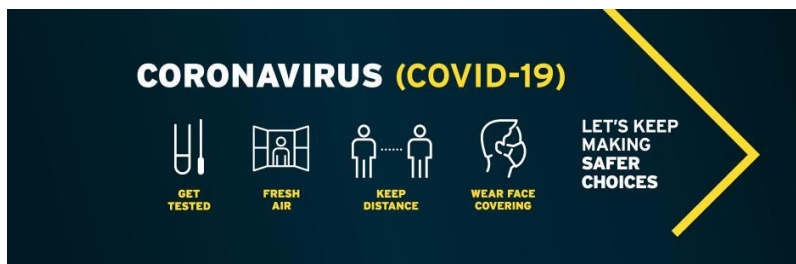




Age-friendly Belfast Update on Support for Older People Accurate as of 7 December 2021

General COVID-19 advice

For up-to-date NI information and guidance re COVID-19 please go to the PHA website:
www.pha.site/coronavirus



Get a COVID-19 vaccination and booster in Northern Ireland

Health and Social Care (HSC) Trust vaccination hubs across NI are available for first and second COVID-19 vaccine doses to everyone aged 12 and over, as well as booster doses to those who are currently eligible. GPs and participating pharmacies are also providing boosters for those currently eligible, while pharmacies are available for first and second COVID-19 vaccine doses to everyone aged 18 and over. [Get a COVID-19 vaccination and booster in Northern Ireland | nidirect](#)



Covid certification has been introduced for licensed premises and other designated settings across Northern Ireland. Everyone in NI is encouraged to apply without delay for their Covid certificate, which provides official proof that you have had two doses of an approved vaccine. There are three stages to the application process for digital certification:

- 1) Provide confirmation of your identity by setting up your personal NI Direct account.
- 2) Apply for the foreign travel Covid certification app for your phone or other mobile device. You don't need to be travelling abroad anytime soon to apply for this. The app will also automatically renew itself.
- 3) After you get your foreign travel certificate in the document wallet of the app, click on the button to activate a domestic use certification. This will include taking a selfie pic that will provide photo ID when entering premises (so you won't need to bring additional ID).



For more information, see this video guide to the application process or check out the [NI Direct website\(external link opens in a new window / tab\)](#)

Just to let you know that for **older or disabled people who can't or don't want** to manage their passport through a mobile phone to obtain a paper passport, the number to ring is **0300 200 7814** and choose **option 5**. **Callers will be asked for Health and Care Number and details of the vaccines received**. Currently it is taking about 7 days for people to receive the paper passport

COVID-19 Community Helpline – Regional

The helpline is local to Northern Ireland, and is managed by Advice NI open 9.00 am to 5.00pm, seven days a week **0808 802 0020** email or covid19@adviceni.net text: ACTION to 81025

COVID-19 Belfast Community Support

Belfast City Council are working with community, voluntary and statutory providers in Belfast to make sure that our residents' needs are supported throughout the pandemic.

<https://www.belfastcity.gov.uk/Community/Health-and-wellbeing/COVID-19-Belfast-Community-Support>

Virtual wellbeing hub to promote positive mental health

A virtual wellbeing hub to promote positive mental health during the Covid-19 pandemic has been launched. The Department for Communities and the Department of Health have partnered with 15 leading mental and wellbeing health charities and the Healthy Living Centre Alliance representing 28 local Healthy Living Centres to focus on promoting mental health and wellbeing during and after the Covid-19 emergency. The online wellbeing hub at www.mindingyourhead.info draws together information, self-help guides and ways to find support on a range of mental health and wellbeing issues.

Key Messages from PSNI



If you are out shopping for Christmas, don't leave any valuables or purchases on display in your car. If you notice any suspicious activity phone us on 101 or 999 in an emergency. For more advice visit: <http://ow.ly/bjJt50H43rr>



