



PRAIRIE MOUNTAIN HEALTH
SANTÉ PRAIRIE MOUNTAIN

*Palliative Care Information
Package*



*Prairie Mountain Health
Palliative Care Program*

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Palliative Care Services

Palliative Care

Palliative Care is about living life fully to the very end of life with dignity, comfort, care and support. At some time, in some way, we must all face the end of life. When death comes to a loved one or us, we hope it will be peaceful and free of pain. We hope to be surrounded by those we love, feeling safe, comfortable and cared for. Palliative Care helps make the transition through the stages of a life limiting illness to death both manageable and meaningful for the person facing death, family members and friends.

When should you consider Palliative Care?

Palliative Care is an approach that improves the quality of life for clients and their families facing the problems associated with life-threatening illness, where cure is no longer the aim through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychosocial and spiritual.

The Prairie Mountain Health (PMH) Regional Palliative Care Program strives to provide comprehensive, interdisciplinary, integrated end of life care to individuals and their family members throughout illness and bereavement.

Palliative Care Services are provided in the home and acute and long-term care facilities. Palliative Care is available in all communities and facilities in our Region.

These services include:

- Palliative Care Drug Access Program
- Pain and Symptom Management
- Psychosocial Support
- Bereavement Support
- Camp Bridges
- Education
- Volunteer Support

Camp Bridges

Camp Bridges is a weekend camp for children between the ages of 7-15 years who have experienced a recent death of someone significant in their lives. This camp is meant to provide a safe, supportive, and fun environment where grieving children and teens learn that they are not alone in their grief and feel free to share their thoughts and feelings with peers who have also experienced the death of someone they loved. The camp offers opportunities for participants to enjoy typical camp activities such as arts and crafts, swimming, campfires, wall climbing, as well as memorial activities that are designed to help the campers share grief, honor memories, and have some fun, too. The healing power of Camp Bridges has been expressed by campers in the following statements “There are a lot more kids than I thought that knew how I feel” “I learned to talk about who died” and “I learned I was not alone in losing someone I loved.”

Palliative Care Volunteer Program

Volunteers are an important part of the Palliative Care Program providing compassionate and confidential care for you and your family at home, in hospital or a personal care home.

Trained Palliative Care Volunteers are available in many of our communities. Their role is to enhance quality of life for clients and their families by:

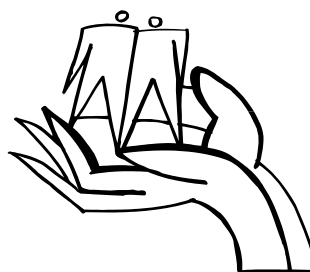
- being an “active listener”
- providing emotional support
- providing bereavement support to family and friends

Palliative care volunteers provide a gentle touch, a compassionate ear, and kind words.

Volunteers will only be contacted upon the request of client and/or family.

THE VOLUNTEER

I will take the time
To stay awhile
To hush a tear
Or coax a smile
I'll understand
The times you're sad
Share the laughter
When you are glad
I will phone a friend
Or comb your hair
If you need me...
I'll be there
I'll hold your hand
And calm your fear
I am your friend
- A VOLUNTEER



Talk to your nurse or Palliative Care Team Member if you think that you would benefit from a visit from a Palliative Care Volunteer.

Providing Care at Home

Some people who will choose to die at home. You and your family should discuss your desire to be cared for at home. A discussion of your wishes with your doctor, Palliative Care Team, and/or Home Care Case Coordinator should follow.

There are several resources available to ensure proper care is received in the home setting.

Regional Palliative Care Team - The Regional Palliative Care Team will visit you in your home or health care facility. They can help to facilitate conversations related to end-of-life. Families are welcome to be a part of these visits. They will also work closely with your doctor to assist you in achieving your health care goals. They may make referrals to:

- ◆ Occupational and Physiotherapists
 - ◆ Home Care
 - ◆ Palliative Care Drug Access Program
- **Home Care** - Your local home care program is available to help you manage your activities of daily living (personal hygiene, dressing, mobility, transferring). The home care program works with individuals to provide assistance to remain in their homes for as long as possible. Home care will complete an assessment of your needs, existing supports, and community resources. Care may be provided for you through a health care aide or a nurse depending on your needs.
 - **Occupational Therapy and Physiotherapy** - These therapists are available to perform assessments. They can make practical suggestions about how to set up your home to make it more manageable for you as your illness/disease progresses.
 - **Seniors Resource Councils** - These are a main source of support for seniors at the community level. They are located throughout Manitoba and operate independently within their communities. Though the types of services and programs may vary according to local needs, they are often the first point of contact in the community. For more information, contact the community Resource Council in your area. These councils may also be known as Seniors Services, Services for Seniors, Seniors Outreach Services, Helping Hands, HAND, Seniors Access to Independent Living, and Seniors Outreach Services.

