

# SUPPORTS DIRECTORY OF SERVICES & SUPPORTS FOR CHILDREN, YOUNG PEOPLE & FAMILIES IN KERRY DURING COVID-19

**DURING THIS COVID-19 NATIONAL EMERGENCY COMMUNITY SERVICES CANNOT PROVIDE SERVICES IN THE WAY THEY USUALLY DO HOWEVER THEY HAVE RESPONDED CREATIVELY TO THE CHALLENGE. THE SUPPORTS AVAILABLE FROM COMMUNITY SERVICES FOR CHILDREN, YOUNG PEOPLE AND FAMILIES IN KERRY ARE OUTLINED BELOW**



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Given the sudden 'invisibility' of children in society due to the 'stay at home' measures, there is growing concern that avenues for children at risk to seek support (school, clubs, sports etc.) have narrowed dangerously and that society may no longer have eyes on, or sight of, the child. At this time in particular, it is important that all of us promote the welfare and safety of children.

Recognising when a child is being harmed can sometimes be hard and knowing when to talk to Tusla Child & Family Agency is important. This brief information leaflet may help if you are worried about a child in the course of your work.

# CHILD ABUSE: Recognise & Report



Social isolation due to **COVID-19** makes it harder for authorities to **identify child abuse cases**. That's why it's important for essential workers with potential access to family homes to be able to recognise signs of abuse and know where to report their concerns.

## Types of abuse:

### Neglect

- Lack of care or supervision
- Child deprived of food, clothing, hygiene, safety, mental stimulation, etc.

### Physical

- Child is deliberately physically hurt or is at risk of being physically hurt
- E.g.: Shaking child, using excessive force

### Emotional

- Child's need for affection, approval, security are not met
- E.g.: Excessive punishment, exposure to domestic violence

### Sexual

- Child is used for someone else's sexual gratification/arousal

## Possible signs of abuse:

### Neglect

- Child says no one is at home to provide care
- Is being cared for by an inappropriate adult
- Is often dirty/has severe body odour
- Lacks enough/appropriate clothing for weather
- Lacks medical or dental care
- Lacks enough food/water
- Begs or steals food/money
- Abuses alcohol/drugs

### Physical

- Child has unexplained injuries (burns, bites, bruises, black eyes, broken bones)
- Reports injury by parent/caregiver
- Is scared of parents/caregivers
- Shrinks when approached by adults
- Is scared/anxious, depressed, withdrawn, aggressive
- Abuses animals/pets

### Emotional

- Child shows extreme behaviours (is too passive/aggressive or too submissive/demanding)
- Acts too old or too young for their age (e.g. is parenting other children or often rocking/banging head)
- Expresses depressive/suicidal thoughts

### Sexual

- Child has difficulty walking/sitting
- Has bleeding, bruising, swelling around private parts
- Attaches very quickly to strangers/new adults
- Shows unusual, sophisticated sexual knowledge or behaviour
- Reports nightmares/bedwetting
- Observes/shares sexual images online
- Parent/caregiver observes/shares sexual images online in presence of children

## WHEN to report:

### You should report abuse when:

- You witness an incident/sign (outlined above) consistent with abuse
- A child says or indicates in some other way that they've been abused
- An adult or child admits that they've committed abuse
- Another person shares that they've witnessed or know about a child being abused

## HOW to report:

- You can report your concerns in person, by phone, or by email to **the local Tusla Children and Family Services centre in the area where the child lives**.
- You can choose to keep your report **anonymous**.
- You should contact Tusla even if you're unsure about reporting; they will talk to you and decide what to do.
- If a child is in immediate danger, contact the Gardaí at 112/999 or [www.garda.ie](http://www.garda.ie)

### CONTACTS

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

**TUSLA**

An Ghnóthasraíocht um Leasai agus an Teaghlach  
Child and Family Agency

If child is in  
immediate danger,  
contact the Gardaí  
at 112/999 or  
[www.garda.ie](http://www.garda.ie)

## You are legally protected:

The Protection for Persons Reporting Child Abuse Act 1998 protects you when reporting suspected child abuse to Tusla or an Garda Síochána IF you believe your report is true and your report is not malicious.

