

Normal Grief Reactions

People who suffer a loss may experience one or more of the following symptoms of grief:

Is there a right way to grieve?

Why do I feel out of control?

I'm so glad it's over...

I NEVER KNEW IT WOULD HURT SO BAD!

I feel so relieved. **I FEEL AS IF IT ISN'T REAL.**

I feel tightness in my throat and heaviness in my chest.

My mood changes over the slightest things.

What is there left for me to live for?

Sometimes I feel ANGRY!

I cry at unexpected times.

I don't want others to see me when I feel sad.

I SENSE MY LOVED ONE'S PRESENCE, LIKE HEARING THEIR VOICE.

I feel like my mind is on a MERRY-GO-ROUND that will not stop.

I have trouble sleeping. **I don't feel hungry.**

I'm eating all the time.

I have an empty feeling.

I miss being touched.

I'm so lonely. **I CAN'T CONCENTRATE.**

I miss having someone help me make decisions.

**These grief responses are all
natural and normal.**

YOU ARE NOT ALONE!!!!

Definitions:

Bereavement: Bereavement includes grief and mourning. It involves both inner feelings of grief and the outward expression of those feelings. After the death of someone close to us many work through a "bereavement period". This can be defined as the time it takes for the survivor to experience the loss, grieve, and adjust to their world without the person that died. For everyone, this is different and takes many different forms. It is impacted by the relationship to the deceased, their coping skills, and support systems.

Anticipatory Grief: This form of grief occurs before the death. Generally this begins when a terminal diagnosis is received. It is experienced not only by the patient but also family, caregiver, friends, etc. This type of grief can include perceptions of what the loss of health will be, loss of independence, loss of financial stability, loss of choices.

Anticipatory Grief provides the caregiver an opportunity to prepare for the death of the patient. Many times there are issues that have been unresolved and can be resolved. Preparation can be made for the skills one will need with the loss in their world. The hospice team can be helpful in working with the families and caregivers on these issues. Because the team is present during this important time in the life of the patient they are able to provide the support that will ease the transition for the caregiver and family.

Normal Grief: This grief is present when the feelings, behaviors and reactions to the death are what would be expected based on the individual's experience, culture, social role and relationship with the deceased. These reactions can be expressed through changes in the survivors physical status, inter/intrapersonal relationships, spiritual beliefs. It is important to assess the person's history of losses, current support system, and coping strategies, both short and long term. As you play an important role in this experience it is necessary for you to understand what is normal for them. The table below shows the interdimensional aspects of normal grief or expected changes.

TABLE 1 *Interdimensional Aspects of Normal Grief: Expected Changes*

Physical	Functional	Interpersonal	Intrapersonal	Spiritual
Appetite Sleeping pattern Energy level Sexual Function Blood Pressure Digestive processes General health	Activities of daily living Economic status Productivity at work/school	Relationships Family roles Social status Social skill	Mood Stress level Concentration Thoughts on death, dying, life. Living Increased focus on health Change in self identity	Change in belief structure Search for understanding Search for purpose and meaning Asking "the big" questions

Complicated Grief: This type of grief may be present when a number of events or factors influence the survivor's experience. It may occur when:

1. A death is sudden (suicide, homicide, accidental)
2. The relationship with the deceased is strained or estranged
3. A child dies
4. Multiple losses have been experienced

5. There is unresolved grief from prior losses
6. The deceased experienced pain and suffering at the end of their life
7. There are limited support systems to promote healthy adaptation
8. The patient was not able to accomplish tasks of life/relationship completion and closure.

