

**Believe in  
children**



**Barnardo's**

## **About Boloh**

**Our Covid-19 helpline for  
Black, Asian and Minority Ethnic  
families**

**Have you been affected  
by Coronavirus?**

**We are here to help.**


**Call the**

**Boloh**

**helpline for free  
support for you  
and your family**

Lines are open between  
Monday and Friday  
1pm – 8pm on

**0800 1512 605**

Or talk to us on our  
webchat by visiting  
[helpline.barnardos.org.uk](https://helpline.barnardos.org.uk)  
and click on the icon  
on the bottom right 

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**Easy read booklet**

# Who we are and what this booklet tells you about



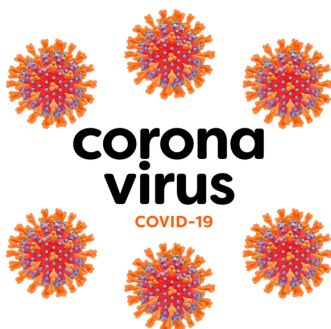
We are **Barnardo's**. We protect **vulnerable** children. **Vulnerable** means children who need our help the most.



This booklet tells you about our **free** service for Black, Asian and Minority Ethnic families called **Boloh**. **Boloh** means **speak** in some languages.



Boloh is a helpline and webchat for children, young people, parents and carers who have been **affected** by **Covid-19**.



**Affected** means your life has changed. **Covid-19** is an illness affecting people all over the world.

# How Covid-19 has affected you



Covid-19 has affected Black, Asian and Minority Ethnic families in lots of ways.



It has affected them more than other families.

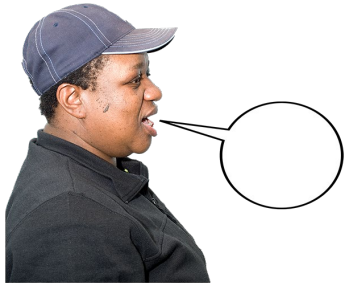


There are lots of ways Covid-19 might have affected you.



You might have been ill, lost your job, be worried about your children, be worried about school or feel very lonely.

# How Boloh can help



You can speak to us if you are worried about anything. You can speak about your own problems or problems your children have.



You can speak to us if you are

- a child who is 11 years old or more
- a parent or a carer
- a person who works with a child and you are worried about them.



We will give you **emotional** and **practical** support. This means we listen to you, try to help you feel better and give you advice.



You can speak to us lots of times. We will help decide what support is best for you.



You can ask for you or your children to speak to a **therapist**.



A **therapist** is a person who is trained to help with mental and emotional problems.



You or your children can have **6 sessions** with a therapist. A **session** means each time you speak to the therapist.



The sessions are on the telephone **1 or 2 times a week** and last for **30 or 45 minutes**.



When you speak to us you don't have to tell us who you are. When you speak to a therapist or use another service you do have to tell us who you are.



## Martha's story

Martha was worried about her son. He thought he might die from Covid-19 because he is black. He stopped going to school because he was afraid he would catch Covid-19.

Martha called the Boloh helpline and told us her worries. We set up sessions with a therapist for Martha and for her son. Martha's son feels much better now and can cope with his fears about Covid-19.

## Kalhon's story

Kalhon lost his job because of Covid-19. This made him very worried about paying the rent and buying food for his family. Kalhon saw information about Boloh on Facebook and used the live online webchat to contact us.

We talked to him about his problems. We helped find services in his local area that could help him and his family.

# How to speak to Boloh



You can speak to us on the telephone or by live online webchat.

Call this free telephone number  
**0800 151 2605**

Open from 1pm to 8pm Monday to Friday.



Go to this website

<https://helpline.barnardos.org.uk/>

Click the **icon** in the bottom corner of the screen. The **icon** is shown in the picture.



We can speak to you in lots of different languages like English, Urdu, Hindi, Punjabi and more.

**We want Black, Asian and Minority Ethnic children and young people to have good lives during and after Covid-19. Speak to us if you need support.**