

WELCOME

We will be starting soon

There is no sound until we begin

Please keep your phone and computer on mute
to support a pleasant experience for all

Crisis Response Training

Providing Support for Health Care Staff in Crisis Situations

Topic: Grieving the Loss of Loved Ones

Grieving the Loss of Loved Ones

Presented by

Lily Ann Divino, LCSW, MPH

Director of Programming

Adolescent Health Program

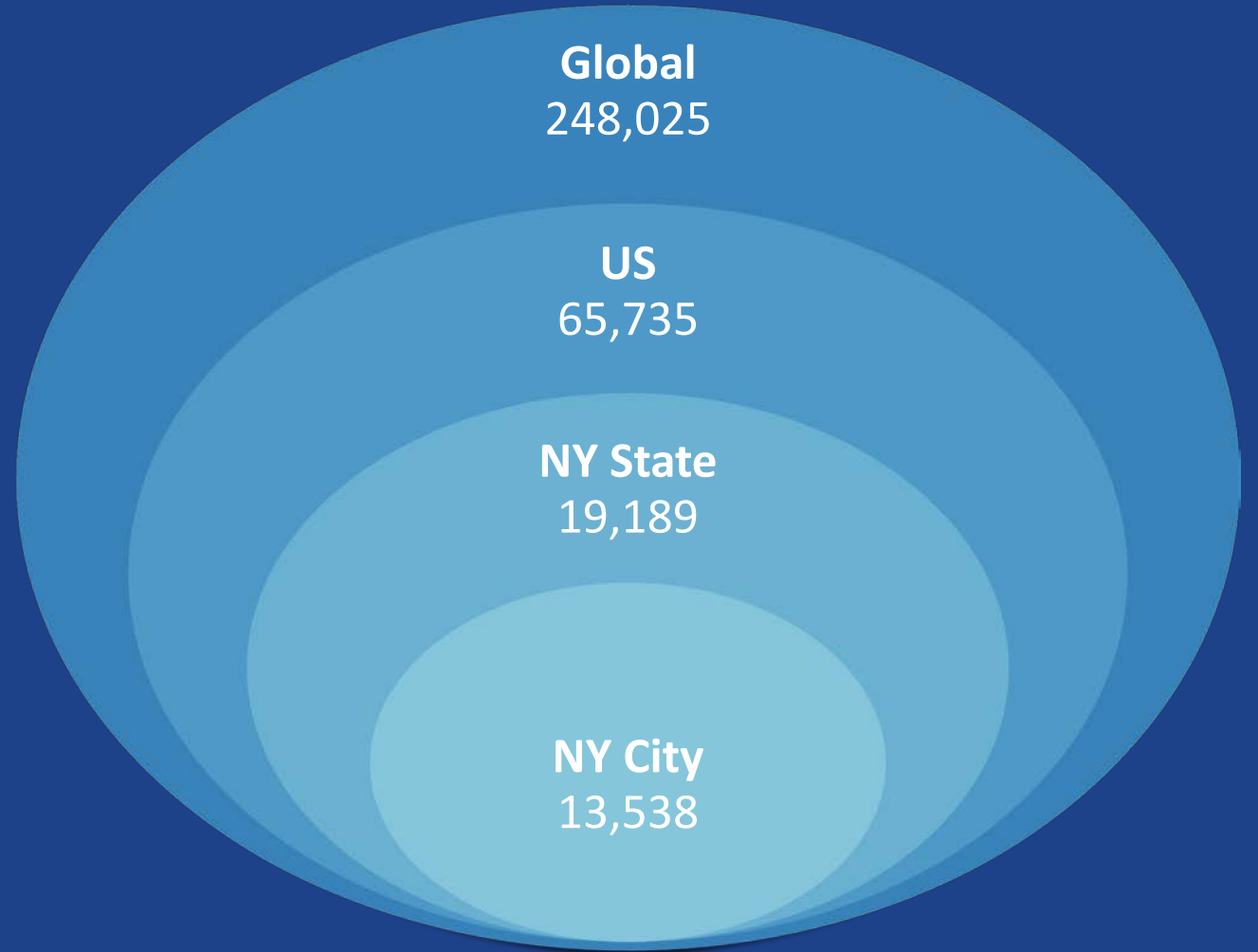
Ambulatory Care Operations

divinol@nychhc.org

COVID-19 Deaths
(as of 5/3/20)