There are a number of complicated grief reactions. They may include severe isolation, violent behavior, suicidal ideation, workaholic behavior, prolonged/severe depression, replacing the relationship quickly, avoiding reminders of the deceased or clinging to reminders. The following are four types of complicated grief that have been identified:

1. **Chronic grief** which is characterized by normal grief that does not begin to subside. It continues of a long period of time.(Worden, 1991) Some people may define themselves by their losses. They embrace titles such as widow. These responses become an everyday pattern which last for months of years.
2. **Delayed grief** is normal grief that has been suppressed or postponed. When it is present the survivor consciously or consciously avoids the pain of the loss. (Worden, 1991) Survivors tend to avoid discussion of the deceased. They can throw themselves into work or become focused on the problems of others. Eventually they may begin to process their grief when their life has settled into a new routine and they have time to address their grief. Bereavement support is helpful at this time.
3. **Exaggerated grief** is expressed when a person resorts to self-destructive behavior (Worden, 1991). The survivor starts to use unhealthy coping mechanisms such as alcohol, drugs, unsafe sex practices, suicide ideation and suicide attempts. Bereavement care will include goals to create a safe environment for the survivor.
4. **Masked grief** is when a survivor is not aware that their reactions to loss and change are interfering with expected functioning (Worden, 1991). Stable relationships begin to fail. They may present as fiercely independent and reject offers of help. Others may become overly helpless and want to be constantly with their loved ones. This is driving by fear and can put a strain on relationships. When this type of grief is recognized it is the first step in offering bereavement support.

Disenfranchised Grief: Disenfranchised grief is not being able to openly acknowledge or publically share grief due to social sanctions (Doka, 1989). Survivors that suffer from disenfranchised grief are domestic partners of patients, ex-spouses, ex- friends, ex- lovers, mistresses, co- workers and same sex partners. This can also include abortion and miscarriage.

The survivors may be separated from the family, friends and community. This may be physically distant from family and friends or intrapersonal barriers such as estrangement. There may also be financial barriers such as the ability to travel to the funeral.

Survivors suffer feelings of anger, sadness and isolation. The hospice team may be able to help by bridging the void these circumstances have created. Bereavement services may help by acknowledging the relationship and provide ways to honor the memory of the deceased.

Communication "Leads"

To understand other people's feelings and experiences, we need to attempt to enter their phenomenal field-their personal frame of reference-through which they interact with their world. However, since it is impossible for us to be the other person, the best we can do amounts to reasonably correct but approximate understandings. With this in mind, it seems desirable that we can be continuously open-minded and cautious in appraising others, consider most judgments as tentative, and remember that at best we will have a limited understand of the unique person with whom we are interacting.

Phrases that are useful when you trust that your perceptions are accurate and the person is receptive to your communications:

You feel...
 From your point of view...
 It seems to you...
 From where you stand...
 As you see it...
 You think...
 You believe...
 You're... (Identify the feeling, for example, angry, sad, and overjoyed)
 What I hear you saying...
 I'm picking up that you...
 I really hear you saying that...
 Where you're coming from...
 You figure...
 You mean...

Phrases that are useful when you are having some difficulty perceiving clearly, or it seems that the person might not be receptive to your communications:

Could it be that...
 I wonder if...
 I'm not sure if I'm with you, but...
 Would you buy this idea...
 What I guess I'm hearing is...
 Correct me if I'm wrong, but...
 Does it sound reasonable that you...
 Could this be what's going on, you...
 You appear to be feeling...
 I somehow sense that maybe you feel...
 Is there any chance that you...
 Maybe this is a long shot, but...
 Is it conceivable that...
 Could this be what's going on, you...
 I'm not sure if I'm with you, do you mean...
 I'm not sure if I'm with you, do you mean...
 I'm not certain I understand, you're feeling...

As I hear it, you...
 ...is that what you mean?
 ...is that the way it is?
 ...is that the way you feel?
 Let me see if I understand...
 Let me see if I'm with you...
 It is possible that...
 From where I stand, you...
 I get the impression that...
 It appears you...
 I guess that you're...
 Perhaps you're feeling...
 Maybe you feel...
 Do you feel a little...
 It is possible that...
 This is what I think I hear you saying...

What to listen for:

As you are making the calls to families and friends, there are certain indicators to look for. The conclusion from these can be anything from "they are doing just fine" to "oh my goodness I better call someone." The following are suggestions of what to listen for in your conversation that you can make note of for the bereavement counselors.

