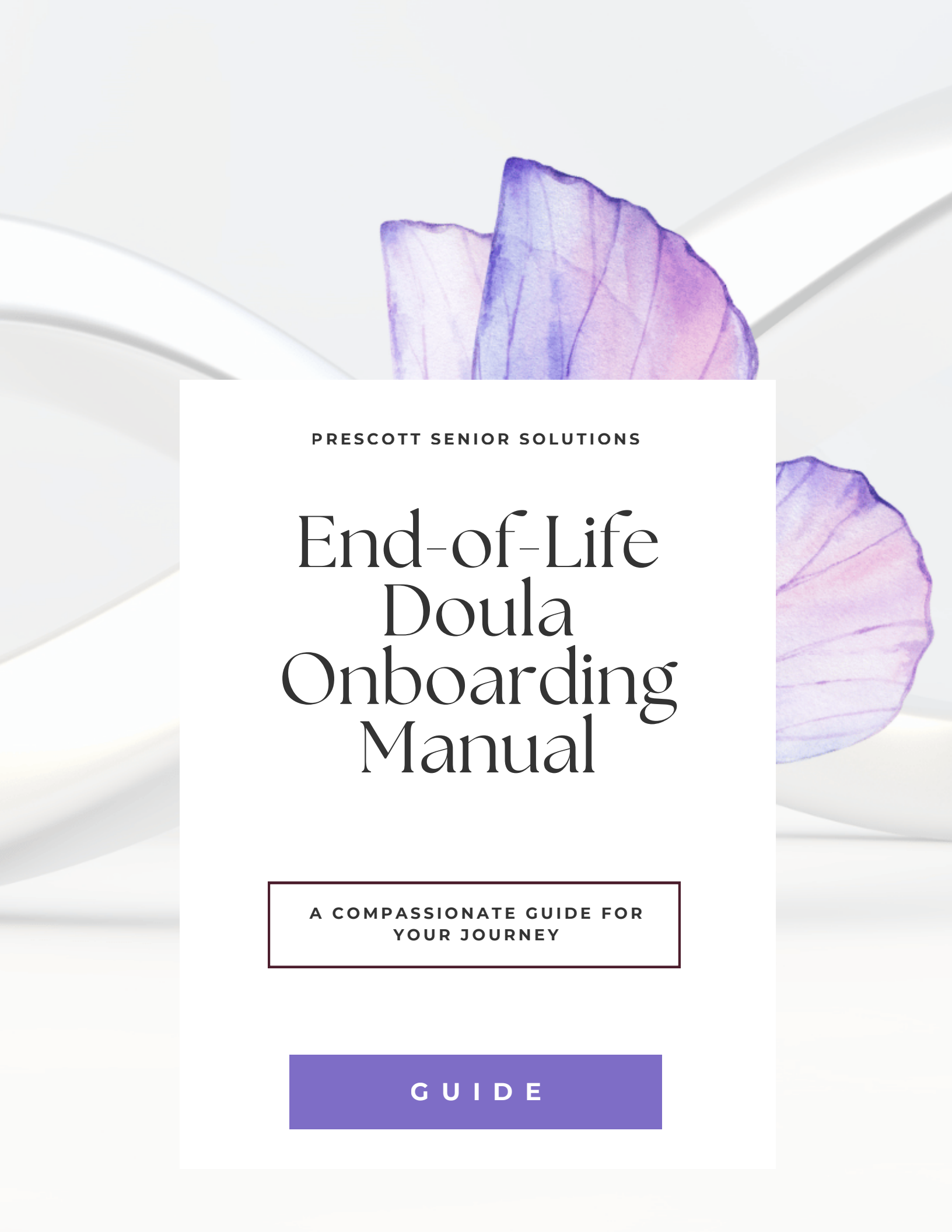




PRESCOTT SENIOR SOLUTIONS

# End-of-Life Doula Onboarding Manual

A COMPASSIONATE GUIDE FOR  
YOUR JOURNEY

GUIDE

# Welcome

Dear [Client's Name],

I want to acknowledge the significance of this moment. Whether you are preparing for your own transition or supporting a loved one, this journey is one of deep emotions, questions, and changes. You are not alone.

