

## Session 4: It's Always Too Soon Until It's Too Late

### Best Practices:

#### Creating and Managing Care Plans:

- Everyone should know the care plan
- What forms are used/where are they located?
- Does everyone understand the forms/documents?
- Having clear direction from the resident on what to do at the time of death reduces staff duress

#### Advanced Care Plans:

- Advanced Directives
- Living Wills
- Health Care Power of Attorney
- Do Not Resuscitate (DNR) order
- Five Wishes document

### What happens when a resident dies?

Protocol Questions:	Your facility should...
<ul style="list-style-type: none"> <li>• How do you notify family, if they're not already present?</li> <li>• How do other residents learn of the death?</li> <li>• How do you notify staff who are not present when a resident dies?</li> <li>• Do you have a protocol for notifying the physician directing the care of the deceased resident?</li> <li>• Do you hold memorials to acknowledge residents' passing?</li> </ul>	<ul style="list-style-type: none"> <li>• Establish a protocol for notifying family, staff, and physicians.</li> <li>• Remind younger family members not to post on social media until you've made the calls.</li> </ul>

## Grief Support Dos and Don'ts:



### Help yourself and others

- Relationships are critical to our well-being.
- When someone dies, that connection can be a source of pain.
- Supporting grieving persons can help.
- These Do's and Don'ts are based on 60+ hours of conversation with persons living and working in long term care.
- Their advice comes from repeated experience with deaths and the dying.

Source: Alfa Bravo | Renderforest (Dr. Toni Miles)

✓ DOS	✗ DON'TS
✿ Reach out	✿ Be afraid of emotions
✿ Be a listening ear	✿ Say I know how you feel or Get over it
✿ Show care	✿ Fear naming the loss
✿ Attend memorials	✿ Judge their responses
✿ Walk the bereaved	✿ Rush the process

## Discussion Questions:

- Do we have clear protocols that establish and honor each resident's Advance Directives?
  - Do we have care plans that support their directives?
- Does the care team know where to locate these Directives in the health record?
  - What is our procedure for ensuring that each resident's Directives are up to date?
- When a resident dies, how is this shared with the residents in our home? With the staff?
- Do we have a protocol that informs the family that considers who is told and how they are told?