



## COVID- 19 (novel coronavirus) End of Life Care Information for Aged Residential Care SUPPORTING THOSE WHO ARE GRIEVING FROM AFAR

It is important to remember that we are partners with family, whānau, friends and loved ones in the lives of our patients.

### From a partnership perspective:

- Recognize the relationship with the deceased
  - Send a letter to those involved
  - Phone those closest
- Encourage those close to the deceased to acknowledge their loss, suggest they
  - Let people know
  - Make the death public (newspapers, appropriate social media)
  - Encourage them to seek spiritual guidance and support
- Talk with the loved ones about the circumstances of the death
  - Use gentle language and be honest
  - Be clear about what the end was like for their loved one
  - Allow time for questions, we never know what is important for others to know in order to make peace within themselves
- Recognize and acknowledge that those grieving were not present at the end
  - Allow the sadness of the situation to be expressed
  - Nothing can change what has happened but we can listen, acknowledge and hold the emotions for a moment in time
  - Acknowledge the grief of not only the loss but also not being able to be present
- Remember that we all grieve differently
  - Be led by those grieving as to their needs in grief
  - There is no right way or wrong way to grieve
  - Encourage loved ones to create the rituals they need to honour their unique situation

*Be gentle with yourself, be gentle with those around you, and allow yourself the space you need to process the extraordinary situations we now work in and the challenges they bring.*

Based on the concepts of Disenfranchised Grief, Dr. K Doka  
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