



Hope Springs

What a busy year it has been for the Bridge of Hope, the community based Project which is part of Ashton Community Trust. In this our newsletter we hope to share more about what we do, which is to work with individuals, families and communities affected by the conflict, and economic deprivation in North Belfast and beyond.

New offices, increased service delivery and an expansion into life coaching are just a few positive changes we have made that have been received enthusiastically amongst our users.

The last 12 months, in particular, have seen these exciting developments being implemented and together they have ushered in a new era of growth for the Project that was borne nine years ago under the auspices of Ashton Community Trust.

At the beginning BoH had one office, with one therapist working on a one-day per week basis. Today those hours reach over 130-plus hours per week. We are able to professionally deliver such high quotas due to our excellent internal governance standards and Investors in People charter mark.

The Project now operates from three main offices: Churchill Street, McSweeney Centre in Henry Place and Duncairn Gardens. Outreach services are also delivered to Mount Vernon, Greater West Belfast and Tyrone. Over 4,000 people to date have accessed our services.



Gerry Kelly, Jr. Minister OFMDFM launches
New Clinic in McSweeney Centre



Today BoH is much more than a conduit for delivering hugely popular and effective therapies which our clients say make such a difference to their lives. The Project also delivers a wide range of in-house and external training and accredited courses in complementary therapies, stress management and personal development. All are delivered by a team of highly qualified life coaches, complementary therapy practitioners and trainers.

The range of personal development courses include: Louise Hay Love Yourself Heal Your Life programmes, Primordial Sound Meditation, Reducing Stress for Women, Addiction Community Education Awareness and Family Programmes.

In recent months BoH has undertaken major pieces of groundbreaking conflict related research. The 'Making Sense of the Past in the Present' Project has engaged with individuals from many areas in North Belfast including: Greater New Lodge, Mount Vernon, Tigers Bay, Skegoneill and Glandore. The facilitated workshops encouraged people to come together to reflect on their experiences of the conflict and were a great success.

As an organisation BoH is widely respected and as a result is represented on a number of working groups looking at the issues of victims/survivors, suicide, health and drugs and alcohol. Above all our purpose is to help people cope with the stress and trauma of living in an area that has endured over 30 years of violent political conflict alongside extremely high social and economic deprivation.

We embrace our mission statement which is to "empower and promote positive change for people who have been bereaved, physically harmed or psychologically affected by the conflict".



Hope Springs

WHO ARE WE?

Bridge of Hope opened in 2001 as a direct response to the overwhelming levels of stress and trauma in North Belfast.

It was abundantly clear that these strains, which manifested themselves mainly through poor physical and mental health, were conflict related. In any post-conflict society the anguish endured by so many families comes to the surface and North Belfast is no different to anywhere else in the world in that respect.

Community practitioners now acknowledge that in order to progress past the pain, the individual needs of those who are suffering must be addressed and positively channelled.

BoH's core aim in addressing this massive legacy issue is to offer people time to heal via its holistic approach to trauma recovery. Our process begins with an individual assessment and after that, several different pathways are offered. That direction may involve complementary therapy sessions, stress management/personal development courses, life-coaching or accredited training. All of these services have rapidly expanded in response to overwhelming demand.

The beneficiaries of the BoH's services reside mostly in wards, which according to government indicators are the worst areas for deprivation in the North of Ireland.

On a bigger scale BoH continues to research the



needs of victims and survivors of the conflict. It published its own report into trans-generational trauma 'Too Much Hurt' and is currently in the middle of two more studies: 'Making Sense of the Past in the Present' and the 'Who Am I?' Project. Cross community potted history tours also feed into this work.

BoH is also heavily involved in peace building activities. To consolidate its work across all communities, the organisation has spent considerable time in enhancing its relationships with Protestant, Unionist and Loyalist (PUL) areas. This progressive approach was one of the main reasons BoH decided to open an office in Duncairn Gardens which is still regarded today as an interface.

The key driver of the BoH today is Director Irene Sherry. She is ably assisted by her team who work across three satellite offices in Churchill Street, Henry Place and Duncairn Gardens as well as outreach centres.



Hope Springs

WHAT SERVICES WE OFFER



One of Bridge of Hope's Therapeutic Rooms in McSweeney Centre, Henry Place.