Planning for a Death at Home

There are some simple measures in planning for a death at home that will help you when that time comes. You should discuss your wishes with your doctor, your Home Care Case Coordinator, or Palliative Care Team. The “Notice of Expected Death at Home” forms needs to be completed.

In the event that death occurs in the home, there is no rush to do anything. Family members should take their time to say good-bye, and to talk and cry. Once family members are ready, they should notify the following as previously arranged and planned.

1. Notify funeral home/director when ready.
2. Notify the Palliative Care Team as able.
3. Notify your physician or local health care facility if you chose, but not necessary.

Death will be dealt with in a variety of ways by the family members. Some may want to spend hours, while others may only need a few minutes. It is important to realize that each one will deal with the death in their way and that no way is wrong.

Palliative Care Drug Access Program

People who stay in a hospital or other care facility at the end of their life have their drugs costs covered by the health care system. The Palliative Care Drug Access Program has been set up so that people who are being cared for at home have eligible drug costs covered as well.

Who is eligible?

This program is open to Manitoba residents with a current Manitoba health number and who are dealing with a terminal illness. A form will be filled out and signed by both you and your doctor. The doctor will send the form to the Palliative Care Team Member of your Regional Health Authority. The Regional Palliative Care Team Member will then send it to Manitoba Health for approval. You will receive notification upon acceptance into the program from Palliative Care Team.

What is covered?

Once your application has been processed the cost of all **eligible** drugs prescribed by your doctor will be covered. To avoid being charged for your prescriptions make sure that you tell your pharmacy that you are enrolled in this program.

What is not covered?

- Prescription expenses from before registration to the program
- Medications not listed on the Manitoba Formulary
- Nutritional supplements/herbs and vitamins
- Health Care Supplies other than medications
- Ambulance costs

How long will coverage continue?

Coverage will continue as long you remain registered on the Palliative Care Drug Access Program.

Obtaining Prescriptions

Once you are accepted into the program, you will be able to get your eligible prescription drugs at no charge at any Manitoba pharmacy.

Oxygen in the Home

If you are enrolled in the Palliative Care Drug Access Program, you are eligible to have oxygen provided in your home. Your Palliative Care Team Member can refer you to an oxygen provider. A home Oxygen Concentrator is provided at no cost. Portable oxygen can be covered, you will need to pay but you will be reimbursed. Your Palliative Care Team Member can further explain to you the process of obtaining oxygen in your home.

Reference:

Manitoba Government Website <http://www.gov.mb.ca/health/pcdap/index.html>

Equipment

There are various types of equipment available to help you remain as independent as possible with your activities of daily living. Occupational therapists and physiotherapists are available to assess and advise you on what equipment is needed to meet your needs. Home Care may be able to assist you with what type of equipment is covered by Manitoba Health. There is also some equipment (hospital beds, commodes, etc.) that may be available to you through the Home Care Program.

If you are looking to purchase and/or rent equipment, you may want to talk to your local pharmacy to see if they supply what you are looking for. You can also try:

Home Health Care Pharmacy

A-3000 Victoria Ave.
Brandon, MB
Phone: 204-727-2483
Open: Mon-Fri 9am – 6pm & Sat 9am-4pm

Brandon Mobility

425 Pacific Ave.
Brandon, MB
Phone: 204-727-6191 or Toll free: 1-800-665-1129
Open: Mon – Fri 8 am – 5 pm & Saturdays by appointment

MEDChair Dauphin

35 1st Ave. SW
Dauphin, MB
Phone: 204-638-8101
Fax: 204-638-8441
Open: Mon-Fri 8:30 am – 5 pm & Saturday 10 am to 4 pm

MEDChair Swan River

714 Main St.
Swan River, MB
Phone: 204-734-9904
Fax: 204- 734-3988
Open: Mon-Fri 10 am – 4 pm Saturdays by appointment

Rolling Spokes

752-1st Street
Brandon, MB
Phone: 204-571-1260 or Toll free: 1-800-655-0346

There are also outlets of some of these stores in various communities around the region.

