

English

Chinese /中文

When someone has died
– information for you

當有人過身
– 為您而設的資訊

When someone close to you dies, you may be unsure what to do. We hope this leaflet will help you through the first few days. It explains:

當您親近的人過身，您可能不清楚應該怎樣做。我們希望這份單張能幫助您度過最初的幾日。它能解釋：

- what you need to do, and
- how you may feel.

- 您需要做甚麼，以及
- 您可能會有甚麼感覺。



What do I need to do first?

- You will need to tell close family and friends what has happened.
- You will need to get the death certificate (sometimes called the 'medical certificate of cause of death' or 'form 11') from the doctor.
- You must register the death – you will need the death certificate to do this. See page 5 for more about this.
- You should think about the funeral. If you wish, you can contact a funeral director before you register the death. See page 8 for more about this.
- You should look for the will of the person who has died. If you can't find it, their solicitor may have a copy.

The death of someone close can be overwhelming, and you may need help to do all these things. Relatives, friends or neighbours can support you.

A priest, minister or religious leader may be able to help you or tell you where you can find help.

You can also get advice from a funeral director, your family doctor or a solicitor. Some organisations, for example Citizens Advice Scotland, may also be able to help. [You will find contact details for some of these organisations in the 'How can I find out more?' section on pages 14 to 17.](#)

我首先需要做甚麼？

- 您需要告訴近親和朋友發生了甚麼事情。
- 您需要從醫生那裡取得死亡證明書 (death certificate) (有時亦稱為「死亡原因的醫療證書」 (medical certificate of cause of death) 或「11 號表格」 (form 11)) 。
- 您必須登記死亡 – 您需要使用死亡證明書來進行登記。詳情請參閱第 5 頁。
- 您應該思考葬禮的安排。如果您想的話，可以先聯絡葬儀主任才進行死亡登記。詳情請參閱第 8 頁。
- 您應該找尋過身者的遺囑。如果您找不到，其律師可能會有一份副本。

親近的人過身可能會令人受不了，您可能需要協助去處理這所有事情。親戚、朋友或鄰居可以支持您。

牧師或宗教領袖可能可以幫到您，或告訴您可到何處尋求協助。

此外，葬儀主任、您的家庭醫生或律師也可給予您意見。某些組織，例如 Citizens Advice Scotland，亦能提供協助。您可以在 14-17 頁「如何得知進一步資料？」中找到當中某些組織的聯絡資料。

What will happen next?

How will I get the death certificate?

- The doctor will normally give you the death certificate just after the death or the next day. Sometimes it may take longer, for example if the doctor needs to find out more about why someone died.
- You need to take the death certificate with you to register the death at an office of the Registrar of Births, Marriages and Deaths.
- The death certificate gives information about the person who has died, including what caused their death.
- You should read the death certificate and ask the doctor to explain anything you don't understand. You should do this before you go to the registrar's office.

下一步應該怎樣做？

我如何取得死亡證明書？

- 醫生一般會在該名人士過身之後或翌日將死亡證明書交給您。有時需要的時間會長一點，例如是如果醫生需要找出更多有關該名人士為何離逝的資料。
- 您需要攜帶這份死亡證明書，到出生、結婚及死亡登記官 (Registrar of Births, Marriages and Deaths) 的其中一個辦事處進行死亡登記。
- 死亡證明書將列有該名離逝人士的資料，包括死因。
- 您應該細閱死亡證明書，如有不明白的地方，請向醫生發問。您應該在前往死亡登記官辦事處之前了解清楚死亡證明書。

What if I want to see the person who has died?

- If the person died in hospital and you would like to come back to see them, you can ask the ward staff to arrange this for you.
- You can ask a funeral director to arrange for you to see the person at the funeral home.
- A funeral director can usually arrange for the person who has died to be at home before the funeral, if this is what you wish.

如果我想再見死者一面，應該怎樣做？

- 如果該名人士在醫院裡過身而您再想見死者一面，請聯絡病房工作人員為您安排。
- 如果死者已送往殯儀館，您可以請葬儀主任為您安排見死者一面。
- 如果您想的話，葬儀主任一般可以安排已離逝人士在葬禮之前留在家裡。

What happens if the person who died wanted to donate their organs or tissue?

