello@commonyouth.com">hello@commonyouth.com</a></p>
<p><b>FRANK</b></p> <p>Confidential advice on drugs &amp; alcohol Tel: 03001236600 <a href="http://www.talktofrank.com">www.talktofrank.com</a></p>	<p><b>domestic and sexual abuse helpline</b> 0808 802 1414</p> <p>Advice for anyone affected by domestic or sexual violence</p>	<p><b>simon community</b> Northern Ireland</p> <p>Support for those at risk of homelessness Tel: 08001712222</p>





# Are you concerned about the welfare of an adult?

## Please contact:

Adult Protection Gateway Team: 028 9504 1744 (9am-5pm, Mon-Fri)  
Adultsguarddutydesk@belfasttrust.hscni.net.cjsm.net

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



# Emergency contacts for your personal safety

## Domestic and Sexual Abuse



Free, 24/7 DSA helpline: 0808 802 1414  
www.dsahelpline.org  
help@dsahelpline.org

## Women's Aid



Contact number: 028 9024 9041  
www.womensaidni.org  
info@womensaidni.org

## Men's Advisory Project (MAP)



Contact number: 028 9024 1929  
www.mapni.co.uk  
info@mapni.co.uk

## Childline



Contact number: 0800 1111  
www.childline.org.uk



Foyle Hub Office  
028 7137 0086  
foyle@victimsupportni.org.uk

Antrim & Newtownabbey  
Causeway Coast & Glens  
Derry City & Strabane  
Fermanagh & Omagh  
Mid & East Antrim  
Mid-Ulster



Support near you  
View your location on the map

Belfast Hub Office  
028 9024 3133  
belfast@victimsupportni.org.uk

Armagh City, Banbridge & Craigavon  
Belfast City  
Lisburn City & Castlereagh  
Newry City, Mourne & Down  
North Down & Ards



**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

 <b>William Olphert</b> Managing Director <b>028 9026 7066</b> <a href="mailto:william@cwa-ni.org">william@cwa-ni.org</a> 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	 <b>Abubaker Khalifa</b> Finance Officer <b>028 9026 7065</b> <a href="mailto:finance@cwa-ni.org">finance@cwa-ni.org</a> Mon-Wed 10am-3pm 周一至周三 上午10:00- 下午3:00 Finance queries 财务相关服务	 <b>Somei Vigo</b> Chinese Elderly Development Worker <b>028 9026 7061</b> <a href="mailto:elderly@cwa-ni.org">elderly@cwa-ni.org</a> 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
 <b>Rebecca Ng</b> Bilingual Advocate <b>028 9026 7062</b> <a href="mailto:rebecca@cwa-ni.org">rebecca@cwa-ni.org</a> 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	 <b>Camilla Reynolds</b> South Belfast BME Health Link Worker <b>028 9026 7063</b> <a href="mailto:camilla@cwa-ni.org">camilla@cwa-ni.org</a> 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	 <b>Tin Chan</b> BME Mental Health Support Project Worker <b>028 9026 7064</b> <a href="mailto:Tin@cwa-ni.org">Tin@cwa-ni.org</a> 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/)



**EDA's Upcoming Support Services**

**21/04/20 Carers and Parents**  
Online Support Group

**28/04/20 Anorexia, Bulimia, OSFED**  
Online Support group

**30/04/20 Binge Eating Disorder**  
Online Support Group

**Our Email Support Service and Phone Support Service is operating as normal.**

Email: [Info@eatingdisordersni.co.uk](mailto:Info@eatingdisordersni.co.uk)  
Phone: 028 90 235959

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

STAY HOME

KEEP DISTANCE

WASH HANDS



modern slavery helpline 08000 121 700

## Spot the signs of modern slavery in the coronavirus lockdown period

- Living on site, where services have closed e.g. car washes
- Poor or no hygiene facilities
- Social distancing issues with overcrowded work-places and accommodation
- Potential victims seeking help at foodbanks





**Covid19: Guidelines in British and Irish Sign Language.**



HSC Health and Social Care

Stay at Home: Guidance for households with possible coronavirus (COVID-19) infection is now available in British and Irish Sign Language.