Society for Manitobans with Disabilities (SMD)

Palliative patients who are at the end stage of their disease and require the use of a wheelchair may apply to SMD for use of a basic manual wheelchair. A form must be filled out by an occupational therapist and sent to SMD to request the use of a wheelchair. For more information, you can visit the website at www.smd.mb.ca or phone toll free 1-800-836-5551.

Legal Information

What is a Will?

A will is a written legal document that controls the distribution of a person's assets (property, money, belongings) after their death occurs. A will can be written entirely by the maker without talking to a lawyer. However you may want to consult a lawyer as writing a will can become complicated.

There are three requirements for a will to be valid:

- The person making the will must be at least 18 years old (some exceptions apply)
- The maker of the will must have a sound mind
- The will must be a written document

Why Make a Will?

Having a will is important to ensure that your property is distributed in the way that you choose. If you die without a will, you will be considered to have died intestate. This means that your property will be distributed following the Intestate Succession Act. In this case, a court-appointed administrator would distribute your property according to the law. This may mean your property may not go to those whom you wish.

Power of Attorney

A power of attorney is a legal document in which one person gives authority to another person to manage some or all of their financial affairs. Powers of attorney deal only with financial affairs, and not with personal decisions.

Enduring Power of Attorney

The law provides that the authority under a power of attorney ends if the person becomes mentally incompetent and incapable of managing his or her financial affairs. However, the law also allows a person to include a clause in the power of attorney document allowing the Power of Attorney to continue acting even if the person later becomes mentally incompetent. If this clause (called the enduring clause) is included in the power of attorney, the document is referred to as an enduring power of attorney.

Committee

If you become mentally incompetent to control your legal and financial affairs, and you have not pre-planned for this, a family member or friend may apply to the courts to become your committee. Once approved, this means that they can assist you with your legal and/or financial affairs. In some cases, the courts may approve this person to make health care decisions. This process may be timely and complicated as well as creating unexpected financial costs.

Public Guardian and Trustee

The Public Guardian and Trustee will agree to be named as attorney in a Power of Attorney, as long as:

1. The client is mentally competent and wants The Public Guardian and Trustee to act
2. The client's assets are worth less than \$250,000 or, for clients with assets worth more than that, the client has contacted a trust company, and the trust company is not willing to act as the client's Power of Attorney.
3. The client has reviewed The Public Guardian and Trustee's fee brochure and agrees to the fees to be charged.
4. The Power of Attorney document should include an enduring clause that allows the power to continue if the client becomes incompetent. If that happens, The Public Guardian and Trustee will initiate proceedings for an Order of Committeeship

The Public Guardian and Trustee

Suite 500 - 155 Carlton Street,
Winnipeg, MB
R3C 5R9
Phone: 204-945-2700
Fax: 204- 948-2251
Email: PGT@gov.mb.ca

Brandon Office:

The Public Guardian and Trustee
340 - 9th Street
Brandon, MB
R7A 6C2
Phone: 204-726-7025
Fax: 204-726-7037

References:

Public Guardian and Trustee of Manitoba: Enduring Power of Attorney a Guidebook for Donors and Attorneys <http://www.gov.mb.ca/publictrustee>

Financial Assistance

Manitoba Parking Permit Program

This program ensures that people who have trouble walking further than 50 meters can park in the specially marked spots closer to the entrance of most buildings in Manitoba. Anyone who needs to use a mobility aid (wheelchair, walker, cane, or crutches) all the time is also eligible for this program.

Permits are available for people on a temporary or permanent basis. People can have a permit even if they do not own a vehicle. The permit can be used by hanging in the rear view mirror in any vehicle as long as the permit holder is also in the car.

These application forms can be completed by your physician or by an occupational therapist.

For more information visit www.smd.mb.ca or call toll free 1-800-836-5551 between 8 am and 4 pm Monday through Friday.

Primary Caregiver Tax Credit

The Primary Caregiver Tax Credit is intended to recognize and provide financial support to people who are a primary caregiver for more than three consecutive months. The primary caregiver may be a spouse, relative, or friend who provides care in a private home without being paid. The care recipient can only indicate one caregiver; however the caregiver can receive credit for three care recipients at one time.

