

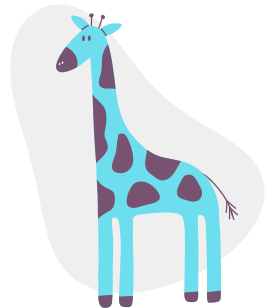
How can questions *from young people* be answered with CLARITY?

- Calm:* Take the time to listen. Maintain a calm and reassuring tone.
- Honesty:* Do not hide the truth from young people. Answer their questions openly and honestly
- Attention:* Pay attention to their reactions and listen carefully to what they have to say about grief, death, and the questions they may have.
- Responsiveness:* Do not let questions go unanswered for too long. Leave the door open for discussion if they would like to talk.
- Tolerance:* Death is an abstract concept, and young people's understanding of it develops over time. Be patient. It may be necessary to explain things more than once to ensure they understand.
- Accuracy:* Make sure the information being shared is accurate. When you answer with honesty, accuracy, and authenticity, they learn that they can trust the adults around them.

What to know about *emotions* and *reactions*...

Emotions and reactions are all...

- Normal:* Every reaction is normal. There is no such thing as a "typical" reaction.
- Unpredictable:* Reactions can arise at any time. They should not be controlled, but rather acknowledged and welcomed.
- Personal:* Every reaction and emotion is unique. Each person experiences difficult situations in their own way, and comparisons should be avoided.



No two giraffe spots are exactly alike, just as no two people experience grief in the same way. There may be similarities, but every grief experience is unique.

How can someone be supported through grief?

The first step is to ask the person who is grieving what they need and what would be helpful for them.