Courses and Programmes
2019-2020

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INTRODUCTION
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
- Carers Support
- Endometriosis Support
- NAMASTE - Dementia Programme
- Keeping Young at Heart

Counselling and Clinics
- Generic Counselling
- Listening Ear
- Pregnancy and Childbirth 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
- Confidence Building
Programmes for Victims of the Troubles
- Counselling
- Mindfulness
- Cognitive Behaviour Therapy—CBT
- Actions for Happiness
- Journey to Inner Peace
- Coping with Depression and Anxiety

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

Training
- Certificate In Counselling Training
- Autism Awareness
- Cycling Training

New Programmes
- Prepare to Care Programme
- Little Dreamers—Sleep Management Programme
- Yoga for Pregnant Mums
- Make and Take Essential Oils

“No one can go back and start a new beginning, but anyone can start today and make a new ending”
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"Given the right support, each individual has the capacity to heal and grow"
Carl Rogers

GENERIC 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.

LISTENING 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 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

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
Support Programme for Women suffering from Endometriosis

ENDOMETRIOSIS SUPPORT GROUP
This programme runs from 7.00pm – 9.00pm on the last Tuesday of the 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.
PREPARE TO CARE PROGRAMME—(Don’t Lose Your Self on the Carer’s Journey)
A programme for informal or unpaid carers.

Have you recently become a carer?
Are you finding it difficult to cope?
Are you drowning in information or maybe feel you don’t have enough?
Do you feel you have the right supports?
Do you feel you are losing yourself?

This 8 week programme will help answer these questions and give you the support you need if you are providing ‘regular and substantial care to a loved one or friend’ who suffers from an illness or a disability, for example; Dementia Parkinson’s disease, Alzheimer’s, Mental Health issues, a physical disability.

You nor the person you care for need to be in receipt of social services for you to avail of this course. You do not have to be eligible for carers allowance to be classed as a carer. Carers have often said that they are happy to look after a loved one but they would like to do it with some help and support. We very often hear the phrase “if only I had known that 3 years ago....”

This course aims to provide that help and support in a safe and relaxed environment. We want to give you a chance to meet with other carers and pick up some useful tips and coping mechanisms while having some fun along the way!

We will look at what support is available to carers and how to access that support. There will be regular guest speakers to cover topics such as how to manage your emotions, build good relationships, benefit advice and a solicitor will also come along to answer any legal questions you may have.

Just to mix it up a little, we will have some lovely relaxing therapy treatments on offer to give you a well-earned treat and break from your caring role.

Our aim is at the end of this course, friendships will have been formed, carers will feel relaxed and able to continue in their caring journey armed with more knowledge, information and support.

Please Contact: Oonagh on: 02871360777 for more information.
NAMASTE — Delivered by Derry Well Women

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

Duration of Programme 6 weeks.

Background

Namaste Care is a structured programme, developed by Joyce Simard in the USA3, 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.
ANTENATAL PROGRAMME

This is a 4 week programme for expectant mums from 26 weeks onwards. It is delivered on a Tuesday evening from 7pm—9pm and is delivered by a fully qualified Midwife.

Areas covered include:
Week 1 — Introduction & Expectation of Pregnancy
Week 2 — Labour and ways of coping in labour
Week 3 — Infant Feeding
Week 4 — Mum and Baby Care

To book your place or to find out the next programme date contact the centre on: 02871360777

BREASTFEEDING SUPPORT GROUP

This group meets weekly on Thursday mornings at 10 a.m to 12 Noon. 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.
Complementary Therapy Services

Derry Well Women offers Complementary Therapies to both women suffering from a cancer diagnosis and women who have directly been affected by our troubled past.

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

**STRESS MANAGEMENT THROUGH HOLISTIC THERAPIES**
Are you a Young Mum?
- Are you struggling to cope?
- Do you feel you need support?
- Are you a Survivor of Domestic Abuse?
- Do you experience Anxiety and Depression?
- Do you feel Vulnerable?

Derry Well Women invites you to come along to our Stress Management Holistic Therapies for Young Women who have survived Domestic Abuse Commencing September 2019 - Contact the centre for more information on: 02871360777
Relaxation Courses

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.

4 WEEK “Make and Take” ESSENTIAL OIL COURSE

Week 1
Introduction to essential oils , What are they? How to use them? Are they safe?, Make and Take class , Make your own general-purpose spray. An introduction to the oils best suited for general purpose cleaning. Participants will receive the information on the oils best suited for cleaning and then have the opportunity to make up a sample and take it home for personal use.

Week 2
Oils and Emotional support , How to use the oils to support the emotional throws of life.

Week 3
Make and Take class , Why use essential oils in cooking? Make and Take -, Lemon Energy balls, Peppermint Chocolate milkshake

Week 4
Family Health Care , Natural alternatives for health care , Oils for Burns / Wounds , Oils for digestive issues , Oils for Babies – Colic / Sleeping / Oils for colds / flu's
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 workout 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
YOGA FOR PREGNANT MUMS

Course duration—6 weeks

Pregnancy is a beautiful journey. It is joyful, it is challenging, it takes you to the highest highs and the lowest lows often within minutes of each other. It will be the most intense journey of one’s life which will alter a women’s way of being in ways that words cannot explain. It is a journey of transformation—Physically, Emotionally, and Spiritually.

This programme will help you prepare physically, emotionally and spiritually for pregnancy, birth and beyond and support you through the transition to motherhood.

The programme will use the BEST technique

♦ Breathe
♦ Empowerment
♦ Softening
♦ Tension Release

Breathe — focusing on techniques to release the tension in the ribcage and improve breathing to lessen the risk of back pain, pelvic pain and pelvic floor issues during pregnancy, labour and beyond.

