

# When the Community Doesn't Know *What To Do*

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*Most people are not heartless. They are untrained.*

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The silence around a grieving family is rarely cruelty — it is paralysis. People stand at the edge of something they were never taught to cross. Grief literacy lowers the fear enough for ordinary people to step forward and do what they already know how to do.

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## WHAT TO DO

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| <input type="checkbox"/> Say something. Do not wait for the perfect words — they don't exist. | <input type="checkbox"/> Use the name. The person who died is still part of the conversation. |
| <input type="checkbox"/> Make specific offers — name the day and the task.                    | <input type="checkbox"/> Come back. Once is kind. Twice is a commitment.                      |
| <input type="checkbox"/> Mark the calendar. Anniversaries and holidays carry grief hard.      | <input type="checkbox"/> Ask the chaplain — they've been here before and can guide you.       |
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## DO THIS WEEK

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Share this guide with one group that could use it — a church, civic club, or department auxiliary.

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## ASK YOURSELF

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*Who in your circle is standing at the edge of a grieving family's life, wanting to help but not knowing how?*

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***“Most people are not heartless. They are untrained. Train them.”***