

Principles of Bereavement Care

Morgantown Hospice

Our bereavement program provides support to bereaved individuals and will:

- ~be responsive to the needs of each bereaved person
- ~acknowledge and affirm bereavement as the pain of grief, as a natural part of the human experience
- ~support each bereaved person in his/her ongoing adjustment to life without the deceased
- ~respect each bereaved person's choices and variety of expressions of grief consistent with different patterns of belief, family, community, culture and religion
- ~be non-discriminatory and deliver without prejudice so that, when practicable, the bereaved person is able to access appropriate support regardless of their age, color, disability, ethnic or national origin, financial circumstances, gender, geographical location, health status, language, marital status, religion or sexual orientation
- ~respect the confidentiality and privacy of each bereaved person and information shared by them
- ~minimize the risk of mental and physical complications that can be associated with bereavement
- ~ensure each bereaved person is aware of the support available to them by proactively disseminating information about services to potential beneficiaries, including the bereaved, local agencies and health and social care professionals
- ~be clear about the boundaries of the support offered to each bereaved person and offer information on services available elsewhere to meet the needs which are beyond the agency's scope of service and practice abilities
- ~ensure that volunteers and paid staff are educated and trained appropriately to consolidate, develop, maintain and enhance their knowledge and skills in bereavement support, loss and grief
- ~ensure that volunteers and paid staff receive appropriate levels of supervision and support, relevant to their involvement in working with bereaved people
- ~encourage reflective practice to validate and, where possible, improve on current practice

~involve stakeholders in planning, design, development and delivery of services

~collect data to monitor and evaluate outcomes leading to effective change, including feedback from clients, volunteers and paid staff, referral agencies and supervisors

~be organizationally open and accountable