As your end-of-life doula, my role is to provide comfort, guidance, and steady support so that this experience is met with clarity, dignity, and care. This manual is designed to help you understand what to expect, answer common questions, and outline how we will work together.

Please know: this is your journey, and my goal is to support you in the way that feels most helpful to you and your loved ones.

## What This Guide Covers

This guide is here to help you feel comfortable and informed about what to expect as we work together. You'll find:

- A clear understanding of my role and how I can support you.
- How our time together will be structured—including session formats, communication, and availability.
- Ways we can personalize your care based on your preferences, beliefs, and values.
- Next steps to ensure you feel supported moving forward.

This is meant to be a resource for you—one that provides clarity, reassurance, and a sense of preparedness as we move forward.



# The Role of an End-of-Life Doula

## What an End-of-Life Doula Does

An end-of-life doula provides non-medical, emotional, spiritual, and practical support to individuals and families navigating the dying process.

Unlike medical professionals, I do not provide physical or clinical care. Instead, I focus on ensuring that this transition is peaceful, meaningful, and aligned with your values. My role is to:



Provide a calm, reassuring presence for both individuals and families.



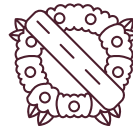
Offer guidance on what to expect during the dying process.



Help facilitate important conversations and legacy work.



Assist in creating a comforting environment for the final days.



Support family members and caregivers before, during, and after the transition.



## How an End-of-Life Doula is Different from Hospice

- Hospice focuses on medical pain management and physical care.
- An end-of-life doula complements hospice care by providing emotional, spiritual, and practical support to both the individual and their family.
- While hospice staff have limited time with patients, a doula can be present as much as needed.

Together, we ensure that the physical, emotional, and spiritual aspects of the journey are honored.

# The Support Process & Logistics

Each person's journey is unique, and my support will be tailored to meet your specific needs. Below is an overview of how we will work together, including the structure of our time, session availability, and how to reach me when needed.

## How We Will Work Together

Support may include different phases, depending on your needs. Some people engage with all aspects, while others may focus on just a few. We will discuss and customize this process to ensure it aligns with your personal preferences and circumstances.



## ① Initial Consultation & Planning

**Purpose:**

Our first meeting is an opportunity to get to know one another, discuss your needs, and determine how I can best support you.

**What We Will Cover:**

- Your personal values, wishes, and expectations for this journey
- Any concerns, fears, or questions you may have
- Areas where you would like support, including emotional, practical, and spiritual aspects
- Preferences for the environment, comfort measures, and any specific rituals or traditions
- A review of any relevant documents, such as advance directives and care preferences
- Establishing a schedule and outlining the next steps

**Duration:**

Typically between thirty minutes and one hour, depending on what feels appropriate for you.

**Format:**

This session can take place in person, over the phone, or via video call, based on your preference.



## ② Ongoing Emotional & Practical Support

**Purpose:**

To provide consistent, compassionate support as you navigate this journey.

**What This Can Include:**

- Emotional support and space for open conversations
- Guidance on the physical, emotional, and spiritual aspects of the dying process
- Assistance with legacy work, including letters, recorded messages, or memory books
- Support for family members and caregivers, helping them navigate their roles
- Adjustments to the care plan as needs change

**Duration & Frequency:**

We will establish a schedule that feels appropriate, whether that means weekly, biweekly, or as needed.

**Format:**

Sessions can be in person, over the phone, or via video call, depending on your location and preferences.



## ③ Final Days & Vigil Support

**Purpose:**

To ensure a peaceful, meaningful transition in alignment with your wishes.

**What This Can Include:**

- Being present at the bedside to provide a calm, supportive presence
- Ensuring that any spiritual, religious, or personal rituals are honored
- Offering guidance on what to expect in the final hours
- Supporting family members in navigating the experience and expressing their emotions
- Helping to create a comforting environment, including adjusting lighting, music, scents, or meaningful objects

**Availability:**

This time is unpredictable. We will discuss an on-call plan to ensure I am available when you need me most.

