

ERIC HELPLINE EXTENDS OPENING HOURS TO PROVIDE SUPPORT 24/7

ERIC, the UK's childhood continence charity, has extended the opening hours of its confidential telephone Helpline. Children, parents and professionals will now be able to access information and support 24 hours a day, seven days a week for distressing problems including childhood bedwetting, daytime wetting, constipation, soiling and toilet training.

Childhood continence problems affect 1 in 12 children and young people in the UK and ERIC is the only organisation dedicated to providing information and support to help families manage or overcome these problems. The extended support comes from a partnership with Parentline, the confidential Helpline providing support for families on all aspects of family life

ERIC Director, Jenny Perez, said; "Childhood continence problems can be very isolating for children and parents. It's not always something you would discuss with friends or family so calling ERIC and talking to someone who understands can make such a difference. By extending the operating hours, we are ensuring families get around the clock support and they aren't alone in their hour of need. Every day, ERIC helps families understand childhood continence problems and provides solutions to manage or even overcome these issues.

"Thousands of children and young people suffer with continence problems but we know that only one in three families come forward for support. I would encourage anyone who needs help to give ERIC a call on 0845 370 8008 or visit www.eric.org.uk . Don't suffer alone, things can be done to overcome or manage the problem and ERIC can help, with expertise and years of experience."

Jeremy Todd, Chief Executive at Family Lives, said: "We are delighted with this arrangement, which further enhances our broad range of services for families and provides continued support for ERIC users. Family Lives has over 30 years expertise in delivering helpline services and already support a number of other helplines in providing an out hours services and this partnership is the next step for the organisation".

Notes:

1. ERIC (Education and Resources for Improving Childhood Continence) is a national children's health charity dealing with bedwetting, daytime wetting, constipation and soiling in children and young people. ERIC provides information, support and resources to families and health professionals on bladder and bowel problems. You can find out more about what ERIC does at www.eric.org.uk
2. Family Lives is a national charity that works for, and with, families. They offer a national helpline, Parentline, email and on-line chat support. All services are anonymous and confidential and Family Lives volunteers provide vital support for families. Family Lives listens to and empowers callers by helping them to identify the solutions that work for them. For further information; visit: www.familylives.org.uk/instructionsnotincluded

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