Our Complementary Therapies include:

- ◆ Reflexology
- ◆ Therapeutic massage
- ◆ Indian Head Massage
- ◆ Aromatherapy Massage





Hope Springs

Accredited training courses include:

- ◆ Vocational Training Charitable Trust (VTCT) Level 3 Certificate in Swedish massage
- ◆ VTCT Level 3 Diploma in Reflexology
- ◆ VTCT Level 2 Award in Thermal Auricular Therapy
- ◆ Understanding Stress for Personal Growth accredited through the Institute of Leadership & Management (ILM)

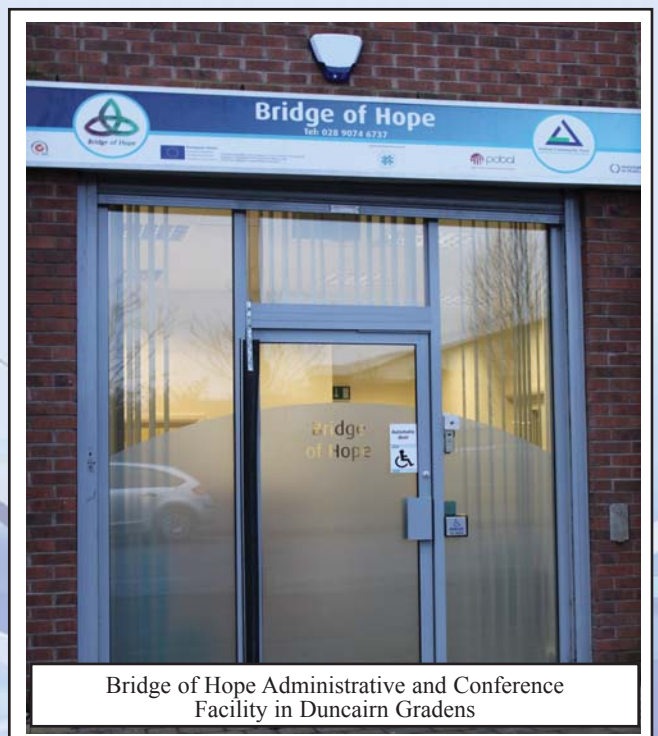
Personal development and stress management courses include:

- ◆ Love Yourself Heal Your Life (This 2 Day Workshop is based on Louise Hay's bestselling book You Can Heal Your Life.)
- ◆ One-to-one Life Coaching
- ◆ Relaxation De-Stress Programme - This involves yoga stretches, meditation, body and mind awareness, life coaching using the Strengths Weaknesses Ambitions Needs (SWAN) technique and also head, neck and shoulder massage with acupressure points.
- ◆ Reiki - This course introduces individuals to Reiki and the philosophy of hands on healing
- ◆ Reiki 2 - This deepens the individual's awareness of the Reiki energy through atonement to the Reiki symbols.
- ◆ Reducing Stress for Women
- ◆ Primordial Sound Meditation
- ◆ Empower Me



Physio acoustic Sound Wave Therapy:

Bridge of Hope is only one of two Victims/Survivors organisations across the North that have been granted this highly sophisticated and widely acclaimed massage chair from Finland. Sound Wave Therapy focuses on the musculo-skeletal system, releasing stress and tension through deep body massage.



Bridge of Hope Administrative and Conference Facility in Duncairn Gardens



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MEET THE TEAM



Bridge of Hope prides itself on having an excellent team who continuously drive the Project forward in serving the community. The Project is centred on having a 'purpose' in helping to address the trauma inflicted on so many families as a result of the political conflict and we endeavour to meet this challenge with 'passion'. We are fortunate to have such a wide range of skills in our team delivering therapies, training and personal development courses.

Below are just some pen profiles of our team and over the coming months we'll shine a light on all the key players.



◆ Irene Sherry is founder and Project Director of the BoH. The veteran community worker has more than 20 years under her belt working in socio-economic deprived/disadvantaged communities. Ashton Community Trust launched the Project in 2001 due to alarming

levels of conflict related traumas and indeed health inequalities which existed in North Belfast at that time. Nearly ten years on and sadly many of these levels have yet to be addressed sufficiently at a strategic government



Hope Springs

level. Since 2001, the BoH has expanded rapidly to meet demand within the area and beyond with Irene at the helm. The Project Director's respected experience in the victims/survivors field is exemplified by her inclusion on a wide range of advisory health-related panels at local and government levels.



