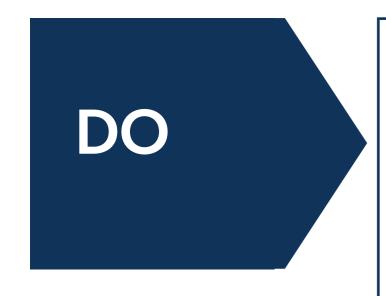


## COVID-19 DEALING WITH DEATHS AND BEREAVEMENTS

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.



**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.

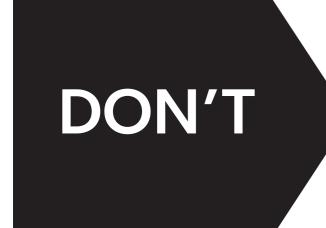
**PROVIDE INFORMATION** ➤ Make sure you have relevant written information and guidance to share

**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.



**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.