To be eligible, the care recipient must identify the caregiver as being the primary caregiver. An application must be filled out jointly by the caregiver and care recipient. Information and application forms can be found at www.gov.mb.ca/finance/tao/caregiver.html. For questions or more assistance you can contact the Manitoba Tax Assistance Office toll free at 1-800-782-0771 or by email at TAO@gov.mb.ca.

Compassionate Care Benefits

Compassionate Care Benefits are Employment Insurance (EI) benefits paid to an individual who is eligible and is temporarily away from work to care for or support a family member who is seriously ill with a risk of death within six months. If you are unemployed and already receiving EI benefits, you can also apply. The benefits can be shared among caregivers.

For more information, you can visit the website www.servicecanada.gc.ca or phone 1-800-206-7218.

Canada Pension Plan (CPP) Disability Benefit

This is a benefit plan for people who have made enough contributions to CPP and have a disability preventing them from working at a job. The disability must be long lasting or likely to result in death. People receiving disability benefits from other programs may not qualify for the CPP disability benefit. Applicants who have a terminal illness will have their application reviewed within 48 hours so that benefits can start as soon as possible.

There may be other benefits available to children and spouses through CPP. For more information, you can visit the website at www.servicecanada.gc.ca or phone at 1-800-277-9914

Talking with Family Members about Illness and Death

Explaining the serious illness of a family member or friend can seem overwhelming.

Even young children can sense when something is wrong within the family. Children who are shielded from the truth are more likely to worry, rely on overheard bits of conversation, or make up something to make sense of the unusual behaviours they are observing. It is believed that individuals can cope better with difficult situations if they know what is happening and feel comfortable asking questions.

When you provide information about what is happening within the family, you may be giving them the opportunity to:

- work through their feelings with other family members who are experiencing the same emotions
- feel less isolated
- open the door to conversations regarding the illness, death, and their feelings

You may find yourself struggling for the right words to explain what is happening. Initiating the conversation and having the right words to begin can often be the most difficult and challenging part of talking with your family members.

Telling others about the seriousness of the illness lets them know that it is okay to ask questions. It is okay to use the words "death" and "dying".

A starting point can be to talk about noticeable physical changes.

When talking about illness and death, it is important to respond in an open and honest way and to give clear and direct responses.

Not all questions have to be answered in one conversation

You may wonder how much detail to provide about the seriousness of the illness or approaching death. The best approach may be to take your cues from them. Give only as much information as they seem to be able to take in or they want to know. They may need time to let things sink in.

Reassure them that conversation is always welcome and that they can come to you at any time with questions or to share how they are feeling.

Provide Information about What to Expect

Knowing what to expect helps to ease the fear of the unknown. You may want to share information about any of these:

- where the person will be cared for
- treatments and side effects that might occur
- symptoms of illness

Involvement of Children

You may wonder how involved your child should be as someone becomes ill, nears death, or dies. Often families do not want children to be around someone who is dying. This avoidance may lead to more questions and possibly some fears developing about illness and the end of life. Making death a natural part of life for children and youth will help them integrate this experience into their lives. Children have a need for the following:

- Need for information that is clear and understandable to them.
- Need to feel involved and important.
- Need for reassurance about the grief of adults around them.
- Need for their own thoughts and feelings.
- Need to maintain their age-appropriate interests and activities.

Children do grieve, but not always like adults. Their understanding, the way they react, and what helps them, often varies by age.

- All ages sense sadness, feel loss and pain, fear death, and being left alone.
- All ages may feel guilt for what has happened.
- Children under three years of age cannot grasp that death is forever.
- Children under 10 years may fear getting sick and dying, or that others they love will get sick and die.
- Children over 10 have a better understanding of death but may not be able to talk about it.

Should Children and Teens Attend the Funeral and/or Memorial Service?

“Any child old enough to love is old enough to grieve and to mourn... and should have the same right and privilege to be included in the ceremony as anyone of any age!”

- Alan D. Wolfelt, Ph. D.

Children can help plan the funeral. Children should be invited to attend but never forced. Most children are not afraid of death and funerals.

Reference:

Canadian Virtual Hospice – Talking with Children and Youth about Serious Illness retrieved from www.virtualhospice.ca

KidsGrief.ca – Talking with kids and teens about dying and death www.kidsgrief.ca

Spiritual Health

Purpose

The purpose of Spiritual Health is to help both individuals and communities to experience healing in the many dimensions of their lives. Providers of Spiritual Health collaborate with others to improve the community's health.

