



## **Courses and Programmes 2019**

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Derry Well Women welcomes you to our Health and Wellbeing Programmes. Our new programmes offer you ways to have both individual support through Counselling, Listening Ear, One to One Clinics and Group Support if you are experiencing specific health issues or challenges

## Support Groups/ Programmes

- ♦ Breastfeeding Support
- ♦ Cancer Support
- ♦ M.S. Support
- ♦ Endometriosis Support
- ♦ NAMASTE -  
Dementia Programme
- ♦ Keeping Young at Heart

## Counselling and Clinics

- ♦ Generic Counselling
- ♦ Listening Ear
- ♦ Pregnancy and Child-  
birth Loss Support
- ♦ Cancer Counselling
- ♦ Menopause Clinic
- ♦ Podiatry Clinic



## Cancer Support

### Cancer Counselling

- ♦ Cancer Support Group
- ♦ The Well Programme
- ♦ One Day Cancer Programme
- ♦ Complementary Therapies

## Personal Development

- ♦ Coping with  
Depression & Anxiety
- ♦ Assertiveness
- ♦ Self Esteem
- ♦ Yoga
- ♦ Pilates

## Programmes for Victims of the Troubles

- ◆ Counselling
- ◆ Mindfulness
- ◆ Cognitive Behaviour Therapy—CBT
- ◆ Actions for Happiness
- ◆ Journey to Inner Peace
- ◆ Coping with Depression and Anxiety
- ◆ Tonicity
- ◆ Complementary Therapies

## Mother and Baby Programmes

- ◆ Minding Mammy—PND Programme
- ◆ Sleep Management Programme
- ◆ Behaviour Management Programme
- ◆ Baby Massage
- ◆ Baby Reflexology
- ◆ Stay and Play Programme
- ◆ Ante-natal Classes



## Training

- ◆ Autism Awareness
- ◆ Paediatric First Aid
- ◆ Cycling Training

## New Programmes

- ◆ Virtually There? Growing up Digital in Northern Ireland
- ◆ Shaping Ourselves and Our Children

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*"Given the right support, each individual has the capacity to heal and grow"*  
Carl Rogers

### **G**ENERIC COUNSELLING



The Counselling Service is available for women wishing to explore and clarify personal issues in a safe and non-judgemental environment. Counselling is a one-to-one service which can help women deal with a range of issues including relationships, sexual abuse, eating disorders, depression and anxiety. Access to the service is by self-referral only. All women referring themselves for counselling will be assessed by a counsellor prior to commencing their counselling. The Derry Well Women Counselling Service runs in accordance with best practice as described by the BACP. The service is delivered by a team of 18 qualified and experienced counsellors.

### **L**ISTENING EAR

The Listening Ear Service provides an opportunity to explore and search for direction in relation to a current problem or crisis in a friendly, relaxed, neutral and confidential environment. Listening Ear is a confidential service for women who feel they need someone to talk to. The service is available to help women deal with and explore a wide range of issues which will enable them to manage their life more effectively.

The volunteers who work within the Listening Ear Service hold a 'Certificate in Counselling.' Certificate. In addition they have undertaken specific training in listening skills and continue to update their training regularly.



## Counselling and One to One Services

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"The greatest gift that one can give is to listen with respect and acceptance."  
Wanda Nash

### COUNSELLING FOR PREGNANCY AND CHILDBIRTH LOSS

We offer women the opportunity to talk to one of our trained counsellors on a one-to-one basis. To make an appointment please contact Ann on: 02871 360777.



### MENOPAUSE CLINIC— monthly

The Seven Dwarves of Menopause



*tchy, Bitchy, Sweaty, Sleepy, Bloated, Forgetful & Psycho*

This is the only nurse led clinic in the North West which aims to provide women with the opportunity to discuss any concerns relating to the menopause with an experienced health professional. The Clinic runs on the last Friday of every month.

Appointments are available from 10am and last for approximately 45 minutes. For an appointment please contact the centre on: 02871360777

### PODIATRY FOOTCARE

This service is offered free to women only on a monthly basis  
Please contact the centre for next date



### THE WELL PROGRAMME

The Well Programme is a 36 hour programme which you can attend over eight weeks to assist you in your life after a cancer diagnosis. The Programme aims to restore your confidence and give you a feeling of control at a time when you may be struggling with the effects of the illness on your psychological and physical well-being.

