✓ DO

- Be honest at all times.
- Use the deceased's name when talking about them.
- Expect volatile reactions, view the loss from their unique perspective .
- Use your normal voice and SAY "dead, died, dying, death" as needed.
- Say, "It's ok to cry".
- Remember it is appropriate to say "I don't know".
- Be straightforward: "I'm sorry your brother died." "I do not know what to say." "I am concerned about you..."
- Help students find appropriate ways to express their feelings.
- Reassure students that anger, sadness, guilt, fear, shock, etc. are normal feelings.
- Encourage the student to express fears and concern.
- Reassure students that the death is NOT their fault. Death is NOT contagious and it is not likely other loved ones will die soon.
- Support students who choose not to verbally express their feelings.
- Explain that someone can be sad even of they are not crying.
- Share your own feelings.
- Allow time for students to grieve and mourn —this takes time.
- Let the student ask questions and give honest, short answers.
- Be patient.

DO NOT

- Do not tell students how they should feel or what they should do.
- Do not avoid reaching out to others because of your own discomfort.
- Do not give incomplete explanations that can lead to confusion. ("He was sick" ...So am I,...will I die?)
- Do not say, "I know how you feel." "You'll get over it.".
- Do not act as if nothing happened or hide your feelings.
- Do not give a theological lecture or discuss religious issues.