Spiritual Health within the health care sector includes:

- Religious health - formal institutions of religion
- Spiritual health - that which nurtures the human spirit
- Holistic health - spiritual, religious, physical, psychosocial, emotional, and cultural aspects of the individual; thereby treating the whole person (rather than the symptoms of the disease)

Key Functions

- Spiritual and Religious Visitation
- Spiritual Counselling
- Worship Services
- Sacramental Services
- Memorial Services
- Crisis Involvement

Objectives

The primary objectives of Spiritual Health are:

- To be available and accessible to individuals and/or their family and care providers across the continuum of care, especially those experiencing spiritual distress
- To develop and implement a spiritual health plan to meet the individual's needs
- To empower individuals to understand the inter-relationship between their spiritual, religious, physical, psychosocial, emotional and cultural aspects
- To provide appropriate opportunities for worship, prayer, sacraments and other rituals
- To facilitate experiences of supportive community
- To encourage follow-up that meets ongoing spiritual and religious needs

Ethical Issues

Spiritual and Religious Rights

The individual has the right to decide if she/he wishes to participate in Spiritual Health. They also have the right to refuse treatment based on religious grounds. In all circumstances, the rights of the individual must be respected.

Client Advocacy Role

The Spiritual Health Provider may act as an advocate for the individual. This role may be exercised by directly communicating with other members of the health care team and during care conferences.

Confidentiality

A member of the Health Care Team will ask you if you are in agreement to a visit by a Spiritual Health Provider, who may be a member of the Clergy or a volunteer from your church or another denomination. Confidential information obtained through the provision of Spiritual Health will not be divulged to unauthorized persons in any circumstance.

Care for the Caregiver

Caring for someone who is ill can be rewarding, but it can also be physically and emotionally draining. It is difficult to predict how long you will be providing care. When caring for others, it is important to care for yourself, even if you feel too busy or too tired.

Keeping Healthy

- Accept practical offers of help from family and friends
- Eat healthy food
- Consider cooking double portions so you will have a few other meals in the freezer
- Continue to exercise regularly
- Keep up with medical or dental appointments
- Try to sleep when the person sleeps
- Take advantage of respite care
- Consider taking a leave of absence from work, or access the Compassionate Care Benefit through Employment Insurance

Coping Skills

- Take breaks
- Find time to do things you enjoy
- Anticipate a potential roller coaster of emotions for yourself and others around you
- Recognize ways to cope with your emotions
- Work one step at a time through big problems
- Set realistic goals for yourself and those around you
- Allow time for the others in your life

Emotions

- Remember that there is no 'right' way to feel at this time
- Find a safe place to express emotions
- Cry if it helps
- Laugh without feeling guilty
- Record your experiences in a journal as a way of releasing emotions and keeping track of events
- Find your own unique way of expressing yourself: writing, singing, painting, gardening
- Pat yourself on the back for all that you have done
- Treat yourself to something you enjoy
- Recognize that spiritual or religious connections may be helpful
- Become knowledgeable of services that are available to help you

Remember that you are not alone. Caring for a dying person is not easy and requires a team of people with different skills and ideas. The team includes family, friends, community members who give informal and practical support, and health care staff who provide formal support. You are a key part of the team.

Caregiver burnout – This is a change in a caregivers’ emotional and physical health which can occur when care demands outweigh available resources.

Some symptoms of caregiver burnout are:

- The urge to run and hide from responsibility
- Withdrawal from social contacts
- Increased use of alcohol and stimulants (caffeine sources like coffee)
- Inability to concentrate (often forgetting important details, inability to read more than a few sentences)
- Changes in eating patterns
- Feeling of helplessness
- Increasing fear of death
- Loss of 10 pounds or more
- Sleeping less than three hours

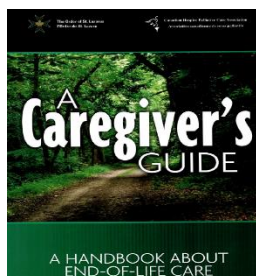
It is also important to recognize **caregiver guilt**. This is an emotion that conceals resentment, anger, or exhaustion that is present. Guilt can be a normal emotion. It is important to recognize that guilt is present so that you can work through it. You need to identify the other feelings around your guilt and remind yourself that your feelings do not control your actions. You also need to find the cause of the guilt and take action to meet your needs. For example, you can find someone to relieve you, to take the time alone you need.

