



Comfort and Support Resources for Families

No one may ever be entirely prepared to say goodbye to a loved one when the time comes. The entire Heritage family extends our condolences to you.

We are both blessed and privileged to have so many residents that choose to call Heritage their home, and during this season of change, our staff mourns with you in your loss and celebrates the life your loved one has lived in our community—a life full of love, dignity, and purpose. Their memory will be a part of the lasting legacy our residents leave with those who love and cared for them each day.

The information in this booklet is designed to be a resource for you throughout the transitions your loved one may experience. Although we know it may not provide answers to every question you have, our staff – from nursing to chaplaincy, and everyone in between – is here to support you and your loved one during this difficult time. We encourage you to reach out to us with any questions you may have.

Comfort and Support Resources for Families

Please know that these resources are available to you:

ANGEL DOOR CARD

An angel door card is provided for your use in this packet. If you'd like, you may place it outside your loved one's door to indicate to staff and visitors that he or she is nearing the end of their life.

UNDERSTANDING DEATH & LOSS

This resource will walk you through what to expect as the end nears for your loved one and approaching your own emotions during this difficult time.

FINDING COMFORT IN POETRY

This resource is a compilation of poems to help you reflect on loss and hope.

WORDS OF COMFORT & HELP

This resource provides scripture to reflect on for those who find comfort in their faith.

CHAPLAIN & SOCIAL WORK TEAMS

Faith, compassion, comfort, and support are just a few of the services we can provide to you and your family.

Our care team is
here to support you.





Understanding Death & Loss

Helping Families Through
the Grieving Process

WHAT SHOULD I EXPECT AS THE END NEARS?

It is our goal that your loved one live a life of dignity at Heritage, including their final days. We assure you they will be kept as comfortable as possible as they transition. We understand that you may have many questions about what may be happening during this time. Below are a few explanations of what causes conditions you may observe in your loved one over the coming days or weeks. Please speak with any member of your Heritage care team if you have questions or concerns regarding your loved one's medical progression or condition.

- **Sleep** - Your loved one may gradually spend more and more time sleeping during the day and may at times be difficult to awaken. This is due to a change in the body's metabolism.
- **Skin** - Arms and legs may become cool to the touch, and you may notice the underside of the body becoming darker in color. This is due to blood circulation slowing down.
- **Confusion** - Your loved one may become increasingly confused about time, place, and person. This could result in restlessness or visual and auditory hallucinations. This is caused by a change in the body's metabolism and a decrease in oxygen to the brain.
- **Bladder/bowel control** - Incontinence of urine and bowel are commonly experienced.
- **Breathing** - Oral secretions may collect at the back of the throat, causing a "rattled" sound to your loved one's breathing. These symptoms may indicate a decrease in circulation and a build up of body waste.
- **Vision and hearing** - Clarity of vision and hearing can become depressed.
- **Food/Fluid intake** - Your loved one will have a decreased need for food and drink as the body naturally begins to conserve energy. The lack of fluid intake puts the body into an electrolyte imbalance. Your loved one has little awareness of this process and does not suffer because of lack of fluids.
- **Pain** - There will be increased difficulty in controlling your loved one's pain as the dying process progresses.

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ADDRESSING YOUR OWN EMOTIONS

It is normal to experience many different emotions during this difficult time. Knowing that a loved one's passing is near causes many individuals to feel guilty, angry, and sorrowful. These emotions are completely natural, and there is no reason to dismiss or excuse them. No matter what the circumstances are surrounding someone's passing, no one is fully prepared for its eventual occurrence.

Your emotions may change as you move through the process of grieving your loved one. It is normal and acceptable to allow yourself to cry, reflect, and discuss your loss with others. In addition, focusing attention on personal needs, such as spiritual guidance and physical exercise, can also help ease the pain.

AS THE END APPROACHES

As your loved one approaches death, it is important to remember that he or she may still have the ability to hear, even if unable to respond. Continue speaking as if you can be understood. You may also give your loved one gentle touches to remind him or her of your presence.

WHEN YOUR LOVED ONE PASSES

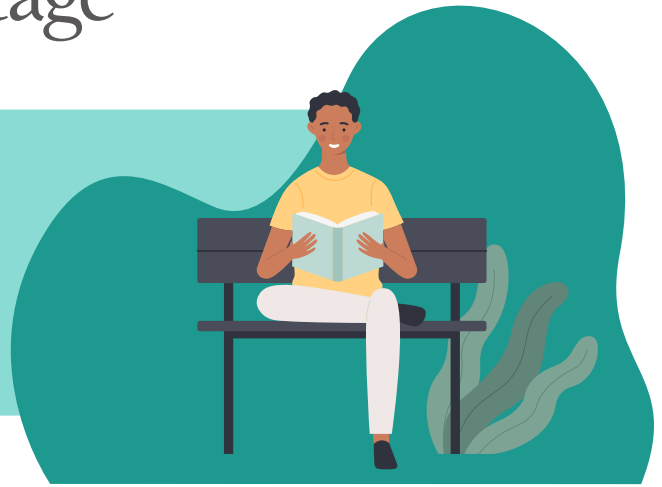
Once your loved one passes, we welcome you to spend time with them as we prepare their transport to the funeral home. A member of our care team will work closely with you and your family to respect and carry out the final wishes of your loved one.