◆ Mary Stanton is BoH's Training Coordinator. Mary joined the team in 2003 and plays a crucial role in managing the day to day business of the clinics, staff and training provision. In her role as Coordinator Mary has been an inspirational

ambassador for the work of the Project locally as well as in her official capacity.



◆ Carmel McGivern has been sub-contracting with the organisation from its inception in 2001 and over the course of the last 10 years Carmel has achieved major milestones in her own personal and professional competencies. Due to these advancements, she now facilitates, on behalf of BoH, stress

management/personal development and accredited complementary therapy training. Carmel says she loves helping people. "I am delighted that I can help to improve a person's quality of life through the improvement of their emotional and physical well-being."





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EVENTS

The Bridge of Hope organises and hosts many seminars/workshops/tours and events that are relevant to the work we do. As well as this, on a day to day basis our office space in Duncairn Gardens, one of several new units recently built by Ashton Community Trust is used to facilitate meetings with many community and statutory groups due to its neutral location and top of the range facilities.

Overall 2010 was a busy year for us at the BoH, especially with the opening of a new therapeutic unit in Henry Place. Our new facility was formally launched by OFMDFM Junior Minister Gerry Kelly on April 1 2010 who said, the "needs of victims and survivors remain the highest priority" for government.

The North Belfast Respect Programme 2010 (Sept 23-Oct 31) was a major event for community groups in this part of the city. The BoH played an integral role in helping to organise the five week long programme of activities which was funded mainly by OFMDFM and the Housing Executive. This Project played an integral role in securing the Belfast Telegraph as a media partner which resulted in major media coverage of the 2010 Respect Programme. Overall our events were picked up by the Belfast Telegraph and Irish News newspapers as well as television stations BBC and ITV and radio outlets.



Irene Sherry, Patricia MacBride Victims Commissioner & Junior Minister Gerry Kelly at the Launch of 2010 Respect Programme

Key events that we helped to organise during the 2010 Respect Programme included:

- ◆ A poignant reflection and remembrance vigil that was attended by victims/survivors on a cross community basis in Duncairn Gardens
- ◆ A debate on the theme of 'Making Sense of the Past in the Present'
- ◆ A coffee morning with Frances Black focusing on addiction issues
- ◆ A socio-economic conference looking at how best to deliver community benefits
- ◆ A seminar examining government/district procurement policies and their impact on community regeneration





Hope Springs



Irene Sherry, Justine Brown, Jane Turnbull & Dr. Eddie Rooney



Irene Sherry, Baroness May Blood, Sinn Féin MLA
 Caral Ni Chuilin, East Belfast Alliance MP Naomi Long
 with QUB and UU Academics Eilish Rooney & Katy Radford
 at BoH Conflict Discussion in NICVA

community and victims sectors. These include the European Commissioners, the Basque Parliament Victims of Terrorism and officials from the OFMDFM Community Relations Unit (CRU). Director of the Irish Institute at Boston College Niamh Lynch also visited the Project this summer.

◆ The launch of a community health audit that was carried out in Inner North Belfast.

◆ On top of this BoH kick started a fresh batch of history tours to run in conjunction with the North Belfast Respect Programme to Stormont, Dublin, Wicklow and more locally Tigers Bay, New Lodge and Mount Vernon.

Over the past year BoH has been asked to host many high profile delegations due to its prominent

position within the



Chief Executive of Ashton Community Trust Paul Roberts & Irene Sherry meet with the head of OFMDFM Community Relations Unit Evelyn Hoy and her team



Hope Springs

FACILITATED DISCUSSIONS & DIALOGUE - 'MAKING SENSE OF THE PAST IN THE PRESENT'

128
MIDLAND & THURSDAY 11 2010
Pam's People: The rooms with a view PAGE 14

Short tour is a big leap

Troubles hotspot residents cross the sectarian line

BY JAMIE McDOWELL

factfile

PEOPLE once too frightened to cross the sectarian line in the hills of north Belfast got a close look at their shared neighbours over the weekend.