Normal Responses: *You can normalize these for them. Let them know that these are very common feelings.*

- I feel so sad all the time
- I am so lonely
- I can't sleep
- I have emptiness in the pit of my stomach
- I feel a sense of relief
- I feel preoccupied all the time, zoned out
- I can't concentrate
- I feel the deceased's presence
- I cry all the time
- I seem to be sleeping all the time
- I'm not hungry

Abnormal Grief Reactions: *Document these types of responses. Bereavement counselors will follow up.*

- I feel like I can't go on living, I want to die
- I drink more than I did before. It helps numb the pain.
- I just work 20 hours a day.
- I don't want to go anywhere or do anything. I just stay in bed.
- My mom just died too and I lost my job.
- I have found someone that I am going to marry.
- I don't want to see anyone.
- I have gotten rid of everything that belonged to him/her. I can't look at his/her things.

What to avoid saying

We all have been in a position where we have received comments that just irritate us. This is true when there is a death of someone significant in ones life. Although we all want to say just the right thing, there are some comments or responses that don't help the person that is grieving.

Please be mindful of the following typical responses:

I know how you feel – we all think we know what someone is feeling but everyone's grief is different.

They are better off – although this may be true, the person grieving does not feel that way as they have lost someone they care about.

They are in a better place – maybe, maybe not. We need to be careful

because different belief systems think differently about the afterlife.

You will get over it – yes they will but they don't think so at the time.

Time will heal – Time does help but most people can't see that right away

You should be over it by now – There is no time limit on grief.

They are not in pain anymore – no but the bereaved is

Remember the good times – can be hard to do when you are hurting

Avoid religious/spiritual references:

They are an angel now

Don't be angry at God

God needed him/her more then you did

They are with Jesus now

REMEMBER: SILENCE IS OKAY

You don't have to fill the time with chatter.

Sometimes just being on the other end of the phone is a comfort to them.

Physical Effects of Grief

Loss of pleasure
Anorexia and other gastrointestinal disturbances
Apathy
Decreased energy
Decreased initiative
Decreased motivation
Lethargy or agitation
Sleep difficulties
(too much or too little, interrupted sleep)
Tearfulness and crying
Tension and anxiety
Weight loss or gain
Lack of strength
Physical exhaustion
Feelings of emptiness and heaviness
Feeling that something is stuck in your throat
Heart palpitations and other indicators of anxiety
Nervousness
Restlessness and searching for something to do
Shortness of breath

BEHAVIORAL RESPONSES TO GRIEF:

Sleep Disturbances	Changes in Eating Habits and Appetite
Dreams of Deceased	Treasuring Objects of Deceased
Social Withdrawal	Decreased Classroom Productivity
Difficulty Concentrating	Loss of Interest in Social Activities
Disorganization	Hostile and Aggressive Behavior
Absent-Minded	Visiting Special Places
Chemical Use/Abuse	Regression to Earlier Behaviors
Avoidance of Things	Apparent Lack of Feeling
Crying	Hypersensitivity and Irritability
Panic	Difficulty Separating from Pain



THOUGHTS RELATED TO GRIEF:

Preoccupation with Death	"Am I going to die, too?"
Sense of Deceased's Presence	"Will my family survive?"
Personal Death Awareness	"I feel so scared and lonely."
Feeling Suicidal	"Why?"
Hallucinations	"I can't concentrate."
"It's not real."	"If (s)he loved me, (s)he wouldn't have died and left me."
"It's my fault that (s)he died."	"I must be unlovable."
"What's going to happen to me?"	

Emotional Responses to Grief

Numbness
Relief
Emancipation
Sadness Yearning
Anxiety
Fear
Anger
Guilt & Self Reproach
Shame
Loneliness
Helplessness
Abandonment
Loss of Control
Emptiness
Despair
Ambivalence
Loss of Ability for Pleasure
Disbelief

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Cognitive Responses to Grief

Disbelief
Confusion
Inability to Concentrate
Preoccupation with Thoughts of Deceased
Dreams of Deceased
Sense of Presence of Deceased
Visual and Auditory Hallucinations

101 WAYS TO COPE WITH STRESS

By Marcus Padulich

In our hurried and harried world, it is common for people to feel stress. We, as caregivers may face more stress than average due to the many added challenges we face.