Regional and City-wide support services

Age NI Advice Service	Advice, information or practical support, including benefit checks.	Freephone 0808 808 7575 Monday to Friday 9am – 5pm
Age NI, 'Check in and chat' phone service	Anyone over 60 in Northern Ireland can register free of charge, to receive a regular telephone call from us.	call Age NI Advice on 0808 808 7575 OR Email info@ageni.org Monday to Friday 9am – 5pm
Affordable Warmth	For emergency queries about Affordable Warmth, such as someone with no heat	028 9027 0651 during office hours
Alzheimer's Society	<p>Alzheimer's Society provides support for people affected by dementia. Dementia Support services will continue through telephone and email support. CrISP (Carer Information and Support Programme).</p> <p>Our Side by Side service (where volunteers support people with dementia to do things they enjoy), is no longer accepting new referrals, but existing matches will continue to be supported through virtual support at present, and face to face support when restrictions allow.</p> <p>Singing for the Brain will be delivered through Zoom sessions online. Weekly sessions take place on Monday morning, Monday afternoon and Wednesday morning.</p> <p>The Alzheimer's Society Dementia Connect Support Line is open 7 days a week, and provides support for people affected by dementia. Online resources, including factsheets and online forum Talking Point, are available through the Alzheimer's Society website.</p> <p>The Dementia Friendly Communities team has developed a toolkit for anybody who is helping or volunteering in their local communities during coronavirus, many of you are also supporting people affected by dementia. The toolkit is available online: https://www.alzheimers.org.uk/coronavirus-volunteer-toolkit</p>	<p>For more information about Dementia Support, Side by Side or CrISP in Belfast, please contact: Email: belfast@alzheimers.org.uk Phone: Catherine Maguire (07889 648793)</p> <p>For more information about Singing for the Brain, please contact: Email: singing@alzheimers.org.uk Phone: Edelle McMahon (07484 078886)</p> <p>Alzheimer's Society Dementia Connect Support Line: 0333 150 3456 (open Monday-Sunday) Website: www.alzheimers.org.uk</p>
Belfast Safer Homes	The service is aimed at people aged 65 (or vulnerable adults) in the Belfast area. Repair work is available at a subsidised rate of £5 per	To make a referral please contact Bryson Energy on Freephone 0800 14 22 865 or email



	<p>hour for those on benefits or £15 per hour for those not on benefits. Type of services we can offer includes -</p> <ul style="list-style-type: none"> • Fitting external handrails • Power washing • Fixing gates and fences • Path clearances • Single story gutter clearing • Keysafe fitting • Grass cutting & strimming small gardens (Temporary and subject to availability) • Hedge trimming (Temporary and subject to availability - where hedges are blocking access) 	<p><u>handyman@brysonenergy.org</u> or <u>envhealth@belfastcity.gov.uk</u></p> <p>Hours of operation- Monday – Friday 9am – 5pm (excluding bank/public holidays)</p>
<p>Belfast Warm and Well</p>	<p>The Warm and Well Project operates across all areas of Belfast. Support is offered directly to the public or to organisations working directly with people at risk of living in fuel poverty. The aim is to help local people struggling to keep their home warm, by offering advice and practical support to stay warm and well, and where appropriate, the provision of heating measures and discretionary financial assistance (subject to assessment) to alleviate the effects of living in cold and damp homes.</p>	<p>Contact NEA on 028 9023 9909 or <u>warmandwell@nea.org.uk</u></p>
<p>Cara-friend LGB&T</p>	<p>LGB&T Switchboard NI offers a listening ear and support to the Lesbian, Gay, Bisexual and Transgender communities of Northern Ireland to encourage positive mental health. Our service aims to reduce isolation, improve mental health and promote positive acceptance of the service user’s sexual orientation and / or gender. We signpost to relevant internal and external organisation to encourage more involvement within their communities and to make more informed choice with regards to their health and wellbeing.</p>	<p>0808 8000 390 Monday to Friday 1pm - 4pm and Wednesday 6pm- 9pm</p> <p><u>http://www.cara-friend.org.uk/</u></p>
<p>Carers NI</p>	<p>The helpline provides a range of general and specialist advice services for carers. Trained advisers can provide advice and information on a wide range of issues – welfare benefits, community care and carer support <u>http://www.carersuk.org/northernireland</u></p>	<p>028 90439843 9am-4pm Mon to Thurs. email <u>advice@carersni.org</u> leave a message for a call back, call backs will be from a mobile number.</p>
<p>Christians against Poverty</p>	<p>For people struggling with debt, CAP is completely free and available to all, regardless of age, gender, faith or background. When you call us, a debt coach from a local centre, with a volunteer Befriender from a local church, will arrange to call you.</p>	<p>Call 0800 328 0006 Monday to Friday 9.00am - 5pm <u>http://www.capuk.org/</u></p>