British Sign Language:

<https://vimeo.com/402540477>

Irish Sign Language:

<https://vimeo.com/402538139>



The National Deaf Children's Society has a COVID 19 blog on their website, where they are gathering together in one place all the up-to-date information that families with a deaf child will be looking for. It is specific to deafness and is updated regularly and contains all the NI specific contacts and references.

<https://www.ndcs.org.uk/blog/coronavirus-and-support-for-deaf-children-information-for-families/>

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

**Do you need free independent advice? Contact the Helpline**

 **0808 800 8880**

Monday to Friday 9am – 5pm  
Free from all UK landlines and major UK mobile providers

 **0786 00 22 888 (SMS)**

Monday to Friday 9am – 5pm  
Texts are charged at your standard network rate or taken from your monthly allowance

 **BSL Interpreter Now**

Monday to Friday 9am – 5pm  
Contact us by making a free video call with a BSL interpreter

 **Contact form**

Complete our online contact form at any time and receive a response within 10 days

 **Live chat**

Monday to Friday 9am – 5pm  
Chat to a member of the Helpline team online for free



BSLHealthAccess is a free Interpreting service by Sign Health and Interpreter Now.

The service allows Deaf people to have immediate access to BSL interpreters for communications with hearing people in any health setting via the telephone, especially during this coronavirus pandemic. The service is free of charge and is available 24 hours a day, 7 days a week.

Video: <https://youtu.be/YJ4vAZufrVs>

The service can be accessed at: <http://bslhealthaccess.co.uk>





## Covid-19 FAQs



In response to a number of queries received, RNIB together with The Guide Dogs for the Blind Association (UK), Thomas Pocklington Trust, Vision UK and Visionary have pulled together key information to help blind and partially sighted people follow Government guidance and get support: <https://www.sightadvicefaq.org.uk/independent-living/Covid-19>



Advice on coronavirus for those with chest, heart or stroke conditions  
<https://nichs.org.uk/your-health/coronavirus-advice-chest-heart-and-stroke-conditions/>



Helpline: 0303 123 9999



**Covid-19 Sight Loss Information line**

**0800 781 1444**



**Get in touch**

+44 (0) 28 9023 4555  
[info@praxiscare.org.uk](mailto:info@praxiscare.org.uk)



Health advice from  
Asthma UK for people with  
Asthma

[Read Here](#)

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



Advice for those living with a terminal illness, or those who have a family member or friend living with a terminal illness and are concerned about coronavirus.

[Read Here](#)



**CANCER RESEARCH UK**

You can phone the Cancer Research UK nurses if you would like to talk to someone at this worrying time.

Talk to the Cancer Research UK nurses on freephone  
0808 800 4040,  
9am to 5pm, Monday to Friday

<https://www.cancerresearchuk.org/about-cancer/cancer-in-general/coronavirus-and-cancer>



**PARKINSON'S<sup>UK</sup>**  
CHANGE ATTITUDES.  
FIND A CURE.  
JOIN US.

## NEED TO HEAR A FRIENDLY VOICE?

For support call our  
helpline on **0808 800 0303**



MND Connect Helpline  
**0808 802 6262**

[mndconnect@mndassociation.org](mailto:mndconnect@mndassociation.org)



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



**CORONAVIRUS (COVID-19)**



## Diabetes Helpline

**028 9536 0600**

Email: [diabetic.helpline@hscni.net](mailto:diabetic.helpline@hscni.net)

This new helpline service for those living with diabetes in NI will run 7 days a week from 9am - 3pm.



## Alzheimer's Society is here to support everyone affected by dementia.

If you are living with dementia or are concerned for a loved one, especially during the coronavirus outbreak, we're here for you.

Call our Dementia Connect support line for the support and advice you need:

**0333 150 3456** (open every day)

Visit our website  
[alzheimers.org.uk](http://alzheimers.org.uk)







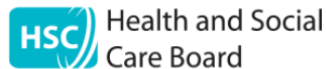
The UK government has updated its guidance to allow individuals with learning disabilities or autism to leave the house for exercise more than once a day or to travel outside of their local area.

