

Omagh Support and Self Help Group Guide for Victims and Survivors



MANAGEMENT & RECRUITMENT
CONSULTANTS



Community Relations Council

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Disclaimer:

This Guide is intended to direct individuals towards possible sources of information, help and support. The inclusion of an organisation in this Guide should not be seen as an endorsement of the quality of services offered by that organisation. All information is correct at time of publication. QE5 and the Omagh Support and Self Help Group have taken every care in the preparation of the contents of this Guide, but cannot accept any liability for errors or omissions within.

Foreword

The Omagh Support and Self Help Group was formed in the aftermath of the 1998 Omagh bomb. The families themselves who came together and formed this group shared a common suffering and came from all shades of religious and political opinion. I believe it is our diversity that is our strength, and not our weakness. We have co-operated with QE5 Consultants to help create this guide.

The last six years have seen a prolific growth of interest in Victims and Victims-related issues. The number of groups working in this area has exceeded even what the government expected. We hope that this guide will be of use to Professionals, Volunteers and those who need help in searching for information and support.

Since the Good Friday Agreement, there is a recognition that Victims and Survivors cannot be ignored, and their needs should be addressed. It is for this reason that the Omagh Support and Self Help Group believes it is important to collect this information and make it available to others. It gives an account of Victims' experiences, what worked well, and what did not. It is also important to acknowledge our individual needs, which can vary. What may work well for one person may not work for another, and for that reason we have tried to be as inclusive as possible.

A great advantage of this guide is that it combines the expertise of victims and professionals alike. I am reassured to find that the information is as up-to-date as possible, and those who have appropriate experience have helped in compiling the guide. I hope that all who need help will find this guide a useful and valuable source of information.

The lessons learned have come at a terrible price; let us never forget the 31 innocent men, women and children from Omagh, Buncrana and Madrid who died in the Omagh bomb on the 15th August, 1998.

Michael Gallagher,
Chairman.

General Information

Reflection: “If you don’t know where you are going, any road will take you there.”

The Koran.

Victims Unit

Office of the First Minister and Deputy First Minister

Room B3

Castle Buildings,

Stormont,

Belfast,

BT4 3SG

Tel: (Free phone) 0808 127 3333 (Inc welfare issues)

Text phone for those with hearing difficulties:

Text: 028 9052 2343

Email: info@victimsni.gov.uk

Website: www.victimsni.gov.uk

The victims Unit was established within the Office of the First Minister and the Deputy First Minister in the year 2000. The aim of the Unit is “to raise awareness of, and co-ordinate activity on, issues affecting victims across the devolved administration and society in general. The Unit has now also taken over the duties previously under the auspices of the Victims Liaison Unit in the Northern Ireland Office.

The current responsibilities of the Victims Unit are:

- Management of a specific victims’ Measure under the European Programme for Peace and Reconciliation (PEACE II) to address victims’ needs;
- Development of a separate programme of activities designed to meet the strategic needs of victims;
- Ensuring the needs of victims are addressed in the devolved administration including management of the interdepartmental working group on victims’ issues;
- Articulating the case for victims within the devolved administration;
- Support for ministers;
- Provision of core funding to victims’ support groups;
- Management and provision of grant aid to the Northern Ireland Memorial Fund;
- Ensuring that victims’ issues which fall within the excepted and reserved fields in Northern Ireland are addressed. This covers issues and needs arising in areas such as compensation, criminal justice, security and “the Disappeared”;
- Prioritisation and allocation of central Government funding for victims;
- Primary responsibility for implementing the findings of the Bloomfield report;
- Improving the capacity and professionalism of victims’ organisations and encouraging groups to adhere to core values and standards;
- Building networks for victims and victims’ organisations to share experience and best practice.

Trauma Advisory Panels

Trauma Advisory Panels were set up in each Health Board throughout Northern Ireland to develop partnerships in a range of areas relating to victims/survivors. The panels were established in 1998 in response to the recommendations of the Social Services Inspectorate Report, "Living with the Trauma of the Troubles" and the recommendations made in Sir Kenneth Bloomfield's report "We will Remember Them". They were further developed under the victims' strategy, "Reshape, Rebuild, Achieve". The Trauma Advisory Panels aim to improve victims'/survivors' quality of life by recognising and respecting their needs and promoting the provision of appropriate support services.

Northern Health and Social Services Board

Trauma Advisory Panel Co-ordinator:

Sheelagh Sheerin
Rockfield Medical Centre
73-75 Doury Road
Ballymena
BT43 6JD
Tel: 028 2565 4170
Email: s.sheerin@btopenworld.com

Southern Health and Social Services Board

Trauma Advisory Panel Co-ordinator:

Clare Quigley
Ballybot House
28 Cornmarket
Newry
BT35 8BG
Tel: 028 3083 3074
Email: traumaadvisory@btconnect.com

Eastern Health and Social Services Board

Trauma Advisory Panel Co-ordinator:

Sharon Campbell
12-22 Linenhall Street
Belfast
BT2 8BS
Tel: 028 9055 3978
Email: scampbell@ehssb.n-i.nhs.uk

Western Health and Social Services Board

Trauma Advisory Panel Co-ordinator:

Sheena Funston
Upstairs Offices,
Foyleville,
Academy Road,
Londonderry,
BT48 7LE
Tel: 028 7136 5806
Fax: 028 7136 5804
Email: sfunston@foylebv.n-i.nhs.uk

Public Enquiries

Reflection:

“True peace is not merely the absence of tension: it is the presence of justice.”

Martin Luther King Jnr.

“If you want to make peace, you don't talk to your friends. You talk to your enemies.”

Moshe Dayan.

Accusations and Accountability

Internal Review

The review of the police investigation into the Omagh bombing began on the 22nd of April 2000. Ronnie Flanagan, Chief Constable of the RUC set up a team of detectives to get results from an investigation which had originally questioned almost 80 suspects, interviewed more than 2000 people and taken over 3000 statements. The investigation had identified the main suspects, including those who assembled and drove the car into Omagh on the day of the bomb, but had failed to charge more than one suspect due to insufficient evidence.

Six months later, the Officer in charge of the investigation, Eric Anderson, said he knew who was behind attack, and that the investigation was still active. The review was completed by November of 2000, but it took over a year for recommendations and findings that had been kept secret to be leaked through the media. Flanagan dismissed allegations of poor leadership arising from the review.

Police Ombudsman's Report

The Police Ombudsman's report on the conduct of the Omagh investigation began in August 2001 and the findings were released in December 2001. The remit of the investigation was to establish:

- If information relevant to the Omagh bombing was available to the RUC prior to the bomb;
- If such information did exist, whether it had been responded to appropriately by the RUC;
- Whether intelligence held by the RUC was appropriately shared with and exploited by the Omagh Bomb Investigation Team; and
- Whether the evidential opportunities contained in the Omagh Bomb Review Report had been investigated.

The report was a scathing condemnation of RUC conduct:

“This report is about a failure of leadership. The Police Ombudsman recognises and acknowledges the pressures, burdens and personal risks faced by members of the RUC in dealing with acts of terrorism and atrocities of the scale of the Omagh bombing. The victims, their families and officers of the RUC have been let down by defective leadership, poor judgement and a lack of urgency.”

The report found that:

- The police officer who took the anonymous telephone warning of an attack on the specified date of the 15th of August (received 11 days before the bombing) acted appropriately;
- Special Branch took only limited action on that warning, and did not pass it on to the Sub-Divisional Commander Omagh, as required by a Force Order and as concluded in the RUC Review of the Investigation;

- Two people named in the warning call ('D' and 'E') were labelled "only smugglers" by the Special Branch when telling an Omagh officer of the call. Special Branch records show one of them 'D' to be associated with Republican terrorists in the year prior to the bomb, and the other ('E') to have the possible identity of an individual known to have significant subversive associations. Therefore, more detailed inquiries should have been conducted;
- The RUC received information from an informant known as Kevin Fulton three days before the bombing indicating that terrorists were about to "move something North over the next few days";
- A third individual ('A') identified by Fulton was, according to Special Branch records, a dissident Republican with alleged involvement in significant terrorist activities over a long period of time;
- Special Branch deny receiving records of meetings with Kevin Fulton on 12th August and 23rd July 1998 which were passed on by Fulton's CID handler;
- The information supplied by Fulton on the 12th August and the 23rd July was not assessed in the context of other available intelligence;
- Fulton's grading as an informant at the time of the Omagh bomb suggests he was 'reliable';
- The RUC Review of the Omagh Bomb Investigation was found to display "significant and fundamental errors within the investigation";
- The information received between the 4th and 15th of August had not been made available to the Reviewing Team. It was discovered by the Reviewing Officer in documentation held by the Omagh Bomb Investigation Team in 2001. It was marked 'Intelligence does not refer to Omagh' and no enquiries had been made on its basis;
- There were grounds for grave concern regarding the management and dissemination of intelligence by Special Branch;
- Special Branch Officers decide what information Senior Investigating Officers need to know to conduct their investigations, but they are not best placed to know the relevance of all material and it must therefore be for the Senior Investigating Officer to decide whether intelligence can assist their investigation;
- There is a serious deficiency in the flow of information from Special Branch to the rest of the Police Service. They do not have detailed policies and procedures for the management and dissemination of information to the rest of the service;
- From a sample of 360 intelligence documents with varying degrees of relevance to the Omagh Bomb Investigation held by Special Branch, 78% were found not to have been passed to the Omagh Bomb Investigation Team;
- The response to the Ombudsman's enquiry was "defensive and at times unco-operative";
- Special Branch and the Chief Constable were reluctant to allow the Police Ombudsman's Investigators access to their material and failed to inform them of a computer system where vital intelligence was stored. When right of entry to this system was granted there was a further delay of four weeks before the Ombudsman's Investigators actually gained access to the information stored.

In light of the Investigation, the Police Ombudsman made the following recommendations:

1. The Omagh Bomb Investigation should be conducted by an Investigation Team lead by a Senior Investigation Officer independent of the PSNI;
2. The potentially linked terrorist incidents identified in the Omagh Bomb Review Report should be investigated by an Officer in Overall Command from an outside police force;
3. Senior Investigation Officers in the Omagh Bomb Investigation, and all investigations, must be given access to all intelligence they deem relevant;
4. An invitation should be extended to Her Majesty's Inspector of Constabulary to carry out a review of terrorist linked murder enquiries;
5. A review of the role and function of Special Branch should be conducted, with a view to ensuring clear procedures for the management and dissemination of intelligence between the Special Branch and other parts of the PSNI in the future, and also with a view to the full and professional integration of the Special Branch into the PSNI;
6. The PSNI should adopt the policy of the Association of Chief Police Officers with regard to murder reviews.

Taken from: Statement by the Police Ombudsman for Northern Ireland on her Investigation of matters relating to the Omagh Bomb on August 15, 1998, (12 December 2001). Belfast: Police Ombudsman for Northern Ireland. Available at: <http://cain.ulst.ac.uk/>

PSNI Response to Ombudsman's Report

In response, the Chief Constable Ronnie Flanagan considered taking legal action to have the report quashed (he later withdrew this action). Speaking at a news conference, he said the report was neither "fair, thorough or rigorous". In an emotional outburst, Sir Ronnie claimed that if he believed the allegations contained within the report had been true, "I would not only resign, I would publicly commit suicide".