THE HERITAGE FAMILY

Just as your loved one was a significant part of your life, they were also a beloved member of our Heritage family who will be missed. We are both honored and blessed to have served your loved one, you, and your family, and thank you for choosing to make Heritage their home.



Words of Comfort & Care



LAMENTATIONS 3:18-24

- ¹⁸ I cry out, "My splendor is gone!
Everything I had hoped for from the
LORD is lost!"
- ¹⁹ The thought of my suffering and
homelessness is bitter beyond words.
- ²⁰ I will never forget this awful time,
as I grieve over my loss.
- ²¹ Yet I still dare to hope
when I remember this:
- ²² The faithful love of the LORD never ends!
His mercies never cease.
- ²³ Great is his faithfulness;
his mercies begin afresh each morning.
- ²⁴ I say to myself, "The LORD is my
inheritance; therefore, I will hope in him!"

ISAIAH 40:28-31

- ²⁸ Do you not know? Have you not heard?
The LORD is the everlasting God,
the Creator of the ends of the earth.
He will not grow tired or weary, and his
understanding no one can fathom.
- ²⁹ He gives strength to the weary
and increases the power of the weak.
- ³⁰ Even youths grow tired and weary,
and young men stumble and fall;
- ³¹ but those who hope in the LORD
will renew their strength.
They will soar on wings like eagles;
they will run and not grow weary,
they will walk and not be faint.

PSALM 46

- ¹ God is our refuge and strength,
an ever-present help in trouble.
- ² Therefore we will not fear, though the
earth give way and the mountains fall
into the heart of the sea,
- ³ though its waters roar and foam and the
mountains quake with their surging.
- ⁴ There is a river whose streams make glad
the city of God, the holy place where the
Most High dwells.
- ⁵ God is within her, she will not fall;
God will help her at break of day.
- ⁶ Nations are in uproar, kingdoms fall;
he lifts his voice, the earth melts.
- ⁷ The LORD Almighty is with us;
the God of Jacob is our fortress.
- ⁸ Come and see what the LORD has done,
the desolations he has brought on
the earth.
- ⁹ He makes wars cease to the ends of the
earth. He breaks the bow and shatters
the spear; he burns the shields with fire.
- ¹⁰ He says, "Be still, and know that I am
God; I will be exalted among the nations,
I will be exalted in the earth."
- ¹¹ The LORD Almighty is with us;
the God of Jacob is our fortress.

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ROMANS 8:35-39

³⁵ Who shall separate us from the love of Christ? Shall trouble or hardship or persecution or famine or nakedness or danger or sword?

³⁶ As it is written:

“For your sake we face death all day long; we are considered as sheep to be slaughtered.”

³⁷ No, in all these things we are more than conquerors through him who loved us.

³⁸ For I am convinced that neither death nor life, neither angels nor demons, neither the present nor the future, nor any powers,

³⁹ neither height nor depth, nor anything else in all creation, will be able to separate us from the love of God that is in Christ Jesus our Lord.

PSALM 46

¹ The LORD is my shepherd; I shall not want.

² He makes me to lie down in green pastures; He leads me beside the still waters.

³ He restores my soul; He leads me in the paths of righteousness for His name's sake.

⁴ Yea, though I walk through the valley of the shadow of death, I will fear no evil; For You are with me; Your rod and Your staff, they comfort me.

⁵ You prepare a table before me in the presence of my enemies; You anoint my head with oil; My cup runs over.

⁶ Surely goodness and mercy shall follow me all the days of my life; And I will dwell in the house of the LORD Forever.

MATTHEW 6:9-13

⁹ This, then, is how you should pray:

“Our Father in heaven,
hallowed be your name,

¹⁰ your kingdom come,
your will be done,
on earth as it is in heaven.

¹¹ Give us today our daily bread.

¹² And forgive us our debts,
as we also have forgiven our debtors.

¹³ And lead us not into temptation,
but deliver us from the evil one.”

FROM OUR CHAPLAIN TEAM

Our entire Heritage family stands with you in mourning the loss of your loved one. Please know that we continue to be here for you in your time of need.

We encourage you to make room for honest thoughts and feelings as you process the passing of your loved one. Our chaplain team wants to remind you of God's love in the midst of these moments. God is willing to meet us in our toughest times, and to walk with us along the journey.