The idea is to foster understanding between the two bitterly divided communities.

Just one square mile of this part of the city saw the deaths of a fifth of all those killed in the Troubles, the Saturday groups from the nationalist New Lodge area and the unionist Hillsborough area.

At Tiger's Bay visited each other's neighbourhoods in an effort to put issues in context.

The tours are designed to give people an insight into what life was like on the other side of the peace walls that separate the two areas.

Starting in the New Lodge, residents of Tiger's Bay were first taken to Clifton House, the oldest building in Belfast still in its original condition, and then to a grand house, for a brief history lesson.

The New Lodge, then a republican House, one of the tower blocks in the New Lodge, then a republican memorial and mural in remembrance of a group of people shot by the Army, known as the New Lodge Six, and interment.

Andrew Macdonald (52) from Carrickfergus came on the tour.

"I'm interested in history and after reading about the tour in the Belfast Telegraph, I decided to come along," he said. "It's incredible to see people talking about their differences so openly."

Tales of sense and sensibility as outing sees

There was an atmosphere of nervous anticipation at the Bridge of Hope tour as Sinn Féin members gathered on Donegall Gardens.

It's just a stone's throw from the crossroads at North Queen Street, an area that bears scars in the form of shattered businesses, quiet memorials to lost lives, and walls drenched in swirling sectarian graffiti from present.

On this mild autumn day, Sinn Féin protesters from Tiger's Bay and Catholics from the New Lodge had come together to take a step into each other's neighbourhoods to hear a different side of the story, and get to the bottom of how one area of New Lodge, used an injection of dry humour to break the ice.

He said: "We tend to look at the New Lodge and Tiger's Bay as two different places, but if you look down from one of the newly tower blocks, you'll see that it's just one big area of the city. The thing is, it just didn't work out that way."

What we were about to embark on was a tour of an area of Belfast like no other.

It was history told by people first-hand and shared by family members during the conflict.

In the history of the Troubles, the square mile that encompasses the New Lodge and Tiger's Bay was the scene of one fifth of the total deaths of those who lost their lives during the conflict.

We progressed through the New Lodge and into Clifton House tower block, where we proceeded onto the roof via the lift. The rooms at the top of the tower that houses the lift mechanism were a series of rooms as graffiti drawn on the walls by the soldiers who once commandeered it as a lookout post remains, trapped in time as it were.

At first, John Havercroft (42), Antrim (199) and Alan Hollywood (45), all from Tiger's Bay, shared in words at the cottage surrounding them, seemingly awestruck at standing atop such an iconic republican building.

"I actually went to Hillman Primary School in the New Lodge," said Alan, starting down

at the area where his school once stood.

"I would have been around 1990, just as things were kicking off."

"The first time I've set foot in the New Lodge since then, it's a weird lot has changed since I was last here. The type of buildings, the different types of buildings, as everywhere in Tiger's Bay looks similar."

Andrew also has family links with the area. "My cousin used to live on Hillman Street in the New Lodge."

"It's changed a hell of a lot over the last 20 odd years."

"It's important that people from Tiger's Bay see places like this, especially younger people. This tour dispels a lot of the myths that surround these areas



Clockwise from above: Jean Steele and Stobhan McCormack, from the New Lodge, look at a mural in area to visitors, and the group from Tiger's Bay look down at the area from towers in the New Lodge

As part of the 'Making Sense of the Past in the Present' research we ran potted history bus tours during the month of October to great success. The tours took in Stormont, Dublin, Wicklow as well as Mount Vernon.

The bus tours were well received in the media and by those who attended. As a result of the tours more people have signed up for other workshops, training and therapies. The events created an opportunity to increase awareness of our Project, what we do and what services we provide. Such events help us reach out to people who we haven't had the chance to directly link with to date.



The Bridge of Hope to date has brought together victims/survivors from the Mount Vernon, New Lodge, Tigers Bay, Glandore/Thornbush/ Skegoniell areas for a series of workshops, site visits and discussions. This has encouraged reflection and discussion including exploration of past trauma. This has also provided the opportunity to reconnect with, inform and link participants and others from their respective communities to our services. This Project has provided another opportunity for beneficiaries to forward ideas and make suggestions about the nature of our services.