In a PSNI response to the Ombudsman's Report (24th January 2002), the PSNI wished to make the following main points:

- That the commitment of the PSNI to bring those responsible for the Omagh bomb to justice remained "as absolute as ever" and that "every investigative opportunity" would be followed up to achieve that objective;
- That the Special Branch provides a crucial service to the rest of the police service and the community, and was not to be thought of as 'a force within a force';
- That intelligence provided by Special Branch had been central to investigations on both sides of the border;
- That Kevin Fulton's information could not have prevented the Omagh attack, and that due to past unreliability, and erroneous or implausible aspects, it was right to treat the information received from him with caution;
- That the PSNI fully accepts that "an unacceptable failure of procedures" occurred in the poor dissemination of Fulton's information and that systems have been altered to prevent any recurrence;
- That the individuals named by Fulton were not treated as firm suspects for "compelling reasons", namely that they were already subject to a security force surveillance operation;
- That the individuals named in the anonymous call of the 4th of August were formally assessed before being rejected as firm suspects, and that the 'does not refer to Omagh' annotation referred to in the Ombudsman's report was actually written by the Senior Investigating Officer months after the bombing;

- That the individuals named as smugglers had no known previous involvement with dissident republicans;
- That the allegation in the Ombudsman's report that Force Orders were not followed in failing to issue a threat warning after the August 4th call was based on a misinterpretation. That it is not mandatory to circulate any such information;
- That there was no intelligence prior to August 15th indicating that republican dissidents were planning a car bomb attack in Omagh, but that Special Branch had issued threat warnings across the province, including Omagh, suggesting the possible use of a 4x4 vehicle by dissidents in some kind of operation;
- That all available intelligence resources were "committed to support the investigation";
- That there was no denial of access to videos from Army bases, as suggested in the Ombudsman's report;
- That the Senior Management Team of the PSNI itself requested the review of the Omagh bomb investigation to identify areas where improvements were required;
- That the PSNI "rejects accusations of a lack of co-operation with the Ombudsman's investigators", rather the investigators were given "unprecedented access to systems and information";
- That accusations of defective leadership, poor judgement and a lack of urgency are rejected outright;
- That the Chief Constable and other officers subject to criticism in the Ombudsman's report were denied "a fair and reasonable opportunity" to respond to the draft report, despite requests for such opportunities.

The PSNI also wished to respond to each of the six recommendations made in the Ombudsman's Report:

1. **External Senior Investigation Officer to conduct Omagh bomb Investigation-** A senior detective from Merseyside Police has been appointed as adviser to the Senior Investigation Officer;
2. **External Officer in Overall Command to investigate potentially linked incidents identified in Omagh Bomb Review Report-** The Merseyside Officer will advise on appropriate approach;
3. **Senior Investigating Officers to get access to all relevant information, relevance decided by Senior Investigating Officers** – PSNI agrees on appropriate access, but suggests the relevance test is impractical;
4. **HMI to review terrorist-linked murder inquiries-** Accepted;
5. **Review of role and function of Special Branch-** Major work being done based on the Patten Report;
6. **PSNI to adopt ACPO policy on murder reviews-** Adopted in principle in April 2001

Sir Ronnie Flanagan resigned as Chief Constable on the 19th February 2002.

Evacuation and Bomb Threat Procedure

Evacuation Plan Example: Workplace

The decision to evacuate you, your colleagues, customers and visitors etc. from the workplace may have to be taken due to an actual or perceived bomb threat. This actual or perceived bomb threat may be the result of:

1. Terrorists issuing a bomb threat,
2. A report of suspicious activities or unusual situations, which upon investigating subsequently lead to the discovery of a suspicious object.

There may only be a few minutes available to respond effectively to move everyone in danger to a place of relative safety away from the area at risk. At this stage it is too late for the company management to convene a meeting to discuss what tasks should be undertaken and who is to be delegated duties to be performed.

Your employer should already have a procedure that covers preparing for, responding to and reporting bomb threats and other related incidents. Ask your employer if your company has a Bomb Threat Procedure. If there is not maybe you could help your employer prepare one: there is plenty of literature and advice available and much of it is free.

At a minimum, the bomb threat plan should have a structure covering:

- Everyone's role and responsibilities;
- A procedure for reporting bomb threats, suspicious activities or unusual situations;
- A procedure for conducting searches;
- An evacuation procedure;
- The method by which the "all clear" signal will be given.

All personnel who are key to the plan require training and regular drilling (once or twice a year) to help them to improve their response times and highlight problems in the procedure so that it can be suitably assessed and amended if necessary. Emergency agencies such as the Fire Brigade, Police Service and Ambulance Service should also be consulted when preparing a bomb threat plan to insure its compatibility with their response plans.

Components of an Evacuation Plan

1. A concise alert or evacuation message that everyone receives in not more than one minute from the decision to evacuate. This message should contain the location of the designated place of safety and, if deemed appropriate, the building's designated exit route and designated evacuation route. This message should be repeated regularly, with a reminder for evacuees to refrain from using mobiles and two-way radios or other such equipment that emits a radio frequency, for the duration of the evacuation.
2. Employees, customers, clients, contractors and visitors are marshalled swiftly to the place of safety via a designated exit and evacuation route. Special arrangements should be made in the plan for persons with particular needs, i.e. the elderly, children, the disabled, as well as employees who have to delay evacuation to lock up or maintain operations.
3. The time it takes to reach the designated place of safety will depend on its location, but should be achieved within 10-15 minutes from the decision to evacuate. This period can be substantially shortened to less than 2 minutes in the case of an internal designated place of safety (N.B. An internal designated place of safety needs certification by a Structural Engineer before it may be deemed suitable to be considered for the purpose). In some cases, the first responder may deem it safer to remain within the business building for the duration of the crisis.

4. While on route to the designated place of safety, all evacuees should remain observant and should be aware of the procedure for reporting any suspicious activities or unusual situations quickly.
5. A method of accounting for everyone once they have reached the designated place of safety, and reporting anyone missing.
6. Regular updates for the evacuees.
7. “All Clear” and “Back to Work” instructions, or other instructions regarding arrangements, such as food, drink, accommodation or the request to return home.
8. A debriefing and review procedure

There should be a number of locations identified within the bomb threat procedure which are suitable for consideration as a place of safety if a bomb threat evacuation is deemed necessary. The Government guidelines advise a minimum of two locations at least 500m and preferably 1000m from your place of work. They should all have access to the minimum welfare facilities as required by law, be reasonably comfortable in the circumstances, and have a means of communication, such as a telephone, available.

The choice of a designated place of safety, the designated route to it and the building's designated exit route is made from the list of approved locations identified in the Company's Bomb Threat Procedure prior to issuing the concise alert or evacuation message and having due consideration for the bomb threat.

Websites of interest are listed at the back of the directory.

With thanks to Mark Breslin of the Omagh Support and Self Help Group.

Procedure for A Bomb Threat by Telephone

Should you receive a telephone bomb threat:

- Remain calm;
- Listen;
- Write the exact wording of the threat;
- Try to keep the caller on as long as they are willing to stay.

Use the **telephone bomb checklist** provided. Write down the exact wording of the threat, repeat the complete threat back to the caller for the caller to confirm the accuracy and correct accordingly. Should you have difficulty understanding any word(s) inform the caller and ask him to repeat or spell out the word.

Try to keep the caller on the line as long as you can in an attempt to extract from the caller as much information as possible and to clarify in greater detail the location and identity of the bomb. Ask the relevant questions contained in the bomb threat checklist. Should the caller be reluctant to answer any of the questions, say:

“There could be innocent people including children in the area who may be killed or injured, what can you tell me about the following?”

then continue to ask the remaining questions. Try to identify the characteristics of the person’s voice, as the police may ask you this.

When the caller hangs up:

1. Try to retrieve their telephone number by dialling 1471, log the number and the time of call.
2. Log the time the telephone bomb threat was terminated.
3. Immediately telephone the Police by dialling 999. Notify the Police Officer of your full name and your telephone number and make the following statement:

“I have just received a telephone bomb threat to telephone number _____ at _____ am/pm.”

Then give the details of the bomb threat by working down the completed parts of the checklist (Part 1) with the Police Officer. Upon completion, ask the Police Officer for an **Incident Number**, and log this number on the checklist.

4. Keep the checklist safe, should you have to evacuate take it with you.
5. Make yourself available for interview by the Police should they require to ask you any further questions.

Telephone Bomb Threat Checklist

Part 1

- Main Rule: Be calm, be courteous, and listen without interrupting the caller.
- Keep the caller on as long as you can and get as much information as possible.
- Switch on a tape recorder (if connected).
- Signal to another employee to listen in (if possible).
- Record the exact wording of the threat:

.....
.....
.....
.....
.....

- Repeat the message back to the caller.
- Say: “There could be innocent people including children in the area who may be killed or injured, what can you tell me about the following?”
- Then ask these questions:

1. Where is the bomb right now?

.....
2. When is it going to explode?

3. What does it look like?

.....
4. What kind of bomb is it?

5. What will cause it to explode?

.....
6. Did you place the bomb?

7. Why?

.....
8. What is your name?

9. What is your address?

.....
10. What is your telephone number?

- Record the time the call is completed.
- Dial 1471
- Your Full Name
- Your telephone number

- Contact the Police: Dial 999
- Inform the Co-ordinator
- Keep the checklist safe and take it with you should you have to evacuate.
- Make yourself available for interview by the police should they require to ask you any further questions.

Telephone Bomb Threat Checklist

Part 2

This part should be completed once the caller has hung up and the Police/Building Security Officer has been informed.

Be prepared to describe the threat in as much detail as possible to the police. Record the information here.

Call Details:

Time and Date of Call:

Length of Call:

Number/Extension number call was received on:

Voice Characteristics:

Sex of caller? Male ? Female ?

Nationality of caller?

Age of caller?

Threat Language:

Well-spoken ? Irrational ? Taped ? Foul ? Incoherent ?

Message read ?

Caller's Voice:

Calm ?	Crying ?	Clearing Throat ?	Angry ?
Nasal ?	Slurred ?	Excited ?	Stutter ?
Disguised ?	Slow ?	Normal ?	Rapid ?
Deep ?	Lisp ?	Laughter ?	Hoarse ?
Loud ?	Soft ?	Distinct ?	Familiar ?

Accent* ?

What accent?.....

If the voice sounds familiar, who's did it sound like?.....

Background Sounds:

Street Noises ?	House Noises ?	Animal Noises ?	Crockery ?
Motor ?	Clear ?	Voices ?	Static ?
PA System ?	Booth ?	Music ?	Bar/Restaurant?
Factory Machinery ?	Office Machinery ?	Other (specify).....	

Remarks/Other

.....

.....

