

## HOW CAN YOU HELP?

### By becoming a volunteer

To volunteer, you must be a bereaved parent whose child died at least three years ago.

You must be able to travel to central London or Liverpool regularly.

Training and support is given to all volunteers.

For more details, contact one of the centres on the back page.

### By making a donation

If you wish to make a donation please send a cheque payable to 'Child Death Helpline' to one of the addresses on the back page.

Your donation will help to maintain and develop the work of the Helpline.

## CONTACT DETAILS

The Helpline number is  
0800 282 986 | 0808 800 6019

The administrative offices are  
at the following centres:

### Child Death Helpline

Great Ormond Street Hospital for  
Children NHS Foundation Trust  
Barclay House, 37 Queen Square  
London WC1N 3BH

**Tel:** 020 7813 8416/8551

**Fax:** 020 7813 8516

Charity no 235825

### Alder Hey Childrens NHS Foundation Trust

Eaton Road  
Liverpool L12 2AP

**Tel:** 0151 252 5391

**Fax:** 0151 252 5513

Charity no 1049275

**Email:** [contact@childdeathhelpline.org](mailto:contact@childdeathhelpline.org)

This leaflet is available in other  
languages and formats on request



**A FREEPHONE SERVICE  
FOR ALL THOSE AFFECTED  
BY THE DEATH OF A CHILD**

## The death of a child

We understand that the death of a child is one of the most devastating events that anyone may experience.

The pain may be greater than any other previously felt. Even at its most distressing, the pain of grief is a natural reaction at this time.

Sometimes the feelings can be so overwhelming that they make everyday living very difficult.

Surviving the extremes of grief can seem impossible for a long time. Family, friends and others may be an important source of support but sometimes people need extra help.

## What do we offer?

A listening service that offers emotional support to all those affected by the death of a child.

An opportunity to talk in confidence to someone who has also experienced the death of a child.

## Who can call?

Anyone affected by the death of a child of any age, from pre-birth to adult, under any circumstances, however recently or long ago.

“The Helpline offered the opportunity for me to talk openly about my son’s life and death. It was such a relief to talk to someone who recognised, accepted and reassured me that what I was going through was normal.”

**We operate a confidential service under the code of practice of the Telephone Helplines Association.**

## When are we open?

The Helpline is open every day of the year, at the following times:

### Monday to Sunday

19.00 to 22.00

### Monday, Thursday and Friday

10.00 to 13.00

### Tuesday and Wednesday

10.00 to 16.00

## Who answers the calls?

The Helpline is staffed by volunteers. They are all bereaved parents who are trained and supported by professional staff.

The Helpline is not a counselling service. We can provide details of services in local areas.

Callers can be helped in their preferred language as we have the availability of an interpreting service.