- You should tell the doctor or hospital staff that the person wished to donate their organs or tissue. You will need to explain that you know this because the person:
 - told you about this
 - included their wishes in a will, or
 - had a donor card or signed the Organ Donor Register.
- It may be possible to use tissue for transplant, but this must be done within 48 hours of the death.

如果死者希望捐出器官或組織，應該怎樣做？

- 您應該告訴醫生或醫院員工死者希望捐出器官或組織。您需要解釋您之所以知道是因為：
 - 死者生前告訴過您
 - 死者在遺囑上有寫明，或
 - 死者擁有捐贈者卡或已簽署器官捐贈登記冊 (Organ Donor Register) 。
- 死者的組織可以作移植之用，但這必須在死亡後 48 小時之內進行。

What happens if there is a hospital post-mortem?

- A hospital post-mortem (sometimes called an autopsy) is the medical examination of a person who has died.
- Sometimes the doctor will ask for a hospital post-mortem to find out more about why someone died.
- If this happens, the doctor will always discuss it with you first. A hospital post-mortem can only be carried out if the person gave their consent before they died, or if their nearest relative agrees.

如果醫院需要驗屍，應該怎樣做？

- 醫院驗屍 (有時稱為屍體解剖) 是指在醫學上檢驗死者的屍體。
- 有時醫生會要求醫院進行驗屍，以找出更多有關該名人士為何離逝的資料。
- 如果有需要這樣做，醫生會首先與您商討。只有死者生前表示同意這樣做或其近親同意，才會進行驗屍。

What happens if a death is reported to the Procurator Fiscal?

- When a death is sudden, unexplained or caused by an industrial illness it must be reported to the Procurator Fiscal.
- Doctors, registrars or the police usually report such deaths, but anyone who is concerned about a death can contact the Procurator Fiscal.
- If the Procurator Fiscal decides to investigate a death, the police will often speak to the doctor or relatives of the person who has died. This is to gather information that will help the Procurator Fiscal reach a decision.
- The Procurator Fiscal may also order a post-mortem to confirm the cause of death.
- The Procurator Fiscal will try to answer any questions you may have.
- They will complete their investigations as quickly as possible.

To find out more about this, phone the Crown Office and Procurator Fiscal Service on 0131 226 2626 or look on the internet (www.copfs.gov.uk) .

如果有關死亡個案已經報告到 Procurator Fiscal , 應該怎樣做 ?

- 如果死亡屬於突發、不能解釋或由於工業病所導致 , 便必須向 Procurator Fiscal 報告。
- 醫生、登記官或警察一般會報告此等死亡個案 , 但任何對死亡個案有懷疑的人士亦能聯絡 Procurator Fiscal。
- 如果 Procurator Fiscal 決定調查有關的死亡個案 , 警方一般會聯絡死者的醫生或親戚。所收集的資料能夠協助 Procurator Fiscal 作出決定。
- Procurator Fiscal 可能也會要求進行驗屍 , 以確定死因。
- Procurator Fiscal 會嘗試回答您的任何問題。
- 他們會儘快完成調查。

如欲得知進一步的資料 , 請致電 Crown Office and Procurator Fiscal Service , 電話是 0131 226 2626 , 或瀏覽互聯網 (www.copfs.gov.uk) 。

When and how do I register the death?

- You must register the death within 8 days. You can do this at any registrar's office in Scotland.
- You should phone the registrar's office before you go there. Sometimes you will need to make an appointment to register a death.
- You can find the contact details of local registrar's offices in the phone book under 'Registration of Births, Death and Marriages', or on the internet (www.gro-scotland.gov.uk).

我應何時或如何進行死亡登記？

- 您必須在在 8 日內進行死亡登記。您可以在蘇格蘭的任何登記官辦事處完成有關手續。
- 您在前往登記官辦事處之前，應該先行致電，有時您需要進行預約。
- 您可以在電話簿的「出生、結婚及死亡登記官」一欄中找到本地登記官辦事處的聯絡資料，或瀏覽互聯網 (www.gro-scotland.gov.uk)。

Who can register the death?