Signature Date Print Name

The Media

History has taught us that as soon as a serious crime had been committed, whether it is a large atrocity such as Omagh, a single death through terrorism or criminal activity, the media are very quick to follow this up by phoning or calling at the Victim's home. The first thing they usually do is ask for a photograph and some details about the deceased person.

In Omagh the media were active very early on. Within hours, T.V. crews and newspaper reporters appeared near the bombsite and at Tyrone County Hospital. For many of the Victims' families this is often the first indication that something very serious has just happened. Our only understanding of the media prior to this was how Princess Diana was pursued by the paparazzi, who were very aggressive and intrusive.

The story of how the media behaved in Omagh was very interesting. Reporters began to come to my home and I had to make a decision very early on whether to co-operate or ignore these people who were sent by their editor to do a job. I decided to co-operate because I believed that the people directly effected were the only people to tell the world the quality of individuals we lost.

If you are given a chance to tell your story and put on record the facts about your loved ones, it can be a difficult decision to make at the most difficult time in your life. You may consider passing this responsibility to a family member or friend. This is the last thing you need at a time like this, just hours after hearing the most painful news you could imagine. The media in Omagh behaved very sensitively throughout that painful period. In the early days it was mainly through the press that we learned about the other Victims of Omagh. Many of the journalists that came from far and near to cover this atrocity have created personal friendships with some of the families, which continue to this day. Some of the media people have been personally affected by what they have experienced in Omagh, and I have seen many of them shed tears after listening to the stories of families of the Victims. They are also mothers and fathers that come from families just like the ones they are interviewing.

A number of the Omagh families have undertaken a civil action against those they believe are responsible for the atrocity. A national newspaper, the Daily Mail, supported the families' action by running a campaign to encourage readers to donate cash to help the civil action, which rose in excess of one million pounds. Other newspapers supported this cause, and it is a very good example of how the media can play a supportive roll for Victims' families. There are other examples of how the media can be used to help highlight the difficulties that families face by carrying their stories, which helps put pressure on those who are responsible and challenges the authorities to do better and resolve the matter.

I believe the media are like any other area of life: there are good and bad journalists. On balance I am glad that I have put my thoughts, views and hopes on record. I believe this is a good thing and I have made many friends in the media whom I respect. The faces of those who died in Omagh are known around the world; it is my hope that they will not just be a statistic. It also give a voice to those who were willing to stand up and be counted. It is only the media that can make this possible. It is, at times, difficult and lonely and you can often be misunderstood but it is worthwhile because a free press is a cornerstone of democracy.

Directory: Practical Needs

Reflection: “To accomplish great things, we must not only dream, but act.”

Bill Blackman

Financial/Welfare Advice

Compensation Agency

(Northern Ireland Office)

Royston House

34 Upper Queen Street

Belfast

BT1 6FD

Tel: 028 9024 9944

Fax: 028 9024 6956

E-mail: comp-agency@nics.gov.uk

Website: www.nics.gov.uk/ca

Services:

- Administration of statutory compensation claims.

Northern Ireland Memorial Fund

Grants Administration Office

Albany House

73-75 Great Victoria Street

Belfast

BT2 7AF

Tel: 028 9024 5965

Fax: 028 9024 5048

E-mail: nimf@nics.gov.uk (secretariat)

nimfgao@belfast.org.uk (grants office)

Financed primarily by the Northern Ireland Office and the Office of the First Minister and Deputy First Minister, the NIMF is an independent charity set up in 1998 by the NIO to aid, in particular, victims who are not affiliated to any Victims' groups.

Services:

- Provides small grants for essential household items, services and maintenance;
- Assessment and financial support services for victims who require the use of a wheelchair;
- Financial assistance for the cost of prosthetic aids for victims who have lost limbs;
- Chronic pain Management Scheme;
- Short break scheme to provide respite for victims and their families.

Remembrance Fund

C/o Department of Justice, Equality and Law Reform

94 St. Stephen's Green

Dublin 2

Contact: Ultan Ryan

Tel: 00 353 1 602 8335

Website www.justice.ie

A Remembrance Fund was established to respond to the needs of victims of the Troubles and their families. The fund is being administered by a specially appointed commission up to November 2006. Information about the fund, eligibility criteria and application forms may be obtained by writing to the above address or visiting the website.

Social Security Agency

Various Locations throughout Northern Ireland

See website for details

Or telephone the Benefit Enquiry Line on the free phone number below.

Tel: 0800 220 674

Fax: 028 9033 6917

Minicom: 0800 243 787

Website: www.ssani.gov.uk

The Social Security Agency exists to assess and pay social security benefits, give advice and information about such benefits and support people by assisting them into employment.

Services:

- Handle benefits such as: Disability Living Allowance, Incapacity Benefit, Income Support, Carers allowance, Jobseeker's Allowance, Bereavement Benefits and Social Fund payments, grants and loans;
- Provide information and advice about such benefits;
- Preparing and presenting appeals to appeals tribunals.

Society of St Vincent de Paul

48 Forthill Street

Enniskillen

BT74 6AJ

Tel: 028 6632 9893

The Society aims to help those in need in a practical way. Requests for assistance may be by telephone or in person at their shop.

Services:

- Assistance with daily expenses for those in need, e.g. groceries, clothes, fuel, transport.

Legal Advice and Mediation

Reflection: Injustice anywhere is a threat to justice everywhere.

Martin Luther King

Base 2

Unit 5

Northern Whig Buildings

3-10 Bridge Street

Belfast

Contact: Jeff Maxwell

Tel: 028 9023 7707

Fax: 028 9024 1518

E-mail: jeff@niacro.co.uk

Base 2 is a crisis intervention service for individuals and families at risk from paramilitary violence. It also specialises in helping formerly exiled individuals re-integrate into their communities.

Services:

- Verification of threat;
- Mediation Services;
- Relocation of at-risk individuals;
- Re-integration.

Equality Commission for Northern Ireland

Equality House

7-9 Shaftesbury Square

Belfast

BT2 7DP

Tel: 028 9050 0600

Text phone: 028 9032 0861

Fax: 028 9033 1544

E-mail: info@equalityni.org

Website: www.equalityni.org

The Equality Commission provides information and advice to people on equality issues. It also provides guidance to anyone who feels they may have been unlawfully discriminated against on the grounds of colour, race, nationality, ethnic or national origins, religious belief, political opinion or disability. Assistance with legal representation is available in some cases.

Services:

- Advice, information and legal guidance on matters of discrimination;
- Legal representation in selected cases.

Human Rights Commission

Temple Court

39 North Street

Belfast

BT1 1NA

Contact: Virginia McVea

Tel: 028 9024 3987

Fax: 028 9024 7844

E-mail: information@nihc.org

Website: www.nihrc.org

The Northern Ireland Human Rights Commission exists to promote and protect the human rights of everyone in Northern Ireland.

Services:

- Source of information on rights, particularly with respect to the Human Rights Act;
- Source of information on inquiries, the Good Friday Agreement and Victim/Survivor publications.

Housing Advice/Adaptations

Reflection: We would accomplish many more things if we did not think of them as impossible

Chretien Malesherbes, French Statesman (1721-1794)

Housing Executive Area Office ~ Western Area

MacAllister House

Woodside Avenue

Omagh

BT79 7BP

(Covers the District Offices of Cookstown, Limavady, Londonderry Waterloo Place and Waterside, Collon Terrace Magherafelt, Omagh and Strabane)

Contact: Sean Mackie

Tel: 028 8224 6111

Fax: 028 8224 9426

E-mail: westarea@nihe.gov.uk

Housing Executive Area Office ~ Western Area

Richmond Chambers

The Diamond

Londonderry

BT48 6QP

(Covers the District Offices of Cookstown, Limavady, Londonderry Waterloo Place and Waterside, Collon Terrace Magherafelt, Omagh and Strabane)

Contact: Sean Mackie

Tel: 028 7137 2000

Fax: 028 7126 06678

E-mail: westarea@nihe.gov.uk

Housing Executive Area Office ~ Belfast Area

32-36 Great Victoria Street

Belfast

BT2 7BA

(Covers the 7 District Offices of the Belfast City Council Area)

Contact Name: Maurice Johnston

Tel: 028 9031 7000

Fax: 028 9023 1117

E-mail: belfastarea@nihe.gov.uk

Housing Executive Area Office ~ North Eastern Area

Twickenham House

Mount Street

Ballymena

BT43 6BH

(Covers the District Offices of Antrim, Ballycastle, Ballymena, Ballymoney, Carrickfergus, Coleraine, Larne, Newtonabbey I and II)

Contact: Frank O'Conner

Tel: 028 2565 3399

Fax: 028 2564 1319

E-mail: northeastarea@nihe.gov.uk

Housing Executive Area Office ~ South Eastern Area

Strangford House

28 Court Street

Newtownards

BT23 3NX

(Covers the District Offices of Bangor, Castlereagh, Lisburn and Newtownards)

Tel: 028 9182 0600

Fax: 028 9182 2494

E-mail: southeastarea@nihe.gov.uk

Housing Executive Area Office ~ Southern Area

Marlborough House

Central Way

Craigavon

BT64 1AJ

(Covers the District Offices of Armagh, Banbridge, Brownlow/Lurgan, Dungannon, Fermanagh, Newry/Kilkeel, Portadown)

Contact: Eamonn McKeown

Tel: 028 3834 1188

Fax: 028 3834 1264

E-mail: southarea@nihe.gov.uk

Website: www.nihe.gov.uk

The Housing Executive is the regional housing authority for the province. Apart from their main objective of providing everyone with the opportunity to access decent, affordable housing in safe and sustainable communities, the Executive can also provide advice on housing issues and an adaptation service for older people and people with disabilities.

Services:

- Information on housing entitlements;
- Adaptation service for consumers to make their homes more suitable to their needs;
- Disabled Facilities Grant to assist in making adaptations.

Housing Rights Service

4th Floor, Middleton Buildings

10-12 High Street

Belfast

BT1 2BA

Belfast

Tel: 028 9024 5640

E-mail: Janet@housingrights.org.uk

Website: www.housingrights.org.uk

The Housing Rights Service aims to ensure people are not disadvantaged by lack of awareness of their housing rights by providing advice, advocacy and representation.

Services:

- Free, independent, specialist advice;
- Covers all issues relating to homelessness, renting accommodation (private rented, Housing Executive and Housing Association) and housing debt (e.g. mortgage and rent arrears).

Form Filling/ General Advice

Reflection: “I not only use all the brains I have, but all I can borrow.”

Woodrow Wilson.

