What to say....What Not to say

- Everyone you meet has been traumatized by this event in some way or another, though they may not realize it.
- So each person is experiencing Grief and is going through the grieving process.
- Grief is a process of emotional healing.
- During this process you need to tell the victim that it is OK to feel Anger, Frustration even Joy in unusual and unnormal ways.
- The Grieving Stages…
    - Denial/Shock
    - Anger
    - Bargaining
    - Depression
    - Acceptance
- Each person is affected differently, and each goes through the grieving process in a different way and each will take a different length of time and that's OK.
- Each person's perceived loss is as great as their perception.
- You can help them start the healing process by getting them to tell their story.

Greet Them, say Hello - How are You? But this is not enough. Today "How are you?" is taken as more of a greeting. Ask them questions like

- How are you holding up?
- Did you ride the storm out here?

Listen

- Accept what they say as Trueth. Even though it may not make sense to you It is true and real to them.

Empathize

- I can't imagine what you have gone through.

Validate them.

- You are so brave for going through this experience.

Grieve with them.

- I am so sorry

Ask

- Is there anything I can try and help you with?

Silence is OK.

- just sitting with someone when they are grieving is a great gift.

Offer to pray with them.

Their reality has been attacked. So their perception, their view on life has been challenged. Their definition of God, their relationship with God is being challenged.
You need to help them restore their definition of Who God is and you can do that in your prayer. Show them who you KNOW God to be

What to say...Pray with them. Use the guidelines
- "Our Father, who art in Heaven, Hallowed be Thy Name. Thy Kingdom Come, Thy will be done on earth as it is in Heaven."

- Help them to realign themselves with God.
  - "Heavenly Father", "Papa", "Daddy".

- Show them an Intimate relationship with the Father
  - Share with them who God is to you.
  -"Lord of All Creation," "All Knowing," "All Powerful."

- Focus on Him. "Your Kingdom Come.."
  - Remind them He is in control.
  - Father, we may not feel it; it may not look like it but.
  - We don't understand why this has happened.
  - But we trust you.

- "Give us this day our Daily Bread…
  - Introduce them to the Ftaher "Father I lift up John to you right now
  - God knows who they are.
  - He knows what they need.

- "And lead us not into temptation, but deliver us from evil.
  - Bind satan from what he is trying to do in the confusion and doubt.
  - Lord reveal yourself more and more of yourself to …..(Use the persons name)

- "For Yours is the kingdom and the power and the glory forever. Amen."
  - When you Focus on a Big God your problems become smaller.
  - Yea, though I walk through the valley of the shadow of death,
    I will fear no evil; For You *are* with me; Psalm 23:4

What Not to say...
- I know how you feel..
- I had something similar happen to me…
- You'll get over it.
- You are young, you have plenty of time you can always have another baby.
- The Lord works in Mysterious ways.
- Everything is going to be OK.
- The worst is over.

• **Never Promise anything**, instead Say **"I will try".** Disaster response is a very fluid environment. You never know what is going to happen. Simply stating "I will come by tomorrow and drop off a case of water for you" you have set the person up for additional Trauma when for some reason you are not able to make it.

Share Jesus with them

Share the 4 Laws
1. God loves you and He has an amazing plan for your life.
2. Every Man is sinful and is separated from God's love and God's plan for our lives.
3. Jesus is God's only provision for my sin. Only through Jesus can I experience God's love and plan for my life.
4. Each of us must individually accept Jesus as our Lord and Savior , then we can know and experience God's love and plan for our lives.

Pray
Lord Jesus, I need you. I am a sinner, please forgive me of my sin. Thank you for dying on the cross for my sins. I now turn away from my sin and I open the door and accept you as my Lord and Savior. Thank you for forgiving my sin and giving me eternal life with you. Take control of the Throne of my life and make me the person You want me to be.