It is important to remember the best way to be an effective caregiver is to take care of yourself!

If you need more help, talk to your doctor or Palliative Care Team

Online Version of A Caregiver’s Guide

A copy of the Caregiver’s Guidebook can be viewed online. See links below



English Version: <http://www.prairiemountainhealth.ca/images/PalliativeCare/CaregiverGuideEng1.pdf>

French Version: <http://www.prairiemountainhealth.ca/images/PalliativeCare/CaregiverGuideFr1.pdf>

The Funeral and/or Memorial Service

Often funerals and memorial services are pre-planned. A pre-planned funeral and/or memorial service:

- Can protect your family members from having to make decisions that can be emotionally or financially stressful during a difficult time.
- Can also better facilitate individual wishes.

There are steps that can be taken to prepare for a funeral and memorial service.

- Discuss plans and ideas with family members
- Discuss plans with a Spiritual Care Provider
- Choose a funeral home and funeral director

There are things to consider in planning a funeral and/or memorial service.

- Will there be a service?
- What type of service will it be? Graveside? Memorial? Funeral?
- When will the service be held? Weekday? Weekend?
- Where will the service be held? Church? Chapel? Funeral Home? Home? Camp? Garden?
- What will the service include? Music? Readings?
- Who will officiate? Spiritual Care Provider? Member of the Clergy? Friend? Family Member?
- Will there be a viewing?
- Will it be a burial or cremation? Will cremation be scattered, buried, or kept?
- Where will the burial be located?

A funeral/memorial service provides an opportunity to celebrate and honor life. For the family members and friends, this can be an important aspect in the healing process.

After Death Guide

The death of a loved one is an extremely difficult time in life; family members and those close to the deceased are often left to handle seemingly endless number of tasks, which must take place. Addressing these tasks is also required to access the assets of the deceased, receive financial and non-financial assistance, cancel payments and reduce the risk of identity fraud and identity theft.

This guide will ease your load and you may find it useful as a reminder of who needs to notify and what services and benefits may be available to you.

Please note that, not all the services and agencies will apply to every situation. Review each step carefully to determine whether it applies in your situation.

Preliminary Steps:-

- Notify family, friends, religious representative and employers, as well as the deceased one's lawyer, doctor, Home Care, Cancer Care or Palliative Care.
- Locate the will if there one, as it may outline the deceased's wishes with regards to the funeral.
- Contact the funeral home to make funeral arrangements. The funeral director may be able to provide assistance with various aspects of the funeral such as writing obituary, choosing flowers, religious services and organizing reception following the funeral etc.
- For pre-arranged funerals, contact the organization or business that the deceased may have arranged with for the details.
- The funeral home will request the following information about the deceased:-
 - Full name, address, date, place of birth and the phone number
 - Marital status, spouse's full name and maiden name, if applicable
 - Social insurance number
 - Employers name and address
 - Father's name and place of birth
 - Mother's maiden name and place of birth

Notify the following service providers to access benefits, cancel automatic payments, and transfer property:

Canada Pension Plan Death Benefit - www.servicecanada.gc.ca

Service Canada, PO Box 818 Station Main, Winnipeg, MB R3C 2N4

Toll free: 1-800-277-9914

The Canada Pension Plan death benefit is a one-time, lump-sum payment made to the deceased contributor's estate. If there is no estate, the person responsible for the funeral expenses, the surviving spouse or common-law partner or the next of kin may be eligible, in that order. As of January 1, 2019, the amount for death benefit for all eligible contributors is a flat rate of \$2500.

Canada Pension Plan Survivor's Pension - www.servicecanada.gc.ca

Service Canada, PO Box 818 Station Main, Winnipeg, MB R3C 2N4

Toll free: 1-800-277-9914

The Canada Pension Plan survivor's pension is paid to the person who, at the time of death, is the legal spouse or common-law partner of the deceased contributor. If you are a separated legal spouse and there is no cohabiting common-law partner, you may qualify for this benefit.

Canada Pension Plan Children's Benefit - www.servicecanada.gc.ca

Service Canada, PO Box 818 Station Main, Winnipeg, MB R3C 2N4

Toll free: 1-800-277-9914

The Canada Pension Plan children's benefit is paid to a dependent natural or adopted child of the deceased contributor or a child in the care and control of the deceased contributor at the time of death. The child must be either: under age 18; or under age 25 and in full-time attendance at a recognized school or university.

