

COVID-19: support offered by Sands

For bereaved parents (and/or parents with a baby in neonatal care)

Support we already offer remotely and which is continuing:

- **Sands Helpline** – phone and email (0808 164 3332 and helpline@sands.org.uk)
- **Sands Online Community** (<https://sands.community/login>)
- **Facebook** closed support group (<https://www.facebook.com/groups/SandsSupportGroup>)
- **Grief chat** – online immediate counselling accessed via our website (<https://www.sands.org.uk/support-you/how-we-offer-support>)
- **Sands Bereavement Support App** (<https://www.sands.org.uk/about-sands/sands-bereavement-support-app>)
- **Sands Bereavement Support Book**
- **Website** for information <https://www.sands.org.uk/support-you/how-we-offer-support>

Support offered remotely which is new in response to COVID-19 restrictions:

- **Sands Group Support Meetings** – several Groups setting up Zoom support meetings rather than face-to-face

For healthcare professionals

Support we offer remotely anyway and which is continuing

- **Sands Helpline** – phone and email

Support offered remotely which is new in response to COVID-19 restrictions

- **Shorter version of training** is being developed as a webinar

Further reflection

Bereavement support

Sands model of bereavement support is built on an understanding of grief that is complex and after death that is 'against the natural order of things'.

Our expertise and experience means we can support pregnant women and their families when they are bereaved suddenly during the pandemic, unexpectedly losing other members of their families or friends.

This is particularly true for parents and families who have previously suffered the death of a baby or the loss of a pregnancy, but the model of support is relevant for anyone bereaved in this way.

Emergency Phone numbers:

Jen Coates (Director of Bereavement Support and Volunteering) – 07758 162 029

Clea Harmer (Chief Executive) – 07767 119 011