

## Mental Health Service Provision During COVID 19 for Children, Young People, Adults and Families in the Mid West



The purpose of this document is to have list of Child, Youth and Family Mental Health Support Services that are available to children, young people, adults and parents. The list identifies what service is available, who the service is available to, and how the service can be accessed. In the current environment service delivery may change as the weeks go by. This listing will be updated on a weekly basis with a new edition circulated every Monday from <u>www.connectingforlifemidwest.ie</u> and <u>www.cypsc.ie/resources/covid-19-.3097.html</u>

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| Name of<br>Organisation  | What services are currently being provided?  | How is this service<br>accessible   | Website/<br>social media |
|--|--|---|--------------------------|
|  | STATUTORY MENTAL HEALTH SERV   | /ICES   |                          |
| HSE Specialist<br>Perinatal Mental<br>Health Service   | The SPMHS is responsible for the prevention, detection and management of perinatal mental health problems that complicate pregnancy and the first postnatal year. These problems include both new onset problems, reoccurrences of previous problems, and those with mental health problems before they became pregnant.<br>Adult mental health service for women during the perinatal period (during the pregnancy and up to 12 months post-partum). New referrals are accepted up to 6 months post-partum.   | Referral is made via the GP,<br>antenatal clinic appointment or via<br>Consultant at UMHL.<br>Contact phone number is 061<br>483116.  |                          |
| HSE Child &<br>Adolescent<br>Mental Health<br>Service (CAMHS)<br>Specialist Mental<br>Health Service for<br>Children and<br>Young people with<br>moderate to<br>severe mental<br>health difficulties | <ul> <li>Due to the developing situation with the ongoing spread of COVID 19 CAMHS has reduced its face to face offering as follows:</li> <li>Service Users (open cases) are being contacted to offer some reassurance as to service continuity and access arrangements if and when needed.</li> <li>Regular clinics and group interventions are cancelled/deferred at present.</li> <li>In certain cases in accordance with agreed prioritisation criteria ongoing intervention/support will be provided either face to face in our centres or by Video link (this will have a limited capacity when set up).</li> <li>CAMHS will continue to offer its crisis intervention service on an as needs basis (Monday to Friday 9.30am-5pm). Referrals can be made as usual through a GP or the Acute Hospital. At this time the requirement for a GP referral may be waived in certain circumstances and in recognition of the additional pressures that GP services are experiencing. These referrals will be triaged on a case by case basis by telephone.</li> <li>Renewal of Prescriptions: telephone the service to request and the prescription can be faxed directly to the pharmacy nominated by the service user. For service users with medical cards the requirement for prescriptions to be transcribed by the GP to the GMS form has been temporarily waived.</li> </ul> | Monday to Friday<br>9.30am – 5.00pm<br>Limerick City & County<br>• Rosbrien: 061-483388<br>• Newcastle West (Killeline): 069-<br>79100<br>• Tyone, Nenagh: 067-46455<br>Please note that there is no<br>capacity for 'walk-in'<br>appointments.<br>All enquiries or requests for<br>appointments, letters,<br>prescriptions etc. must be made by<br>telephone in the first instance |                          |

SAMARITANS

Talk to us, we'll listen Whatever you're going through, you don't have to face it alone.

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| Name of<br>Organisation  | What services are currently being provided?  | How is this service<br>accessible  | Website/<br>social media                              |
|--|--|--|---|
| HSE Child and<br>Family Psychology<br>Service                                    | Maintaining relationships with established clients through telephone. Creating packs for those on waiting list.  |  |   |
| HSE Adult<br>Counselling in<br>Primary Care<br>(CIPC)                            | This service is supporting current clients through structured telephone counselling.<br>Clients on our waiting list are also being contacted and offered structured telephone<br>counselling.  | Accessible to adults over 18 with a<br>full medical card. Referral through<br>GP and members of the primary<br>care team only.   |   |
| HSE Adult Mental<br>Health Service<br>(AMHS)                                     | All Mental Health teams are still in operation.  | Please contact the team by phone<br>instead of attending in person if<br>you have any queries.                                   |   |
| HSE Mid West<br>Advancing<br>Recovery in<br>Ireland Education<br>Service (ARIES) | <ul> <li>Youtube videos on minding your mental health at this time – Youtube channel<br/>Mid West ARIES.</li> <li>Information available via Twitter and Instagram account - @MidWestARIES.</li> <li>Sending a weekly email to our contacts with useful resources/information.</li> <li>We can be contacted by phone or email with any queries relating to recovery<br/>education.</li> </ul> | By email:<br><u>Eileen.cunningham4@hse.ie</u> or<br><u>Michael.oneill8@hse.ie</u> .<br>Phone: 085 85 89 546 or<br>085 87 68 517. | www.twitter.ie/mid<br>westaries<br>www.hse.ie/mwaries |