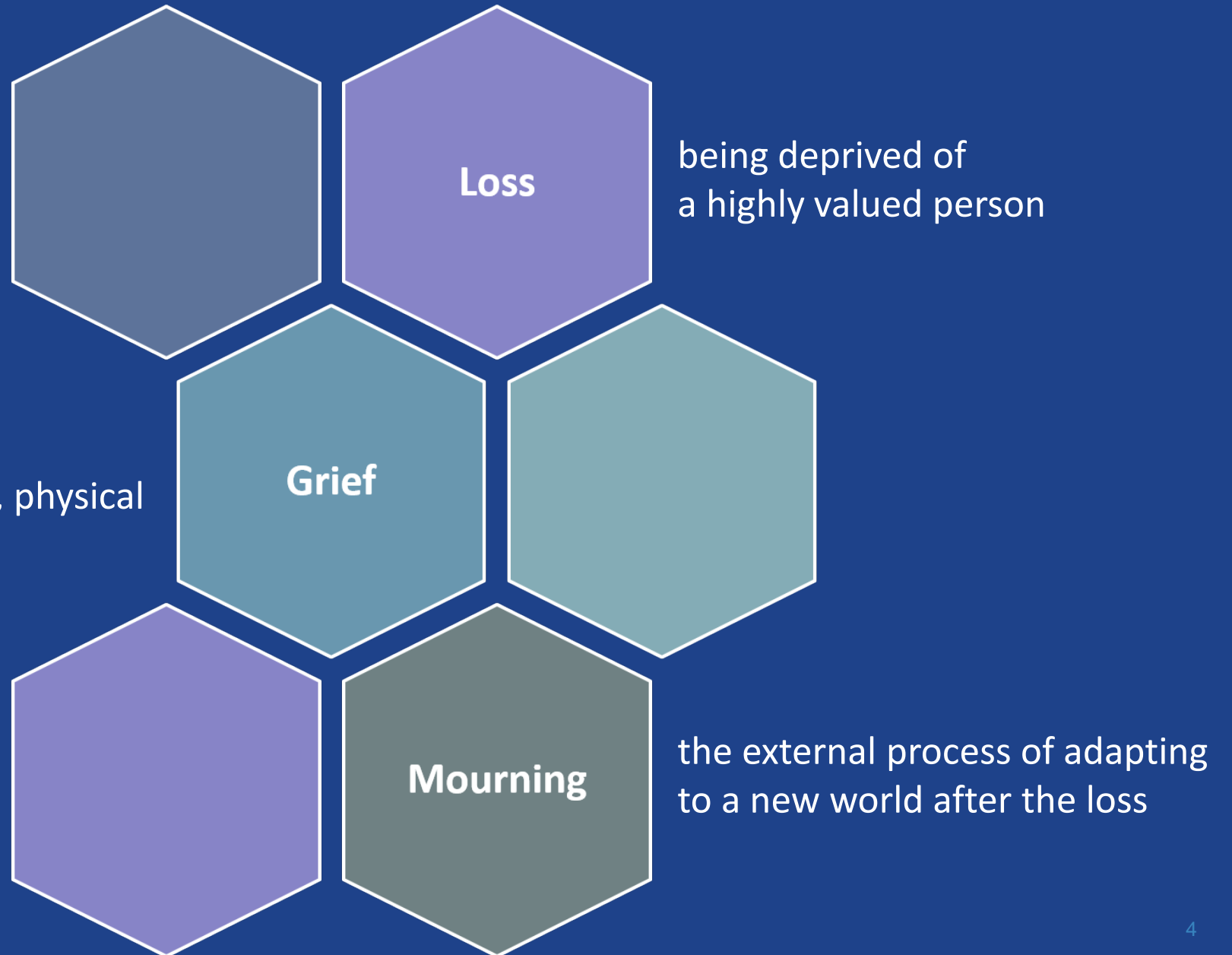
A “Novel” Disease

We are experiencing anxiety, isolation, and uncertainty globally due to this new virus



Definitions

the internal reaction to a loss –
psychological, behavioral, social, physical



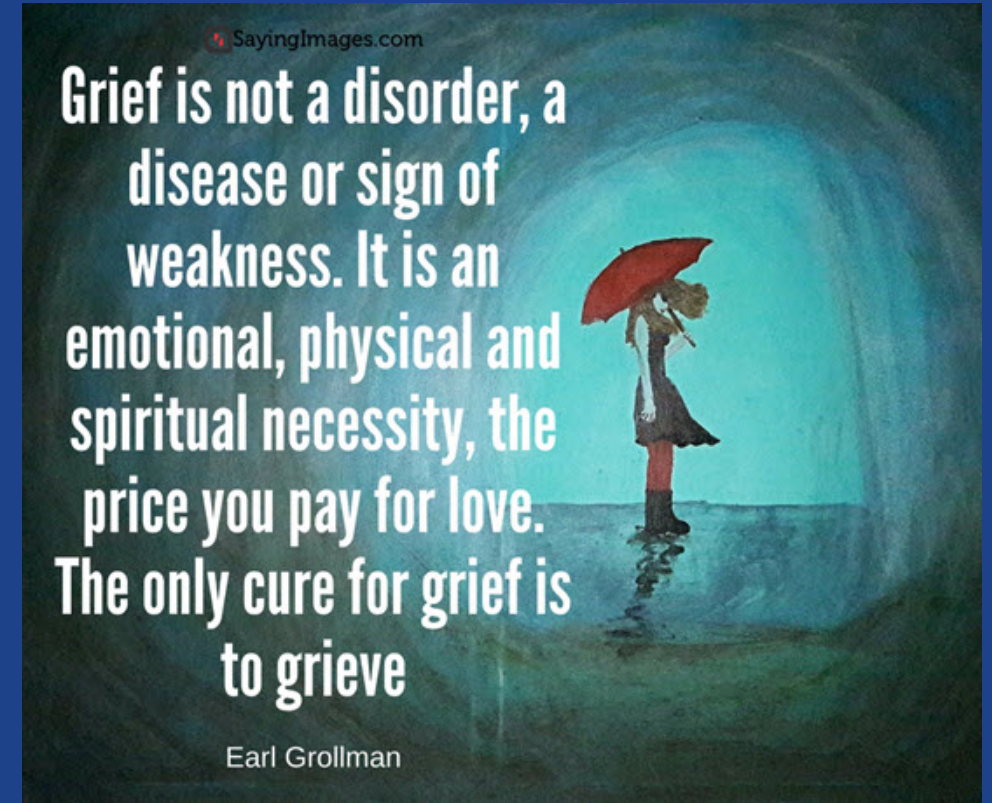
Loss of a Loved One

"The reality is that you will grieve forever. You will not 'get over' the loss of a loved one; you will learn to live with it. You will heal and you will rebuild yourself around the loss you have suffered. You will be whole again but you will never be the same. Nor should you be the same nor would you want to."