More of these workshops will be carried out again in the months ahead with individuals on a cross community basis and we are encouraging anyone who has interest in this field to contact Áine Magee on 028 9032 2289.



Hope Springs

SUCCESS STORY



The success of The Bridge of Hope's programmes in making a real difference to the lives of people it works with was showcased at a special Community Relations Council (CRC) conference held in Belfast on September 7.

A user of our Project, which operates its services with victims and survivors in North Belfast, greater West Belfast and Tyrone gave a presentation on how she accessed services that are funded by CRC.

The event was organised to reveal the results of a report by independent consultants Deloitte into victims/survivors programmes which CRC support.

Speaking about her experiences mum of four Marie Mallon (pictured above) said her life had completely turned around since she first began to use BoH's services back in 2006.

"My first experience was through the Lusty Beg Louise Hay weekend. When I went on the weekend I basically thought I would go along and listen. I had no high hopes of anything changing.

"I didn't envisage myself opening up or visiting some of my issues but that's what happened the very first night we went there. There was just something about the environment that we were in that was really calming, it felt like such a safe place to be and non-judgemental.

"I saw there were a lot of issues that I had parked in my life and not dealt with. I was always very resilient but I realised I had a lot of issues that had to be dealt with, and that was a big step to even to acknowledge that to myself.

"When I came home I felt empowered, I thought no matter what happens, I can deal with it - I felt in

control of my life."

Marie then began to use BoH services in Carrickmore.

"I think therapies provide the opportunity to look inside your life, to slow down for a minute. I think there are so few people who get time to reflect, who get time out of the tail spin and rat race of life to sit down and relax and enjoy the therapies. And when I come out of the sessions I think right I'm back and I can refocus.

"All through my school life and young adult life I knew deep down inside I had the ability to achieve my aspirations and my dreams but somehow they always managed to fall apart, my school life was horrendous. It was a case of people giving up on you a little bit.

"I did go to mental health services to get support at one point, and they asked me 'What were my goals?' and when I told them, they basically said - let's get realistic. When I came out, in a way I believed what they said. I trusted them.

"But those are the things I have achieved now. I did my PGCE and my masters and I am now a fully fledged teacher. I got my first time permanent job last September at 46 years of age. It was an incredible feeling. I know looking back it should have happened a long time ago. It's only now I can see by accessing those services with Bridge of Hope, it made me stand on the outside and look inside and see what was holding me back especially the trauma I experienced when I was nine years old.

"It's not a case of tooting your own horn for me it was all about self fulfilment. Even in my job I can see people writing themselves off so I point them in the direction of services so they don't experience failure all the time and they don't have to go through that difficult journey alone. Sometimes people set limitations for themselves, based on previous traumas or experiences but they can move on with a little help."



Hope Springs

WHO AM I ? PILOT PROJECT

The experience of conflict situations in other parts of the world shows that the psychological and material effects can impact on generations for a long time after the actual physical conflict has ended. There is no doubt that the conflict here has had devastating effects not only on individuals and their families but on entire communities. Similarly the process of healing has both personal and social dimensions. It is within this context that Bridge of Hope Project has facilitated a therapeutic process that brought together people from local communities affected by the conflict. The aim of this pilot project was to begin a healing process that would enable individuals to explore and share their experiences in a confidential and supportive group environment. The theme for the group was broadly based around the concept of 'Who Am I?' giving lots of scope for the group to develop a dynamic of its own. At the same time there was a prepared theoretical framework based on research and clinical experience acting as a landscape over which the interactions might be expected to travel.

The theme of 'Who Am I?' was chosen to stimulate exploration of experiences, perceptions and feelings that could range over the past, present and future. For most participants this was the first time they had been able to openly reflect on their own personal circumstances and outwardly express these within a structured group process.

The process concluded with the theme of 'Looking To the Future' including hopes, expectations and aspirations. This was followed by the provision of information about available support services and opportunities for personal development. Although the process is currently being evaluated, the general feedback from participants indicated positive outcomes and validates the rationale of the organisers about the need for such engagements.

It is the intention of BoH to draw lessons from this initial process in order to further develop an effective methodology for future use in helping to address the needs and issues of victims/survivors of conflict. One participant made the following comment: "I found it very beneficial to myself and it was a good example of people helping each other through sharing their own experience." Another stated: "I think people often feel cut off and not valued. This is a good way of including people, giving them information and letting them know that someone cares."