<p>Dementia Navigator Services</p>	<p>Belfast Trusts Dementia Navigator service provides prediagnostic information and support for people who have been referred for a memory assessment by their GP and are waiting for an appointment or who have already been given a formal diagnosis of Dementia and are living with the condition. It can provide information, support and signposting for carers and family members and can be a single point of contact throughout their journey.</p> <p>Please note -Exclusion Criteria for this service is if someone is already open to a professional within the Community mental Health Team for Older peoples Programme.</p>	<p>If you would like to refer to The Dementia Navigator Service, referrals are currently being made via Email: <u>SinglePointMHSOP@belfasttrust.hscni.net</u></p> <p>Or Telephone Single Point of referral on 02895042700 Monday - Friday 9am - 5pm</p>
<p>Deafblind UK</p>	<p>Deafblind UK supports people who have any level of sight and hearing loss to live the lives they want. Living with deafblindness can be frightening and isolating, but our team of experts is here to reassure, advise or to simply be someone to talk to. Our services include remote befriending and social groups, wellbeing and emotional support services, support with digital technology, a free helpline and much more!</p> <p>https://deafblind.org.uk/about-us/deafblind-ni/</p>	<p>To make a referral, or if you have further questions about our services, please contact our helpline 0800 132320 or email to info@deafblind.org.uk</p> <p>For local Northern Ireland enquiries, please contact James McVicker on 01733 973458 or james.mcvicker@deafblind.org.uk</p>
<p>Dementia NI</p>	<p>Dementia NI is a membership organisation specifically for people living with a diagnosis of dementia.</p> <p>We do a mix of face to face and online activities and can accept referrals from all areas of Northern Ireland. Our Empower and Support groups offer our members living with dementia peer support, activities and friendship. We regularly invite organisations and various other service providers to our groups to consult on how they can make their services, environments, resources and venues more appropriate for people living with dementia.</p> <p>Dementia NI Yoga sessions via Zoom Tuesdays (Weekly) 2pm until 3pm Empower and Support group via Zoom Wednesdays (Weekly) 10.30am and 12.00pm Dementia NI has also set up an 'In the Same Boat' Peer support group for members who live with a diagnosis of dementia through our</p>	<p>If you are living with a diagnosis of dementia or know someone with dementia who would benefit from our support, please contact our Head Office number on 028 9693 1555 (Monday to Friday 10am to 4pm) or email info@dementiani.org</p> <p>Contact: ashleigh@dementiani.org 07966 881 429</p>



	<p>Facebook page. Members regularly post messages to each other through this private group. This Dementia NI group has been set up for members to come together, share, chat, offer each other support, and have fun in difficult times.</p> <p>Dementia NI has developed a tablet loan service for our members. This service is aimed at Dementia NI Members who do not have access to a tablet, laptop or smartphone and would like to get involved in the virtual group meetings and join in with the conversation on our private Facebook group page.</p>	
<p>Digital Help</p>	<p>DIGITALHELP by Go ON NI and BITC to provide Digital advice to those who would have either some technical difficulties with their device or require some guidance.</p> <p>If you have a tablet, laptop or phone and need help to address a specific problem, our digital volunteers can help with free, helpful advice on many topics such as:</p> <ul style="list-style-type: none"> -Any online video calling, e.g. Zoom, -Staying safe online and scams FaceTime, Facebook -Online payments -Any social media, e.g. Facebook -Shopping online -Email -Saving and sharing photos -Attachments -Computer settings <p>*All text messages will be charged at your network operator's standard rate. Information is held securely and is non-identifiable and not shared with a 3rd party. Information will be used by Digital Partners for this service only.</p>	<p>Text the word DIGITALHELP (all one word) to 67300 with a brief description of what help you require and someone will contact you. volunteer will phone you within 48 hours with</p> <p>https://supportingcommunities.org/latest-news/2020/3/20/digital-skills-help-resources-and-support</p>
<p>Drugs & Alcohol</p>	<p>https://drugsandalcoholni.info/the-ni-dacts/bdact/ At a glance drug and alcohol service directory for Belfast http://services.drugsandalcoholni.info/</p>	<p>Addiction NI 028 9066 4434 and Dunlewey Addiction Services 028 9039 2547</p>
<p>Eden Project</p>	<p>Eden Project Communities have a network for community minded people who help good things happen where they live. Whether you organise community events, groups or simply help people locally – this could be a great opportunity for you to meet and share ideas with others. (all online for now)</p>	<p>There is a range of things available) and regularly updated on the Facebook page https://www.facebook.com/TheBigLunchNorthernIreland/events/admin/</p>



