

Parenting and Family Support Service Provision in Limerick during COVID 19

The purpose of this document is to have list of Parenting and Family Support services that are available to parents and families in Limerick during the COVID-19 restrictions. 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 month on www.cypsc.ie/resources/covid-19-.3097.html.

**Note: this is not an exhaustive list and will be updated with additional services over the coming weeks.*

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THIS DOCUMENT IS ACCURATE FOR WEEK BEGINNING: **MONDAY 22nd JUNE (#7)**

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If you wish to submit a listing, contact David Studer, Limerick CYPSC Coordinator – david.studer@tusla.ie

Public Health Nursing

The Public Health Nurse service to mothers and babies remains at the set notification visits, including blood spot screening. The service will also continue to those families requiring support. Child Protection visits continues. For a full list of Health Centres in Limerick go to

www.hse.ie/eng/services/list/2/healthcentres

With Breastfeeding Support Groups currently not meeting, the following link on MyChild.ie offers direct advice from lactation consultants:

<https://www2.hse.ie/services/ask-our-breastfeeding-expert/>

Child Protection and Welfare

All Tusla services in Limerick are currently operating. Anyone with a concern about a child's safety or protection should contact our Limerick Duty Intake Team on 061 483097 or 061 483098. Go to www.tusla.ie/services/child-protection-welfare/ for more information on reporting concerns or contacting a social worker.

Any query for concern in relation to children out of normal working hours should be reported immediately to An Garda Siochana.

| Name of Organisation | What services are currently being provided? | How is this service accessible | Website/social media |
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| Parenting and Family Support Services | | | |
| Ballyhoura Development | <p>Ballyhoura Development continues to support Communities that we work with (Including vulnerable children, families and communities) through:</p> <ul style="list-style-type: none"> • Phone call support • Video Calling • Ballyhoura online platforms (www.ballyhouradevelopment.com Facebook & Twitter) • Provision of information (proactively through online platforms, email, text, phone calls and on request) • Sign posting and referral to supports and services • Supporting Families with ideas and activities to support their parenting. • Continuing to deliver Youth Supports remotely using video calling, phone and text. • We continue to work with all community groups, many of whom have established local delivery services within their communities | <p>Contact Eileen 087-6216200</p> | <p>www.ballyhouradevelopment.com</p> |
| Barnardos - Limerick North, Limerick South and Homemaker Family Support Service | <p>Individual family work/case work: 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.</p> | <p>By phone or email</p> <p>Barnardos Limerick North 061-329298 info@moyross.barnardos.ie</p> <p>Barnardos Limerick South 061-319290 info.southhill@barnardos.ie</p> <p>Barnardos Homemaker Service 061- 493587 Homemaker.limerick@barnardos.ie</p> | <p>www.barnardos.ie</p> |

Any queries relating to a specific listing should contact the service identified on the listing.

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| | <p>Early Bird Service/Afterschool Service: While group work has been paused, Family Support Workers will offer practical support to families whose children attend Barnardos Early Bird and Afterschool services. Staff will provide weekly support to families in relation to assisting home learning around reading and literacy support. This individual support will include contact with the children and families. Further support will be offered by the way of practical food and budgeting support as required.</p> <p>Information/Advice Service: Barnardos continue to offer a phone-based information and advice service Monday -Friday in each of our Centres for parents/professionals to seek guidance in relation to issues relating to child development/family well-being.</p> <p>Making a Referral Barnardos continue to accept Referrals for Family Support from families themselves as well as from other services in contact with the family. To enquire about a referral please contact the Project Managers.</p> <p>Bereavement Helpline Service This helpline is open from 10am – 12pm Monday to Thursday to members of the public seeking information and support in relation to bereavement</p> | <p>Paula Kett, 0879108360.</p> <p>Call: 1800 910 123 10.00am-2.00pm, Monday to Friday Email: parentsupport@barnardos.ie</p> <p>Call: 01 4732110 10am – 12pm Monday to Thursday</p> | |
| Tusla Prevention, Partnership and Family Support | If you require support or advice please do not hesitate to get in touch with one of the TUSLA PPFS Team. We will endeavour to work with you to ensure that children and families identified as vulnerable receive support. | Sinead (086 7801547) Alice (087 9879119) Kirsten(086 8121375) Damian (087 7176105) Colette (061 483592) | |

