



## FAQs for parents and carers

To all our Chance UK parents and carers. Thank you for your dedication in supporting mentoring in these challenging times. We will continue to support you and have put together some information based on questions you have asked us in the last few weeks.

### **There is so much information out there; can you recommend credible organisations and resources?**

It is great that there is such a variety of resources out there and many are fantastic. We recommend that for facts about coronavirus itself, check out [government guidance](#) and the [NHS website](#). Here is a [great list](#) of answers to practical questions like shopping and self-isolation and you can find some tips about staying at home and away from others [here](#).

Below is a selection of information and links to credible resources.

### **What do I do if my kids are worried about coronavirus?**

The NSPCC has some great suggestions about how to support your child if they are anxious or worried about coronavirus. Click on [this link](#) to find out how to help them:

- talk about feelings and worries
- keep in touch with family and friends
- create structure and routine
- maintain a sense of control.

[Here is](#) Childline's Calm Zone. It is full of great ideas and resources from breathing exercises to games that can help your children to stay calm.

### **How can I feel less anxious?**

It is normal to feel anxious in these circumstances and important that you try to take care of your own mental wellbeing. You are doing the best you can so try not to be hard on yourself! Here are some links with tips to help you in some common scenarios:

- [Working from home with a family \(NSPCC\)](#)
- [Looking after your family's mental health while staying at home \(Place2Be\)](#)
- [Coronavirus information for single parents \(Gingerbread\)](#)
- [Expert advice and practical tips for looking after you mental health \(NHS Every Mind Matters\)](#)
- [Practical tips about coronavirus and wellbeing \(Mind\)](#)
- [Mindfulness activities \(Headspace\)](#)

If you would like support now, call the [Samaritans on 116 123](#)

### **Help! I'm running out of resources for my children. Do you have any suggestions?**

You are not alone. Have a look at this [huge list](#) of brilliant resources for English/literacy, maths, sciences, modern languages, history, geography, arts, computers, music, movement and exercise, and resources for children with special education needs.

If you're looking for something a bit more whacky, try this [resource](#) which has over 80 exciting experiments you can try at home! Finally, remember to keep an eye out for what

school is providing. They will ensure you have all the necessary worksheets to make sure you kids continue to thrive.

### **My child has a specific condition that means home schooling is really hard. What shall I do?**

Be kind to yourself and know that you are trying your best. It is a hard situation and you can only do what you can do. Here are some link with specific support suggestions:

- [Resources for autistic people and families](#)
- [Coronavirus and support for deaf children](#)
- [Supporting children with worries and anxiety](#)
- [Resources for children with sensory needs](#)
- [SEN resources blog](#)
- [Resources to support children with Down Syndrome](#)

### **Now that everyone is home more, my problematic neighbours have got worse. What shall I do?**

As everyone is staying indoors, it is likely that you are seeing or hearing more of your neighbours. If this becomes a problem, you can contact the housing office in your local authority. They can advise you on what to do. They can also tell you whether the situation is serious enough to be dealt with through anti-social behaviour or harassment policies.

Dial 999 in an emergency if you think there is an immediate threat to life or property. Alternatively, if the problem has already happened or it's not an emergency, you can report the incident online or dial 101, the police non-emergency number.

### **How can I keep informed about mentoring and developments at Chance UK?**

Please contact either your Programme Manager or you Parent Programme Manager if you have any other questions. We are here for you and happy to help. Here is [a full contact page](#) for Chance UK staff. We will also be sending out a fortnightly bulletin to update you.