Official advice available at:  
<https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do>  
 – refer to Point 15

## Dealing with worry in difficult times

Some basic ideas to look after your well being and point you towards other resources that might help.

[Download Pocket Guide](#)



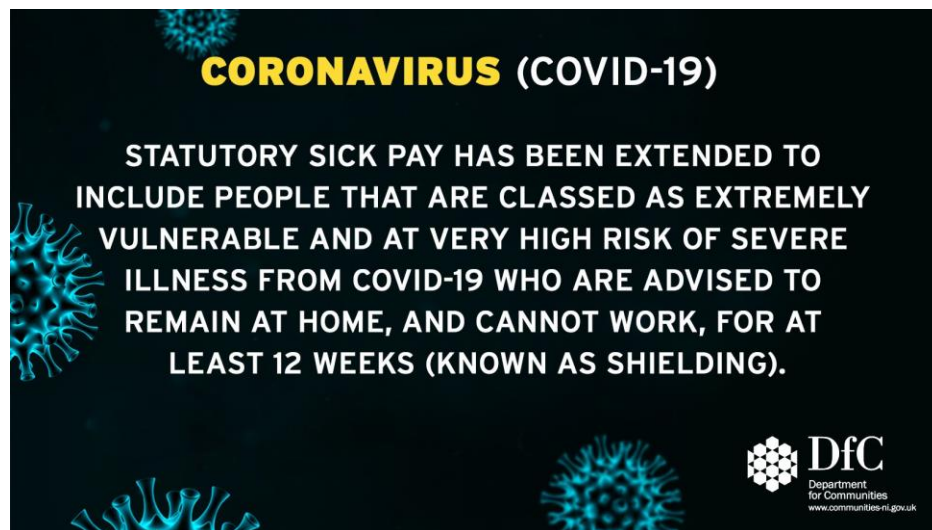
Advice for informal (unpaid) carers and young carers during COVID-19 pandemic.

[Download Here](#)



Health Minister Robin Swann and Education Minister Peter Weir have provided more detail of the arrangements to provide childcare for vulnerable children and the children of key workers across Northern Ireland during the ongoing health crisis.

[Read Here](#)





## Best Virtual Museum Tours for Kids:

### The Louvre

Via their website:  
[www.louvre.fr/en/visites-en-ligne/](http://www.louvre.fr/en/visites-en-ligne/)

### The British Museum

Via their website:  
<https://britishmuseum.withgoogle.com/>

### The Metropolitan Museum of Art

Via their website:  
[www.metmuseum.org/art/online-features/metkids/](http://www.metmuseum.org/art/online-features/metkids/)

### Van Gogh Museum

Via their website:  
<https://artsandculture.google.com/partner/van-gogh-museum>

### Roald Dahl Museum and Story Centre

Via their website:  
[www.roalddahl.com/museum/visit/virtual-museum-tour](http://www.roalddahl.com/museum/visit/virtual-museum-tour)

### NASA Glenn Research Center

Via their website:  
[www.nasa.gov/glennvirtualtours](http://www.nasa.gov/glennvirtualtours)



## Forest School Families – Lets get outside

### Take the Garden Challenge



Make a headband from natural materials out in your garden

It is more important than ever to spend time with your family outside but following the Government's official guidelines.

The Northern Ireland Forest School Association (NIFSA) is posting simple fun activities you can do with your family out in the garden.

Please visit [Forest School Family Page](#) and click on "Nature is Good for You Activity Page"

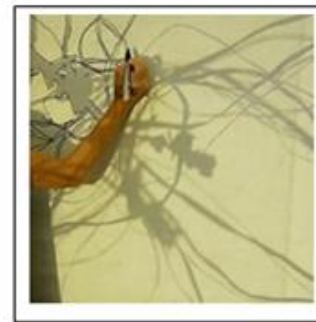
You do not need any experience or specialist equipment, just the willingness to give it a go and have fun.