| Name of  | What services are currently being provided?  | How is this service                                 | Website/                                       |
|--|--|---|--|
| Organisation   |  | accessible  | social media                                   |
|  | SUICIDE, SELF-HARM AND BEREAVEMENT SU  | PPORT SERVICES                                      |  |
| Children's Grief<br>Centre<br>For school-aged<br>children and young<br>people affected by<br>loss through death,<br>separation or<br>divorce | We are offering phone based support to children and young people already engaged with our services from 9.30am to 2pm, Monday to Friday.   | 087 9851733<br>Monday to Friday<br>9.30am to 2.00pm | www.childrensgriefce<br>ntre.ie                |
| Pieta House,<br>Suicide & Self<br>Harm, Crisis and<br>Bereavement<br>Centre  | Phone Counselling people who have attempted Suicide, People who have suicidal<br>ideation, People who engage in self –harm. People bereaved by suicide.<br>9am-5pm Monday<br>9am-8pm Tuesday<br>9am-8pm Wednesday<br>9am- 8pm Thursday<br>9am – 5pm Friday | 061-484-444<br>24hr Helpline<br>1800-247-247        | <u>www.pieta.ie</u>                            |
| Pieta House<br>Suicide<br>Bereavement<br>Liaison Service   | This service will continue to support their clients and new clients by offering clients regular telephone support and check in's   |   |  |
| Clare Suicide<br>Bereavement<br>Service  | One to one befriending, family support, healing programme.   | 086-056 5373 / 087-3698315<br>7 days a week         | www.claresuicideber<br>eavementsupport.co<br>m |
| Tipperary Living<br>Links  | Practical help, advice and support to persons bereaved by suicide  | 7 days a week                                       | www.tipperarylivingli<br>nks.ie                |
| Barnardos<br>Bereavement<br>Helpline   | This helpline is open from 10am – 12pm Monday to Thursday to members of the public seeking information and support in relation to bereavement  | Call: 01 4732110<br>10am – 12pm Monday to Thursday  | www.barnardos.ie                               |



| Name of                            | What services are currently being provided?   | How is this service   | Website/                              |
|------------------------------------|---|---|---------------------------------------|
| Organisation                       |   | accessible  | social media                          |
|                                    | COMMUNITY SERVICES  |   |                                       |
| Jigsaw Limerick                    | 1. Young people already engaged in our service  | www.jigsawonline.ie   | All of the details are                |
| Young people aged<br>12 – 25 years | <ul> <li>We will offer an outbound phone-based support for those already engaged<br/>in our one-to-one service.</li> </ul>  | Any new referrals have been<br>informed of the suspended service      | available on<br>www.jigsawonline.ie   |
|                                    | 2. For all young people aged 12-25  | and are currently not being offered                                   | Google "jigsaw online                 |
| Mild to moderate<br>mental health  | <ul> <li>a. Freephone 1800 number for telephone based mental health support (due shortly)</li> </ul>  | sessions but being told they will be called back when sessions are up | sitemap" for a list of the whole site |
| difficulties                       | <ul> <li>b. Regular postings on Covid 19 related topics on jigsawonline.ie</li> <li>c. Asynchronistic and anonymous email and messaging support</li> <li>d. Online webchats</li> <li>e. Insta live pieces</li> </ul>  | and running again.  | content                               |
|                                    | 3. For Parents and guardians  |   |                                       |
|                                    | <ul><li>a. Live webinars</li><li>b. Peer to peer videos</li></ul>   |   |                                       |
|                                    | c. Online Mental Health Courses   |   |                                       |
|                                    | <ul> <li>4. For teachers and those working with young people <ul> <li>a. Live webinars</li> <li>b. Peer to peer videos</li> <li>c. eLearning Courses for Teachers</li> <li>d. Self care course for teachers</li> <li>e. One Good adult and self-care courses online.</li> </ul> </li> </ul> |   |                                       |
|                                    |   |   |                                       |



