

Compassion Statements

Since a statement of compassion typically includes several elements, this guide has been designed to make it easier to draft an appropriate statement for any given incident. Those drafting a statement may choose an appropriate phrase from each category in preparing the response.

Introductory Statement	Sentiment	To	Adjective	Event	Action statement
<ul style="list-style-type: none"> ▪ On behalf of [insert company name] and our more than [insert number] of employees... ▪ The thoughts of all our employees are with the family and friends of _____. ▪ All of us at [insert company name] are deeply saddened today. ▪ Today is a sad / tragic day at our organization, ▪ In the wake of _____'s passing, ▪ During this difficult time, ▪ As we grieve together, ▪ Employees are grieving the loss of one of our own, 	<ul style="list-style-type: none"> ▪ We express / extend / offer our <ul style="list-style-type: none"> ▪ deepest sympathy ▪ sincerest / heartfelt condolences ▪ assistance ▪ thoughts ▪ overwhelming grief ▪ Our hearts go out ▪ Our thoughts and concerns are with the _____ family (today) ▪ We are saddened by _____. ▪ We grieve / mourn ▪ We sympathize with _____. ▪ We are shocked and saddened by today's _____. ▪ Customers, employees and friends were all touched by _____'s professionalism, compassion and kindness. He /she was an exceptional [insert position] and will be missed and remembered. 	<ul style="list-style-type: none"> ▪ the family ▪ the loved ones ▪ those involved ▪ the family, friends and loved ones ▪ the family, friends and co-workers ▪ those who lost loved ones ▪ all who knew and loved him / her ▪ our respected colleague, employee and friend 	<p>This is a / an.....</p> <ul style="list-style-type: none"> ▪ unusual ▪ rare ▪ isolated ▪ unexpected ▪ terrible ▪ tragic ▪ senseless 	<ul style="list-style-type: none"> ▪ event ▪ emergency ▪ disaster ▪ tragedy ▪ loss ▪ incident ▪ incident that took _____'s life 	<ul style="list-style-type: none"> ▪ First and foremost, our concern is for the guests (s')/visitors (s')/customers (s') family. ▪ We have reached out to the family..... ▪ We have reached out to them to offer our support and assistance. ▪ We have let them know that our thoughts are with them as they cope with this _____ ▪ We are taking additional measures to further ensure everyone's safety. ▪ We are providing the necessary resources and care, such as grief counseling, to help them / the family, cope with this tragedy. ▪ We are providing assistance during this difficult time. ▪ We are working closely with authorities to determine the cause of this event. ▪ We are gathering information about this event. ▪ We are committed to learn all we can from this tragedy / event. ▪ We wish those involved a quick / full recovery. ▪ He / She was part of our family and we too are grieving the loss of one of our own.