

## HOW CAN YOU HELP?

### Become a volunteer

To volunteer:

- You must be a bereaved parent whose child died at least three years ago
- Ability to work from home
- Commit to 6 hours a month

Training and support is given to all volunteers.

For more details email us on:  
[contact@childdeathhelpline.org.uk](mailto:contact@childdeathhelpline.org.uk)

### Make a donation

The Child Death Helpline is one of the projects supported by the Alder Hey Children's Charity.

Online donation can be made on the Alder Hey Children's Charity website. Please make sure to select the Child death helpline as your reason for donation.

Scan this QR code for easy access



**Alder Hey**  
CHILDREN'S CHARITY 

## CONTACT DETAILS

The Helpline number is  
**0800 282 986**

### Head office:

Child Death Helpline  
The Alder Centre  
Alder Hey Children's NHS  
Foundation Trust  
Eaton Road, West Derby  
Liverpool L12 2AP  
Tel: 0151 252 5391

Charity no: 1160661

### Email:

[contact@childdeathhelpline.org.uk](mailto:contact@childdeathhelpline.org.uk)

### Website:

[www.childdeathhelpline.org.uk](http://www.childdeathhelpline.org.uk)

This leaflet is available in other languages and formats on request



# 0800 282 986

### OPENING TIMES

The helpline is open  
**every day of the year**  
at the following times:

**Monday to Friday**

10.00 to 13.00

**Monday to Sunday**

19.00 to 22.00

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## WHAT DO WE OFFER?

The death of a child is one of the most devastating events that anyone can endure. We know from personal experience that the pain of losing a child can be so overwhelming that it can make everyday life difficult.

The national freephone Child Death Helpline is dedicated to provide a quality service to anyone affected by the death of a child of any age – whether they are parents, grandparents, siblings, or the extended family.

We can also provide details of services in local areas.

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

*We're here to listen.*

## WHO CAN CALL?

**Anyone** affected by the death of a **child of any age**, from pre-birth to adult, under any circumstances, whether 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 was doing through was normal.”*

A bereaved parent quote

We also provide support to professionals who have been impacted by the death of a child.

## 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. It is an opportunity to talk in confidence to someone who has also experienced the death of a child.

**We operate a confidential service under the standards of the Helplines Partnership**



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