

## **Telephone Support Line for families, education settings and professions during covid-19**

In line with government policy around social distancing and the impact of setting closures on access to our service, we want to reassure you that Hampshire & Isle of Wight Educational Psychology (HIEP) remains available to contact for all. We are offering a Telephone Support Line during this time which will be:

- A daily telephone support line provided by educational psychologists for families, education staff and other professionals in Hampshire;
- available each day from 9.30am -12.30pm and 1.00pm – 4.00pm;
- for any queries related to the emotional wellbeing of children and young people, their families and staff who know them.

Please phone the number below for your local area:

- North (Basingstoke): 01252 814 835
- South (Havant): 02392 441 497
- East (Rushmoor): 01252 814 729
- West (Winchester): 01962 876 239
- Isle of Wight: 02392 441 497

We recognise that we are living through unprecedented times. Things are changing daily and the impact on day-to-day life is significant. There are many helpful sources of advice and support available; Hampshire & Isle of Wight Educational Psychology (HIEP) have put together a collection of key links which are available:

<https://hampshirecamhs.nhs.uk/help/young-people/coronavirus-help-support-and-advice/> - Advice for children, young people and families from Hampshire CAMHS, with a wide range of helpful links

<https://www.rcslt.org/-/media/docs/Covid/uk-england-advice-for-children-and-young-people.pdf?la=en&hash=B7AEBAAAB7914AEF9ED9F3E7F678F3E8EE7C77C0C> – provides general advice and many other helpful links for parents, carers and people who work with children

<https://www.childrenscommissioner.gov.uk/publication/childrens-guide-to-coronavirus/> - The Children's Commissioner have produced a colourful, downloadable guide which aims to answer children's questions about coronavirus, tell children how to stay safe and protect other people, with lots of ideas about how to make the best of their time at home

<https://www.healios.org.uk/services/thinkninja1> - an app for 10-18 year olds designed to educate about mental health and wellbeing, also with specific covid-19 updates