While stress is a natural part of life, it doesn't have to become a way of life. If we find simple and practical tools to manage stress, we may be healthier and happier. The trick is to think proactively about stress. Integrate moments of relaxation, contemplation, and fun as a regular part of your daily life. The following 101 tips will hopefully inspire you and encourage you to enjoy a more stress-free way of living:

1. Laugh out loud without worrying about what the neighbors will think. Nothing is more cathartic than a good belly laugh.
2. Stand in the rain with your mouth open and taste the raindrops.
3. Get a box of crayons and color. Grab a coloring book and color *outside* the lines!
4. Eat dinner with no silverware. Use your hands only!
5. Play with PlayDoh®
6. Read your favorite book for the second or third time.
7. Sing out loud; sing in the shower – just sing!
8. Dance - alone or with a partner – or simply in circles.
9. Wear mismatched clothes around the house – or better yet, out in public.
10. Learn to meditate and practice daily.
11. Take 10 deep breaths in the morning and 10 more at night.
12. Get a massage.
13. Take a long walk.
14. Have a cup of tea with a friend.
15. Find that box of photographs and invite family and friends over for a "figure who this could be party".
16. Give someone a hug.
17. Get a hug. Preferably multiple hugs.
18. Kiss someone you love.
19. Take a bubble bath.
20. Wear your PJs to work one day. Make one day a week "Extremely Casual Day".
21. Send someone you love flowers – maybe yourself.
22. Go outside and skip around the house.
23. Whistle like a bird.
24. Say 10 nice things about yourself each morning in the mirror.
25. Make a list of things you are thankful for.
26. Stop judging and criticizing yourself.
27. Learn to become an observer of your life.
28. Look up and find images in the clouds.
29. Bend over and smell a flower.
30. Skip rope.
31. Get a houseplant from a friend, family, or local market and care for it each day. Talk to it every day.
32. Let go of small stuff.
33. Write the story of your life. (You can start with your favorite experience, and go from there.)
34. Forgive someone you found unforgivable.
35. Focus on one thing at a time.
36. Keep a journal – of thoughts and feelings.
37. Take ME time every day.
38. Let go of guilt.
39. Take a hot bath with candles and soothing music.
40. Take a deep breath through your nose and into your belly; release it with a *loud sigh*.
41. Ask for help when you need it.
42. Reduce clutter – donate thing you do not really need to those who might need them more.
43. Get organized – one corner at a time.
44. Reduce your time watching the news – or go on a week long news fast.
45. Read an inspirational book.
46. Exercise for pleasure – not just for fitness.
47. Be open-minded about a new idea.
48. Plan a "retreat day" in your own home.

