

Process Practice Guide for Spiritual Care Team, of Family, Residents and Staff, after death of Resident

As part of holistic care Provision:

- Treat family, residents and staff with dignity and respect.
- Provide compassionate Person-Centered Care.
- Provide service equally to all.
- Contact, family by phone or email, and provide condolences to nominated family persons.
- Email or mail card with condolences to nominated family person. Supply a range of contacts for help with grief and loss, and compounded grief and loss.
- Notify staff of Employee Access Counselling, and supply a range of contacts for help with grief and loss, and complicated grief and loss.
- Offer a package, as resource, for confidential help with grief and loss.

Set up of Memorial for celebration of life for deceased resident:

- Contact family for consent prior.
- Arrange with flowers and tactful photo of deceased person in all areas of care.
- Use electric candle for memorial meaning making.
- Memorials left intact for a week.

Provide A6 Card with information of who they can contact for help or to have a confidential chat:

Beyond Blue	1300 224 636
Lifeline	13 11 14
Palliative Care after hours	1800 548 225
ASL Social Worker	02 49770149
ASL Spiritual Care Team	02 49770110

Online Help with Grief and Loss:

www.caresearch.com.au/tabid/7015/default.aspx

www.goodgrief.org.au

www.lifeline.org.au/media/bvdbg5pk/web_sept_11-4pp-tool-kit_coping-w-sorrow-loss-grief.pdf