

## FAMILY ACTION - ISLE OF MAN HELPLINE



Family Action has been working with families in the Isle of Man since 2016. We recognise the impact Coronavirus could have on families and want to help as much as we can. The strain of staying indoors, increased financial pressures, children to occupy and help with learning – these are all the daily challenges for families in the Isle of Man and around the world.

This is why we have set up an Isle of Man helpline, dedicated to providing practical and emotional support to parents and families in the Isle of Man. Our trained and experienced staff are based in the Isle of Man too and ready to talk to you and provide support in the following areas:

- Activities to keep children occupied
- Emotional coping skills and focusing on the well-being of all family members
- Supporting your child to learn whilst not at school and also to learn through play
- Signposting to gain financial help and support from other services
- Practical parenting support

All support is tailored for you and your family

We are also hoping to have boxes of resources ready shortly to help you keep your children busy indoors. When these are ready we can drop them to your home and leave them outside for you.

If you would like to talk to someone for advice and get access to a range of help and resources, please call us on **01624 611 568**. We're here 9 to 5, Monday to Friday throughout this challenging period of coronavirus restrictions.

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If you need someone to talk to out of hours, or a different type of support, you can also call FamilyLine; Family Action's UK and Isle of Man helpline.

Our free FamilyLine service tackles issues families face in a new and innovative way by using a network of volunteers to support family members over the age of 18 through telephone calls, email, web chat and text message.

The service aims to:

- provide both immediate and long-term support
- help with practical information and guidance
- provide emotional and listening support
- help with understanding and accessing relevant services and information
- provide regular one-to-one befriending support to service users feeling isolated
- give access to short term telephone counselling

**Opening times:** Monday to Friday, 9am to 3pm and 6pm to 9pm

**Contact details:**

- Telephone: 0808 802 6666
- Text message: 07537 404 282
- Email: [familyline@family-action.org.uk](mailto:familyline@family-action.org.uk)
- Or visit our website – [www.family-action.org.uk](http://www.family-action.org.uk) for live web chat facilities

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