| Name of   | What services are currently being provided?  | How is this service  | Website/                      |
|---|--|--|-------------------------------|
| Organisation                                      |  | accessible   | social media                  |
| Limerick Social<br>Service Centre                 | <ul> <li>Suspension of face to face counselling at present</li> <li>No new referrals are being taken.</li> <li>Provision of phone support to our current clients.</li> </ul>   | No new referrals are being taken.<br>Provision of phone support to our                                   | www.lssc.ie                   |
| Young people aged<br>14+                          | <ul> <li>Clients on our waiting list directed to online resources such as mentalhealthireland.ie.</li> <li>We will also begin providing phone support for clients on our waiting list if they wish to avail of it. This will not be counselling/psychotherapy as such but support for</li> </ul> | current clients.<br>Clients on our waiting list directed to  |                               |
| Mild to moderate<br>mental health<br>difficulties | anxiety/stress as a result of COVID 19.  | online resources such as mentalhealthireland.ie.   |                               |
| MyMind  | We currently have capacity to offer around 5,000 online appointments per month<br>(subject to our clients, and therapists and their health condition).<br>During the COVID-19 pandemic we extended online services to all age groups<br>temporarily.   | We offer online counselling<br>sessions via video calls and phone<br>calls.<br>https://mymind.org/online | https://mymind.org/<br>online |
|   | Please see document: <u>Online_service_provision.pdf</u>   | Registrations for the service:<br>mymind.org/register  |                               |
|   |  | We have customer support<br>available Mon to Fri 9am – 6pm<br>076 680 1060                               |                               |
| GOSHH   | Information and Support in the areas of Gender, Orientation, Sexual Health & HIV.  | Accessible over the phone – 061<br>314354 or via email <u>info@goshh.ie</u>                              | www.goshh.ie                  |



| Name of  | What services are currently being provided?   | How is this service  | Website/   |
|--|---|--|--|
| Organisation   |   | accessible   | social media   |
| Mental Health<br>Ireland   | Online resources and information<br>Email support: <u>info@mentalhealthireland.ie</u><br>Phone, Mon-Fri 9am-5pm: 01 284 1166  | <ul> <li>www.mentalhealthireland.ie</li> <li>Email support:<br/>info@mentalhealthireland.ie</li> <li>Phone: Mon-Fri 9am-5pm: 01<br/>284 1166</li> <li>Twitter @MentalHealthIrl</li> <li>Facebook Mental.Health.Ireland</li> <li>Instagram: mentalhealthireland</li> <li>YouTube: Mental Health Ireland</li> </ul>      | <u>www.mentalhealthire</u><br><u>land.ie</u>                                       |
| Limerick Youth<br>Service BE WELL<br>Team<br>Young people aged<br>14 – 25 years<br>Mild to moderate<br>mental health<br>difficulties | <ul> <li>Be Well team approach includes:</li> <li>TherapyHub.ie is a secure and easy to use online platform which enables users to work with a therapist online. LYS has permission for therapists to use it with U18 due to our experience and expertise in this area.</li> <li>BE WELL therapists also offering support by more traditional modes of communication such as phone/text/whatsapp. Sessions are being offered at usual time of face to face counselling session to offer continuity and routine to young person.</li> <li>Circulation of mindfulness apps to support well-being.</li> <li>Administrator will contact those on waiting list who are currently waiting for engagement. As well as being forwarded HSE guidelines on mental health promotion during COVID 19 and recommending contact with GP if deterioration in mental health, we are currently in negotiations on how to engage these young people through the medium of therapyhub.ie</li> <li>YAP (youth advisory panel) will trial Zoom this week. Agenda items to include online games to promote self-care and how these might be circulated to other young people.</li> <li>One to one support: Whatsapp/Zoom video will be used by MHW for this work. LYS guidelines of ensuring Parent/Guardian permission is sought will be strictly adhered to.</li> </ul> | During COVID-19 crisis, we will only<br>be offering our counselling service<br>to existing clients and those on our<br>waiting list.<br>We will forward HSE guidelines on<br>mental health promotion during<br>COVID 19 to all new referrals and<br>recommending contact with GP if<br>deterioration in mental health. | https://limerickyouth<br>service.com/what-<br>we-do/about/youth-<br>mental-health/ |