#### On the Programme we help you to:

- ♦ *Enhance your immune system*
- ♦ *Better handle stress*
- ♦ *Safely use complementary therapies that may be good for you*
- ♦ *Make up your own nourishing eating plans*
- ♦ *Value exercise, music, spirituality*
- ♦ *Harness your creativity*
- ♦ *Make fun a priority in your life*

***The Well Programme is free. The benefits are priceless.***

Please contact Patricia Villa for more details and the next programme date on: Tel: 02871360777



### **CANCER COUNSELLING**

There is a counselling service available, in Centre, for women who has been given a cancer diagnosis. The service is provided by a trained team who have completed a Certificate in Cancer Counselling.

To make an appointment please contact the Centre.

The team is also available to see the friends, family and carers of those with a cancer diagnosis. Anyone wishing to make an appointment for any of the above services please contact the centre on: 02871360777

### **CANCER SUPPORT GROUP**

The Cancer Support Group meets every Fortnight on a Friday morning from 11am—1pm.

The group is supported by a qualified facilitator.

Please contact Patricia Villa on 02871360777 for further details.

### **ACTION CANCER**

For female Carers, Relatives and Friends who wish to speak to someone. Located in Derry Well Women on Monday evenings.

For appointment please contact Action Cancer on: 02871277123

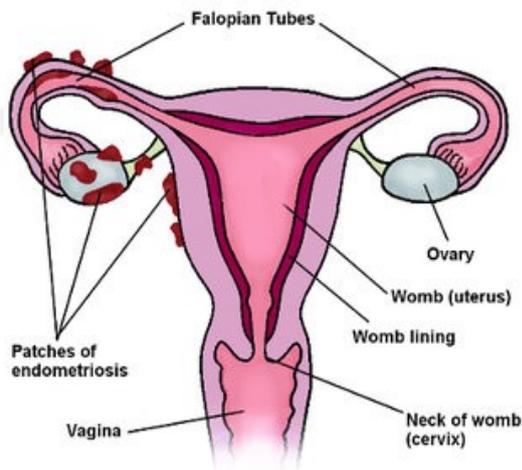


## ENDOMETRIOSIS SUPPORT GROUP

This programme runs from 7.00pm - 9.00pm on the last Tuesday of every month

This programme will offer women a safe confidential space to discuss issues of concern to them and where they can get support from others who are living with this condition. Any woman who is suffering from Endometriosis can come along to any of the monthly sessions.

### What is endometriosis?



Endometriosis is a condition where cells similar to the ones lining the womb grow elsewhere in the body. These cells react to the menstrual cycle each month and bleed. However, there is no way for the blood to leave the body. This can cause inflammation, pain and the formation of scar tissues (adhesions)

Endometriosis is most commonly found inside the pelvis, around the ovaries, the fallopian tubes, on the outside of the womb or the ligaments (which hold the womb in place).

**Please Contact: Patricia Villa on: 02871360777 for more information.**

## M.S. SUPPORT GROUP

This programme runs from 6.30pm - 8.30pm on the second Tuesday of every month



The programme will include: Self Care, Stress Management, Healthy Eating, Emotional Healing, Understanding Depression, Medication Management, Complementary Therapies, Challenges, Fatigue, Healing - Acceptance and Goal Setting. The programme will be tailored to the needs of the group.

This programme will offer women a safe confidential space to discuss issues of concern to them and where they can get support from others who are living with M.S.

Any young woman who is suffering from M.S. can come along to any of the monthly sessions.

Please Contact: Patricia Villa on: 02871360777 for more information.

## BREASTFEEDING SUPPORT GROUP

This group meets weekly on Thursday mornings at 10a.m to 12Noon. The group is for women who either are, or are planning to, breastfeed. Women are welcome to join the group at any time. Group sessions are facilitated by a Health Visitor from the Western Health and Social Care Trust. Women are welcome to drop in at group meetings.





**A programme for women carers of a family member suffering from dementia.**

**NAMASTE** — Delivered by Derry Well Women in partnership with Western Health and Social Care Trust.

**Duration of Programme** 7 weeks.

**Facilitated by** MacMillian Palliative Care Facilitator and a Complementary Therapist

## Background

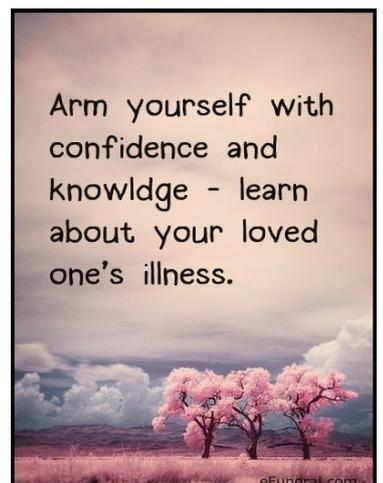
Namaste Care is a structured programme, developed by Joyce Simard in the USA<sup>3</sup>, that integrates compassionate nursing care with individualised activities for people with advanced dementia in a group setting.