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| Bedford Row Family Project | We are currently working with existing clients offering support e.g Psychotherapy, counselling and family link work. | Phone: 061 315332 Email: info@bedfordrow.ie These supports are by phone or face to face. The physical contact is strictly by appointment only with the relevant key worker. | www.bedfordrow.ie |
| ISPCC | <p><u>Child & Family Support Service</u></p> <ul style="list-style-type: none"> • The ISPCC is continuing to provide one to one support to young people and to parents. This is currently being offered over the phone or via a video link session such as Skype or Zoom. • The ISPCC family support service aims to build on individual coping strategies and enhance their resilience to help them deal with the challenges they are facing. • For those families already linked in with this service, their support plans will continue with the ISPCC Worker. • We are also offering top up support to families that have worked with us in the past, who feel they need additional support at this time. • Families on the waiting list, are being reviewed regularly and telephone / video link sessions are being offered if applicable. • This service can continue to receive new referrals from other services, which will be assessed on a case by case basis, if support can be offered now through phone / video link or at a later date, when face to face sessions resume. | Shellie Murnane 087-153-0001 | www.ispcc.ie |

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| <p>Limerick Social Service Centre</p> | <p>LSSC continues to provide support to all clients of the Child and Family Service, Counselling and Psychotherapy Service and Older Person’s Service. Support is being offered by phone or video chat. Practical support, such as grocery shopping, collecting medication, sending out activity packs for children and printing and sending out forms, is also being carried out.</p> <p>New referrals are being accepted and are usually contacted within 1-2 weeks.</p> <p>In addition, members of the public who would like to speak to qualified and experienced counsellors, family support workers or support workers for older people can ring 061-314111 and a member of staff from the relevant service will phone back and provide support</p> <p>We are also offering parent support groups via Zoom. We are offering a weekly parent and toddler group, a weekly group for new parents and regular baby massage sessions.</p> <p>We are offering on-line parenting support groups for parents of teenagers twice a week.</p> <p>We are in the planning stages for the resumption of face to face meetings over the summer, with group work planned to resume for September (provisionally and in line with the latest government health advice).</p> | <p>LSSC is open to referrals.</p> <p>Contact: Margaret Mastriani</p> <p>LSSC can be contacted on 061-314111 or 083-3626042 Referrals can be sent to cfsreferral@lssc.ie or margaret.mastriani@lssc.ie</p> | <p>www.lssc.ie</p> <p>Updates on LSSC’s services can be found on:</p> <p>Facebook page https://www.facebook.com/limericksocialservicecouncil/</p> <p>Twitter: @lmsocservices</p> |
| <p>West Limerick Resources</p> | <p>West Limerick Resources continue to support families by phone and email providing:</p> <ul style="list-style-type: none"> • Advice and guidance • Parental supports • Ideas for activities for children • Promoting positive mental health & wellbeing • Signposting and referral to other services • Counselling via phone, Skype & Zoom | <p>We are providing support by phone, email, and skype.</p> <p>Stefanie Jaeger Liston Phone: 087 3982925 Email: SJaeger@wlr.ie</p> | <p>www.wlr.ie</p> <p>Check out the West Limerick Resources Facebook page for more up to date information.</p> |

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| Family Resource Centres | <p><u>Croom FRC</u></p> <ul style="list-style-type: none"> • Phone, FaceTime and skype support to individuals, families and community groups • Continuation of existing Parents Plus Programme via Skype & Facetime if parents agree • Delivery of medication, groceries and essential items • Ongoing communication with local services such as GP's, PHN to assist them with their onward referrals where possible • Referral to other support services that are operating via phone and digital platforms such as Jobs Club, Mabs, Citizens Information • Online Parenting tips via Facebook with online videos being regularly posted • Counselling via phone • Mental Health referrals and check up via frequent phone calls to vulnerable members of our community • Consistent engagement with Parent and Toddler group members, Pre and After School Parents via phone calls | <p>Phone, FaceTime, skype and email. 083-8646093 famiysupport@croomfrc.com Skype: Lorraine Bennett</p> <p>Social distancing guidelines adhered to if necessary to meet a client.</p> | |
| | <p><u>Hospital FRC</u></p> <ul style="list-style-type: none"> • Providing phone support to parents, including tips to parent and toddler groups, primary school aged children as well as linking through social media. • Counselling for adults and young people from the ages of 11 upwards over the phone/ Whats App • Activity and wellbeing kits for families. Home delivery. • Limited number of food packages available through food bank. Home delivery service • COVID 19 one to one phone support service with counsellors. Time limited listening and talking sessions focusing on wellbeing and tips to manage COVID 19. | <p>Phone 087-2473762 hospitalfrc@gmail.com Mary McGrath</p> | <p>www.hospitalfrc.com</p> |

