

Community Matters

Expressing Sympathy During This New Normal

(NAPS)—While experiencing the loss of a loved one is always difficult, these days in the environment of social distancing due to COVID-19, it can be particularly so. If someone you care about is mourning, it's still the time to connect to family, friends and co-workers.

While many people are adapting to new everyday routines, the etiquette of expressing sympathy by and large has not changed.

What You Can Do

Here are a few helpful tips from the experts at 1-800-Flowers.com:

- Even if you don't know the person well, saying "I'm sorry for your loss" is always appropriate and meaningful. It's acknowledging what has happened in an honest and direct way. And it lets the person know they have permission to experience any uncomfortable emotions. You can find more tips on how to comfort someone who is [grieving](#).

- Regarding social media etiquette, follow the lead of the person who is grieving. If they haven't said anything on Facebook, neither should you. But if they have posted about it, it is appropriate to comment. For more about the dos and don'ts on expressing condolences on [social media](#).

- Due to the regulations on large gatherings in many places due to COVID-19, many funeral services are being postponed or livestreamed over the Internet, making it an extraordinarily stressful time for the immediate family. If you aren't able to express your condolences in person at this time,



When you can't be there to support those in mourning, a thoughtful food basket, plant or flowers can help.

a delivery of a gourmet food basket, houseplant or sympathy flowers to their home is an appropriate way to let them know you are thinking of them. You can find many sympathy gifts and more for [home delivery](#).

- Remember to also support those who have experienced the loss of a loved one, perhaps not so recently, and may be feeling a bit more aware right now, be it due to social distancing or an upcoming important date or anniversary. To help, Rebecca Soffer, co-founder of Modern Loss, provides some [additional thoughts](#). You can also explore complimentary sentiment ecards for [Thinking](#) and [Sympathy](#) to let them know you are thinking about them.

Learn More

For additional resources on sympathy and remembrance, visit www.1800flowers.com/sympathy-articles. If you are in need of expressing your condolences and not sure what to send, 1800Flowers.com sympathy specialists can help. To reach them, call 1-866-538-2259.