

SandCastles' Model of Support

Our Model

With the Model of Support, facilitators learn a simple approach to the SandCastles philosophy: follow their lead. The words, respect, acknowledge, reflect, normalize, feelings, coping, and inform, help serve as a reminder to all of us, to respond to children/adults where they are in their grief.

Feelings

We remember that feelings are not right or wrong. How families feel, is how families feel.

Inform

Staff and volunteers work together! We keep the team informed in order to keep everyone safe!

Acknowledge

We acknowledge what families say to us.

Respect

We respect the many different ways SandCastles families feel, believe, express, and behave. We respect the families and follow their lead.

Coping

There are many ways to cope. We help facilitate families learning to cope without hurting themselves and/or someone else, either emotionally, or physically.

Reflect

We mirror back to families what they communicate to us.

Normalize

We normalize the families' experience as part of the group format.