- The death should normally be registered by a close relative or partner, or by an executor, someone who was present at the death, or the occupier of the property where the person died.
- However, anyone can register the death as long as they have the information that is needed. So if you feel too upset, you can ask someone else to do this.

甚麼人可以登記死亡個案？

- 一般來說，死亡個案應該由近親或伴侶、遺囑執行人、死者過身時在其身旁的人，或者是居住在死者過身的物業的人士進行登記。
- 但是，任何擁有所需資料的人士都可以進行死亡登記。如果您過度悲傷，可以請求其他人代勞。

What will I need?

- To register the death, you will need the death certificate.
- It is helpful if you can also take:
 - the person's birth and marriage or civil partnership certificates
 - their NHS medical card, and
 - documents about a State Pension or any social security benefits.

Don't worry if you don't have all these documents. The registrar will still be able to register the death.

我需要甚麼資料才能進行登記？

- 要進行登記，您需要死亡證明書。
- 您亦應該攜帶以下物品：
 - 有關人士的出生、結婚或民事伴侶關係證明書
 - 他們 NHS 醫療卡，以及
 - 有關國家退休金或任何社會福利保障的文件。

如果您並沒有以上所有文件，不要擔心，登記官仍能為死亡個案進行登記。

What will the registrar give me?

- When you register the death, the registrar will give you:
 - a certificate of registration of death (form 14) – you should give this to the funeral director
 - a green social security registration or notification of death certificate (form 334/S1) – you will need this if the person who died received a State Pension or any social security benefits, and
 - a shortened version of the death certificate.
- You can also buy copies of the full death certificate. Some organisations may ask for this, for example insurance companies or banks.

For more information, go to the General Register Office for Scotland's website (www.gro-scotland.gov.uk) or ask someone at the local registrar's office.

登記官會給我甚麼？

- 當您登記死亡個案時，登記官會給您以下文件：
 - 死亡登記證明書（14 號表格）（certificate of registration of death）（form 14）– 您應將此文件交予葬儀主任。
 - 綠色的社會福利保障登記卡或死亡證明書通知書（334/S1 表格）（notification of death certificate）（form 334/S1）– 如果死者有領取國家退休金或任何社會福利保障，您需要這份文件，以及
 - 死亡證明書的簡約版。
- 您亦可以購買整份死亡證明書的副本。有些組織可能會要求您提供副本，例如保險公司或銀行。

如欲得知進一步的資料，請瀏覽 General Register Office for Scotland 的網站（www.gro-scotland.gov.uk），或向本地的登記官辦事處查詢。

Who else needs to know?

- When someone dies, you may need to tell other organisations and services – for example the UK Passport Service and the DVLA (Driver and Vehicle Licensing Agency) .
- In some parts of Scotland a new service called **Tell Us Once** can help you tell government agencies about a death. The registrar will tell you if this is available in your area.

還有甚麼其他人需要知道？

- 當有人過身時，您可能亦需要通知其他的組織和服務機構 – 例如 UK Passport Service 和 DVLA (Driver and Vehicle Licensing Agency) 。
- 蘇格蘭的某些地區提供一項稱為 **Tell Us Once** 的新服務，這項服務可以協助您將有關的死亡個案通知政府機構。登記官會告訴您所處地區是否有提供這項服務。

How do I arrange the funeral?

- You can speak to a funeral director as soon as you feel ready.
- You do not have to wait until the death has been registered.
- However, do not feel you have to rush. Taking your time may make planning the funeral easier.
- You can find the contact details of local funeral directors in the phone book.
- You do not have to use a funeral director, although most people find this helpful.
- If you wish to make some of the arrangements yourself, the Natural Death Centre can provide support and information. Find out how to contact them on page 17.

我應如何安排葬禮？

- 您可以在準備好時儘快聯絡葬儀主任。
- 您無須等待死亡登記完成。
- 但是，您是無須心急的。慢慢來計劃葬禮可能容易一點。
- 您可以在電話簿中找到本地葬儀主任的聯絡資料。
- 雖然許多人認為葬儀主任能夠幫得上忙，但您並不一定要使用他們。
- 如果您想自行作出一些安排，Natural Death Centre 可以提供支援和資料。聯絡詳情請參閱第 17 頁。

How do I plan the funeral?