**Format:**

In-person presence is strongly encouraged for this phase, though phone or video support may also be an option.



## ④ After-Loss & Grief Support

**Purpose:**

To provide compassionate support for loved ones in the days and weeks following a passing.

**What This Can Include:**

- A space for processing emotions and navigating early grief
- Support with practical matters related to post-loss adjustments
- Guidance on memorials, personal rituals, and remembrance practices
- Helping caregivers and family members find balance as they move forward

**Duration & Frequency:**

This support is typically offered in the days and weeks after a passing. We can schedule one or multiple sessions based on individual needs.

**Format:**

Sessions can take place in person, by phone, or via video call, depending on what feels most comfortable.

# Session Structure & Availability



Each person's journey is unique, and my support will be tailored to meet your specific needs. Below is an overview of how we will work together, including the structure of our time, session availability, and how to reach me when needed.



## Session Availability

- Sessions are scheduled on Monday-Friday based on needs and my availability.
- If a scheduling change is needed, please provide at least 12 hours notice whenever possible.
- If urgent support is needed, I will do my best to accommodate requests.



## How to Schedule a Session

- You may schedule a session by contacting me at (928)463-8370 or [prescottseniorsolutions@mail.com](mailto:prescottseniorsolutions@mail.com).
- If you are unsure of how frequently you would like support, we can adjust as we go.



## Where Sessions Take Place

- In-person sessions:  
Available in Prescott, Prescott Valley and other closely surrounding areas.
- Virtual sessions:  
Available via phone call, FaceTime, etc.

# How to Reach Me Between Sessions

## FOR GENERAL QUESTIONS OR NON-URGENT SUPPORT

You may contact me at (928)463-8370 or prescottseniorsolutions@mail.com for general questions, scheduling, or follow-ups. I will do my best to respond within one day, depending on the urgency of the request.

## FOR URGENT EMOTIONAL SUPPORT

If you need additional support between our scheduled sessions, please contact me, and I will do my best to respond as soon as possible. We will discuss an appropriate plan for urgent needs during our initial consultation.

## FOR MEDICAL CONCERNS

I am not a medical provider and cannot offer medical advice or treatment. If you or your loved one is experiencing a medical emergency, please contact your healthcare provider, hospice team, or emergency services immediately.

## PERSONALIZING YOUR CARE

This journey is deeply personal, and my role is to honor your wishes, values, and preferences while providing the support that feels most meaningful to you and your loved ones.

We will work together to ensure that your experience is shaped in a way that reflects what is most important to you. **Below are some of the ways we can personalize our time together.**

## LEGACY & MEANING-MAKING

For many, leaving behind memories, messages, or personal reflections is a meaningful part of the journey. If this is something you are interested in, I can support you in:

- Writing letters or recording messages for loved ones.
- Creating a memory book or collection of reflections.
- Capturing life stories, wisdom, or personal experiences in a way that feels right for you.
- Exploring creative ways to express love, gratitude, or final thoughts.

If legacy work is something you would like to incorporate, we can discuss what feels most natural and comfortable for you.

## VIGIL PLANNING & ENVIRONMENT PREFERENCES

The final days and moments are significant, and the environment can play an important role in creating a peaceful transition. We can discuss:

- Your preferences for lighting, music, scents, or personal items that bring comfort.
- Who you would like present during this time and any specific requests for visitors.
- Any spiritual or personal rituals that bring a sense of peace.
- Ensuring that the space is aligned with your beliefs, values, and personal preferences.

## RITUALS & CEREMONIES

For some, religious, spiritual, or family traditions play a key role in their transition. Whether this involves prayer, guided meditations, readings, or special cultural rituals, I am here to support you in honoring these traditions.

This may include:

- Incorporating specific prayers, readings, or sacred texts.
- Creating space for family traditions or spiritual practices.
- Supporting any cultural or symbolic rituals that hold significance for you.

If you are unsure of what you would like, we can explore options together to find what feels most meaningful for you.