Why not take up the Garden Challenge. Register to become a Forest School Family. Record 6 activities with your family and you will receive a personalised Forest School Family Certificate.



Make a leaf rubbing using crayons

Use the shadows to make pictures



Website link is [www.forestschoollawards.org](http://www.forestschoollawards.org) and click on Family Zone





include  
**YOUTH**

**Alternatives**  
victim • offender • community

Get going in the right direction



# HAS GONE ONLINE!!








## ARE YOU 16 - 24 & LOOKING SUPPORT INTO EDUCATION, TRAINING OR EMPLOYMENT?

Start can help you get going in the right direction with:

- Online Mentoring & Support.
- OCN Courses.
- Vocational Training.
- Essential Skills Maths, English & ICT.
- Confidence Building & Personal Development.



### Get in touch to register or find out more!

<p>North / West Belfast Stephanie@alternativesrj.co.uk 07725480808</p>	<p>East / South Belfast Barry@alternativesrj.co.uk 07725480804</p>	<p>Bangor / North Down Sarah.reynolds@alternativesrj.co.uk 07725480806</p>
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# ARE YOU AGED 16-24? LOOKING FOR SOME DIRECTION? DO YOU WANT TO FIND YOUR FUTURE?





FUTURES IS A PERSONAL DEVELOPMENT SUMMER PROGRAMME FOR YOUNG PEOPLE:

- EARN UP TO £40 PER WEEK & KEEP YOUR BENEFITS!
- GAIN NEW SKILLS & QUALIFICATIONS (OCN LEVEL 2)
- YOU'LL HAVE A MENTOR TO SUPPORT YOU
- WEEKLY CHECK-IS WITH FACILITATORS/KEYWORKER
- TAKE PART IN FUN ACTIVITIES WITH WEEKLY TASKS
- DAILY HEALTHY HOUR FOR SELF CARE
- CREATIVE JOURNALING, RELAXATION, BOOK CLUB & MORE
- BELFAST MET STUDENT ID THROUGH UNIDAYS APP

**YOU'LL NEED:**

- INTERNET ACCESS
- SMARTPHONE OR TABLET
- FACEBOOK ACCOUNT



## STARTS 25TH MAY 2020

FOR MORE INFORMATION, PLEASE CONTACT:

**EOIN CONWAY (07920518125)**

- OR -

**AMY BLEMINGS (07920832130)**

EOIN.CONWAY1@NIHE.GOV.UK | AMY.BLEMINGS@NIHE.GOV.UK








Freephone Helpline to assist those in vulnerable groups to access information, advice and guidance in relation to COVID-19. The Helpline is managed by Advice NI and is open 9am to 5pm, 7 days per week. The Helpline also offers an email and text message response facility.

Telephone: 0808 802 0020  
Text: ACTION to 81025  
Email : [Covid19@adviceni.net](mailto:Covid19@adviceni.net)



Advice and guidance on how vulnerable people and those advised to shield by their GP can reduce the risk of getting coronavirus and access help and support.

[Read Here](#)



## Local NI Council's

Local Council advice, information and support in response to COVID-19:

[Antrim and Newtownabbey Borough Council](#)

[Ards and North Down Borough Council](#)

[Armagh City, Banbridge & Craigavon Borough Council](#)

[Belfast City Council](#)

[Causeway Coast & Glens Borough Council](#)

[Derry City & Strabane District Council](#)

[Fermanagh & Omagh District Council](#)

[Lisburn & Castlereagh City Council](#)

[Mid & East Antrim Borough Council](#)

[Mid Ulster District Council](#)

[Newry Mourne & Down District Council](#)



**COMMUNITYNI**  
CONNECTING THE VOLUNTARY  
AND COMMUNITY SECTOR

[Find help offered by organisations in  
your area](#)





# COVID-19 COMMUNITY HELPLINES

## East Belfast



### East Belfast Coronavirus Community Support

07783631110

07783631114

7 days a week 9am to 6pm

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.

Support includes: befriending, prescription and grocery pick-ups, signposting services.

