360 Degree View of Grief & Bereavement Care in

COVID-19 Pandemic Times

May 6, 2020 Bereavement Professional Chat Transcript

14:14:08 From Patty LaVine: Grateful to be on this call...Sutter Care at Home Hospice in Santa Rosa, CA

14:16:07 From Rita Vasquez: Have u seen a decline from grieving families accepting grief services after their loved ones death

14:19:29 From Rita Vasquez: A decline in accepting grief services

14:19:51 From Cynthia Antonuk : I can't go to homes to do my job because of my health concerns. One of my colleagues called out our feelings as survivor's guilt; our colleagues are working in homes and facilities and we just can't.

14:20:00 From Annette Hall: Fears that funeral/memorial services will not occur in the manner the family is used to/would prefer.

14:20:02 From Leah Miller: Concerns about funeral services and getting closure.

14:20:05 From John Shimchick: Families talk of a “double death” - losing their loved ones and the ability to mourn them with dignity

14:20:20 From Noelle Pederson: For patients that are used to having their family member come and visit everyday and then not able to visit during COVID-19, the patients are dying — they decline very quickly.

14:20:20 From Christine Locker: Recently, my organization had a family who refused to put the patient in a care home, even though he was having multiple falls a day and his care needs exceeded what his family could provide because they were scared they couldn't be there with him when he died.

14:20:25 From Tanya Williams : The impact of families not being able to have a memorial service or celebration of life because of the social distancing and limited numbers of people that can gather.

14:20:25 From Tene Rowland : The inability for families to grieve/celebrate lives of the patient's after death, due to restrictions from funeral homes

14:20:38 From Willis Partington : Family members who may work in health care and may have brought home COVID-19 and given it to their loved one, so that adds a level of regret and guilt that they hastened their loved one's death.

14:20:41 From Heather Peiffer : I've seen a large amount of guilt. Many family members are feeling guilt that they aren't able to be with their loved ones in the nursing facilities prior to death and the fear that their loved ones don't know WHY they aren't there. Also--family members have said they feel their loved ones have "given up" and died sooner because they felt alone without the visits of their loved one.

14:20:50 From Molly Hicks : For caregivers who have experienced breakdown due to stress and had to make the decision to send their family member on hospice to a facility, where they might be restricted from visiting, they have experienced perhaps more guilt about this decision than they might have if they were able to visit the patient.

14:20:52 From Nikki Diekmann: Having to revisit carefully put together plans for funerals.

14:20:54 From Nancy Arnold : Had a spouse was told he couldn't bring his wife home from facility to die. She was recovered from COVID19 and had to have a second negative test before he could bring her home. She might not have made it home … but gladly did and is still alive.

14:21:00 From Nikki Diekmann: Fear of loved one dying alone.

14:21:14 From Nikki Diekmann: Reflected that Covid has taken everything from them.

14:21:14 From Rita Vasquez: I spoke to families with children having difficulty

14:21:19 From Marcy Leach : Seeing increased requests for pre-bereavement services, far beyond what is typical. Many families needing much more psycho-social support. And many of our nurses feeling ill equipped.

14:21:20 From Andrea Lott : Complication in grief due to inability to even have a funeral and even the closure of cemeteries in complicating bereavement…

14:21:25 From Dee Dee Haines: People appear to be recognizing that they will not be able to hear the communal storytelling, or the sacred story read aloud, or hear from others about how much their loved one made a mark upon the world

14:21:46 From Bryan Johnson: In south Louisiana we have streamed funerals so others can view.

14:21:50 From Heather Peiffer : The funerals also do not feel real for family members and friends. They are seen through a screen. They aren't the funeral or ritual that the person deserved.

14:21:52 From Nikki Diekmann: Being unable to fulfill promises made to their loved one to be there and feeling like they've failed them/been unfaithful

14:21:54 From Lori Williams : Sometimes if feels like validating people's own feelings are the only thing we CAN do, as there are no answers...

14:21:54 From Cynthia Willey: I'm hearing more and more from my already bereaved (loved one died month to months ago) how relieved they are that they haven't had to go through their loss in our current reality

14:22:01 From Debra Morwood: I have noticed more people not accepting bereavement services in our area down in Houston. Funerals are also an issue with only small gatherings allowed with personal distancing.

14:22:05 From Kristen Larsen-Schmidt: I could not help my mom, who is in the early stages of dementia, move into a new assisted living apt. The staff moved in her stuff. We just had to leave her at the door, with much tears.

14:22:11 From Emily Zeiler : I worked with a family member whose mental illness was greatly exacerbated because of the inability to visit the patient (her mother). She ended up moving her mother home from the facility where she was living.

14:22:11 From Debra Cruickshank : Hearing in many calls to family members this week sadness that they won’t be able to be see their mothers this Sunday on what will likely be last Mother’s Day for them

14:22:20 From Jon Sullivan : I personally had to support a family who were forced to stand outside their loved one's window as they took their last breath. There was a great deal of anger.

14:22:21 From Willis Partington : Loved one's body in the home many hours post-death because the funeral home could not come and pick up the body.

14:22:28 From Noelle Pederson : Anticipatory Grief - when I call the patients’ families to provide support (they can’t visit their loved ones in facilities), I find that I’m asking a lot of the same questions as I do in bereavement — how are you eating? Sleeping?

14:22:37 From Terrie Campbell : The response from a bereavement call from a daughter stated, "This COVID has robbed me of my time in these last days with my mother."

14:22:50 From Diana Moore : Family caregivers becoming overwhelmed and wanting to keep family member at home vs. facility. Ensuing abuse of patient out of overwhelm resulting in intervention.