~Elisabeth Kubler-Ross and David Kessler

Grief

- Natural response to losing someone
- Everyone grieves differently
- No right or wrong way to feel
- Conflicting feelings are normal
- Depends on relationship with deceased



Types of Grief

Anticipatory

Grief before an impending loss or death of someone close to you with a terminal illness

Uncomplicated

Grief after the loss or death of someone close to you

Complicated

Grief lasting more than 6 months impairing one's ability to engage in daily activities

Collective

Grief felt by a group as a result of an event leading to mass casualties

Common Reactions

Emotional

- Tearfulness
- Restlessness, inability to concentrate
- Recurring dreams of the loved one or loss
- Mood swings
- Feeling angry/guilty over relationship with loved one(s)
- Anger toward loved one for dying

Physical

- Sleep disturbances (insomnia, hypersomnia, nightmares)
- Fatigue, tension, and irritability
- Loss of appetite or overeating
- Stomach distress

Stages of Grief



Source: Elisabeth Kübler-Ross 'Grief Cycle' and Alan Chapman for Businessballs.com

Mourning

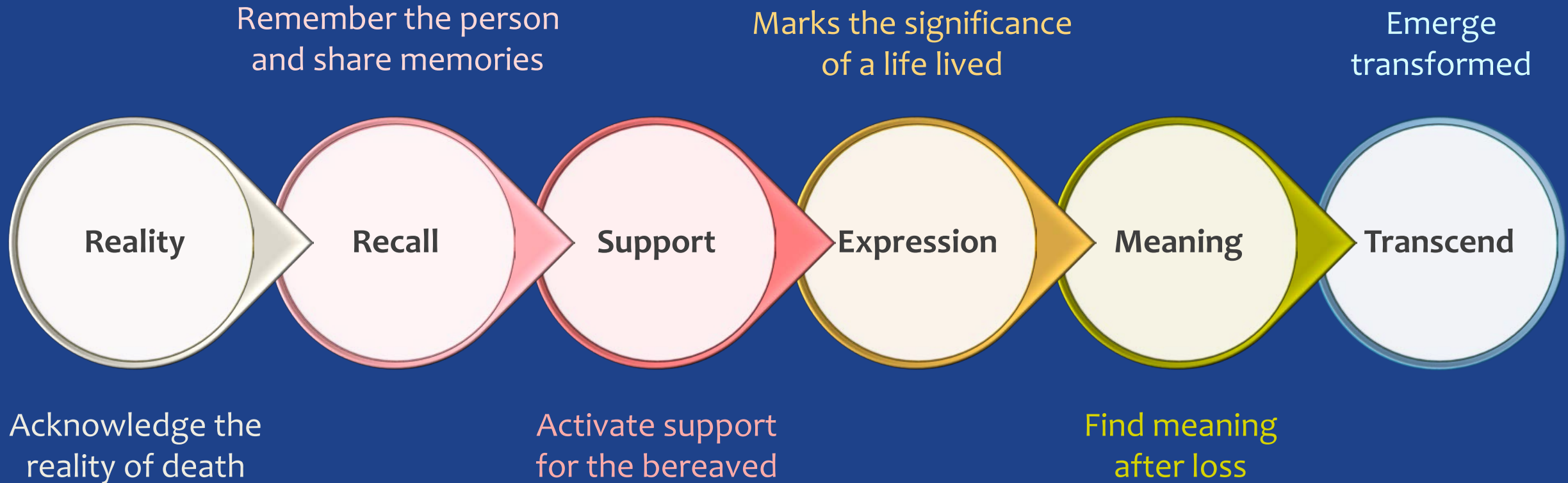
- Outward expression of internal grief
- Shared, social response to loss
- Rite of initiation to move forward
- An action, symbol, ceremony, or ritual
- Funeral and burial services



The 6 Needs of Mourning

Video link: <https://youtu.be/RLM9-v80kpA>

Mourning Is a Process



Mourning during COVID



“We never truly lose our grief, but we integrate it into our ongoing and productive lives. We are changed, but we resume living. When mourning is derailed, however, we are incapable of moving on.”

Katherine Shear, M.D.

Marion E. Kenworthy Professor of Psychiatry

Columbia University

NY State Funeral Homes, Crematories and Cemeteries

Highly regulated and trained to deal with infectious disease

Number of attendees depends on space for physical distancing (6 ft apart)

Families advised to step away from grave site before staff perform burial

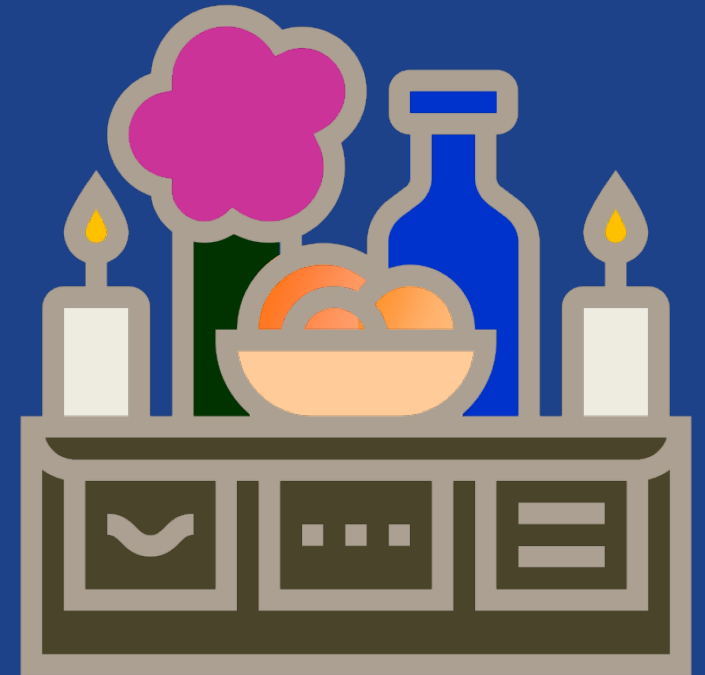


Religious & Cultural Considerations

Religious ceremonies can be conducted in conjunction with funeral home or crematory to reduce exposure

