

COVID-19. Stay Well. Stay Safe.



Covid-19 Wellbeing Resources

All-Dublin CYPSC

April 2020

The 5 Dublin CYPSC have collated information, contacts and resources to support wellbeing of children, young people and families during Covid-19 (coronavirus).

Local services are providing support in communities and can be contacted by phone or email. For a directory of services please visit: www.dublincypscdirectory.ie or Dublin CYPSC.

Health Service Executive

- www.hse.ie - health information, advice and services
- @HSElive or 1850 24 1850 for information
- Traveller Information Line 083 100 6300

Department of Health

- www.gov.ie/health-covid-19
- @roinnslaite



Dublin CYPSC including Dublin City South, Dublin City North, Dun-Laoghaire Rathdown, South Dublin and Fingal CYPSC.

Quick Reference for Supports for Children, Families, & Vulnerable People

In an emergency, or for immediate assistance, dial 999

Tusla The Child & Family Agency

- www.tusla.ie or @tusla
- [Dublin Duty Social Work Contacts](#)
- [Report a Concern for a Child](#)
- [Family Support](#)

Local Authority Covid-19 Community Response Forums

- [Dublin City Council](#) T: 01 222 8555
- [Fingal County Council](#) T: 01 890 5000
- [Dun Laoghaire-Rathdown County Council](#) T:01 271 3199
- [South Dublin County Council](#) T: 1800 240519

Domestic Abuse Protecting Women & Children

- www.safeireland.ie
- **National Helpline**
1800 341 900



Mental Health Supports for Children and Young People

Contact Points for Children and Young People. See more at gov.ie/together for advice, ideas and support for your physical and mental wellbeing, for all of us. Further information available at the [HSE website](https://www.hse.ie) and www.yourmentalhealth.ie. If you, or someone else needs immediate assistance, dial 999 or 112.

Childline	1800 666 666 Message on childline.ie Text TALK to 50101	Support for children and young people up to 18 years of age.
TeenLine	1800 833 634 www.ISPCC.ie	National active listening service for children and young people up to the age of 18 in Ireland.
Spunout	Text SPUNOUT to 0861800280 www.spunout.ie	Website and text support for young people aged between 16 and 25 years. Covid-19 Guide .
Jigsaw Online	Live Group Chats Talk to Someone and www.jigsawonline.ie	For young people 12-25 who would like to ask a question about mental health; or join an online chat group. Covid-19 Mental Health Supports includes articles, videos and podcasts on minding your mental health.
BeLonG To	Text LGBTI+ to 086 1800 280 www.belongto.org	Support for lesbian, gay, bisexual, transgender, and intersex (LGBTI+) young people in Ireland.
Turn 2 Me	turn2me.org	One to One online counselling for people 18+.
Pieta House	1800 247 247 Text 51444 www.pietahouse.ie	A suicide support service providing phone and text support.

Learning and Education

Schools have moved to an online learning focus and it is important that children and young people have opportunities to continue learning. All students are advised to check out their individual school or college websites. Below are some additional online resources that may be useful for parents or caregivers during this time. Ideas for planning and scheduling at home during school closures can be found [here](#). The [Department of Education and Skills](#) can be referred to for further information. For online safety tips and resources go to www.besafeonline.ie. Parents or adults can contact the [National Adult Literacy Agency on 1800 20 20 65](#) for support with learning ideas for kids, or help with reading, writing and understanding health information.

Pre-School

Early Childhood Ireland ECI	Early Childhood Ireland	ECI is providing information and support in relation to Covid-19 to its members
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National Council for Curriculum Assessment (NCCA).	Aistear - Early Childhood Framework	Support Materials for parents of babies (birth—18 months) and preschool children (2 ½ - 6). Some of these tip sheets are available in different languages
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County Childcare Committees	Fingal County Childcare Dublin City Childcare South Dublin Childcare Dun Laoghaire Rathdown Childcare	CCCs are committed and available to provide support and advise to early years providers, parents and child-minders
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Primary School

Help My Kid Learn	helpmykidlearn	To support 0-12 year olds to learn by age.
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RTE	rte.ie/learn	Virtual classroom for primary school children
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Post-primary / Secondary School	National Parents' Council – Primary Links	Ph: 01 887 4034 or E: info@npc.ie National Parents Council -Primary	A confidential service available to all parents of children in pre-school and primary school. Including e.g Learning at Home, Internet Safety and Friendships and Relationships
	National Parents' Council – Post-Primary Links	Ph: 01 862 3346 E: manager@npcpp.ie National Parents Council Post-Primary	The NPC Post Primary is the voice of, and advocate for, all parents and guardians of young people in post-primary education.
Combined resources	Studyclix	studyclix	For Junior and Leaving Cert Exam Students revision and subjects.
	Scoilnet	Scoilnet	DES official portal for Irish education. Useful resources for primary and secondary school students to access curriculum support
Third Level	National Council for Special Education	NCSE	Online resources for home learning during the Covid 19 restrictions
	The Union of Students in Ireland	USI	Covid 19 response information. Includes tips for learning on line, advice for overseas students, information on income and accommodation

Keeping Children Safe & Protected

This is a stressful time and you may have concerns about your safety, or the safety of someone else. The following is a list of resources to help you keep yourself and others safe.