## FAMILY & CAREGIVER SUPPORT

End-of-life can be a deeply emotional time for family and caregivers. I am here to offer gentle guidance and reassurance to help your loved ones feel present and confident in their role.

This may involve:

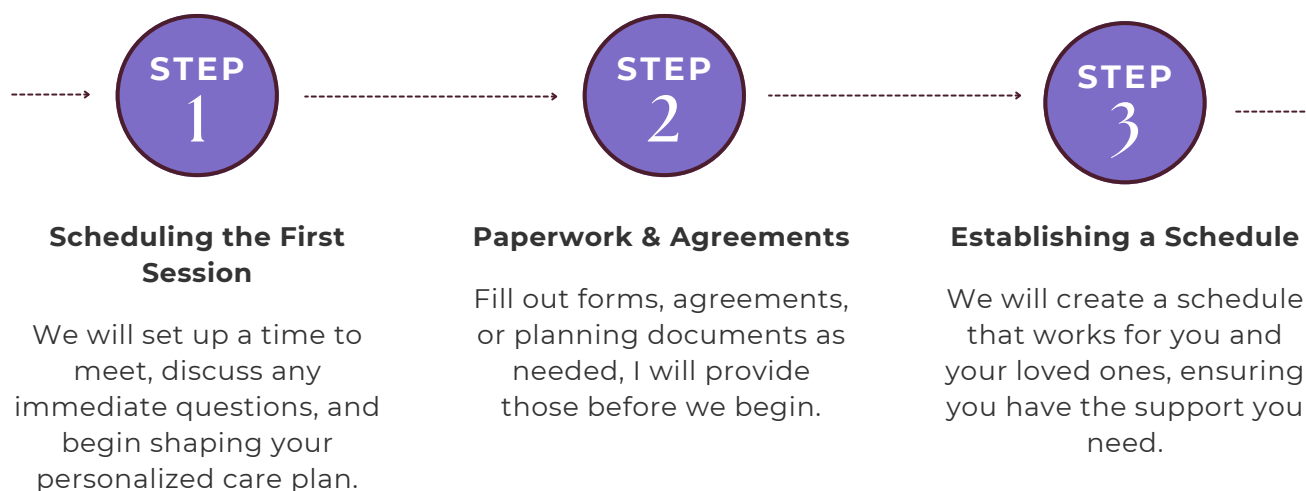
- Helping family members understand how to offer meaningful support.
- Encouraging open conversations about emotions, fears, and goodbyes.
- Providing education on what to expect in the final days so that caregivers feel prepared.
- Supporting loved ones in finding ways to be present without feeling overwhelmed.

If at any point you would like to adjust our focus, please let me know. This process is fluid, and we will navigate it together in a way that feels right for you.