NI Citizen’s Advice Bureau

Pogue Entry 40 Church Street Antrim Tel: 028 9442 8176	Maghinis House 8-10 Irish Street Downpatrick Tel: 028 4461 4110
28 Mount Street Ballymena Tel: 028 2564 4398	5-6 Feeny’s Lane Dungannon Tel: 028 8772 5299
Old Town Hall Scarva Street Banbridge Tel: 028 4062 2201	2 New Street Belmore Mews Enniskillen Tel: 028 6632 4334
Library Building 80 Hamilton Road Bangor Tel: 028 9127 0009	49 Victoria Road Larne Tel: 028 2826 0379
Regional Office 11 Upper Crescent Belfast Tel: 028 9023 1120	Bridge Community Centre 50 Railway Street Lisburn Tel: 028 9266 2251
65 North Street Carrickfergus Tel: 028 9335 1808	6 Union Street Lurgan Tel: 028 3832 3571
1 Beresford Place Coleraine Tel: 028 7034 4817	43 Queen’s Street Magherafelt Tel: 028 7963 4562
48 James Street Cookstown Tel: 028 867 66126	31 Patrick Street Strabane Tel: 028 7138 2665

The Citizens Advice Bureau aims to provide a quality confidential information service on a range of matters including social security matters, housing, employment, consumer tax, utility, education and health.

Services:

- Free, confidential, independent and impartial information service;
- Rural outreach service.

Location of Rural Outreach Services:

- Irvinestown, Beleek, Roslea and Lisnaskea. Home visits to elderly and disabled in Co. Fermanagh.

Omagh Independent Advice Services

Omagh Community House

2 Drumragh Ave

Omagh

BT78 1DP

Tel: 028 8224 3252

Fax: 028 8225 0655

E-mail: oias@aiac.net

Omagh Independent Advice Services offer free and confidential advice on a wide range of topics, including: social security matters, disability issues, tax credits, housing, consumer rights.

Services:

- Free, confidential and independent advice service on a wide range of issues;
- Representation at tribunals;
- Dedicated money advice service.

Transport

Reflection: “The world is a book and those who do not travel read only a page.”

St. Augustine

Clogher Care

16 Church Street
Irvinestown
Co. Fermanagh
BT94 2JP
Tel: 028 6862 8110
Fax: 028 6862 8110

Clogher Care Transport provides specially adapted transport for people who use wheelchairs or have mobility problems. The service can be used for hospital visits, day centre travel, shopping and recreational events. Clogher Care Homecare Agency provides personal assistance with daily living activities and domestic help to assist the client in their own home.

Services:

- Private and independent transport services throughout Northern Ireland;
- Homecare services in Fermanagh and South Tyrone;
- 24-hour service.

Fast Rural Transport

Unit 10
Market Yard
Mill Street
Irvinestown
Co. Fermanagh
BT94 1GR
Tel: 028 6862 8484
Fax: 028 6862 8262

FAST (Fermanagh and South Tyrone) Rural Transport Ltd aim to provide an accessible, flexible and affordable transport system.

Services:

- Covers the areas of Fintona, Brookeborough, Ballinamallard, Tempo, Lisnaskea, Newtownbutler, Roslea, Donagh, Kesh, Lack, Ederney, Maguiresbridge, Trillick, Fivemiletown, Clogher, Dromore, Irvinestown, Belleek, Drumquin and Killeen;
- Service available 24 hours a day, 7 days a week;
- Membership required.

Mid Tyrone Accessible Transport

The Milestone Centre
Quarry Road
Carrickmore
Co. Tyrone
BT79 9AL
Contact: Oonagh McCallan

Tel: 028 028 8076 0740

028 8076 1000

Fax: 028 8076 1121

E-mail: mtact@communitytransport-ni.com

Mid Tyrone Accessible Transport aims to provide an affordable quality transport service to a wide range of people in the Omagh area.

Services:

- Reliable, affordable and accessible transport;
- Caters to individuals and voluntary and community groups, people with disabilities, senior citizens, parents with young children, youths and those on low incomes.

Health Directory

Reflection:

“A man too busy to take care of his health is like a mechanic too busy to take care of his tools.”

Spanish Proverb.

General Information: PTSD

What is Post Traumatic Stress Disorder (PTSD)?

Post Traumatic Stress Disorder (PTSD) is not a new condition; the ancient Greeks first recorded signs and symptoms of the condition in soldiers returning from battle. PTSD is a psychological response to traumatic events, in particular events that threaten life. Traumatic events that can lead to PTSD include violent personal assaults, natural or human disasters and civil conflict. PTSD is diagnosed when symptoms last more than one month after they started. It can develop at any age, including childhood, and is an illness that can affect every aspect of a sufferer's life. Day to day living can become a difficult task, and it can make normal relationships so difficult that the sufferer becomes socially isolated. It can even have an effect on beliefs a person has held all their life. People suffering from PTSD may experience an exaggerated sense of danger and feel that the world is no longer safe. It is also common for sufferers to feel they are no longer in control of their lives and to have a lower level of self-esteem than previously. PTSD has wide-ranging effects, and can adversely affect the friends and families of sufferers. Symptoms of PTSD may not be immediately perceptible; they can take a long time, even years, to appear. A highly stressful situation or the loss of a loved one can prompt the emergence of PTSD from a previous incident. Treatment can still be effective regardless of the amount of time that has elapsed since the precipitating incident.

What are the symptoms of PTSD?

- Insomnia or sleep disturbance;
- Re-living the traumatic incident in the form of recurring nightmares;
- Flashbacks (which can include sights, sounds and smells);
- Being constantly on alert for signs of danger;
- Avoidance of anything that may remind sufferers of the traumatic incident;
- Persistently high anxiety levels;
- Severe mood swings;
- Violent and aggressive outbursts;
- Intense anger or guilt;
- Lack of concentration;
- Sexual dysfunction;
- Emotional numbness;
- Depression;
- It is common for sufferers to have alcohol or drug abuse problems caused by a desire to “self-medicate” their problems away.

What type of help is effective?

One of the biggest challenges in helping someone suffering from PTSD is to get him or her to accept treatment. Many feel misunderstood by health professionals and society in general, and so suffer in silence. Others endure such feelings of guilt that they don't feel worthy of help. There are a variety of services available from a wide range of sources including Health Boards and Community Groups. The type of treatment required is determined by the nature and extent

of the symptoms being experienced, with more severe disorders requiring more trained therapists. For example, Cognitive Behavioural Therapy is recognised as an effective way to treat PTSD, and many people have experienced relief from symptoms after treatment. However, non-directive counselling (where the individual talks their problem over in a reflective manner) is not considered helpful for complex PTSD. Befriending services are valuable to those who find socialising and talking difficult, or for those who need to raise their self-esteem level. If in doubt about the type of treatment required, individuals should seek advice from their GP, local groups or trauma specialists.

Research has shown the most effective treatments to be:

- Cognitive Behavioural Therapy;
- EMDR (Eye Movement Desensitization and Reprocessing Therapy);
- Exposure Therapy (wherein the sufferer gradually re-lives the traumatic incident in safe, controlled surroundings).
- Medications can be used to ease such associated symptoms as sleep disturbance, depression and anxiety.

(Ref NICTT and Combat Stress)

Treatment Options: Cognitive Behavioural Therapy

Cognitive Behavioural Therapy (CBT) can help people change the way they think (“cognitive”) and the way they act (“behavioural”). Research suggests that cognitive therapy and other broadly similar therapies are helpful in treating trauma. These therapeutic approaches have come to be regarded as the treatments of choice for trauma, including Post Traumatic Stress Disorder (PTSD), and are also proven to be effective in treating anxiety, depression, panic, agoraphobia and other phobias.

Cognitive therapy is a ‘talking therapy’ (psychotherapy) developed throughout the 1960’s and 1970’s by Aaron T. Beck. Unlike many ‘talking therapies’, cognitive therapy has been extensively tested, and has been found to be effective in over 300 clinical trials. It also differs from other talking therapies in terms of being more focussed on the present, in terms of working to time limits rather than having an indefinite time-scale, and in terms of its focus on problem solving in the present rather than reflecting on the past.

Because cognitive therapies focus on the present, people tend to have a much shorter treatment period than for other talking therapies. The therapist and the patient work together on current problems and patients learn specific skills that involve:

- Identifying unhelpful ways of thinking about problems, such as black-and-white thinking, that results in sadness, anxiety etc.
- Changing unhelpful thoughts and beliefs that have evolved over time.
- Changing the way we relate to others on the basis of our modified thoughts and beliefs.
- Changing unhelpful behaviours.

Counselling and Mediation

The Aisling Centre

37 Darling Street

Enniskillen

Co. Fermanagh

BT74 7DP

Tel: 028 6632 5811

Fax: 028 6632 5184

E-mail: therapydept@btinternet.com

Website: www.aislingcentre.com

Services:

- Professional psychotherapy service;
- Personal development programmes;
- Crèche facilities;
- Drug/alcohol education programmes;
- Alternative Therapies;
- Active elderly club.

Aware Defeat Depression

22 Great James Street

Derry

BT48 7DA

Tel: 028 7126 0602

Fax: 028 7130 9229

E-mail: awaredefeatdepression@btinternet.com

Website: www.aware-ni.org

Aware Defeat Depression is a charitable organisation which aims to help and support people who suffer from depression or bi-polar disorder and their carers.

Services:

- Self-support groups for sufferers and carers;
- Information service and range of publications on depression and bi-polar disorder;
- Lecture series on depression-related subjects.

Support Group Meetings:

- Enniskillen: The Aisling Centre, Darling Street, the first and third Tuesday of every month at 7.30 pm. Tel: Pat on 028 7126 0602.
- Omagh: The Gortmore Day Centre, Derry Road, Omagh, the second and last Monday of every month at 7.30 pm; Tel: Pat on 028 7126 0602

The Blind Centre for Northern Ireland

70 North Road

Belfast

BT5 5NJ

Tel: 028 9065 4366

Fax: 028 9065 0001

E-mail: info@bcni.co.uk

10 James Street

Omagh

Co. Tyrone

BT78 1DH
Tel: 028 8225 0220
Fax: 028 8225 0220
E-mail: omagh@bcni.co.uk
Outreach Services at Barbour Court
Enniskillen
Website: www.bcni.co.uk

The Blind Centre for Northern Ireland aims to improve the quality of life of blind and visually impaired people of all ages.

Services:

- Social rehabilitation activities;
- Information;
- Respite for carers;
- Drop-in facilities;
- Purpose built holiday chalet at the Share Centre, Smith's Strand, Lisnaskea for visually impaired people and their families (Contact Olwen McCreery on 0777 579 0040)

CALMS

(Community Action for Locally Managing Stress)

3rd Floor

44-46 Waterloo Street

Derry

BT48 6HF

Tel: 028 7126 8698

Fax: 028 7127 1717

E-mail: info@calms.totalserve.co.uk

Calms aims to empower individuals and groups through confidence building procedures and stress management techniques.

Services:

- Established service for general stress and for stress related to political conflict;
- One-to-one support;
- Alternative therapies.

The Cedar Foundation

Malcolm Sinclair House

31 Ulsterville Avenue

Belfast

BT9 7AS

Contact: Elaine Armstrong

Tel: 028 9066 6188

Fax: 028 9068 2400

E-mail: info@cedar-foundation.org

Website: www.cedar-foundation.org

The Cedar Foundation is a charitable organisation which aims to deliver a range of services to empower and support people with disabilities to be fully included in their communities.