## TUSLA CHILD AND FAMILY AGENCY

Tusla Child and Family Agency (CFA) has a statutory responsibility to promote the safety and well-being of children. Tusla CFA provides a range of universal and targeted services which include:

- Child Protection & Welfare Services
- Alternative Care such as Foster Care, Residential Care and Adoption
- Family & Locally Based Community Supports – Prevention, Partnership and Family Support
- Domestic, Sexual & Gender Based Violence Services
- Educational Welfare Services
- Early Years Services

**Tusla the Child & Family Agency has put a range of additional operational measures in place to ensure the safe delivery of essential services during this Covid 19 emergency across key areas including child protection and children in care, emergency out of hours' services, and domestic, sexual and gender based violence services. If you have a child protection or welfare concern, please contact:**

<b>Child Protection &amp; Welfare Duty Team</b>	<b>066 – 7184501</b> <a href="https://www.tusla.ie/services/child-protection-welfare/concerns/">https://www.tusla.ie/services/child-protection-welfare/concerns/</a>
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## AN GARDA SÍOCHÁNA

<b>Tralee 24/7</b> <b>066 - 7102300</b>	<b>Killarney 24/7</b> <b>064 – 6671160</b>	<b>Listowel 24/7</b> <b>068 – 50820</b>	<b>Cahersiveen 24/7</b> <b>066 - 9473600</b>
Annascaul 066 - 9157102	Ardfert 066 - 7134133	Ballybunion 068 - 27104	Ballyduff 066 - 7131122
Ballyferriter 066 - 9156111	Ballyheigue 066 - 7133122	Barraduff 064 - 7754002	Castlegregory 066 - 7139690
Castleisland 066 - 7141204	Castlemaine 066 - 9767317	Dingle 066 - 9151522	Farranfore 066 - 9764111
Glenbeigh 066 - 9768202	Kenmare 064 - 6641177	Killorglin 066 - 9790500	Lixnaw 066 - 7132122
Portmagee 066 - 9477102	Sneem 064 - 6645111	Tarbert 068 - 36101	Waterville 066 - 9474111

## FAMILY RESOURCE CENTRES

Family Resource Centres (FRCs) are local, community based support services which provide a range of universal and targeted services and development opportunities that address the needs of families. The supports available via FRCs in Kerry are outlined below.

### **ABBEYDORNEY: SHANNOW FAMILY RESOURCE CENTRE**

While the centre is currently closed in line with national guidelines Shannow FRC are currently providing the following services:

- Counselling is continuing over the phone
- One to one family support is continuing over the phone
- Meitheal families continue to access support over the phone
- On to one Telephone support is being provided to members of our community
- Advertising local initiatives that are providing a volunteer Covid 19 related service e.g. shops that will deliver shopping to people's homes, volunteers that will shop for you, collect prescriptions etc
- Providing contact details of relevant help lines e.g. ALONE, Samaritans, Saint Vincent de Paul
- All people who have been access our services are receiving weekly text messages of support and up to date HSE information
- We are using text, Facebook and website as a means of disseminating information

**Text: 0877774673 and a member of staff will get back to you.**

**Email: [shannowfrc@gmail.com](mailto:shannowfrc@gmail.com)**

### **BALLYDUFF FAMILY RESOURCE CENTRE**

While the centre is currently closed due to Covid-19 Ballyduff FRC are currently providing the following services:

- Family Support by Video or Phone
- Counselling Services by Video or Phone
- Daily Phone call to elderly
- Meals on Wheels – Delivery or Collection
- Shopping for Elderly Delivered
- I.T. Services / Printing / Email
- Information Officer by Phone
- Food Hampers
- Updating Social Media
- Answering Emails, Queries and Text
- Food Cloud & Food Share