14:23:10 From Stacy Carr: I am noticing people needing to postpone a larger gathering memorial and needing to not only normalize this for them but let them know that in fact prior to COVID 19 families I work with that end up delaying the funeral/celebration of life, were ultimately grateful b/c they were more present... i.e. funerals traditionally happen so quickly in our culture that survivors/bereaved are still numb/in shock, or even in crisis -

14:23:12 From Kari Ward : Visits are having to be done virtually and very difficult in meeting the patient's needs. Visits seemed more forced than natural

14:23:39 From Tene Rowland to : As a caregiver, not being able to provide physical comfort to family members (hugs, hand holding, etc.) that they normally want

14:23:40 From Andrea Lott : People are not choosing hospice as an option due to fear of being put aside…

14:23:51 From Cynthia Antonuk : Protests to open states before they are ready, blasted all over social media, is a slap in the face of families who are losing loved ones and can't be with them.

14:23:54 From Carly Hodge : COVID-19+ patient died in a facility that was found to have many health violations. Family, staff, surviving residents all feeling a lot of anger.

14:24:24 From Heather Peiffer : I have been seeing more people choosing hospice for their loved ones so they can get more care and take their loved ones out of the nursing home so they can be with family at home.

14:24:36 From Michelle Cranke to : Families have expressed concerns about the religious rituals not being able to be performed prior to and after e=death.

14:24:36 From Stacy Carr : so it can be an inadvertent positive to have a small informal goodbye ritual and a larger more dynamic gathering later with the \*caveat\* being that the loved ones don't perceive this as a failure

14:24:37 From Leigh Ann Papin : We have folks worrying about how their family will afford the funeral since the body donation programs are more limited,

14:24:37 From Jan Cowles : Our involvement is greatly reduced as we have had many deaths within 24 hours of admission. We have had no time to build trust or support.

14:24:47 From Michelle Campbell : We've seen a rise in virtual goodbyes because the family knows that the funeral will NOT allow for the traditional goodbyes.

14:25:01 From Nancy Arnold : A son told me his father didn't appreciate video chats because he couldn't conceptualize that he was connecting with his wife - it was just a picture - not a contact with her. Unlike how us 'younger folks' see it as a helpful connection.

14:25:17 From Catherine Senghas : Facility caregivers saying that Alzheimer's patients keep asking over and over and over why no visitors are coming anymore

14:25:19 From Wayne Hobbes: We've had some families go to ALF window to see loved one through the glass.

14:25:40 From Maria Johnson : We try to have the conversation about there is a difference between dying alone and dying lonely.

14:25:44 From Wayne Hobbes: And a lot more people here are choosing cremation so they can spread or bury ashes together later -- and save money too of course.

14:25:49 From Dee Dee Haines: People who have long discharged from our bereavement services are now phoning, as well

14:26:16 From Cynthia Antonuk : There are families who don't have access to virtual anything because of their economic situation only perpetuates the stigma of financial insecurity.

14:26:17 From Donna Trimm Calk: I'm the Bereavement Coordinator for our local Hospice and there is definitely an increase in requests for individual counseling. Not only have people just lost someone, but they are now dealing with the fear of losing someone else to Covid.

14:26:53 From Catherine Senghas : Patients who don't understand virtual visits--"why is my daughter on the little tv instead of visiting?"

14:26:54 From Michelle Cranke : I'm a grief counselor and this is definitely been my experience with clients. They are having so much more difficulty in coping with the death due to the separation and isolation from COVID.

14:27:08 From Jeffrey W.Nash : Had to step away to offer blessing and prayer with dying patient and her family who are in DC via FaceTime. While thankful for technology that allows that, there is something spiritually healing about actual human touch.

14:27:11 From Derrick Hall: That’s true. They prefer talking on the phone, than mailings and seeking groups where they can identify with others who are grieving their loves ones. A sense of community.

14:27:16 From Sister Catherine Clarke, F.S.E.: Yes to dying alone vs. dying lonely: for those who have faith in life beyond this life, almost always the one dying knows they are in fact, not alone!

14:27:31 From Willis Partington : Also can be increased support as people are reaching out and being in contact with others maybe after many years because of social distancing and staying at home.

14:27:45 From Cynthia Palmer : Our calls are longer, and more intense. More anger and frustration regarding not having access to information and services to process matters of the estate.

14:27:50 From Cynthia Antonuk : Yes, the not being able to touch, hug, comfort. As a chaplain, this is so difficult.

14:27:58 From Amy Geldersma : Folks who are already limited in support (i.e., no family around, limited friends, etc.) are feeling increasing stress and anxiety and depression during the stay-at-home orders. Some of our group attendees have expressed in zoom calls that they feel in prison, with no way to cope or "escape" from difficult grief emotions, i.e., they used to be able to go to the gym or get together with friends over coffee, etc., and so isolating has increased their depression and sense of helplessness.

14:28:05 From Elizabeth Voigt : I agree - my conversations with bereaved have increased in length and the response "I am doing fine" has changed to "I want to tell you about..."

14:28:45 From Eric Gravenkamp : My name is Mike and I am a spiritual care coordinator for Hospice and community care pastor in metro Milwaukee. we have been using video technology to meet and talk to patients when we can for Chaplain/MSW Support. that brings more smiles for caregivers and patients. it is something we could use for the BVD as well going forward. this is a good discussion / webinar. thank you.

14:28:58 From Tina Koon : In hospice, it has impacted on multiple levels, from the facility staff, patients and families, to the home and to our staff. It has touched everyone in some way. Being powerless to provide a tangible form of departure from the physical world to those who are experiencing a loss is painful to everyone.

