

## Protocol

- I. As soon as a service provider learns of the death of a child on their caseload, this service provider will call their immediate supervisor.
- II. Together, the supervisor and provider will decide how to inform other providers who may be working with the family based on the individual circumstances of the situation.
- III. A grief and loss information packet will be available for service providers to consult and to share with families as is appropriate. This will include information on how to best support families dealing with the death of a loved one, resources for the family and a condolence card.
- IV. Support from a reflective supervisor or social worker will be available as quickly as can be arranged, either over the phone or in person, based on the needs of the provider.
- V. Decisions about how to best support the family, whether or not to attend the funeral, etc. can be discussed with other providers, supervisors, or a social worker.
- VI. Based upon the needs of the family, service providers will have the option to provide one or two follow up visits to the family, and to refer the family to other programs as appropriate. Following the hospice model, service providers will be given the discretion to remain in contact with the family for up to a year for the purpose of recognizing major milestones such as the deceased child's birthday and the anniversary of the death, as these are occasions during which the family may need extra support.
- VII. Based on the wishes of the family, if the family regularly attended a play and learn group, support from the service coordinator and/or social worker will be made available to the playgroup facilitator to help decide if and how to share the information with other playgroup families.
- VIII. A supervisor will continue to be available to provide ongoing support and to help service providers navigate through other extenuating circumstances that may arise.