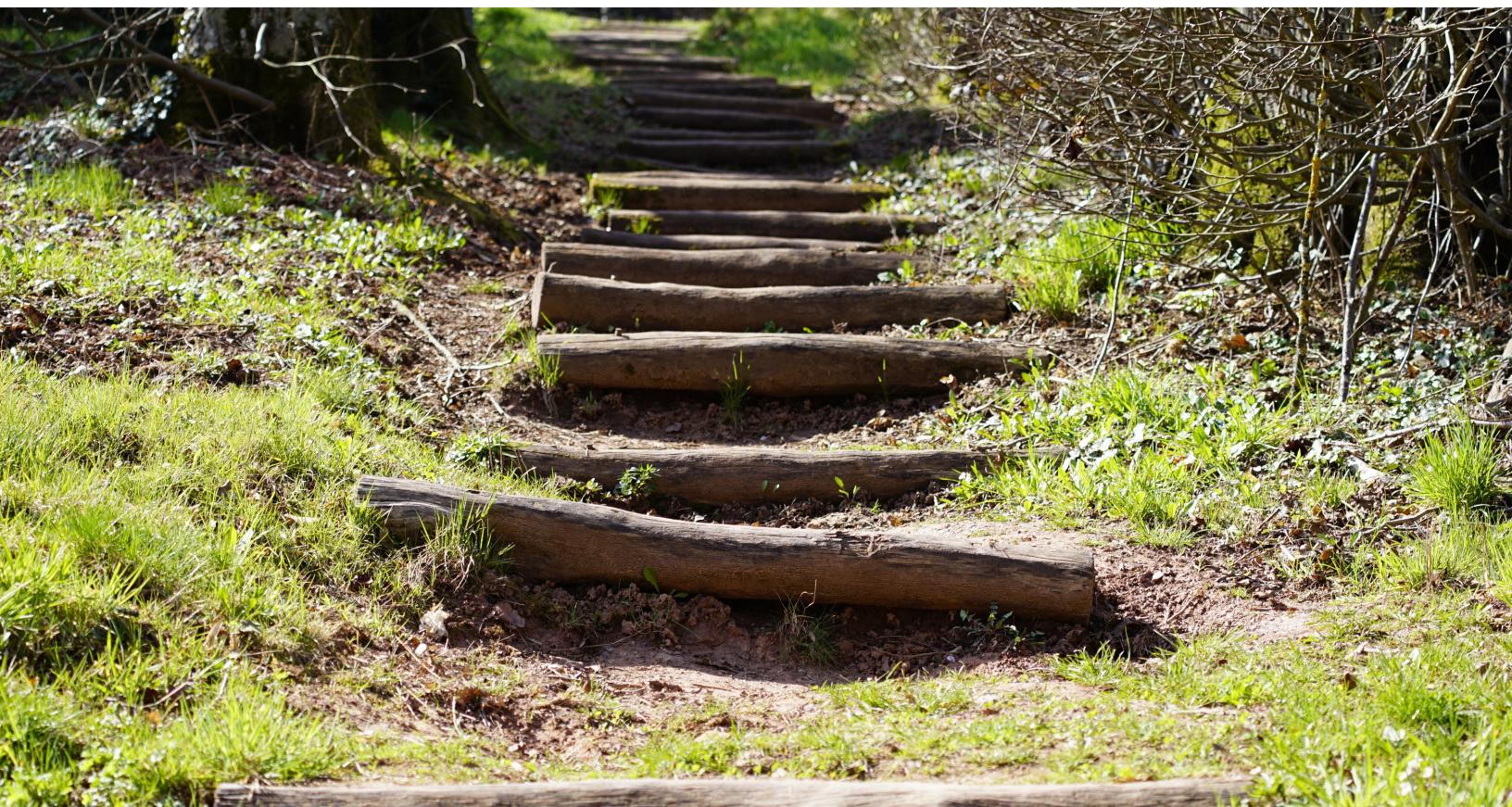
# Next Steps & Important Information

## What Happens Next

To ensure that you feel supported and prepared, here's what you can expect as we begin working together:



If anything changes along the way, we can always adjust our plan to better fit your needs.



# Frequently Asked Questions

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## How often will we meet?

The frequency of our meetings depends on your needs. Some people prefer regular check-ins, while others may only need occasional support. We will discuss and determine what works best for you.

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## Can family members be involved?

Yes. Families are welcome to be a part of the process, and I can help guide them in being present in ways that feel meaningful. If certain conversations or moments feel particularly important, we can plan for them together.

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## What if my needs change?

That is completely okay. This journey is fluid, and we can adjust our sessions, focus, or level of support at any time to match what feels right for you.

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## What if I have urgent questions?

You can always reach out to me at (928)463-8370 or [prescottseniorsolutions@mail.com](mailto:prescottseniorsolutions@mail.com). I will do my best to respond promptly and offer guidance when needed.

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# *Final Thoughts*

This guide is meant to provide clarity, reassurance, and a sense of preparedness as we begin working together.

End-of-life is not just about endings. It is about honoring life, love, and connection. My role is to help create a space where you and your loved ones feel supported, heard, and at peace.



If you have any questions or would like to adjust any part of our plan, please do not hesitate to reach out. I am here for you.



(928) 463-8370



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mail.com



www.prescottsenior.com