14:29:00 From Wendi Sargent : There's also the increase in people feeling disenfranchised in their grief because so many people are talking about the grief related to living during a pandemic- it's compounded (grief during grief).

14:29:25 From Steve Gonzales : I get a lot of this response "I'm glad my mom is not alive now to have to go through this Covid stuff!"

14:29:44 From Cynthia Antonuk : Religious rituals not being able to be observed because of restrictions.

14:29:45 From Willis Partington : Yes, relief that they died before COVID

14:30:03 From Dee Dee Haines : Now adding COVID-19 context education intervention to help people understand that their grief is within a larger sea of grief and all of these things that are listed on your current slide become part of the layers of context

14:30:17 From Andrea Lott : Working from home has also complicated caregiver stress along with cutbacks in what agency feels like is important care to provide…

14:30:28 From Lori Williams : Yes, so much relief for pre-COVID deaths. Then guilt for feeling relief...

14:30:31 From Claire Davis : Family members can't get out to get a break from caregiving. No volunteers allowed to work at this time, so less opportunity to get out.

14:30:42 From Nikki Diekmann: One gentleman shared with me he wished, to some extent, that his wife who had died would be there to go through this with him, then reflecting feeling guilty for wishing her to go through this.

14:30:50 From Noelle Pederson : Denial as part of Anticipatory Grief I find can be prevalent among organizations towards staff. For example, “going about business as usual” as if nothing has happened and we \*should be\* just as ‘busy’ and productive as clinicians as “before”.

14:31:02 From Noelle Pederson : And our guilt follows that.

14:31:06 From Sister Catherine Clarke, F.S.E.: Yes, telephone calls becoming more involved with family members, we can still ask the same questions, explaining that the situation is not ideal, but we will be present the best way we can.

14:31:21 From Marie Mitarotondo : Or anger, Noelle.

14:31:38 From Christine Chicombing : How true! Am seeing both spectrum. Relief from families whose loved ones had died before the pandemic and then those having survivor guilt and frustration for the families whose loved ones died during the pandemic and especially those whose loved one died being covid +.

14:32:11 From Holly Merchant : Right, Nicole, and the fragmenting of the care team that results from only nurses and aides being able to visit.

14:32:17 From Sarah Winn: Grief is exacerbated by the level of isolation, decreased ability to utilize typical coping strategies, added financial hardship and limited timely access to economic resources.

14:32:24 From Cynthia Palmer : Increased concern/worry over not knowing when they can sell deceased home and having to continue to pay rent/mortgage. Financial worry.

14:32:27 From Marcy Leach : An increase in deaths, especially with very short time on service, makes it harder for our nursing and care teams to process them all. Seeing our nurses feeling overwhelmed and not meeting their own needs. Seeing social workers and chaplains struggling with not being able to make physical contact, hug, smile at families.

14:32:44 From Michelle Campbell : Delayed closure, with funerals put off until a larger gathering is permitted.

14:32:45 From Cynthia Antonuk : Holly, yes. So hard to keep it together as a team.

14:32:46 From Willis Partington : Talking to family members who have experienced one or more additional losses due to COVID-19 in the time between the patient's death and the initial bereavement call. Also some primary bereaved who are themselves COVID-19 positive or even hospitalized.

14:32:47 From Susie Webster-Toleno : I’m not sure you’re heading in this direction, but I actually think GRIEF is the underlying emotion for many NON-hospice folks, who can’t bring themselves to see that they’re grieving so much even if no one has died. Like ... grieving this loss of expected experiences, loss of way of life. So if EVERYONE is grieving, layering EOL grief on top of that is a new thing.

14:32:53 From Katherine Tweten: Quick burial, some family members are expecting more celebration down the road and rest of the family feel it is done.

14:32:54 From Patti Anewalt : Family members sad they cannot travel to support each other, worried about mom being alone after the death

14:33:08 From Marcy Leach : Also, our nurses have had to take on more of the psycho-soc role as the MSWs and chaplains are making only limited home visits.

14:33:12 From Nancy Arnold : our support groups have gone to Zoom or conference call but quite a few have chosen not to participate, maybe no computer, hard of hearing so conf call not great. Don't know how to support them … lots of extra phone calls!

14:33:14 From Andrea Lott : Families are fearful of not having the experience they feel they are entitled to in the death of a loved one…

14:33:15 From Carly Hodge : Yes, Cynthia...I am also seeing a lot of families feeling the additional stressors of financial instability and not being able to close the estate of their deceased loved one.

14:33:32 From Kate Meyer: I'm seeing a lot of paused grief after death due to all of the other things grievers are needing to manage d/t COVID restrictions. For example, adult children who lose parents are needing to manage their children's schooling, work from home, etc so they're less able/unable to do their own grief work.

14:33:53 From Casey Dressel : Seeing along of clients feeling halted in their grief, can't complete certain rituals, can't settle estates. Can't get the same support now from other family members because they aren't quarantined together.

14:33:54 From Kristen Larsen-Schmidt: In this time when we are ALL grieving so much, past griefs are triggered, adding on to current griefs.

14:33:55 From Christine Chicombing : Agree with you Marcy! Hence we had initiated reaching out to our colleagues because just as our families grieve so do the team.

14:33:55 From Noelle Pederson : For post-death grief experiences of families - they are saying being “stuck in the house” with the deceased’s belongings has been really hard; that they can’t get a mental / visual break

14:34:14 From Wendi Sargent: The loneliness and isolation for spousal loss is also so much more compounded.