| Name of   | What services are currently being provided?  | How is this service   | Website/        |
|---|--|---|-----------------|
| Organisation  |  | accessible  | social media    |
| ISPCC   | <ul> <li>Family support services will be continued over the coming weeks through telephone &amp; Skype support sessions to with clients, whether young people or parents. This can be once a week or more often if needed.</li> <li>ISPCC will also speak with parents who are not currently clients and offer telephone support to them if they are feeling anxious themselves or they would like support about how to support their children during this time.</li> </ul>  | Shellie Murnane<br>087-153-0001   | www.ispcc.ie    |
| Barnardos -<br>Limerick North,<br>Limerick<br>South and<br>Homemaker<br>Family Support<br>Service | Staff are continuing to provide support directly to the families open to the service. The focus of work is practical support to adapt to the changes due to the COVID-19 pandemic and includes food hampers delivered to families' homes, compiling and distributing activity packs for children etc. Staff are providing ongoing phone-based support, helping parents to: establish and maintain routines, manage crises at home and difficult family dynamics, manage school work at home, manage their own self-care and stress levels etc. Staff are continuing to work with parents in relation to underlying parenting challenges and any worries they have for their children's welfare. Staff are also continuing to work with children that had been receiving individual support through phone-contact, face-time and skype. | Making a ReferralBarnardos continue to acceptReferrals for Family Support fromfamilies themselves as well as fromother services in contact with thefamily. To enquire about a referralplease contact the ProjectManagers.By phone or emailBarnardos Limerick North061-329298info@moyross.barnardos.ieBarnardos Limerick South061-319290info.southill@barnardos.ie | www.barnados.ie |
|   | Information/Advice Service:  | Barnardos Homemaker Service<br>061- 493587  |                 |



| Name of      | What services are currently being provided?   | How is this service                  | Website/     |
|--------------|---|--------------------------------------|--------------|
| Organisation |   | accessible                           | social media |
|              | Barnardos continue to offer a phone-based information and advice service Monday -   | Homemaker.limerick@barnardos.i       |              |
|              | Friday in each of our Centres for parents/professionals to seek guidance in relation to issues relating to child development/family well-being. | e                                    |              |
|              |   | Call: 1800 910 123 10.00am-          |              |
|              |   | 2.00pm, Monday to Friday             |              |
|              |   | Email:<br>parentsupport@barnardos.ie |              |
|              |   |                                      |              |

| Name of                    | What services are currently being provided?   | How is this service   | Website/                    |
|----------------------------|---|---|-----------------------------|
| Organisation               |   | accessible  | social media                |
| Family Resource<br>Centres | <ul> <li>Croom FRC</li> <li>Phone, FaceTime and Skype support to individuals, families and community groups in the community such as Go For Life, Men's Shed and Woman's Cave</li> <li>Online Parenting tips via Facebook with online videos being regularly posted</li> <li>Counselling via phone</li> <li>Mental Health referrals and check up via frequent phone calls to vulnerable members of our community</li> </ul> | Phone, FaceTime, skype and email.<br>083-8646093<br><u>famiysupport@croomfrc.com</u><br>Skype: Larraine Bennett<br>Social distancing guidelines<br>adhered to if necessary to meet a<br>client. |                             |
|                            | <ul> <li>Hospital FRC</li> <li>Counselling – phone and whats app:<br/>Young people ages 11 - 18<br/>Adults</li> <li>Providing family support to parents by phone and linking through social media</li> <li>We continue to take referrals into our next Rainbows programme which we hope to<br/>run in September.</li> </ul>   | Phone, FaceTime, and email.<br>087-2473762<br><u>hospitalfrc@gmail.com</u>  | www.hospitalfrc.com         |
|                            | Southill FRC<br>We are keeping in touch with members of our Peer support groups and families during<br>this time.   | <ul> <li>Centre: 061-440250</li> <li>Family Support Workers:<br/>086-785-7663</li> <li>Jimmy Prior, Coordinator:<br/>085-125-0790</li> </ul>  | Southill FRC on<br>facebook |
|                            | Northside FRC<br>Counselling Adults<br>Counselling for young people   | Over the phone:<br>Contact 061-326623<br><u>marymulcahy@northsidefrc.ie</u>   |                             |



| Name of<br>Organisation                   | What services are currently being provided?  | How is this service<br>accessible  | Website/<br>Social Media |
|---|--|--|--------------------------|
|   | SUBSTANCE MISUSE SERVICES  |  |                          |
| Community<br>Substance Misuse<br>Team     | CSMT will be providing phone support and online support over the coming weeks.<br>CSMT are still assessing referrals over the phone and providing care planning and key<br>working support.  | Phone:<br>Main line has all staff numbers<br>available- 061318904 and Website<br>also has numbers-<br>Concerned family members or<br>young people can phone staff<br>directly. | www.csmt.ie              |
| HSE Mid West<br>Drug & Alcohol<br>Service | <ul> <li>Telephone support by a counsellor to young person aged 14 – 25 in relation to alcohol and/or illicit drug use.</li> <li>Telephone support to concerned person / parent guardian in relation to young person's drug / alcohol use</li> </ul> | Service can be contacted by phone<br>061 318 633<br>This number covers the region  |                          |