- It might help if you ask yourself a few questions:
 - Did the person who died make any requests or leave instructions for their funeral?
 - Who should be involved in planning the funeral? You could speak to family and friends about this.
 - Will it be a burial or cremation? Where will it take place?
 - Who will conduct the ceremony? If the person died in hospital, the Spiritual Care Team can give you advice and support, or put you in touch with representatives of religious and non-religious organisations. Ward staff can contact the Spiritual Care Team for you.
 - Will you put a death notice in any newspaper? What would you like it to say?
- You can ask a funeral director for advice.

我應如何安排葬禮？

- 以下的問題可以幫到您：
 - 死者生前有沒有任何要求或就著葬禮有特別指示？
 - 甚麼人應該參與計劃葬禮？您可以和家人和朋友討論。
 - 是土葬抑或火葬？會在這裡舉行？
 - 誰會負責舉行儀式？如果死者在醫院裡過身，靈性照顧團隊 (Spiritual Care Team) 可以給予您意見和支援，或協助您聯絡宗教或非宗教組織。醫院員工亦可以幫您聯絡靈性照顧團隊。
 - 您想在報章刊登訃聞嗎？想寫甚麼內容？
- 您可以向葬儀主任尋求意見。

How do I know if I can afford to pay for the funeral?

- Funeral costs vary and you may wish to ask several funeral directors about the service they provide.
- Funeral directors should explain their costs and give you a written estimate.
- Before meeting the funeral director, you should try to think about how to pay for the funeral.
 - Find out if the person who died:
 - made arrangements to pay for their funeral – for example with a life assurance policy or a prepaid funeral plan, or
 - left enough money to pay for their funeral.
 - If no money is available, and you get benefits or tax credits, you may be able to apply for a Funeral Payment from the Social Fund. You should:
 - ask someone at your local Jobcentre Plus if you qualify for this, or call the Department of Work and Pensions on 0845 606 0265, and
 - tell the funeral director as soon as possible if you want to apply.
 - If your wife, husband or civil partner has died, you may be able to apply for a benefit called a Bereavement Payment.
 - You should ask someone at your local Jobcentre Plus if you qualify for this, or you can call the Department of Work and Pensions on 0845 606 0265.
 - You can find out more about this benefit on the internet: go to www.direct.gov.uk and look for the Bereavement Payment section.

The Funeral Payment and Bereavement Payment are subject to conditions, and you should not assume you are eligible.

- If no one is able to arrange and pay for the funeral, the local council may do so.

我怎樣知道自己能否負擔得起葬禮的費用？

- 葬禮的費用可多可少，您可以向幾名葬儀主任查詢他們所提供的服務。
- 葬儀主任應該解釋其收費，並以書面給予您一個估計。
- 在與葬儀主任會面之前，您應該想一下怎樣支付葬禮的費用。
 - 看看剛剛過身的人是否有：
 - 為支付葬禮費用作出安排 – 例如人壽保單或預付葬禮計劃，或
 - 留下足以支付葬禮費用的金額。
 - 如果沒有任何金錢可用，而您正收取福利保障或稅收抵免，可以向社會基金 (Social Fund) 申請葬禮款項 (Funeral Payment) 。您應該：
 - 向您本地的 Jobcentre Plus 查詢您是否符合有關資格，或致電 Department of Work and Pensions，電話號碼是 0845 606 0265，以及
 - 如果您打算作出申請，請儘快告訴葬儀主任。
 - 如果您的妻子、丈夫或民事伴侶過身，您可能可以申請一種稱為喪親補助金 (Bereavement Payment) 的福利。
 - 您應向本地的 Jobcentre Plus 查詢您是否符合有關資格，或致電 Department of Work and Pensions，電話是 0845 606 0265。
 - 您可以瀏覽互聯網，找尋更多有關這種福利的資料。請瀏覽 www.direct.gov.uk，並參閱喪親補助金 (Bereavement Payment) 的部份。

葬禮款項和喪親補助金受條件限制，您不應假設您符合資格。

- 如果無人能夠安排和支付葬禮，地方議會可能可以代勞。

How can I deal with my feelings?

