



COVID-19

DEALING WITH DEATHS AND BEREAVEMENTS

These do's and don'ts have been developed to help you cope with the psychological impact of dealing with death and bereavement during the Coronavirus outbreak.

DO

TAKE YOUR TIME › When calling on a vulnerable person or the bereaved give the time needed to demonstrate care.

LISTEN TO THE STORY › Talking is important for the distressed, use active listening to show you understand.

PROVIDE INFORMATION › Make sure you have relevant written information and guidance to share

BE CREATIVE › Although there are strict rules on not spreading infection, find ways to make a difference.

SHOW RESPECT › People may have strong religious or other beliefs. Be respectful of what matters to them.

ACCEPT THE DEPTH OF THEIR SORROW › Grief for some is worse than physical pain, acknowledge the pain they experience.

HAVE PATIENCE › Distress makes it difficult for people to think straight, be patient and allow time for answers.

DON'T

MAKE ASSUMPTIONS › Everyone behaves differently when distressed, there is no normal response to grief or Covid-19.

BLAME YOU OR OTHERS FOR FAILING › Hear them out, and accept what is true and recognise this response as frustration.

MAKE PROMISES YOU CANNOT KEEP › Be realistic in what you can offer.

DISMISS VALUES AND BELIEFS › People may express harmful thoughts or behaviours, check if they are at risk of suicide.

DON'T FORGET THE CHILDREN › Make sure that children are involved and their needs to understand are met.

PUT YOURSELF OR YOUR COLLEAGUES AT RISK › Make sure you always maintain safety standards and procedures.

EXPECT TO MAKE THINGS BETTER › you cannot stop the pain, but you can help reduce it a little.