Advice and supports are available from [Womens Aid](#) on 1800 341 900 or the [Dublin Rape Crisis Centre](#) on 1800 77 8888

Child Protection & Welfare	Tusla, the Child and Family Agency Tusla Report a concern for a child	Dedicated State agency responsible for improving wellbeing and outcomes for children
Family Supports	Family Resource Centres Family Resource Centres	Information, advice and support to target groups and families, counselling, personal development & education supports.
Crime & Crime Prevention	An Garda Síochána An Garda Síochána Contact your local Garda Station	Ireland's National police and security force <i>In an emergency always call 999/112</i>
Domestic, Sexual & Gender Based Violence Support	Tusla, Domestic, Sexual and Gender Based Violence Services DSGBV Services and Supports	List of services and supports in Dublin, Wicklow and Kildare for children and women experiencing domestic abuse.
Advocacy & Information Supports	Citizen Information Board Citizen Information Board	Responsible for supporting the provision of information, advice and advocacy on social services

Economic Security

Covid-19 has disrupted many families and business' lives. The government has established a range of measures to try to support those most impacted in the short term. Below is a list of supports and services for information on income, housing and social inclusion.

Employment and Social Welfare & Supports

Department of Employment Affairs and Social Protection

[Department of Employment Affairs & Social Protection](#)

Information for employers, employees and the self-employed.

[mywelfare.ie/ COVID 19 services](http://mywelfare.ie/COVID_19_services)

Services and payments for people affected by COVID- 19

Commission for Regulation of Utilities CRU

[Commission for Regulation of Utilities](#)

CRU is Ireland's Independent energy and water regulator with a range of economic, customer care & safety functions.

Department of Housing, Planning and Local Government

[Department of Housing, Planning & Local Government](#)

Information for housing, planning and local government.

Irish Local Development Network

[Local Development Companies](#)

LDCs are supporting communities and families to respond in practical ways to the impact of the Covid-19 pandemic.

Dublin Partnership Companies

[Ballyfermot Chapelizod Partnership](#)

01 623 5612

[Dublin South City Partnership](#)

01 473 2196

[Dublin City Community Co-op](#)

01 855 7015

[Dublin North West Area Partnership](#)

01 836 1666

[Northside Partnership](#)

01 848 5630

[Fingal Leader Partnership](#)

01 808 4150

[Empower](#)

01 820 9550

[South Dublin County Partnership](#)

01 464 9300

[Southside Partnership DLR](#)

01 706 0100

Housing, and Homelessness	Residential Tenancies Board	0818 30 30 37 01 702 8100 Residential Tenancies Board	<i>RTB</i> provide high-quality information to tenants & landlords as well as to the general public on the rights and obligations, in terms of both living & providing accommodation in the rental sector
	Dublin Region Homeless Executive	DRHE 1800 707 707 Dublin Region Homeless Executive	<i>DRHE</i> is provided by Dublin City Council as the lead statutory local authority in the response to homelessness in Dublin and adopts a shared service approach across South Dublin County Council, Fingal County Council and Dún Laoghaire- Rathdown County Council.
	Homeless Services in Dublin responding to the needs of communities they serve.	Threshold 1800 454 454 Peter McVerry Trust 01 823 8770 The Salvation Army 01 8743762 Dublin Simon 01 8720185	FOCUS Ireland 01 881 5900 St Vincent De Paul 01 8848200 Respond Housing 01 808 7700

Connected and Respected

While we have all had to adjust to restrictions on our freedom of movement during this crisis, it's important that children's fundamental rights, social participation, connectedness and diversity is still respected and supported. The organisations below can support children, young people and their caregivers in a range of ways.

Children's Rights

Children's Rights Alliance	01 9020494 E: help@childrensrights.ie Childrens Rights	Free legal information helpline and advice clinics for children, young people, their families and those who work with them.
Ombudsman for Children's Office	1800 202040 Ombudsman for Children	The OCO investigates complaints about services provided to children and young people by public organisations. Hosting a social media competition in April 2020 for children to tell the OCO how the lockdown is affecting rights every day, see #whatimiss
Empowering Young People in Care	01-8727661 (general) 01-9631272 (advocacy) E: info@epiconline.ie EPIC	National service advocating for the rights of children and young adults in the state care and aftercare system, enabling their voice to influence positive change. New advocacy phone service open Tues & Thursdays, 2pm to 4pm on 01-9631272
Migrant Rights Center Ireland	01-8897570 E: info@mrci.ie Migrants Rights	Offers a virtual drop in center to protect the rights of and to empower people including parents & young people who are migrants to Ireland. Deals with employment, immigration & social welfare related queries and more. Open Mon to Fri from 10am to 1pm and from 2pm to 4pm.