14:34:44 From Paula Bunn: An example of secondary loss compounded by COVID--a spouse who lost her deceased husband's income, needs to move across country to live with adult child now that she can't afford to live in the house she shared with her husband. However, because of COVID, can't make the arrangements and travel, etc... caught in the financial crunch of needing to move, but can't...

14:34:49 From Steve Gonzales : families holding on to the cremains of a loved one, unsure when a memorial service can be held. It seems even more so for those waiting to be placed in military cemeteries.

14:35:04 From Tina Koon : The post death grief process has shown itself through anger of loss of control, depression and increased isolation. Denying comfort from others.

14:35:09 From Willis Partington : For some less recently bereaved being stuck at home has been a catalyst for going through their loved one's belongings and papers and photos, etc.

14:35:31 From Terrie Campbell : Tension is high and we hear a lot of "would of, should have" expressions of guilt and displaced anger.

14:36:00 From Julie Miller : Something I have noticed for families who are Newly Bereaved - i.e., 3-6 months out, it's very difficult, as well. They are just beginning to be able to address their loss and have been forced back into isolation. Phone calls are a lot longer and I'm making phone calls to families who may be farther out, as well.

14:36:32 From Heather Peiffer : People are also expressing disenfranchised grief as individuals are saying "How are you", but are referencing in the realm of the pandemic and not necessarily after the death of a loved one. Another individual stated that even though everyone is experiencing GRIEF as the underlying emotion (grief of not being with other family members, etc and not necessarily in relation to a death), but that this overall grief is diminishing the death grief people are feeling right now. I had a client once say "everyone is talking about grieving see their family and going to restaurants. At least some day they get to. My husband will always be dead." Or I've also heard "Others are complaining or joking about being quarantined with their children. I would do anything for my child to be alive right now and be quarantined with them."

14:36:43 From Cynthia Antonuk : Yes, Julie...we are supporting people via phone for a longer period of time than we might otherwise.

14:37:13 From Elizabeth Scheer: Some of these families are getting a double loss - their initial death which is why they come into contact with program for children's bereavement program and then another sudden loss due to COVID-19. It's certainly a roller coaster of feelings. Certainly a lot of feelings of limited or little control. Stressing parents and caregivers to promote children to have choices when possible, which is so hard in these times.

14:37:24 From Elizabeth Thomas : Absolutely Julie, those people who were starting to get some basic handle on their grief only to have that completely uprooted and forced back into isolation when being around friends/family has been so helpful.

14:37:27 From Nancy Kremer : A lack of closure as only 10 people can attend the funeral, some family members are missing out on the ritual and an opportunity to honor the deceased, How are others coping with these family members and friends who were not able to attend the funeral?

14:37:42 From Julie Miller : With regard to funerals and rituals, there are a lot of cultural issues. We have a number of Latino families in Colorado and it's difficult for them not to be able to attend. They have allowed 10 people at the reviewal, 10 at the funeral, and 10 at gravesite. Names have to be on a list and others have to be turned away.

14:38:08 From Cynthia Antonuk : Yes, cultural and religious aspects are huge for some families.

14:38:10 From Julie Sciligo : I'm finding families are feeling like their grief is minimized as all the news is focused on COVID. I had a dtr tell me that she just wanted to talk about her mother's death but when she tried the conversation turned back to COVID.

14:38:23 From Sonia Echezuria: Yesterday , a bereaved told me that her last memory of her precious mother was visiting her through the ALF window, seeing through the glass. That is the last memory she got to keep.

14:38:25 From James Thompson : "We are all dealing with the collective loss of the world we knew... and we don't have time to count all the losses we have suffered." ~ David Kessler

14:39:04 From Holly Merchant : I have had clients express that very thing - grief from non-COVID-19 feeling a little disenfranchised.

14:39:34 From Willis Partington : There has been some use of streaming technology to allow people to participate in wakes and funerals.

14:39:38 From Patti Anewalt : a family member lamented the lack of physical closeness and hugs, they sat shiva via zoom

14:39:45 From Donna Baranyay : yes Ken Doka spoke to the possibility of disenfranchised grief for those who are coping with non-covid deaths

14:39:51 From LouEllen Blake: one daughter told me "her father deserved better"

14:39:57 From Peggy Coleman : Can you share the specific research article you just referenced about Intentional Rituals?

14:40:00 From Marsha Farrell: My Mother-in-Law died March 31st in another state and we still haven't been able to gather as a family for a service.

14:40:02 From Donna Trimm Calk: People are using the words "no closure" a lot, a term I'm not a huge fan of, since I try to keep people connected with their loved ones forever. But I know the underlying sentiment...things are in limbo and they are missing that official sending off.

14:40:06 From Noelle Pederson : Families are making difficult choices about burial vs cremation - they’re worried that there’ll be too many bodies at the mortuary, so they’re deciding to cremate (which they feel guilty if that wasn’t the patient’s wish)

14:40:09 From Christine Chicombing : The loss of the community feeling that comes with funerals has negative impacted healing process.

14:40:14 From Lori Williams : What's Your Grief?.com has some excellent articles on COVID and grief that are helpful - including ideas for memorials when you can't be together

14:40:22 From Jon Sullivan : I have been encouraging families to set aside a place in their yard or get a planter and plant a memorial garden. We provided an envelop of flower seeds. we then asked that family that when the flowers are up and blooming to invite family and friends to bring items that represent the loved one to them and build the memorial garden.

14:40:27 From Cynthia Antonuk : Not being able to have the Sacrament of the Sick causes fear among those who believe they can't go the "heaven" without it.