'Namaste' is an Indian greeting which means *'to honour the spirit within'*. The care programme is multi-dimensional, including physical, sensory and emotional elements. The purpose of Namaste Care is to give comfort and pleasure to people with advanced dementia through sensory stimulation, especially the use of touch.

The programme delivered in Derry Well Women will provide carers with the skills and supports they need to give comfort and pleasure to their loved ones. The course will enable carers to experience ways of communicating through touch, sight, smell, taste and sound (the 5 senses) when verbal communication has broken down.

Namaste Care increases the length of time that a carer can spend engaging and connecting with their loved one with advanced dementia and provides a possible solution to meeting their sensory and emotional needs and enriching their quality of life.

Arm yourself with confidence and knowledge - learn about your loved one's illness.



Derry Well Women offers both women suffering from a cancer diagnosis and women who have directly been affected by our troubled past Complementary Therapies. Please contact Patricia or Ann on: 02871360777



## **THERAPIES FOR WOMEN LIVING WITH CANCER**

Derry Well Women offers up to 3 week packages for women living with a post cancer diagnosis.

The choice of therapies include:

- ♦ Head Massage
- ♦ Reflexology
- ♦ Neck and Shoulder Massage
- ♦ Back Massage
- ♦ Indian Head Massage

## **THERAPIES FOR WOMEN WHO ARE VICTIMS OF THE TROUBLES**

We also offer a 6 week package of Complementary Therapy treatments for women who are direct victims of the Troubles in Northern Ireland.

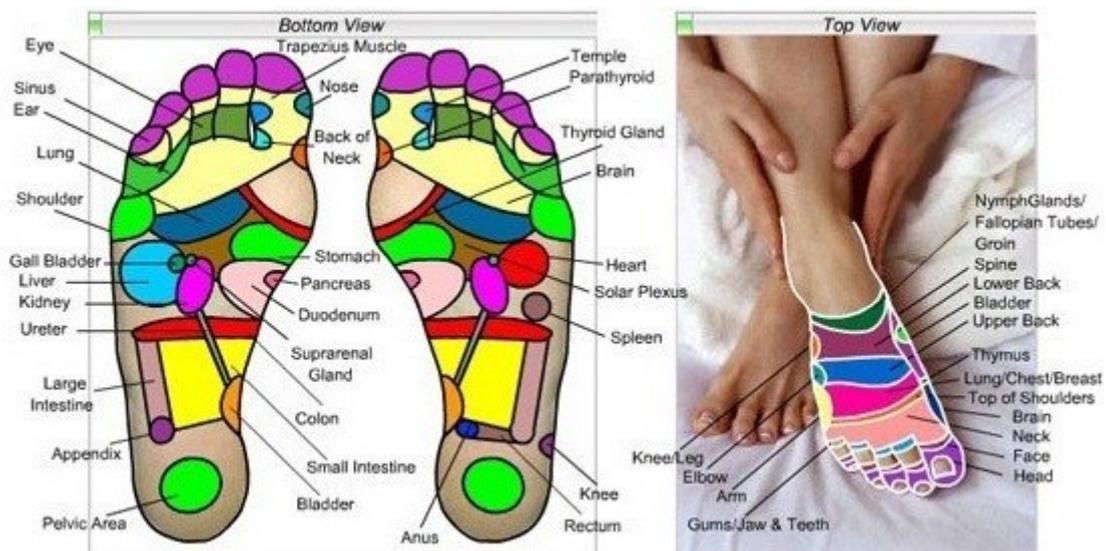
The choice of therapies include:

- ♦ Head Massage
- ♦ Reflexology
- ♦ Neck and Shoulder Massage
- ♦ Back Massage
- ♦ Indian Head Massage

## REFLEXOLOGY

Course duration—6 weeks

Available on a Monday evening, 7.00pm—10.00pm., this popular course introduces reflexology as a relaxation therapy. The course aims to teach the sequence of reflexology for use on family and friends; to inform on the history of reflexology; to help understand how reflexology affects the systems of the body and to alert to the contraindications of using reflexology.



## MASSAGE TECHNIQUES FOR FAMILY USE

Course duration -6 weeks

This course runs on a Monday evening 7pm - 10pm and is a practical introduction to the use of gentle massage for relaxation in the home. It will include practice of hand and arm massage, foot massage, head, face and back massage. A brief introduction to the use of aromatherapy oils will be included.



## VIRTUALLY THERE? - GROWING UP DIGITAL IN NORTHERN IRELAND

The World Has Changed!



