

Supporting Family with Death

1. Express your condolence.
(e.g.) *"I'm sorry for your loss."*
"My condolences to you and your family."

Do you have any questions?

2. Is there anyone I may call for you?
Would you like the chaplain to come in to do prayers before you leave?
3. How many years have you been together?
I wonder if (patient) was able to hear you right now, say if his/her spirit is here to bid you good-bye, what would he/she say to you?
(repeat what is said... oh.)

I will give you a few minutes. Take as much time as you need to say good-bye. I will come back in 15 minutes with a package for you that will guide you with the "What happens from here."

4. Here is an information package that will guide you through the next few days.

Do you have a funeral home? Inside is a small booklet with a list of funeral homes (*pink booklet- inside package*) and it also gives an overview of the process. Once you decide on a funeral home, you just need to tell the funeral home that the body is at the University of Alberta Hospital and they will arrange everything with you.

There is also a checklist of where you need to notify.
(*yellow sheet - inside package*)
I will just leave this with you.

Do you need a bit more time?
Is there any belongings or jewelry that needs to go home with you?
Who is driving you home? What are you going to do when you get home?
How about tomorrow? (*You are helping him/her to have a plan; this will pull him/her through 'the day after' this hospital experience..*)

RE: Morgue Viewing / More Family Coming in

Question: "There are more people coming in from out of town."

Reply: When your family is together, call the hospital switchboard and ask for the chaplain. The chaplain will organize the morgue viewing.