

BE COVID-19 COMMUNICATION READY

Things to say that could help...

- "What I'm saying is hard to hear"
- "It's important to be honest with you"
- "We are in a different place now"
- "How you are feeling is natural"
- "Help me to understand..."
- "I am hearing you..."
- "Sadly it's not possible now"

I'm worried my family member will die alone in pain and suffering.

"That must be so hard to think about. We know we can manage their pain and symptoms; they will have nurses caring for them. Perhaps there are ways that we can create presence even if you are physically distant."

"I know that this is not what you had imagined at the end of your life. How else can we help you to stay connected?"

I am dying and my family can't come and be with me.

Remind families to use pictures, video-calling and objects of comfort to create connections

Why can only one of us visit when our family member is dying?

"I know this is such a hard time for you but we have to protect our Patients and Team so we can continue to help others. Are there other ways your family can feel connected at a distance?"

"This is a frightening time and your reaction is understandable. Usually patients and families would have more choices; this is not a usual time for any of us."

I'm scared, they are discharging my family member to a nursing home and I won't be able to visit.