

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

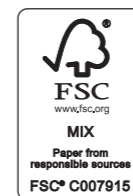
If you would like to find out more about Dignity or to find your local Dignity branch please visit; www.dignityfunerals.co.uk.

Or write to:

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

Tel: 0121 354 1557

A Company registered in England No. 41598
Part of Dignity plc – A British Company



DFS36/0811

Grief

A guide to the healing process

Coping with life after the death of someone close to you can be very hard. In this leaflet we explain some of the feelings you may have and suggest ways of dealing with them over the next few months.

Grief

Grief is a normal response to loss. It often brings physical and emotional pain. Shock, anger, guilt, regret, numbness and loneliness are some emotions that most people feel.

Unfortunately, there is no magic wand to take away the pain. Grief is something you have to work through. There is no set time to say when you will feel better. Sometimes you might find that you take two steps forwards and then three steps backwards.

First reactions

If you have been expecting someone close to you to die, at first you may feel numb. This is nature's way of helping you realise and accept the death.

If the death is sudden and unexpected, your reaction may be disbelief. It may take time to understand what has happened and you may feel a great deal of pain because you have not had the chance to say goodbye.

You may find yourself expecting your loved one to suddenly arrive and hear familiar sounds like their key in the door, or feel their presence in

the room. Accept these things as part of the process of grieving, which will eventually lead you through this terrible time.

The physical signs of grief

Some people are affected physically by the death of their loved one. Some people can't sit still and become hyperactive. Others have headaches, shortness of breath, chest pains, dizziness, lack of concentration or depression. Some find it difficult to sleep and some experience bad dreams.

But don't be alarmed – it's unlikely that you will suffer any of these symptoms. It is just important to realise that an emotional shock can produce physical symptoms. You should speak to your doctor if you have any symptoms over a period of time.

Emotions

Do not be afraid of crying or showing emotion. Tears relieve emotional stress and there is nothing to be ashamed of. Most people have times when they feel angry – angry that they have been left or that the doctor did not prevent the death, or angry that the life was not fulfilled and that there are plans left unfinished.

You might also feel guilt. 'If only...' is a very common feeling and is natural after a death. Talking about these feelings with a close friend or member of the family may help you.

The way forward

Many people choose to withdraw from social contact, feeling unable to face the outside world. You may feel like this, but grieving is difficult enough without having to do it all on your own.

Allow yourself time to grieve and adjust to your new situation. Always take time before making any major decisions such as moving house.

The most important healing can come from talking. It may help to go over what happened many times with family and friends. Talking about your feelings may also help. A professional counsellor or people like the Samaritans will have the time and understanding to talk to you. You will never get over it, but in time you will come to terms with what has happened.

Try to recognise the danger signs of becoming too dependent on tranquillisers or alcohol. You may find keeping a diary or writing down your thoughts helpful, and you never need to show your writing to anyone.

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