101 Ways to Cope with Stress - continued

49. Live in the present, not the future or the past.
50. Decide to have more fun.
51. Create positive affirmations and use them regularly.
52. Try to find inner peace.
53. Learn visualization techniques.
54. Take a deep breath.
55. Spend a day in silence.
56. Stretch your body every hour.
57. Smile, smile, smile – smiling releases endorphins.
58. Take a class in assertiveness skills.
59. List your accomplishments.
60. Look for the beauty in life.
61. Watch a comedy.
62. Finger paint.
63. Play with your pet, or a neighbor's.
64. Play a game.
65. Plant a garden.
66. Let go of grudges.
67. Make time for activities that nourish you spiritually.
68. Take up a hobby.
69. Write a love letter.
70. Take a drive down a long, country road.
71. Focus on the positive.
72. Give yourself permission to sleep late.
73. Plan a "dinner and a movie" date with a loved one.
74. Watch Sesame Street – with or without kids.
75. Hum a tune.
76. Take a nap.
77. Swing on a swing set.
78. Go for a hike.
79. Eat dinner by candlelight.
80. Read poetry.
81. Doodle.
82. Take out your camera and go on a photography adventure.
83. Give a good yell into your pillow.
84. Band a drum or shake a rattle.
85. Start a conversation with someone at the market you don't know.
86. Read out loud.
87. Mail yourself a cheerful letter or card.
88. Learn Tai Chi – a Chinese art of moving meditation.
89. Hug a tree.
90. Notice where there is tension in your body – imagine that body part melting like an ice cube.
91. Take a sun bath or sit in the sun for at least five minutes. (Be sure to wear sun protection.)
92. Silently tell yourself to relax as you breathe deeply.
93. Buy a CD of the sounds of nature.
94. Accept and love yourself exactly as you are.
95. Listen to songs you loved as a teenager.
96. Reflect upon a time when you felt truly loved.
97. Give yourself permission to cry.
98. Walk barefoot through grass or sand – feel the massage of textures beneath your feet.
99. Buy yourself a toy.
100. Say "peace is in me and all around me".
101. Write your own personal 101 tips for reducing stress.

STEPS TO SURVIVAL

1. **Recognize the Loss:** For a while you are numb, it has happened – try not to avoid it.
2. **Be with the Pain:** You're hurting. Admit it. To feel pain after loss is normal, it is proof that you are alive and are able to respond.
3. **You are Not Alone:** Loss is part of life. Everyone experiences it.
4. **You're a Beautiful, Worthwhile Person:** You are much more than the emotional wound you are presently feeling.
5. **You will Survive:** Believe that you WILL heal.
6. **Give Yourself Time to Heal:** The greater the loss – the more time it will take.
7. **Healing has Progressions and Regressions:** Healing and growth is not a smooth upward progression, but full of ups and downs, dramatic leaps and depressing backslides.
8. **Tomorrow will Come:** Your life has been full of positive experiences - they will return.
9. **Take Good Care of Yourself:** Get plenty of rest. Stick to a schedule – plan your days. Activity will give you a sense of order.
10. **Keep Decision Making to a Minimum:** Expect your judgment to be clouded for a while. You are going through change; don't add additional ones.
11. **Seek Comfort:** Accept support from others – seek it. It's human and courageous.
12. **Surround Yourself with Living Things:** A new plant, pet, bowl of fresh fruit, etc.
13. **Reaffirm Your Beliefs:** Use your faith right now. Explore it – lean on it – grow.
14. **Weekends and Holidays are the Worst:** Schedule activities you particularly enjoy.
15. **Suicidal Thoughts:** These may arise – they are a symptom of pain. If you feel they are getting out of control, seek help at once.
16. **Do Your Mourning Now:** Allow yourself to be with your pain - it will pass sooner. Postponed grief can return later to haunt you. Grief feelings will be expressed – one way or another.
17. **Be Gentle with Yourself:** You have suffered a disabling emotional wound – treat yourself with care.
18. **Let Yourself Heal Completely:** Give yourself time. You are a convalescent right now. Don't jump into new things too quickly.
19. **Mementos:** If these are helpful to you, use them; but if they bind you to a dead past – get rid of them. Before you say *Hello*, you must say *Goodbye*.
20. **Anticipate a Positive Outcome:** Pain is acceptable. It tells us we are hurting – but it is not a welcome long-term visitor.

