



LISTENING CHAPLAINCY PHONELINE

Serving Bristol, Somerset and South Gloucestershire

0330 229 1700 from 8am-11pm 7 days a week

Representatives of the different faith communities within the Avon and Somerset police area have set up a dedicated phoneline offering 1-2-1 chaplaincy.

The Faith Communities Major Emergencies Team for Avon and Somerset was established more than 30 years ago to provide faith-based face-to-face pastoral and spiritual support to people of all faiths and none in times of emergency. The service has been adapted to become a direct dial phoneline for people affected by the COVID-19 crisis.

This faith-based service is especially for anyone facing end of life issues, bereavement or who is anxious about someone in hospital, residential care or isolated at home. Their concern could be for a family member, friend, colleague or neighbour, or someone they have been caring for through their work.

We can also offer a listening ear to:

- those who are anxious about relatives who are seriously ill, especially if there is no option of visiting them in person;
- people unable to see the body of a loved one after death or unable to attend a funeral;
- key workers affected by work-related issues, perhaps overwhelmed by what they are facing or dealing with;
- the “worried well” and anyone else anxious about the effects of COVID-19 on their lives.

The phoneline serves callers from Bristol, Somerset and South Gloucestershire, but we will handle initial calls from out of area and then refer onwards where we can.

To access this service, people can dial: **0330 229 1700 from 8am-11pm 7 days a week.**

This service is open to everyone – of all faiths and none.

- It is rooted in the inclusive ethos of the Christian and other major faiths. The majority of our volunteers are Christians but able to refer on to representatives of other faiths.
- It offers compassionate listening and, if requested, prayer for those who welcome it.
- Our skilled volunteers are experienced people including clergy and those with roles in pastoral support and chaplaincy.
- We operate a policy of confidentiality, under the safeguarding and monitoring framework of the Church of England. The host partner is the Diocese of Bath and Wells.
- We are not able to offer long-term bereavement care or counselling, though we can signpost to organisations which offer specialist help.

For further information please contact
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