



## SAIF Care Service Terms and Conditions

SAIF Care is a service provided by Professional Help Limited, Company No. 9402547, of Burtlands, Burton in Kendal, Cumbria LA6 1HR on behalf of The National Society of Allied & Independent Funeral Directors of 3 Bullfields, Sawbridgeworth, Herts CM21 9DB.

The aim of the SAIF Care service is to provide high quality, timely and appropriate bereavement support to the clients of SAIF member businesses in order to improve their wellbeing and prevent or mitigate the negative impact of bereavement on mental and physical health. The service is based on the principles of emotional first aid and offers reassurance and normalisation, advice and support and allocation into appropriate counselling provision where this is identified as being wanted and needed.

### 2. The Service

Services Provided (see also clause 2.9):

Telephone:

- Initial call (or call back) with assessment, advice and support where needed \*
- Pre-booked telephone support
- Up to 6 sessions of 60 minutes of telephone counselling
- Onward referral (internally or externally)\*

Email:

- Email enquiry and correspondence\*
- Pre-booked and ad-hoc email support
- Onward referral (internally or externally)\*

Face to face counselling:

- Up to 6 Sessions of 60 minutes at a venue to be agreed between the counsellor and client
- Counselling via Skype/Facetime where requested

**\* denotes guaranteed service**

- 2.1 The SAIF Care service is provided by Professional Help Limited although is part of SAIF's optional benefits for member businesses and is branded as such.
- 2.2 The service is available to clients of (opted-in) SAIF member businesses who are over the age of 18. SAIFCare are not able to support young people under the age of 18 but will refer on to appropriate agencies.
- 2.3 The SAIFCare service is confidential; only information which does not identify individuals will be provided to SAIF and SAIF Member Businesses. Professional Help will adhere to its confidentiality policy and will only break confidentiality in circumstances outlined within such.
- 2.4 The service can be contacted via Freephone on **0800 917 7224** or by email to [help@saifcare.org.uk](mailto:help@saifcare.org.uk)
- 2.5 The service operates between 9am and 9pm, Monday to Friday although out of hours' advice and counselling appointments are available where needed. Calls received out of office hours will be directed to our answer phone service and will be responded to on the next working day. We will endeavour to return all calls and respond to all emails within 1 working day.

- 2.6 Where telephone counselling is offered, the first appointment for this shall be arranged within 7 days and for face-to-face counselling within 2 weeks.
- 2.7 Where counselling is provided, this will be delivered by professionally qualified counsellors, working to BACP/UKCP/NCS standards. Professional Help is an organisational member of both the BACP and NCS and adheres to all required standards and policies including the Ethical Framework. DBS clearance, professional checks and professional supervision for counsellors will be the responsibility of Professional Help and evidence that this has been undertaken shall be made available to SAIF on request.
- 2.8 Professional Help will manage all appointments and bookings following referral for support.
- 2.9 If the client proves to be unreachable by either the service or the counsellor within 2 weeks of the referral being made, the referral will be cancelled. Failure by the client to attend two consecutive counselling appointments without providing reasonable notice will mean that the client is discharged from the service and the referral closed.
- 2.9 SAIFCare guarantees to provide a telephone helpline and email service. Up to six face to face or telephone counselling sessions will be offered to the client free of charge where the funds held by the SAIFCare service allow for this. In the event that SAIFCare does not attract sufficient members to fund a full service, telephone and email support only will be made available to clients.

#### **4. Marketing & Publicity**

4.1 SAIF and SAIF Member Businesses will work with Professional Help to ensure that activities to promote the service to users are undertaken, including developing and disseminating appropriate marketing materials and pursuing opportunities to publicise the service.

4.2 It is the responsibility of the SAIF Member Business to ensure that sufficient, high quality printed and online information about the service is available for clients; SAIF will provide all SAIF Care subscribers with the SAIFCare logo and PDF leaflet template an also PDF poster template (Via We Transfer as the file size is very large). Complimentary copies of the A3 poster, 5 leaflets (these are a sample) and window sticker large and small will also be provided.

Further hard copies of the above can be purchased from SAIF. Prices below include p&p:

- Poster: £7.00 each
- Leaflets: £3.50 for 20 / £7.50 for 50 / £14.00 for 100 / over 100 price on request
- Window stickers: free of charge

If you wish to print bespoke company leaflets with your Firm's name, branded colours, we ask that you maintain the SAIF Care service description, SAIF Care logo and details of Professional Help as stated. (Neither SAIF nor Professional Help will be responsible for incorrect information on bespoke printed leaflets or edited e-leaflets).

#### **5. Management Information**

5.1 The service will provide reports as agreed to SAIF and SAIF Member Businesses (where required) indicating various agreed statistics, information and trends (no details of individuals will be provided).

#### **6. Financial**

6.1 The SAIF Member Business agrees to pay SAIF for this service at the following rates:

<b>SAIF Grade</b>	<b>SAIFCare fee</b>
Grade 1	£75
Grade 2	£150
Grade 3	£250
Grade 4	£350
Grade 5	£450
Grade 6	£550

Grade 7	£600
Grade 8	£650
Grade 9	£700
Grade 10	£750
Grade 11	£800
Grade 12a	(1,000 – 1,500 funerals per year) – £1,050
Grade 12b	(1,500 – 2,000 funerals per year) – £1,300
Grade 12c	(2,000 – 2,500 funerals per year) – £1,550
Grade 12d	(2,500 – 3,000 funerals per year) – £1,800
Grade 12e	(3,000 – 3,500 funerals per year) – £2,050

6.2 SAIFCare membership runs in line with SAIF membership. Only when a SAIF member business joins the SAIFCare service and returns this signed agreement and appropriate payment are the clients of the SAIF Member Business eligible to receive the service. If a SAIF Member Business fails to renew or is removed from SAIF membership, the business is no longer eligible to offer the SAIF Care service.

## 7. Term of Agreement & Termination

7.1 Subject to termination, this agreement is on an annual rolling basis commencing on the date SAIF Member Business opted into the SAIF care service.

7.2 SAIF Member Businesses may terminate this agreement:

- At any time after one year by giving SAIF 3 months' written notice of termination.
- SAIFCare fees are non-refundable
- Forthwith in the event that SAIF or Professional Help Limited breaches a term of this agreement which has not been remedied within 21 days of a notice setting out the breach details
- With immediate effect in the event that SAIF or Professional Help Limited becomes insolvent
- Forthwith in the event that SAIF Professional Help Limited does anything which in the reasonable opinion of the SAIF Member Business brings the name of the SAIF Member Business into disrepute.

## 8. Variation

8.1 No amendment to this agreement shall be effective unless it is in writing and signed by duly authorised representatives of each party.

### Miscellaneous

8.3 This agreement constitutes the entire agreement between the parties with respect to the subject matter hereof.

8.4 This agreement shall be governed and construed in accordance with the laws of England and the parties irrevocably submit to the exclusive jurisdiction of the English courts.

**Signed by:**

*C.M. Betroy*

**On behalf of Professional Help Limited**

**Signed by:**

*TERRY TENNENS*

**On behalf of SAIF**