As you try to cope with the emotional upheaval of a death, the following thoughts may be helpful.

Take your time

You may feel numb, or find it difficult to believe what has happened. You may feel relief that the person is no longer suffering. You may feel sad, angry or guilty. You may also feel panicky about what needs to be done, or about what lies ahead. It's important, especially in the first few days, that you allow yourself:

- time to take in what has happened
- time to talk about the person who has died
- time to feel the pain and the loneliness
- time for yourself.

Do it your way

We are all different, and we react to death in different ways. There is no right or wrong way to grieve. Just try to do what feels right for you.

Take care of yourself

It is important to look after yourself. For example, you should try to eat well, and avoid drinking too much alcohol. It's also important to know that it's normal to feel afraid, have nightmares or struggle to see the point of life. However, if you are worried about your feelings, you can speak to your doctor.

我如何能夠處理自己的感受？

您正在嘗試處理摯愛離逝的傷痛，以下的一些建議可能可以幫到您。

慢慢來

您可能會感到麻木，覺得難以相信已發生的事情。您可能覺得鬆一口氣，因為死者不再需要受苦了。您可能感到悲傷、憤怒或有罪疚感。此外，對於需要處理的事情和前面的種種，您可能感到惶恐。所以在最初的幾日您應該給予自己一些時間去：

- 消化已發生的事情
- 談談已過身的該名人士
- 感受傷痛和寂寞的感覺
- 獨處。

用您自己的方法去處理

我們每個人都是不同的，對摯愛離逝的反應也會不同。哀悼離逝人士沒有對或錯的方式。嘗試做您認為正確的事情。

照顧好您自己

照顧好您自己是很重要的。舉例來說，您應該盡量吃好一点，並避免飲太多酒。此外，感到害怕、發有關死亡的惡夢或感到人生無意義也是很正常的。但是，如果您對自己的感覺感到擔憂，可與您的醫生談談。

Remember

Grief is normal – it is part of what it is to be human and to have feelings.

Grief is a journey – it is often hard, but it will get easier.

Grief has no shortcuts – grief takes time. It often takes much longer than you and many people around you may expect.

It is normal both to grieve and live – when you find yourself not thinking about the person who has died, that is all right.

Grief can be scary – and can lead to depressing thoughts and even thoughts of suicide. It is natural to think this way and okay to talk about it.

Finally - it is important not to expect too much of yourself, and know when to ask for help. The death of someone close is a major event in anybody's life and there are no quick ways of adjusting. It can be helpful to find someone you trust that you can talk to, for example a friend, your doctor, or a religious leader. If after a while you feel you are still not coping, you may want to speak with your doctor. [You can also get help from some organisations in the 'How to find out more' section of this leaflet on pages 14 to 17.](#)

請緊記

悲痛是很正常的 – 悲痛是人類必定有的情感。

悲痛是一個過程 – 克服悲痛是很難的，但會越來越易。

悲痛並無捷徑 – 克服悲痛需要時間，許多時比您自己和您身邊的人所預計的為長。

一邊承受著悲傷、一邊過生活是很正常的 – 當您覺得自己並沒有再想到已過身的摯愛，這是沒有問題的。

悲痛有時是頗嚇人的 – 悲痛可能會引致抑鬱或自殺的念頭。這樣是很正常的，您可以和別人傾訴。

最後 - 您不應該對自己有過份的期望，並知道甚麼時候尋求協助。 摯愛的離逝是生命中的重要事件，並無快速的適應方法。和自己信任的人傾談是很有用的，例如朋友、醫生或宗教領袖。如果一段時間以後，您仍然未能適應，可以和醫生傾談。在本單張的第 14-17 頁的「如何得知進一步資料？」，您亦可以找到某些可以提供協助的相關組織的資料。

How do children cope with their feelings?

If you are supporting children after a death, it is important to remember that children grieve too. They often express their grief through their behaviour. They may become quieter, or more easily tearful or angry in everyday situations. They may have physical symptoms, for example a sore tummy.

When someone dies, children usually realise something is wrong. They need help to understand what has happened and to express their feelings. Here are some thoughts that you may find helpful.