21. **It Is OK to Feel Depressed:** Crying is cleansing – a wonderful release. Be with these feelings for a while.
22. **It Is OK to Feel Anger:** Everyone acts angry at the loss of love. Channel it wisely and it will go away as you heal. Hit a pillow – kick on a bed – scream and yell when you're alone – play hard games – hit a punching bag – play the piano.
23. **Nutrition:** Good eating habits help the healing process.
24. **You're Vulnerable:** Your resistance will be low. Invite help from only those who are trustworthy.
25. **Beware of the Rebound:** There is a HOLE. Be careful about rushing to fill it.
26. **Beware of Addictive Activities:** Alcohol, drugs, food and diversions – can all momentarily help us escape from pain. We can however, become addicts and these NEVER help us to heal.
27. **Set a Time Limit on Mourning:** Remaining distraught for a long time is no proof that you really loved. Real love is LIFE – SUPPORTING.
28. **Keep a Journal:** Putting your thoughts and feelings on paper is a good way to get them out. You can also look back and see just how far you've come.
29. **Heal at Your Own Pace:** Never compare yourself to another grieving person. Each of us has our own time frame.
30. **You Will Grow:** As you work through your sadness, you will learn that you CAN SURVIVE. The pain eventually lessens – HEALING DOES OCCUR. You may begin to understand that chance and separation are a natural part of living. You are a better person for having loved.
31. **Begin to Look to the Future:** Begin to experiment with new lifestyles – new ways of filling the day. They might even turn out to be fun.
32. **Give Yourself Praise:** You are a richer, deeper, warmer person.
33. **Be Open:** Give yourself opportunities to meet new people, visit new places, have new ideas and experiences, but don't forget to build on the past. Don't throw out what has been worthwhile to you. Small changes are the best at first.
34. **Begin to Give of Yourself:** Giving can bring you the greatest joy. It IS healing.
35. **Expect Relapses:** There will always be certain things that trigger sadness – this is normal.
36. **Alone Does NOT Mean Lonely:** Solitude can be creative, restful and even fun. You can LEARN to enjoy it.
37. **Enjoy Your Freedom:** You are newly in control. Make the most of your choices – you can even learn to take risks.
38. **CELEBRATE YOUR SURVIVAL**

15 Things I Wish I'd Known About Grief

After a year of grief, I've learned a lot. I've also made some mistakes along the way. Today, I jotted down 15 things I wish I'd known about grief when I started my own process. I pass this on to anyone on the journey.

1. You will feel like the world has ended. I promise, it hasn't. Life will go on, slowly. A new normal will come, slowly.
2. No matter how bad a day feels, it is *only* a day. When you go to sleep crying, you will wake up to a new day.
3. Grief comes in waves. You might be okay one hour, not okay the next. Okay one day, not okay the next. Okay one month, not okay the next. Learn to go with the flow of what your heart and mind are feeling.
4. It's okay to cry. Do it often. But it's okay to laugh, too. Don't feel guilty for feeling positive emotions even when dealing with loss.
5. Take care of yourself, even if you don't feel like it. Eat healthily. Work out. Do the things you love. Remember that *you* are still living.
6. Don't shut people out. Don't cut yourself off from relationships. You will hurt yourself and others.
7. No one will respond perfectly to your grief. People – even people you love – will let you down. Friends you thought would be there won't be there, and people you hardly know will reach out. Be prepared to give others grace. Be prepared to work through hurt and forgiveness at other's reactions.
8. God *will* be there for you perfectly. He will never, ever let you down. He will let you scream, cry and questions. Throw all your emotions at Him. He is near to the broken-hearted.
9. Take time to truly remember the person you lost. Write about him or her, go back to all your memories with them, truly soak in all the good times you had with that person. It will help.
10. Facing the grief is better than running. Don't hide from the pain. If you do, it will fester and grow and consume you.
11. You will ask "Why?" more time than you thought possible, but you may never get an answer. What helps is asking "How?" How can I live life more fully to honor my loved one? How can I love better, how can I embrace others, how can I change and grow because of this?
12. You will try to escape grief by getting busy, busy, busy. You will think that if you *don't* think about it, it'll just go away. This isn't really true. Take time to process and heal.
13. Liquor, sex, drugs, hobbies, work, relationships, etc., will not take the pain away. If you are using anything to try and numb the pain, it will make things worse in the long run. Seek help if you're dealing with the sorrow in unhealthy ways.
14. It's okay to ask for help. It's okay to need people. It's okay, it's okay, it's okay!
15. Grief can be beautiful and deep and profound. Don't be afraid of it. Walk alongside it. You may be surprised at what grief can teach you.