	<p>Bringing people together with conversation on all things community. Connect with @TheBigLunchNorthernIreland on Facebook and choose the conversations you want to be part of.</p>	<p>https://www.edenprojectcommunities.com/community-camps</p>
<p>Engage with Age</p>	<p>Engage with Age is a Belfast based charity working with older people in east and south Belfast. It seeks to enable older people to live happier, healthier and more connected lives.</p> <p>Engage with Age has a range of online and in-person activities open to older people.</p> <p>In person activities include: Tuesdays and Wednesdays 2pm: Walks in South and East Belfast Thursdays 2pm Dee Street community centre: Keep In Touch Group (KIT Group). A social meet-up group. Fridays 11am: T’Ai Chi at Inverary Community Centre</p> <p>Online: Chocolate Bingo 2nd and 4th Thursday of the month), Jim’s Pb Quiz without a Pub 3rd Thursday of the month.</p> <p>South Belfast: Older people can join the South Belfast Lifestyle Forum, which seeks to represent the views of older people in the south of the city, promote opportunities for older people, and also undertake social activities.</p> <p>Telephone Befriending: EWA has limited capacity for its Telephone Befriending Service.</p>	<p>For general enquiries: Tel: 028 9073 5696 info@engagewithage.org.uk https://engagewithage.org.uk/</p> <p>To take part in walks and in-person groups contact: Caleb Armitage on 07436 174793 palproject@engagewithage.org.uk</p> <p>Links to Online Activities on EWA Facebook Page: https://www.facebook.com/EngageWithAgeBelfast</p> <p>For South Belfast Forum contact Cathy Chambers: 07468 695593 Cathy.chambers@engagewithage.org.uk</p> <p>Contact Sarah Gordon 07423 702721 befriending@engagewithage.org.uk</p>
<p>Gambling</p>	<p>Dunlewey Addiction Services operate a free to call Gambling Helpline</p>	<p>9am to 11pm on Tel: 08000 886 725</p>
<p>Go ON NI</p>	<p>Go ON NI highlights the benefits of being online. It brings together all the wonderful initiatives, places and tools to help and encourage off-liners to become internet beginners.</p>	<p>www.nidirect.gov.uk/campaigns/go-on-ni</p>
<p>Hourglass NI</p>	<p>One in five people in the UK over the age of 65 have been abused. This equates to 2.7 million older people affected by abuse in the UK. Hourglass (formerly Action on Elder Abuse) is the only charity that specialises in helping older victims of all types of abuse and neglect.</p>	<p>www.wearehourglass.org Freephone Helpline: 0808 808 8141 Email helpline@wearehourglass.org</p>




<p>Housing Rights</p>	<p>Housing Rights helpline provides advice to members of the public on homelessness, social tenancies, renting privately, Housing Executive or housing association rent arrears. They also provide mortgage debt and repossession advice and representation at court. Housing Rights also provides training courses and information tools to other advice agencies and advocate for changes in policy, legislation and practice.</p>	<p>028 9024 5640 Monday to Friday 9.30am - 4.30 pm</p> <p>http://www.housingadviceni.org/</p>
<p>Law Centre NI</p>	<p>Law Centre NI provides free and independent legal advice and assistance in the areas of Health and Social Care; Social Security; Employment; and Immigration.</p>	<p>028 9024 4401 Monday to Friday, 9:00am – 5:00pm http://www.lawcentreni.org</p>
<p>Linking Generations NI</p>	<p>As an organisation whose work normally involves bringing people of all ages together face to face in communities LGNI have been trying to create resources that keep people of all ages in families and communities communicating virtually!</p> <p>We have gathered together some ideas of how you can stay connected to different generations within your family and community</p> <p>Also have a look at LGNI Training, Resource and Support page, everything you need to help support your intergenerational work.</p> <p>The LGNI team love to chat to our members and anyone who is interested in our work so please use our get in touch page.</p>	<p>Check out the LGNI resources page for downloadable documents and resources bursting with ideas to keep generations connected:</p> <p>https://www.linkinggenerationsni.com/resources/</p> <p>https://www.linkinggenerationsni.com/training-advice-support/</p> <p>https://www.linkinggenerationsni.com/get-in-touch/</p>
<p>Make the Call</p>	<p>Is an advice line that helps to ensure individuals and households across Northern Ireland are receiving all the benefits, supports and services to which they and their families are entitled. Advisors will carry out a free and confidential Needs Assessment to assess their entitlement to social security benefits. In addition to finance, the team may be able to identify other services or government supports which could help them improve their lives for the better</p>	<p>0800 232 1271 Monday to Friday 9am to 5pm (excluding bank holidays) email: makethecall@dfcni.gov.uk text: ADVICE to 67300 https://www.nidirect.gov.uk/makethecall</p>
<p>Mental Health/ Emotional Support</p>	<p>Link to PHA's Mental Health & Emotional Wellbeing Z card for Belfast Health and Social Care Trust area https://www.publichealth.hscni.net/sites/default/files/2020-01/Belfast_area_card_2020.pdf</p>	<p>Lifeline 0808 808 8000 Samaritans 116 123 Cause 0845 603 0291 INSPIRE https://www.inspirewellbeing.org/policy-campaigns/campaigns/your-mind-matters-coronavirus-and-your-wellbeing</p>




