

# What to expect... and what we expect from you.



## What We Offer:

We offer a range of age appropriate interventions and activities to help children and young people express their emotions and improve the way they deal with death to help give them increased resilience for the future.

Our therapeutic model is a child-centred and age-appropriate eclectic approach that is adapted to the needs of the bereaved child or young person. We offer a confidential and non-judgemental space to explore feelings of loss and grief in a safe and boundaried environment.

- A specialised bereavement support service for children aged 5-16 years
- An initial clinical assessment conducted by a qualified assessor with the child and/or parent
- An initial offer of 6-12 weekly sessions lasting 45-60 minutes held at the same time and place with the same support worker
- Sessions held at school or at our consulting rooms in central St Albans
- A safe, non-judgmental and non-discriminatory service



## Your Support Worker:

- Is specially trained to work with bereaved children according to Bereavement Matters' model
- Abides by Bereavement Matters' Code of Ethics and Practice
- Undergoes an enhanced DBS check
- Receives regular supervision
- Receives on-going professional training



## Who We Are:

St Albans & District Bereavement Network ~ Bereavement Matters ~ services are available to people of all backgrounds regardless of race, creed or culture. Our aim is to help anyone in the St Albans City & District to have access to bereavement support. All support will be given by qualified staff and trained volunteers.

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St Albans & District Bereavement Network ~ Bereavement Matters ~ abides by the fundamental principles for Bereavement Care Services endorsed by the National Bereavement Alliance:

- Confidentiality
- Respect
- Equality & Diversity
- Quality
- Safety



## Your Commitment:

- Be punctual for all appointments
- Attend agreed sessions regularly
- Give at least 24 hours' notice if unable to attend by calling 01727-841841 during office hours (Mondays-Thursdays from 9am to 1pm).
- Give notice for holidays
- Respect our volunteers



## Our Self-Referral Fee Policy:

- Initial one-off clinical assessment is charged at £35 or £20 per session for those on limited means
- Weekly sessions are subsidised and charged at £35 or £20 per session for those on limited means
- You will be invoiced for these sessions
- Missed or cancelled sessions are chargeable in full, apart from exceptional circumstances (such as prolonged illness or hospital admissions) to enable a space to be reserved weekly
- The support worker's holidays or absences will not be charged



## You can choose to make a referral via your child's school

When a referral is made through the child's school, the SCHOOL AGREES:

- To obtain parent/carer consent
- To provide an appropriate room for the pupil to be seen by the Support Worker for all of the agreed sessions
- To provide a member of staff to communicate with and make known the Safeguarding/Designated Senior Person for child protection concerns
- To inform Bereavement Matters in advance if the pupil is absent from school when a session has been planned
- To be invoiced at the end of the work

Please contact 01727 841841 to discuss fee policy for schools.

St Albans & District Bereavement Network



Help us to help you BY DONATING

Our services are subsidised or free to users and we are reliant on donations, grants and awards. If you have found our services helpful and would like to make a contribution to help us to continue to be able to provide our service to others, you can donate by:



Cheque:

Please download and complete our Donation Form available on our website [www.sabn.org.uk](http://www.sabn.org.uk). Send to the St Albans & District Bereavement Network, PO Box 671, St Albans, Herts. AL1 3ZX.



Direct transfer to our bank:

HSBC ~ High Street ~ Harpenden  
Sort Code: **40 23 11** Account No: **61405942**  
A/C: St Albans City and District Bereavement Network Services.

(Please either download and complete our donation form which can be found on our website [www.sabn.org.uk](http://www.sabn.org.uk) notifying us of your gift, or send an email to [admin@sabn.org.uk](mailto:admin@sabn.org.uk) to confirm that remittance has been sent - giving your full name and address, amount and date of remittance, and if gift aided, confirmation that you are a UK Tax payer).



Just Giving:

Visit [www.justgiving.com](http://www.justgiving.com) and quote SABN under 'Find a Charity' on their Homepage. Single or a monthly donation schedule can be set up simply by following instructions on the website.

All donations made via Just Giving will come directly to us. If you are a UK tax payer, Just Giving will reclaim tax on our behalf. Just Giving can also be used if you would like to fundraise on our behalf. If you are a UK tax payer, your gift can be gift aided. This will increase your gift by approximately 25% (subject to current tax rates) at no cost to you.

St Albans & District Bereavement Network



Adult Services

We also offer:

- One to one weekly counselling
- Helpline ~ 9am-1pm Monday to Thursday (answerphone available out of hours)
- Visiting & Buddy Service
- Telephone Support
- Bereavement information & resources



Queries/Concerns/Feedback

If you have any worries or concerns, please contact our Clinical Lead in confidence on: 01727 841841.



Confidentiality

Confidentiality will be respected except in circumstances where there is danger to self and/or to others.

In accordance with the Data Protection Act 1998, all information is securely held by us and treated confidentially and with respect. It will be held solely for the purpose of providing support for bereaved persons. The information will not be disclosed to external agents without the express permission of the individual concerned, other than to comply with statutory or other legal requirements. To ensure that information that we hold is accurate and up-to-date, you should inform us of any changes. Information may be used for our own promotional purposes which include our newsletter, information on our activities and fundraising. This may be done by telephone, email or post. If you do not wish your information to be used in this way, or you do not wish to be contacted by electronic means, please inform us.

# Bereavement Matters

## Children's Service



St Albans & District Bereavement Network

PO Box 671, St Albans, Herts, AL1 3ZX

Tel: 01727 841841 (Helpline)

Web: [www.sabn.org.uk](http://www.sabn.org.uk)

email: [help@sabn.org.uk](mailto:help@sabn.org.uk) (Helpline)

Registered Charity Number 1094636