

# Frequently Asked Questions

## **What if my child is shy?**

There is an “I Pass” rule at SandCastles. No one has to share, unless they choose to share. We respect that each person is unique and when they are ready, they will begin to share their grief. Even if a child chooses the “I Pass” rule, they are still being supported and learning from the peer group experience.

## **Do you need insurance?**

SandCastles is offered free of charge to the families that participate. We do not require, and cannot accept, insurance payments. We are a non-profit organization and our funding comes from private and corporate donations as well as community grants. The cost per participant is \$25.00 per program night. Any donation that a family can make is appreciated and allows for the continued offering of SandCastles grief groups.

## **Do you do therapy?**

SandCastles is a peer support program. We do not offer therapy. If additional resources are needed, we have referrals to provide for families needs, including therapists.

## **Is there an adult group?**

Yes. The adult group meets at the same time that the children and teens break into individual groups. It offers peer support, as well as education on children and grief.

## **What if my teen won't come to program?**

Let them know that they will be in a group with other teens who are experiencing similar situations. Encourage them to give it a try at least two or three times and then allow them to decide what will be helpful for their grief process.

## **What if my child doesn't want to go into the room with the other children?**

The staff have several plans that may offer comfort to an anxious child. Please discuss this with a staff member prior to group if possible.

## **Can I bring other family members and children?**

In order to bring additional family members or children, the parent/guardian will need to contact the site Clinical Coordinator for further information and assessment.

## **What does “open-ended” mean?**

The open-ended design supports our belief that there is no prescribed time frame defining a family's grief process. It is up to each family to determine how long they will participate in SandCastles. Clinical Coordinators will check in with families periodically to assess their progress and need.

**What do we do when we choose to stop participating with SandCastles?**

Let us know at least two programs before your closing date. We will have a closing ceremony for you and your family during your last program night. SandCastles offers the ceremony to provide children and families an opportunity to say a healthy goodbye.

**What happens if I can't make it to program?**

Call and let us know that you will not be attending program that evening. We have 24-hour voice mail for your convenience. If we are not notified, the family will receive an attendance letter in the mail.

**Is religion involved?**

SandCastles is a non-denominational organization. We support and respect everyone's values and beliefs regardless of sex, race, religion, or ethnicity.