14:40:27 From Tina Koon : I believe that those who are ministering to others who are involved in loss will have delayed grief and compound grief as what was said that we do not have time to realize what we have lost in our cultural observations d/t the amount of physical loss.

14:40:29 From Bruna Lopez: You mentioned virtual memorial service or candle light service, how do we make sure those are HIPAA compliant ? What rules apply?

14:40:29 From Diana Moore : Our local community organized a "parade" of 100'sof cars driving by the loved ones' home after a death. It was very beautiful

14:40:32 From Cynthia Palmer : Some families are creating a collective photo albums and slides, sharing stories/memories of deceased over Zoom. This has been giving families comfort.

14:40:32 From James Knoll: Our Grief Support team is coordinating weekly check ins on Skype for our staff to address professional grief/vicarious trauma.

14:41:21 From Jeffrey W.Nash : From a Chaplain’s perspective, important religious rituals are unable to be observed. Patients and families losing the opportunities to engage in ‘last rites’, anointing of sick. I just did a prayer and blessing via FaceTime with patient while family was on another device. These are moments that families can’t get back.

14:41:21 From Allyson Breish : We are limiting visits to one family member at a time, when their loved one is actively dying. Our nurses and C.N.A's have been able to incorporate Zoom and other video conferencing platforms to help create a sense of collective unity and saying goodbyes. There is a feeling of anger towards the virus, which has been difficult for folks to not have that sense of community with the ritual of a funeral.

14:41:27 From Steve Gonzales : Great idea Jon Sullivan on Memorial Garden!!

14:41:34 From Noelle Pederson : I LOVE the memorial garden idea…will take at least 40-60 days to grow from seeds. Great idea.

14:41:39 From Eric Gravenkamp: at funerals: memorial services have up to 10 people for a service. wakes have up to 20 at a time to visit. funeral homes are doing live streams and where facilities have multiple rooms another group of up to 10 will be inside watching on a big screen.

14:42:04 From Eric Graven Kamp: 10 at a time rotate through for wake.

14:42:06 From Jon Sullivan : Steve, it has been very well received. we are asking the families to send us pictures also

14:42:13 From Jackie Foster : theinspiredfuneral.com

14:42:21 From Julie Miller : In some cases families have also been discouraged from even touching the casket, too.

14:42:26 From Sister Catherine Clarke, F.S.E. to : Agree with what is being said about rituals, or activities that family members choose to engage (such as the memorial garden) as a way of celebrating the life and making present the loved one who has died. Eventually, all WILL be able to have a religious service and/or graveside presence.

14:42:26 From Garrett Price: doxy.me is free and Hipaa secure

14:42:40 From Nancy Arnold : I'm concerned about older bereaved who don't use Zoom and other video options. what ideas have you all given to these folks?

14:42:54 From Christine Chicombing : Unable to visit the grave is causing additional grief. We video’ d the gravesite so our bereaved can "visit" . Bereaved most appreciative

14:42:59 From Jeff Olsenholler: As one PCG said, my mother's love language is touch, and now she can't communicate

14:43:22 From Cynthia Palmer : One of my bereaved with mental illness DX has purchased a teddy bear to hold/hug to try to "replace" or cope with lack of physical touch.

14:43:34 From Deborah Shumate to : Placing your hand over your heart is a wonderful way to indicate your connection to the individual - my heart feels your heart.

14:43:35 From Elizabeth Scheer to : Yes Nancy, or those that are very intimidated by technology

14:43:51 From Derrick Hall to : What I did before the loved one died my post visit the deceased and I used SoryCorps which is an app and I had their loved one tell their stories, so their loved ones can hear them and the grandchildren can share. They were surprised to see it. But it comforted them seeing their loved one telling them how much they loved them and will missed them but be kind to each other and see them on the other side. It has helped them through their grief during this COVID 19. As a spiritual care provider and bereavement coordinator you have to become creative.

14:43:52 From Donna Trimm Calk to : One of my elderly widows' adult children bring the kids by once a week and my client sits in the driveway and talks to everyone through the car windows.

14:44:12 From Tom Johnson-Medland to : In traditionally celibate communities historically there have been deep bows from the waist - extended for many moments - both east and west

14:44:14 From Marsha Farrell to : As a bereaved family member, I suggest a phone call or a sympathy card with a personal not.. Not a Facebook message or a text message.

14:44:24 From Diana Moore: I think many people are adopting pets, which can help with touch. Trees make great hugging partners, too. :)

14:44:26 From Donna Trimm Calk: One of my clients said, "Not only have I lost my husband, but I've lost everyone."

14:44:32 From Tom Johnson-Medland: Raising the eyes to greet each other at the end

14:44:36 From Andrea Lott : I have found success in teaching the anchoring heart virtually and it has been well learned and utilized.

14:45:05 From Jackie Foster to : one of our vol. came up with a hand holding stone. a video is coming on our website soon.

14:45:40 From Nancy Arnold : Even when we have PPE some families refuse visits out of their own fear

14:46:29 From Curt Seelger : The Dutch and Chinese and others have developed phrases, like 'skin-hunger' to describe some of the new feelings and social practices. What new or altered phrases have you heard used?

14:46:40 From Mary Fedor: TOUCH = HEALING

14:46:50 From Julie Miller : We serve a very large rural community and have had limited results with telehealth, so frustrating for staff and families. Staff distress, especially for those not used to "being in the trenches" is huge. Certainly a lot more heaviness to the emotional issues than we have seen in the past.

14:46:59 From Susie Webster-Toleno : There is such deep grief for me, as a Spiritual Counselor at being cut off from what I feel is my calling ... and aggravation that SNFs call it “non-essential” ... when, let’s face it, they HAVE nurses / aides. What they DON’T have in my area is chaplains.