**NORA LUCID**

**Telephone: 0868122437**

**Email: [budsfrc2016@gmail.com](mailto:budsfrc2016@gmail.com)**

**KATIE MCCABE**

**Telephone: 0876030210**

**Email: [budsfrc2016@gmail.com](mailto:budsfrc2016@gmail.com)**

### **BALLYHEIGUE /KERRYHEAD FAMILY RESOURCE CENTRE**

In order to comply with HSE Guidelines all activities within the Kerryhead /Ballyheigue FRC Centre have been seriously curtailed until the end of April. However, supports are available as follows:

- Counselling via Zoom and Skype will be provided with our FRC. Our computer facilities are being utilised to insure sessions are going ahead.
- Our Play therapists will also be in contact with our families to offer support.
- We are working closely with Ballyheigue GAA to insure most vulnerable are assisted in relation to Food, and basic household needs.

- We are working closely with local health care team to insure those most isolated and at risk are identified and supported.
- Liaising with Kerry County Council in the collation of community support location data and producing local area maps.
- Family support for families involved in Meitheals via phone and brief meetings.
- Utilising resources such as school meal allowance to insure families are supported.
- Linking with other Family resource centres to insure that resources and information are being used and a strategic plan is in place to support our communities
- Printing and computer access for both primary and secondary school children to insure that online resources are accessible for all families.
- Daily online access to resources are also being provided via our Facebook page and email.

**SEAMUS FALVEY**

**Telephone: (087)6142514**

**Email: [ballyheiguefrc@gmail.com](mailto:ballyheiguefrc@gmail.com)**

**SANDRA NAUGHTON**

**Telephone: (066)7116961**

**Email: [ballyheiguefrc@gmail.com](mailto:ballyheiguefrc@gmail.com)**

#### **CAHERSIVEEN – SOUTH WEST KERRY FAMILY RESOURCE CENTRE**

In order to comply with HSE Guidelines all activities within South West Kerry FRC have ceased until the end of April. However, we continue to engage with our families via telephone, email and social media to provide the following:

- Family support via phone.
- Parent support.
- IDL (Indirect Dyslexic Learning) programme is continuing for families through media and phone support.
- Food share drop off to families.
- Counselling via telephone where possible.
- Art therapy sessions, counselling and parental support through zoom

**ROSEMARIE O SHEA**

**Telephone: 066 948100 / 087 1701520**

**Email: [rosemarieswkfrc@gmail.com](mailto:rosemarieswkfrc@gmail.com)**

**COLLETTE MURPHY**

**Telephone: 066 9481000**

**Email: [colletteswkfrc@gmail.com](mailto:colletteswkfrc@gmail.com)**

#### **CASTLEISLAND FAMILY RESOURCE CENTRE**

While the centre is currently closed in line with national guidelines we are maintaining phone contact with our regular clients. Should there be a need to meet face to face with any clients we are prepared to do this keeping in line with the social distancing guidelines. In addition

- We are assisting the St Vincent De Paul in providing meals on wheels.
- We are offering to continue with any Meitheals if clients wish to do so but with reduced agencies involved and keeping in line with social distancing guidelines.
- Our preschool staff are also maintaining daily contact with our students/parents.
- We are also maintaining contact with essential services/agencies we work with so as to assist our clients and families as best we possibly can.

**LIZ GALWEY**

**Telephone: (087) 7553066**

**Email: [Liz.Galwey@svp.ie](mailto:Liz.Galwey@svp.ie)**



### **CASTLEMAINE – MAINE VALLEY FAMILY RESOURCE CENTRE**

While our Centre is presently closed to the general public due to Covid 19 Mainevalley FRC is continuing to provide the following services:

- Family Support by phone or video including signposting to other relevant agencies
- Counselling service still available by phone
- Play therapy has been temporarily suspended.
- Rainbows has been temporarily suspended.

**ANNA BREEN (Family Support Worker)**

**Phone: 087-3694169**

**email: [annafsw.mainevalley@gmail.com](mailto:annafsw.mainevalley@gmail.com)**

**ANITA PANNELL**

**Telephone: 087-6953 023**

**Email: [anita.mainevalley@gmail.com](mailto:anita.mainevalley@gmail.com)**

### **DINGLE – AISEANNA NA hÓIGE FAMILY RESOURCE CENTRE**

Supports available include Family Support, including Meitheals. Support is being provided primarily via telephone and Skype. They are also providing assistance to families to access Social Welfare payments and support, e.g., pandemic payment.