*"Ask experts about the common sources of worry among anxious young people, and most give a single answer: Social Media."*

Derry Well Women is offering a 3 Strand Programme to address the mental health and well-being challenges that increasingly arise from the pressures of living life online.

### Strand 1: A School Based Programme For Teenage Girls.

**This course will focus on:**

- ♦ Raising self-awareness and self-esteem among young women in a digital world.
- ♦ How to reduce the stress and anxiety arising from managing life online.
- ♦ Helping young women to move towards a digital citizenship approach that more closely maps their real self to their social media image.

### Strand 2: A programme for parents concerned by the challenges of raising children in an online world.

**This course will focus on:**

- ♦ The importance of helping young people to lead healthy online lives.
- ♦ Mapping concerns of parents regarding their child's behaviour and online use.
- ♦ Effective parenting techniques and approaches for managing excessive or worrying use of digital media among young people.

### Strand 3: A 6 week programme for young women aged 18-24.

*"There has been a sharp increase in the number of young people who believe they are addicted to social media. New research supports the view that overuse can lead to increased feelings of anxiety and alienation."*

**This course will focus on :**

- ♦ Building awareness of the negative impacts of social media use such as: low self-esteem, increased anxiety and restlessness, and feelings of loneliness and isolation.
- ♦ It will help young women to identify self-help strategies towards living a more balanced life and will provide opportunities to try out some of these approaches such as: mindfulness and complementary health therapies.

## ASSERTIVENESS A GUIDE TO PERSONAL EFFECTIVENESS

### Course duration—6 weeks

Have you ever found yourself saying yes when you wanted to say no or you knew what you wanted to say but just couldn't or were unable to say it?

Have you ever said or done something in an aggressive manner that you regretted afterwards and felt annoyed?

This six week course will help you to:

Handle these types of situations in an assertive way and be more effective in your personal work and social life. Assertiveness the ability to express your feelings, wants, opinions and beliefs in a manner that is neither threatening nor punishing to others and enables you to stay calm, focused and respectful when communicating.

The course will cover the following areas:

- ♦ Recognition of passive, aggressive and assertive behaviour
- ♦ Identification of the short and long term effects of each type of behaviour on self and others
- ♦ Rights and responsibilities
- ♦ How our thoughts and emotions can influence our behaviour
- ♦ How to say no and mean it
- ♦ How to ask for what you want without feeling guilty
- ♦ How to handle 'put downs'
- ♦ How to identify what you want out of life and how to get there



### COPING WITH DEPRESSION AND ANXIETY



#### **Course duration—6 weeks**

This course is designed to support women who may be experiencing depression or underlying anxiety. Its aim is to teach coping skills which women affected by depression/anxiety can employ to help deal with the symptoms that affect them personally.

Information regarding complementary therapies, diet and sleep will also be given.

The facilitator will also be able to discuss the use of prescribed drugs.

### SELF ESTEEM

#### **Course duration—8 weeks**

Offered on Friday mornings this programme encourages participants to look at themselves in a reflective way, to examine their beliefs and attitudes about themselves and their abilities and has three overall objectives: to help individuals become independent, self directive and fully accountable.

**Facilitator: Frances O Kane**

"Almost everything will work again if you unplug it for a few minutes, including YOU."

-Anne Lamott

## YOGA

**Course duration— 10 weeks**

Derry Well Women offers weekly yoga classes on Mondays from 1p.m.—2.30p.m. and must be booked.

**Some benefits of Yoga include:**

- ◆ Better flexibility and posture
- ◆ Stress Relief
- ◆ Helps with sleeping
- ◆ Improved immunity
- ◆ Increased energy

**Facilitator—Aileen Mulhern**



## PILATES



This class will run for 8 weeks on a Monday morning from 11.30pm—12.30pm and must be booked

Pilates is a system of exercises designed to improve mobility, build strength and develop control and endurance in the entire body.

The classes will emphasise correct form and posture which will improve balance and co-ordination. There are many exercise variations allowing you to work at your own level of competence.

The moves can take a lot of concentration and the precision of each move is important, hence it can take practice to get it right. Pilates will teach you to think about how you use your muscles during the work-out so that you can use them better in daily life. For instance, because much of the focus is on good posture and body mechanics, you will find that you stand and sit taller and walk more gracefully as you become more aware of your body's capabilities. Classes will start with a generic warm up, then the main component with some strengthening and mobility exercises and finish with some stretching. All work will be done in socks/bare feet on the mats. The ability to get up and down from the mat will be required. Everyone is encouraged to work at a level that suits them and easier/more difficult options will be offered.