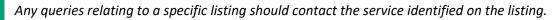


| Name of<br>Organisation                         | What services are currently being provided?   | How is this service<br>accessible   | Website/<br>Social Media |
|---|---|---|--------------------------|
|   | SERVICES AVAILABLE IN EDUCATION   | SETTINGS  |                          |
| Secondary Schools                               | Each Secondary School will have made local arranger<br>Contact your local secondary school for fu   |   |                          |
| Youthreach and<br>Community<br>Training Centres | <ul> <li>Youthreach - Kilmallock Road Campus</li> <li>Education – Organisation Support</li> </ul>   | Microsoft Teams, Post and Phone<br>Declan Blackett, 086-045-5162<br><u>declan.blackett@lcetb.ie</u> |                          |
|   | <ul> <li>Course work and materials in preparation for the State Examinations, i.e. Junior<br/>Cycle &amp; Leaving Certificate Applied</li> </ul>  | Microsoft Teams, Post<br>Shirley O'Leary<br><u>Shirley.oleary@lcetb.ie</u>                          |                          |
|   | Counselling support to learners if required   | Text / Phone / Post<br>Gerry Mitchell, 087-692-4176<br><u>gerry.mitchell@lcetb.ie</u>               |                          |
|   | <ul> <li>Notifications on developments / updates</li> </ul>   | PLSS SMS<br>Declan Blackett, 086-045-5162<br><u>declan.blackett@lcetb.ie</u>                        |                          |
|   | <u>Community Training Centre – Limerick Youth Service</u><br>Support and guidance to young people between the ages of 15 – 21 who attend our<br>training centre. Continuity of delivery of education and training programmes through<br>on-line supports. | 061 412444  |                          |

| Name of      | What services are currently being provided?   | How is this service  | Website/                                  |
|--------------|---|--|---|
| Organisation |   | accessible   | Social Media                              |
|              | Céim ar Chéim – Moyross Youth AcademyCéim ar Chéim offer in-house supports to clients of the service – both day and evening<br>programmes. Participants are receiving twice weekly check ins with keyworkers<br>(Mondays & Fridays) and we are also rolling out 10-12 weekly sessions per group for<br>discussion based learning using Zoom App. with their teachers.We are currently uploading Rest/Relaxation/Mental Health Awareness Posts to the<br>participants Private Facebook Page. | Currently the keyworkers contact<br>all children/young people directly<br>each Monday & Friday.<br>To keep structure and prevent<br>isolation each teacher has a session<br>with each group weekly – 10-12 |   |
|              | In relation to young people who require further supports re mental health, anxiety etc.<br>they have weekly check ins with the counsellor each Wednesday, and also as required if<br>contacted by keyworkers.   | sessions per week.<br>Counsellor contacts all young<br>people directly and additional<br>clients if identified by keyworkers.  |   |
|              | Youthreach - Shanagolden<br>We are a training and education centre that provides Youthreach provision for ages 15<br>to 20. We facilitate QQI Level 3 Employability Skills and the 2 year Leaving Cert Applied.<br>As present we are in contact with learners and as our centres are closed-we have set up<br>Microsoft Teams so that staff can share resources online. Staff have also sent out hard<br>copies of resources.   | Over phone, an App on phone,<br>access to a laptop or phone can<br>help learners gain access to<br>Microsoft Teams.  |   |
|              | Youthreach - Hospital<br>Education Provider of Junior Certificate, QQI Level 3 and Leaving Certificate Applied.   | Over phone<br>061 383228 or 0879278985   | On Facebook search<br>Youthreach Hospital |
|              | Additional supports in relation to mentoring, health and well-being promotion and counselling service for 15 – 20 year old young people   | By email <u>lorraine.oleary@lcetb.ie</u>   |   |



| Name of                     | What services are currently being provided?  | How is this service   | Website/   |
|-----------------------------|--|---|--|
| Organisation                |  | accessible  | Social Media   |
| Third Level<br>Institutions | <u>UL</u><br>Providing "drop in" support and counselling via phone, email and Skype for Business for students. | Via phone, email and Skype for<br>Business. See website for details.                  | https://ulsites.ul.ie/st<br>udentaffairs/counselli<br>ng-service |
|                             | Limerick Institute of Technology<br>Student Counselling Service available to all registered students.          | Via phone and zoom . Please phone<br>061 293106 or email<br><u>counselling@lit.ie</u> | <u>www.lit.ie/counsellin</u><br>g                                |