**ROISIN MC KENNA**

**Telephone: (087) 9869746**

**[roisin.mckenna@aiseannanahoige.ie](mailto:roisin.mckenna@aiseannanahoige.ie)  
[eolas@aiseannanahoige.ie](mailto:eolas@aiseannanahoige.ie)**

**MARY BARRETT**

**Telephone: (085) 7261796**

**Email: [mary.barrett@aiseannanahoige.ie](mailto:mary.barrett@aiseannanahoige.ie)**

### **DUAGH FAMILY RESOURCE CENTRE**

In order to comply with HSE Guidelines all activities within the Centre have ceased until the end of April. We have and will continue to maintain communication with and work collaboratively with the Local Authority COVID-19 Community Response in Kerry. Also, we continue to maintain communication with our statutory and voluntary partners here in our catchment area.

- We will continue to keep a strong network of community supports with our families particularly families that have looked for support and co-ordinate steps that can best help them at this time
- Our local Public Health Nurses have and continue to work with us in identifying & supporting people in need in our catchment areas particularly those who are isolated and have no family supports.
- We are carrying out delivery of food parcels weekly
- We are supplying books and toys from our Childcare Project (Also, we are delivering an Easter Egg to each Child and their siblings - who are and have attended our Community Childcare Project as a once off gesture) This is in addition to our telephone calls and skype contact.
- We have identified people in the community who have capacity to help us to maintain proactive and positive contact with the children, young people and families through appropriate and safe means, for example our childcare staff at our Community Childcare Project.
- We are working with our local Doctors, Post workers, Garda members to inform us of any signs of poverty, deprivation, extreme stress, domestic violence or child abuse that may come to their attention during this crisis and will immediately make contact with our Tusla PPFS service and explore how the need can be addressed during this time.
- We have explored all avenues to advertise key contacts through which people can link people for supports including national and local helpline services and local support services.
- We have provided key contact numbers and identified link people for support to anyone who might need help and not know where to source this help

. However, supports are available as follows:

- Telephone support
- Limited contact with clients by appointment only
- Delivery of meals by arrangement with the Manager