- **It's important to be honest with children** – you should tell them the person has died, and explain what this means using words they understand. Help children understand that death is natural: all living things die, accidents happen, and illness and old age are all part of the life cycle of people and animals.
- **Children may feel hurt** or angry that the person has gone, or may feel it happened because of something they said or did. It is important to allow children to express these feelings, and to reassure them that they are not to blame.
- **Children will move in and out of their grief** – sad and tearful one moment, and maybe playing the next. It is important to recognise this is normal and to try and support them.
- **After the death of someone close** children will worry that they, or others close to them, could die too. Again it is important to be honest with children: everybody dies some time, but most people live a long time.

兒童如何能夠處理自己的感受？

如果你需要在某人離逝後向兒童提供支援，請緊記兒童也是會感到傷痛的。他們許多時會通過行為去表達傷痛。他們可能會變得沉靜，在日常當中較易哭或發怒。此外，他們也會有一些身體出的癥狀，例如肚痛。

當有人過身，兒童往往會意識到有些東西不妥。他們需要協助去瞭解發生了甚麼事情和表達自己的感受。以下是一些對您有用的想法：

- **應該對兒童坦白** – 您應該告訴兒童有關人士已經過身，並用他們能夠理解的字詞向其解釋。協助兒童瞭解到死亡是很自然的：所有生物都會死，意外會發生，而生老病死是所有人都和動物的必經階段。
- **兒童可能會覺得受傷或憤怒**，因為有關人士過身了，或可能覺得這是與他們所講或所做的有關。您應該讓兒童釋放這些情感，並讓他們知道有關人士的過身並非他們的責任。
- **兒童的情緒會有起有落** – 兒童在一刻會傷心流淚，在另一刻則會如常玩耍。這是相當正常的，但請為他們提供支援。
- **當身邊有人過身**，兒童會擔心他們自己或其他親近的人也會死去。您應該對兒童坦白：每個人最終都會死去，但大部份人都是很長命的。

- **Adults often worry** about letting children see the person who has died or attend the funeral. Every child is different, but if they are going to be present you can help them prepare by explaining what will happen. A funeral director may be able to help you with this. Younger children might like to draw or write something to be placed with or in the coffin. You could ask older children for ideas for the funeral, for example a special piece of music, or a favourite memory to share with other people.
- **You should try to keep children to their routine** – this will help them feel more secure.
- **You could look through photos with them** and share stories about special times: sharing memories can help all the family feel stronger.

- **成人往往擔心讓兒童看到死者或出席葬禮。**每個兒童都是不同的，如果他們會出席葬禮，您可以向他們解釋將會發生甚麼事以作好準備。葬儀主任可能可以幫到您。較年輕的兒童可以想畫或寫一些東西放進棺材。至於較年長的兒童，您可以問他們對葬禮的提議，例如特別的音樂或一件與其他人分享有關死者的小事。
- **您應該保持兒童的日常活動不變** – 這能幫助他們感覺安全。
- **您可以和兒童重溫舊照片**，並分享一些特別的小故事；分享往事能夠加深家庭成員之間的聯繫。

How can I find out more?

This leaflet normally comes in a folder, and you can ask the person whose name has been written on the folder for more information. You can also speak to the Spiritual Care Team or the Bereavement Coordinator at your local hospital. You can find contact details for hospitals in the phone book or by calling the NHS inform Helpline on 0800 22 44 88.

You may find the following information helpful:

- **What to do after a death in Scotland** - Information about all the legal matters, including registering a death and dealing with wills.
You can get this information from the Scottish Government website (www.scotland.gov.uk) or you can ask the registrar for a copy.
- **Talking about bereavement** - A leaflet that helps you understand the thoughts and feelings of grief.
You can get this from the NHS Health Scotland website. Visit www.healthscotland.com or ask someone at the local hospital for a copy.
- **We're sorry to hear...** - Useful information and advice about looking after yourself following a death.
You can get this from Cruse Bereavement Care Scotland. Visit www.crusescotland.org.uk or phone 01738 444 178 and ask for a copy.
- **Living through grief** - Coping with the thoughts and feelings of grief over the weeks and months following a death. You can get this from Cruse Bereavement Care Scotland. Visit www.crusescotland.org.uk or phone 01738 444 178 and ask for a copy.