<p>Northern Ireland Fire & Rescue Service (NIFRS)</p>	<p>NIFRS can offer a free Home Fire Safety Check to anyone over 50, or has a disability or impaired mobility, or is referred to us by another agency. NIFRS will visit your home to provide advice on how to stay safe from fire.</p> <p>Each visit will be carried out by at least two staff from NIFRS who will be wearing NIFRS uniform and will carry a NIFRS photographic identification card.</p> <p>During the visit they will either fit smoke alarms or show you how to test your existing smoke alarms, explain the potential fire risks in your home, provide fire safety advice and explain the importance of having a night time fire safety routine and a fire escape plan. The visit will take up to 40 minutes. Sometimes it is useful when visiting the property and giving advice, a family member, friend, neighbour or care worker is also present so that they can assist with the advice.</p> <p>The “Safer Together Project” is a partnership project between Belfast Health & Social Care Trust & Northern Ireland Fire & Rescue Service. The project provides awareness on fire risk using a free online training video and supporting material which can be accessed using links below.</p> <p>Training video for family, friends and neighbours; https://www.youtube.com/watch?v=ITj87ADlyO4&feature=youtu.be</p> <p>Risk Awareness; https://www.nifrs.org/wp-content/uploads/2020/10/Safer-Together-Brochure.pdf</p>	<p>The person making the call can make a simple request for this through using our website www.nifrs.org or simply by phoning 02892 664221 and ask for the fire safety duty officer.</p> <p>Anyone who is concerned for their own or someone else’s home fire safety should also use the above contact no</p>
<p>Onside Project</p>	<p>The ONSIDE project is a cross border, pan disability digital skills training programme for disabled people. They operate throughout Northern Ireland and border regions but have a team dedicated to Greater Belfast area and are funded by the INTERREG VA programme managed by SEUPB: https://www.facebook.com/ONSIDEccc/ and https://twitter.com/onside_project.</p>	<p>Contact details: 028 9029 7880 / 00353 1873 0455 or email: GrainneMagennis@Disabilityaction.org</p>
<p>The Patient and Client Council</p>	<p>The Patient and Client Council is an independent body who help the public to navigate their Health and Social Care. Supporting them with concerns or questions</p>	<p>0800 917 0222 Monday - Sunday 8am – 6pm</p>



	<p>they may have on a range of health and social care issues. Our expert advisors can support them to find timely, accurate information and get the help they need. Available to all NI and those with issues, questions or complaints</p>	
<p>PIPS Charity's Befriending service</p>	<p>For those who are isolated or lonely. PIPS Charity's Befriending service is there if you want some company, want a chat, or want to clear your head. Available to all NI and those isolated and lonely.</p>	<p>Call 028 9080 5850 Monday - Friday 9am – 9pm, Saturday - Sunday 2pm – 6pm Email: info@pipscharity.com</p>
<p>Red Cross-help for vulnerable people</p>	<p>Emergency support for individuals and families When people are affected by a serious incident or an emergency, our volunteers and staff can respond. As well as the practical assistance we can provide volunteers who are trained to provide emotional support.</p> <p>Red Cross Covid 19 Hardship Support provides the following support across Belfast to individuals and families Referral form required.</p> <p>Tier 1 – Emergency Food, Specialist Food Tier 2 – Transport to medical appointments Tier 3 – Financial hardship assistance for utilities, small and large white goods Tier 4 – Medication pickup/delivery</p> <p>Emotional Support We also provide emergency support to individuals who need help with welfare, emotional support you can contact.</p> <p>Refugee Support offers ongoing services to asylum seekers and refugees in Northern Ireland.</p>	<p>Contact number Belfast Office - 02890 735350 in an emergency this telephone number will redirect you to an emergency response telephone number.</p> <p>Contact: Service Manager Steven Hughes 07764798396 or Community Connector: Toni-Lee Watson 07921404092</p> <p> BCC Referral Form Covid19.docx</p> <p>Providing emotional support to people affected by Covid-19 National Psychosocial Support Line Number 0808 196 3651 Open 7 days a week 10am – 6pm trained volunteers can help people who are experiencing emotional distress.</p> <p>Newly arrived asylum seekers can contact orientation team 07925637240. For any other support, contact Niamh</p>