What are things you've learned about grief that you wish you'd know when your loss first happened?

80 PRESENTS TO GIVE YOURSELF

Walk instead of ride
Give yourself a compliment
Break a bad habit, if just for today
Search out a long-lost friend
Read a poem aloud
Gaze at the stars
Visit a shut-in
Be thankful
Use a new word
Frame a picture
Enjoy silence
Walk to the nearest park
Forget an old grudge
Take yourself to lunch
Help a stranger
Try a new food
Go to the library
Take a risk
Jump in a pile of leaves
Tell someone you love them
Take a rainy day nap
Sign up for a class
Do something you've always wanted to do
Contact someone you've been thinking about
Learn something new
Surprise a child
Hug someone
Sing in the shower
List 10 things you do well
Walk in the rain
Pay a compliment
Give away something you don't like
Waste a little time
Curl up before an open fire with some cocoa
Buy a ticket to a special event
Return something you've borrowed
Organize some small corner of your life
Pop popcorn
Turn off the TV and talk
Hum

Draw a picture, even if you can't draw
Practice courage in one small way
Keep a secret
Eat with chopsticks
Go wading
Bake bread
Smell a flower
Kiss someone
Send a card to someone for no reason
Clean out your wallet/purse
Take an early morning walk
Laugh at yourself
Tell a joke
Look at old photos
Walk barefoot
Talk to a pet
Visit a lonely person
Encourage a young person
Go for a swim
Give yourself a present
Build a sand castle
Follow an impulse
Write a poem
Start a new project
Volunteer some time to a good cause
Have breakfast in bed
Reread your favorite book
Give your dog a bone
Take a different road to get home
Watch the sun set
Let someone do you a favor
Allow yourself to make a mistake
Hide a love note where a loved one will find it
Make a surprise gift for someone
Go to a fair
Lie on the grass
Do something hard to do
Rearrange a room
Get up before anyone else does
Let someone love you

Bereavement Call How To

**Calls are being made at 5, 9, and 10 months. This is a guide on how to successfully complete these monthly calls.

- Make sure you have all your documentation needed (Volunteer time sheet, progress note, patient resource list)
- You will do up to two phone calls. If you are unable to leave a message the first time, you would make a second call. Make sure to document each time you call (**with a minimum of 5 minutes**)
 - This includes documentation and prep for the call!
 - Just a reminder to share about our virtual support groups and there is opportunity for free one on one counseling. Please have them call **423-805-7112** to get more information.
- It is important for you to know that the bereavement notes are a requirement from our auditing sources, and they will become a part of the medical file!
- If you are unable to reach them (disconnected, no phone, unable to leave a message) you will write a card and mail to the family.
 - Example of note to family: "Just a quick note that we are thinking of you with the death of _____. If you have any grief needs, please call **423-805-7112**. We offer free grief support for you and your family."
- Once you have done all of the calls make sure to mail the cards and send back packet to Jennifer Gray the packet!

** If you have any concerns about the conversation and think it needs additional attention please email or call Susan Latta:

- alleohealth.org*
- Susan_latta@hospiceofchattanooga.org
 - **423-805-7112**

UPDATE 6/4/2021:

We are transitioning into Home Care Home Base. As you begin to receive Home Care Home Base reports, there will be similar BUT different documentation. For those who are receiving 5-month calls, you, I am sending an example of how the Bereavement note needs to be filled out. We will be eliminating the long log. We hope to reduce the number of calls due to all care givers receiving calls will be easily listed AND we can sort by Risk score! We still hope to average 5 minute per call with documentation included. Our over all hope is to reduce duplicate documentation!

For volunteers who like to document very detailed – down to the minute on phone calls OR wait to document everything until the end, there will be a volunteer time report sheet for you to document that remaining time as ADMIN! The log is at the bottom of the page and you can provide multiple entries if needed.

Volunteer Name: Jennifer Gray

Volunteer Direct Care Report

Please print legibly with black ink.

