

COMPASSION NAVIGATOR

Your Personalized Grief GPS

Prepared for Maya | Sample customer guide

A GENTLE STARTING POINT

Your friend Elena's mother died three weeks ago after a long illness. The funeral is over, messages have slowed, and you want to stay close without making Elena explain what she needs. You live twenty minutes away, can help once a week, and know that Elena prefers practical support and does not use religious language. You do not need to solve her grief. Your job is to make the next few days feel a little less lonely and demanding.

The situation, reflected back

What matters most right now: The first wave of public support is ending while paperwork, changed routines, exhaustion, and the finality of the loss may be becoming more visible.

Your role: You are a trusted friend who can offer one dependable action each week and make contact without requiring Elena to respond.

Keep in mind: Elena values privacy, dislikes surprise visitors, has a dog, and is returning to work next Monday. Avoid religious explanations and do not assume relief because the illness was long.

Words you can use

A text today: I have been thinking about you and your mom today. No reply needed. I am here.

A practical offer: I can bring dinner Wednesday or walk Luna Thursday evening. Would either help? It is completely okay to say neither.

Before work: I know returning Monday may take a lot of energy. I can leave coffee and lunch at your door Sunday evening if that would make one decision easier.

When others stop asking: I know the world may be getting quieter around your grief. I have not forgotten your mom or what these weeks are asking of you.

If she wants to talk: I would love to hear about your mom whenever you want to talk about her. I can also just sit with you.

What may help now

Today: Send the no-reply-needed message. Do not add several questions.

Within seven days: Offer exactly two practical choices: one meal delivery or one dog walk. Complete the chosen task without asking Elena to organize it.

Return to work: Send a short message Sunday evening. Offer one concrete preparation that reduces Monday's decisions.

Remembrance: If Elena talks about her mother, follow her language and use her mother's name. A small shared memory is more personal than a general sympathy quotation.

What to avoid or approach gently

Avoid explanations: Do not say everything happens for a reason, she is in a better place, or the long illness gave Elena time to prepare.

Avoid open-ended labor: Replace “Let me know if you need anything” with one task you can complete.

Avoid surprise visits: Text first and make declining easy.

Avoid pressure: Do not require a reply, thank-you, conversation, or update about how Elena is doing.

Your follow-up plan

Today: Send the remembrance message with no question and no reply required.

Thursday: Complete the meal or dog-walk offer if Elena accepts. If she does not respond, do not take it personally.

Next week: Acknowledge the return to work and offer one low-effort check-in after the first day.

Later this month: Invite Elena for a walk or coffee with permission to cancel. Add her mother's birthday and death anniversary to your private calendar if you know the dates.

A final reminder

Steady care matters more than one perfect message. Choose one action you can repeat and let Elena decide how much contact feels manageable.

IMPORTANT

This guide is educational, grief-informed, and non-clinical. It is not therapy, diagnosis, medical advice, legal advice, or crisis response. For immediate danger, call 911 or go to the nearest emergency room. In the United States, call or text 988.