| Name of  | What services are currently being provided?   | How is this service   | Website/ Social   |
|--|---|---|---|
| Organisation                                     |   | accessible  | Media   |
|  | DOMESTIC, SEXUAL AND GENDER-BASED   | <b>DVIOLENCE SERVICES</b>   |   |
| ADAPT Domestic<br>Abuse Services                 | <ul> <li>Refuge (restrictions are in place, so please contact helpline number before presenting)</li> <li>24 hour confidential helpline - 1800 200 504</li> <li>Telephone support provided by key workers – Monday to Friday (8.00am – 5.30pm)</li> </ul>     | 24 hour confidential helpline:<br>1800 200 504  |   |
| Ascend Domestic<br>Abuse Service                 | Ascend continue to provide outreach support by women affected by domestic abuse by phone.   | Helpline: 0505-23999<br>Co-Ordinator 087-9501299.<br>Office hours is 9-5pm Monday to<br>Friday. |   |
| Comhar HSE<br>National<br>Counselling<br>Service | This service is currently assessing it's capacity to support clients.<br>Counselling service for adults who have experienced trauma and abuse<br>(emotional, physical, sexual abuse or neglect) in childhood  |   |   |
| Rape Crisis<br>Midwest                           | We have moved all clients to telephone support.<br>Information, Support to survivors of all forms of rape, sexual assault and all<br>forms of sexual violence Forensic Medical Examination, Garda & Court<br>accompaniment. Crisis and long term counselling. | New clients can still use the<br>Freephone 1800311511 This is<br>checked daily Mon - Fri        | Miriam Duffy<br><u>miriam.duffy@rapecrisis.ie</u><br>0872981492 |



| Name of   | What services are currently being provided?  | How is this service | Website/ Social |
|---|--|---------------------|-----------------|
| Organisation  |  | accessible          | Media           |
| CARI  | CARI Helpline: The Helpline continues to operate and we are looking at ways to extend our hours. We are deploying staff to ensure clients can reach us.  | 1890-924-567        |                 |
| Children at Risk<br>Ireland is a<br>Therapy Centre for<br>children and<br>adolescents and<br>families affected<br>by child sexual<br>abuse. | <ul> <li>CARI Therapy Service: We are currently training our therapists to provide online therapy sessions.</li> <li>Parental Support Sessions: We are continuing to link with parents and carers by phone to ensure they feel supported during this difficult time.</li> <li>Advice Appointments: We will continue to provide advice appointments by phone to those that need them. Advice appointments play a vital role in protecting children. They are a support that allows parents in the initial stages of disclosure to understand what may be going on and provide the pathway to safety. We will provide this service by conducting these appointments by phone and online so that children are kept safe.</li> <li>CARI Forum: We are providing an online CARI CARES Forum for our online CARI community. Here they can use the private message option on our various social media platforms to ask one of our Play Therapists for advice. We will also provide daily tips and information about how parents can support their children and support themselves during this difficult time.</li> <li>CASS (Child Accompaniment Support Service): Our court accompaniment officers will link with families and provide them with support by phone.</li> <li>Forensic Support Service.: CARI forensic service continues to link in with families even though we are not able to be present at their visit to CASATS (Child and Adolescent Sexual Assault Treatment Service) at present. This after care service means they are not alone during this time.</li> </ul> |                     |                 |



| Name of      | What services are currently being provided?   | How is this service   | Website/ Social           |
|--------------|---|---|---------------------------|
| Organisation |   | accessible  | Media                     |
| Women's Aid  | Women's Aid<br>Women's Aid can help you if you are experiencing emotional or physical<br>domestic violence. | 24 hour National Freephone<br>Helpline on 1800 341 900<br>Text service for Deaf and Hard of<br>Hearing women available daily on<br>087 959 7980<br>Online chat service available<br>Monday, Wednesday and Friday,<br>7pm – 10pm<br>at https://www.womensaid.ie/ | https://www.womensaid.ie/ |