	<p>Community Connector Service Greater Belfast area (Belfast Trust)</p> <p>Service for those aged 55 and over living in the Belfast area who are experiencing isolation or loneliness</p> <p>Our team of staff and volunteers provide a 12 week service that is person centred on a 1:1 basis. Meeting once a week we provide befriending, signposting and linking service users with organisations within their community for advice, support and social interaction. In the first meeting with the Community connector we complete an initial support plan to find out the needs and interests of the person and set realistic goals to encourage and empower people to get involved within their community.</p> <p>Referrals to the service can come from anyone; this can be an organisation, health professional, family member or this can be a self-referral and we ask you complete the referral form attached.</p> <p>For more details or information please don't hesitate to contact Toni-Lee.</p> <p>We have a waiting list for this service at present.</p> <p>This service will be closed 27th and 28th December referrals can be forwarded but will not be picked up until 29th December.</p>	<p>07921406728, Abdelaziz 07843 344601 Enquiries can be emailed to RSNorthernIreland@redcross.org.uk</p> <p> BLANK Referral-Form_Comr</p> <p>contact Toni-Lee Watson – Service coordinator on 07921 404 092 or email; tonileewatson@redcross.org.uk</p>
<p>RNIB</p>	<p>RNIB is currently supporting customers over the phone with our helpline, our services include emotional support, technology, employment, benefits and legal advice, children and families' services and retail.</p>	<p>https://www.rnib.org.uk/about-us or RNIB Helpline 0303 123 9999</p> <p>Technology for Life Team 0303 123 9999 or email tfl@rnib.org.uk</p>



	<p>Specifically for technology we have the Technology for Life helpline, which is open Monday to Friday 9 to 5pm.</p> <p>There are a host of community connect programmes for August and various ways for to join in - via email, zoom or Facebook.</p>	<p>https://www.rnib.org.uk/practical-help/technology/resource-hub</p> <p>Contact Olive Rodgers for programme details for August Olive.Rodgers@rnib.org.uk</p>
RNID	<p>They continue to support people who are deaf, have hearing loss or tinnitus via phone, email and text. They can also post out hearing aid batteries.</p> <p>They are also pleased to offer FREE online talks</p>	<p>To book or for further information contact Paula McNulty Paula.McAnulty@rnid.org.uk Tel 028 90239619 or 07587 130 502 https://rnid.org.uk/about-us/rnid-in-northern-ireland/ 0800 171 2222 24/7 - 365 days a year http://www.simoncommunity.org/</p>
Simon Community	<p>Simon Community NI is the leading homelessness charity. We operate prevention, accommodation and harm reduction services for people at risk of losing their home or who are already homeless.</p>	<p>http://www.simoncommunity.org/</p>
TIDE	<p>TIDE (together in dementia everyday) is a network of present and former carers for people with dementia.</p> <p>The tide website provides up to date information on a range of areas including the experiences of carers, wellbeing and self-care and the impact of COVID19.</p> <p>Tide also facilitates regular carer zoom chats and focused sessions including for those caring for someone with Young On Set Dementia, for former carers, those using home care services and those caring for someone in residential care.</p> <p>Our Facebook page provides information on many areas and our closed Facebook is a place for carers to chat with each other.</p> <p>Crowded Isolation and Loneliness: a perspective from carers of people living with dementia. This new resource was launched with four carers speaking at the zoom launch attended by 62 people. Thank you to all the carers who gave their time and shared their experiences to make this happen. We hope we've done your justice. The report, video and animation can be found</p>	<p>https://www.tide.uk.net/activities/</p> <p>https://www.tide.uk.net/resources/</p> <p>https://www.facebook.com/tidecarers/</p> <p>Contact Beverley Savage - Beverley@tide.uk.net for more information and to join zoom chats</p>