If our chaplain team can be of service to you or your family now or in the days ahead, please let us know. Our staff can help you connect with the chaplain at your specific community.

May God hold you in this moment,



Larry Petry
Senior Chaplain, Heritage Ministries

Finding Comfort Through Poetry



The measure of loss
you are experiencing is beyond
my emotional comprehension.
Yet, I ache with you and
long to lift your load. Even while
knowing that you alone
must carry one grief at a time
to the God of all comfort.

How I pray that He will lead you daily
to the storehouse of His healing.
And on that day when I need help
through grief's dark night,
I pray that God will grant me
the tender gift of you.

Dear Child of God,
When clouds descend,
when depression
wraps it's heavy cloak
about your soul. .. when
God seems distant
and
you, so alone-
stretch out a finger of faith,
for you may be closer than
You've
ever been...
He may be hiding you
in the shadow of His wing.
Beneath God's wing
...deep shadow blocks our sight
and bids us hear our
darkest feelings whisper
their pain, loss and unmet
needs
in the sufficiency of Gods love.

Sometimes the very best of life is
Removed from sight and touch
And we are left behind to
Cling to one another and
Hope in Him Who
Loved us
And gave Himself
for an Eternity with
No good-byes.

Pain is a language
Without words-
And so it is untouched
By words.


Does it help to know
That my prayers for you
Are often wordless too?

And shaped like tears.

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Life is just a stepping-stone
A pause before we make it home
A simple place to rest and be,
Until we reach eternity.
Everyone has a life journey,
A path to take with lots to see
God guides our steps along the way,
But we were never meant to stay.

Our final destination is a place
Filled with love, His majesty and grace.
Today we celebrate
The life of a loved one
Who has gone before us,
The race he has won.
His journey has now ended,
His spirit has ascended
Claiming the great reward
With Jesus, our Lord.




It's all right-
Questions, pain
and stabbing anger
Can be poured out to
the Infinite One and
He will not be damaged.
Our wounded raging will be
lost in Him and
we
will
be
found.
For we beat on His chest
From within
the circle of His arms.

There is a place where the
wounded soul goes to hide,
a place that cannot be reached by
human caring,
though it nods at the effort.

It's a dark retractable place,
without windows and doors;
a place where the soul would be
more alone than it has ever known
unless Someone-
Someone able to walk through walls
was already there waiting.

No winter without a spring
And beyond the dark horizon
Our hearts
Will once more sing
For those who leave us
For a while
Have only gone away
Out of a restless,
Care worn world
Into a brighter day.





It's okay to ask for help.

Our Heritage care team is honored to serve you, especially during this time. Our chaplain and social worker teams can be contacted through each of our rehabilitation and skilled nursing communities.

SOCIAL WORKERS

Hearthstone

920 N Seminary Avenue
Woodstock, IL 60098
Ivelisse Gelfond and
Sara Johansen
(815) 321-4033

Rolling Fields

9108 State Highway 198
Conneautville, PA 16406
Kelly Kerr-Teudhope
(814) 587-2012

The Green (Heritage)

3023 Route 430
Greenhurst, NY 14742
Megan Seastrum
Stefanie Gifford
(716) 483-5000

The Park (Heritage)

150 Prather Avenue
Jamestown, NY 14701
Valerie Thorsell
Michelle Muscarella
Holly Dziubinski
(716) 488-1921

The Village (Heritage)

4570 Route 60
Gerry, NY 14740
Grace LaPlaca
Abigal Rowan
(716) 985-4612

OUR CHAPLAINS

Hearthstone

Chaplain Barb Shinabarger
(815) 321-4035

Orchard Grove (Heritage)

Rolling Fields
Chaplain Kathy Petteys
(585) 205-6817

Heritage

Chaplain Larry Petry
(716) 490-5480

Chaplain Leecroft Clarke
(716) 338-0121

Chaplain Jerry Haglund
(716) 499-5699

MENTAL HEALTH RESOURCES

Substance Abuse Treatment Facility Locator

Toll-Free: 1-800-662-HELP (1-800-662-4357)
(24/7 English and Español)
TDD: 1-800-487-4889
Website: findtreatment.samhsa.gov

MetLife Employee Assistance Program

Phone: 1-888-319-7819
Website: metlifeeap.lifeworks.com
Username: metlifeeap; Password: eap

Beyond Disaster

PDF Bible study for those who have experienced hard circumstances (including providing care in COVID settings)
Website: philly.bible/disaster-relief

National Suicide Prevention Lifeline

Toll-Free: 1-800-273-TALK (1-800-273-8255)
TTY: 1-800-799-4TTY (1-800-799-4889)
Website: samhsa.gov