Adapting traditional religious and spiritual rituals

- Reach out to your place of worship
- Request dedicated prayer or services
- Explore accommodations to grieve within a religious and spiritual practice



Created by Eucalyp
from Noun Project

Information & Resources

Organization	Website
NY State Funeral Directors Association	www.nysfda.org
NYC.gov	https://www1.nyc.gov/site/helpnownyc/get-help/funeral-burial-guidance.page
Children, Adolescents and Families	www.childrengrieve.org/about-us/news/208-covid-19 www.nyulangone.org/news/helping-children-process-grief-loss-during-covid-19
For Veterans	www.va.gov
For American Indian/Alaska Natives	www.cdc.gov/coronavirus/2019-ncov/community/tribal/faq-burial-practice.html
Funeral Basics	www.funeralbasics.org
Association for Death Education & Counseling	www.adec.org

Live Stream Services

Offer views from multiple locations

- Funeral home, place of worship, grave site, crematory

Have the casket, shrouded body or a photo of the deceased visible

Show video or picture tribute of deceased

Show words, readings, prayers, songs on screen



Live Stream Services - continued

Use chat function for wishes and condolences then are read aloud

Participants write a note to hold up to camera

Create a ritual everyone does together

- Light a candle; wear same color, a ribbon, or flower



Stand-in Supporters

 HUGS FROM HOME

I KNOW THIS DAY IS VERY HARD FOR YOU,
SO I AM SENDING YOU LOVE FROM THE
HEART. I WANT YOU TO KNOW I AM
THINKING OF YOU.

.....

HUGS FROM HOME

—Honoring Lives—



Stand-in Supporters



Other Types of Services

Video tape service for later broadcast

Outside services

- Drive by family's home at a set time
- "Drive-in" service with staggered viewing times
- At the grave site with family standing by their cars



Room for Multiple Memorials

Share pictures, stories, and memories on digital platforms and social media

Identify a charity or cause people can donate in honor of the deceased

Send keepsake in honor of the deceased

- Prayer card, seed for planting, a quote, photo



Life Transition Rituals

Initial small service with larger one for later date

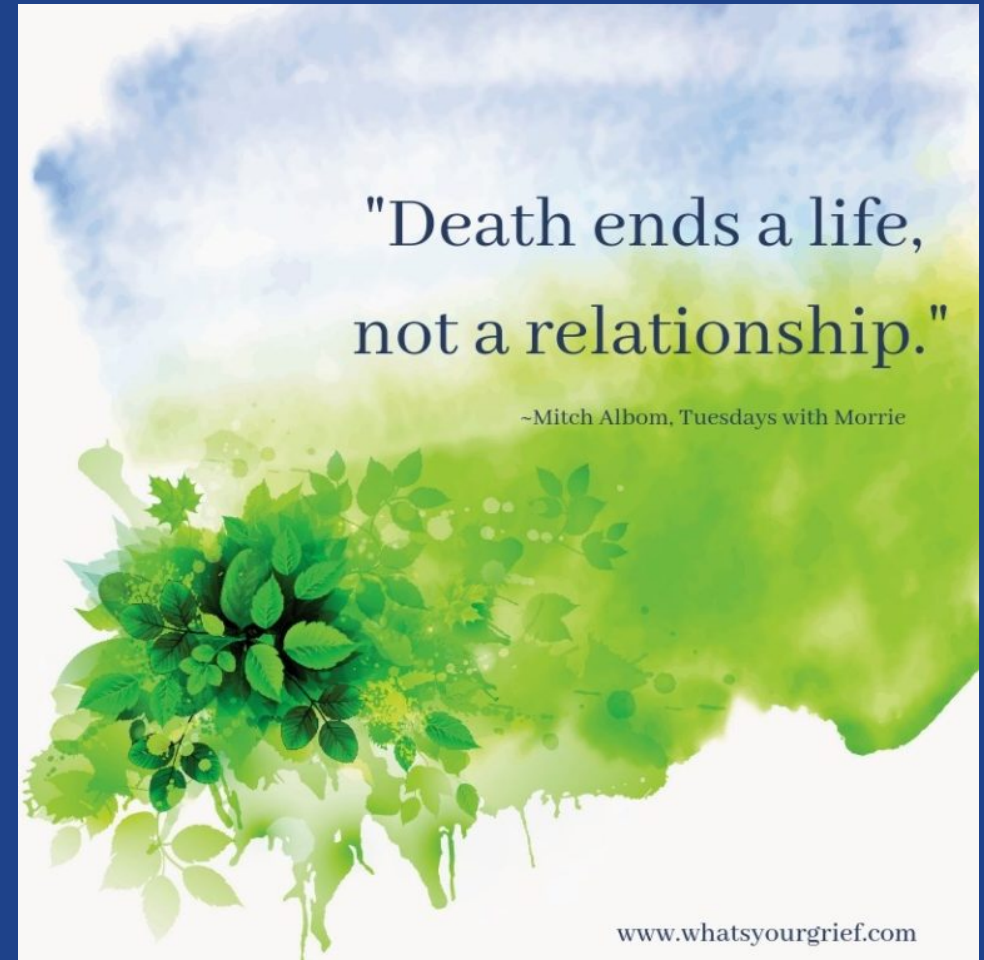
- 40 days or 100 days following the death
- Death anniversary
- Other anniversaries, milestones – birthday, wedding
- Religious and spiritual ceremonies honoring the deceased during the year



