

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



Counselling Contract

Bereavement Matters Offer:

- A specialised bereavement service
- One-to-one counselling of 50 minutes per session
- An offering of 20 sessions including missed/cancelled sessions
- Weekly sessions held at the same time and place with the same counsellor
- A confidential service in a safe, non-judgemental and non-discriminatory environment



Our Fee Policy:

- An initial one-off clinical assessment is charged at a standard rate of £35 or a reduced rate of £20 for those on limited income
- Weekly counselling sessions are charged at a standard rate of £35 per session or a reduced rate of £20 for those on limited income
- Payment to be made weekly by cash or cheque made payable to 'St Albans Bereavement Network'
- Missed or cancelled sessions are chargeable in full, apart from exceptional circumstances to enable a weekly session to be reserved. Counsellor's holidays or absences will not be charged
- No service user is turned away on the basis of inability to pay. Such circumstances can be funded by grants



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.

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



St Albans & District Bereavement Network

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

Tel: 01727 841841 (Helpline)

Web: www.sabn.org.uk

email: help@sabn.org.uk (Helpline)

Registered Charity Number 1094636



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 (Monday - Thursday from 9am to 1pm)
- Respect our counsellors
- Switch off mobile phones except in an emergency
- If you appear to be under the influence of drugs or alcohol, it is likely you will be refused to be seen on that occasion



Your Counsellor:

- Abides by Bereavement Matters' Code of Ethics and Practice
- Is DBS-checked
- Receives regular supervision
- Receives ongoing professional training



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. 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 notifying us of your gift, or send an email to 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 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



Other Services:

If the Counselling Service does not seem right for you at the moment, we also offer:

- Helpline ~ 9am-1pm Monday to Thursday (answerphone available out of hours)
- Children & Young People's Service
- Visiting & Buddy Service
- Telephone Support
- Information & resources on bereavement



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

Counselling Service for Adults



St Albans & District Bereavement Network

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