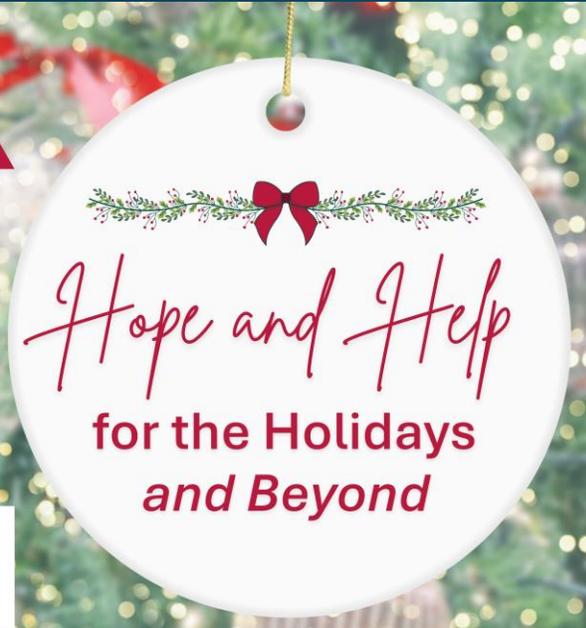


**WELCOME**



*Hope and Help*  
for the Holidays  
*and Beyond*

**DILLARD-HILLCREST**  
Memorial Funeral Home & Memorial Park

**GREENVILLE MEMORIAL GARDENS**  
PALMETTO CREMATION SERVICE  
OCONEE MEMORIAL PARK

**interim**

**MACKKEY**  
FUNERALS & CREMATIONS  
at Woodlawn Memorial Park  
& Cemetery Drive

**WOODLAWN**  
Memorial Park

**NextStep AHFC**  
Advancing the Quality of Life  
Through Hospice

*Every Detail. Every Service. Every Dignity.*



Slide Deck



Notes

## *The Grief of Gen Z in a Phone-Based World: Canaries in a Coal Mine*

David Gladson, BCC, LMSW



The Grief  
Of Gen Z in a  
Phone-Based World

# Canaries in the Coal Mine



Northeast Georgia Medical Center  
HOSPICE

# Hospice of Northeast Georgia Medical Center Bereavement Team

Jennifer Sorrells, LCSW  
Christina Rijneveld, LCSW  
Diana Quintanilla, LMSW  
David B. Gladson, BCC, LMSW

770-219-0276  
[Greifsupport.hospice@nghs.com](mailto:Greifsupport.hospice@nghs.com)

# Improving the health of our community in all we do!

- Grief 101 Community Education
- Children and Adolescent School Groups
- Summer Camp Braveheart for Children
- Specialized Groups (Anxiety, Daughters, etc)
- Intensive Education for Professionals and General Public
  - Georgia Hospice and Palliative Care Organization (GHPCO)
  - Annual Holiday Grief Seminar



# Introductions...

**David B. Gladson, BCC, LMSW**

**Bereavement Counseling**

**Hospice/End of Life**

**Clinical Management**

**Behavioral Health**

**Certified Addictions Counselor (CACII)**

**CPE Hospital Residency**

**Board-Certified Chaplaincy (BCC)**

**Inpatient Psychiatric/Substance Abuse**

**NICU/Neuro, ICU, CCU**

**Masters in Religious Education**

**Minister of Youth, Children, and Students**

**Masters in Social Work at UGA with MFT**



Gen Alpha

Gen X

Gen Z

Gen Y



# Who are you?

- What roles and fields are represented?
- What schools? Ages?
- How many are you caring for?
- What is your experience with suffering both personally and professionally?





**Builders**

Born: 1925-1945



**Baby Boomers**

Born: 1946-1964



**Generation X**

Born: 1965-1979



**Generation Y**

Born: 1980-1994



**Generation Z**

Born: 1995-2009



**Gen Alpha**

Born: 2010-2024



# Listening to deeply understand...

*"Listening with empathy means you listen in such a way that the other feels you are really listening, really understanding, hearing with your whole being – with your heart... Only that can give him a feeling of relief.*

*Deep listening, compassionate listening is not listening with the purpose of analyzing or even uncovering what has happened in the past. You listen first of all in order to give the person relief, a chance to speak out, to feel that someone finally understands him or her. Deep listening is the kind of listening that helps us to keep compassion alive while the other speaks, which may be for half an hour or forty-five minutes. During this time you have in mind only one idea, one desire: to listen in order to give the other person the chance to speak and suffer less. This is your only purpose. Other things like analyzing, understanding the past, can be a by-product of this work. But first of all, listen with compassion."*

- Thich Nhat Hanh

# Complicated Bereavement



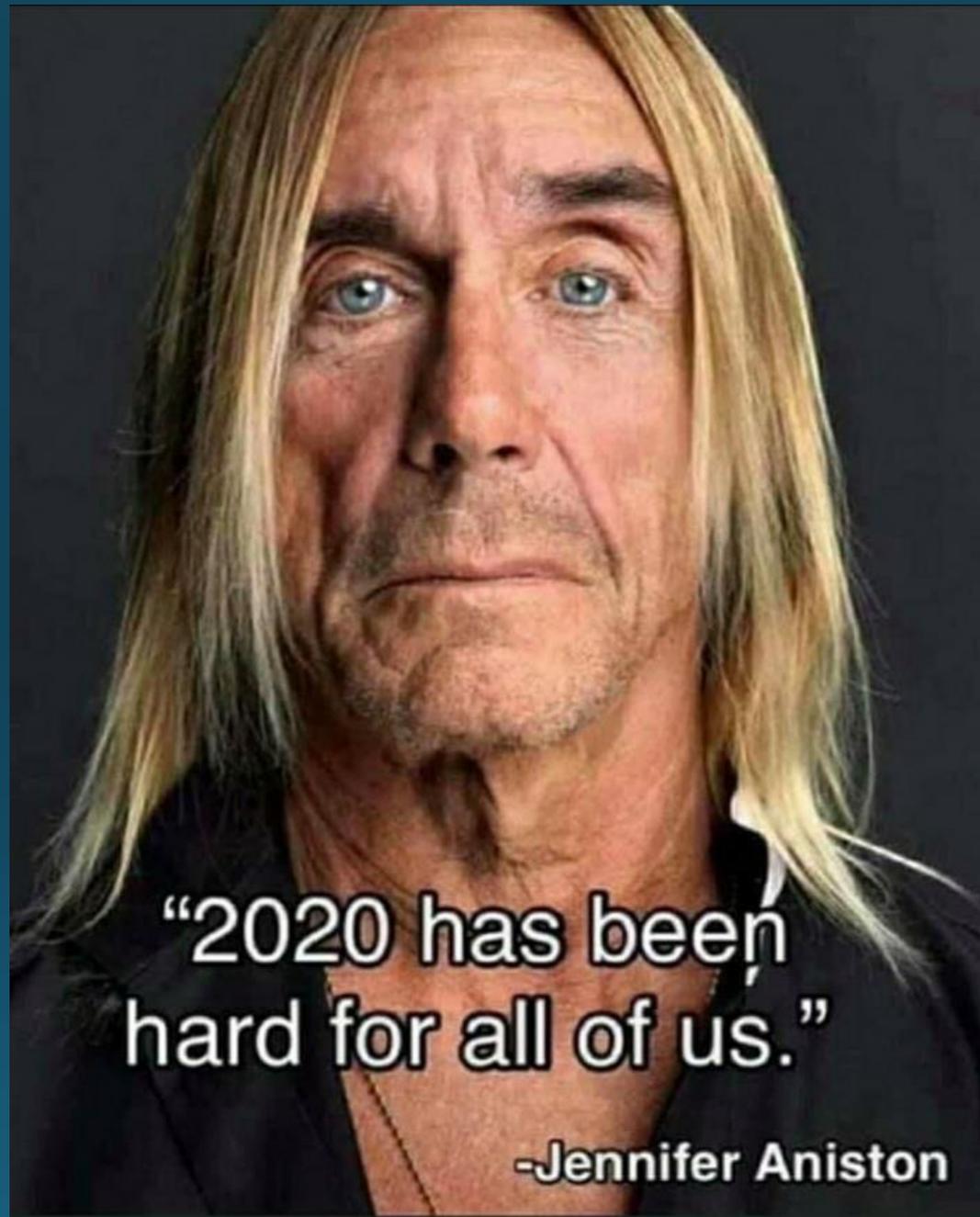
## Complicated

- Protracted, compromised response
- Struggle is rooted in individual's capacity to cope
- Grief is secondary to existing struggle

## Complex

- additional stressors compound grief
- rooted in situational context
- Struggle primarily due to circumstance.