Honoring from Afar

Schedule a time for family & friends

- In person, phone, or video
- A moment of silence or prayer
- Light a candle
- Tell stories, share memories



GRIEF IS NATURAL and
Most People are **RESILIENT**

Supporting Someone Who is Grieving

Show Empathy

Be attentive to the loss and be present for them

Acknowledge Grief is a Process

Check-in with the person regularly

Offer Support

Offer help but do not pressure them to accept help

Take Your Cues from the Griever

Just listen and be ready, if and when they want to talk

Supporting the Deceased's Family

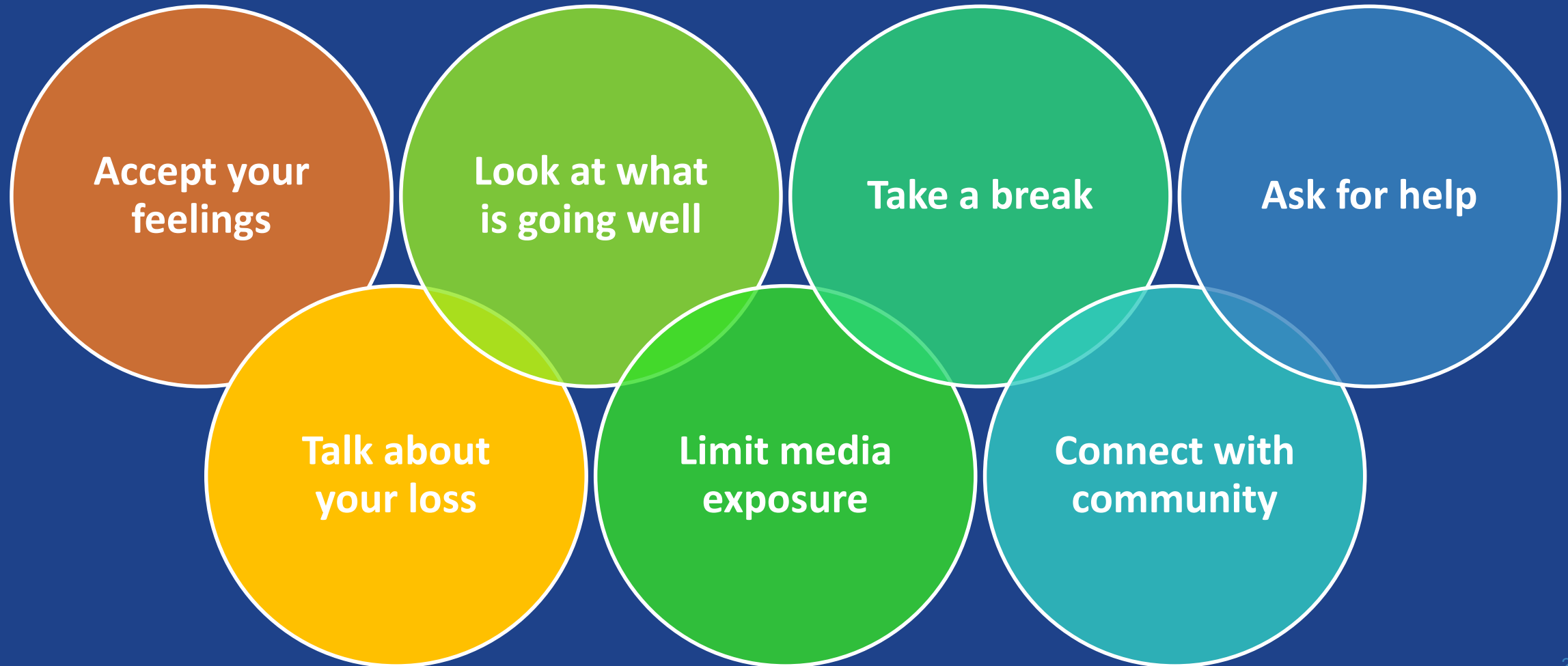
Ask permission to publicize funeral or memorial event information

