

Information for Clients

Who are we?

The Guernsey Bereavement Service is a low-cost, voluntary, confidential service available for everyone (over 18 years of age). Our volunteers are drawn from varied backgrounds and undergo professional training to maintain the highest possible standards.

The aims of the service are:

- To offer help and support to those who have lost a relative or friend, enabling people to face their feelings and work through their grief.
- To meet the needs of the bereaved, regardless of age, sex, belief, ethnic background or cause of death.
- To promote increased awareness of the needs of the bereaved and the nature of the grieving process within the community at large.
- To provide training in bereavement care to outside organisations, groups and workplaces.

What can we offer?

After an initial assessment appointment, a volunteer will be assigned to work with you and, in the first session, will agree an appropriate number of sessions or arrange an open-ended contract. During the sessions there will be a mutual working together, assessment of progress and consideration of further work or action. Sessions last 50 - 60 minutes. However, if required, shorter or longer sessions can be negotiated. It is important that you realise that each session belongs to you to explore your feelings and concerns.

Funding:

The Guernsey Bereavement Service pays for any professional services needed and must maintain the building. Our volunteers are professionally trained; this initial and ongoing training is also paid for by the charity.

To date the Guernsey Bereavement Service has been funded entirely by donation; we receive no States help and have therefore relied on the public to keep the service going.

To maintain the current service the Guernsey Bereavement Service is introducing a small charge of £10 for each counselling session (60 minutes) from 15th January 2018. If you feel that you would like to donate a little more, then we would be most grateful.

However, under no circumstances do we wish to deter any client, and no-one will be refused help if they cannot pay.

Supervision:

Good therapeutic practice dictates that regular supervision should be undertaken, regardless of the qualifications or experience of the volunteer. It is a requirement of the Guernsey Bereavement Service that each volunteer attends supervision once a month and also attends regular updating of skills training.

Confidentiality:

Volunteers for the Guernsey Bereavement Service have all signed a contract to work confidentially; a client's name is never disclosed outside of the room. If a client is considered to be at risk to themselves or another person, the volunteer may inform the client's doctor or, in extreme circumstances, the police. Wherever possible the client will be informed of this action first.

The volunteer will make brief notes after each session; they are stored securely and the client cannot be identified from these notes.

Accessibility:

The Guernsey Bereavement Service is based in purpose-built accommodation with both wheelchair access and disability specific toilet facilities. Four car parking spaces are available at the front of the building, with additional car parking 50 metres further along the lane.

Complaints:

The Guernsey Bereavement Service has a complaints procedure. If you have a problem that cannot be addressed by the volunteer assigned to you, the matter should be referred to the Service Manager. Formal complaints will be addressed by the Board of Directors in line with the complaints policy.

Ending:

Once you have come to an ending with your volunteer, we would be grateful if you would complete an evaluation questionnaire. This will be sent to your home address along with a stamped addressed envelope. Your views are important to us; they help us to keep up our standards.

If you have any queries please contact the Service Manager on 257778 or, in confidence, email Linda.Norman@gbs.org.gg

Thank you for supporting this charity.