Last Post Fund for Veterans - www.lastpostfund.ca

51 St. Anne's Road, Winnipeg, MB R2M 2Y4

Toll Free: 1-888-233-3073

Assistance towards funeral and burial expenses is calculated in accordance with the amounts set in the Veterans Burial Regulations 2005. The current maximum rate payable toward funeral home costs such as professional services, casket and an urn is \$7376 + tax. Over and above this amount, the cost of a plot, cemetery charges such as opening and closing, and the actual cost of cremation may be covered (maximums apply).

Social Insurance Number (SIN) - www.servicecanada.gc.ca

Service Canada, Social Insurance Registration Office, P.O. Box 7000 Bathurst NB E2A 4T1

Toll free: 1-800-206-7218

You are only required to inform the SIN program of a death if the death occurred in one of the territories or outside Canada. If the death occurred in a province, the notification of death will be received electronically from the provincial vital statistics agency. Contact nearest Service Canada office for more information.

Old age Security (OAS) and Canada Pension Plan (CPP) Benefits – www.servicecanada.gc.ca

Service Canada, PO Box 818 Station Main, Winnipeg, MB R3C 2N4

Toll free: 1-800-277-9914

When an OAS/ CPP beneficiary dies, their benefits must be cancelled. Contact Service Canada office as soon as possible to notify the date of death of the OAS /CPP beneficiary.

Passport Canada- www.ppt.gc.ca

Government of Canada, Passport Program, Gatineau, Quebec K1A 0G3

Toll free: 1-800-567-6868

If the passport is valid, it should be returned to Passport Canada to cancel it; include a copy of the death certificate and a letter indicating if the cancelled passport should be destroyed or returned.

Canada Revenue Agency - www.cra-arc.gc.ca

Toll free: 1-800-959-8281

Notify the Canada Revenue agency to settle the taxes of the deceased person and to transfer benefits to a survivor.

Citizenship and Immigration Canada (CIC) – www.canada.ca

Toll Free: 1-888-242-2100

Notify if the deceased had or has applied for a Permanent Resident Card or if they have Canadian Citizenship documents. A copy of death certificate is required.

Manitoba Public Insurance – www.mpi.mb.ca

Box 6300, Winnipeg, Manitoba R3C 4A4

Toll-Free: 1-800- 665-2410

When the registered owner dies notify them to cancel the license, as the vehicle registration remains valid until it expires or it is cancelled. Transferring the ownership from the deceased to a new owner may require certain documents. Contact the Insurance broker for details.

The Property Registry of Manitoba – www.tprmb.ca

Toll-Free: 1-844-737-5684

If a title to lands is in the name of two or more people jointly (as joint tenants), a survivorship request may be filed at land titles. If the title is not held jointly then the survivor will have to probate the deceased person's estate. It is suggested to contact a lawyer to assist with the estate documentation that may be required.

Manitoba Health Card – www.gov.mb.ca/health

Registration and Client Services, Manitoba Health Seniors and Active Living

300 Carlton Street, Winnipeg, MB R3B 3M9/ Toll-Free: 1-800-392-1207

In the event of death of a Manitoba resident, report it to Manitoba Health in order to ensure that the deceased's information is changed in the Manitoba Health, Seniors and Active Living registration database.

Other organizations to contact (if applicable):

- Banks and credit unions (to access funds, close accounts, etc.)
- Insurance companies (cancel payments, access life insurance benefits, etc.)
- Credit bureaus - Equifax and TransUnion (if notified, will reduce risk of fraud)
- Utilities (electricity, propane, telephone or cellphone, Internet, etc.)
- Credit cards (including department stores, etc.)
- Landlord (to terminate the tenancy)
- Notify Canada Post and leave a mail forwarding address if necessary
- Mortgage Broker (if there is an outstanding mortgage)
- Extended health programs (cancel payments and receive benefits as applicable)
- Investment firms (to access or transfers funds)
- Pharmacies (to cancel prescriptions and dispose of medication)
- Clubs, organizations and churches (memberships, volunteering, donations, etc.)
- Online Accounts and Websites (Google/Gmail, Facebook, etc.)
- Other jurisdictions (provinces, territories, foreign countries) where the person held citizenship or residency

The Grief Experience

Grief is a normal part of the healing process. Healing may take place through:

- Acknowledging the reality of the loss
- Experiencing the pain of the loss
- Remembering the person who died
- Developing a new identity
- Searching for meaning
- Receiving ongoing support from others

It is important to recognize that grief is normal and that it is part of the healing process. All the emotions, thoughts, and feelings felt during this time can be extremely intense. Many people may feel very alone during this time and may feel as though no one around them could understand what they are going through. These are very natural and normal responses. It is important to talk and cry with somebody when the need arises.

