



BARROW UPON SOAR GOOD NEIGHBOUR SCHEME

Actions upon Death of a Member & Volunteer Support

G007

1. Purpose

1.1 This document outlines the practical considerations and steps to be taken when a supported individual ("member") dies. It ensures clear communication, respectful handling of information, and emotional support for volunteers. Not all of these steps must be taken; this document serves as a guide and repository for resources.

1.2 We also describe steps that can be offered to affected volunteers in the form of grievance counselling.

1.3 We do not offer help to the late member's family or friends.

2. Key considerations

- Treat all information with confidentiality and respect.
- Prioritise the wellbeing of volunteers.
- Communicate sensitively and factually.
- Maintain clear boundaries around volunteers' responsibilities.
- Honour the member appropriately within organisational limits.

3. Immediate Actions

3.1 Verification

- Confirm the death through a reliable source (family, care provider, healthcare professional).

3.2 Internal Notification

- Inform the Telco group as soon as possible.
- Record the date, source of information, and any essential details along with the deceased's BGNS records.

4. Communicating with Volunteers

4.1 Timing

- Notify volunteers who had direct contact with the member first, ideally individually.
- Notify the wider volunteer group afterwards.

4.2 Suggested Wording

"I am very sad to let you know that [Name] passed away on [date]. I know many of you supported them and may find this upsetting. Please reach out if you would like to talk or need time to process this."

4.3 Confidentiality

- Share only essential information.
- Do not release medical or personal details unless authorised by the family.

5. Supporting Volunteers

5.1 Acknowledging Impact

- Recognise the relationship volunteers may have developed.
- Offer reassurance that their contribution was valuable.

5.2 Support Options

Sue Sykes is key in this role. (See Sections at the end of this document).

6. Practical Steps After a Member's Death

6.1 Ending Responsibilities

- Volunteers stop all visits, calls, and tasks immediately.
- Return any keys, items, or equipment related to the member.

6.2 Liaising with Family

- Contact the family only if appropriate and welcomed.
- Suggested group responses: card, flowers, charity donation.
- Do not attend funerals unless invited personally.
- If the family leaves a donation in the member's name, then respond with thanks.

7. Group Acknowledgement and Closure

- Offer a moment of reflection at the next meeting.
- Provide space for volunteers to share kind memories or thoughts.

- Document death sensitively in internal records (not publicly).

8. Record Keeping

- Update internal systems to reflect the member's death.
- Securely archive or dispose of sensitive documents.
- Review any open safeguarding or support actions.

9. Preparing for Future Incidents

- Review the protocol annually.

10. Support for Coordinators

- Sue Sykes is our central contact for grief counselling. Affected volunteers can either reach out to her directly or via the WhatsApp groups, etc.

11. Local resources for grief counselling and dealing with traumatic events

- New Horizons is a free, volunteer-run bereavement support group meeting at the Barrow upon Soar Methodist Church hall on the first Monday of each month from 2:00 PM to 3:30 PM. The group provides a welcoming space for friendship, listening services, and social activities for those dealing with loss. It works in conjunction with Cruse Bereavement Support.
- Bereavement support through small, in person groups may be available from "The Bereavement Journey": <https://www.ataloss.org/more-info/bereavement-services/the-bereavement-journey-st-marys-church-wymeswold>
This is offered by Mike & Ruth Hyde (Wymeswold). Email: mike.hyde2@btinternet.com

11.1 Resources within BGNS

- Sue Sykes is our central contact for grief counselling. Affected volunteers can either reach out to her directly or via the WhatsApp groups, etc.
 - Optional debrief meeting (online or in person).
 - One-to-one check-ins for those significantly affected.
 - Signposting to bereavement support services.

11.2 Training for all volunteers

- Provide volunteers with brief training on boundaries and emotional resilience. Note that this is a work in progress as we identify the best way to deliver this important guidance.