

Mental Health and Other Supports and Services during COVID-19

Date: 9th April, 2020

Organisation	Service Available	How to access it
24 hours		
Emergency Services	Gardaí, Ambulance, Fire and Irish Coast Guard	999 or 112
BelongTo Text Support	Provide support for lesbian, gay, bisexual, transgender, and intersex (LGBTI+) young people in Ireland	Text LGBTI+ to 086 1800 280 to can chat in confidence with a trained crisis volunteer (anytime day or night, standard SMS rates may apply) While face to face services are closed, information, referral and advice will be provided digitally, by email, SMS, phone call or video conference Visit www.belongto.org
Childline (ISPCCC)	National listening service for young people up to the age of 18 years	Freephone 1800 666 666 (any time day or night) Text 50101 (from 10am to 4pm every day) Chat online at www.childline.ie (from 10am to 4pm every day)
Crisis Text Line	A confidential messaging support service	Text TALK to 086 1800 280 (any time day or night, standard SMS rates may apply)
Pieta (National)	Telephone and text-based support counselling for people who are suicidal or engaging in self-harm	Freephone 1800 247 247 (any time, day or night) Text HELP to 51444 (standard message rates apply) Pieta house are providing free therapy sessions over the phone- no face to face Ballyfermot: 01 6235606 Lucan: 01 6010000 Dublin South: 01 4624792 www.pietahouse.ie
Samaritans	Emotional support to anyone in distress or struggling to cope	Freephone 116 123 (any time, day or night)

		Email jo@samaritans.ie
Women's Aid Domestic Violence Helpline	Offers confidential information, support and understanding to women in the Republic of Ireland, who are being abused by current or former boyfriends, partners or husbands. The service also supports family members, friends, and professionals who have concerns about a person, they know or are working with, who might be experiencing domestic violence and abuse.	Freephone Helpline 1800 341 900 (24 hour national service) The Helpline provides support to callers where English is not their first language (operational daily, 8am-8pm) and for women who are deaf or hard of hearing through its Text Service facility 087 959 7980 (operational daily, 8am-8pm) Visit www.womensaid.ie
YourMentalHealth Information Line	Provides information and signposting on all mental health supports and services that are available nationally and locally provided by the HSE and its funded partners.	Freephone 1800 111 888 (any time, day or night) Visit www.yourmentalhealth.ie
Bereavement		
Anam Cara	National organisation that offers support to bereaved parents	Support groups currently suspended. New online resources have been developed i.e. a suite of 8 videos which give parents an opportunity to hear a bereavement professional talk about parental grief, the challenges faced and the milestones ahead. Visit : https://www.youtube.com/playlist?list=PLNVVa8ILYvi3N6YsKkT5pZsF4gv9v1IES They complement existing online resources: https://anamcara.ie/resources/resource-downloads/
Cruse Bereavement Care UK	Resources to share on how bereavement and grief may be affected by this pandemic	Visit https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief
Guide for the bereaved During Covid-19	This guide is concerned with the period from the time a death occurs up to the burial or cremation. It is intended to provide clear advice as to what bereaved families might	https://www.gov.ie/en/publication/f43301-covid-19-coronavirus-a-guide-for-the-bereaved/

	expect as they make funeral arrangements.	
Suicide Bereavement Liaison Service	Provides support and practical information immediately after a death by suicide.	Karolina Szafarz Suicide Bereavement Liaison Officer Kildare/ West Wicklow, Dublin West, Dublin South City, Dublin South West Pieta House Ballyfermot Cannon Troy Court, Chapelizod Hill Pd, Chapelizod, Dublin 20, D20 R886 Mobile: 085 870 6606 E: karolina.szafarz@pieta.ie
Counselling		
HSE Counselling in Primary Care Service (CIPC)	Provides short-term counselling (up to 8 sessions) with a professionally qualified and accredited counsellor	Continuing to accept referrals. Service has moved to phone support, with a new online service currently in development. COVID-19-related counselling service (solution focused, 6-8 sessions) also currently in development. Need to update – info will be available 17 th april
HSE National Counselling Service	Provides free, confidential, individual and group therapy to adult survivors of childhood abuse. This includes sexual, emotional, physical abuse and neglect during childhood	Continuing to accept referrals. Service has moved to phone support, with a new online service currently in development. 1800 234 112
MyMind	Online counselling service	Visit www.mymind.org or email hq@mymind .
Turn2Me	Free online counselling and online support groups for people over 18	Visit www.turn2me.org
COVID-19 Specific Supports and Resources		
Adults with ADHD	Helpful information, advice and a survival guide, for people with ADHD on COVID-19 and self-isolation. This content has been endorsed by the HSE ADHD in Adults National Clinical Programme.	Click https://adhdireland.ie/covid-19-adhd-adult-survival-guide-self-isolating-and-adhd/