Helping Others through Grief

The following suggestions are useful for helping someone grieve after a death. These suggestions respect the principles that everyone grieves in his or her way and time, and that you should always try to 'do the best you can'.

- **Accept** the person for who they are and where they are at in the grieving process
- **Be** sensitive to their feelings, even if their feelings are not verbalized
- **Encourage** them to accept their grief and to mourn openly
- **Identify** all emotions (fear, confusion, hurt, anger; all are real)
- **Use** the person's name in your conversations
- **Encourage** them to tell their stories, as often as necessary
- **Help** them to find ways to express grief
- **Offer** information and help them to process it
- **Help** them to remember in various ways (photos, journals, memory books)
- **Accept** that their grief might be different from your own
- **Recognize** that behaviour may speak as loudly as words
- **Acknowledge** that grief hurts and crying helps
- **Understand** that grief will retreat and resurface at different and unexpected times
- **Grief** can be experienced by the Palliative Client as they deal with environmental, physical, emotional and mental processes as their disease progresses.

Reference:

Palliative Manitoba Bereavement Services for information and support:-

Website www.palliativemanitoba.ca/programs-and-services/bereavement-services

Call 204-889-8525 or email info@palliativemanitoba.ca

☞ Grief Reactions ☜

Grief is complex. We show our grief physically, emotionally, behaviourally, intellectually, and spiritually.

Physical reactions

- Weakness and fatigue
- Rapid heartbeat
- Increased blood pressure
- Increase or decrease in activity
- Changes in sleep patterns
- Decreased resistance to illness
- Changes in self-care
- Weight and appetite changes

Emotional reactions

- Numbness
- Confusion
- Sadness
- Guilt
- Yearning for what is lost
- Despair & hopelessness
- Helplessness
- Feeling of being lost & alone
- Anger
- Bitterness & vengefulness
- Peacefulness
- Relief

Behavioral reactions

- Searching for what was lost
- Detached from surroundings
- Disorientated to time and place
- Crying
- Unable to concentrate
- Forgetfulness
- Blameful of others
- Withdraw from friends & activities
- Finishing “unfinished business”
- Seeking & providing forgiveness

Intellectual reactions

- Altered self-esteem
- Problem-solving
- Repeated review of the event & death
- Increase/decrease of dreams
- Hyperactivity
- Suicidal thoughts
- Search to understand the loss
- Wisdom
- Disbelief/denying or avoiding reality of loss
- Creativity
- Attending to practical needs

Spiritual reactions

- Pessimism or realism
- Destruction of ideals/beliefs
- Emptiness/reason to live challenged
- Compassion
- Search for meaning
- Acceptance
- Forgiveness
- Experiences of connectedness, wholeness, rebirth

Recommended Readings

Suggested Books

“Don’t ask for the Dead Man’s Golf Clubs”: Lynn Kelly

“Final Gifts: Understanding the Special Awareness, Needs, and Communications of the Dying”:
Maggie Callanan & Patricia Kelley

“Heaven is for Real”: Todd Burpo, Lynn Vincent

“Lifetimes, The Beautiful Way to Explain Death to Children”: Bryan Mellonie

“The Four Things That Matter Most: A Book “About Living” : Ira Byock

“The Last Lecture”: Randy Pausch

“Tuesday’s with Morrie”: Mitch Albom

“What Dying People Want” : Dr. David Kuhl

Dr. Alan Wolfelt has authored many books related to living with illness and grief across the age span, which people find practical and helpful. See his website, www.centerforloss.com for the complete listing.

Suggested CDs

Graceful Passages: A Companion for Living and Dying by Michael Stillwater and Gary Malkin

Suggested Websites

Canadian Virtual Hospice found at www.virtualhospice.ca

Today’s Caregiver found at: www.caregiver.com

A Common Hope

At some time, in some way we must all face the end of life.

And most of us share in a common hope that when death comes to us or to someone we love, it will be peaceful and free of pain. We hope to be surrounded by those we love, feeling safe, comfortable and cared for. The Palliative Care Program has been designed to help make these hopes reality.