Bridge of Hope



Hope Springs

CROSS COMMUNITY REMEMBRANCE VIGIL - SEPTEMBER 27



The Bridge of Hope organised and hosted a very successful cross community remembrance vigil outside its offices in Duncairn Gardens as part of the 2010 North Belfast Respect Programme.

Our aspirational and poignant ceremony of reflection made the news headlines for all the right reasons as journalists picked up on our peace building efforts in an area that is divided by peace walls and interfaces.

Importantly an agreed statement was read out on the night by two students from Little Flower and Girls Model secondary schools.



Nicole O'Rawe & Rebekah Bradford who read out the ground breaking cross community statement



The statement was a year in the making and took many meetings to agree the exact wording but in the end our community partners from all parts of North Belfast were in agreement about what we wanted to say in relation to our troubled past, but also about the future.

The candlelit vigil saw Shankill Road community worker Jim Weir sing his heart out while children of all ages from the Belfast School of Music samba band A-Freek-A performed a series of fantastic musical drum sequences.

Afterwards a discussion around the Bridge of Hope's 'Making Sense of the Past in the Present' work took place in nearby Groundwork.

The panel was chaired by QUB academic Katy Radford and included Baroness May Blood, East Belfast Alliance MP Naomi Long, North Belfast Sinn Féin MLA Caral Ni Chuilin and Eilish Rooney from the University of Ulster.



Hope Springs

STAFF TRAINING

The Bridge of Hope team are encouraged to undertake continued personal development.

As an organisation we continuously strive to improve and benchmark the quality of our services. Recently the Project Director was fortunate to have been selected to be one of 14 women from across Ireland to take part in the first Women's Health and Wellness Programme through Boston College, Irish Institute. This was funded through the US State Department and is indicative of the Bridge of Hope's ability in articulating the needs of victims/survivors.

This validation created an opportunity to bring forward challenges, needs and concerns to an international audience. It has also added to a network of contacts within the statutory sector to seek advice on continued improvements ensuring that as an organisation we endeavour to do the best we can to provide the highest standards possible for victims/survivors and their families.



We are proud to deliver the Louise Hay Love Yourself Heal Your Life and even managed to meet the lady herself while studying her philosophies for trainers.

The Project Director has completed the Advanced Diploma in Management Practice in University of Ulster at Jordanstown. In October 2010 Irene as Director completed a week long training course

based on the renowned Sanctuary Model by Doctor Sandra Bloom.



In December 2010 the Project Director and Development Worker completed training for the incoming Strengthening Families Programme which is being piloted by the Belfast Health Development Unit.

The team also try to undertake regular strategic planning residential sessions. These strategic sessions are essential in terms of team building as well as providing a safe place for processing new ideas that will ensure the growth of the organisation into the future.

Staff and practitioners from BoH were joined by workers and volunteers from several local organisations at a three day addiction education and awareness training programme on Rathlin Island.

These groups included Lighthouse (formerly PIPS), Mount Vernon Community Development Forum, Tar Isteach, Tar Anall and Belfast Health and Social Care Trust Community Addiction Team. The programme aimed to educate and increase the awareness around the signs of alcohol and substance misuse in people who present themselves seeking help to victims/survivors groups. If drug and alcohol misuse is identified then staff/practitioners need to know the most suitable bodies for referral and how to protect themselves through self-care. We felt the programme was useful in terms of learning how to deal with and support family members who have loved ones with addictions.



Hope Springs

REACHING OUT

We have held a number of information mornings in our offices in a bid to increase awareness of our services and to create as many opportunities for families to seek information and advice.

We have found the informal nature of the information mornings is a successful format. Having a cup of tea while staff talk through different elements of our programmes is an easy way to communicate our message.

For several years BoH has increased its amount of outreach activity in order to further promote the

services and ethos of the project. This has consisted of meetings, discussions, verbal, written and power point presentations to various community and statutory organisations. Home visits are another key aspect of our awareness drive. Through these processes, we are able to further identify and clarify a range of issues affecting victims/survivors. We feel it will also prove extremely useful in helping us formulate additional/alternative/complementary services/strategies. We are confident that this increased effort on our part will build greater awareness and improve access for those most in need.