An Post	<p>In relation to the postal operatives checking in on older and vulnerable people on their daily routes, An Post has added an additional element to this initiative. Family members of an older or vulnerable person currently cocooning will now be able to request a specific An Post Check-In by the local Postal Operative.</p>	<p>Family members can register for the free by visiting: https://www.anpost.com/Community-Support/Request-a-Check-In By providing the postal address and Eircode of the customer, An Post will assign the request specifically to the delivery route the person lives on.</p>
City and County Councils	<p>To assist at-risk members of the public in accessing non-emergency and non-medical supports and advice.</p> <p>Collection and delivery of food, essential household items, fuel, medication in line with guidance.</p> <p>Transport to community testing centres, clinical Assessment Hubs, GP and hospital appointments.</p> <p>Social isolation, supports, engagement.</p> <p>Meals and their delivery.</p> <p>Other medical/health needs.</p>	<p>Community response supports are available.</p> <p>Kildare County Council: Freephone 1800 300 174 Call: 045 980 202 Email: covidsupport@kildarecoco.ie 9am-5pm, 7 days per week</p> <p>Wicklow County Council: Freephone 1800 92 88 94 or Landline 091 509390 Email: covidsupport@wicklowcoco.ie 9am-6pm, 7 days per week</p> <p>Dublin South County Council: Call 094 9064660 Email: covidsupport@sdublin.ie 8am-8pm, 7 days per week</p> <p>Dublin City Council: Freephone 1800 200 727 Email: covidsupport@dublincity.ie</p>
COVID-19 Helpline for Farmers	<p>Set up by the Dept of Agriculture, Food and the Marine, working with the Dept of Health and other departments to assist farmers with their queries in relation to current COVID-19 restrictions</p>	<p>Call 076 1064468. 9.30am-12.30m and 2-5pm, Monday-Friday</p>
COVID-19 Guidance for staff and carers who provide	<p>Developed by the HSE in collaboration with service providers in the voluntary sector. They have been</p>	<p>Click https://www.hse.ie/eng/services/news/newsfeatures/covid19-updates/partner-resources/</p>

services to people with disabilities	approved by the National Public Health Emergency Team (NPHE) subgroup for Vulnerable People.	
COVID-19 Guidance in Different Languages	The HSE National Communications Division have uploaded general COVID-19 materials in a variety of languages	Click https://www.hse.ie/eng/services/news/newsfeatures/covid19-updates/partner-resources/covid-19-translated-resources/ A page with resources including videos and other materials can be viewed https://www.hse.ie/eng/services/news/newsfeatures/covid19-updates/partner-resources/
Roma Helpline for COVID-19 (National)	Providing information.	Call 087 126 4606 (Monday-Friday, 9am-5pm)
Traveller Helpline for COVID-19 (National)	Providing information and reassurance.	Call 083 100 6300 (9am-9pm every day)
Families		
Child & Family Social Work Department, Tusla	Promotes the welfare and safety of children. It works in partnership with families and communities and offers family support, child protection and alternative care for children.	If you have a concern in relation to the safety, welfare or protection of a child, you must report this to Tusla. In the event of a concern that a child is at immediate risk of harm, and you cannot contact Tusla, contact An Garda Síochána. Reports should be submitted to Tusla through the online portal: https://portal.tusla.ie/Account/Login?ReturnUrl=%2f The portal is the most efficient and secure method for reporting, however, if you have online accessibility issues reports can be submitted via registered post. Mandated reporters who wish to report a case of child harm can access the emergency out-of-hours Social Work Service on 0818 776 315 between 6pm and 6am every night and between 9am and 5pm on Saturdays, Sundays and bank holidays. If you cannot contact Tusla and have an immediate concern