	<p>here: https://www.tide.uk.net/resources/crowded-isolation-and-loneliness/</p>	
<p>Versus Arthritis</p>	<p>Versus Arthritis provides support and services for people with arthritis in Northern Ireland. We provide them, their families and friends with support, understanding, information and expertise so that they can cope with the impact of the condition and get the most out of life.</p> <p>Due to outbreak of the Coronavirus, face to face services and activities have been suspended until further notice. If you need support or information please contact the Helpline on 0800 5200 520</p> <p>We are deliver virtual Training online which consists of Free 2 week and 6 self-Management pain courses</p>	<p>Development Officer</p> <p>t: 02896923263</p> <p>m: 07525833980</p> <p>e: l.carlisle@versusarthritis.org</p>
<p>Volunteer Now</p>	<p>Organisations-they are currently encouraging organisations to put their COVID-19 related roles onto their Be Collective platform (it's a website database for volunteer involving organisations and volunteers). These opportunities will be tagged as COVID-19 so that they are easy to search for. They are currently contacting organisations to encourage them to add their opportunities to this site.</p> <p>Information Resources Related to Covid-19 they have published some information sheets good practice guidance when involving volunteers and volunteering during the Coronavirus crisis.</p> <p>Ordinary People. Extraordinary Times- VN have produced a photographic book which highlights the amazing roles volunteers have been involved in during lockdown – https://www.volunteernow.co.uk/app/uploads/2020/09/Volunteer-Now-E-Brochure-Sept20-min.pdf</p> <p>Community Projects Team- are directly supporting vulnerable older people in Belfast by providing a range of volunteer led services:-</p> <p>Telephone Befriending service, where a volunteer is matched an older person and contacts them for a chat once a week.</p>	<p>www.volunteernow.co.uk</p> <p>If any organisation would like information on how to do this please contact Jamie Greer Jamie.Greer@volunteernow.co.uk</p> <p>These can be downloaded from the website</p> <p>https://www.volunteernow.co.uk/information-resources-related-to-covid-19/</p> <p>Community Project Team Contacts</p> <p>Lindsay.Armstrong@volunteernow.co.uk</p> <p>Victoria.O'Neill@volunteernow.co.uk – Befriending</p>



	<p>Driving Service to take vulnerable older people to and from a medical appointment.</p> <p>Shopping Support for vulnerable older people, where a volunteer will help shop for essential food supplies.</p> <p>Please note this is not an open referral service – they are dealing with referrals from Belfast Trust only</p> <p>They are providing a check-in service for volunteers who are part of the Greater Shankill Senior Citizens Forum, West Belfast 50+ Forum members.</p> <p>Greater Shankill Forum meets the 3rd Friday of the month in Shankill Library</p> <p>West Belfast 50+ Forum meets 4th Friday of the month in Falls Road Library</p> <p>Line dancing for older people takes place every Tuesday at Youth Action</p> <p>Older Men’s Volunteering Challenges will take place throughout winter months , including litter picks and helping at community gardens.</p> <p>For the latest training available from Volunteer Now including Safeguarding, please click on the link:- https://www.volunteernow.co.uk/training/courses-scheduled/</p> <p>Good Practice Guidelines for Volunteer Involving Organisations can be downloaded from:- https://www.volunteernow.co.uk/volunteering/help/peachother/</p>	<p>Andrew.Hanna@volunteernow.co.uk – Driving & Shopping Support</p> <p>Deirdre.Murphy@volunteernow.co.uk – Forums & Activities</p>
<p>Women’s Aid</p>	<p>Belfast & Lisburn Women’s Aid provides confidential support, information and emergency accommodation for women and children affected by domestic violence. Our refuge and outreach teams continue to provide vital support services in our refuges and in the local community, with social distancing measures implemented accordingly.</p>	<p>Phone: 02890666049 (Phone line opening hours have been extended to include evenings and weekends)</p> <p>Email: support@belfastwomensaid.org.uk</p> <p>Website: www.belfastwomensaid.org.uk</p>



Due to the COVID19 pandemic, the most vulnerable in society are at greater risk of abuse and harm. It is important that everyone is aware that **safeguarding is everybody's business, and that all incidents of abuse must be reported.** Please report concerns to The Adult Protection Gateway Team on t. 028 9504 1744 or email Adultsguarddutydesk@belfasttrust.hscni.net

The carer support service is available from Monday to Friday, 9am to 5pm. Please ring 028 9504 2126 or email: workshops CarerSuppSvcs@belfasttrust.hscni.net
You can receive support, information and can take part in some online fun workshops

East Belfast support



EAST BELFAST
**COVID-19
Reference
Group**

Community Helpline ****Now In Operation****
Signposting callers to relevant support services

07783631114

Monday to Friday - 9.30am to 4.30pm

East Belfast Community Development Association

For up to date support see link to East Belfast Community Development Association (EBCDA) EBCDA eBulletin Latest Edition - <https://mailchi.mp/2ead01498a5b/ebcda-ebulletin-25-october-12517726?e=64d94848d9>

Dementia Friendly East Belfast

We have developed our own [website](https://www.dementiafriendlyeastbelfast.com/) where you can find dementia training, support groups, event & activities for those living with dementia and good news stories.