Empowerment — helping you to feel into your body and LISTEN to your own body so that during labour you feel confident to move into positions that feel best for you and your baby.

Softening — offering you the support to soften. Softening helps you respond to challenges with courage and strength.

Tension Release — helping you to let go, relax and learn not to fight the process

Facilitator by Jai Hunter
NEW PROGRAMMES OF INTEREST

We are introducing a series of New Specialist Programme for specific groups of women. See page 11 for more information.

CARERS

Prepare to Care
The course is aimed at informal or unpaid carers – people like you and me who look after a family member or friend who has an illness or a disability.

Namaste
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.

See page 11 for more information

OLDER WOMEN

Practical Support In Later Life
Social Hub
- Armchair Yoga
- Walking Group
- Falls Prevention
- Minding Your Mind (Cognitive Impairment)

See page 27 for more Information

Older Women

Carers

Practical Support In Later Life
Social Hub
- Armchair Yoga
- Walking Group
- Falls Prevention
- Minding Your Mind (Cognitive Impairment)

See page 27 for more Information

Namaste
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.

See page 13 for more information
We are introducing a series of New Specialist Programmes for specific groups of women who want to explore their own particular health needs with others.

**NEW PROGRAMMES OF INTEREST**

- **YOUNG MUMS**
  - Young Mums
    - Minding Mammy—Young mothers community Programme
    - *See page 26 for more information*

- **WOMEN WHO HAVE EXPERIENCED DOMESTIC VIOLENCE**
  - Women Survivors of Domestic Violence
    - Stress Management Through Holistic Therapies
    - Actions for Happiness
    - Meditation Mindfulness

- **LGBT**
  - LGBT
    - Breaking the Silence
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 like and how to get there
CONFIDENCE BUILDING
A Life Coaching Personal Development programme to build confidence

Good Self Confidence comes from the belief that we are valued for who we are. It does not depend on the good opinion of others, and we can build it for ourselves.

Building our confidence is important, and the higher it is, gives us a greater awareness of who we are, what our needs are, and what we want to do with our lives.

When we build our confidence we are developing our skills, strengths and abilities. We face life’s set-backs with greater awareness and understanding, and can deal better with challenging situations.

Benefits from the course are:
Increased confidence
Increased self-esteem
Lower stress levels
Improved health and well being

“No one can make you feel inferior without your consent” Eleanor Roosevelt
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

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.
Our Crèche

**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.

**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.
LITTLE DREAMERS

A Sleep Management Programme for Mother of Young Children
The programme is for parents with children aged 1 to 4 years whose sleep patterns are having an effect on all the family.
The programme is supportive and non-judgemental.
Individual strategies and tips are formulated to prevent prolonged crying, create a bedtime routine and develop healthy sleep patterns for all the family. Previous participants report having enjoyed the fun aspect of the programme while tackling this challenging subject.
BABY MASSAGE

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

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.
KEEPING YOUNG AT HEART
Every Wednesday from 25/9/19 from 1.30pm – 3.30pm for 20 weeks

All women aged 60 and over are invited to come to Derry Well Women’s Young at Heart Programme, a lively, fun and informative group, where you can relax, socialise and get loads of information. A Hive of Activities including; Yoga, Walking Group, Young at Art, Mindfulness, information sessions on Home Safety, Arthritis Care, Falls Prevention and Nutrition

MINDING YOUR MIND
Every Wednesday starting 19/2/2020 from 1.30pm-3.30pm.

Are you aged 60 and over?
Have you concerns about your memory? Do you have difficulty concentrating and focusing?
This 8 week programme based on the 5 senses of sight, hearing, smell, taste, touch will help you improve your cognitive ability with others who are experiencing the same as you. Enjoy seaweed footbaths, music reminiscence, visual puzzles, gentle relaxation and complementary therapies.
SKILLS TO CARE  
CERTIFICATE IN COMMUNITY COUNSELLING

This is a 20 week course accredited at Level III by the Open College Network, Northern Ireland. The aim of the course is to train participants in a solution focussed model of helping. The course is based on the De Shazer model of Solution Focussed Brief Therapy and is informed by the teachings of Egan and the Carl Rogers person-centred approach to helping and educating.

Emphasis is placed on the personal development of the trainee helper and participants are required to attend a residential weekend designed specifically to enable each participant to examine their own personal strengths and weaknesses.

This process encourages appreciation of the need and the value of personal growth and develops the skills required for self development as appropriate to the role of the helper.

On completion of this training, participants should have acquired the necessary skills to support a client to find solutions to difficulties in their present day lives. These skills, used over a five session period, will enable the client to explore their own strengths and identify existing resources in their lives of which they may not be aware. Participants will also learn the skills involved in referral and therapeutic support.

Next Course begins January 2020  
Application Forms available from October 2019
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 and will be delivered in Derry Well Women one evening a week for 3 hours over 4 weeks

AUTISM AWARENESS TRAINING LEVEL 3 WILL BE INTRODUCED EARLY 2020
**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**
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.
**HARMONY PROGRAMME**

**For Victims of the Troubles**

**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.
Derry Well Women endeavours at all times to deliver a professional, car-
ing 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 circum-
stances 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 Man-
ger 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

FIRE ALARM
ON HEARING THE ALARM
1. Leave the building by the nearest exit route. Class fa-
cilitators / tutors should ensure that they have their group attendance sheet/register with them.
2. Close all doors behind you.
3. Report to the main assembly point at the Church cor-
ner.
4. Group facilitators/tutors will conduct a role check to ensure that all users have been evacuated and are safe.
Where to find us?

DERRY WELL WOMEN
17 QUEEN STREET
DERRY
BT48 7EQ
TEL: 028 71360777  SMS: 07749446305
FAX: 02871370103
EMAIL: info@derrywellwoman.org
WEBSITE: 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