Services:

- Training, employment and support programmes that promote the social and economic inclusion of people with disabilities;
- Information and support to promote choice opportunity and inclusion of children and young people with disabilities;
- Provides a range of living options for people with disabilities, including 24-hour residential care, supported living in independent dwellings and community support in people's own homes.

Child and Adolescent Team

Rivendell

17 Campsie Road

Omagh

BT79 0AE

Tel: 028 82 240898

Fax: 028 82 251128

E-mail: sgormley@slt.n-i.nhs.uk

The Child and Adolescent Team offer a wide range of clinical and therapeutic services to children and adolescents in the Omagh and Fermanagh areas.

Services:

- Accepts referrals from GPs/other agencies;
- Clinical/therapeutic assessments;
- Individual therapy;
- Group therapy;
- Family therapy;
- Cognitive behavioural therapy;
- Mediation and consultation.

Combat Stress - Ex-Services Mental Welfare Society

NI War Memorial Building

9-13 Waring Street

Belfast

BT1 2DW

Contact: Peter Baillie

Tel: 028 9023 3894

Fax: 028 9023 0329

E-mail: bfws@combatstress.org.uk

Website: www.combatstress.org.uk

Combat Stress is a charitable organisation which offers clinical treatment to any ex-service (RAF, Army, RN, or Merchant Navy) person suffering the effects of stress related to their service. All work is complementary to NHS or other sources of treatment and support. The organisation also provides welfare advice and information.

Services:

- Advice and Information;
- Befriending, support and counselling;
- Clinical referrals;
- Residential treatment programmes to help the veteran to both understand what is causing the problem and learn to cope with the suffering being experienced;
- Assistance with War Pension applications;
- Support with Appeal Tribunals.

Disability Action

<p>Regional Office 58 Strand Road Derry BT48 7AJ Tel: 028 7136 0811 Text: 028 7137 2077 Fax: 028 7136 0125 E-mail: derry@disabilityaction.org</p>	<p>Regional Office 6 West Street Carrickfergus BT38 7AR Tel: 028 9336 9367 Text: 028 9336 9386 Fax: 028 9336 8147 E-mail: carrick@disabilityaction.org</p>
<p>Head Office Portside Business Park 189 Airport Road West Belfast BT3 9ED Tel: 028 9029 7880 Text: 028 9029 7882 Fax: 028 9029 7881 E-mail: hq@disabilityaction.org</p>	<p>Regional Office Ballybot House 22 Cornmarket Newry BT35 8BG Tel: 028 3026 5545 Text: 028 3025 0582 Fax: 028 3026 3791 E-mail: newry@disabilityaction.org</p>
<p>Regional Office 11 Gearges Street Dungannon BT70 1BT Tel: 028 8775 2372 Text: 028 8775 2372 Fax: 028 8772 6029 E-mail: dungannon@disabilityaction.org</p>	<p>Website: www.disabilityaction.org</p>

Disability Action operates to ensure that people with disabilities enjoy full rights as citizens by supporting inclusion, influencing policy and changing attitudes. It is the only disability organisation which operates across the whole of Northern Ireland and works with people who have physical, mental, sensory and hidden disabilities.

Services:

- Information and advice;
- Access;
- Employment Support;
- Equality and policy advice;
- Benefit advice and information;
- Driving assessments and lessons;
- Transport;
- Aids and Equipment;
- Mobility Centres in Derry and Belfast.

Disabled Police Officer's Association

Seapark
151 Belfast Road
Carrickfergus
Co. Antrim
BT38 8P1
Contact: Ann or Ruth
Tel: 0845 6588 025
E-mail: info@dpoani.org
Website: www.dpoani.org

The Disabled Police Officer's Association exists to promote the relief and benefit of people who have suffered physical or psychological injury whilst in the service of the RUC, RUC Reserve or the PSNI.

Services:

- Home and hospital visits;
- Breaks for members and their carers;
- Sporting events;
- Monthly away days;
- Art classes and computer training.

District Nursing Services

Cedar Villa
Tyrone and Fermanagh Hospital Site,
Omagh
Co. Tyrone
BT79 0NS
Tel: 028 8225 5117

Erne Health Centre
Enniskillen
Co. Fermanagh
BT74 6AY
Tel: 028 6632 4711
Website: www.sperrinlakeland.org

Qualified District Nurses are registered nurses who have undergone post basic training to enable them to assess and reassess patients' and carers' needs in their own homes and deliver nursing care. They can be accessed through a referral from your GP or other health and social care professionals.

Services:

- Nursing care;
- Health advice and assessments.

Drumcoo Brain Injury Service

1 Derrygore Road
Enniskillen
Co. Fermanagh
BT47 6AY
Tel: 028 6632 4400
Fax: 028 6632 7197

The Brain Injury Service is available to people in the Sperrin Lakeland Trust catchment area. Its services may be accessed on a walk-in basis or by means of self-referral or referral from another agency.

Services:

- Needs-led service tailored to each individual;
- Regular services from Consultant Clinical Neuro-Psychologist;
- Help in achieving independence.

Fermanagh Community Mental Health Team

Belmore House

19 Darling Street

Enniskillen

Co. Fermanagh

BT74 6DP

Tel: 028 6632 6604

Information Support Line (after 5pm): 028 8224 5211

Fax: 028 6632 7222

The Fermanagh Community Mental Health Team offer a range of services to people suffering mental illness and their carers in Co. Fermanagh. Their services may be accessed on a 'walk-in' basis or by means of a GP's referral.

Services:

- Assessment;
- Treatment;
- Advice.

Fermanagh Access and Mobility Group

Intec Centre

36 East Bridge Street

Enniskillen

BT74 7BT

Tel: 028 6634 0275

Fax: 028 6634 0275

E-mail: Fernmanaghaccess@swiftsoft.net

The group campaigns to raise awareness of and improve access for people with disabilities.

Services:

- Social and recreational facilities.

Fermanagh Voluntary Association of the Disabled

64 Mill Street

Enniskillen

Co. Fermanagh

BT74 6DW

Tel: 028 6632 5522

A minimal membership fee enables members to access the Fermanagh Voluntary Association of the Disabled's day care services for people with physical and learning disabilities.

Services:

- Training courses;
- IT resource room;

- Recreational trips;
- Social evenings;
- Mini bus hire available.

Health Visiting Service

Cedar Villa
 Tyrone and Fermanagh Hospital Site
 Omagh
 Co. Tyrone
 BT79 0NS
 Tel: 028 8225 5117

Erne Health Centre
 Enniskillen
 Co. Fermanagh
 BT74 6 AY
 Tel: 028 6638 2168
 Website: www.sperrinlakeland.org

Health Visitors are based at:

Health Centre, Drunhaw, Lisnaskea. Tel: 028 677 21566
 Irvinestown Health Centre. Tel: 028 686 22912
 Rathmore Clinic, Beleek. Tel: 028 6865 8382

Independent Living Centre

Regional Disablement Services
 Musgrave Park Hospital
 Stockman's Lane
 Belfast
 BT9 7JB
 Tel: 028 9066 9501
 Ext: 2708/2686

The Independent Living Centre is an advice and assessment service for those with disabilities and their carers. It stocks a wide range of equipment and aids.

Services:

- Assessments;
- Advice;
- Information on products for people with disabilities and their carers;
- Occupational Therapist on hand for advice and information.

Mental Health Respite Services

Community Services Department
 Tyrone and Fermanagh Hospital
 Omagh
 Co. Tyrone
 BT79 0NS
 Tel: 028 8225 5070

Respite services are aimed at supporting individuals with mental health problems and those who care for them in the Sperrin Lakeland catchment area. Respite accommodation at Clare House Enniskillen and Ferone Drive Omagh is available through the service, and referrals can be made by GPs or carers.

Services:

- Respite;
- One-to-one support;
- Social activities;
- Carer Support.

Carer Support Meetings:

- Beacon Centre, 35 Mill Street, Enniskillen (second Monday of every month at 7.30pm).
- Erne House, Arvalee Road, Omagh (First Tuesday of every month at 8.00pm).
- Prospects, Prospects Court, Castlederg (Third Wednesday of every month at 8.00pm).

Northern Ireland Association for Mental Health

<p>The Beacon Centre 21 Campsie Avenue Omagh BT79 0AB Tel: 028 8224 5571</p>	<p>Ernevale Beacon Centre 35 Mill Street Enniskillen BT74 6AN Tel: 028 6632 2995 Fax: 028 6632 8982</p>
<p>Beacon House 80 University Street Belfast BT7 1HE Tel: 028 9032 8474 Fax: 028 9023 4940 E-mail: j.lee@niamh.co.uk</p>	<p>Lisnaskea Beacon Centre 65 Main Street Lisnaskea BT92 0JD Tel: 028 6772 1838</p>

The Northern Ireland Association for Mental Health (NIAMH) aims to serve those with mental health problems living in the community by providing social, recreational and vocational support. Services:

- Residential schemes;
- Day centres;
- Involvement counselling with professionally accredited counsellors;
- Education and mental health promotion activities.

Omagh Community Mental Health Team

Lissan House
41 Dublin Road
Omagh
Tyrone
BT78 1HE

Tel: 028 8225 2202
Fax: 028 8225 2169

The Community Mental Health Team provides health care to individuals with mental health problems. Referral is through GPs.

Services:

- Emergency Social Work cover after 5.00 pm, at weekends and public holidays (Tel: 028 8225 2201);
- Emergency Community Psychiatric Nurse cover over weekends and public holidays (Tel: 028 8225 2201);
- Information and Support line available 365 days a year (Tel: 028 8224 2511);

Omagh Health Centre.

Tel: 028 8283 5590

Registered nurses and health visitors deliver Health Visiting Services. They work as a member of the Primary Health Care Team. Their services may be accessed through GP and hospital referrals, self-referrals and referrals from other health and social care professionals. The service is primarily aimed at all families with children under the age of five.

Services:

- Planned activities aimed at promoting health and preventing ill health.

Police Rehabilitation and Retraining Trust (PRRT)

Maryfield Complex
110 Belfast Road
Holywood
BT18 9QY
Contact: A Black
Tel: 028 9042 7788
Fax: 028 9042 3566
E-mail: info@prrt.org
Website: www.prrt.org

The Police Rehabilitation and Retraining Trust, funded by the Northern Ireland Office, operates to provide a range of healthcare and career based services to serving or retired police officers.

Services:

- Psychological therapies;
- Physiotherapy;
- Career and personal development.
- Accepts referrals from other agencies and can refer clients onwards if unable to assist directly;
- Psychological treatment for immediate family members, particularly children of serving officers.

Praxis

Castlehill House
Church Lane
Lisnaskea
Co. Fermanagh
BT92 0GJ

Tel: 028 6772 2778
E-mail: info@praxislisnaskea.fsnet.co.uk

Praxis aims to support those affected by mental health difficulties. Its services may be accessed via referral from a mental health care professional.

Services:

- 24 hour accommodation and support (Lisnaskea);
- Befriending (Fermanagh).