		about the safety of a child, please contact An Garda Síochána.
Planet Youth	An international evidence-based primary prevention model that has been developed in order to reduce substance use rates amongst adolescents.	Planning to run a number of online events in the coming weeks that will cover key topics for parents. This will include adolescent issues and anxieties, parent-adolescent relationships and other priorities during these challenging times. Visit https://planetyouth.ie/
Mental Health		
Aware	Information and support to anyone over 18 about issues relating to their own mood or the mood of a friend or family member, or who experiences depression or bipolar.	Freephone Support Line 1800 80 48 48 (from 10am to 10pm every day) Due to the suspension of many peer support meetings nationwide due to Covid-19, Aware is providing a new phone-in Support & Self Care Group (Note: This is not a Freephone number). This is a peer group for people experiencing anxiety, mild to moderate depression, bipolar disorder and mood related conditions, in order to give and receive support. To join a meeting, please complete the registration form below: https://awareireland.wufoo.com/forms/q1a89juh0405m22/ Life Skills Online Programme continuing as normal Email supportmail@aware.ie for services information and support Visit www.aware.ie
Together Campaign	Department of Health campaign re mental health and wellbeing – information and practical advice	https://www.gov.ie/en/campaigns/together/?referrer=/together/
Grow Mental Health Recovery	Providing support and education around emotional and mental wellbeing, including the 12 Step Recovery Program	Information line 1890 474 474 Providing a new six-week guide on coping with COVID19, consisting of podcasts, practical resources and information

		Visit www.grow.ie or email info@grow.ie for more information, or while peer support groups are postponed
Jigsaw	Mental health information and a Q&A service for young people, their parents and guardians, and those who work with young people.	<p>For young people who access jigsaw services Jigsaw services are being operated as follows during the COVID - 19 Crisis</p> <ul style="list-style-type: none"> • For young people who are currently engaged with Jigsaw will receive phone based support , focusing on the immediate issues in their lives. • For all young people aged 12-25 years <p>-Free telephone based mental health supports 1800- not yet operational www.Jigsawonline.ie/young people provides supportive content on general mental health and covid related material</p> <p>-Asynchronistic and anonymous messaging through help@jigsaw.ie</p> <p>-Twice daily Live chats scheduled, regular and anonymous online group messaging facilitated by clinicians.</p> <p>-Insta live pieces content developed by clinicians on instagram</p> <p>-Supports for parents/ guardians - Jigsawonline.ie</p> <p>-Live webinars</p> <p>-Peer to peer content</p> <p>-Online courses</p> <p>-More information and content updated regularly on Jigsawonline.ie</p>
Mental Health Ireland	Information and support for people who experience mental health difficulties	<p>Information line 01 284 1166 (from 9am to 5pm Monday to Friday)</p> <p>For COVID-19- specific information visit https://www.mentalhealthireland.ie/get-support/covid19/ or email info@mentalhealthireland.ie for more information</p>
Stress Control Online	This is a six-session cognitive-behavioural therapy class used extensively in community-settings by the	As regular classes cannot be held due to the current circumstances, the sessions will be live streamed instead. Each session will play twice a day (at 2pm and

