



Policy Name: <p style="text-align: center;">TELEPHONE BEREAVEMENT FOLLOW-UP</p>	Policy Number: <p style="text-align: center;">0407</p>
Approved By: <p style="text-align: center;">Executive Team</p>	Effective Date: <p style="text-align: center;">February 18, 2003</p>
Reason for Revision: Click on item below and select item from list. <p style="text-align: center;">CONTENT- Enter BELOW Reason for change Ex: Combined Policy ## and ##.</p> <p style="text-align: center;">Changes to procedures and frequency, and New Format being used</p>	Date Revised: <p style="text-align: center;">October 4, 2018</p> Next Date for Review: <p style="text-align: center;">October 4, 2021</p>
Section: <p style="text-align: center;">Section 04 - Loss, Grief and Bereavement Support</p>	Page No: <p style="text-align: center;">Page 1 of 2</p>

Policy

Telephone bereavement follow-up support will be provided by bereavement volunteers. Calls will be made at two months and six months.

Procedure

1. All volunteers making telephone bereavement calls will receive Agapé Hospice Bereavement Education.
2. Bereavement telephone follow-up calls will be made by bereavement volunteers at two months and six months following the death of a resident.
3. Bereavement Telephone Follow-up Call Procedure:
 There are **two teams of two volunteers**.
 - a. One team does the telephone bereavement calls for one month, then the second team makes the telephone calls for the next month, and so on.
 - b. **Team member 1** makes calls the first and third weeks of the month; if telephone contact cannot be made, "no response" is listed for the next caller.
 - c. **Team member 2** makes calls the second and fourth weeks of the month; if telephone contact cannot be made, "no response" is listed for the next caller.
 - d. In the absence of one team member, the second member of the same team shall fill in.
4. Recordkeeping;
 - a. A report of the calls, attempted or made, is written on the Bereavement Follow-up Forms contained in the Bereavement Follow-up Binder, which is located, and must be returned to, the second floor Workstation.
 - b. A record will be kept of the total number of calls made, attempts and completed, on the Telephone Follow-up Statistics form.
 - c. Long distance calls will be recorded on the Long Distance Log at the front of the Bereavement Follow-up Binder.



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5. Time-line for telephone bereavement calls

Month of Death	At 2 Months	At 6 months
January	March	July
February	April	August
March	May	September
April	June	October
May	July	November
June	August	December
July	September	January
August	October	February
September	November	March
October	December	April
November	January	May
December	February	June

6. Scheduled weeks for team members making calls

Phone (full) weeks	TEAM 1	TEAM 2
1 AND 3	Member 1	Member 1
2 AND 4	Member 2	Member 2