Managing Grief in the Workplace

Course Description

Grief affects all of us at different times and places in our lives. The workplace is not untouched by grief. Grief in the workplace occurs when you or a co-worker experiences a personal loss or a workplace loss such as a death. According to the Grief Recovery Institute, grief costs U.S. businesses more than $75 billion per year lost productivity. An employer’s response during this vulnerable time can make a difference in a grieving employee’s recovery.

This one-day seminar is designed to provide those individuals responsible for providing bereavement services with information on the various symptoms and stages of grief and how an organization should respond proactively and compassionately to the bereaved worker.

Course Objectives

- Understand the organizational impact of grief
- Define grief and bereavement and identify the various phases and dimensions
- Develop self-awareness regarding cultural values and beliefs about death and grief
- Define the role of the human resources department and its response to the grieving worker

Who Should Attend?

All health care professionals interested in delivering greater value to the organization should attend, including hospital Human Resources Executives, Chief Nursing Officers, Social Workers and Chaplains.
# Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>8:30 - 9:00 a.m.</td>
<td>Registration/Breakfast</td>
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<td>9 – 9:05 a.m.</td>
<td>Welcome/Introduction</td>
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<td>9:05 – 10:05 a.m.</td>
<td>When Grief Touches Your Workplace</td>
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<td></td>
<td>Fredda Wasserman, MA, MPH, LMFT, CT</td>
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<td>Clinical Director of Adult Programs and Education OUR HOUSE Grief Support Center</td>
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<td>10:10 – 11:0 a.m.</td>
<td>Loss in the Workplace and the Stages of Grief</td>
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<td>David Kessler, Vice President of Patient Support Care Services, Citrus Valley Health Partners</td>
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<td>• Stages of Grief</td>
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<td>• How people manifest the various stages of grief</td>
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<td>• Types of losses/grief (downsizing, compassion fatigue, terminal illness, aging workforce, catastrophic events, job stress and depression)</td>
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<tr>
<td>11:10 – 11:20 a.m.</td>
<td>Break</td>
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<tr>
<td>11:20 – 12: 10 p.m.</td>
<td>Cultural and Diversity Considerations</td>
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<td>Sharon Mass, Ph.D., ACM Director, Case Management &amp; Palliative Care, Cedars Sinai Medical Center</td>
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<td>12:10 noon – 1 p.m.</td>
<td>Lunch</td>
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<td>1 – 2 p.m.</td>
<td>HR’s Role and Response to Grief</td>
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<td>Jill Underwood, MHA, Vice President, Human Resources</td>
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<td>Methodist Hospital of Southern California</td>
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<td>2 – 3:30 p.m.</td>
<td>Best Practices Panel - The HR Perspective</td>
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<tr>
<td>3:30 p.m.</td>
<td>Adjournment/Final Remarks</td>
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Faculty

**Chris Gomberg, MFT, Director, Work ‘n Life Matters, Cedars-Sinai Medical Center,** is a licensed marriage and family therapist who has been in the work/life field for more than 25 years and the chemical dependency field for more than 35 years. Gomberg received his bachelor’s and master’s degrees from the University of Vermont and pursued additional doctoral work at UCLA. He has received certification in Critical Incident Stress Management. Over the years, he provided EAP consulting services for several Fortune 500 companies including 3M, Mattel and Health Net. Active in a variety of professional organizations, Gomberg was a member of the California Medical Board Physician Evaluation Committee and Chapter President of the San Fernando Valley Employee Assistance Professionals Association.

**Lisa Jonsson, EAP Specialist, of Cedars Sinai Medical Center,** is a Licensed Marriage and Family Therapist with a background in substance abuse intervention and treatment, grief and workplace solutions. During 10 progressive years of experience as a human resources professional, Jonson has consulted with management on various employee relations issues and trains all levels of employees on topics such as sexual harassment, violence in the workplace and effective communication. She has presented to Los Angeles crisis response teams, the Los Angeles Fire Department, the National Council on Education, and has served as a guest speaker on the topic of family divorce on KVEA Spanish television. She is certified in Critical Incident Stress Management and responds to organizations in the Los Angeles area that have had traumatic events. Jonson also has a private practice in Los Angeles.

**David Kessler, V.P. Patient Support Care Service, Citrus Valley Health Partners,** is the founding chairperson of HASC’s Palliative Care Committee. He is one of the most well-known experts on death and grieving today, reaching hundreds of thousands of people through his books. He co-authored, “On Grief and Grieving” with the legendary Elisabeth Kübler-Ross. They also co-authored, “Life Lessons.” His first book, “The Needs of the Dying,” received praise by Mother Teresa. His work has been featured on CNN, NBC, MSNBC, PBS, “Entertainment Tonight,” and “Oprah’s Friends.” He has also written for the Boston Globe, The Los Angeles Times and The San Francisco Chronicle. His website, [www.Grief.com](http://www.Grief.com), is one of the most visited site dedicated to grief and loss.

