

# COVID-19 CONVERSATIONS

## LOVE: Empowering Families Through a Difficult Goodbye



Circumstances around COVID-19 have limited or made it impossible for many to say their final goodbye to a loved one in person. Phone or video may be the only option. By remembering the acronym LOVE, healthcare workers can help families through this very difficult time. (Adapted from [VitalTalk](#).)

# L

### LEAD the Way Forward

- "I am [Name], one of the [professionals] on the team."
- "For most people, this is a tough situation."
- "I'm here to walk you through it if you'd like."

# O

### OFFER the Things that Matter to Most People

- "We have the opportunity to make this time special."
- "Here are five things you might want to say to your loved one. Only use the ones that ring true for you."
  1. Thank you
  2. I love you
  3. Goodbye
  4. Please forgive me
  5. I forgive you
- "Do any of those sound good?"

# V

### VALIDATE What They Want to Say

- "I think that is a beautiful thing to say."
- "If my [daughter] were saying that to me, I would feel so valued and so touched."
- "I think he/she can hear you even if they can't say anything back."
- "Go ahead, just say one thing at a time. Take your time."

# E

### EXPECT Emotion

- "I can see that he/she meant a lot to you."
- "Can you stay on the line a minute? I just want to check on how you're doing."

*Love*