Date of Contact/Visit: _____

Notes: Please Be Specific and report emergencies

Patient Name: _____

P#: _____

Team: _____

Contact Started: _____ AM PM

Contact Ended: _____ AM PM

Travel Time (Round trip) _____

Mileage (Round trip) _____

Contact Type: In-Person Telephone

Type of Direct Visit: _____

Volunteer Signature: _____

Compliance Hotline: 1-888-765-7408

Other Volunteer Activities

Date	Code	Time in/out	Travel Time	Mileage
8/1/2021	V300 (Documentation)	9am	9:30am —	—

Volunteer Codes:

V215: Bereavement Mailing Support
V220: MD Notification
V300: Administrative Work
V101: Art Enrichment Group
V102: Music Enrichment Group
V104: Petals of Hope Arrangement
V105: Pet Therapy Group
V107: Memorial Service
V108: Meal Prep

V112: Facility Activity
V117: Vet to Vet Pinning Group
V150: Crafting Time
V151: Crocheting/Knitting
V152: Quilting/Sewing
V154: Community Event/ Relations
V155: Grief Camp
V156: Education/ Training
V157: Adult Support Group

Patient MR Number: 0000123456

Patient Name: Minnie Mouse

Bereavement Contact: Mickey Mouse

[illegible]

Volunteer Name:

Volunteer Signature:

Jennifer Jones

(Note: If you wait to document until end, please fill out a req. report form and code V300-admin for start to finish)



NOW OFFERING IN 2021

Virtual Grief Support

NEVER STOP HEALING.

Our active grief support team is still here for you and your patients. In this time of isolation, we want to let you know about our virtual grief support groups offered to the community. Our groups are open to the public and free of charge.

YEARLONG OFFERINGS

Brave New World

Wednesdays | 2:00-3:30 PM EST

A weekly support group for widows, widowers & partners

Healing Hearts Family Night

1st and 3rd Thursdays | 6:00-7:15 PM EST

A healing place for children ages 5 and up, in concurrence with a separate adult group for parents and caregivers.

Suicide Loss Support Group

1st and 3rd Tuesdays | 11:30-1:00 PM EST

Overdose Loss Support Group

1st Tuesdays | 11:30-1:00 PM EST

Caregiver Support Group

1st Tuesdays | 10-11 AM or 4-5 PM EST

Grief 101

1st Tuesdays | 5:30-6:30 PM EST

6 - WEEK PROGRAMS

Living with Your Grief | 5:30-7:00 PM EST

Tuesdays 1/19/21-2/23/21

Tuesdays 3/23/21-4/27/21

Tuesdays 5/25/21-6/29/21

Tuesdays 8/17/21-9/21/21

Tuesdays 10/19/21-11/23/21

SPECIAL PROGRAMS

Teen Tuesdays

March 2, 9, and 16 | 6:30-8:00 PM EST

November 2, 9, and 16 | 6:30-8:00 PM EST

Kids Camp

June 1-4 for children ages 5-12

August 2-6 for children ages 5-12

Creativity in Your Grief

February 9 | 5:30-7:00 PM EST

May 11 | 5:30-7:00 PM EST

August 10 | 5:30-7:00 PM EST

November 9 | 5:30-7:00 PM EST

Homicide Survivor Support Group

March 9, 16, 23, and 30 | 5:30-6:30 PM EST

National Day of Remembrance for Pregnancy and Infant Loss

Memorial Service Oct. 15, 2021 | 5:30 PM EST

Hope for the Holidays

November 11 | 5:30-7:00 PM EST

December 9 | 11:30-1:00 PM EST

Viviendo Con Su Dolor

9, 16, y 23 de febrero | 5:30-7:00 PM EST

Este grupo en español ofrece esperanza y apoyo a quienes están de luto.

Please register by calling 423-805-7112 (toll free 1-888-340-7830)

or emailing grief@alleohealth.org

**Most groups are limited to 10 people. Additional groups may be added to meet the needs of the community.*



