



## **Augusta Health Bereavement Care Leaders Guide**

## Supporting Your Team Member in Their Time of Grief

When a team member experiences loss, your presence and leadership matter more than ever. As a leader, you are not expected to have all the answers—but your empathy, intentionality, and support can make a lasting difference.

**This guide is here to help you walk beside your team member with grace and care.**





## A HEALING APPROACH TO

# Bereavement

Grief is not a task to complete. It's a journey your team member will walk for days, months—even years. At Augusta Health, we believe healing starts when people feel seen, supported, and cared for in meaningful ways.

**As a leader, you are not just managing work during a teammate's grief—you're holding space for healing.**

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## Understanding the Bereavement Policy

Please refer to the official Bereavement Policy in Policy Manager for full details. Augusta Health provides:

- Paid time off for eligible relationships (length varies by connection)
- The option to use PTO or request flexible scheduling as needed
- Support services offered through Organizational Development and Spiritual Care

You can contact Andrea Haley in HR at [ahaley@augustahealth.com](mailto:ahaley@augustahealth.com) for any policy clarifications.



### LEADER RESPONSIBILITIES: STEP-BY-STEP

#### Step 1: Submit the Bereavement Intake Form

- Located on the Investing in Us site (Include any known dietary restrictions or special notes)

This notifies the Organizational Development (OD) team to initiate support.

#### Step 2: Coordinate Meal Delivery

Once OD arranges the meal, you are responsible for ensuring it is:

- Delivered timely and with sensitivity
- Brought to the team member's home or another preferred location
- Handled with discretion and empathy

Consider asking if they'd like you to drop it off personally, or if a peer might be a better fit.

## What We Provide

These offerings are more than “benefits”—they’re expressions of empathy and connection when it matters most.



### SYMPATHY FLORAL ARRANGEMENT

- Thoughtfully selected and delivered
- Can be sent to the team member’s home, service, or another meaningful location
- Designed to honor their loved one and express our shared care



### BEREAVEMENT MEAL

- Prepared to serve ~15 people
- Meant to ease the burden of food planning in the immediate days of loss
- Menu includes:
  - Assorted meats and cheeses
  - Sandwich rolls and chips
  - Three 6-packs of sodas
  - One pie and one cake

**Dietary accommodations can be made—please indicate needs on the intake form.**



### DELIVERY & ACCOMMODATION GUIDELINES

To ensure every team member receives meaningful support:

- Submit the Bereavement Intake Form at least one full business day in advance (24 hrs minimum)
- Include specific food allergies or religious/cultural preferences
- Double-check the delivery address and preferred contact method

**Our goal is to ensure these gestures feel personal, inclusive, and respectful.**

# Supporting a Grieving Team Member

Grief shows up in waves. Your kindness, flexibility, and presence can help steady the ground beneath them.



## COMPASSIONATE COMMUNICATION

Start simple. You don't need perfect words. Try:

- “How are you doing—really?”
- “What’s something that would help right now?”
- “Would you like a little space, or someone to check in regularly?”



## THOUGHTFUL FLEXIBILITY

- Offer adjusted schedules, remote days, or lighter responsibilities
- Be aware that grief impacts focus, sleep, and physical energy
- Support PTO or extended time away, as appropriate



## MEANINGFUL RECOGNITION

- Ensure meal and flowers are arranged
- Consider a team card, memorial gesture, or moment of silence
- Recognize that grief anniversaries (birthday, date of death) can be difficult

**Pro tip:** Add a recurring calendar reminder for 3, 6, and 12 months post-loss to gently check in.



## ENCOURAGE PEER SUPPORT

- Gently pair them with a “grief buddy” or supportive teammate
- Let them know they can talk to OD, EAP, or Spiritual Services
- Remind them that they are allowed to ask for help—again and again



## CARE FOR YOURSELF, TOO

Leading someone through loss is emotionally taxing. You may feel helpless, triggered, or uncertain. That’s normal.

**Use Canopy EAP, peer leaders, or chaplain services for your own processing as well. A supported leader leads with more empathy and resilience.**

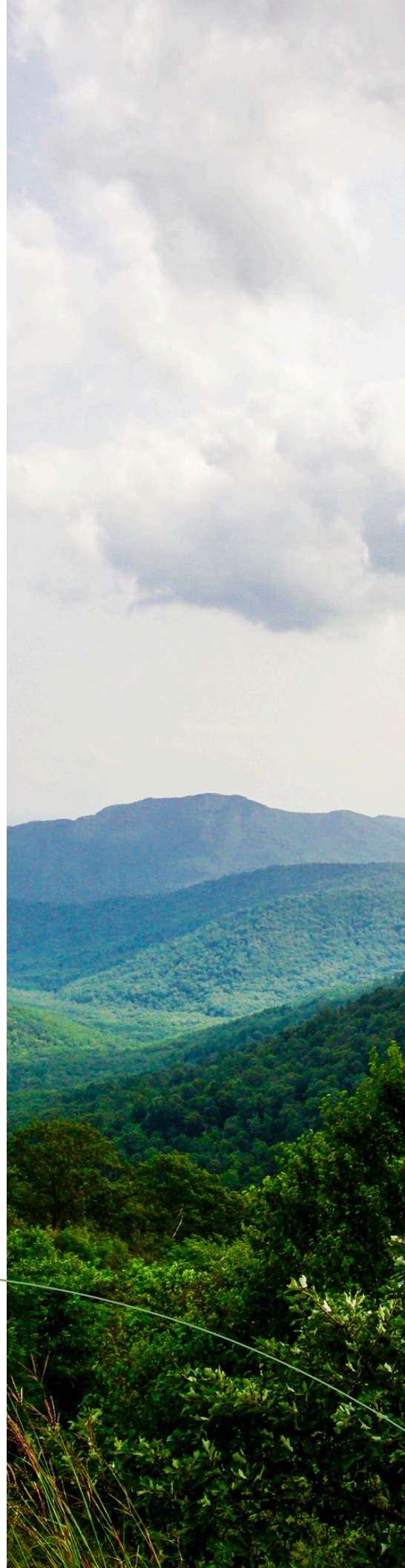


## Why This Matters?

**When grief is honored, team members feel cared for, seen, and loyal.**

Your actions during this tender time help shape a culture of trust, humanity, and belonging.

You're not just helping someone through loss—you're helping them stay connected to life, one step at a time.



## Quick Contacts for Support

<b>Bereavement Coordination</b>	Amanda Herndon	amherndon@augustahealth.com (540) 332-4889
<b>Bereavement Policy / PTO</b>	Andrea Haley	ahaley@augustahealth.com (540) 332-5277
<b>Spiritual Support</b>	Glen Holman	gaholman@augustahealth.com (540) 332-4744
<b>Grief Counseling (EAP)</b>	Canopy EAP	info@canopywell.com (800) 433-2320



## Final Words

**Grief doesn't follow a policy. It follows the heart.**

The most meaningful thing you can do is simply be present. Check in. Listen. Honor their grief with your time and attention.

Thank you for leading with kindness and courage.

You are shaping a workplace where people feel safe to be fully human—and that's something truly special.

With gratitude,

*Your Organizational and Talent Development Team*

✉ [OrgDevelopment@AugustaHealth.com](mailto:OrgDevelopment@AugustaHealth.com)

☎ (540) 332-4889