## Belfast-wide



### Belfast City Council Community Helpline

0800 587 4695

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

## Northern Ireland



### COVID-19 Community Helpline

0808 802 0020

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.

## Community Support for Community Pharmacy COVID-19



CDHN is committed to supporting local communities to provide assistance to their local community pharmacy in this time of crisis.

Community pharmacies require:

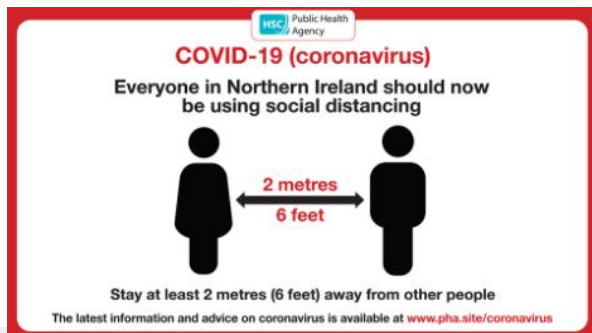
- Volunteer Drivers to deliver medication
- Volunteer support to limit and control access to community pharmacy

IF YOU ARE A COMMUNITY PHARMACY AND REQUIRE SUPPORT, PLEASE EMAIL [KATHYMARTIN@CDHN.ORG](mailto:KATHYMARTIN@CDHN.ORG) OR CALL.

IF YOU ARE A COMMUNITY OR VOLUNTARY ORGANISATION AND CAN PROVIDE SUPPORT, PLEASE EMAIL [MARYOHAGAN@CDHN.ORG](mailto:MARYOHAGAN@CDHN.ORG) OR CALL.

WE WOULD APPRECIATE IT IF YOU COULD CIRCULATE THIS OPPORTUNITY TO ANY OF YOUR CONTACTS WHO MAY BE INTERESTED.

Tel 028 3026 4606



If you've a problem  
with substance abuse  
We're Here to help



02890 627250



02890 625020

## Things to Look Forward To

The coronavirus might have us inside busy cleaning.

*But, it can't stop us planning and it can't stop us dreaming.  
When places open-up again, where is the first spot you'll go?*

Who will you visit, out of everyone you know?

Which play places will be first on your list?

What parts of school have you most missed?

Are there any activities you really can't wait for?

Or any events you don't want to be late for?

Which friend will you first invite around to play?

Is there anywhere you'd like us to go to, to stay?

The coronavirus is a bully and we don't want to meet it,  
But it's not the boss of us and soon we will beat it!





# Housing Executive

The Housing Executive have had to close all public facing areas in their offices due to COVID19.

Visit their website to report, apply & pay:

<https://www.nihe.gov.uk/>

More info on their online services can be found at:

<https://www.nihe.gov.uk/Home/News/Get-in-touch-Report,-apply-and-pay-online>

Further information and support for Housing Executive tenants during the Coronavirus outbreak is available at:

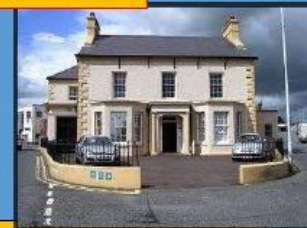
[https://www.nihe.gov.uk/My-Housing-Executive/Advice-for-Housing-Executive-Tenants/Covid-19-\(Coronavirus\)](https://www.nihe.gov.uk/My-Housing-Executive/Advice-for-Housing-Executive-Tenants/Covid-19-(Coronavirus))



Contact details for registered housing associations in Northern Ireland. They rent accommodation to tenants and specialise in accommodation for special needs groups.

[View Here](#)

**WE HAVE MOVED!!**



BCM's Housing Support for Young People has recently moved from Dungannon to:

Western House  
1-3 Dungannon Road  
Coalisland  
BT21 4HR

Give us a call on 02887 750175 if you would like to say hello! ☺

Applying for housing

Benefits/Grants applications

Budgeting

How we can help

Independent living skills

Knowing your rights

Education, training or employment opportunities

Setting up your new home



We are a free and confidential service providing guidance, advice and support for up to two years, helping with the things YOU want help with.