Royal National Institute for the Deaf

Drumcoo Centre
Cornagrade Road
Enniskillen
BT74 6AY
Contact: Maria King
Tel: 028 6632 9849
Fax: 028 6632 9849
E-mail: maria.king@rnid.org.uk
Website: www.rnid.org.uk

The Royal National Institute for the Deaf aims to improve the lives of people who are deaf or hard of hearing by providing services directly to them. It is a charitable organisation offering a wide range of services.

Services:

- Information and awareness raising of deafness, hearing loss and tinnitus;
- Communication services including sign language interpreters;
- Training of interpreters;
- Employment services to help deaf people into work;
- Care services for deaf and hard of hearing people with additional needs;
- Equipment and products for deaf and hard of hearing people.

The Rural Support Network

Lindsay Hall
Loughry College
Cookstown
BT80 9AA
Tel: (Helpline) 0845 606 7 607
Website: www.ruralsupport.org.uk

The Rural Support Network aims to provide an information gateway for farmers, their families, community groups, service providers and others seeking information on rural health issues. It was developed by the Armagh and Dungannon Health Action Zone Partnership, and funded by the Department of Agriculture and Rural Development Rural Stress Fund.

Services:

- Information about stress and its impacts available on the website;
- Contact details of organisations which can provide help and assistance available on the website;
- Information on financial benefits, agri-business, community interests and educational and training opportunities for members of the farming and rural community;
- Helpline for specific concerns operates 9am-10pm seven days a week.

Sperrin Lakeland Health and Social Care Trust

15 Elliot Place

Enniskillen

Co Fermanagh

BT 74 7HQ

Contact: Sean Coll

Tel: 028 6634 4240

Fax: 028 6634 4079

E-mail: victimsprogramme@slt.n-i.nhs.uk

The Sperrin Lakeland Health and Social Care Trust delivers health and social care to approximately 200,000 people across Omagh, Fermanagh and about one third of the Strabane District council area. It aims to deliver practical, emotional and cognitive support to those affected by the Troubles.

Services include:

- Acute Hospital Services;
- Family and Child Care services;
- Services for people with a physical or sensory disability, e.g. rehabilitation, therapeutic and advisory services;
- Services for people with a learning disability, e.g. respite care, therapeutic and advisory services;
- Primary health care services, e.g. district nursing and health visiting;
- Mental health services, e.g. inpatient, outpatient, community and respite care services;

Therapeutic Directory: Support, Counselling and Mediation

Reflection: “Too often we under estimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.”

Leo Buscaglia

Ambless

(Accident Loneliness and Bereavement Support)

Shalom House

Lower Celtic Park

Enniskillen

Co. Fermanagh

BT74 6HP

Contact: John Wood

Tel: 028 6632 0320

Ambless offers a range of bereavement services to those who have lost a loved one, partner or child in an accident. The organisation strives to improve the quality of life of the bereaved.

Services:

- Befriending and Counselling;
- Referrals;
- Assessments;
- Consultations;
- Home Visits;
- Encouragement Therapy.

Bannside Therapeutic Family Centre

Bannside Development Centre

20-29 Obins Avenue

Portadown

BT62 1DF

Contact: Sheila McQuaid

Tel: 028 3833 1355

The Bannside Therapeutic Family Centre offers a range of supports to individuals and families, adults, young people and children suffering from the effects of the Troubles.

Services:

- One-to-one counselling/psychotherapy;
- Group work;
- Reflexology;
- Aromatherapy;
- Tai Chi;
- Meditation.

Carers NI

58 Howard Street

Belfast

BT1 6PJ

Tel: 028 9043 9843

Tel: 028 9032 9299

E-mail:

Website: www.carersni.org

Carers are people who look after someone in need of care due to sickness, age or disability. They do this on an unpaid basis. Carers NI seeks to support, assist and advise carers.

Services:

- Advice and guidance on rights and entitlements;
- Help organising a break from caring duties;
- Guidance for new carers;
- Policy information.

The Centre of Creative Energy

Gate Lodge

119 Culmore Road

Derry

BT48 8JF

Tel: 028 7135 0407

Fax: 028 7135 0419

Website: winnielynott@linecone.net

Services:

- Counselling/psychotherapy with accredited counsellors for any issue;
- Alternative therapies.

Columba Community

Columba House

11 Queen Street

Derry

BT48 7EG

Tel: 028 7126 2407

Fax: 028 7126 2407

E-mail: columbacomunity@hotmail.com

Website: www.columbacomunity.homestead.com

The Columba community offers prayer and counselling services for anyone in the North West. Services:

- Counselling for those affected by the Troubles;
- Spiritual programmes of prayer, healing and reconciliation.

'The Compassionate Friends' Bereaved Parents Support Group

C/o Briege Solon

Health Centre

Lisnaskea

BT92 0JB

Tel: 028 6772 1566

National Helpline: 0117 9539 639

Fax: 028 6772 2526

'The Compassionate Friends' is a group of bereaved parents who meet to comfort and support each other.

Services:

- Support meeting every 3rd Monday of the month, 7.30 pm – 11.00 pm.

Conflict Trauma Resource Centre (CTRC)

Unit 9

Northern Whig House

3-10 Bridge Street

Belfast

BT1 1LU

Contact: Martin Snoddon

Tel: 028 9092 6060

Fax: 028 9092 6050

E-mail: marc_n_Ireland@yahoo.co.uk

The aim of the Conflict trauma Resource Centre is to alleviate the pain, suffering and trauma experienced as a result of the Troubles by using a range of methods.

Services:

- Trauma training and awareness;
- Emergency intervention;
- Story-telling;
- Video exchange programmes;
- Clinical and complementary interventions;
- Signposting.

Contact Youth Counselling Services

Ravenhill Road

Belfast

BT6 8DR

Contact: Norma Patterson

Tel: 028 9045 7848

Helpline: 0808 808 8000

Fax: 028 9045 5656

E-mail: info@contactyouth.org

Website: www.contactyouth.org

Contact Youth offers a professional and confidential counselling service for people aged 11-25. It is a generalised service, assisting with any issue affecting the young person including Troubles-related trauma.

Services:

- One-to-one counselling and telephone counselling;
- Issue-based workshops;
- Confidential help-line.

Crossroads Care

Head Office: 7 Regent Street Newtownards Co. Down BT23 4AB Tel: 028 9181 4455 Fax: 028 9181 2112 E-mail: mail@crossroadscare.co.uk	North Down and Ards Office: 7 Regent Street Newtownards Co. Down BT23 4AB Tel: 028 9180 0661 Fax: 028 9180 0662
Belfast Office: Ground Floor Beacon House 27 Clarendon Road Belfast BT1 3PR Tel: 028 9089 6190 Fax: 028 9089 6492	Lisburn Office: Unit 2C The Sidings Office Park Antrim Road Lisburn BT28 3AJ Tel: 028 9260 7201 Fax: 0289260 7223
Ballymena Office: Third Floor Durlston House Dunclug Gardens Ballymena BT43 6SF Tel: 028 2564 2822 Fax: 028 2564 4050	Website: www.crossroadscare.co.uk

Crossroads Care provides home-based respite services for carers in Northern Ireland. Carers can deal with the company directly (and pay for services) or go through their GP or Care Manager.

Services:

- Respite services involving trained care attendants who will replicate an existing routine;
- Advice and information.

Cruse Bereavement Care

Omagh Office

Riverside House
Woodvale Avenue
Omagh
BT79 0AU
Tel: 028 8224 4414
Fax: 028 8224 4414

Northern Ireland Regional Office

Piney Ridge

Knockbracken Health Care Park
Saintfield Road
Belfast
BT8 8BH
Contact Name: Anne Townsend
Tel: 028 90 792419
E-mail: annet@crusebereavementcare.org.uk

Newry and Mourne Area Office

5 Edward Street
Newry
BT 35 6AN
Contact Name:
Tel: 028 3025 2322
Fax: 028 3025 2322
E-mail: cruse.newrymourne@talk21.com
Website: www.crusebereavementcare.org.uk
Central Services Helpline: 0870 167 1677

Cruse is a charity specialising in supporting people through bereavement by helping people to understand their grief and cope with their loss. It has 148 offices throughout the UK and helps more than 5,000 people a year to cope with the death of a loved one.

Services:

- Free advice and information;
- One-to-one and group support and counselling;
- Wide range of leaflets, books and research on bereavement and coping available to order via their website.

Erne Family Centre

15 Elliot Place
Enniskillen
Co. Fermanagh
BT74 7HQ
Tel: 028 6634 4082
Fax: 028 6634 4001

Services may also be accessed through outreach work using local health/leisure centres (Irvinestown, Trillick, Lisnaskea etc.) or in the client's home

The Erne Family Centre is a day centre facility within the Sperrin Lakeland Trust. Its services may be accessed via a GP's referral, a self-referral, or a referral from another agency such as Health visitors, teachers, speech therapists etc.

Services:

- Therapeutic Social Work;
- Family Support;
- Playgroup;
- Afternoon Clubs;
- Individual and group work with children and with parents.

The Family Trauma Centre

1 Wellington Park
Belfast
BT9 6DJ
Contact: Arlene Healey
Tel: 028 9020 4700
Fax: 028 9020 4729
E-mail: ftc@sebt.n-i.nhs.uk

The Family Trauma Centre is a regional service that operates in partnership with other statutory and voluntary agencies and community groups to provide specialist trauma care to families affected by the Troubles.

Services:

- Psychological assessment and treatment for children, young people and their families suffering trauma;
- Telephone or face-to-face consultation service;
- Awareness training;
- Welcome referrals including self-referrals.

Northern Ireland Centre for Trauma and Transformation,

2 Retreat Close
Omagh
Co. Tyrone
BT79 0WH
Contact: David Bolton
Tel: 028 8225 1500
Fax: 028 8225 5899
E-mail: info@nictt.org
Website: www.nictt.org

The Northern Ireland Centre for Trauma and Transformation was established to enable everyone affected by the Troubles to access the treatment programme developed in the aftermath of the Omagh bomb.

Services:

- Counselling and treatment programmes for those affected by the Troubles;
- Research and Development;
- Training and Education.

NOVA

C/o Child and Family Clinic
Bocombra Lodge
2 Old Lurgan Road
Portadown
BT63 5FQ
Contact: Martin Murphy
Tel: 028 3833 5173
Fax: 028 3836 1968
E-mail: nova@barnardos.org.uk

NOVA offers outreach counselling services to children, families and groups affected by the Troubles. It also makes use of art, music and play as creative therapies for the treatment of

stress. NOVA also assists individuals manage trauma for themselves through their training programme “When Living Hurts; Helping Ourselves and Others”. They have a vast experience in working with people who have been bereaved, injured, intimidated and subjected to paramilitary violence as well as those experiencing general stress as a result of the Troubles.

Services:

- Outreach trauma counselling for children, families and community groups;
- Creative art therapies;
- Training for the understanding and management of trauma.