14:47:07 From Marcy Leach : Because we are so separated physically and not meeting in person, we have started to meet virtually in other ways during the week, for example, having a morning meditation via zoom once weekly for anyone who wants to join, with a 5 minute grounding meditation and then time to talk about wha't going on and to simply connect. also doing a different morning a 'chaplain's corner' for anyone who has a lot on their mind or in their heart and who needs to share and connect. Just trying to put more opportunities on the care teams to get support, even virtually. also doing more check ins with those nurses who are experiencing more deaths, eg, those in facilities.

14:47:07 From Willis Partington : Staff who are experiencing one or more losses of their own family members. We are offering weekly Skype groups for staff to process both personal and professional losses. Also, loss of co-workers for staff who died from COVID-19.

14:47:09 From Sonia Echezuria: I believe that we also need to encourage ourselves to take care of ourselves profoundly, tenderly, kindly. The level of pain, sorrow, loss that we are breathing, sensing, experiencing as Bereavement Coordinators is massive. Rituals, prayers, meditation, exercise, yoga, self-massage, music, dance, journaling, arts, crafts, etc. That which is heading and nurturing to each and every one of us.

14:47:37 From Julie Miller : I think what has also been extremely helpful is support groups for our own bereavement professionals, home health, interpreters.................just having time to check in is essential.

14:47:51 From Deborah Pausig : Our IDG is meeting via Zoom. For the last 7 weeks I have been running a separate weekly Zoom meeting that we call DeBrief/Support for IDG staff. One hour that addresses concerns rework/home life, etc and end with a meditation. I then send an email link of meditation to those who could not attend.

14:47:52 From Andrea Lott : The risk of a visit with risk of covid-19 exposure is much like how it was for Aids Visits…

14:48:07 From Patti Anewalt : very meaningful for staff to be the link with family members using facetime chats with pts

14:48:18 From Allyson Breish : We have been using Microsoft Teams video/phone conference for IDG.

14:48:34 From Carly Hodge : Our social services team has a parking lot round up (we all stay in our own vehicles) every week and we support each other while working from our cars. Staff are aware that we are there every Thursday morning and many do drive bys and wave/ chat in person for support. This has been very well received by our office staff who are encouraged by this as well.

14:48:36 From Cynthia Antonuk : Our chaplains take turns offering a daily reflection that gets emailed to all staff each day. Also, our music therapists reach out with video music and mediation practices daily.

14:48:56 From Derrick Hall: Our IDG meetings by Zoom/Phone visits are limited to SC

14:48:58 From Marcel Pichot : I had a "regular" funeral service over zoom last week. I read a eulogy and also had a reflection, one of our musical therapists provided the music (2 songs and some background music), we had a 60-picture "video" and then had a time for sharing testimonials. It was just under an hour total, 37 devices connected and 45 attended, and about 8-9 people shared brief testimonials. It went well and was a good alternative to a "real" service where COVID-19 could be spread. And family who might not have been able to attend (like some of the elderly relatives who can't travel far) were able to participate.

14:49:00 From Dawn DeFalco : I explain to my bereaved that we have been created as "social beings" and in this unfortunate time of COVID-19 it brings to light just how important our social support network is needed ~ especially~ during our grief journey. I seem to have a lot of elderly bereaved who are frustrated because they either do not have computers or do not have the ability to use virtual tools i.e. Zoom or FaceTime features. Breaks my heart that technology is such that some people are "left behind."

14:49:10 From Sarah Winn: Our teams have been impacted by all of the things you've mentioned, and in addition, many are having to take on additional roles within their households regarding child-care and/or home-schooling, which is adding to their fatigue.

14:49:18 From Beth Forbes : I think it has been helpful to help the staff name the fact that what they are experiencing is grief as well, regarding the loss of normalcy

14:49:25 From Eli Gomez : Yes we are doing a support group for our own staff. I can definitely relate to my own grief I’m not being able to visit my Pt’s in person and provide that support. That is the part of this job I love the most!

14:49:40 From Susan Coale : Regarding the lack of physical touch. I have done some guided imagery with grievers, imagining all the aspects of a hug (all 5 senses) from a loved one. While it is not the same as a real hug, our bodies tend to release oxytocin even when we are experiencing a hug this way, and there is a bit of comfort.

14:50:00 From Molly Hicks : Our music therapy team (7 professionals and 2 interns spread across the hospice and bereavement sides of the agency) has joined together to take song requests from our agency; we record and send out one song via email every morning.

14:50:05 From Jan Cowles : We offer a weekly evening support group for staff as well as a Monday Morning Coffee to stay connected. Monday and Friday meditations.

14:50:09 From Catherine Senghas : Besides the normal biweekly team meetings, we're having weekly staff Zoom meetings (in 10 minutes!) and weekly Zoom check-ins for the chaplains from all the teams.

14:50:11 From Cynthia Antonuk : Susan, that's beautiful.

14:51:03 From Kara Thoma : We too have been doing weekly virtual staff check ins for our clinical staff.

14:51:11 From Margret McEntee : Susan Coale, what a wonderful guided imagery!

14:51:31 From Claire Davis: How best to support staff who have had family members die recently - especially those whose mother has died this year (given Mother's Day weekend)

14:51:36 From Sonia Echezuria : I have created a brochure with information about bereavement online support and have mailed it to everyone in my bereaved list. I just feel it is necessary that everyone has access to all the info available out there.

14:51:48 From Daniel Heathcock : We've started a simple Podcast by just recording a Zoom call to support the internal staff. It has meditations, conversation and coping strategies to emphasize emotional well-being.