Ask if they need support

- Emotional and concrete resources
- Arrange to return deceased's personal items



Coping with Our Own Grief



Where to Get Help

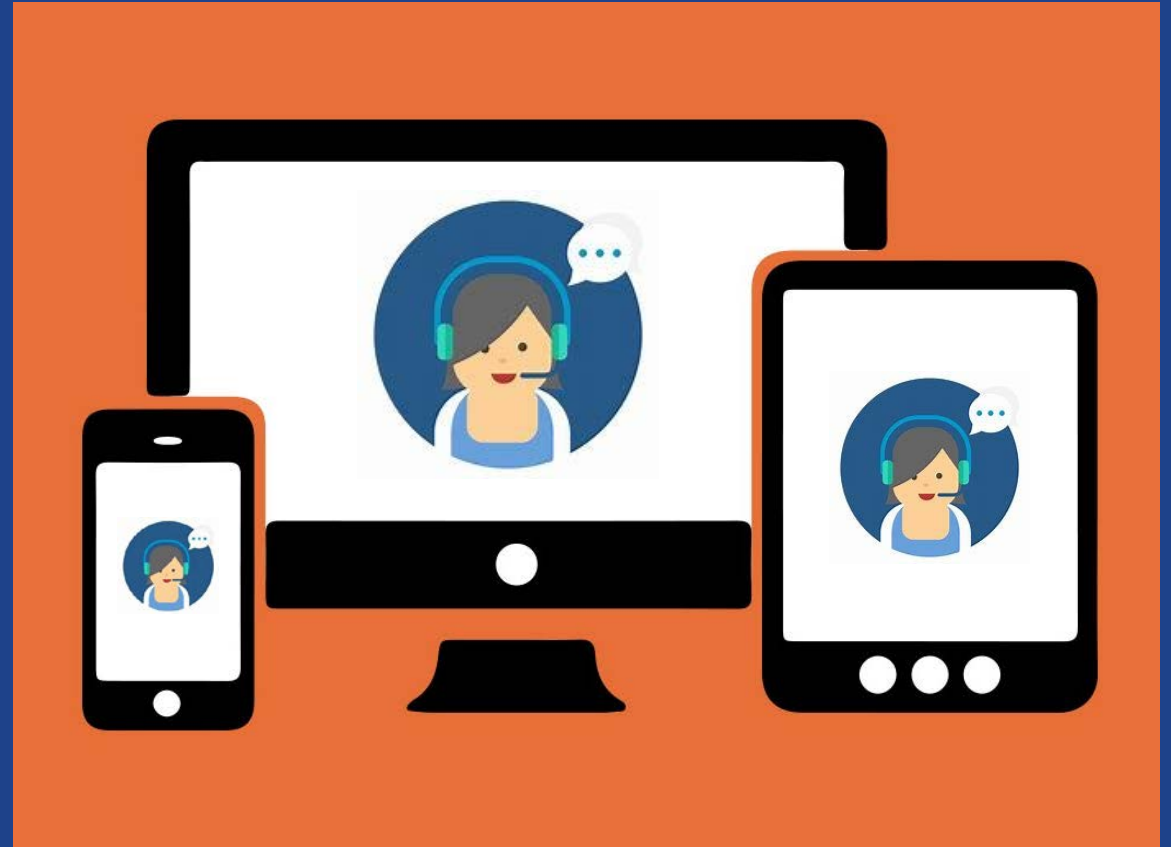
If you notice ...

- feelings of grief persist
- mood doesn't improve or worsens
- can't function or perform basic daily tasks
 - Eat, sleep, social, physical

Reach Out For Help.



Employee Supports



COVID-19

SYSTEM-WIDE EMOTIONAL STAFF SUPPORT



646-815-4150

Monday – Friday, 9:00am – 3:00pm

**Hours may be extended upon demand*

ANONYMOUS SUPPORT HOTLINES FOR ALL NYC H+H EMPLOYEES

Counseling Services



NYS COVID-19 Hotline

<https://coronavirus.health.ny.gov/home>

For Mental Health Counseling

Available for All New Yorkers

1-888-364-3065

Hours: 8:00am - 10:00pm, 7 days a week

**Hours may be extended upon demand*



Employee Assistance Program

<https://www1.nyc.gov/site/olr/eap/eaphome.page>

A free anonymous service for All

NYC Health + Hospitals Employees

Make an appointment by phone or email

(212) 306-7660

eap@olr.nyc.gov



<https://nycwell.cityofnewyork.us/en/>

A free anonymous service for NYC residents

Available 24/7/365

Call or Text anytime.

English: 1-888-NYC-WELL (1-888-692-9355), Press 2

Call 711 (Relay Service for Deaf/Hard of Hearing)

Español: 1-888-692-9355, Press 3

Text WELL to 65173



<https://suicidepreventionlifeline.org/>

Confidential. Available 24 hours everyday

For English Call: 1-800-273-8255

For Spanish Call: 1-888-628-9454

For Deaf & Hard of Hearing Call: 1-800-799-4889

BELLEVUE

Room 12 E 12
Hours: 8a – 12a

Ground Floor,
South Lobby

Location Pending

- Ground floor near ED



H3 Lead
Natalie Kramer

CONEY ISLAND



Main Building
3rd Floor
Room 306A
(Next to
Nursing Office)

H3 Leads
John Jannes
Lynn Hussey

LINCOLN

Conf Rm: 8D-200
Mon–Fri,
9a – 4p

Room 1C4
Mon-Fri, 9a-11p
Sat, 9a-5p



H3 Leads
Paul Moh
Gabriele Thomas

METROPOLITAN

Mental Health Bldg
5-West
Open 24/7

*Additional location
is pending*



H3 Leads
Leonard Davidman
Linda Takourian

ELMHURST

Room D4-28
Hours: 9a-5p



H3 Leads
Lisa Saraydarian
Suzanne Bentley
Samantha Warner

HARLEM

MLK 16th Floor
Room 16-112
Hours: 8:30a – 8p



H3 Lead
Tawanna Gilford

JACOBI

Inpatient: Zen Room
Bldg. #6
4D Dayroom
Hours: Open 24/7

Finance Area
Bldg. #4, Room: 1201
Open M-F, during
business hours

Additional room in
ED Area

H3 Lead
Donna Geiss

Hours for all 3
locations below:
10:00am – 4:00pm

KINGS COUNTY

C Bldg, Room 5130
R Bldg, Room 2118
C-D links
(Floors 3,4,7)

H3 Leads
Donna Leno-Gordon
Geralda Xavier

NORTH CENTRAL BRONX

Tranquility Room
9M-06B



H3 Leads
Yvonne Torres
Kalsang Tshering

QUEENS

Main Bldg. Basement
Thu-Fri, limited hrs

N Bldg., 5th Fl, A540
Hours: Open 24/7

Pavilion Bldg.
Mon-Fri, limited hrs

H3 Leads
Gail Hirsch
Jean Fleischman

WOODHULL

Hours for all 5
locations below:
10a-12p, 2p-4p

ED Conf Room
8th Fl Med. Conf. Rm
9th Fl Surg. Conf. Rm
Amb. Care Conf. Rm
5th Fl BH Conf. Rm