<https://www.dementiafriendlyeastbelfast.com/>

**Interactive Dementia Training . With specially made films to make homes, banking, shopping and getting out and about more dementia friendly.
Plus opportunities to interact and share experiences.**

Previous participants have said

“So many tips on basic changes which make a huge difference.”

“Well done to all those who shared their knowledge.”

“Very worthwhile session. Excellent.”

Training is free. To book click here:

<https://www.dementiafriendlyeastbelfast.com/dementia-training>

Watch the advert for the training by clicking this link:

<https://youtu.be/2EtkvERhE1k>



Engage with Age-(SEE TABLE ABOVE FOR CURRENT DETAIL)

Due to Coronavirus staff members are working mainly from home, therefore mobile phone and email is the best method of communication.

Cathy Chambers 07468 695593 cathy.chambers@engagewithage.org.uk

Eamon Quinn 07710 993036 eamon.quinn@engagewithage.org.uk

John McCandless 07729 516576 john.mccandless@engagewithage.org.uk

Oasis Caring in Action Telephone Service

This telephone service is still operational for vulnerable and isolated people in East Belfast and South Belfast. Contact 07395 194204 or messages can be left on the office number 90 872272.

West Belfast support

Good Morning West

Good Morning West Belfast offers call befriending support to those aged 60+ across West Belfast. In partnership with other community providers we can assist with prescription collection and signposting for essential supplies. 02890245943 ext 7

We operate daily and also offer evening calls.

Good Morning Colin

Good Morning Colin operates a 7 day a week service providing daily phone calls that give people the opportunity to a chat and so reduces feelings of isolation. The project also provides advice/support for older and vulnerable people and signposting to other relevant services and agencies for additional support. This project covers the Colin area, Greater Dunmurry, urban and rural Lisburn areas. Anyone wishing to avail of this service please contact

Isabel Flood isabel@newcolin.com 028 90627863

Greater Shankill Partnership Advice Line

A poster for the Greater Shankill Advice Line. It features a brown header with the text 'Emotional Support', 'Practical Help', and 'Emergency Support'. Below this, it says 'GREATER SHANKILL Advice Line' and '07925612870'. It also states 'AVAILABLE MONDAY - FRIDAY 10am - 2pm'. At the bottom, there is a logo for 'GREATER SHANKILL' and the hashtag '#strongertogether'.

Hallo Shankill befriending service covering the Greater Shankill Area

They are offering companionship, a listening ear, support for health and wellbeing for you or for the person you care for. Loneliness can affect people of all ages, talking to someone can help. To register for regular phone calls email reachout@extern.org



North Belfast support

Good Morning North Belfast

Good Morning North Belfast is working in partnership with other community organisations in North & West Belfast. They are fully committed to continuing their valued and much needed service throughout the potential hard time ahead. If someone needs help with shopping, posting mail, getting urgent supplies or just a friendly phone call contact Good Morning North Belfast on 90719200 or Alternatives 90717077

North Belfast Senior Citizens Forum

They are providing a benefits advice service over the phone and will fill in forms if they are left for us Tel: 07815311783 or email nbscf1@gmail.com

CLARE-CIC

CLARE is a community led voluntary organisation working within North Belfast that enables older people to maintain their independence and reduce feelings of isolation and loneliness in 'normal' times. In these extraordinary times their social workers, staff and volunteers are providing practical assistance with food deliveries and essential shopping such as medications and other personal items. They are also working collaboratively with other community organisations in North Belfast to deliver hot cooked food to vulnerable older people.

Phone lines are open Mon-Fri from 9am-5pm offering emotional and psychological support as well as extending a much needed listening ear. Please phone us on Tel: 028 9077 4185, Email: info@clare-cic.org or look up their Facebook page Creative Local Actions, Responses and Engagements to contact us.

South Belfast support

South Belfast

South Belfast **COVID-19 Helpline is open Monday to Friday 9am to 5pm on 07394 569 155**. The helpline aims to connect people with local community organisations, churches, sports clubs, food banks and voluntary groups who are offering support such as: food parcels, help with shopping, prescription collections, benefits advice, friendly phone calls, posting items, etc. Delivered by Forward South Partnership.

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