

WHAT GRIEVING PEOPLE NEED

Emotional support

People really need to know that they are not alone. They need to know that what they are feeling is normal and they are not going crazy. It may be comforting to know their suffering is seen and supported.

Stay present and speak the truth. It's tempting to make statements about the future, when the present holds so much pain, but we don't know what the future will bring. It may not be better. Stick with the truth: this hurts. I love you. I'm here.

Social support

Help assist the grieving person to identify who in their social circle can be of support. Everyone can offer support in a way that is comfortable for them.

Practical help

Anticipate; don't ask, and make concrete offers "I will be there at 4p.m. today to drop off dinner". For the grieving person, identifying a need right now may take too much thought and energy and can be beyond their capacity.

GRIEF AND BEREAVEMENT SUPPORT

Canadian Virtual Hospice

Information & support on palliative & end-of-life care, loss and grief
virtualhospice.ca

Pregnancy and Infant Loss Network

www.pailnetwork.ca 1 (888) 301-7276

Roger Neilson House

Grief and bereavement support for death of a child
www.rogerneilsonhouse.ca (613) 523-6300 X 600

Eastern Counties

Bereaved Families of Ontario – Cornwall Region

www.bfocornwall.ca (613) 936-1455

Carefor Cornwall Hospice

www.cornwallhospice.com (613) 938-2763

Dundas County Hospice

www.dundascountyhospice.ca (613) 535-2215

Entraide-Deuil de l'Outaouais

entraide-deuil.qc.ca (819) 770-4814

Renfrew

Hospice Renfrew

www.hospicerenfrew.ca (613) 433-3993

Madawaska Valley Palliative Care

www.madawaskavalleyhospicepalliativecare.com
(613) 7596-3045 X 350

North Lanark/North Grenville

Bereaved Families of Ontario - Kingston Region

www.bfo-kingston.ca (613) 634-1230

Beth Donovan Hospice

www.bethdonovanhospice.ca (613) 258-9611

Community Home Support Lanark County

www.chslc.ca (613) 267-6400

Hospice of Providence (Brockville Hospital)

www.bgh-on.ca (613) 345-5649

under patient services/palliative care

Ottawa

Bereaved Families of Ontario – Ottawa Region

www.bfo-ottawa.org (613) 567-4278

Counselling and Family Service Ottawa

www.cfsottawa.ca (613) 233-8478

Family Services Ottawa

www.familyservicesottawa.org (613) 725-3601 x 0

Hospice Care Ottawa

www.hospicecareottawa.ca (613) 260-2906

Jewish Family Services

www.jfsottawa.com (613) 722-2225



WHAT GRIEVING PEOPLE NEED



www.champlainpalliative.ca



SUPPORT

Know that each loss is unique

You may think you understand what a person is feeling, but remember, you know your feelings and not someone else's. Invite them to share stories and memories if they want to talk, or be willing to sit in silence if they prefer.

Listen with intent

Focus on what the grieving person is sharing; be open, be curious, and follow their lead. Don't worry about what to say next.

You are not responsible for taking away the pain

Grief is process that can be painful; there is no way to "fix-it." Each person has their own internal resources for coping - encourage exploration of those strategies. Resist the temptation to give advice, allowing the individual to rely on their own abilities.

Follow the lead of the grieving person

Let the grieving person talk about what they need to talk about. Follow their lead rather than having an agenda about what you think is important in their grieving experience. Adopt a "tell me" attitude and strive to understand what the person's grief looks like and means to them.

Everyone will work through grief in their own time and way

Grief is not predictable and it will take as long as it takes. It can be tempting to think it's time to move past grief, but in reality, people may experience feelings of loss unexpectedly and at any time of their life.

Allow tears to flow

People's moods will likely change rapidly. Try to become comfortable with a range of possible emotions. Your presence is meaningful.



PRACTICAL HELP

- Sometimes, when people are grieving, they might find it difficult to ask for help. Decisions can be hard to make so instead of asking "what can I do for you," find ways you can help with "normal" daily tasks (pick up the mail, walk the dog, rake the leaves).
- While your intention is to be helpful, check in when offering to help around the house, as that load of laundry or other chores that seem to need doing, may be left undone for a reason. Does that dirty load of clothing still have some meaning?
- Some tasks are easier when completed together, help with sorting and packing a room, or attending difficult meetings. Also it may be helpful, to offer to be a designated point person, to share information or coordinate visits.
- Remember, lots of people will help at the beginning, but support is appreciated down the road when things get quiet.

LOOKING AFTER YOU

- Grieving people need a person who can provide on-going support. Respecting your limits, knowing your strengths, and taking time for self-care, will allow you to support the grieving person most effectively.
- Practicing self-awareness (knowing how you are feeling) enables you to set your boundaries so that you know when you can be helpful or when you need time to recharge.