| Name of      | What services are currently being provided?  | How is this service                        | Website/     |
|--------------|--|--|--------------|
| Organisation |  | accessible                                 | Social Media |
|              |  |  |              |
|              | PEER LED SUPPORT SERVICES  |  |              |
|              |  |  |              |
| Shine        | All in-person meetings and groups scheduled to take place will be cancelled including:           | Mid West RDO Ann Marie Flanagan            |              |
|              | Support groups, including Phrenz, Relatives Groups and FRIENDS.                                  | is available by phone, text: 087           |              |
|              | Training and education groups  | 7878 222 and <u>aflanagan@shine.ie</u> .   |              |
|              | One to one meetings with Information & Support Officers and Counsellors.                         | Our email counselling support              |              |
|              | Shine staff will be available to offer remote support and an outreach service to people          | service <u>phil@shine.ie</u> will continue |              |
|              | who use Shine services by phone and email during this time.                                      | to be available at this time.              |              |
|              |  |  |              |
| GROW         | Free day and evening peer support for over 18's who may be struggling with any aspect            | 1890 474 474 or <u>info@grow.ie</u>        | www.grow.ie  |
|              | of their mental health.  |  |              |
|              | GROW have set up a six-week programme designed to help people look after their                   | https://grow.ie/category/covid-19-         |              |
|              | mental health during the current crisis. The initiative is entitled 'Creating Hope and           | support/                                   |              |
|              | Staying Positive while facing Covid-19'. The content, which includes podcasts,                   |  |              |
|              | relaxations techniques and practical tasks, is designed to be relevant, reassuring and           |  |              |
|              | fun. Week 1 is now on the GROW website at <u>https://grow.ie/category/covid-19-</u><br>support/. |  |              |
|              |  |  |              |
| Le Chéile    | Peer support and one to one support  | Peer Support is available by               |              |
|              |  | telephone 10am to 1pm Monday,              |              |
|              | From next week we will be making phone calls to our members to offer support and                 | Tuesday & Thursday.                        |              |
|              | share information.   | Contact Aoife 087-207-4637 or              |              |
|              |  | Irene 087-248-5742.                        |              |
|              |  |  |              |
|              |  | Our phone line is open every day           |              |
|              |  | from 9am to 2pm call 087-2485-             |              |
|              |  | 742.                                       |              |



SAMARITANS

Talk to us, we'll listen Whatever you're going through, you don't have to face it alone.

116 123

| Name of                                     | What services are currently being provided?   | How is this service   | Website/     |
|---|---|---|--------------|
| Organisation                                |   | accessible  | Social Media |
|   | OTHER SPECIALIST SERVICES   |   |              |
| HSE Traveller<br>Health Unit                | <ul> <li>Promotion and protection of Traveller health</li> <li>Provision of Designated PHN service to the Traveller Community</li> <li>Development &amp; co-ordination of plans to protect the health of the Traveller<br/>Community during COVID-19</li> <li>Supporting Traveller Primary Health Care Programme that links with the Traveller<br/>Community &amp; provides health information and awareness – tele health support &amp;<br/>social media messaging via Facebook pages</li> </ul> | Traveller Health Unit : 061 469144<br>Limerick Traveller Health Advocacy<br>Project (covering Limerick City)<br>Eamonn Lodge, Coordinator:<br>086 806 6199<br>West Limerick Primary Health Care<br>Project<br>Niamh Keating, Coordinator:<br>086 156 8822 |              |
| National Council of the Blind Ireland       | NCBI is operating a helpline to give emotional and practical support and accessible information to people with vision loss. Helpline is operating from 8am to 8pm daily   | 1850 33 43 53   | www.ncbi.ie  |
| Irish Wheelchair<br>Association<br>Limerick | <ul> <li>Providing supports for people with physical disabilities during the Covid crisis, including:</li> <li>Essential shopping (food, prescriptions, etc)</li> <li>Weekly phone call to check in with people; (addressing isolation, anxiety, loneliness)</li> <li>Provision of information and activity packs (delivered to homes)</li> <li>Dealing with telephone queries and requests for information</li> </ul>  | Phone the Limerick office: 061<br>317234  | www.iwa.ie   |



| Service   | Telephone Number  | Email             | Text               | Website          |
|---|---|-------------------|--------------------|------------------|
|   | OTHER U   | SEFUL SUPPOR      | TS                 |                  |
| <b>BelongTo</b><br>The national organisation supporting<br>LGBTI+ young people in Ireland   | 01 670 6223<br>LGBTI+ helpline;<br>1890 92 95 39  | info@belongto.org |                    | www.belongto.org |
| <b>Bodywhys</b><br>The Eating Disorder Association  | 1890 200 444  | alex@bodywhys.ie  | 'SUPPORT' to 53305 | www.bodywhys.ie  |
| ISPCC<br>The Irish Society for the Prevention of<br>Cruelty to Children   | CHILDLINE - 1800 666 666<br>TEENLINE (Mon - Fri 8pm-11pm,<br>ages 13 - 18) 1800 833 634 |                   | 50101              | www.childline.ie |
| <b>Turn To Me</b><br>A space for young people to find<br>information, and explore different ways<br>of getting through tough times. |   |                   |                    | www.turn2me.ie   |



