



Protocol For Responding To Death (rev. 2015)

If staff or volunteers hear about a death, or if Ashby Village is called on for support regarding a death in a member's family, the following steps should apply:

1. The AV executive director, or back up staff members, will call the bereaved spouse, partner, or family member and express AV's condolences. At that time, he or she will ask if we can provide a volunteer who can offer more specific support and information.
2. If the member indicates they would like AV support, a designated volunteer (see attached list) will be contacted and respond as quickly as possible.
3. Depending on what the member is requesting, the volunteer will be prepared to discuss:
 - a. A list of resources including recommended, but not guaranteed, funeral homes, burial/cremation, options, arrangements and costs. (see attached)
 - b. Help in writing an obituary
 - c. Help in informing the AV community
 - d. Getting ready made meals during a difficult period either from volunteer referrals or organizations in the community (see attached)
 - e. Help with grocery shopping
 - f. Help with transportation
 - g. Contacting family/friends
 - h. Planning a funeral and/ or memorial
4. The volunteer will ask the member if he or she would like a home visit to provide support and conversation.
5. Several recommended resources of bereavement groups and/or one on one counselors will be provided upon requests. If the deceased has been in a hospice, those resources may also be discussed.

ATTACHMENTS

- A small number of area funeral homes – burial/cremation options and costs (Rachel Friedman to research)
- List and telephone numbers and emails of Responding Volunteers: Andy Gaines to be first responder, and Julianne Morris and Liz Raymer to provide backup
- Food delivery telephone number and use information
- Bereavement groups and one on one counselors with telephone numbers