14:51:57 From Julie Sciligo : For the older population who are more tech challenged, a good resource is The Friendship Line which is a 24-hr toll-free hotline/warmline for older & disabled adults. The Friendship Line is through the Institute on Aging and it's the nation's only accredited 24-hr toll-free hotline for older & disabled adults. The phone number is: 1-888-670-1360. For more info, check out the Institute on Aging website.

14:52:07 From Daniel Heathcock : then upload it to YouTube and they can listen to it on their own

14:52:19 From Andrea Lott : There is a need to have care for professionals perhaps recommended from the top for it to become a possibility for the smaller organizations…

14:52:23 From Christine Chicombing : Two of us have considered ourselves wellness champions and have taken turns in following up with each staff member and doing weekly thematic activity e.g. booklets for self-care, care gifts, etc.

14:52:47 From Bryan Johnson : we have held drive-by blessing of the hands

14:52:51 From Donna Trimm Calk: Thank you for that hotline #, Julie Sciligo

14:52:56 From Katherine Tweten: I've noticed working from home that I am exhausted after an 8 hour day. I feel better and feel I have been more productive if I work 4-5 hours. I don't have that co-worker to debrief with or distract me like I used to have.

14:53:11 From Lori Williams : Julie - never heard of that - thank you!!

14:53:16 From Julie Miller : I am the sole counselor on staff..........when you see a 20 year RN in tears and go to your desk and cry after a very difficult phone call.............you recognize the heaviness in all of this. The protective walls we have formed over the years are a lot thinner due to the complexities of providing those things we have done in the past. Those of us who have been used to doing more have been challenged to doing less.

14:53:23 From Jill Levin : Our counseling staff are placing calls to individual employees to offer support

14:53:26 From Linda Rose : We have clinical staff feeling very sad and anxious for their patients who live in facilities who do not get very much attention when there was no pandemic. They are worried about them and feeling helpless.

14:53:32 From Cynthia Antonuk : I arranged for every member of our "backstage" staff to receive a personal "thank you" email, so they know that, while the focus is on patient care, we appreciate and need them too.

14:53:56 From Rita Vasquez: Since onset I am sending wellness tips twice a week that include Mindfulness tips, with a nice background so staff may envision themselves in a different location, we have chaplains doing a moment on Monday Mornings.

14:54:00 From Julie Sciligo : Sure! I deal with many older adults who have trouble checking their email!

14:54:26 From Donna Baranyay : Is the Monday Morning Coffee over zoom or a conference call?

14:54:35 From Katie Cyre : We're using more handouts and materials for patients/families who have less access to technology, and can't view the meditation and guided videos that we've created.

14:54:48 From Eli Gomez: We are planning to start mailing hand written cards to our Pt’s.

14:54:48 From Jan Cowles : Zoom call so we can "see" one another

14:54:53 From Donna Baranyay : thanks!

14:55:04 From Karen Monts : If there are phone service reach limitations, is it possible to drive to be closer to the home to provide better range.

14:55:33 From Marcy Leach : I have a chaplain texting me right now who is being asked by a family to visit -- there are 3 COVID positive cases in the home. She doesn't want to go into the home - she is in her late 60s, and is feeling very fearful and guilty -- can you please speak to this, as she is asking me for advice and validation of her fear.

14:55:38 From Karen Monts : Drive and park closer to the home, not talk and drive of course.

14:55:48 From Deborah Pausig : I just sent out a COVID-19 Bereavement Letter and the handout from Whatsyourgrief.com "Grief and Loss During COVID-19" to 200 of our Bereaved from Apr 2019-Apr 2020 as into the future months to address this special circumstance.

14:56:26 From Molly Hicks : Virtual only

14:56:51 From Noelle Pederson: None of the above. Doing individual calls and/or facetime

14:56:55 From Allyson Breish : Our organization has virtual zoom video or Microsoft Team support through EAP.

14:56:57 From Cynthia Antonuk : We are offering virtual support groups in both English and Spanish.

14:56:58 From Willis Partington : Using mostly phone conference line for groups.

14:56:59 From Tanya Williams : Planning a virtual support group

14:57:09 From Julie Miller : We do not have online groups up as of yet.

14:57:14 From Laura Ward: Virtual support group and individual

14:57:15 From Kevin Cross: Doing personal phone calls.

14:57:18 From Brian Pendleton: We are offering a telephonic weekly group in addition to a Zoom group

14:57:18 From Donna Trimm Calk: I canceled my planned support groups this spring and have been so overwhelmed with the increase in individual counseling requests that I can't get smart on how to do the virtual groups

14:57:21 From Regina Nimmo: hoping be able to do my school groups virtually during the summer

14:57:21 From Steve Gonzales : MSW Sarah Cazares in Richmond schedules virtual lunches on Wednesday where team members participate by sharing favorite 5 movies, try to stump each other with "Two truths & an untruth" and other activities. She keeps it to half hour. lots of laughter.

14:57:22 From Noelle Pederson : I’m wanting to put together a virtual Anticipatory Grief Support Group for caregivers

14:57:22 From Rita Vasquez: We are in the midst of launching English and Spanish Support Groups

14:57:29 From Cynthia Willey : No groups right now - lots of phone calls and thinking/planning for what we will do

14:57:33 From Deborah Andrews: Groups postponed. Demographic is not responding to offer of Zoom groups. Have increased phone calls.

14:57:33 From Annette Hall: Because we had to cancel all groups and activities we are working now to create new virtual options. Thanks for all the ideas!

