**Bereavement Caring Calls Script**

Hello, may I speak with \_\_\_\_\_\_\_\_\_\_\_\_\_\_

I’m calling from the Bereavement Center at Hospice of Palm Beach County. I want to start by offering my sincere condolences on the recent loss of your \_\_\_\_\_\_\_\_\_\_\_.

I also wanted to make sure you were aware of the bereavement services we have, and to let you know that we’re here if you decide at some point in the future that you’d like to use any of those services. Were you already aware of our services, or are there any questions I can answer for you about that?

Try to verify mailing address at this point.

**If Interested**

We have group and individual counseling services. A lot of people find it helpful to start by attending our Nature of Grief series. The Nature of Grief is a three part class that basically goes over what the grief process is, and it gives you an idea of what’s normal to experience and expect. It also provides some suggestions on how to cope with some of the struggles you may be facing. Many people find that is all they really need. Others go on to access the loss specific support groups that we offer or individual counseling. Would you like me to send you a schedule of classes or some information on our services?

**If Not Interested**

Thank you again for your time; and please don’t hesitate to contact of us if we may be of assistance in the future.

**Answering Machine**

Hello, I’m calling from the Bereavement Center at Hospice of Palm Beach County. I was calling to offer condolences on the recent loss of your loved one.

If you would like information on the bereavement counseling services we have, or if there are any questions you have, please contact us at 561-227-5175. Thank you so much.