

## Best Practices in Bereavement Care: Staff



### Grief changes you.

Seeing the change helps you care for yourself and others.  
Click on the square above to hear advice from other workers.

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## OBJECTIVES:

*Meeting someone where they are in grief.*

### Topics:

What to say? What not to say?

Educating everyone about social media

Directing residents who need help?

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**OBJECTIVES:** *Meeting someone where they are in grief.*

Topic	Short answer
<b>What not to say?</b>	'I know how you feel' Grief is personal.
<b>What to say?</b>	Sometimes saying nothing is best. Listening is always helpful.
<b>Social media:</b>	Do not announce on Facebook, Instagram, etc. until persons without these media know – spouses / siblings / other critical persons.
<b>Sources of help:</b>	Not everyone can be helped by everything. Encourage the search.

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### Care for Yourself & Others



Experienced caregivers have:

- Knowledge of dying, death and loss.
- Empathy to see the needs of others.
- Strength to provide aid as needed.
- Awareness of the need to refresh.



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## Caring for Yourself

Your personal life can add stress to your job life.

You are not alone.



### Best Practice:

Share your grief with someone you trust.  
Don't be afraid to ask for help.



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## What happens when a resident dies ?

How do you notify family, if they're not already present?

How do other residents learn of the death?

How do you notify staff who are not present when a resident dies?

Do you have a protocol for notifying the physician directing the care of the deceased resident?

Do you hold memorials to acknowledge residents' passing?



### Best Practice:

Establish a protocol for notifying family, staff, and physicians. Remind younger family members not to post on social media until you've made the calls.

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## Caring for Yourself

Resources are available to you

- Chaplains
- Social workers
- Local church groups
- Private counseling services



### Best Practice:

Be aware of these resources.  
Keep looking until you find what works!

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## Caring for Co-Workers

Look for signs of distress on your team.

Find specific ways to help by:

- Being a listening ear
- Offering to complete a task
- Exchanging responsibilities



### Best Practice:

Be a good team member.



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## Caring for Co-Workers

There are experts and supports in your building.



- Experienced colleagues.
- Bereavement team can assist primary staff caregiver when a resident dies.
- Sharing the care plan helps everyone know what is needed.
- POLST is an important part of the care plan.

**Best Practices:**  
Create plans to support grieving co-workers.



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Standard of Care	The current standard of care during an emergency is to do everything possible in an attempt to save someone's life unless there is a <u>medical order</u> to the contrary
Advanced Care Plans (ACP)	ACP allow individuals to share their treatment preferences in the event they can no longer speak for themselves. There are two kinds:

	Legal Documents	Medical Orders
Includes	<ul style="list-style-type: none"> <li>• Advanced Directives</li> <li>• Living Wills</li> <li>• Health Care Power of Attorney</li> </ul>	<ul style="list-style-type: none"> <li>• Do Not Resuscitate (DNR)</li> <li>• Physician Orders for Life Sustaining Treatment (POLST)</li> </ul>
Purpose	Identify a surrogate decision maker. Provide general wishes about treatment.	Order emergency personnel to provide specific care during a medical emergency.
Who needs	All competent adults	Seriously ill individuals who are not expected to live more than one year.
Useful in an emergency?	<b>No.</b> Medical personnel cannot follow these.	<b>Yes.</b> These are orders signed by a physician or nurse practitioner.

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**Caring for Residents,  
Families and their  
friends**

**Best Practice:**

A KIND presence can be enough.



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**Caring for Everyone**



**Best Practice:**

Memorials honor the lives of  
those who have passed  
AND  
honor those who provide care.



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