**Facilitator- Kathryn Rough**

## KEEPING YOUNG AT HEART



A programme for women 60+

Running on a Wednesday afternoon 1.30pm -3.30pm this programme combines exercise, information, support, company and fun This is a unique opportunity for women to both walk down memory lane and walk positively into older age.

**Facilitator: Carmel Mulrine**

### WHAT IS AN ELDER

*'An Elder is a person who is still growing, still a learner, still filled with potential, and whose life continues to have within it promise for and connection to the future.*

*An Elder is still in pursuit of happiness, joy and pleasure, and their birth right to these remains intact.*

*Moreover, an Elder is a person who deserves respect and honour and whose work it is to synthesize wisdom from long-life experience and formulate this into a legacy for future generations.'*

**CRÉCHE** Derry Well Women Crèche is subject to Annual Inspections from the Early Years Team of the Western Health & Social Care Trust



Crèche facilities are available for pre school children from 8 weeks to 4 years, whose parents, guardians or carers are using the services offered by Derry Well Women. The crèche offers your child the opportunity:

To learn through play in a safe, stimulating environment; to enjoy the company of other children; to be part of a group which values each individual regardless of age; race; gender; religion; language; cultural background or disability; to develop at their own pace; with support from adults to grow in self-confidence by learning to choose from a range of activities; to gain independence by managing apart from parent or carers for a time. If you wish to avail of this facility please ensure that you read the crèche leaflet which is available from the Centre. **Contact Rachel— Crèche Co-ordinator for further information.**

### **STAY AND PLAY**

Is a 4 week programme for mothers and children which will be delivered over 2 hours. The Stay and Play Programme has been developed by Derry Well Women to bring mothers and children together in a play environment which encourages positive interactions and bonding.



Through experience of the **Stay and Play Programme** mums will feel more confident and better equipped to interact at their child's level and ability according to their age and stage. It provides mothers and children with the opportunity to engage in play together in a supportive group environment. This will assist their children's social, physical, emotional and cognitive development.

This programme will give Mum and children valued time together learning through play and providing a space to have fun. It also gives mothers the safe space to educate themselves on different areas of play and how they can provide different activities for their children in their own home environment.

## **BABY MASSAGE**

**Course Duration: 4 weeks**



This course is offered for parents of babies 2-6 months. It teaches the safe technique of baby massage.

Baby Massage is an ancient tradition in many cultures which has been rediscovered in the West. Every parent can learn and practice baby massage. It aids digestion, relieves colic, eases tension and regulates breathing.

## **BABY REFLEXOLOGY**

**Course Duration: 4 weeks**

Baby reflexology is specially adapted reflexology for babies. The techniques originally were developed for bonding and over the years have helped to ease relief, and eliminate many baby discomforts proving to be very popular and successful with parents. It can be used from the age of 4 weeks to 2 years.



### MINDING MAMMY—Post Natal Depression Programme

Derry Well Women's eight week programme delivered on a Monday morning is Cognitive Behaviour Therapy (CBT) based and is facilitated by an Accredited Cognitive Behaviour Therapist. This programme will cover topics such as stress, anxiety, relaxation methods, the causes of low mood and tips on how to deal with them. It also focuses on feelings, food and mood, symptoms of depression, unhealthy and healthy coping strategies, negative thoughts, Self esteem, how to be assertive, self criticism and Mindfulness.

### COMMON SYMPTOMS OF POSTNATAL DEPRESSION (PND)

- ◆ Feelings of sadness, anger, guilt, exhaustion, panic and inadequacy.
- ◆ Difficultly sleeping, appetite changes, decrease in energy levels, unable to cope, lack of interest or pleasure in usual activities
- ◆ Difficultly concentrating, thinking clearly or making decisions.
- ◆ Thoughts of running away or hurting your baby

Of course not everyone with postnatal depression will experience all these symptoms. However if you can relate well to any of the above and have been experiencing these symptoms the best advice is to go and speak to your doctor and/or enrol onto our 8 week programme. As babies need care and attention frequently, including during the night, it is common to feel tired in the months following the birth of a child, lack of sleep can make you feel both low and irritable. This is normal, and it is important not to confuse this with PND. However, one indication that you are going through PND is if you find it hard to sleep even when you're tired and have the opportunity to do so



### “Shaping Ourselves and Our Children”

SOOC is an exciting new programme for parents/grandparents and carers to have fun and learn about how children develop their emotional and social skills at home. We will learn how to support our children to develop these skills and learn how these will benefit our children later at school, in our community and throughout our children's lives.



