



ISPCCC Special/Crisis Line

November 2023



ISPCCC Special/Crisis Line Pack

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ISPCCC Special/Crisis Line

As part of our work with the NOSP, (National Office for Suicide Prevention), the ISPCCC have agreed to make a crisis line available to all children and young people within a local community if/when a tragedy or crisis occurs.

We have used this service previously with areas across the country that have experienced tragedies within their community. It is a freephone service, available to children and young people in schools/organisations and local communities.

The following information may be useful for the school/organisation to share with parents and young people within the school/organisation and wider community.

It is 24-hour freephone support service which can be reached by all children and young people 18 years and younger. We make this service available for a period of 4 weeks and then review if it is still needed after this time.

It is an active listening line which is non-directive in nature. The purpose of the line is to offer support to the school/organisation community within the area, giving the children and young people the opportunity to talk about their feelings, worries or concerns following a tragedy. It is a confidential line in which we do not use caller ID or trace calls.

When a child calls this number, they will be welcomed to the “Special Line” where one of our staff or volunteers will be available to listen and support the children and young people to talk through their loss, confusion and feelings about the tragedy that has occurred.

We can also offer support to parents, through the ISPCCC Support Line. Parents can find it very difficult to talk about these events to children and often need a listening ear to talk through their worries and what actions they can take to support and protect their own children. This support line is not a freephone number but can be accessed between 9am and 1pm Monday to Friday by calling 01 522 4300.

The freephone number for the ISPCCC Crisis Line for children and young people is **1800 400 100**.



ISPCC Crisis Line Information Letter

To the families of Gaeilcholáiste Mhuire and the wider community,

This is a very difficult time for the families, relatives, friends, and staff of Gaeilcholáiste Mhuire and the wider Parnell Square community as a whole.

As part of our work with the NOSP, (National Office for Suicide prevention), the ISPCC have agreed to make a crisis line available to all children and young people within a local community if/when a tragedy or crisis occurs.

We have used this service previously with other areas across the country that have experienced tragic events. It is a Freephone helpline, and we can make this available to the children and young people in your school and local community if you feel this would be of benefit.

This 24-hour Freephone helpline can be reached by all children and young people up to the age of 18. We will make this available to you for a period of 4 weeks and then review if it is still needed after this time.

This line will be available on a 24-hour basis. It is an active listening line which is non-directive in nature. The purpose of the line is to offer support to the school/organisation community within the area giving the children and young people the opportunity to talk about their feelings, worries or concerns following this tragedy. It is a confidential line in which we do not use caller ID or trace calls.

When a child calls this number, they will be welcomed to the “Special Helpline” where one of our staff or volunteers will be available to listen and support the children and young people, to talk through their loss, confusion and feelings about the tragedy that has occurred.



We also offer support to parents, through the ISPC Support Line. Parents can find it very difficult to talk about these events to children and often need a listening ear to talk through their worries and what actions they can take to support and protect their own children.

This support line is not a freephone number but can be accessed between 9am and 1pm Monday to Friday by calling 01 522 4300.

If I can be of any further assistance, or if you require any additional information please do get in touch.

Warmest wishes,
ISPC Crisis Line.