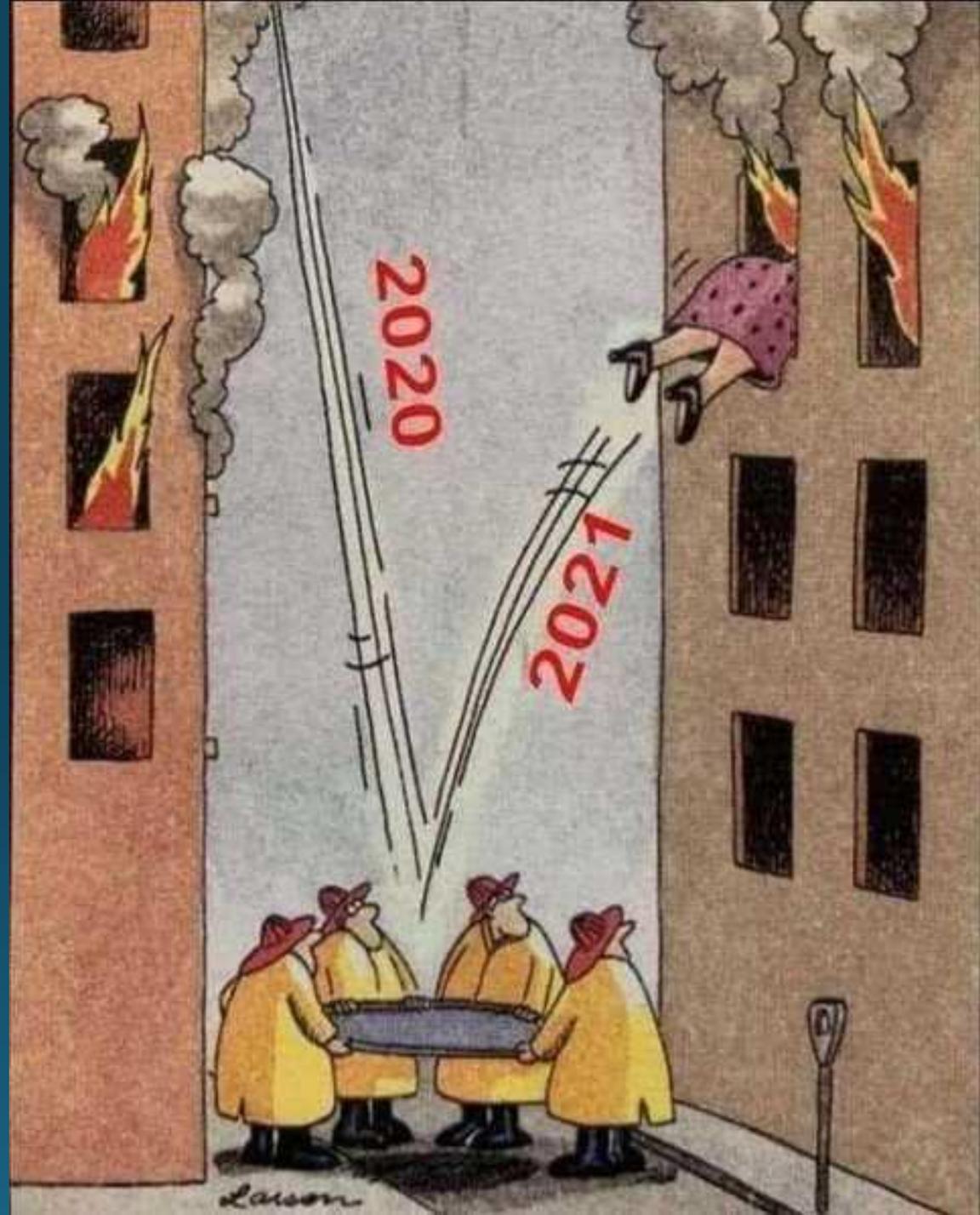
Kristine Munholland, Ph.D., MSW. "Complicated Grief", 2012.



**“2020 has been  
hard for all of us.”**

**-Jennifer Aniston**

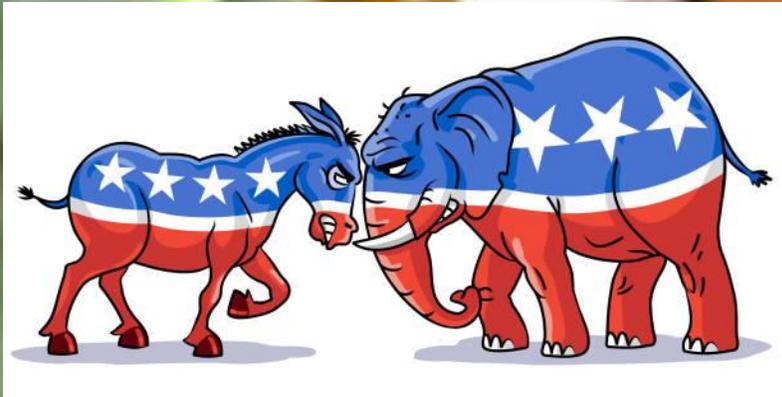
**2020**



# Changing Spiritual & Social Landscape

% in 2015	Ethnic/Religious Demographic in America
17%	White Evangelicals (including megachurches)
13%	White Mainline
12%	White Catholic
2%	White Orthodox
1%	White Mormon
25%	Non-White Christian
5%	Other Religions
<b>23%</b>	<b>Religiously Unaffiliated (Nones) – up 7% in 7 yrs</b>
3%	Don't Know (Multiple Religious Identities?)

- Butler-Bass based on Pew and PRRI





1. **Intrusive Thoughts**
2. **Avoidant Behaviors**
3. **Persistent Arousal**
4. **Cognitive Schemas &  
Mood Alterations**



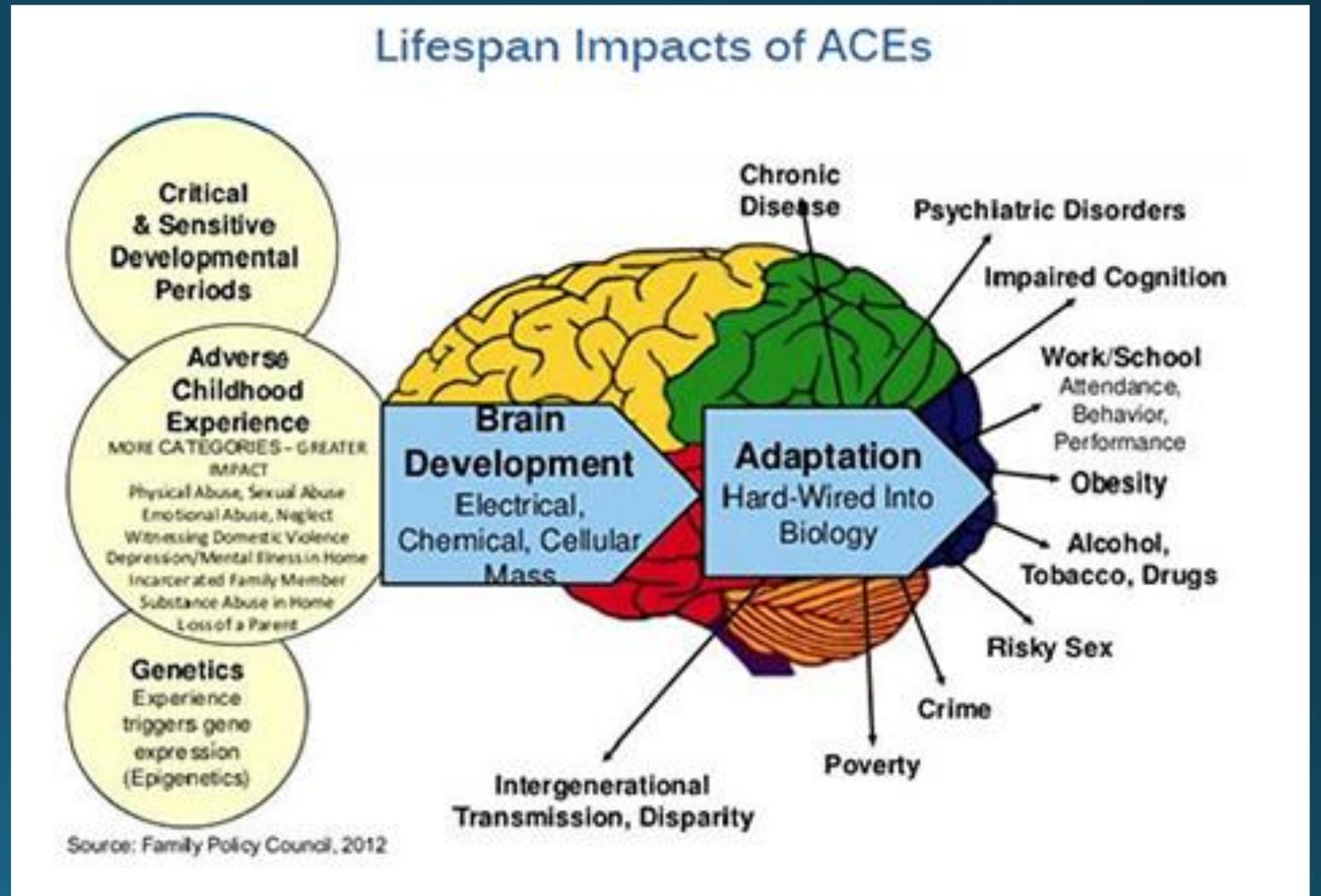
# Adverse Childhood Experiences

## Original 10 Categories

- Emotional Abuse
- Physical Abuse
- Sexual Abuse
- Mother Treated Violently
- Substance Abuse
- Mental Illness
- Parents Divorced or Separated
- Incarceration
- Emotional Neglect
- Physical Neglect

## Expanded Studies Include

- Bullying
- Community Violence
- Unsafe Neighborhoods
- "Felt-Discrimination"
- Foster Care



# Effect of ACEs

- Affects 20-50% of Americans
- If 4 or more? Exponential Risk!
  - 2-4 times more likely to have heart disease, cancer, STIs
  - 4 to 12 times greater risk for:
    - alcoholism, addiction, depression, and suicide.
- Higher risk for:

vocational dysfunction	liver disease
absenteeism	broken bones
teen pregnancy	prescription drug use
sexual assault	early death
domestic violence	



# The Mental Health of Gen Z

- 10% plunge in risk-taking behaviors since 2009 (2020).
- 10% drop in workforce presence of 16-19 y/o since 2005 to 35% in (2018).
- 20% drop in 18 y/o with driver's license in last two decades to only 60%.
- 75% have left a job due to mental health reasons (Harvard Business Review).
- 10-12% of 12<sup>th</sup> graders: "People like me don't have much chance at a successful life." (Up 5% from 2009 to 2021).
- 20-25% of undergraduates diagnosed with depression or anxiety (2019).
- 29% of boys and 57% of girls in high school persistently feel sad or hopeless (2021).
- 10% of boys and 30% of girls ages 12-17 had major depression in the last year (PRE-Covid 2020).
- 14% of boys and 30% of girls seriously considered suicide (2021).
- Self-harm (non-suicidal) has doubled among girls 15-19 and quadrupled among girls 10-14 since 2009 (2020).





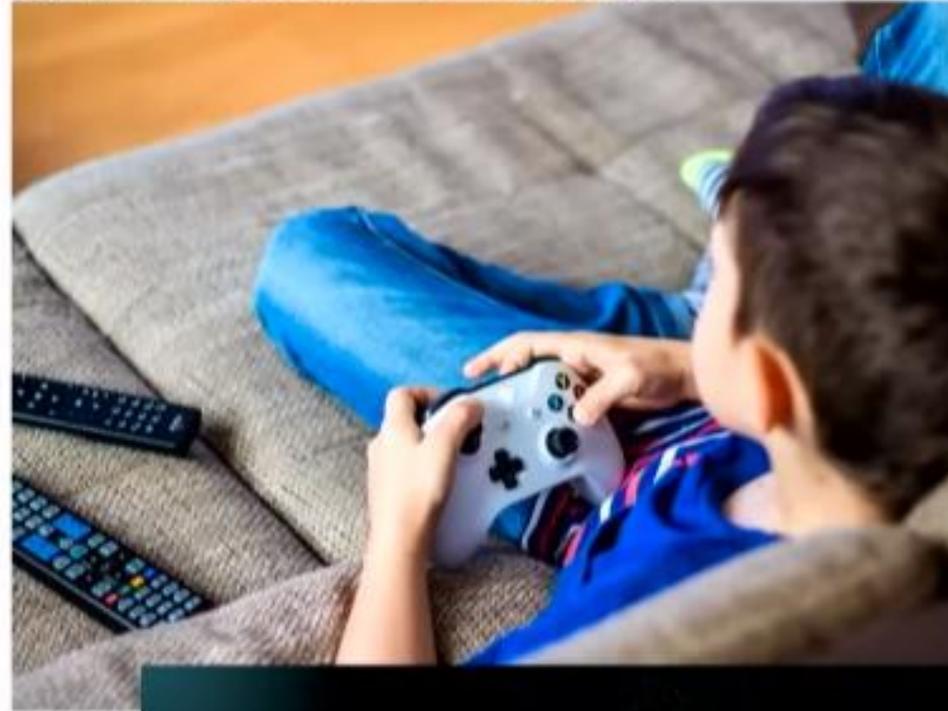
10 - 11



# The great rewiring of childhood: 2010-2015

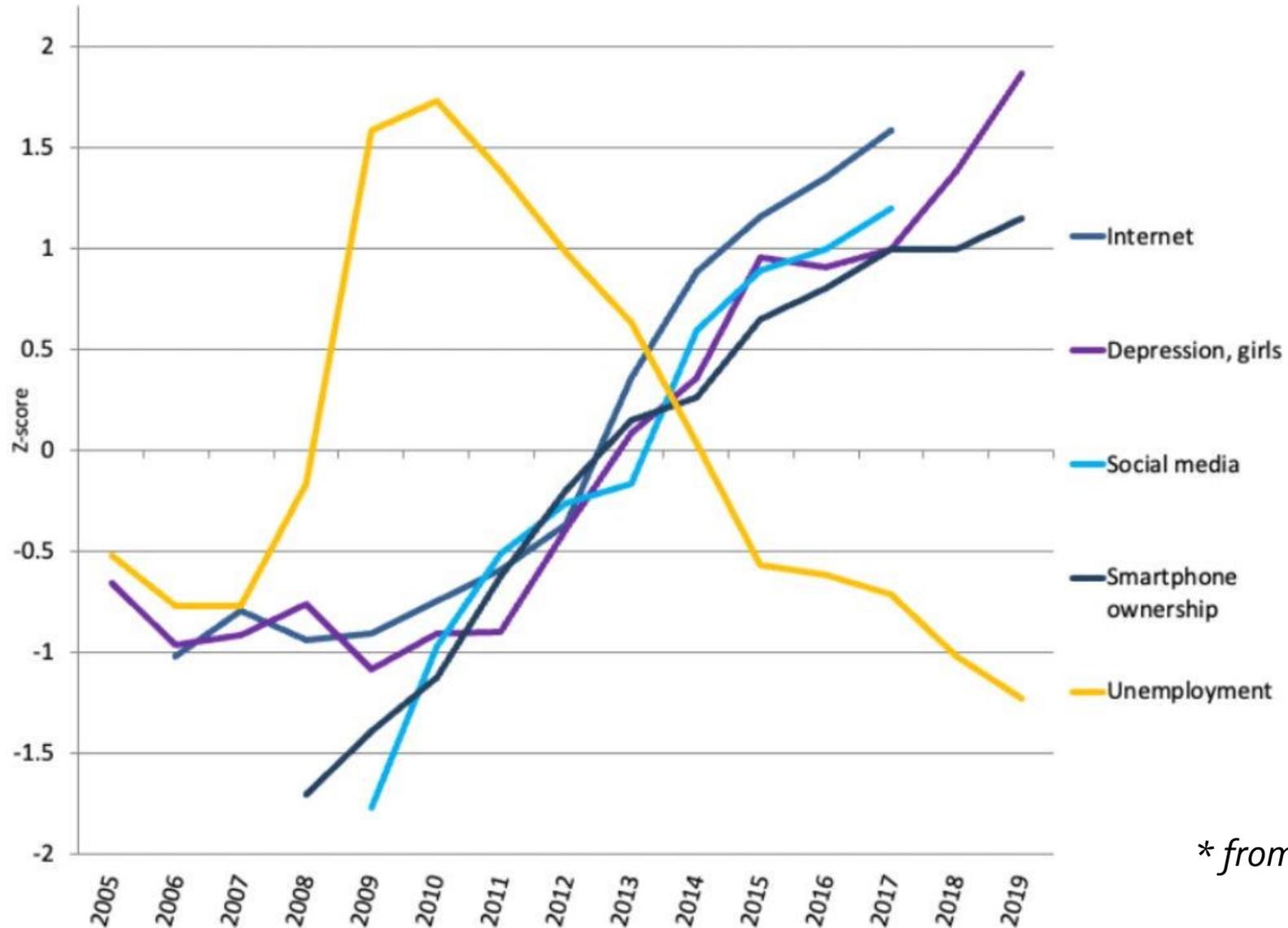


to



*\* from Jonathan Haidt*

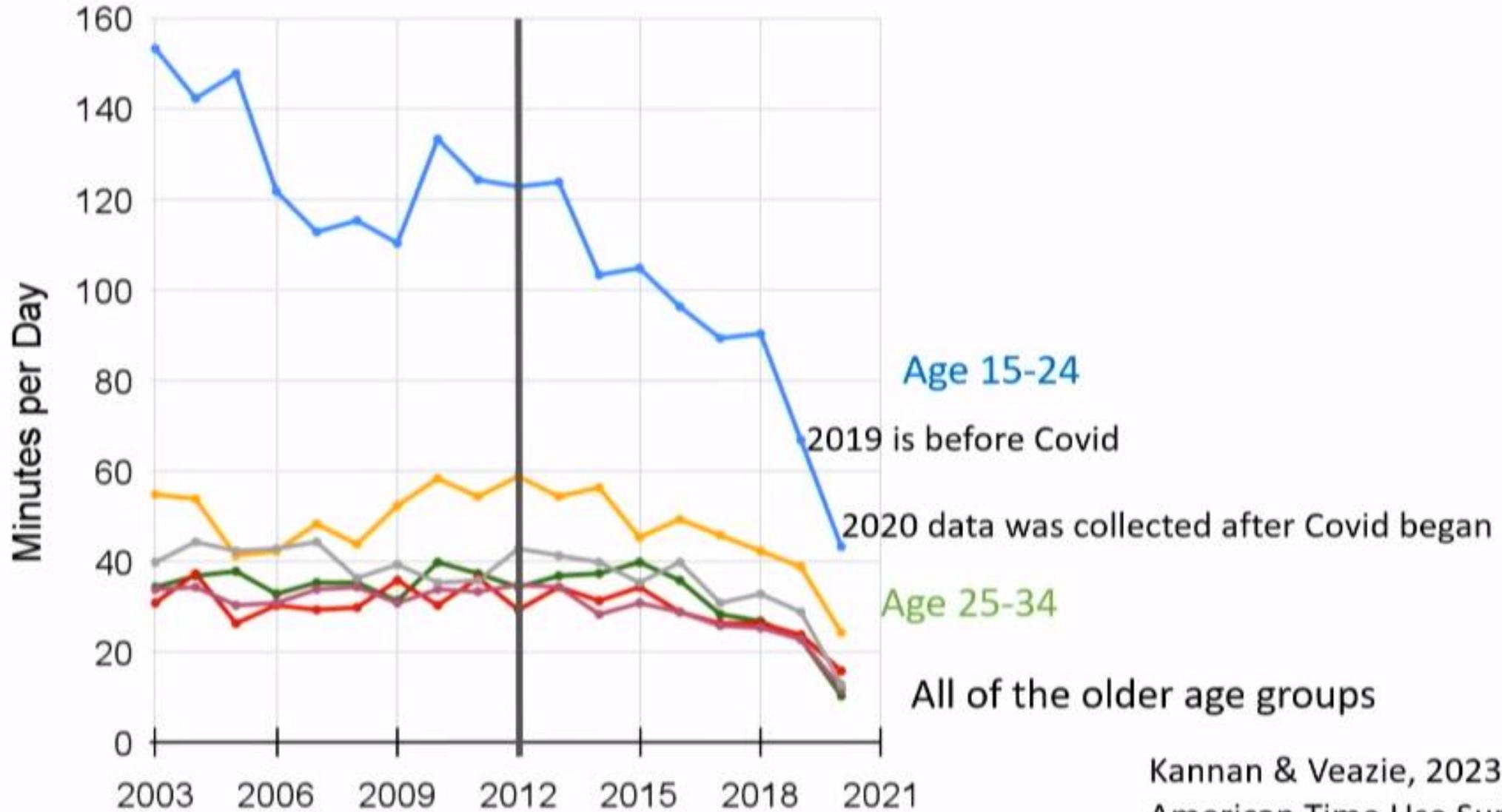
# Teenage Girls Depression Rates and Possible Causes



\* from Jonathan Haidt

# Daily average time with friends (minutes)

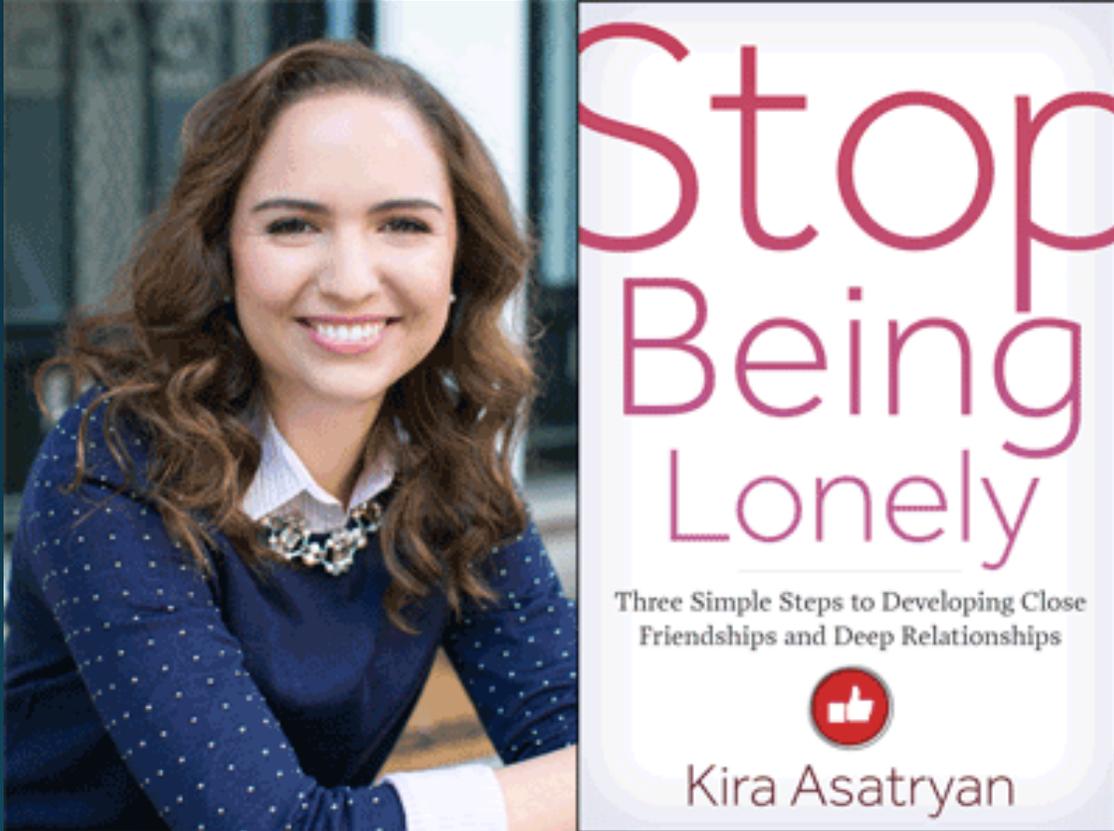
*\* from Jonathan Haidt*



Kannan & Veazie, 2023, From American Time Use Survey

**00:47**

# We Treat Our Relationships like EFFICIENT Cell Phones



- Feeling Closeness
  - 1. Knowing and Being Known
  - 2. Caring and Being Cared For
- Genuine Interest vs a Pound of Flesh
- Turning the Spotlight Around
- The Power of Just Showing Up

# The 5 stages Model

- Developed by Elisabeth Kubler-Ross during her work with dying patients.



“Stages” may be helpful,  
yet deceiving...



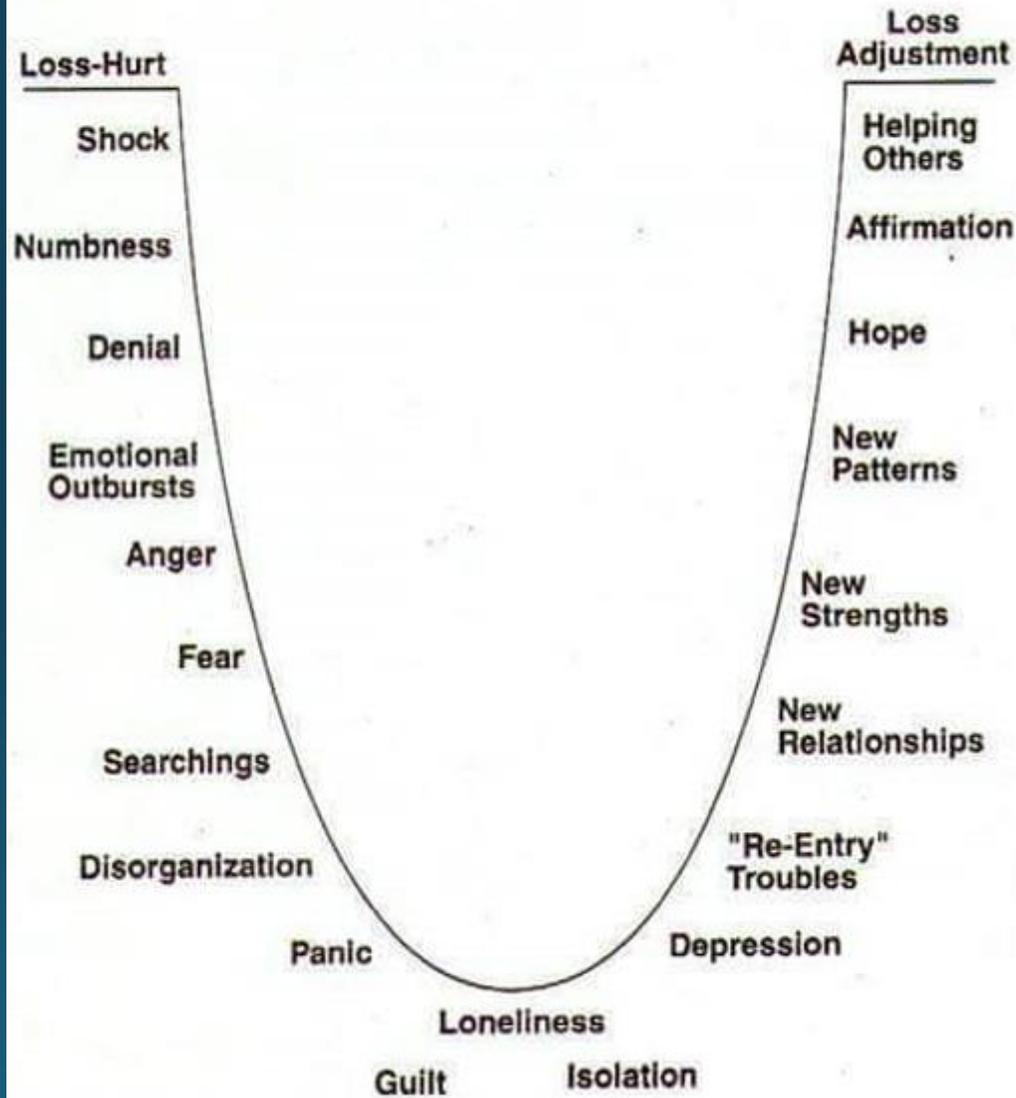
Grief is not like this....



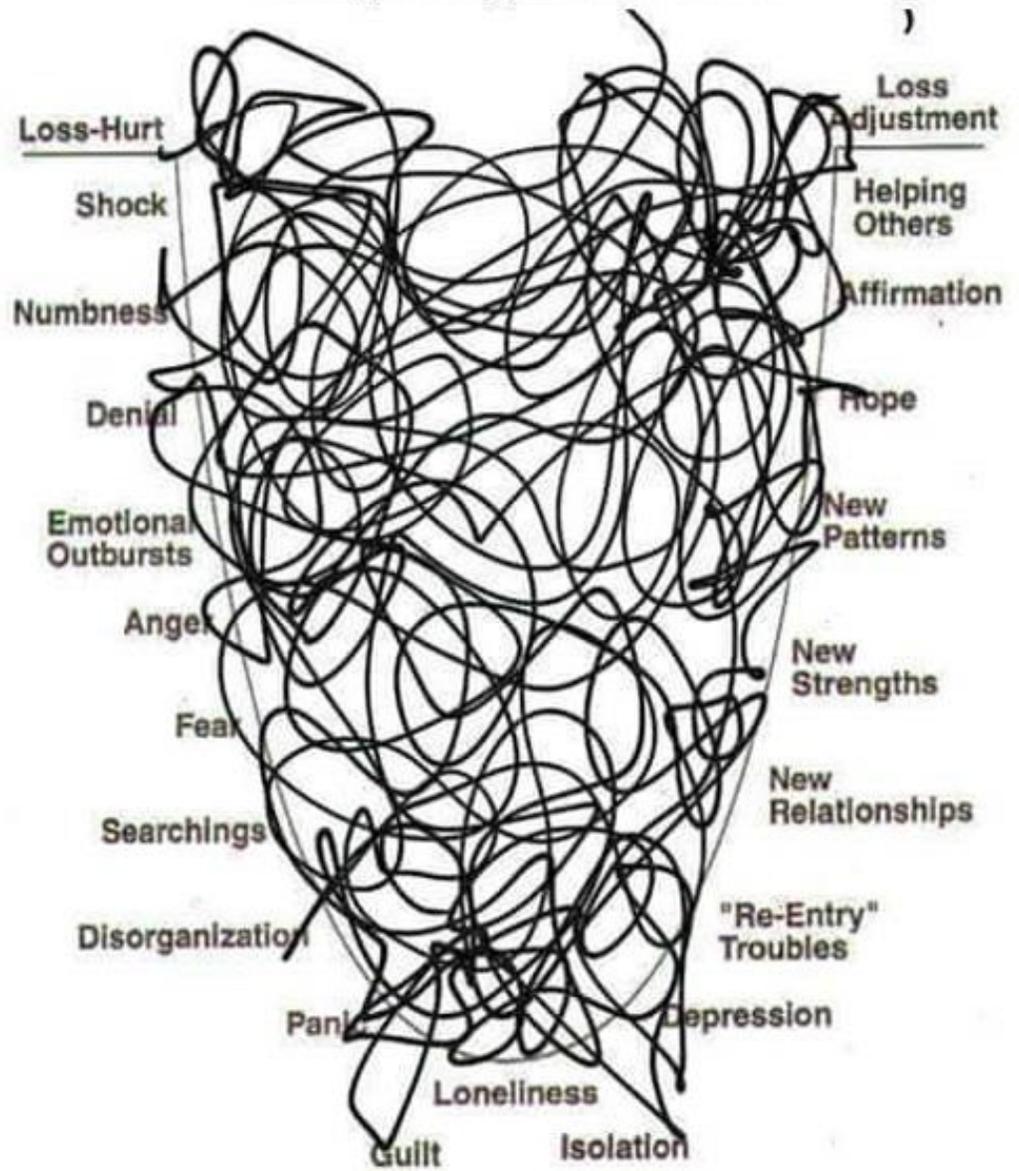
It's more like  
this.

(People don't progress in an  
orderly way.)

# STAGES OF GRIEF



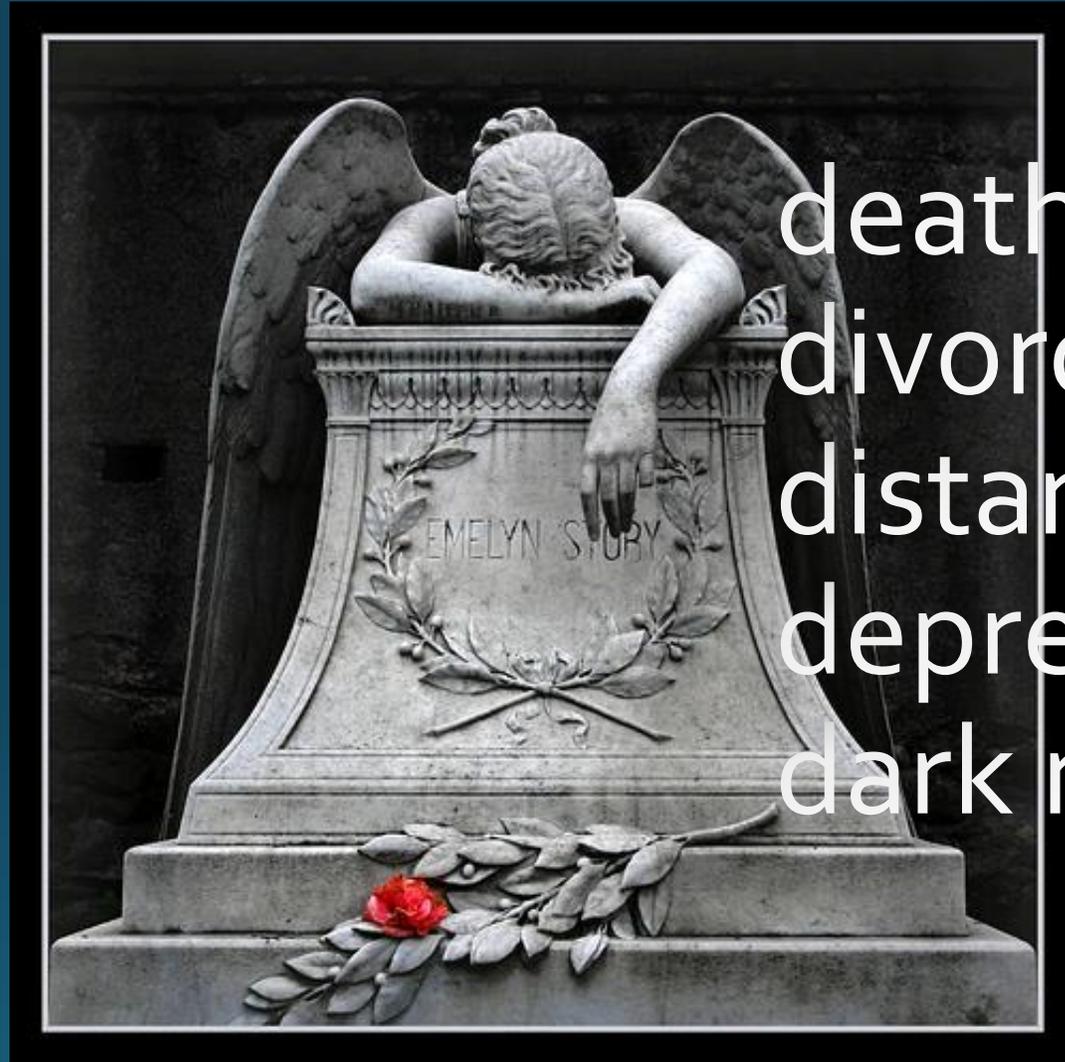
# My experience



# Grief and Mourning

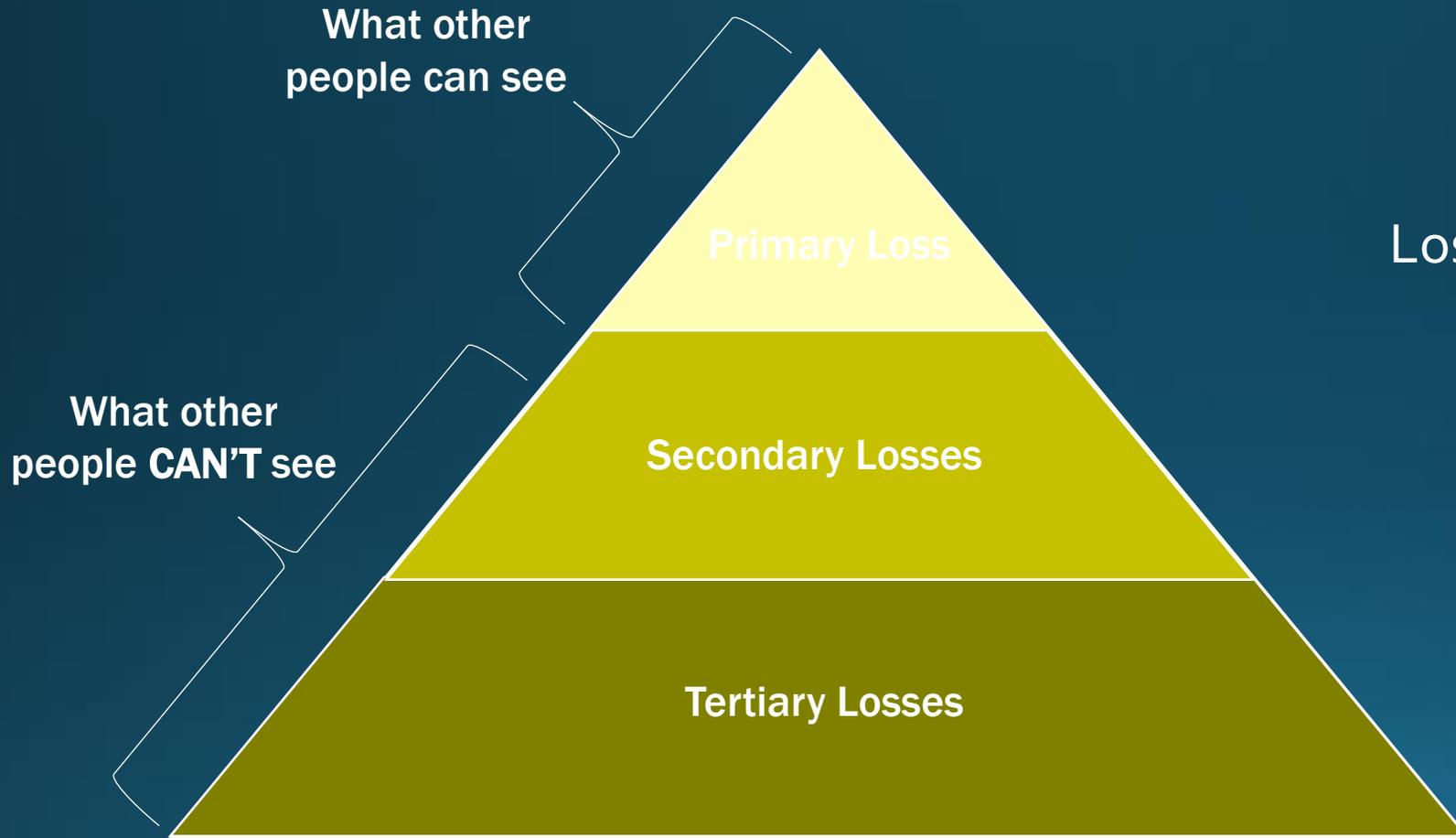
- Grief is a NATURAL, normal response to loss
  - with NO TIMETABLE
- Grief is our INTERNAL processing of the impact.
- Mourning is the OUTWARD expression of our experience.
- It affects people in various ways:
  - Emotionally: “emotional whirlwind”
  - Mentally: “peanut butter brain”
  - Physically: sleep, appetite, stress, heart
  - Spiritually: earthquake or tsunami





death  
divorce  
distance  
depression  
dark night

# Iceberg of Loss



## Loss of identity

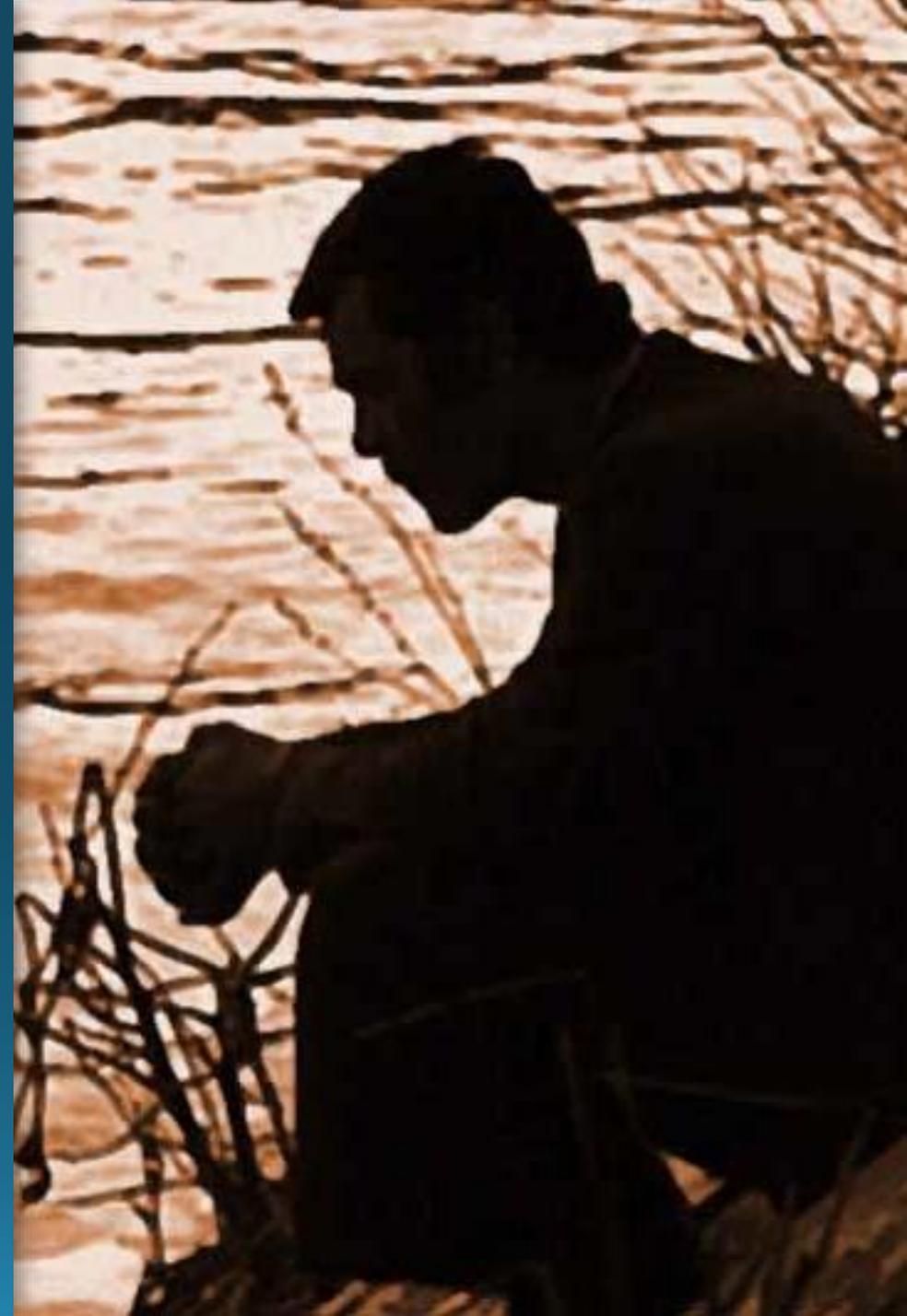
- Who am I now?
- Change of roles & lifestyle
- Loss of meaning and purpose
- Changes sense of self and personality

## Loss of security

- Loss of future as planned
- Loss of dreams
- Loss of support
  - Who can I depend on now?
  - Financial stress
- Loss of self-confidence
- Loss of faith or will to live

# Common Grief Experiences

- Very confusing stage ALREADY with lots of change
  - Saying goodbye to childhood but not yet an adult
  - Unfamiliar emotions
  - Pressures of school and adulting
- 68% say “Worst thing that has happened to me”
- Overprotectiveness by a parent?
- May see parent crying a lot and feel thrust into role of comforter.
  - Parent may start dating?
- Increases in responsibility?
  - May feel pressure to fill missing shoes.
  - May to have move or get a job.
- May not be receptive to parent due to drive for independence.
  - Or may get clingy b/c of fear of losing them, too.
- Some avoid talking about “it,” so others won’t feel uncomfortable.
  - Others need to retell the stories over and over again.
- Some assume mannerisms/traits and may glorify their loved one.



# Common Feelings

- Sadness, Loneliness, Emptiness, and Longing
- But may have no outward response.
- Some appear to be coping well when they are not.
- Shock, Numbness, Disbelief, Denial
- Feel guilt or regrets
- Anger, irritability, impatience
- Insecurity/Anxiety
  - Fear this will happen again
- Shame due to nature of death
- Overly-Sensitive
- Acting out is common way to cope with emotions when we don't have the coping skills we need.





# Common Cognitive Challenges

- Forgetfulness
- Difficulty concentrating
  - “Peanut Butter Brain”
- Feeling trance-like
- May experience a drop in school grades
  - Others overachieve
- May want to sleep all the time and disconnect
- May lack initiative or interest
  - Others get hyperactive
- Difficulty making decisions
  - Or get rather impulsive

# Common Social Shifts

- May withdraw or avoid others
  - Or get clingy
- Friendships often change
- Some people avoid them.
- May feel left out or different
- “No longer things in common”
- “they just don’t get it”
- Watch friends complain about STILL ALIVE loved ones
- Other relationship difficulties



# Common Spiritual Struggles

- Sometimes wonder if they did something
- May worry that others (or they) will die, too.
- May worry about who will take care of them.
- Dreams of the deceased
- May sense their loved one's presence
- Changes or crisis of faith
- May feel angry with God
- Sense of unreality or emptiness
- Dwelling on death
- "Death wish"

# Common Physical Effects



- Crying, Sighing
- Restless or Hyperactive
- Aches and Pains
  - Tightness in throat, neck, shoulders, back
  - Headaches, Stomachaches, Nausea, Diarrhea
  - Pain around the heart (heartache)
- Loss of Appetite or Increased Appetite
- Weight loss or gain
- Trouble Sleeping
- Lack of energy, fatigue, exhaustion
- Heart Palpitations
- Shortness of breath

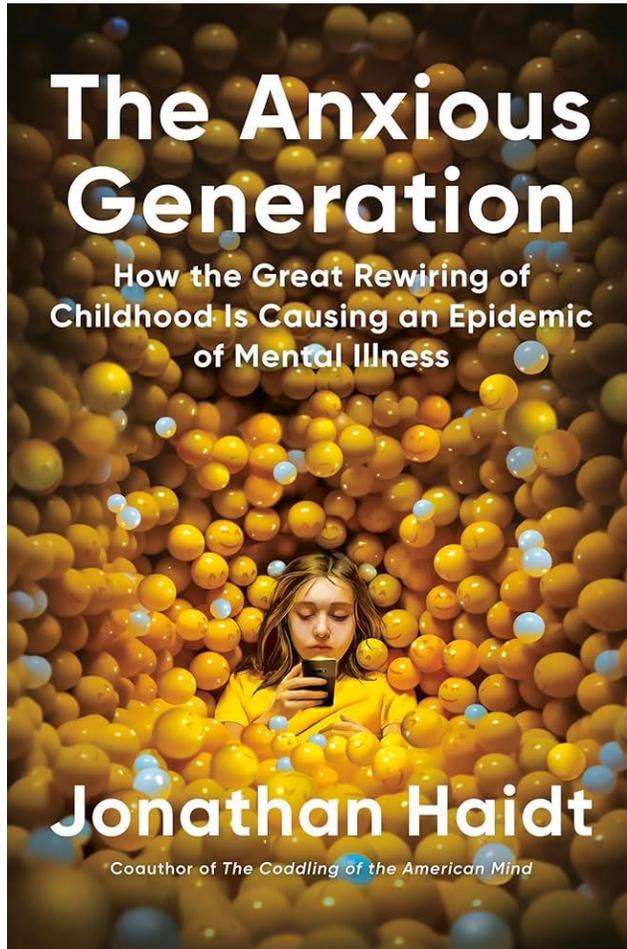
# Developmental Factors

## Ages 12-14

- Deeper understanding of the universality of death
- More concerned about practical matters
  - “Who will care for me?”
- Ambivalent emotions often difficult to manage
- Can be egocentric and callous
  - interpreted as a lack of feeling
- May be reluctant to discuss death with friends for fear of rejection.

## Ages 15-17

- More mature understanding of death
  - Non-functioning, non-reversible, universal
- More likely to ask philosophical questions
  - Question fairness of life and search for meaning
- More prolonged periods of mourning
  - affects concentration and functioning at school.
- Able to show empathy and see things from others' perspectives.



Four norms to escape collective action problems

1. No Smartphone Before High School (Age 14)
2. No Social Media Before 16
3. Phone Free Schools
4. Far more free play and independence

The Amazing Generation is coming soon. [Preorder today!](#)

**THE ANXIOUS GENERATION**

About ▾ The Books ▾ News Take Action ▾

Join the Movement

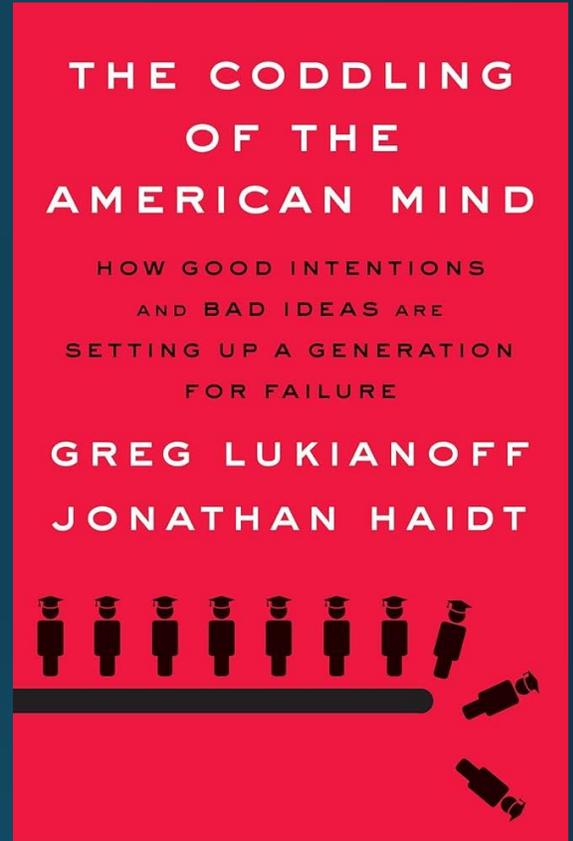
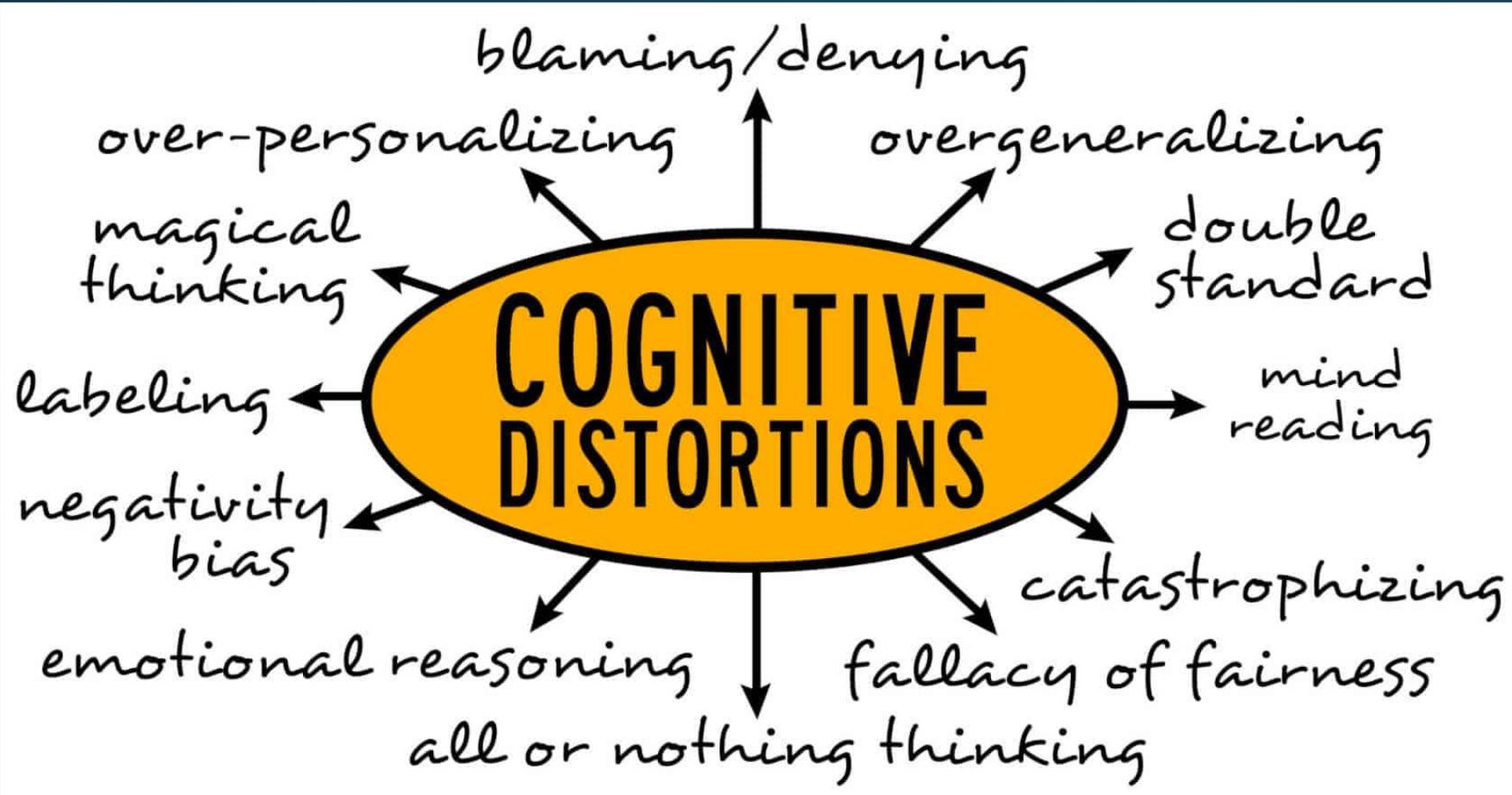
# Phone-Free Schools Action Kit for Parents

Print

When phones are allowed in schools, they interfere with attention, learning, relationships, and belonging. Phones should be required to be kept away during the *entirety* of the school day — from bell to bell — including during lunch and recess. This gives students more opportunities for in-person socialization and free play.

As a parent, there are three important things you can do to help:

- Support and encourage school efforts to ban smartphones from bell to bell



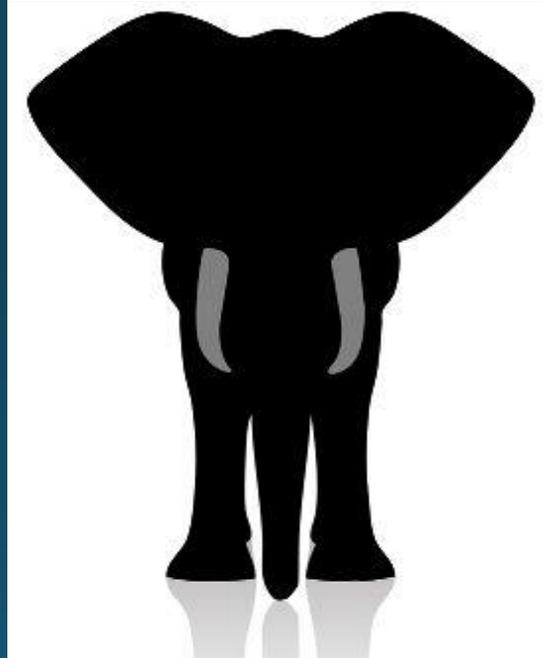


BE  
THE  
CHANGE

YOU WANT TO SEE

# Practical Tips

- Give them permission
- ASK THEM what they need
- Be a companion – not a fixer
- Don't treat them like children
- Take THEIR lead
- Be real and honest
- Say the "D" word
- INCLUDE THEM in your grief
- Include them in illness, death, funeral



- Model healthy grieving and self-care
- Keep normalcy, routine and structure
- Get physical (sports, teams, workouts)
- Let them spend time with friends
- Support Groups and Professionals
- Grief vs Depression
- More likely to go to therapy
- Only 50% of losses are known

# Bill of Rights

Created by teens at Dougy Center for teens who are grieving

As grieving teens, we have the right to...

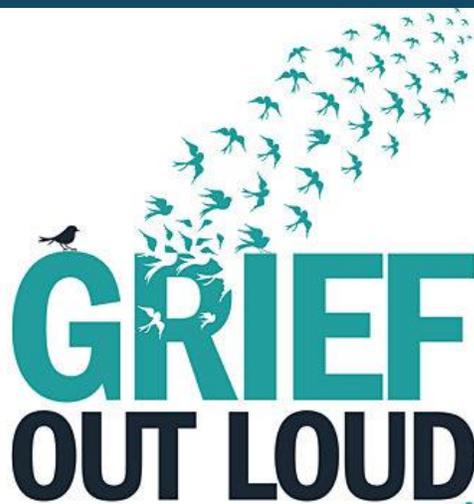
- Know the truth about the death, the person who died, and the circumstances surrounding the death
- Ask questions and have them answered honestly
- Be heard and listened to without receiving unsolicited advice
- Be silent and not share our thoughts and emotions out loud
- Disagree with your perceptions and conclusions
- See the person who died and the place where they died, if we choose to
- Grieve in our own ways — without hurting ourselves or others
- Feel all the feelings and to think all the thoughts of our own unique grief
- Not have to follow the “Stages of Grief” as outlined in a high school health book
- Be angry at death, the person who died, God, ourselves, and others
- Disagree with people who are insensitive especially those who spout clichés
- Have our own beliefs about life and death
- Be involved in the decisions about the rituals related to the death
- Have irrational guilt about what we could have done to prevent the death

#UnderstandGrief 



# 988

## SUICIDE & CRISIS LIFELINE



# GRIEF OUT LOUD

A PODCAST BY **DOUGY  
CENTER**

# IF YOU WANT TO TALK, WE'RE HERE TO LISTEN

SPEAK ANONYMOUSLY WITH A TEEN WHO UNDERSTANDS

- ANXIETY / STRESS
- BULLYING
- SADNESS
- SUICIDE
- SEXUALITY
- GENDER IDENTITY
- RELATIONSHIPS
- SCHOOL
- OR ANYTHING ELSE YOU ARE STRUGGLING WITH



