

COVID-19

EMOTIONAL WELL-BEING SUPPORT FOR YOUR STAFF DURING COVID-19

Given the vital importance of keeping the funeral workforce both mentally and physically well at this current time, the NAFD is offering emotional and well-being support to member funeral firms during the COVID-19 pandemic.

A telephone service, in partnership with Professional Help Ltd, provides unlimited and confidential calls with professional advisors and qualified counsellors, and is available 9am-9pm Monday to Friday.

The support is available for employees of NAFD member firms who are experiencing emotional stress or mental health concerns and also provides access to longer term support and counselling and signposting to other appropriate services. Email support is also available.

Jon Levett, Chief Executive Officer of the National Association of Funeral Directors, said: "It is really important to offer this additional support to members at this very difficult time. We appreciate the hard work, long hours and dedication staff all over the UK are showing, and we want to be able to help them. I encourage any member firm to take up the service if any of their staff are not feeling themselves or are in need of a bit of extra help."

Catherine Betley, Managing Director of Professional Help Ltd, added: "Funeral service staff are vital in normal community life, but will be even more important in the coming weeks and months as we all try to contribute to the UK's response to the COVID-19 pandemic response. The emotional and psychological health - as well as physical - of the sector needs to be well supported in order to make sure that all staff can carry out their roles to the best of their ability."

HOW TO ACCESS THE SUPPORT

The service is free for member funeral firms, and staff can access it by calling 0333 242 3103 and providing the name of the firm they work for, or via email at NAFD@professionalhelp.org.uk. The email address can also be used to request a call back at a time convenient to the staff member.

