



STAFFORD & DISTRICT BEREAVEMENT AND LOSS SUPPORT SERVICE

150 Weston Road

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www.staffordbereavementsupport.org.uk

AGREEMENT FOR SUPPORT

- The following highlights the main points of our agreement to work together as client and volunteer, as discussed at your first meeting with your volunteer bereavement supporter.
- Sessions are for the duration of up to one hour, arranged on a regular basis as agreed between volunteer and client.
- Our agreement is to meet initially for up to six sessions and to review our work together towards the end of this period.
- All information shared within sessions is confidential, with certain notable exceptions:
 - a. As part of my professional accountability, I shall discuss aspects of our work with a support supervisor. This is to promote good practice and to ensure the well being of both client and volunteer.
 - b. Should you discuss actions or intentions to seriously harm yourself or another person, I am obliged to take this further. I will however discuss my concerns and intentions with you first.
 - c. At any point you may request access to minimal, anonymised, confidential records which are kept for six years (after which time they will be destroyed).
- SDBLSS offers sessions free of charge. As a local independent charity all donations are gratefully accepted and effectively help towards maintaining our commitment towards providing an accessible service.
- Each bereavement support sessions costs in the region of £40, so if you need to cancel or rearrange an appointment, please contact your volunteer direct on Whenever possible please give a minimum of 24 hours' notice so that your appointment may be offered to another client.
- Once you have ended work with your volunteer, you may access the service again at any time in the future. On referral, you would be entered on to the waiting list; however, we cannot guarantee that you would be seen by the same volunteer.
- Should you feel at all unhappy with the service you have received or would like to make a suggestion of how our service can be improved, please contact us either verbally or in writing. Contact details as above.

Signed..... (Client) Date.....

Signed..... (Volunteer) Date

SDBLSS volunteers work within the ethical framework for good practice, as outlined by the British Association for Counselling and Psychotherapy.

Form 3

Charity Reg: 1140987

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