



Grief Support

What is Planned Grief Support?

TELUS Health's Grief Support service provides support following a death that has occurred outside the workplace of a person who either worked for the organisation concerned or was well known to the employees at that organisation. If the death/suicide occurs in the workplace, we would recommend utilising our Critical Incident Support service.

Grief Support can be offered to the entire organisation, specific teams or individuals. Grief Support does not follow the same response model as a 'Critical Incident'. It does involve same-day onsite support and follow-up as required.

A few facts about Grief Support

- Addresses financial, legal and moral imperatives to support employee mental health;
- Identifies staff with pre-existing conditions, which may be complicated by grief;
- Provides space to restore clarity and calmness;
- Creates a supportive and safe workplace as staff process the incident; and
- Decreases absenteeism following an incident.

Benefits of Grief Support

Grief is our natural response to loss. While we primarily think about grief in terms of the loss of a loved one, we can also experience grief with the loss of a job, our health, a relationship or change in family structure.

When grieving it's normal for a person to experience a wide range of emotional, physical and social responses. These responses can often feel overwhelming, particularly if they haven't experienced a major loss before or if it triggers memories of a previous loss.

Workplace grief can also be challenging, especially when a person may not have the same social or coping structures that they use in their personal lives. Often many questions are raised around what to do/say and not do/say.

Grief support can assist teams to navigate dynamics and support an employee after a loss.

Manager and individual Benefits:

Grief Support can assist with:

- **Psychological Support:** aimed at assisting the individual through the bereavement process with supportive counselling and self-care strategies.
- **Work Maintenance and Adjustment:** designed to support the client to adjust back into the workplace, identifying any potential barriers and intervening to allow for continuity of work as early as possible post-incident.
- **Organisational and Management Support:** providing practical strategies required to continue risk identification and early intervention for staff most requiring support.
- **Supporting Managers:** to create a safe space for employees to process grief and reduce complications associated with any pre-existing conditions.
- **Provision of Guidance and Recommendations:** specific to the organisation's needs.

Reporting

Reports will be provided in line with all contractual **Service Level Agreements (SLAs)**.

NEXT STEPS

If you are a manager and need to access TELUS Health's Grief Support service, please call us on 1300 360 364 and press Option 2 for Incident Management support. A member of our team will ask some question relating to your request and arrange a suitable time to provide support. In most cases, support will be provided face-to-face, however, we can arrange support via telephone or video, if required.