Samaritans

<p>Samaritans 20 Campsie Road Omagh Co. Tyrone Tel: 028 8224 4944</p>	<p>Samaritans 20 Lodge Road Coleraine Co. Londonderry BT52 1NB Tel: 028 703 20000</p>
<p>Samaritans 45 Mount Street Ballymena Co. Antrim BT43 6BP Tel: 028 2565 0000</p>	<p>Samaritans 162 Thomas Street Portadown BT62 3BD Tel: 028 383 33555</p>
<p>Samaritans 92 Dufferin Avenue Bangor Co. Down BT20 3AD Tel: 028 914 64646</p>	<p>Samaritans 16 Clarendon Street, Derry, BT48 7ET Tel: 028 712 65511</p>
<p>Samaritans 5 Wellesley Avenue Belfast BT9 6DG Tel: 028 906 64422</p>	<p>Samaritans 19 St. Colman’s Park Newry Co, Down BT34 2BX Tel: 028 3026 6366</p>

Helpline: 08457 90 90 90

Textline: 08457 90 91 92

E-mail: jo@samaritans.org

Website: www.samaritans.org

Support from the Samaritans is available 24 hours a day for anyone experiencing feelings of distress or despair, including suicidal feelings.

Services:

- 24-hour confidential counselling service by means of telephone, letter, e-mail or minicom.

Towards Understanding and Healing

The Junction
8 Bishop Street
Londonderry
BT48 6PW
Contact: Sara Cook
Tel: 028 7137 0685
Fax: 028 7126 4641
E-mail: info@thejunction-ni.org
Website: www.thejunction-ni.org

Towards Understanding and Healing is a project that focuses on the needs of the individual by creating a space for reflection and recognition of individual experiences.

Services:

- Positive Encounter Groups that help people share their story with the perceived 'enemy'.

The Trauma Counselling Service

Armagh and Dungannon

Siobhan Mackle-Lynch
South Tyrone Area Hospital
Dungannon
BT71 4AU
Tel: 028 8771 3511

Craigavon and Banbridge

Sharon Stones
Mental Health Resource Centre
Trasna House
Connolly Place
Lurgan
Tel: 028 3831 7936

Newry and Mourne

Aine Thompson
3-5 Railway Avenue
Newry
Co.Down
Tel: 028 3083 5725

Victim Support

Omagh Tel: 028 8224 0012	Newry Tel: 028 3025 1321
Ballymena Tel: 028 2563 0784	Belfast (North and West) Tel: 028 9024 3133
Derry/Londonderry Tel: 028 7137 0086	Belfast (South and East) Tel: 028 9032 8152

Lisburn Tel: 028 9267 5642	Lurgan Tel: 028 3834 7340
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Victim Support line: 0845 30 30 900
E-mail: supportline@victimsupport.org.uk
Website: www.victimsupport.org

Victim Support Northern Ireland is a charity which aims to help people affected by crime. It is an independent organisation which provides a free and confidential service whether a crime has been reported or not. It seeks to assist and support individual victims, witnesses, their families and their friends, and also to raise public awareness and recognition of victims' rights.

Services:

- Staff and volunteers in each branch are trained to provide confidential emotional support, information and practical help to victims of crime;
- Information on police and court procedure;
- Liaison with other organisations on your behalf;
- Advice and information on compensation and insurance matters.

The Wider Circle

139 Ravenhill Road

Belfast

BT6 8DR

Contact: Martina Mullen-O'Hare

Tel: 028 9045 6654

E-mail: info@widercircle.org

Website: www.widercircle.org

The Wider Circle is a voluntary organisation and a registered charity set up to respond to the needs of those affected by post traumatic stress as a result of the Troubles.

Services:

- Deliver structured, therapeutic and educational programmes to people from the communities most adversely affected by the Troubles;
- Maximise opportunities for individuals, communities and all sectors of society to participate in a range of information and educational programmes that focus on the centrality of trauma.

Support and Representation: Victims/Survivor Groups

Reflection:

“Holding on to anger is like grasping a hot coal with the intent of throwing it at someone else; you are the one getting burned.”

Buddha.

“Anger is an acid that can do more harm to the vessel in which it stands than to anything on which it is poured.”

Anonymous.

Disabled Police Officers

Association Northern Ireland (DPOA)

Seapark

151 Belfast Road

Carrickfergus

BT38 8PL

Contact Name: Ann Boal

Tel: 028 9070 0719

028 9070 0721

Established in 1983 by a group of ex-service officers, the Association is made up of over 200 members, their carers, their families and a committee.

Services:

- Welfare advice;
- 24 hour helpline;
- Relaxation facilities for victims and carers;
- Respite care;
- Social activities;
- Training services.

The Ely Centre

60 Forthill Street

Enniskillen

BT74 6AJ

Tel: 028 6632 0977

Fax: 028 6632 0988

E-mail: info@elycentre.com

Services:

- Befriending;
- Complementary therapies;
- Social and recreational events.

FACT

(Families Achieving Change Together)

74 Bachelors Walk

Lisburn

BT28 1XN

Contact Names: David Hunter

Janet Hunter

Tel: 028 9266 0077
Fax: 028 9266 0076
E-mail: info@factni.co.uk

FACT provides support to victims of the Troubles by helping members to rebuild their lives and find inner peace. It is a registered charity supported by the Community Foundation for Northern Ireland (formerly NIVT), the Community Relations Council and The Training Women's Network.

Services:

- Support;
- Welfare Advice;
- Training;
- Social Activities;
- Social Events;
- Befriending;
- Drop in Centre;
- Complimentary Therapies;
- Outreach Services.

FAIR

(Families Acting for Innocent Relatives)

33 Main Street

Markethill

Co Armagh

BT60 1PH

Contact Names: Harry Bell

William Frazer

Tel: 028 3755 2619

Fax: 028 355 2719

E-mail: info@victims.org.uk

Website: <http://www.victims.org.uk>

FAIR was formed in 1998 as a support group for victims in the South Armagh area. The organisation has over 600 members and aims to help ordinary people rebuild their lives. As well as providing friendship within a shared experience of suffering, FAIR provides advice and training.

Services:

- Employment workshops and Advice Services;
- I.T. Training and Support;
- Counselling Services;
- Archive and Centre of Remembrance.

Firinne

87 Main Street

Lisnaskea

Co. Fermanagh

BT92 0JD

Tel: 028 6772 3896

Fax: 028 6772 3602

E-mail: firinne@fsmail.net

Firinne aims to document people's experiences of state violence for posterity. It also provides a safe space to tell one's story.

Services:

- Listening and befriending;
- Documentation and recording;
- Network of people with similar experiences;
- Referral service to other agencies where needed;
- Evening/weekend visits where required.

Glencree Centre for Reconciliation

Glencree

Co Wicklow

Republic of Ireland

Contact Names: Jacinta DePaor

Hillary Doyle

Tel: 00 353 1 282 9711

Fax: 00 353 1 276 6085

E-mail: info@glencree-cfr.ie

Website: www.glencree-cfr.ie

The Glencree Centre for Reconciliation is a non-governmental organisation that provides a safe space, a supportive environment and extensive facilities to all interested in building peace and managing conflict. The centre has a variety of programmes aimed at a wide spectrum of ages

Services:

- Training and education in Peacemaking and Conflict Resolution;
- Peace Education for Secondary Level Students;
- LIVE (Let's Involve the Victims Experience) brings victims together from Northern Ireland, the Republic of Ireland, and Great Britain in a series of conferences and workshops where participants may share experiences, develop peace building activities and skills and form new relationships.

Heads Together

Dunbreen Close

Strathroy

Omagh

Co. Tyrone

Tel: 028 8225 9793

E-mail: john.headstogether@talk21.com

Heads Together is a group of mental health services users who come together to offer help and support.

Services:

- Listening and befriending;
- Helping people make plans;
- Ensuring views are heard;
- Respecting confidentiality;
- Supporting people in dealing with public bodies.

HURT Group (Homes United against Ruthless Terrorism)

10 Windsor Avenue

Lurgan

Co Armagh
BT67 9BG
Contact Names: Gareth Porter
Tel: 0775 9416414

HURT aim to help those suffering as a result of the Troubles, particularly the immediate families of the bereaved.

Services:

- Northern Ireland Memorial Fund Applications;
- Meals on Wheels;
- Befriending;
- Lobbying;
- Development work with other groups;
- I.T. skills;
- Youth Work;
- Outreach and Development Work;
- Trauma research and Education;
- Employment and self-development skills Work.

Justice for the Forgotten

64-66 Lower Gardiner Street
Dublin 1
Contact Name: Margaret Urwin
Tel: 00 353 1 855 4300
Fax: 00 353 1 819 3258
E-mail: 1974bombings@esatlink.com
Website: www.dublinmonaghanbombings.org

Justice for the Forgotten was formed in 1996 to campaign for truth and justice for the victims of the Dublin and Monaghan bombings of 17th May 1974, and was enlarged in 2001 to include bereaved families and survivors of the Dublin bombings of 1st December 1972 and 20th January 1973.

Services:

- Family Support and Counselling Centre;
- Counselling;
- Community Outreach;
- Complimentary Therapy Clinic;
- Healing by Remembering (annual commemorations, storytelling and oral history)
- Information (Independent Commission of Inquiry and Implementation of recommendations of Victims' Commission).

MAST

(Mourne Action for Survivors of Terrorism)
46 Ballinran Road
Kilkeel
BT34 4HT
Contact Name: Florence Graham
Tel: 028 4176 3304
Fax: 028 4176 3304

MAST aims to help victims of the Troubles in Killeel by providing support, friendship and practical support.

Services:

- Counselling;
- Befriending;
- Education;
- Respite Care;
- Assistance with Northern Ireland Memorial Fund Applications;
- Social Events;
- Complementary Therapies.

Northern Ireland Retired Police Officers' Association

100 Belfast Road
Holywood
Co. Down
BT18 9QY
Tel: 028 9042 778
Fax: 028 9042 3566
E-mail: info@nirpoa.org
Website: www.nirpoa.org

The NIRPOA was formed in 1960 to represent retired police officers in terms of pensions, and to provide a base for social activities.

Services:

- Advice and information on pension rights and allowances;
- Social and community events;
- Representation.

Omagh Support and Self Help Group

(Omagh Bomb Victims Group)

5 Holmview Terrace
Omagh
BT79 0AH
Contact: Sharon Watters
Michael Gallagher
Tel: 028 8225 9877
Fax: 028 8225 9877
Email: osshg@hotmail.com

Omagh Support and Self Help Group (OSSHG) was founded in the aftermath of the Omagh Bomb in 1998. The Group aims to support all those affected by the Omagh bomb and is comprised of victims of all denominations and walks of life. Whilst the group primarily operates within the area of Omagh District, it retains close alliances with the victims of the Bomb located in Buncrana and Spain, as well as a wider network of victims throughout Ireland.

The Group provides a source of information and referral to those affected by the Troubles.

Services:

- I.T. Training Courses;
- Assistance with form filling;
- Archive of historical material relating to the Omagh Bomb and other global terrorist atrocities;
- Fun Team Building Events;

- Complimentary Therapies;
- Monthly Social Activities;
- Research Projects;
- Lobbying;
- Youth Work;
- General Advice on accessing services and support.