<b>BERNIE BRODERICK</b> <b>Telephone: 087-6866822</b> <b>Email: <a href="mailto:duaghfamilycentre@gmail.com">duaghfamilycentre@gmail.com</a></b>	<b>MICHELLE O'CONNELL</b> <b>Telephone: 087-2474103</b> <b>Email: <a href="mailto:duaghfamilycentre@gmail.com">duaghfamilycentre@gmail.com</a></b>
<b><u>KENMARE FAMILY RESOURCE CENTRE</u></b> <p>In order to comply with HSE Guidelines all activities within the Centre have ceased until the end of April. However, supports are available as follows:</p> <ul style="list-style-type: none"> <li>• One to One Phone Contact, 7 days a week. (Zoom or whatever suits the client).</li> <li>• Counselling using Zoom or FaceTime.</li> <li>• Phone Support</li> </ul>	
<b>MÁIRE UÍ LÉIME</b> <b>Telephone: 086 158 1218</b> <b>Email: <a href="mailto:maire@kenmarefrc.ie">maire@kenmarefrc.ie</a></b>	<b>MARY O'CALLAGHAN</b> <b>Telephone: 087 299 8443</b> <b>Email: <a href="mailto:info@kenmarefrc.ie">info@kenmarefrc.ie</a></b>
<b><u>KILLARNEY – BALLYSPILLANE FAMILY RESOURCE CENTRE</u></b> <p>In order to comply with HSE Guidelines all activities within the Centre have ceased until the end of April. However, supports are available as follows:</p> <ul style="list-style-type: none"> <li>• Distribution of Milk and Foodshare Parcels to families (non-perishable goods) with SKDP &amp; Gardaí</li> <li>• One to one Family Support /for parents and families involved in Meitheals</li> <li>• Over the phone Counselling provided by our qualified Counsellor</li> <li>• Community Drop: HSE Helpline Leaflets to all Households in the area</li> <li>• Regular FRC Facebook updates providing information and supports for parents and creative activities for children</li> <li>• HSE Coronavirus updates and guidelines helpline contact numbers.</li> </ul>	
<b>CONNIE O' LEARY</b> <b>Telephone: 086-7907298</b> <b>Email: <a href="mailto:ballyspillanecfrc@gmail.com">ballyspillanecfrc@gmail.com</a></b>	<b>KAYLEIGH POWER</b> <b>Telephone: 087-3910032</b> <b>Email: <a href="mailto:kayleigh.bcfrc@hotmail.com">kayleigh.bcfrc@hotmail.com</a></b>
<b><u>KILLORGLIN FAMILY RESOURCE CENTRE</u></b> <p>While the Centre is closed currently in line with HSE Guidelines we are continuing to deliver the following:</p> <ul style="list-style-type: none"> <li>• Family support through skype and telephone</li> <li>• Urgent appointments on one to one basis</li> <li>• Food parcels for families and individuals</li> <li>• Play/Art therapy through skype and telephone</li> <li>• Online Parenting programmes</li> <li>• Counselling through skype and telephone</li> <li>• Continuing to support 'Meitheal' families through telephone/skype and where necessary by appointment whilst physical distancing</li> <li>• Supporting older and vulnerable people in the community by linking in with them through telephone and delivery of shopping/medicine</li> <li>• Linking parents in with Mental Health supports offering tools and tips</li> </ul>	
<b>MARGARET WRENN</b> <b>Telephone: 087 0629110</b> <b>Email: <a href="mailto:margaretkfrc@gmail.com">margaretkfrc@gmail.com</a></b>	<b>KATHLEEN MORRIS</b> <b>Telephone: 087 0629258</b> <b>Email: <a href="mailto:kathleenkfrc@gmail.com">kathleenkfrc@gmail.com</a></b>
<b><u>LISTOWEL FAMILY RESOURCE CENTRE</u></b>	



While the Centre is closed currently in line with HSE Guidelines we are continuing to deliver the following:

- Telephone support: general support, parenting support, carer support etc.
- Video calling to provide support via WhatsApp, SKYPE or Zoom
- Telephone counselling service.
- Working in partnership with community based interagency COVID 19 response.
- Dissemination of relevant information to our community via FB.
- Social Prescribing Service continues via telephone.
- Childcare staff are posting newsletters including activities and guidance on daily routines used in Crèche and Preschool for parents – we hope to extend this to video story time and circle time (a familiar face for the children).
- Linking other community members to relevant services and supports and even making arrangements with local shops on their behalf for essential food deliveries.
- **From Friday April 10<sup>th</sup>:** Provision of a hot meal to families not receiving this from another service (€6.00/adult and €2.00/child) – phone 087-9664054 Sun – Thurs 3pm- 6pm ONLY to place order. Service operates

**CONTACT:**

**Text 085-1434456 10am – 2pm and a telephone call will be arranged with the relevant staff member. Email: [jackielanders@gmail.com](mailto:jackielanders@gmail.com)**

**TRALEE – CUMANN IOSAEP BALLOONAGH**

While the Centre is closed currently in line with HSE Guidelines we are continuing to deliver our meals-on-wheels service to older and vulnerable groups, there is a charge of €5.00 per meal. We are also providing shopping and collecting prescriptions for our clients and any others who need the service.

**JAMES HUSSEY**

**Telephone: 066-7120056/ 085-1492815**

**Email: [iosaef@eircom.net](mailto:iosaef@eircom.net)**

**BETTY O CONNOR**

**Telephone: 066-7120056/ 087-6743618**

**Email: [iosaef@eircom.net](mailto:iosaef@eircom.net)**

**TRALEE – SHANAKILL FAMILY RESOURCE CENTRE**

In order to comply with HSE Guidelines all activities within the Centre have ceased until the end of April. However, Phone contact is being made to all families that are being supported by their family support workers. They are also in a position to have meals/shopping delivered to families that may need it.

