5 tips for writing condolences

1. Acknowledge the loss of the person, use their name. Naming the person makes your message more personal and heartfelt.

2. Share a special memory and how that made you feel. This is reassurance that the person won’t be forgotten.

3. Be sincere – your message doesn’t need to be long to express your sympathy. When in doubt, keep it simple.

4. Things to avoid: Try not to give advice, avoid saying ‘I know how you feel’, don’t try to discuss positive aspects of the person’s death, such as ‘they are at peace now’.

5. It’s never too late to send a card. Grief can continue for a long time and your support will be appreciated at any stage.

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