

## **Irish Hospice Foundation - Bereavement Support Line** **(<https://www.activelink.ie/node/116545>)**



### **Are you grieving the loss of someone close? Or are you supporting or working with someone who is bereaved?**

The **Bereavement Support Line** is a national freephone service run by Irish Hospice Foundation in partnership with the HSE. It offers a confidential space for those who have lost a loved one, friend, or colleague to share their grief with someone who is grief-trained and who really understands the grieving journey. The Bereavement Support Line also offers signposting to local bereavement supports (e.g., counselling information in their locality). Any professional, friend, or family member who is supporting a bereaved person can call for information and guidance.

### **How do I call the Bereavement Support Line?**

**Call freephone 1800 80 70 77. The line is open Monday to Friday, 10am to 1pm (excluding bank holidays)** If the line is busy when you call or if you call outside of these hours, you can request a call back, and you will receive an automatic callback as soon as an agent is available or the line reopens.

### **Who can call?**

Anyone in Ireland over 18 can call. We welcome calls from people who have been impacted by grief in different ways. This includes people who are:

- Recently bereaved or bereaved many years ago.
- Concerned about a friend or family member who is bereaved and are seeking advice and support on how to best support them.
- Looking for bereavement support services in their area.
- Professionals wanting to inform the care their organisation can offer to bereaved colleagues.

### **What can I expect when I call?**

When you call the Bereavement Support Line, you will be talking to one of our grief-trained staff. We offer a safe space for you to speak about your bereavement experience. We will do our best to acknowledge, support, and provide information and practical supports that might help.

Your call is confidential. What you tell us will not be shared except in certain circumstances where, for safeguarding reasons, we may need to share your information with the emergency services. On the call, we might ask your first name, because it's a natural question to ask in a conversation, but you don't have to tell us if you prefer not to.

### **Where can I learn more?**

Learn more about the **Bereavement Support Line** (<https://hospicefoundation.ie/our-supports-services/bereavement-loss-hub/bereavement-support-line/>) at [bereaved.ie](https://bereaved.ie) or by emailing [bereavementsupport@hospicefoundation.ie](mailto:bereavementsupport@hospicefoundation.ie)

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RCN: 20013554

**Region**

Nationwide

[Learn more \(https://hospicefoundation.ie/our-supports-services/bereavement-loss-hub/bereavement-support-line/\)](https://hospicefoundation.ie/our-supports-services/bereavement-loss-hub/bereavement-support-line/)

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