**Sharon Mass, PhD, ACM, Director, Case Management & Palliative Care, Cedars Sinai Medical Center,** has more than 25 years of progressive experience in health care, ranging from clinical social work to administration of a case management department, hospice and palliative care programs in community hospitals, multi-facility health care systems and academic/medical centers. She is currently the director of case management and palliative care.
The Reverend Brenda Simonds, ACPE Supervisor, MHSC Director, Spiritual Care, is director of Spiritual Care at Methodist Hospital, where she has served since 1980. She supervises regular units of CPE and oversees the work of students in ACPE supervision training. Simonds attended Azusa Pacific University, completing a Bachelor of Arts degree and a Master of Arts degree. She received her Master of Divinity degree from the School of Theology at Claremont. She is ordained in The United Methodist Church and is a Board Certified Chaplain through the Association of Professional Chaplains and a certified Clinical Pastoral Education Supervisor.

The Reverend Teleso Satele, ACPE Associate Supervisor, Clinical Pastoral Education, is ordained by the Congregational Christian Church of American Samoa. He is also on staff as Associate Pastor for the Samoan Congregational Church of South Los Angeles in Carson, California. He completed his Master of Theology in Pastoral Care and Counseling at Claremont School of Theology. Teleso has fulfilled a total of 12 units of Clinical Pastoral Education. He completed his training as a Clinical Pastoral Supervisor at Methodist Hospital in Arcadia. As a newly appointed Association for Clinical Pastoral Education (ACPE) Associate Supervisor, Teleso has 7 years of supervisory experience.

Jill Underwood, Vice President, Human Resources; Methodist Hospital of Southern California, has been with Methodist Hospital for more than 23 years. She is involved with strategic and operational planning; management recruiting; all benefits administration; compensation; and policy interpretation. She has administrative responsibility over Human Resources, Occupational Health Services, Education, Spiritual Care, volunteers and the Kathy Kredel Nursery School. Underwood conducts management training classes and is currently president of the Healthcare Human Resources Management Association of California (HHRMAC). She has a MHA degree from the University of La Verne.

Fredda Wasserman, MA, MPH, CT, Licensed Marriage and Family Therapist, Certified in Thanatology, is the Clinical Director of Adult Programs and Education at OUR HOUSE Grief Support Center in Los Angeles. Wasserman presents workshops and seminars on end of life and grief for therapists, clergy, educators and medical and mental health professionals at locations throughout the country. She is the co-author of "Saying Goodbye To Someone You Love: Your Emotional Journey Through End of Life and Grief." Recognized as an expert in death, dying and bereavement, Wasserman has devoted her career to life's final chapter.
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Wednesday, November 16, 2011

Registration: 8:30 a.m.; Program: 9:00 a.m. to 3:30 p.m.
Good Samaritan Hospital - Mosley-Salvatori Conference Center
637 S. Lucas Street
Los Angeles, CA 90017

Registration fees include continental breakfast and handouts. Click here for complete program information and online registration. Register by November 9, 2011.

☐ $200 Early Bird Rate (Must register by October 7, 2011)
☐ $220 HASC Hospital/HHRMAC Members
☐ $198 Additional Colleague (3 or more from the same facility. Registrants must register at the same time)

First Name: _______________________ Last Name: _______________________ Nickname: __________
Title: ________________________________
Organization: ________________________
Address: ____________________________ City: _______________________ State: _____ Zip: _______
Phone (___) ___________________ Email (required) ____________________________

Continuing Education Sign-up:
☐ ACHE Category, Type II Credit (6.0 hours)
☐ BRN Credit: RN Lic. No. ____________ (Provider approved by the California Board of Registered Nursing. CEP #970 for 6.0 contact hours).
☐ BBS Credit: Lic. No. _______________ Course meets the qualifications for 4 hours of continuing education credit for MFCCs and/or LCSWs as required by the California Board of Behavioral Sciences. (PCE 4280)

Payment Method: ☐ MasterCard ☐ Visa ☐ AMEX ☐ Discover ☐ Check#
Card #____________________________ Exp. Date: _______ Amount: ______

Cardholder Name (please print): __________________________________________
Cardholder Address: _______________________ City: _______ State _____ Zip: ______
Cardholder Phone: _______________________ Authorized Signature: _______________________

IMPORTANT REMINDERS
• Registration deadline is November 9, 2011.
• Valid payment information must be received with your registration.
• Mail and make check payable to: HASC, Attn: Karen Ochoa 515 South Figueroa St., Ste 1300, Los Angeles, CA 90071. Please note on check program# 2175-175-000
• Fax registration form to (213) 482-8537
• All cancellations must be requested in writing and confirmed by HASC, no later than October 24, 2011, and will be subject to a $25 processing fee.

Cancellations after October 24, 2011 and non-attending registrants will be invoiced for the entire registration fee. Substitutions are accepted at any time for this program but will not be processed until full payment has been received. Fees are non-transferable for other HASC or HHRMAC seminars.

SPECIAL NEEDS or QUESTIONS:
For ADA assistance or general questions contact Karen Ochoa at (213) 538-0765 or kochoa@hasc.org.

Required: ☐ I have read and understand the cancellation policy.
Signature: _______________________________

(213) 538-0700 www.hasc.org