## THIS DOCUMENT IS ACCURATE FOR WEEK BEGINNING: MONDAY 13<sup>TH</sup> APRIL (#3)

| <b>Spunout</b><br>Ireland's Youth Information Website  |  |                   |                             | www.spunout.ie                                       |
|--|--|-------------------|-----------------------------|--|
| Samaritans   | 116 123  | jo@samaritans.org |                             | www.samaritans.org                                   |
| Crisis Text Line   |  |                   | Text 'TALK' to 086 1800 280 |  |
| Yourmentalhealth.ie Information Line<br>Freephone or browse website anytime to<br>find supports and services near you. | 1800 111 888   |                   |                             | www.yourmentalhealth.ie                              |
| Limerick Sports Partnership  | Limerick Sports Partnership are<br>delighted to launch our ACTIVE<br>LIMERICK HUB where you will find<br>lots of resources, ideas and<br>information that will help you and<br>your household stay active over the<br>coming weeks.<br><u>https://www.limericksports.ie/ind</u><br><u>ex.php/covid-19</u><br>'Home Workouts'<br>'Children's Activities & Family Fun'<br>'Keeping Active As We Age'<br>'Minding Your Mental Health' 'Local<br>Parks/ Walks/ Trails' (if you are<br>lucky enough to live within 2km of<br>these) 'Online E-Courses, Resources<br>& Opportunities from Sport<br>Ireland/NGB's/Other Organisations'. |                   |                             | https://www.limericksports.ie/in<br>dex.php/covid-19 |

| Name of                              | What services are currently being provided?   | How is this service  | Website/                            |
|--------------------------------------|---|--|-------------------------------------|
| Organisation                         |   | accessible   | Social Media                        |
|                                      | OTHER USEFUL SUPPORTS FOR PA  | RENTS  |                                     |
| Barnardos Parents<br>Support Service | <ul> <li>Barnardos have set up a national Parent Support Phone/Email Service which is available to any parent who has a concern about the impact of Covid -19 on family life. Parents will be able to talk directly to one of our staff about the following types of issues and to get advice and support <ul> <li>How to talk to your children about the corona virus</li> <li>Setting a good routine</li> <li>Managing children's behaviours and sibling dynamics</li> <li>Managing aggression and family discord</li> <li>Home schooling</li> <li>Fostering natural learning opportunities at home</li> <li>Healthy Eating</li> <li>Accessing fun and educational activities for families and individual children</li> <li>Self-care for parents</li> <li>Managing children's online activity</li> </ul> </li> </ul> | 1800 910 123 between 10.00am<br>and 2.00pm Monday to Friday<br>parentsupport@barnardos.ie.   | www.barnardos.ie                    |
| ISPCC Support<br>Line                | <ul> <li>This service is aimed at individuals who have family relationships or parenting needs, as well as those who may have concerns in relation to children. The ISPCC support line provides: <ul> <li>Information on services available/signposting</li> <li>Advice of family relationships issues, parenting and coping strategies</li> <li>Advice of child development and the impact of certain situations on children</li> <li>Guidance and referral to statutory services to assist with child welfare and protection issues</li> <li>Support and guidance on issues such as bullying, cyber safety, mental health, child abuse, parenting and social support</li> </ul> </li> </ul>   | Contact number for this number<br>changes daily.<br>Go to <u>www.ispcc.ie/ispcc-support-</u><br><u>line</u> for up to date number. | www.ispcc.ie/ispcc-<br>support-line |

| Name of            | What services are currently being provided?   | How is this service  | Website/     |
|--------------------|---|--|--------------|
| Organisation       |   | accessible   | Social Media |
| Parentline Ireland | Parentline offers support, information and guidance on all aspects of being a parent. | 1890-927-277 or<br>01-87333-500<br>Monday – Thursday, 10am – 9pm<br>Friday 10am – 4pm<br><u>info@parentline.ie</u> |              |

