

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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This leaflet has some brief information that may help you if you are supporting someone who has lost a child, at whatever age.

A parent's grief

Parents expect to die before their children. The grief that comes from the death of a child is like no other. In a child there are parts of the parents' life, their emotions, joys, fears and hopes for the future. When a child dies, whether they are 14 or 40, part of the parent will die with them.

When a child dies, parents have overwhelming feelings of fear and disbelief. It may take some time for parents to accept the loss of their child. You need to have a great deal of patience.

We all grieve differently. Some people find it helps to talk about their child all the time. Others may only be able to cope by pushing their feelings to the back of their mind.

The loss of an only child

For parents whose only child dies, their grief may seem even more unbearable. They cannot console themselves with the thought that their other children need them, however small that comfort may be.

Other children in the family

For some parents the loss of one child can bring them closer to their other children. It may also make them overprotective and anxious. It is not unusual for other children in the family to go through a period of ill health after the death of a brother or sister (for example, coughs, colds or rashes).

They may each claim to have been closer to the child who died, in an effort to come to terms with the situation.

The loss of an adult child

The grief is felt just as deeply whatever the child's age. Parents naturally expect to die before their children. Also, other more practical problems may arise. For example, grandparents may have to take on a parenting role. The parents may inherit from the child and this could increase their feelings of guilt if they feel they have profited from their child's death.

Birthdays and special days

These will be a painful reminder of a lost life. A new wave of grief may be experienced each year, although as time passes it may become easier to deal with.

How can I help?

Helping parents share precious moments and memories of their child's life may give them some strength and comfort. It is also important to be specific with offers of help, for example, 'Can I do the shopping tomorrow?' or 'Can I do the ironing for you?'

Other practical ways you can help include telling the school or employer of the death of their pupil or employee. You could also help by sending a copy of the death certificate to the relevant official departments, for example, the Child Benefit Office or Inland Revenue. It is important not to intrude, as parents may want to do this themselves.

Friends and relatives are very important to help parents cope with their loss. But sometimes it is easier for them to talk to somebody outside their family circle, and some organisations are listed opposite.

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 Compassionate Friends

They offer help for parents whose children have died.

Helpline: 0845 123 2304

Website: www.tcf.org.uk

Email: helpline@tcf.org.uk

Write to: The Compassionate Friends, 53 North Street, Bristol BS3 1EN

The Child Death Helpline

Helpline: 0800 282 986

(Monday to Friday 10am to 1pm, Tuesday and Wednesday 1pm to 4pm and Every Evening 7pm to 10pm).

Website: www.childdeathhelpline.org.uk

The Foundation for the Study of Infant Deaths (FSID)

They offer help for parents whose children have died from cot death.

Helpline: 0808 802 6868

Website: www.fsid.org.uk

Email: helpline@fsid.org.uk

Write to: FSID, 11 Belgrave Road, London SW1V 1RB