INTER-COMMUNITY WORKING

Dealing with the legacy and effects of the conflict is a very profound and complicated process and BoH recognises that support for those people most directly affected is something that needs a well-structured and sensitive approach.

BoH acknowledge that in order to develop a greater understanding of how the needs of victims/survivors could potentially be addressed there must be an ongoing engagement with people. Our 'Making Sense of the Past in the Present' research as well as our 'Who Am I?' projects have tackled these conflict legacy issues and we are planning more of this work in the months to come.

Since its inception the BoH has been working steadily to build relationships with victims/survivors, families and organisations across the community. Today the Project provides services across the whole of North Belfast on a cross community basis. In particular a very close working relationship has developed between the project and Mount Vernon Community Development Forum. The successful progression of this relationship is demonstrated by our decision to directly deliver

complementary therapies to people within Mount Vernon estate itself. Residents are also taking up training and personal development opportunities. Importantly residents from Mount Vernon are engaging with the Project, as are residents from the New Lodge via its conflict research work.





Hope Springs

TESTIMONIES FROM OUR USERS

We consistently ask our users for feedback on our services and this helps us to shape our programmes in the future.

Here is just a snapshot of our satisfaction levels from 2010:

Users of our Physio Acoustic Sound Wave Therapy said:

- ◆ “Excellent, after I got used to the movements of the chair. Lovely room, it encouraged me to breathe deeply and relax.”
- ◆ “Thank you for offering us ‘Carers’ this excellent service - we are not forgotten.”
- ◆ “Lovely and peaceful music and room.”
- ◆ “Very good, excellent experience.”
- ◆ “Sleeping better and feel more relaxed.”
- ◆ “Opportunity to relax in calm environment and relieved stress through massage and sound wave chair.”
- ◆ “Relaxing and felt safe. I also loved the room.”
- ◆ “This was lovely experience and it is good to have this in North Belfast.”

Users of our therapies said:

- ◆ “De-stressed my whole life.”
- ◆ “It was my first time and I hope it will not be my last.”
- ◆ “Was a very enjoyable experience. I’m going to miss it.”
- ◆ “Yes definitely has taught me to take time out for myself and relax for at least an hour per day.”
- ◆ “The therapist was kind hearted, warm and very nice to talk to and made you feel very relaxed.”
- ◆ “Thanks for having a weekend service! You will never know the extent of how this has helped me. Thanks from the bottom of my heart”
- ◆ “I thought the quality of the treatment and the manners of the staff were first class.”

QUALITY MARKS

Since 2008 Bridge of Hope has been innovative by striving forward to achieve two governance standards to quality assure our working practices. The gaining of ISO9001:2008 for the provision of training and complementary therapy and Investors in People clearly benchmarks our group within the victims sector. We have spent the last two years scrutinising our policies and opening our doors for outside verifiers to inspect them and to validate that they are being adhered to.



Hope Springs

INTO THE FUTURE

2011 is shaping up to be another busy year for us at the Bridge of Hope and we are actively encouraging people to engage with us not only from North Belfast but from areas right across the North.

Our therapies, accredited training, personal development courses and conflict themed workshops will be rolling out throughout the year ahead and we hope to reach even greater levels of people.

If you are interested in learning more about our programmes please contact Project Director Irene Sherry (irene@ashtoncentre.com), Training Co-Ordinator Mary Stanton (mary@ashtoncentre.com) or Development Worker Aine Magee (aine.magee@ashtoncentre.com).



You can also telephone staff in these North Belfast offices:

Churchill Street: 028 9022 1022 - Duncairn Gardens: 028 9074 6737
McSweeney Centre in Henry Place: 028 9032 2289/ 028 9543 8707



Other Ashton Community Trust Services and contact numbers:

Chief Executive of Ashton Community Trust Paul Roberts 028 90742255
Kinderkids Christine McKeown 028 9074 2255
New Lodge Arts Katrina Newell 028 9074 2255
REAL Good Relations Project Jim Deery 028 9075 1973
Training and Employment Services Pat Boyle 028 9074 2255
Community Development - Paul O'Neill 028 90742255



European Union

European Regional
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