H3 Leads
Marlene Dacken
Sharon Neysmith-Crawford

**acute care
wellness &
respite rooms**



**rest. relax.
breathe.**

** All rooms and hours
listed are subject to
change*

CARTER

LTACH clinic
1st Floor, Room 1-106
Open 24/7

H3 Lead
Daniel Stone



COLER

2nd Floor Atrium
12:30pm – 3:30pm

H3 Leads
Cheryl Dury
Nelson Cabrera



GOUVERNEUR

Wellness/Meditation
Room
1st Floor Lobby

H3 Lead
Emalyn Bravo



MCKINNEY

Serenity Grove
Room 1B14
Open 24/7

Learning Center
Room 1A36
Open 24/7

H3 Lead
Angela Cooper

SEAVIEW

Basement
Employee Lounge
Open 24/7

H3 Leads
Marisol Arroyo
Jennifer Newburger



** All rooms and hours listed are subject to change*

post acute care
wellness &
respite rooms



rest. relax. breathe.
thank you for all that you do.

COVID-19 Funeral & Burial Resources

Emergency Social Service Needs (COVID-19) ☆ 🗑️

File Edit View Insert Format Data Tools Add-ons Help

🖨️ 🔍 60% View only

Category	Resource Type	Organization	Eligibility	Borough	Best Way to Access	Other Contact Info	Last Updated	Details
If you are looking for the "Emergency Social Service Needs (COVID-19) Spreadsheet, please see the additional tab at the bottom.								
Funeral/Burial	Transportation to groceries	Lyft	Click Link to view eligibility	Brooklyn	https://www.lyft.com/lyftup/grocery-access/new-york-city-ny		4/19/20	-Discounted rides to select grocery stores and farmers markets in Brooklyn -\$2.50 per ride, 8 rides
	Funeral/Burial Guidance	City of NY	All	All	https://www1.nyc.gov/site/helpnownyc/get-help/funeral-burial-guidance.page		4/11/20	-For anyone with questions about funeral services/burial
	Burial Assistance; Payment Relief	NYC HRA	Click on Link to review criteria	All	Burial Allowance Applications and supporting documents may be submitted in person, or by email at BurialServices@hra.nyc.gov or by fax at 917-639-0476. Office now located at 33-28 Northern Blvd, 3rd Floor, Long Island City, NY 11101. Phone: 718-473-8310	https://www1.nyc.gov/site/hra/help/burial-assistance.page	4/13/20	Current maximum payment assistance of \$900 for funeral expenses if total burial expenses do not exceed \$1,700. Please note that assets of the deceased may count as available resources for funeral expenses and may be subtracted from the \$900 payment assistance.
	Burial Assistance; Payment Relief	Social Security Administration	Click on Link to review criteria	All	www.socialsecurity.gov ; 1-800-325-0778	ssa.gov/pubs/EN-05-10008.pdf	4/13/20	Lump sum \$255 payment to surviving spouse or child and potential survivor benefits depending on linked criteria.
	Burial Assistance; Payment Relief	Veterans Affairs	Veterans	All	1-800-827-1000 You can apply directly online or call for assistance	https://www.va.gov/burials-memorials/veterans-burial-allowance/	4/17/20	If the death is service-connected, the VA will reimburse up to \$2,000 of burial costs and pay some of the cost of transportation of the remains of the veteran to the nearest National Cemetery. If it is a non-service-related death, VA will pay up to \$300 toward burial and funeral expenses and a \$300 plot-interment allowance for deaths. United States' veterans (from all branches of the military) who received a discharge other than dishonorable are entitled to several benefits. Reservists who were entitled to retirement pay (or would have been if over age 60) are also entitled to these benefits.
	Burial Assistance; Direct Service and Payment Relief	Society of St. Vincent de Paul for the Archdiocese of New York	Deceased must be Catholic. Direct Service & Payment Relief. Can provide burial in Calvary Cemetery and limited monetary assistance with low-cost funeral homes in Bronx, Manhattan, and Staten Island.	All	(917) 267-9432 info@svdpnyc.org	https://svdpnyc.org/what-we-do/	4/13/20	
	Burial Assistance; Payment Relief	National Philoptochos Society Greek Orthodox	Greek Orthodox Christian	All	(212) 977-7770 socialwork@philoptochos.org	https://www.philoptochos.org/about-the-department/	4/13/20	Deceased must be Greek Orthodox Christian. Payment Relief. Limited monetary assistance for funeral/burial expenses is available for families with large financial need.
	Burial Assistance; Direct Service	Hebrew Free Burial Association	Low-income Jewish families; Staten Island-free burial site, other burials- funeral assistance	All	(212) 239-1862; info@hebrewfreeburial.org (718) 338-4999; services@jewishheritage.org	https://www.hebrewfreeburial.org/what-we-do/	4/13/20	-Free burial site in Staten Island and funeral services for low-income families throughout the five boroughs.
	Burial Assistance	The Jewish Heritage for the Blind	Patients with disabilities Must have SSN	All		http://www.jewishheritage.org/index.html	4/13/20	-Free burial plots for deceased with disabilities
	Staying Connected							

☰ Patient Resources ▾ Emergency Social Service Needs (COVID-19) ▾

COVID-19

Guidance &
Resources



THANK YOU
HEALTH CARE HEROES 
BECAUSE OF YOUR HARD WORK AND DEDICATION

4,837 COVID-19 PATIENTS
HAVE RETURNED HOME

AS OF APRIL 28, 2020



PICTURE OF THE DAY

The United States Air Force flies over NYC Health + Hospitals/Lincoln to salute clinicians and staff for the care provided during the COVID-19 pandemic.