RAFT

(Restorative Action Following on the Troubles)

2B Callan Crescent

Armagh

BT61 7RH

Contact: Dolores Considine

Tel: 028 3752 8473

Raft aims to assist people in the transition from victim to survivor by means of developing skills to cope with depression, guilt and trauma. It also aims to provide opportunities for individuals to work on their confidence and self-esteem.

Services:

- Counselling;
- Self-development;
- Parenting skills;
- Expressive Arts;
- Adult Education Courses;
- Alternative Therapies;
- Outreach Family Support.

Rainbow's End Project

67a Ballinran Road

Kilkeel

Co Down

Contact: Hazel Aicken

Tel: 028 4176 5452

The Rainbow's End Project aims to provide a safe and welcoming environment to people from areas affected by conflict, or people in need of respite from stressful situations. Reconciliation is central to the work of the project, and groups and individuals from both communities are encouraged to participate.

Services:

- Organised social activities including picnics, barbecues and treasure hunts;
- Summer activities include 'Quiet Garden Days' and 'Fun Days at the Farm';
- Facilities include indoor playroom, art and craft room and a mini museum.

Relate Northern Ireland

3rd and 4th Floors

3 Glengall Street

Belfast

BT12 5AB

Tel: 0870 2426 091

Fax: 028 9031 5298

E-mail: office@relateni.org

4-6 Strand Road
Derry
BT48 7AB
Tel: 028 7137 1502
E-mail: relatefoyle@btinternet.com

Ballybot House
28 Cornmarket
Newry
BT35 8BG
Tel: 0870 2426 091
E-mail: office@relateni.org
Website: www.relateni.org

Relate works to improve their clients' relationships by offering a confidential counselling service delivered by highly skilled and accredited counsellors. It can help you whatever your marital status, age, sexual orientation or social background.

Services:

- Relationship counselling;
- Child, youth and family services;
- Psychosexual therapy
- Services may be accessed in Ballymena, Banbridge, Coleraine, Cookstown and Kircubbin by phoning the Belfast telephone number for details.

Relatives for Justice

16 William Street
Dungannon
Co Tyrone
BT70 1DT
Contact: Louisa McKee
Tel: 028 8775 1697
Fax: 028 8775 1695

235a Falls Road
Belfast
BT12 4PE
Contact: Shauneen Baker
Tel: 028 9022 0100
Fax: 028 9022 0101
E-mail: info@relativesforjustice.com
Website: www.relativesforjustice.com

Founded by human rights activists in conjunction with relatives of those killed in the conflict, Relatives for Justice hopes to support families in coping with the effects of violent bereavement and a hostile legal environment. This is done by providing a safe space for the bereaved and the injured of the Troubles to meet and share their experience, and by offering practical legal advice and support. The organisation also aims to contribute to a culture of human rights by raising awareness and fostering understanding of the experiences of those injured and bereaved by the conflict.

Services:

- Befriending;
- Counselling;
- Complementary therapies;
- Use of international models of trauma recovery appropriate to supporting individuals and communities overcome the aftermath of violent conflict;
- Publication of information to educate, raise awareness and foster understanding of the experiences of the bereaved and injured of the conflict;
- Archive of historical material;
- Legal advice and support;
- General advice and guidance on accessing services and support.

RIR Welfare Department

4 R Irish
 St Lucia Barracks
 Omagh
 BFPO 804
 Tel: 028 8225 8642
 028 8225 8675

The RIR takes care of all areas west of the Bann.

Services:

- Advice and referral service for service and ex-service personnel;
- Accredited counsellors.

Royal National Institute for the Blind

40 Linenhall Street
 Belfast
 BT2 8BA
 Tel: 028 9032 9373
 Fax: 028 9027 8119

Sub Office: Sensory Support Service
 16 Bishop Street
 Derry
 BT48 6PW
 Tel: 028 7137 4619
 Website: www.rnib.org.uk

The RNIB aims to support people with sight loss.

Services:

- Resource centre of equipment, games and accessible media for people with serious sight problems;
- Information and advice;
- Group visits;
- Onward referral.

Saol

(South Armagh Overcoming Loss)
 C/o 39 Slatequarry Road
 Cullyhanna

Newry
BT35 0PX
Contact: Alan Brecknell
Joanne Caraher
Tel: 00 353 8 6173 9722
E-mail: alan@pbrecknell.fsnet.co.uk

SAOL's aim is to assess and address the needs of those affected by the Troubles in the border regions of South Armagh.

Services:

- Safe platform to discuss the issues affecting individuals and communities;
- Assessing need to inform the future work of the project;
- Establishing a network of support to address the emotional, social and health needs of those in the region affected by the conflict

SAVER/NAVER

(South/North Armagh Victims Encouraging Recognition)

'Bingham House'

43 Main Street

Markethill

BT60 1PH

Contact: Reatha Hassan O.B.E.

Pearl Marshall

Sabine McAllister

Tel: 028 3755 2808

Fax: 028 3755 2802

E-mail: savernaver@nascr.net

SAVER/NAVER aims to provide care and support for innocent victims of the Troubles.

Services:

- Befriending;
- Counselling;
- Alternative therapies;
- Crafts;
- Training and Education;
- Community Regeneration.

SDAHW (South Down Action for Healing Wounds)

37 Downpatrick Street

Rathfriland

Co Down

Tel: 028 406 31259

Fax: 028 406 31269

E-mail: sdahw@tinyworld.co.uk

SDAHW was founded in 1999 with the aim of helping, supporting and improving the quality of life of innocent victims of terrorist violence in the South Down Area.

Services:

- Befriending;
- Welfare Rights Advice;
- Counselling;

- Assistance with Northern Ireland Memorial Fund Applications.

South East Fermanagh Foundation

166 Main Street
Lisnaskea
Co. Fermanagh
BT92 0JE
Tel: 028 6772 3884

The group exists to support, assist and advise people who have been victims of paramilitary terrorism.

Services:

- Advice and information;
- Befriending;
- Social Activities.

Strabane Befriending and Counselling Association

The Koram Centre
3 Mourne Villas
Lower Main Street
Strabane
BT82 8BG
Tel: 028 7188 6181

Helpline: 028 7188 6154

Fax: 028 7188 6456

E-mail: info@koramcentre.com

The Koram Centre aims to provide a listening and referral service for anyone who requires it.

Services:

- Trained volunteers provide listening ear support;
- Referrals can be made if specialist support is required.

Sub-Committee for Victims/Survivors on Behalf of South Tyrone Area Partnership

Peace Factory
Sunnysides House
32a Coalisland Road
Dungannon
BT71 6LA

Contact Name: Pauline Rice

Tel: 028 8775 0009

E-mail: Pauline.rice@dungannon.gov.uk

The Sub-committee aims to support individuals and groups address the legacy of the Troubles by means of flexible and individually tailored programmes.

Services:

- Support;
- Training;
- Education.

Threshold

McBrien House
432 Antrim Road

Belfast
BT15 5GB
Tel: 028 9087 1312
Fax: 028 9087 1188
E-mail: info@thresholdservices.com
Website: www.thresholdservices.com

Threshold is a voluntary mental health agency providing services to people of all ages at risk or recovering from mental illness. They aim to enable individuals to live full and independent lives in the community, and are continually developing services to meet the needs of those affected by the Troubles.

Services:

- Residential therapeutic communities;
- Supported housing;
- Child and adolescent counselling;
- Adult individual and group psychotherapy.

Victims/Survivors Rural Network

C/o The Koram Centre
3 Mourne Villa
Lower Main Street
Strabane
BT82 8BG

Contact Name: Jeff Barr

David Davis

Tel: 028 7188 6181

The network aims to provide a forum for groups in rural areas to represent a common view to policy makers and funders.

The Victims and Survivors Trust

1A Rockmore Road
Belfast BT12 7PD
Tel: 028 9022 2181
Fax: 028 9022 6262

Website: www.victimsandsurvivorstrust.com

The Victims and Survivors Trust is a charitable organisation which aims to facilitate the exchange of views and to learn from this exchange, to tackle social isolation and the related health problems resulting from the Troubles and to allow disadvantaged sections of society to participate in educational and social spheres.

Services:

- Artistic and creative activities;
- Complementary therapies;
- Cross community liaison groups;
- Educational facilities.

Wave Trauma Centre

4 Old Market Building

38 Dobbin Street

Market Place Omagh BT78 1BT Tel: 028 8225 2522 Fax: 028 8225 9979	Armagh BT61 7QQ Contact Name: Rae Kirk Tel: 028 3751 1599
5 Chichester Park South Belfast BT15 5DW Contact Name: Sandra Peake Tel: 028 9077 9922 Fax: 028 9078 1165	14 Castlecroft Main Street Ballymoney BT53 6TD Tel: 028 2766 9900

E-mail: wavetc@clara.com

Website: www.wave.clara.net

Wave is a cross-community organisation which aims to help and support those injured, bereaved or traumatised as a result of the Troubles. In tandem with an inclusive ethos, the organisation constantly looks for creative solutions to problems that have the potential to be divisive.

Services:

- Befriending;
- Counselling
- Youth Service;
- Advice and Advocacy;
- Public forum;
- Training;
- Complementary Therapies;
- Social Activities.

West Tyrone Voice

Grange Court

21 Moyle Road

Newtownstewart

Co. Tyrone

BT78 4AP

Tel: 028 8166 2848

E-mail: west_tyrone_voice@hotmail.com

Website: www.wtvoice.cjb.net

Services:

- Individual and group counselling;
- Befriending;
- Home visits;
- Peer group support;
- Social events;
- Advice, advocacy and welfare assistance.

Useful Websites:


Evacuation Planning:

1. Emergency Procedure, LAC Number: 20/1, Local Authority Circular.
www.hse.gov.uk/lau/lacs/20-1.htm
2. Bomb Threat Procedure, M15 Security Service.
www.mi5.gov.uk/output/Page41.html
3. Bombs: Protecting People and Property ~ A Handbook for Managers Part 1.
http://uk.sitestat.com/homeoffice/homeoffice/s?docs.bombs.pdf&ns_type=pdf
4. Bombs: Protecting People and Property ~ A Handbook for Managers, Home Office.
http://uk.sitestat.com/homeoffice/homeoffice/s?docs.bombs2.pdf&ns_type=pdf
5. Business as usual: Maximising Business Resilience to Terrorist Bombings ~ A Handbook for Managers, Home Office.
http://uk.sitestat.com/homeoffice/homeoffice/s?docs.business.pdf&ns_type=pdf
6. Canadian Bomb Data Centre.
http://www.remp-grc.gc.ca/techops/cbdc/index_e.htm
7. Australian Bomb Data Centre.
<http://www.afp.gov.au/afp/page/GovCorporate/ABDC/>
8. A Guide to Evacuation in Northern Ireland, Central Emergency Planning Unit.
<http://www.ofmdfmi.gov.uk/cepu/guidetoevacuation>



MANAGEMENT & RECRUITMENT
CONSULTANTS

 187 Killyclogher Road, Omagh, Co Tyrone BT79 7PN

 (0044) 28 8077 1212

 (0044) 28 8077 1692

 qe5@btopenworld.com

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