如何得知進一步資料？

這份單張一般會在一個文件夾中找到，您可以聯絡印在文件夾上的該名人士，以得知進一步的資料。此外，您也可以聯絡靈性照顧團隊或本地醫院的喪親協調員（Bereavement Coordinator）。您可以在電話簿中找到醫院的聯絡資料，或致電 NHS inform Helpline，電話是 0800 22 44 88。

以下資料可能會對您有用：

- **在蘇格蘭有人過身應該怎樣做** 有關所有法律問題的資訊，包括進行死亡登記以及處理遺囑。
您可以從蘇格蘭政府的網站（www.scotland.gov.uk）獲得此等資料或要求登記官向您提供一份副本。
- **表達喪親的感受** 這份單張可以協助您瞭解有關喪親的思緒和感受。您可以在 NHS Health Scotland 的網站上獲得這份單張。您可瀏覽 www.healthscotland.com 或要求本地醫院的員工向您提供一份副本。
- **我們很抱歉得知...** 這份單張提供有用的資料和意見，協助您在親人過身後知道怎樣照顧自己。
您可以在 Cruse Bereavement Care Scotland 獲得這份單張。
瀏覽 www.crusescotland.org.uk 或致電 01738 444 178 要求向您提供一份副本。
- **度過傷痛期..** 這份單張可以協助您處理近親過身後幾個星期或幾個月內的思緒和傷痛。您可以聯絡 Cruse Bereavement Care Scotland 以獲得一份副本。
瀏覽 www.crusescotland.org.uk 或致電 01738 444 178 要求向您提供一份副本。

You can get emotional support from:

- **Breathing Space (Scotland)**

A free, confidential and anonymous phone-line service for anyone who is experiencing low mood or depression, or who is unusually worried and needs someone to talk to.

Phone 0800 83 85 87 (Monday to Thursday from 6pm to 2am and from Friday 6pm through to Monday 6am)

Visit www.breathingspacescotland.co.uk

- **ChildLine**

A free and confidential helpline for all children and young people in the UK. You can call, email or write to ChildLine for help and advice about anything.

Freepost 1111, Glasgow G1 1BR

Freephone number 0800 1111 (24 hours a day, 7 days a week)

Email scotland@childline.org.uk

Website www.childline.org.uk (ChildLine offers a counselling service online. Log on to the website to speak to a counsellor.)

以下組織可以為您提供情緒支援：

- **Breathing Space (Scotland)**

這是一個為抑鬱、情緒低落、經常擔憂或需要向人傾訴的人士的電話熱線，而且是免費、保密和不記名的。

電話 0800 83 85 87 (星期一至星期四下午 6 時至凌晨 2 時；星期五下午 6 時至星期一上午 6 時)

網址 www.breathingspacescotland.co.uk

- **ChildLine**

這是為英國所有兒童和年青人而設的免費和保密求助熱線。您可用電話、電郵或書信形式聯絡 ChildLine 尋求協助和意見。

免費郵遞 Freepost 1111, Glasgow G1 1BR

免費電話號碼 0800 1111 (每週 7 天，每天 24 小時)

電郵 scotland@childline.org.uk

網址 www.childline.org.uk (ChildLine 提供網上輔導服務。請登入網站與輔導員傾談。)

- **Cruse Bereavement Care Scotland**

Information and support for people who have been bereaved.
To find out about one-to-one support in your area, phone 0845 600 22 27.

To get copies of leaflets or for more information phone 01738 444 178, email info@crusescotland.org.uk or look on the internet

(www.crusescotland.org.uk) .

- **Bereaved relatives or friends living in England, Wales or Northern Ireland** can contact Cruse Bereavement Care UK.

Phone 0844 477 9400

Email helpline@cruse.org.uk

Website www.cruse.org.uk

- **Bereaved children and young people** can phone 0808 808 1677 (Monday to Friday between 9.30am and 5pm) or look on the internet (www.rd4u.org.uk) .

- **Samaritans**

A confidential emotional support service for anyone experiencing feelings of distress or despair.