How you can get involved...

Referrals can be made by social workers, the NI Housing Executive or any community, voluntary or statutory organisation or agency.

Alternatively, you can contact the programme directly or complete the application form on the BCM website.

What's next? Contact us!

Call 028 8775 0175 or visit [www.belfastcouncilmission.org](http://www.belfastcouncilmission.org)  
The project manager will contact you to have a chat about how we might help & assign you a Support Worker.



Latest information about COVID-19 and the Department for Communities Housing Services can be viewed at:

<https://www.communities-ni.gov.uk/landing-pages/covid-19-housing>.



Department for Communities guidance setting out general advice and information predominantly for tenants and landlords in the private rented sector. The guidance covers issues which may arise during the Covid-19 outbreak including what to do if you/your tenant is struggling with paying rent, advice around carrying out emergency repairs, and information on minimising moves within rented accommodation and eviction proceedings.

[Read Here](#)

## Housing Rights

Independent housing advice for Northern Ireland during the Coronavirus pandemic including advice for homeowners, private renters, landlords and NIHE and housing association tenants.

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

**Contact the Housing Executive urgently on 03448 920 908 if you are homeless or if you are being told that you must leave your home.**

NIHE has a legal responsibility to provide you with temporary housing if you have nowhere to live and you appear to have **“priority need”**.

You have priority need if you are pregnant, have dependent children, have a serious illness or disability or you are vulnerable and would struggle to cope with homelessness because of this vulnerability.

Visit <https://www.housingadviceni.org/homeless/coronavirus> for more information.



**Action for Children – Fermanagh Hub**

The Fermanagh Hub held their first ever Virtual Hub Networking meeting this week!

It was clear from Hub Co-ordinator's calls and emails to Hub Partners that some had been feeling isolated and finding working mostly from home quite challenging, so they decided to try to link together virtually using Microsoft Teams.

The meeting was really positive with 12 agencies taking part!

Hub Partners shared ideas regarding good practice and resources that could be used to support families.

It was a new experience for them all and despite some initial technical difficulties all Hub Partners agreed it was a great way to keep in touch in these difficult times. Given the feedback they have decided to host their monthly Networking Meetings virtually until further notice.

It was fantastic to see so many Hub Partners were still available to support families and to find out about how they have been adapting to the new working situation.

**Whiterock Children's Centre – Upper Springfield & White Rock Family Support Hub**

Whiterock Children's Centre who host the Family Support Hub in the Upper Springfield and Whiterock area in partnership with other community representatives have been getting food parcels out to families in need who requested help through the hub. Real partnership work in the local area.







## Space-NI Kindness Kits

Over the week before Easter 2020, Space-NI staff reported in a staff meeting, that they wished they could do more to support some of the families they worked with. When asked what “more” might look like they said “parents are sad, they are worried, stressed, could we make up some kindness kits with bits and pieces to boost parents morale”?

We got our thinking hats on, we had access to our stock of beautiful soy wax candles that we make in our social Enterprise, and we had been gifted 100s of Easter eggs from Debenhams in Newry and Saint John’s Church in Rathfriland. The staff are also fantastic bakers and within 24 hours, homemade brownies, Easter nests, caramel shortbread and a range of toiletries that had been donated to us were hastily put together in little hampers, and our kindness kits took shape.

There was diluting juice and colouring in books and pens for children, facemasks and hand creams for parents, Easter eggs for all and a little card that said , We’re thinking of you – You’ve got this.

One parent called the family support worker and said she was “stood in her hall crying with gratitude, I cannot thank you enough for doing this for us”, another rang to say “Thank you, my boys are over the moon with the eggs, but I am so grateful for the shower gel and candle xx”. When we closed for the Easter weekend, we did so in the knowledge that we are #strongertogether and could enjoy time with our own families knowing we had given everything we could to make Easter just a little bit more fun for those we support.

In total 19 Families and 58 children received Kindness Kits and Easter eggs on Good Friday April 10<sup>th</sup> 2020.



**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)