



# Bereavement *kindness* toolkit

## Be there and listen well

Death affects everyone.

At some point we will all know someone whose loved one has died. How we choose to act towards them will make a difference.

This toolkit will give you confidence to help someone who is grieving, whether they are a friend, family member, colleague, neighbour, or even someone you don't know well.

Everyone's grief is unique. The tips below come from local people who have been bereaved.

## *Kindness tips*

**Recognise** Acknowledge the death. It doesn't matter how you say you are sorry for the bereavement, as long as you do. In person, by phone, sending a message or email - use any way to make contact. If you know it, use the name of the person who died.

**Ask** Be curious. If the bereaved person wants to talk, ask what happened. If you didn't know the person who died, sensitively ask what they were like. Show interest.

**Listen** Listen again and again. If the bereaved person wants to talk about the death, or their memories of their loved one, give them the opportunity to do this.

**Share** Be generous by sharing. Share anything you can about the person who died - your memories of them, or funny times. Sometimes old photographs can be helpful.

**Help** Grief is exhausting. Offer to do things like cooking, shopping, or taking things to the charity shop.

**Be precise** Rather than ask, for example, if the bereaved person would like you to do their shopping, make it real by saying 'I'm going shopping now. What can I get for you?'

**Involve** Grief is isolating. Give the bereaved person opportunities to experience normality. Include them in invites for coffee, a walk, or other social events.

**Repeat** Make contact more than once – stay in touch. Remember to speak to them on anniversary days that may be difficult for them. Grief may last for years, or even for a lifetime.

For more advice and information on bereavement support, go to [www.lets-get.com/bereavement](http://www.lets-get.com/bereavement)