**BERNADETTE O CARROLL**

**Telephone: (087) 2378712**

**Email: [berniecarroll123@eircom.net](mailto:berniecarroll123@eircom.net)**

**TRALEE – ST BRIGID'S HAWLEY PARK FAMILY RESOURCE CENTRE**

In order to comply with HSE Guidelines all activities within the Centre have ceased until the end of April. Current services at St Brigid's FRC include:

- One-to-one supports
- Food Share
- Provision of information via Facebook
- Councillor is facilitated with access if required to meet with clients
- Photocopying (COVID 19 forms printed and available for collection)
- Access to computers
- Supporting CE participants

**MAUREEN O'SULLIVAN**

**Telephone: 066 7128521**  
**Email: [stbrigid1@eircom.net](mailto:stbrigid1@eircom.net)**

#### KDYS SPRINGBOARD FAMILY SUPPORT PROJECT

The Springboard project is a family support initiative designed to improve the well-being of families, parents and children. KDYS Springboard Tralee is open and available to all families, parents and children in the community as well as having a more specific strategy of working intensively with those who are most in need. The project is based in Aras An Phobail, Deans Lane, Tralee.

In line with HSE guidelines the Springboard premises is not open to the public however the team is working with children, young people and families via telephone, Skype and social media. The following services are being provided

- Limited Face to Face contact with children and families (Most vulnerable families only- utilising strict HSE guidelines)
- Practical support including collection and delivery food and developmental play materials (Most vulnerable families only- utilising strict HSE guidelines)
- Weekly packs being developed and distributed to vulnerable children + follow up via phone. (Packs include HSE posters for children, fun activities and behaviour regulation activities etc.)
- Development of a dedicated helpline, txt and email service for all parents. See <http://kdys.ie/kdys-family-support/>
- Development of online video resources for children and parents to cope with current issues. See <http://kdys.ie/resources/family-support-resources-online/>
- Counselling is continuing over the phone
- Family Support continues via phone /Zoom
- Play therapy continues via Zoom

**REDMOND PIOWELL**, Co-ordinator.

**Telephone: 086 1722257**

**Email: [Redmondpowell@kdys.ie](mailto:Redmondpowell@kdys.ie) .**

#### KDYS KILLORGLIN NEIGHBOURHOOD YOUTH PROJECT (NYP)

KDYS Killorglin Neighbourhood Youth Project is a community based youth development and family support service working with young people aged 12 to 18 and their families. The NYP looks to strengthen the connections between young people, their families and their communities. The NYP runs a number of group and open access programmes working with young people from all backgrounds in the Killorglin area.

In line with HSE guidelines Killorglin NYP is not open to the public but supports are being provided via telephone, WhatsApp to young people and parents as well as use of Skype and social media.

**ALFIE HUGHES** Co-ordinator

**Telephone: 085 7878049**

**Email: [alfiehughes@kdys.ie](mailto:alfiehughes@kdys.ie)**

## COMMUNITY BASED DRUGS & ALCOHOL SERVICES

Community Based Drugs & Alcohol Initiative Projects are based in Tralee, Killarney, Listowel and South Kerry, provide support to young people in the community and their families who may be experiencing difficulties with alcohol or drugs.

**During the COVID-19 emergency support for existing service users and new referrals is ongoing through the use of phone and video (zoom & WhatsApp) technology. This will continue to be in place for the coming weeks. Please contact:**

- Tralee (087) 6708702
- Killarney (085) 8501296
- Listowel (087) 9263803
- South Kerry (085)1525612

## COMMUNITY COUNSELLING SERVICES

### KERRY ADOLESCENT COUNSELLING SERVICE, TRALEE

Kerry Adolescent Counselling Centre provides a professional counselling service which specialises in working with adolescents 12-18. The service is accessible to all and is responsive to client needs in a compassionate and safe environment.

Kerry Adolescent Counselling Service provides specialised one to one counselling and psychotherapy to adolescents aged 12 to 18 years. It is a safe, non-judgmental space to explore whatever is going on in a young person's life. That may be to do with school, home, friends, relationships or a combination of all of the above. This is done with a counsellor in a safe confidential environment.

As of 30/3/2020 all clients are accessing service via phone; in exceptional circumstance a client may be seen face to face if this is essential. The KACS office is being managed on a staggered basis to minimise contact and travel. Parental support is being provided to all clients' parents and for family clients they are being supported via their parents and/or the children as requested.

#### CAROLINE FLAHIVE

Telephone: 066 7181333 or 087 6964513

Email: [kfrcs20@gmail.com](mailto:kfrcs20@gmail.com)

#### MARY ANNE MCGUIRE

Telephone: 066 7181333

Email: [kfrcs20@gmail.com](mailto:kfrcs20@gmail.com)

### SOUTH WEST COUNSELLING CENTRE, KILLARNEY

South West Counselling Centre, Killarney has been providing counselling support to the community for the past 25 years. In line with current HSE and National Public Health Emergency Team best practice in dealing with the COVID 19 virus, we are no longer providing face to face counselling appointments.

Southwest counselling continues to provide a counselling service, on a telephone and online platform, all referrals to 064 6636416 or email [info@southwestcounselling.ie](mailto:info@southwestcounselling.ie), leave a message the calls will be replied to within 24 hours by our Clinical Coordinator, initial telephone consultation offered within 5 to 10 working days; 8 to 12 counselling sessions offered, (Adults and Adolescents)

Play therapy for children 4 - 12 years of age is suspended, replaced with an online one to one, 4 week parenting support, provided by Play Therapists, referral as above.

## JIGSAW KERRY

Although Jigsaw Kerry's face to face service is temporarily suspended due to the Covid 19 Pandemic Jigsaw Kerry clinicians are continuing to provide therapeutic phone support to young people that had already engaged with the service.

In addition, we have a Freephone number, **1800 JIGSAW (544729)**, for young people and adults who require emotional support, advice, information and signposting during this crisis. This will be available from **lunchtime on the 14<sup>th</sup> of April**. Further information will be available on our social media pages and our website [www.jigsawonline.ie](http://www.jigsawonline.ie)

Our new e-mental health platform; [www.jigsawonline.ie](http://www.jigsawonline.ie) provides a range of information and support for young people, their parents, and those working with young people. Here, you can find articles, videos, daily live group chats, webinars and can post questions about your mental health and have them answered by a Jigsaw clinician.

Some further aspects and details of [www.jigsawonline.ie](http://www.jigsawonline.ie) include:

- **Regular supportive content** on a range of COVID-19 related topics such as anxiety, conflict resolution, relationships, uncertainty and more aiming at offering support and developing self-care strategies for young people through features such as **peer-to-peer content**, regular vlogs and audiograms from Jigsaw clinicians and more (no registration needed)
- **Asynchronistic and anonymous messaging** through our ask Jigsaw feature on [jigsawonline.ie](http://jigsawonline.ie) and through our [help@jigsaw.ie](mailto:help@jigsaw.ie) email answered by a Jigsaw clinician (no registration needed)
- Twice daily live group chats – **scheduled, regular and anonymous online group messaging** feature facilitated by Jigsaw clinicians, where young people can share their current experience of COVID-19 and get support from others (registration required)

## DOMESTIC, SEXUAL AND GENDER BASED VIOLENCE

### ADAPT KERRY WOMEN'S REFUGE AND SUPPORT SERVICE

Adapt provides supports to women and children affected by Domestic Violence including refuge, outreach and advocacy. While COVID-19 has impacted on the delivery of services at ADAPT, they continue to provide refuge accommodation and telephone support as well as the provision of food and clothing to vulnerable families outside of the refuge. For assistance contact:

**CATHERINE CASEY**

**Telephone: 087 - 6169704**

**Email: [generalmanager@kerryrefuge.com](mailto:generalmanager@kerryrefuge.com)**

**EMMA O'MAHONY**

**Telephone: 066 - 7129100**

**Email: [teamleader@kerryrefuge.com](mailto:teamleader@kerryrefuge.com)**

## KERRY RAPE AND SEXUAL ABUSE CENTRE

Kerry Rape & Sexual Abuse Centre provides professional, free and confidential counselling, information and support for all survivors of any type of sexual violence. We also provide support for families. During COVID-19 counsellors are providing counselling and support through phone and on-line platforms.