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| | <p>Southill FRC We are keeping in touch with members of our Peer support groups and families during this time.</p> <p>Northside FRC Northside Family Resource Centre’s Family Support Workers are available to talk to any parents about issue that may be concerning them at this time: including setting routines, talking to my child about coronavirus and social distancing, managing conflict, remaining calm, and self-care for parents.</p> <p>Our childcare staff are producing videos of them reading stories, singing songs and using puppets to entertain our younger children on our Facebook page Northside Family Resource Centre</p> <p>Counselling over the telephone being offered to Adults and Young people</p> | <ul style="list-style-type: none"> • Centre: 061-440250 • Family Support Workers: 086-785-7663 • Jimmy Prior, Coordinator: 085-125-0790 <p>Over the phone: Contact Mary Mulcahy, 061-326623</p> | <p>Southill FRC on facebook</p> <p>Get in touch with any enquiries on www.northsidefrc.ie</p> <p>or</p> <p>Facebook: Northside Family Resource Centre</p> |
| Southill Hub | <p>We are offering the following:</p> <ul style="list-style-type: none"> • Assistance & printing of form filling for social welfare etc. • Transport in an 8 seater van for social distancing for vulnerable community members for medical appointments, trips to post office etc. • Online youth work groups • One to one support for young people in the community • Working with local school to provide school meals • Online advice, tips etc. | <p>Over the phone & by post 061 603710</p> <p>Seniors Club Coordinator Mary Hehir 0834066273</p> <p>Digital media platforms</p> <ul style="list-style-type: none"> • Facebook: Southill Hub • Snapchat: southillhub.4 | <p>Our website is static and functions as a general information source and sign post to our social media platforms etc. Our Facebook page currently operates as a source for up to date information</p> |
| ADAPT Domestic Abuse Services | <ul style="list-style-type: none"> • Refuge (restrictions are in place, so please contact helpline number before presenting) • 24 hour confidential helpline - 1800 200 504 • Telephone support provided by key workers – Monday to Friday (8.00am – 5.30pm) | <p>24 hour confidential helpline: 1800 200 504</p> | |

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| PAUL Partnership Limerick | <ul style="list-style-type: none"> • One-to-one advice and guidance – via email and telephone – in relation to parenting supports, employment supports, welfare rights and entitlements, education and lifelong learning options • Promoting positive parenting messages on www.loveparenting.ie • Sharing/posting of information and advice for parents and families via Facebook and Twitter: PAUL Partnership, ABC Startright, Incredible Years, Little Voices, Love Parenting • Play and activity packs to families - in collaboration with ABC Start Right, Incredible Years Limerick, Tusla and other organisations – currently in development. | <p>All queries should be sent to info@paulpartnership.ie in the first instance.</p> <p>Queries will be directed to relevant department and responded to by email or telephone.</p> | <p>www.paulpartnership.ie</p> <p>www.paulpartnership.ie/covid-19 (for links to resources and information)</p> <p>www.loveparenting.ie</p> |
| Limerick Youth Service | <p>Limerick Youth Service’s Youth and Family Support Project works with young people (10-18yrs) and families who are in need of additional interventions and supports.</p> <p>We identify strengths and needs of the young people and families we work with and address the needs through group interventions, individual support, parenting top-up and support, key working, crisis intervention, holiday provision and Meitheal.</p> <p>As part of the Service offering, young people benefit from an accessible community based service with strong progression pathways and an integrated approach to service delivery. We take referrals from Tusla, community and voluntary agencies, Schools and Parents. We currently have capacity for a number of new referrals at present.</p> | <p>This is a referrals based project and referral forms can be requested from tracyl@limerickyouthservice.org</p> | <p>https://limerickyouthservice.com/what-we-do/youth-work/youth-family-support/</p> |

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| Drug and Alcohol Services | | | |
| Community Substance Misuse Team | <p>CSMT will be providing phone support and online support over the coming weeks.</p> <p>CSMT are still assessing referrals over the phone and providing care planning and key working support.</p> | <p>Phone: Main line has all staff numbers available- 061318904 and Website also has numbers-</p> <p>Concerned family members or young people can phone staff directly.</p> | <p>www.csmt.ie</p> |
| HSE Mid West Drug & Alcohol Service | <p>Telephone support by a counsellor to young person aged 14 – 25 in relation to alcohol and/or illicit drug use.</p> <p>Telephone support to concerned person / parent guardian in relation to young persons drug / alcohol use</p> | <p>Service can be contacted by phone 061 318 633 or</p> <p>Call our confidential freephone helpline on 1800 459 459 from Monday to Friday between 9:30 am and 5:30 pm. Email us at any time on helpline@hse.ie</p> | |
| Northstar Family Support Project | <p>NFSP provide support to families effected by a loved ones drug/alcohol abuse throughout limerick city and surrounding areas.</p> <p>We are currently offering phone support to families effected by another’s drug/alcohol abuse</p> | <p>Please contact 061 459260 during normal office hours and you will be directed to a key worker.</p> <p>You can also message us on our Facebook page.</p> | <p>www.northstarproject.ie</p> <p>Facebook: Northstar Family Support Project</p> |

