

Helpful organisations

Cruse Bereavement Care (England and Wales)
Cruse can help anyone who has lost someone they love.
Helpline: 0844 477 9400
Young persons helpline: 0808 808 1677
Website: www.crusebereavementcare.org.uk
Email: helpline@cruse.org.uk

Write to: Cruse Bereavement Care, PO Box 800,
Richmond, Surrey, TW9 1RG

Cruse Bereavement Care Scotland
Helpline: 0845 600 2227
Website: www.crusescotland.org.uk
Email: info@crusescotland.org.uk

Write to: Cruse Bereavement Care Scotland,
Riverview House, Friarton Road, Perth PH2 8DF

Samaritans
Samaritans offer a 24-hour phone listening service.
Helpline: 08457 90 90 90
Website: www.samaritans.org
Email: jo@samaritans.org

Citizens Advice
This is a good source of practical help and advice and
is particularly helpful with financial or legal problems.
Visit: www.citizensadvice.org.uk to find your
nearest bureau.

The Dignity promise

Every Dignity funeral director is rigorously
monitored to ensure that its client service,
premises and vehicles are of the highest
standard. By choosing a Dignity funeral
director you can be confident that:

We are compassionate and caring:

- We never forget that this is one of the worst
times in someone's life. We always treat
people with compassion, respect and care.

We are open, honest and straightforward:

- We help our clients by providing clear and
straightforward information that enables
them to make informed choices. We are
transparent about our fees and there are
no hidden extras.

We spend as much time as the client needs:

- We spend as much time with our clients
as they need, whether it's when they first
contact us, during the arrangements for
the service, or choosing a memorial or
funeral plan.

We pay attention to detail:

- We know that for our clients every detail is
important. We take care and time to make
sure we get every detail right.

We keep in contact:

- We keep in regular contact with our clients.
They always understand what is happening;
who is looking after them and they are
confident that we understand their wishes.

Dignity ~ The ultimate funeral professionals

Dignity is a British company that has funeral
homes in towns and cities across the UK.
We strive to set the highest standards for the
funeral profession in terms of client service
and care for the deceased.

At Dignity we are funeral people – it's all we do.
Dignity funeral directors have a rich heritage.
Our oldest funeral home was established in 1812
and the majority of our businesses have been
serving their local community for generations.

Our funeral directors and arrangers come
from the cities and towns they serve or families
that have been in the funeral profession for
generations. This means they understand local
traditions and can help our clients every step
of the way from registering the death to
explaining all the options so that families can
have the service they want for their loved one.

A Dignity funeral director provides a complete
service and there are no hidden extras. We
are completely transparent about our pricing,
providing a price list and written quotation for
each client at the time the funeral is arranged,
so you know exactly how much the funeral
will cost.

By choosing a Dignity funeral director you can
be sure that you are choosing the ultimate
funeral professionals.

Dignity contact information

If you would like to find out more about Dignity
or to find your local Dignity branch please visit;
www.dignityfunerals.co.uk.

Or write to:

Dignity Funerals Ltd
4 King Edwards Court
King Edwards Square
Sutton Coldfield
West Midlands B73 6AP

Tel: 0121 354 1557

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DFS35/0811

This leaflet offers some advice on how to answer questions a child may have about the death of someone they know. It also gives some brief advice on whether children should go to a funeral and how a special memorial may help a child feel better.

What you should tell a child

It is important that a child is told as soon as possible when there is a death in the family. The news should be broken by the person closest to them in as simple and straightforward a way as possible. For example, saying 'Grandfather's gone to sleep' could make the child afraid of sleep. They will also keep wondering when grandfather will wake up. You should encourage the child to talk about the person who has died and you should answer any questions briefly but truthfully.

Why do people die?

It is a natural thing that happens. All living things die eventually – plants, animals and people.

Where do dead people go?

Different people believe different things. Some people believe that the spirit goes up to heaven. The spirit is often called the soul. It is the spark of life that never goes out.

Why did they go and leave me?

I know it does not seem fair but they still love you and would be with you if they could.

Why didn't someone else die instead?

All over the world people die every day. Their time had come – it would not have made any difference if someone else had died, the person you love would still have died too.

Is death a kind of sleep?

No, it is quite different. Sleep gives you a rest and keeps your body healthy. While you're asleep your body still works – for example, you are still breathing. When you die, all the parts of your body stop working.

Does dying hurt?

Many old people just quietly drift away. People in accidents often die so quickly they don't know anything about it. Even when someone is sick for a long time before they die, doctors can give them medicine to take away the pain.

When someone dies, are they being punished?

No, death is never a punishment. People die because the most important parts of their body stop working, either because they have simply worn out when they are old, or because they have been damaged because of an accident or a bad illness. But this does not mean that if you become ill you will die.

Why can't we stop people from dying?

Doctors often can. Illnesses that would have killed people years ago can now be cured. Most people who go to hospital come out better. Sometimes when there are a lot of things wrong or parts of the body wear out, despite the best efforts of the doctors and nurses, people die.

How long will I live?

Probably a very long time. If you look around, there are lots of old people. We all have to die at some time, and as you get older you worry less about it.

Will I ever feel any better?

It is only natural to feel sad and hurt when someone you loved dies – everyone does. You must believe me when I tell you that every day you will feel a little bit better. You will always miss them but it won't hurt in the same way. Talking about how you feel might help to make you feel better.

Why do we have a funeral?

We have a funeral to give everyone who loved the person who has died a chance to come together to share their sadness and to remember all the good things about them.

What happens at the crematorium or cemetery?

When someone dies, they do not need their body any more so we may take it to the crematorium, where it is turned into ashes. We can bury or scatter the ashes in the gardens at the crematorium, in a churchyard or in some other favourite place. Instead of cremation we may bury their body in a churchyard or cemetery. The gardens of remembrance at the crematorium, churchyard or cemetery are quiet places where we can walk and remember the person who has died.

Children at the funeral

You may be undecided about whether to allow a child to go to the funeral. The answer will, of course, depend on the child. Often, our first reaction is to try to spare them an upsetting experience, but going to the funeral may help them to come to terms with the death.

We do not advise you to force a child to go if they do not want to, but if they want to go then it is usually best to let them. Not being allowed to go may raise all kinds of worries in their mind about what is happening and why they are being kept away.

If you take a child to the funeral, it is important to prepare them beforehand by telling them what to expect. Someone close to the child should stay with them throughout the service to comfort them when it is needed.

Memorials

It may help the child to have a 'memorial' to the person who has died, especially if they were very close. You don't need an official memorial but simply a thing or place that can be associated with the person who has died. For example, a favourite tree in the garden or a seat in the park, a simple keepsake such as a vase or a watch, or a photograph that the child can keep. Opinions vary, but most people believe it is better to help the child remember someone they knew than expect them to forget.