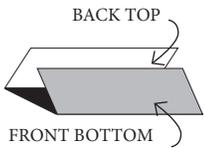


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INSTRUCTIONS:

- 1) print one copy of "front" on color printer
- 2) print "back" and ensure the top of this side matches the top of the "front" side (Step #2 would ensure the print faces the correct direction on both sides)
- 3) once you determine if sample copy reads correctly when folded, follow same steps to create multiple copies
- 4) Trim cards along crop marks on "front"
- 5) Final step fold twice



*Survivor Outreach Services' mission is to deliver on the Army's Commitment to Families of the Fallen. Services are provided to all Surviving Family members regardless of Army component, cause or location of Soldier's death.*

UNDERSTANDING SURVIVOR POTENTIAL EMOTIONS

- Anger
- Irritability
- Change in Appetite
- Cry Easily
- Denial
- Depression/Sadness
- Disbelief/Shock
- Distrust
- Fear
- Lack of Motivation
- No Reaction
- Numbness
- Sleep Disturbances/Nightmares
- Withdrawal

ADDRESSING LOSS & GRIEF

- Send a letter of condolences or sympathy
- Acknowledge the Family's feelings and listen
- Be patient
- Respect the Family's privacy
- Ensure the Family does not become isolated
- Check on the Family periodically
- Encourage Family members to get help (if needed)
- Use the Soldier's name
- Accept grief and anger as normal reaction
- Listen quietly and non-judgmentally
- Honestly answer questions that you can answer
- Don't try to answer the "why"
- Don't be afraid of silence or tears

WHAT TO SAY:

- "My heart goes out to you at this most difficult time."
- "I know there is nothing I can say that will make your loss easier."
- "I cannot imagine how difficult this must be for you or your Family."
- "I'm/We're here for you. How can I help?"
- "I'm at a loss for words."

WHAT NOT TO SAY:

- "I know how you feel."
- "Everything will be all right."
- "God knows best."
- "It's God's will."
- "God does not give us anything we cannot handle."
- "You'll get over it."
- "You'll feel better in a month or so."



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