

Family/Caregiver Messaging Document

The purpose of this document is to assist the MRDR team in guiding families through the MRD process. It is not intended to be distributed to family/caregivers of the deceased person as a handout.

You have just experienced the loss of a loved one, and we are truly sorry for your loss. The death of a loved one is never easy, and the current pandemic situation makes things even more difficult. The usual practices are no longer possible, or safe. To this end, all long-term care homes and hospitals have implemented a process that will allow respectful transfer of your loved one to the funeral service provider you have selected.

Given the exceptional circumstances, prompt selection and direct contact of a funeral home is critical to minimize distress. We ask that this be done within 3 hours. If you have not yet chosen a funeral home, we can help with this. A list has been created that identifies funeral service establishments by region. ***It is important that the family member making any arrangement with a funeral service provider have the legal authority to do so.*** Our staff will also assist by calling the funeral home you choose to alert them of your need for their services. We will ask that they attend our facility to transfer your loved one into their care.

We recognize that families may have specific religious beliefs or practices they wish to follow at the end of life. If you belong to a particular place of worship, we encourage you to contact them as soon as possible to make any necessary arrangements. You may also discuss any personal, faith based or cultural practices with your funeral services provider.

It is also important to know that family will not be able to have contact or touch your family member at any time following their death. For this we are truly sorry.

A dedicated staff person will be responsible for moving your loved one to a designated area to wait for the funeral home personnel to arrive. That person will facilitate transfer to the care of the funeral home staff. Unfortunately, it will not be possible for family to accompany or participate in this in any way.

How you can help?

- Discuss and identify early which funeral establishment you wish to engage
- Have the family member with legal authority contact the funeral home promptly and request their service
- Contact your particular place of worship immediately. Alternatively, you can discuss personal, faith based or cultural practices with the funeral service provider

- Allow the staff to follow necessary processes in ensuring a respectful and timely transfer of your loved one to the funeral home

Again, please accept our sincere condolences for your loss. If you have any questions, please contact the Bereavement Authority of Ontario:

Main Line: 647-483-2645

Toll-Free: 1-844-493-6356

Or: info@thebao.ca