**Contact us on 1800 633333 from Monday to Friday 10am to 4pm.**

Outside of these hours you can contact the 24- hour **National Helpline on 1800 778 888** for support.

## YOUTH SERVICES

### KERRY DIOCESAN YOUTH SERVICE (KDYS)

Kerry Diocesan Youth Service (KDYS) is a Youth Work Organisation that was founded in 1971. With 5 Centres across Kerry in Tralee, Listowel, Killarney, Cahersiveen and Killorglin, KDYS provides a wide range of activities and support for all young people including; fun activities, recreational opportunities as well as services that assist young people and families to respond to challenges that they may face growing up in Ireland.

Following the advice and guidelines issued by the relevant authorities in regard to Covid-19 the 5 centres are now closed to the public but KDYS staff members are working to provide continuity of service, information and reassurance during this time. They are in regular contact with young people and parents using phone, text, social media and all digital platforms. They are also linking with other services and community organisations to ensure young people receive the supports they require.

Alternative modes of service delivery are being innovatively developed to ensure young people continue to receive the supports they require in these challenging times. These include an online youth club service, online group work as well as one to one support. KDYS Youth Information Service is using all KDYS Social media platforms to provide support, information and guidance to reach out to young people, parents and communities on a range of relevant information. For further updates please visit [www.kdys.ie](http://www.kdys.ie) and/or KDYS official social media sites including:

<https://www.facebook.com/KDYS/>

<https://twitter.com/KerryYouth>

<https://www.instagram.com/kdypics/>

**Please contact the following for information about services in the relevant geographical area.**

AREA	CONTACT NAME	CONTACT DETAILS
TRALEE	SHARON ROCHE	085 253 9402 <a href="mailto:SHARONROCHE@KDYS.IE">SHARONROCHE@KDYS.IE</a>
LISTOWEL	MICHELLE O' NEILL	085 801 1172

		<a href="mailto:MICHELLEONEILL@KDYS.IE">MICHELLEONEILL@KDYS.IE</a>
KILLARNEY	KEN O' NEILL	087 206 6738 <a href="mailto:KENONEILL@KDYS.IE">KENONEILL@KDYS.IE</a>
CAHERSIVEEN	ANNE MURPHY	087 780 1575 <a href="mailto:ANNEMURPHY@KDYS.IE">ANNEMURPHY@KDYS.IE</a>
KILLORGLIN	ALFIE HUGHES	085 787 8049 <a href="mailto:ALFIEHUGHES@KDYS.IE">ALFIEHUGHES@KDYS.IE</a>

#### KDYS KEY SERVICE

The KDYS KEY Service Youth Justice Workers are maintaining their caseloads and providing support to young people and their families through the use of phone calls, text messaging and video calls on a daily basis. Youth Justice Workers have implemented a number of novel approaches to engage young people through the period of COVID-19, these include online workout videos, cooking with young people using video calling and posting support posts online for young people and parents to access. New referrals are being contacted and engaged with over the phone until such time as restrictions regarding face to face contact are relaxed.

#### TUSLA EDUCATION SUPPORT SERVICE (TESS)

TESS operates under the Education (Welfare) Act, 2000, a piece of legislation that emphasises the promotion of school attendance, participation and retention. TESS has three strands namely the Statutory Educational Welfare Service (EWS) and the two school support services the Home School Community Liaison Scheme (HSCL) and the School Completion Programme (SCP). The three TESS strands work together collaboratively with schools, families and other relevant services to achieve the best educational outcomes for children and young people.

TESS continues to provide supports to families during this time and have worked with the Department of Education to ensure that School Lunches have been made available to DEIS schools who had provided this option. DEIS school Principals are working with TESS staff and community & voluntary groups or An Post to ensure that the school meal programme continues to support vulnerable children and families.