Phone 08457 90 90 90* (24 hours a day)

Visit www.samaritans.org.uk

*Please visit the website for the latest call charges

- **The Compassionate Friends**

Support for bereaved parents and their families.

Phone 0845 123 2304 (every day from 10am to 4pm and from 7 to 10pm)

Visit www.tcf.org.uk

- **Winston's Wish**

Support for bereaved children and for people who are concerned about them.

Phone 08452 03 04 05 (Monday to Friday between 9am and 5pm)

Visit www.winstonswish.org.uk

- **Cruse Bereavement Care Scotland**

為喪親的人士提供的資訊和支援。如要尋找您所住地區的一對一支援，請致電 0845 600 22 27。

要索取單張或得知更多資料，請致電 01738 444 178，電郵 info@crusescotland.org.uk 或瀏覽有關網頁

(www.crusescotland.org.uk) 。

- **住在英格蘭、威爾斯或北愛爾蘭的人士如有親屬或朋友過身**，可聯絡 Cruse Bereavement Care UK。
電話 0844 477 9400
電郵 helpline@cruse.org.uk
網址 www.cruse.org.uk
- **喪親的兒童及年青人**可以致電 0808 808 1677 (星期一至星期五上午 9.30 至下午 5 時) 或瀏覽有關網頁 (www.rd4u.org.uk) 。
- **Samaritans**
這是為感到情緒困擾或絕望人士而設的情緒支援服務，內容絕對保密。
電話 08457 90 90 90* (每日 24 小時)
網址 www.samaritans.org.uk
*請瀏覽有關網站，以得知最新的電話收費
- **The Compassionate Friends**
為喪親的父母及其家人提供支援。
電話 0845 123 2304 (每日由上午 10 時至下午 4 時以及晚上 7 時至 10 時)
網址 www.tcf.org.uk
- **Winston's Wish**
為喪親的兒童或關心他們的人提供支援。
電話 08452 03 04 05 (星期一至星期五上午 9 時至下午 5 時)
網址 www.winstonswish.org.uk

You can get general advice and information from:

- **Citizens Advice Scotland**
Free, confidential, impartial and independent advice about almost anything, including NHS services and your rights. To find your nearest branch, look in your phone book or on Citizens Advice Scotland's website (www.cas.org.uk).
- **NHS inform**
Scotland's national health information service.
Free phone 0800 22 44 88 (every day between 8am and 10pm)
Visit www.nhsinform.co.uk
- **The Natural Death Centre**
Free support and information about death and funerals, including home burial, family-organised and environmentally friendly funerals.
Phone 01962 712 690
Visit www.naturaldeath.org.uk

If you need information in another language or format contact your local NHS board. If you need help to do this contact the NHS inform Helpline on 0800 22 44 88 (textphone 18001 0800 22 44 88).
Produced by Health Rights Information Scotland, a project of Consumer Focus Scotland, for the Scottish Government Health Directorates.

Version 1 - Produced in April 2011

您亦可以從以下途徑獲得一般意見和資料：

- **Citizens Advice Scotland**
提供免費、保密、中立和獨立的一般意見，包括 NHS 服務及您的權益。
要得知最近的辦事處，請查看電話簿或瀏覽 Citizens Advice Scotland 的網站 (www.cas.org.uk)。
- **NHS inform**
蘇格蘭的國家保健資訊服務。
免費電話 0800 22 44 88 (每日上午 8 時至晚上 10 時)
網址 www.nhsinform.co.uk
- **The Natural Death Centre**
有關死亡和葬禮的免費支援和資訊，包括在家舉葬、由家庭所組織的葬禮和環保葬禮。
電話 01962 712 690
網址 www.naturaldeath.org.uk

如果您需要以另一語言或格式提供的資料，請聯絡本地的 NHS 管理局。如果您需要協助，請聯絡 NHS inform 求助熱線，電話 0800 22 44 88 (文字電話 18001 0800 22 44 88)。

由 Health Rights Information Scotland 為 Scottish Government Health Directorates 製作，此為 Consumer Focus Scotland 的項目之一。

版本 1 - 2011 年 4 月製作