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| Disability Services | | | |
| <p>Blackberry Park Childrens Services</p> <p>East Limerick Children Services</p> <p>St Gabriel's Children Services</p> <p>West Limerick Children's Services</p> | <ul style="list-style-type: none"> • Phone Support • Resources to families • General Advice, Support and Guidance to families <p><u>Resources Available</u></p> <ul style="list-style-type: none"> -Social Stories -Visual Schedules - Behaviour Programmes - Teletherapy -Sensory Advice - Handwashing -Activity Ideas/Homebased activities -Psychological Well being -Website Resources | <p>Monday to Friday 9.00am - 5.00pm</p> <p>Blackberry Park Children's Services 087-644-4498.</p> <p>East Limerick Children's Services 087-647-0224.</p> <p>St. Gabriel's Children's Services 083-079-0025</p> <p>West Limerick Children's Services 069-61919 (ext 200)</p> <p style="color: red;">These services are available to existing service users only. Priority 1 and Priority 2 service users being offered support.</p> | <p>www.mwcds.ie</p> |

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| OTHER USEFUL SUPPORTS FOR PARENTS AND FAMILIES | | | |
| Barnardos Parents Support Service | <p>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</p> <ul style="list-style-type: none"> - How to talk to your children about the corona virus - Setting a good routine - Managing children’s behaviours and sibling dynamics - Managing aggression and family discord - Home schooling - Fostering natural learning opportunities at home - Healthy Eating - Accessing fun and educational activities for families and individual children - Self-care for parents - Managing children’s online activity | <p>1800 910 123 between 10.00am and 2.00pm Monday to Friday</p> <p>parentsupport@barnardos.ie.</p> | <p>www.barnardos.ie</p> |
| ISPCC Support Line | <p>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:</p> <ul style="list-style-type: none"> - Information on services available/signposting - Advice of family relationships issues, parenting and coping strategies - Advice of child development and the impact of certain situations on children - Guidance and referral to statutory services to assist with child welfare and protection issues - Support and guidance on issues such as bullying, cyber safety, mental health, child abuse, parenting and social support | <p>Contact number for this number changes daily.</p> <p>Go to www.ispcc.ie/ispcc-support-line for up to date number.</p> | <p>www.ispcc.ie/ispcc-support-line</p> |

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| Parentline Ireland | Parentline offers support, information and guidance on all aspects of being a parent. | 1890-927-277 or 01-87333-500 Monday – Thursday, 10am – 9pm Friday 10am – 4pm info@parentline.ie | |
| Jigsaw Limerick | <p>For Parents and guardians</p> <ol style="list-style-type: none"> 1. Live webinars 2. Peer to peer videos 3. Online Mental Health Courses <p>Jigsaw Support Line is now up and running on freefone 1800 JIGSAW (544 729). This new initiative, developed as part of our Covid – 19 responses, aims to provide free, relevant and accessible mental health support, education, advice and guidance to young people aged 12 to 25 years old, and/or their parents/concerned others who are resident in the Republic of Ireland.</p> <p>Alongside the Support Line, Jigsaw offer an inbound SMS and email service, both operated by a designated group of Jigsaw Clinicians. Both additional offerings aim to give all potential users various options to get in touch and initiate a request for a return call from a Jigsaw Clinician.</p> | <p>www.jigsawonline.ie</p> <p>1800 JIGSAW (544729) Opening hours: Monday to Friday 1pm- 5pm.</p> <p>SMS: 086-180-3880. Opening hours: Monday to Friday 9am to 5pm.</p> <p>Email help@jigsaw.ie Opening hours: Monday to Friday 9am to 5pm.</p> | <p>All of the details are available on www.jigsawonline.ie</p> <p>Google “jigsaw online sitemap” for a list of the whole site content</p> |
| One Family Helpline | <p>Ask One Family is the helpline for people parenting alone, sharing parenting and for those separating.</p> <p>We provide information on: social welfare entitlements and finances, family law, housing, education, childcare, parenting, and mediation. We also offer a listening service for people who need support parenting alone, co-parenting or separating.</p> | <p>Lo-call helpline: 1890 662 212 or 01 662 9212</p> <p>e: info@onefamily.ie</p> <p>DM on Facebook or Twitter</p> | <p>W: https://onefamily.ie/</p> <p>Twitter: @1familyireland</p> <p>Facebook: One Family Ireland</p> |



Parenting Limerick is a network of organisations which offer parenting and family support in Limerick city and county. Parenting Limerick is a sub-group of the Limerick Children and Young People's Services Committee (CYPSC).



Limerick CYPSC is part of a national initiative that brings together senior representatives of agencies that have a remit to deliver services to children, young people and their families around one table. Its purpose is to enhance the coordination of services and improve outcomes for children, young people and families.



Tusla Child and Family Agency is responsible for supporting and promoting the development, welfare and protection of children, and the effective functioning of families. Tusla provides a key operational role in the CYPSC initiative