[Picture of the Day archive](#)

COVID-19 Guidance and Resources

- Home
- Clinical Guidance
- PPE Guidance
- Employee Resources
- Training Resources
- For Patients & Community
- Emotional Staff Support Resources
- Crisis Response Just-in-Time Training and Schedules
- Frequently Asked Questions
- Ventilator Resources
- Messages of Hope



CLICK HERE TO REQUEST EMOTIONAL OR PSYCHOLOGICAL SUPPORT



CLICK HERE TO ACCESS CRISIS RESPONSE JUST-IN-TIME TRAINING AND TRAINING SCHEDULES



PERSONAL PROTECTIVE EQUIPMENT HOTLINE
FOR ALL NYC HEALTH + HOSPITALS EMPLOYEES.



 **CLINICAL GUIDANCE**

 **PPE GUIDANCE**

 **EMPLOYEE RESOURCES**

 **FOR PATIENTS & COMMUNITY**

 **FREQUENTLY ASKED QUESTIONS**

 **MESSAGES OF HOPE**

 **VENTILATOR RESOURCES**

 **ANONYMOUS SUPPORT HOTLINE 646-815-4150**
FOR ALL NYC HEALTH + HOSPITALS EMPLOYEES.

COVID-19 Guidance and Resources > [For Patients & Community](#)

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	Folder	Do's and Don'ts for Patients Visiting ED	3/23/2020 1:57 PM
	Folder	Limit Spread flyer	3/23/2020 3:56 PM
	PDF	Coronavirus Disease 2019 (COVID-19) - NYCDOHMH	3/19/2020 8:06 PM
	PDF	coronavirus_11x17poster	3/5/2020 3:29 PM
	PDF	coronavirus_24x36poster	3/5/2020 3:29 PM
	PDF	coronavirus_donationFlyer	4/2/2020 3:56 PM
	PDF	coronavirus_donationFlyer_HCreole	4/2/2020 3:56 PM
	PDF	coronavirus_donationFlyer_SimpChinese	4/2/2020 3:56 PM
	PDF	coronavirus_donationFlyer_Spanish	4/2/2020 3:56 PM
	PDF	coronavirus_donationFlyer_TradChinese	4/2/2020 3:56 PM
	PDF	coronavirus_flyer	3/5/2020 3:29 PM
	PDF	coronavirus_NICUpolicyPoster	3/13/2020 11:39 AM
	PDF	coronavirus_NICUpolicyPoster_spanish	3/13/2020 11:39 AM
	PDF	coronavirus_patientPolicy	3/23/2020 4:43 PM
	PDF	coronavirus_patientPolicy_Albanian	3/23/2020 4:43 PM
	PDF	coronavirus_patientPolicy_Arabic	3/23/2020 4:43 PM
	PDF	coronavirus_patientPolicy_Bengali	3/23/2020 4:43 PM
	PDF	coronavirus_patientPolicy_French	3/23/2020 4:43 PM
	PDF	coronavirus_patientPolicy_HaitianCreole	3/23/2020 4:43 PM
	PDF	coronavirus_patientPolicy_Hindi	3/23/2020 4:43 PM
	PDF	coronavirus_patientPolicy_Korean	3/23/2020 4:43 PM

Scroll to bottom of page



COVID-19 Guidance and Resources > For Patients & Community

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<input type="checkbox"/>	Image	coronavirus_donationFlyer_HCreole	4/2/2020 3:56 PM



Helpful Links

URI

[Emergency Social Services for COVID-19](#)

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<input type="checkbox"/>	Image	coronavirus_patientPolicy_Hindi	3/23/2020 4:43 PM
<input type="checkbox"/>	Image	coronavirus_patientPolicy_Korean	3/23/2020 4:43 PM

Home

Benefits ▶

Careers

Civil Service Examination ▶

COVID-19 ▶

Employee Self Service /
Manager Self Service ▶

Forms

Labor & Employee
Relations

Leave ▶

Payroll & Timekeeping ▶

Peoplesoft HR

Safety & Wellness ▶

Savings & Retirement ▶

Workers' Compensation ▶

Employee Resources Center / COVID-19 Guidance and Resources / [Emergency Social Services - COVID-19](#)

Emergency Social Services - COVID-19

Patients of Health + Hospitals may be encountering new challenges in meeting their daily needs. Restrictions on regular operations in NYC have led to changes in social service delivery. This page has updated information on available social services to support staff to meet their patients' social, financial, and legal needs.

Contact the Social Determinants Team at socialdeterminants@nychhc.org with any questions.

Shortlist of Resources for Patients

This [Emergency Social Services List for H+H Patients](#) is a curated inventory of resources for frontline H+H staff on a range of topics, including food, mental assistance, and financial assistance. Here are some highlights:

Food:

- Patients can visit one of 400+ NYC public schools to pick up food for themselves and their family members Monday through Friday. Text "FOOD" or "COMIDA" to 877-877 to find the nearest school.
- Call 311 and say "GetFood" or visit nyc.gov/getfood for information about the closest food pantry or to determine eligibility for free meal delivery.

Thank You



Special thanks to:

Laura Collins, LCSW, CCCE

Director of Integrated Mental Health Services in Primary Care,
Gouverneur Health

Emily Foote, MSW

Senior Director, Social Determinants of Health

Justin List, MD, MAR

Chief Quality Officer, Gotham Health

Kathryn Sacks-Colon, LCSW-R

Senior Clinical Supervisor, Mental Health Service Corps,
Primary Care

Emma Schubert, LCSW

Program Manager, Mental Health Service Corps, Primary Care

“If there ever comes a day
when we can't be together,
keep me in your heart.

**I'll stay there
forever.”**

- Winnie the Pooh