Shaping ourselves and our children will help parents/carers explore:

- ◆ Hopes and fears we have for our children and their future
- ◆ How home shapes our children for the world outside
- ◆ Self-esteem and confidence
- ◆ Communication skills - what parents say and what children hear
- ◆ Learning through Play
- ◆ Respect for diversity and our changing communities.

Each course runs for 4 hours X 4 days under the guidance of warm and supportive tutors, lunch is provided and there is a childcare allowance for parents who need childcare. On day four of the course parents and children come together for an interactive play session.

This programme is **FREE**.



## PAEDIATRIC FIRST AID - Edexcel Level 3 Award



This qualification will provide you with first aid knowledge and skills.

### Who is it for?

The Paediatric first aid training course (formerly First aid for child carers) is designed for people caring for children in any setting. It is suitable for au pairs, nannies, child-minders, nursery and pre-school workers, sport and leisure staff, crèche leaders, parents and anyone responsible for the welfare of children. or for those who aspire to gain employment in this sector.

### This Course consists of two units:

Managing paediatric Illness and injury

Paediatric Emergency First Aid

### And will cover the following areas:

- ♦ Actions in an Emergency
- ♦ Primary Assessment
- ♦ Secondary Assessment
- ♦ Top to Toe Survey
- ♦ Recovery Positions
- ♦ Breathing Disorders
- ♦ Choking
- ♦ Asthma
- ♦ Drowning
- ♦ Principles of Resuscitation
- ♦ Cardio Pulmonary Resuscitation
- ♦ Disorders of Circulation
- ♦ Shock
- ♦ Anaphylaxis
- ♦ Head Injuries
- ♦ Wounds and Bleeding
- ♦ Bites and Stings



**Upon completion of this course, you will hold an accredited First Aid Qualification/**

## AUTISM AWARENESS TRAINING

### LEVEL 2 INTRODUCTION TO AUTISM SPECTRUM CONDITIONS

This level 2 unit provides an introductory awareness on autistic spectrum conditions. It provides learners with the key areas of knowledge and explores important themes such as individuality, communication, behaviour and person centred support.

This course is facilitated by the North West Regional College.

This term the course will be delivered in Derry Well Women one evening a week for 3 hours over 4 weeks



**Autism Awareness Training Level 3 will be delivered in  
Derry Well Women in February 2019**

## Cycling Made Easy

Derry Well Women promote & provide cycle training for women of all ages & abilities which can help to improve overall physical as well as mental health by an insured and qualified Cycle Trainer.

If you don't have your own equipment Derry Well Women can provide you with your:

- ♦ Helmet 
- ♦ High visibility Jacket 
- ♦ Bike adjustable to size 

Your training will take place in a safe training venue & area

### The cycle training consists of 4 x 2 Hr Sessions

#### Level 1

Basic skills to build confidence safely 2 Hrs

#### Cycling Path -

Awareness of shared space on a cycle path 2 Hrs

#### Level 2

Learning to cycle safely on roads 2 Hrs

### Maintenance Session on How to Maintain your Bike

Including a Cycling Proficiency Certificate on completion of training

Contact Monica Downey on: 02871360777 to book a place



# HARMONY PROGRAMME

For Victims of the Troubles

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Our Harmony Programme supports women who have been directly affected by the Troubles through our Counselling, Listening Ear and Complementary Therapies.

## COUNSELLING

Counselling is at the core of listening to your lived experiences of the Troubles. In telling of your stories you changed and in the listening we changed. You told us what you needed and so our Counselling Service to victims developed to create conditions that enables you to feel trusted and heard.

Our counsellors do not judge nor do they interpret the emotions.

## LISTENING EAR SERVICE

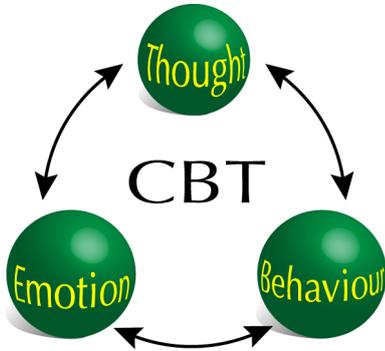
The Listening Ear Service provides an opportunity to explore and search for direction in relation to a current problem or crisis in a friendly, relaxed, neutral and confidential environment. Listening Ear is a confidential service for women who feel they need someone to talk to. The service is available to help women deal with and explore a wide range of issues which will enable them to manage their life more effectively.

The volunteers who work within the Listening Ear Service hold a 'Certificate in Counselling.' Certificate. In addition they have undertaken specific training in listening skills and continue to update their training regularly.