	NHS (UK) and HSE (Ireland) and across the world.	repeated at 8.30 pm) on Mondays and Thursdays beginning on the 13 th April (Session 1 will also repeat on Tuesday 14 th). To take part: visit http://stresscontrol.org . Everything needed to successfully complete the class – the booklets, self-assessment, relaxation and mindfulness - can be found in the 'Free zone'.
Suicide or Survive	To create and deliver innovative approaches that educate, inform and inspire people to cultivate good mental health and reduce stigma leading to less death by suicide	A series of free online wellness workshops and programmes are available. Visit Suicide or Survive for more information
Older People		
Alone	Provide a COVID-19 support line for older people	Alone Telephone 0818 222 024 (from 8am-8pm, Monday to Friday) Visit www.alone.ie
Seniorline	Confidential listening service for older people provided by trained older volunteers	Call 1800 804 591 (lines are open every day from 10am to 10pm) Visit www.thirdageireland.ie/seniorline for more information
The Alzheimer Society of Ireland	Practical information and emotional support or information on supports and services	Freephone 1800 341 341 (Monday to Friday from 10am to 5pm and Saturday from 10am to 4pm) or email helpline@alzheimer.ie Visit www.alzheimer.ie or www.understandtogether.ie for more information
Others Supports		
HSELive	Information on health services and entitlements	Call 1850 241 850 8am-8pm, Mon-Fri and 10am-5pm, Sat and Sun For COVID-19 information, click https://www.hse.ie/eng/services/list/5/publichealth/publichealthdepts/contact/

		<p>A COVID-19 Self Check BOT is also available which signposts to information about the virus. Click https://www.hse.ie/chatbot/covid/chati/frame.aspx</p>
LGBT Ireland	<p>Online support and through the helpline for LGBT+ people across Ireland</p>	<p>LGBT Helpline 1890 929 539 (every day)</p> <p>Gender Identity Family Support Line 01 907 3707</p> <p>Email info@lgbt.ie for support or information while face to face services are closed</p> <p>An instant messaging service is available 7 days a week, from 6:30pm to 10pm Mon – Thur, from 4pm to 10pm Fridays, and from 4pm to 6pm on Sat & Sun</p>
Male Advice Helpline (National)	<p>Providing supports for male victims of domestic abuse</p>	<p>Call 1800 816 588 Mon & Weds 10am-6pm, Tue & Thu 12-8pm, Fri, Sat, Sun 2pm-6pm</p>
Money Advice and Budgeting Service (MABS)	<p>A national, free, confidential and independent service for people in debt or in danger of getting into debt</p>	<p>Face-to-face service suspended until further notice. Phone and email service will operate. The MABS Helpline 0761 07 2000, Monday to Friday from 9 a.m. to 8 p.m.</p>
Apps		
Clear Fear	<p>An app developed for teenage mental health charity Stem4, which uses the evidence-based treatment CBT to focus on learning to reduce the physical responses to threat by learning to breathe, relax and be mindful as well as changing thoughts and behaviours and releasing emotions. You can personalise the app if you so wish and you will be able to track your progress and notice change.</p>	<p>Visit Clear Fear</p> <p>Get it in the App Store or on Google Play</p>

<p>Headspace</p>	<p>An app that teaches meditation and easy to use mindfulness skills. Users can map their journey, track progress, reap rewards in their overall health and wellbeing and even 'buddy up' with friends and to motivate each other along the way</p>	<p>Visit Headspace</p> <p>Get it in the App Store or on Google Play</p>
<p>Mindshift (by Anxiety Canada)</p>	<p>A user-friendly self-help tool based on proven scientific strategies. It teaches about anxiety, helping users to engage in healthy thinking and to take action. Users check in each day to track their anxiety and work with tools in the app.</p>	<p>Visit MindShift CBT</p> <p>Get it in the App Store or on Google Play</p>

Other Websites
www.anamcara.ie
www.askaboutalcohol.ie
www.barnardos.ie/teenhelp
www.bereaved.ie
www.childhoodbereavement.ie
www.citizensinformation.ie
www.connectcounselling.ie
www.drugs.ie
www.healthpromotion.ie
www.hse.ie
www.menssheds.ie/malehealth-ie
www.nosp.ie
www.outcomers.org
www.parentline.ie
www.pleasetalk.ie
www.positiveoptions.ie
www.smartrecovery.ie

www.spunout.ie

www.usi.ie

www.widow.ie

www.youmatter.ie