

Death Notifications

What **NOT** to say during death notification:

- Do not say “lost”, “passed”, “deceased” when referring to the person who has died
- I know exactly how you feel
- Time heals all wounds
- You’ll get over this someday
- You must go on with your life
- He didn’t know what hit him
- You must focus on your precious memories
- It’s better to have loved and lost, than never to have loved at all
- It must have been his/her time
- Someday you will understand why
- God must have needed an angel
- God never gives us more than we can handle
- Only the good die young
- You’ll get through it, be strong
- Everything happens for a reason, life goes on

What **TO** say during death notification:

- Identify who you are
- Confirm that you are talking to the right person
- Confirm their relationship to the deceased person
- Be clear and direct about the loss of life
- Give the person time to process after hearing this difficult news
- When referring to the deceased use their name
- Ask if there is a faith leader, family member, or friend you can contact to be with them.
- Bring that trusted person to them when they arrive
- Give your grief material and your Contact information
- If available share case # of ID

Suggested Script:

I’m afraid I have some very bad news for you. Your cousin/son/parent, _____ has been involved in a serious vehicular crash/shooting and he/she has died. (Pause) I am so very sorry.

Helpful Info:

- To request a Chaplain to assist contact:
- Coroners Office:
- Accident Investigation Office:
- Detectives Office:
- Chaplains Contact:

For more information or a customized template see:

Death Notifications

What **NOT** to say during death notification:

- Do not say “lost”, “passed”, “deceased” when referring to the person who has died
- I know exactly how you feel
- Time heals all wounds
- You’ll get over this someday
- You must go on with your life
- He didn’t know what hit him
- You must focus on your precious memories
- It’s better to have loved and lost, than never to have loved at all
- It must have been his/her time
- Someday you will understand why
- God must have needed an angel
- God never gives us more than we can handle
- Only the good die young
- You’ll get through it, be strong
- Everything happens for a reason, life goes on

What **TO** say during death notification:

- Identify who you are
- Confirm that you are talking to the right person
- Confirm their relationship to the deceased person
- Be clear and direct about the loss of life
- Give the person time to process after hearing this difficult news
- When referring to the deceased use their name
- Ask if there is a faith leader, family member, or friend you can contact to be with them.
- Bring that trusted person to them when they arrive
- Give your grief material and your Contact information
- If available share case # of ID

Suggested Script:

I’m afraid I have some very bad news for you. Your cousin/son/parent, _____ has been involved in a serious vehicular crash/shooting and he/she has died. (Pause) I am so very sorry.

Helpful Info:

- To request a Chaplain to assist contact:
- Coroners Office:
- Accident Investigation Office:
- Detectives Office:
- Chaplains Contact:

For more information or a customized template see: