



Grace Harbor

Compassionate Services

When sorrows linger
and souls quiver,
light pierces the shadows
and illuminates peace.

Professional Partner Kit

A hospice-aligned grief-support extension designed for easy referral and consistent language between visits.

Effortless Referral

Workflow

3 steps ~ QR-based ~
low-lift

Pathways (13-month flows)

Gentle daily briefs

Quick Picks

Need-based Specialty

Briefs for today

Education and emotional support only, not medical, mental health, or crisis care.

Partner Contact: Tracy Lee - Tracy@QueenCityFuneralHome.com - (903) 650-2569

1) How Grace Harbor Works

Grace Harbor extends support between visits using short, steady grief briefs families can access anytime by QR. Your team remains the clinician; Grace Harbor remains the support extension.

- 1 Hand family a QR card
- 2 They scan → Pathways landing page opens
- 3 They choose a Pathway (13-month flow) or use Mourning Lights (Signs & Symptoms library)

No login. No app. Works on any phone camera.



2) What to Say (Borrowable Referral Scripts)

At bedside (15 seconds): "Many families tell us the hardest time is between visits. This QR gives you gentle, short support you can return to anytime. You can start with today's brief, or choose a Pathway that fits you."

Phone follow-up: "I wanted to check in. If you'd like something steady between our visits, the QR card opens Grace Harbor—short daily support and topic-based Quick Picks. It's simple and you can stop anytime."

Text message: "Thinking of you. If you want a gentle resource between visits, you can scan the Grace Harbor QR anytime. Start with today's brief or choose a Pathway."

3) Scope & Safety (Recommended Language)

Grace Harbor provides education and emotional support only. It is not medical advice, mental health treatment, or crisis care. If a patient or family member is in immediate danger, call 911 (US) or local emergency services. If in crisis, contact 988 (US) or local crisis services.

4) Pathways at a Glance

All Pathways (1–5) are hospice-aligned 13-month flows with gentle daily briefs. Families can begin anytime and return as needed.

Pathway	Who it helps	Purpose (one line)
1	Family-facing (steady comfort)	Gentle presence and next steps for everyday grief.
2	Faith-seeking	Comfort with room for questions; non-pushy spiritual support.
3	Grounded / practical	Practical language and stabilization tools for hard days
4	Children as they mature	Support for parents and growing understanding (age aware)
5	Caregivers & loved ones	Tender strength for those supporting someone near eventide
6	Mourning Lights (Signs & Symptoms library)	What grief can look like in body/mind/daily life and how to respond



Grace Harbor
— PATHWAYS —

5) Specialty Briefs (Quick Picks)

Quick Picks are short, situation-based grief briefs families can use right away. Use them for “today needs” such as sleep trouble, anxiety spirals, holidays, caregiver strain, sibling grief, and more.

1. Hard day / check-in
2. Sleep & night fear
3. Anxiety & spiral thoughts
4. First week: shock & survival
5. Holidays & anniversaries
6. Complicated or stuck grief
7. Caregiver strain
8. Returning to work
9. Sibling grief & family support
10. Faith-seeking comfort

6) Implementation Checklist

- Add QR cards to your admission/aftercare packet (or social work resource table).
- Use the 15-second referral script at bedside when families express “hard between visits.”
- Invite families to start with Today’s Brief, then choose a Pathway when ready.
- Use Quick Picks for predictable pinch points (sleep, anxiety, holidays, caregiver strain).
- Share the Orientation videos in staff huddles or onboarding.

7) Clinical Team Extensions (Nurse & Chaplain Notebooks)

Monthly themes and field-ready language tools support consistent care without adding staff burden. Draft sets are available upon request.

Month 1 Shock & stabilizing

Month 2 The body keeps the score

Month 3 Reality settles in

Month 4 Loneliness & social strain

Month 5 Guilt, regret & what-ifs

Month 6 Anger & why questions

Month 7 Relationships & identity changes

Month 8 Returning to life (without betrayal)

Month 9 Triggers & sudden waves

Month 10 Holidays & firsts

Month 11 Complicated grief signals (support without labels)

Month 12 Anniversary month

Month 13 Continuing bonds & ongoing support



8) Passing Conversations Studio (Partner Spotlights)

Partners may record a short (3–7 minute) segment introducing services to families and community. We provide a guided format and light editing.

Suggested format: What we offer → what families can expect → how to access support → one gentle reassurance.