**Please contact Ann to discuss either of these services on:  
02871360777**



### COGNITIVE BEHAVIOUR THERAPY



#### **Course Duration—8 weeks**

This course is offered on a Wednesday evening and is ideal for anyone who has difficulty with stress, anxiety or depression, with mild to Moderate symptoms.

Participants will be given an introduction to CBT techniques and will be supported to challenge negative thinking resulting in improved self esteem and mood.

### TONICITY

#### **Course Duration—8 weeks**

This course, running on a Tuesday morning is an innovative approach (developed in Sweden) which deals with trauma and hurt. It acknowledges that the voice is part of our physicality and that it becomes small, lacking in confidence and sometimes silent when we are traumatised, hurt or prevented from speaking out. It is a non-threatening, powerful way of helping people connect with feelings, find expression and develop confidence. It is also a method of looking after your health and wellbeing. It's where your breath, voice and sound all coming together to give you practical techniques that you can use and take away with you, to help you in times of stress, to help you whenever you're feeling tired or just physically to give you a tonic, to give you a boost.



### COMPLEMENTARY THERAPIES

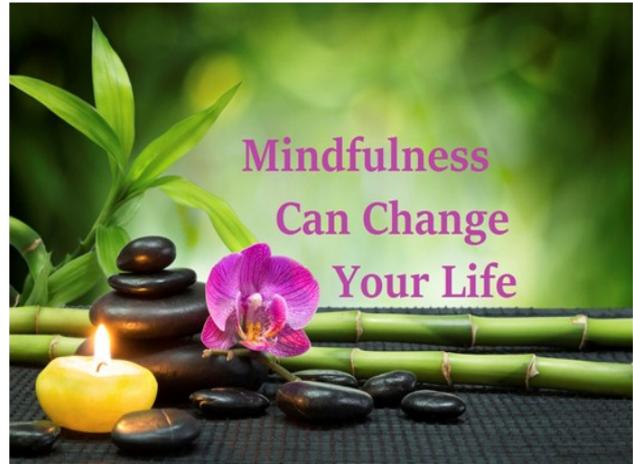
You can book a 6 week package of Complementary Therapy treatments through our Counselling Co-ordinator, the choice of therapies are: Reflexology, Head and Neck Massage, Aromatherapy Back Massage. This service is offered to women who are direct victims of the Troubles in Northern Ireland.



### MINDFULNESS

#### Course duration—8 weeks

This course, offered on a Wednesday morning can bring many benefits to your emotional and physical health. Mindfulness is the practice of becoming more fully aware of the present moment rather than dwelling on the past or projecting into the future.



Mindfulness is an amazing tool for stress management and overall wellness as it can be used at virtually any time and can quickly bring long lasting results. Mindfulness can be helpful in stopping ruminations over things that cause stress and helps to stop dwelling on negative thoughts.

### CONFIDENCE TO QUESTION

This programme is delivered out of centre.



A personal development programme for women who have been directly and indirectly affected by the Troubles to reflect, acknowledge, understand and overcome issues personal to them and have the confidence to address them.

#### The programme is designed to:

- ◆ Provide opportunities for women to build their self esteem and confidence within a safe and supportive environment
- ◆ Provide opportunities for women to develop and practice assertive techniques in situations which they may find challenging
- ◆ Provide opportunities to listen, to question and offer direction to their own and others thinking points of view and proposed future actions.

### ACTIONS FOR HAPPINESS

Course duration—8 weeks



Action for Happiness is an 8 week programme offered on a Thursday morning is based on teaching people the ten keys to happier living based on the latest scientific research relating to happiness. The programme teaches a range of CBT techniques to help people be able to put the 10 key areas into practice in their own lives. The theory is based on the fact that people who are happy and fulfilled in their lives are content

and not suffering from distress, anxiety or depression. If we can learn how to promote and apply happiness in our own lives then the quality of our lives will improve.

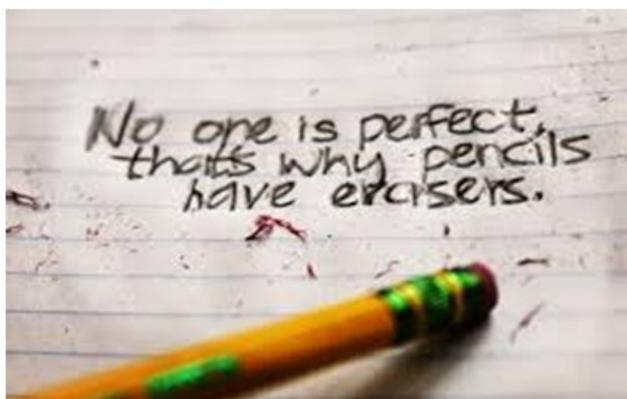
The Action for Happiness programme teaches a range of CBT techniques including: becoming more active, fitness, mindfulness, setting goals, changing our perception on events and situations, addressing anxiety, improving

### JOURNEY TO INNER PEACE

Course duration -8 week

This course offered on a Monday morning will assist you in understanding the value of exploring ways of dealing with personal conflict so you can gain a degree of insight into the value of your self awareness leading to personal growth.