Parenting Support

The Parent-Child relationship is one of the key ways in which children and young people feel connected to their family and respected in their home. However parenting through this pandemic is a stressful time for many parents who are adjusting to significant changes in work, income and childcare and perhaps financial and relationship difficulties, illness and family bereavement. The services below offer an excellent range of supports to parents to keep their parent-child relationship supportive, positive and connected.

Parentline	LoCall 1890 927 277 or 01 8733500 Parentline	Confidential, free helpline for parents which offers support, guidance and information on all aspects of parenting. Open Mon-Thurs 10am to 9pm and Fridays 10am to 4pm.
Barnardos	1800 910 123 E: parentsupport@barnardos.ie www.barnardos.ie Bereavement: 01-4732110 Post Adoption Support: 01 454 6388	Support and advice to parents on a range of parenting related issues. Childhood bereavement helpline open Tues & Thurs 10am – 12pm. Post- adoption and fostering helpline open Monday to Thurs 10am to 12pm.
Tusla Family Support	Tusla Family Support Tusla Parenting 24 Seven	Contact numbers per region on website under 'family support' and a range of support services for families experiencing difficulties. Parenting 24 Seven, key message on what works best for children & families at different ages & stages
One Family	01-6629212 or 1890662212 E: support@onefamily.ie One Family	Supports for parents who are parenting alone, separated or in blended families. Website includes 'how to manage Access/Contact visits in your family during the Corona Virus' & more.
Treoir	01 6700 120 Treoir	Website addresses challenges for separated parents & shared parenting during the Corona virus
Law Society of Ireland	Family Law Committee Guidelines	Guidelines provided for separated parents during the Corona Virus Restrictions

Diversity	Life during the Coronavirus can be even more challenging for children and young people who belong to a minority population, such as people with physical and intellectual disabilities, Traveller and Roma, refugees and asylum seekers or the LGBTI community. Here are some great support services that can provide tailored advice during this time.		
	LGBT	LGBT Ireland 1890 929539 E: info@lgbt.ie LGBT Ireland	National confidential listening and helpline support for Lesbian, Gay, Bisexual and Transgender people and their families and friends.
Travellers	Belong To 01-6706223 E: info@belongto.org Belong To	Open Mon-Fri from 9am to 5pm to support and provide information for LGBTI+ young people	
	Exchange House Ireland 01-8721094 E: info@exchangehouse.ie Exchange House	National Travellers service organisation offering counselling support to Travellers about the Corona Virus, housing, mental health, social welfare and other issues. Line open 7 days a week, 9am to 5pm	
	Pavee Point Travellers Centre 086-4169042 (if urgent) E: info@pavee.ie Pavee Point	National voluntary organisation for Travellers and Roma. Providing COVID-19 information and resources for the Traveller community, including social media videos.	
Roma	Information line for Roma Families 087 126 4606 Monday to Friday, 9am until 5pm	Information for Roma Families re Covid19 available in English, Romanian and Romanes also	
Disability	Disability Federation Ireland 01-4547978 E: info@disability-federation.ie Disability Federation of Ireland	National voluntary services advocating the rights of people with disabilities. Useful Frequently Asked Questions for disability services on home page re: service provision in time of COVID-19. Recommend all people with disabilities prepare a health passport in case of medical care need.	

Participation	Inclusion Ireland	01-8559891 E: info@inclusionireland.ie	National voluntary association for people with an intellectual disability. Provision of an 'easy to read' document on the Corona Virus, guide to creating a health passport and video preparation for a test.
	Crosscare Youth Services	Inclusion Ireland Crosscare (see website for details of local youth services)	Local youth clubs are currently offering digital youth work to young people, as well as remote information and advocacy services.
	Foroige Youth Services	E: info@foroige.ie Foroige	Local clubs offers young people a range of youth activities, volunteering, participation forums, projects and programmes. Recent online focus group with young people regarding life during the Covid-19 pandemic, infographic & report on website home page.
	National Youth Council of Ireland	National Youth Council	Offers guide to 'Digital Youth Work Guidelines' to using social and digital media effectively and safely with young people.

Please note: Information correct as of April 14th 2020. The resources and links included here are not exhaustive, and are intended only to signpost to ideas for supporting children and young people and their families in the Covid-19 public health emergency. Information is updated daily on the main governmental, World Health Organisation, and HSE websites. National health or safety advice takes precedence over this listing.