14:57:34 From Christine Chicombing: Virtual disallowed. but have reached out to our regular attendees one on one in person and over phone.

14:57:38 From Beth Forbes: currently individual calls, but in the next few weeks will be doing virtual groups

14:57:48 From Mary Dowcett: Canceled for now, but preparing to Zoom and planning distancing groups in the future

14:57:49 From Steve Gonzales : Our hospice is just beginning to offer virtual support (support groups, workshops in community, counseling, etc.)

14:57:51 From Cynthia Palmer : Zoom video conference, though some members choose to call in to the meeting rather than video. They still benefit from meeting with each other.

14:57:53 From Patti Anewalt : virtual zoom groups are being well received, plan to offer a covid loss support group in July

14:57:53 From Catherine Senghas : Virtual groups help family members who don't live locally

14:57:54 From Carly Hodge : all support groups cancelled

14:57:57 From Holly Merchant : Individual virtual and telephone support.

14:58:16 From Veronica Ibarra: We completed a 6 week group through Skype phone

14:58:45 From Christine McDaniel’s: We've cancelled groups but have provided online resources to families who are interested from other organizations and continue with bereavement calls

14:58:46 From Jackie Foster: Just starting to experiment with virtual support groups.

14:58:47 From Wendi Sargent: Virtual support groups, though we only have the free Zoom, which limits us to 40 minutes at a time- we do that, and take a 10 minute break, coming back for another 40 minutes (so it turns out to be an hour and a half total).

14:58:53 From Alahna Norton : We have had parking lot prayer services for facilities. The facilities ask for prayer requests ahead of time that are put into a prayer box we bring and clean each service. We are socially distant from each other outside and say prayers, sing songs. The facilities bring out a few residents outside who are able to be outside - everyone far apart. Some family members- very few are invited to show up and can waive to their family members.

14:58:53 From Donna Trimm Calk: If anyone has an online training recommendation for doing grief groups online, please post :)

14:58:55 From Veronica Ibarra: We're about to start virtual groups through MSTeams -- people prefer the in person support but will use technology to be able to get support

14:58:58 From Terrie Campbell : Flash Cards of Love , Care and Spiritual Compassion on FaceTime!

14:59:04 From Cindy Darby: Just beginning to launch online video grief groups. All face-to-face groups were cancelled mid-March.

14:59:07 From Andrea Lott : There is a need for children who are experiencing complicated grief with loss of loved one and loss of school support and even HS graduation.

14:59:09 From Linda Clark : All groups postponed, we find members connect after groups end and don’t think that would happen with zoom

14:59:17 From Diane Snyder Cowan : HFA did a free webinar on zoom groups which is available on their website.

14:59:20 From Sister Catherine Clarke, F.S.E. : Providing individual virtual and telephone support, lengthy conversations but family members and group members seem to receive much support by this means.

14:59:23 From Veronica Ibarra : We're Rainbows for all children has good resources.

15:00:00 From Nancy Arnold : Surprised to have smaller response to remote groups than expected. Some not comfortable with privacy … not sure who else is in the room!

15:00:42 From Veronica Ibarra : There is some concern expressed about security

15:01:01 From Marcy Leach : many thanks, I've passed along your feedback to my chaplain.

15:01:08 From Annette Hall: Yes, any information out there on HIPAA compliant group video meetings, would be much appreciated.

15:01:20 From Lori Williams : FaceBook has Grief Anonymous grief support groups and David Kessler has a free daily grief group and excellent speakers in the evenings.

15:01:21 From Daron Lifsey : I call and reach out to various group members on the "regular" group days. Many group members have also exchanged numbers and call and check on one another as well which helps them feel connected Living in a rural area has presented many problems with looking at alternatives

15:01:25 From Derrick Hall: I have been offering virtual bereavement group long before COVID-19. I gave options to those who can come into the office and those who wanted to stay home connect by audio/video or here at the board room and it was successful. Now we’re offering again, and the group is growing

15:01:33 From Terrie Campbell : Only sending in nurses in COVID Care and Nursing Facilities, they help Social Workers and Spiritual Care with FaceTime Visits.

15:01:49 From Julie Miller : It is also frustration when dropped calls happen right in the middle of an emotional moment.

15:04:14 From Julie Sciligo : Yes, I've told a few clients about the David Kessler group. It's a free, private support group on Facebook.

15:05:48 From Kara Thoma : A wonderful interactive chat this month!

15:05:49 From Carly Hodge : I’m excited to have learned about the David Kessler Facebook group. Looking forward to recommending this for our bereaved.

15:05:57 From Marcy Leach : So grateful to NHCPO and all of you for the chance to connect with other BRVT professionals -- nice just to share experiences and wisdom. Wishing all continued health and wellbeing.

15:06:43 From Lori Williams : I am so grateful for this incredible group of humans!! Take care of yourselves in the midst of caring for everyone else!!

15:06:47 From Chelsie Wong: This was such a valuable and inspiring presentation - thank you!

15:06:54 From Carly Hodge : Thank you all for your input! This was very helpful. Wishing you all peace and good health during this challenging time. - Carly Hodge- Hospice Care of the Northwest- Portland, OR

15:06:56 From Eric Gravenkamp: Thank you got this good webinar. God Bless!

15:06:59 From Betty Burgess : Thank you! While I came in 1/2 way through, I will go back to review the whole program 3-5 days out. Betty B

15:07:03 From Nancy Arnold : Thank you!

15:07:06 From Teresa Haase: I might have changed the title of this webinar since a 360 degree view indicates that we can get back to the same point where we started. I'm thinking everything has changed and that we have entered a new normal.