You will explore the concept of the real self and the dysfunctional self, improving positive expectation, self-responsibility, self esteem while learning the value of compassionate communication and the power of speaking the language of peace.



## COMPLAINTS POLICY

Derry Well Women endeavours at all times to deliver a professional, caring and courteous service to our users.

However, we recognise that there may be occasions when you may not be happy with the service you have received from us. In such circumstances we believe you have the right to complain. Your views are very important and such complaints give us valuable information about the way we provide our service and how we can improve it.

### PRINCIPLES OF PROCEDURES

If you make a complaint you can expect:

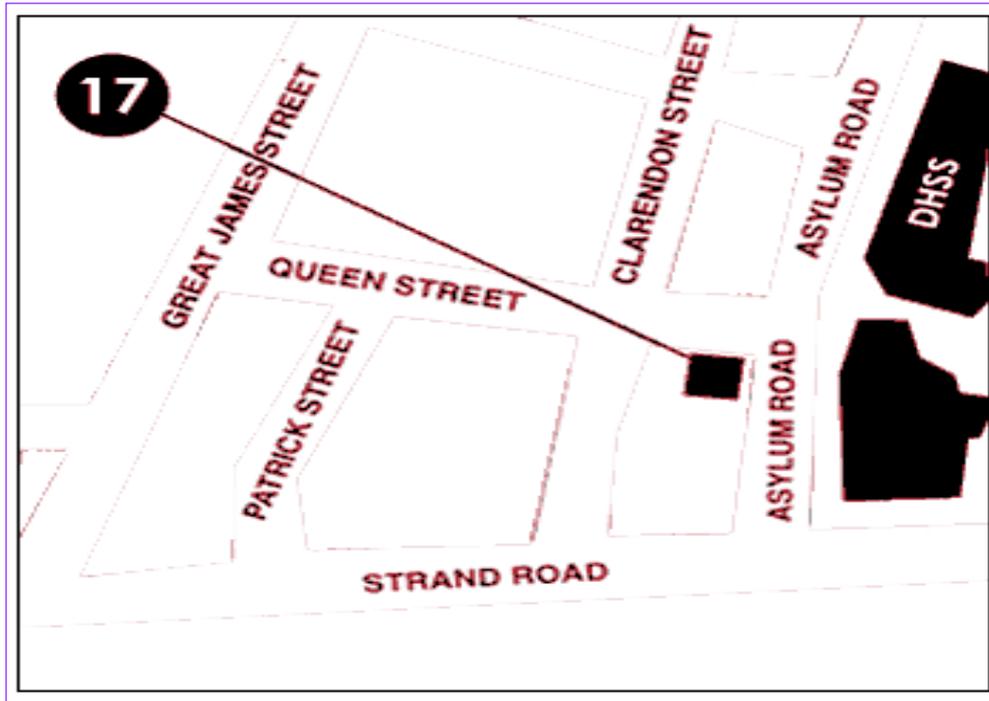
1. To be treated fairly and with respect
2. The complaint to be taken seriously and handled according to the correct procedures
3. The information to be stored securely and only shared with those who need to be involved in the complaint
4. That there will be a resolution within a specific time frame
5. That we will learn from the complaint to improve our service and use it to provide a mechanism for positive change

If you wish to make a complaint you can do so by contacting the Manager of Derry Well Women within 28 days from the date of the issue in question.

A copy of our full Complaints Procedure is available on request

## Where to find us?

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**DERRY WELL WOMEN**  
**17 QUEEN STREET**  
**DERRY**  
**BT48 7EQ**

**TEL: 028 71360777**



**SMS: 07749446305**

**FAX: 02871370103**

**EMAIL: [info@derrywellwoman.org](mailto:info@derrywellwoman.org)**

**WEBSITE: [www.derrywellwoman.org](http://www.derrywellwoman.org)**

**CENTRE OPENING HOURS ARE AS FOLLOWS**

**MONDAY—THURSDAY 9.00AM—5.00PM**

**\*6.00PM—10.00PM**

**FRIDAY**

**9.00AM—4.00PM**

**\* For courses only**