Call 800-852-8336

from 6pm to 10pm PST

or text "TEEN" to 839863

from 6pm to 9pm PST



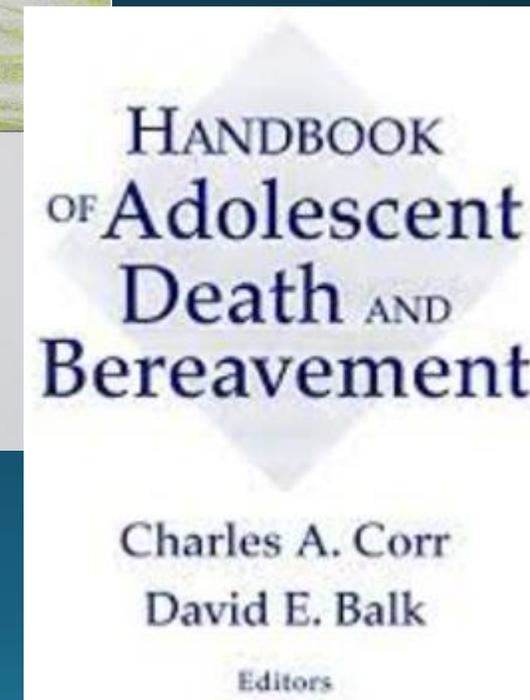
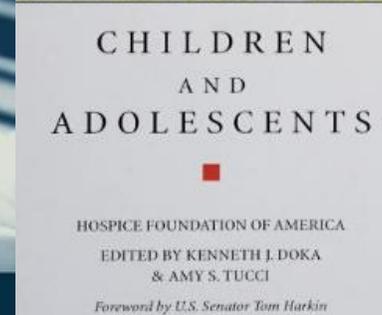
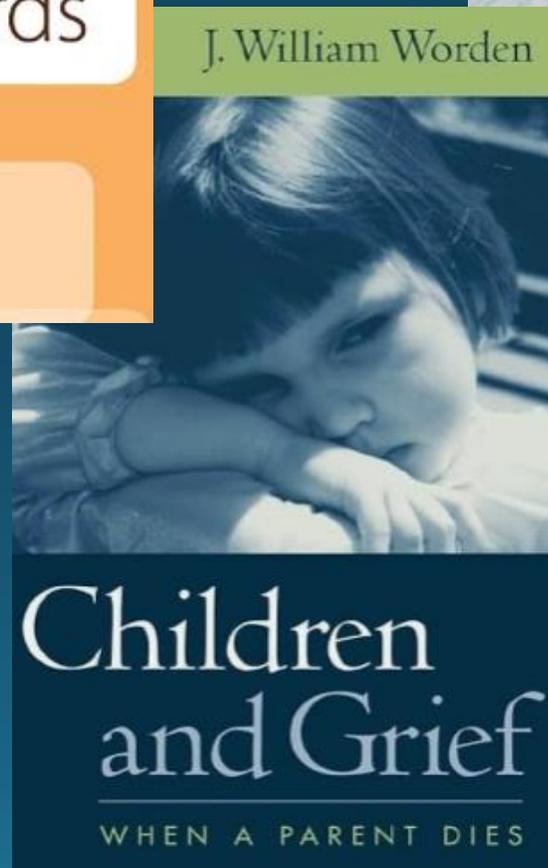
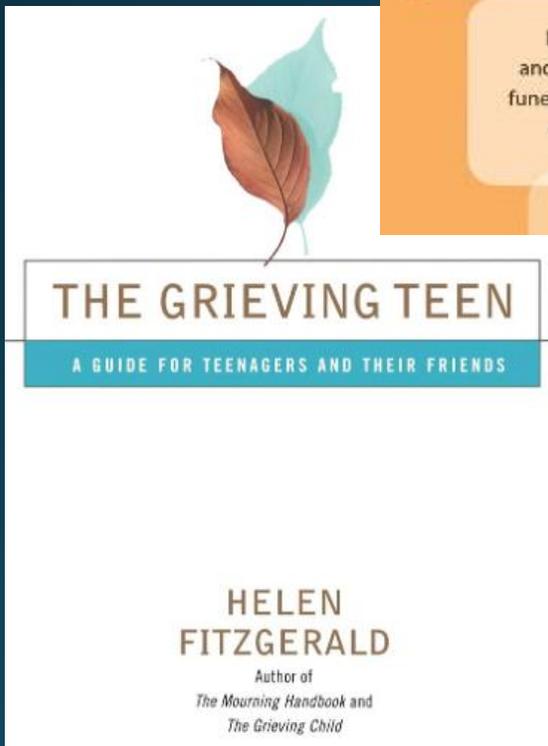
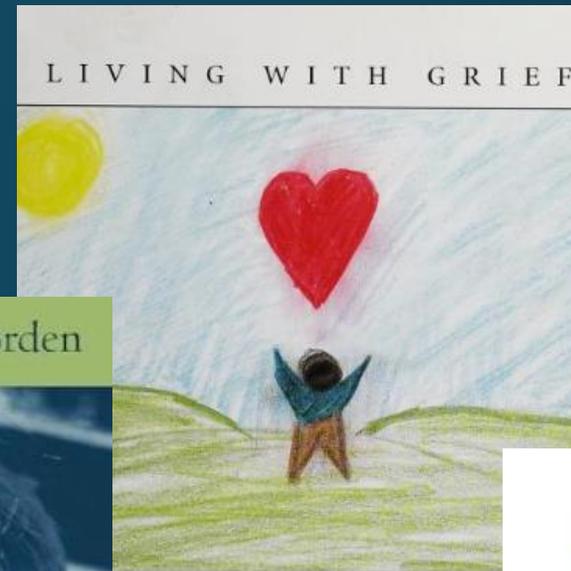
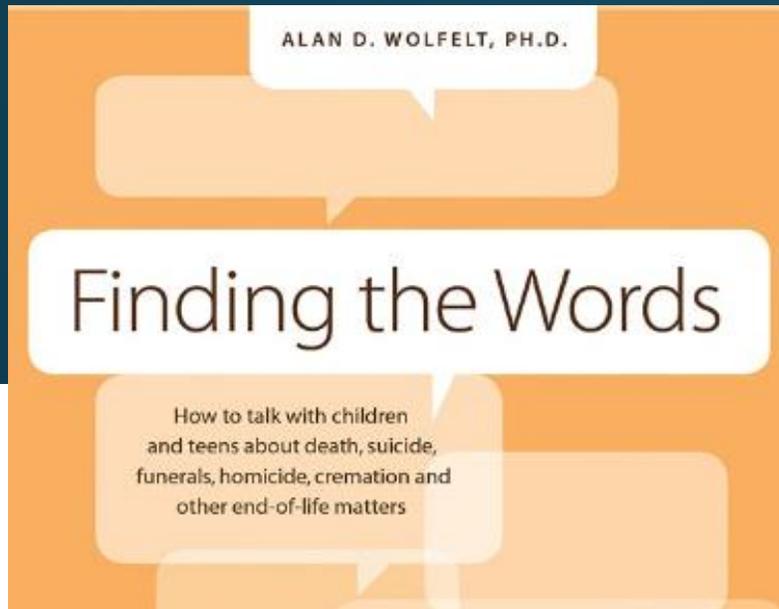
[www.teenline.org](http://www.teenline.org)



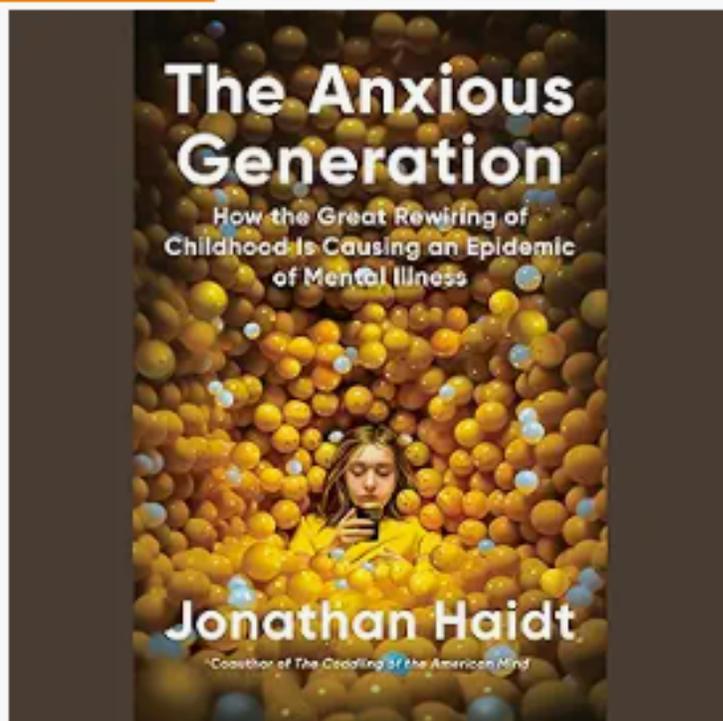
with appreciation,



# Recommended Reading



Best Seller



## The Anxious Generation: How the Great Rewiring of Childhood Is Causing an Epidemic of Mental Illness

by Jonathan Haidt, Sean Pratt, et al.

### Audible Audiobook

\$14<sup>95</sup> ~~\$31.50~~

With Audible Premium Plus

This item will be released on March 26, 2024.

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### Kindle

\$15<sup>99</sup> Print List Price: ~~\$30.00~~

This title will be released on March 26, 2024.

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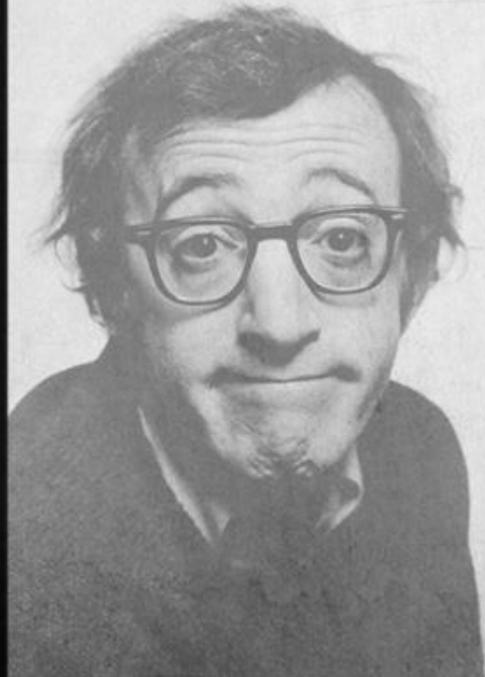
# Getting Past Our Own Barriers



- ⦿ Wanting to get it “right”
- ⦿ Counter-Transference
- ⦿ Compassion Fatigue
- ⦿ Crucial Importance of Self-Care
- ⦿ Increasing our self-awareness
- ⦿ Facing Our Own Social or Death Anxieties

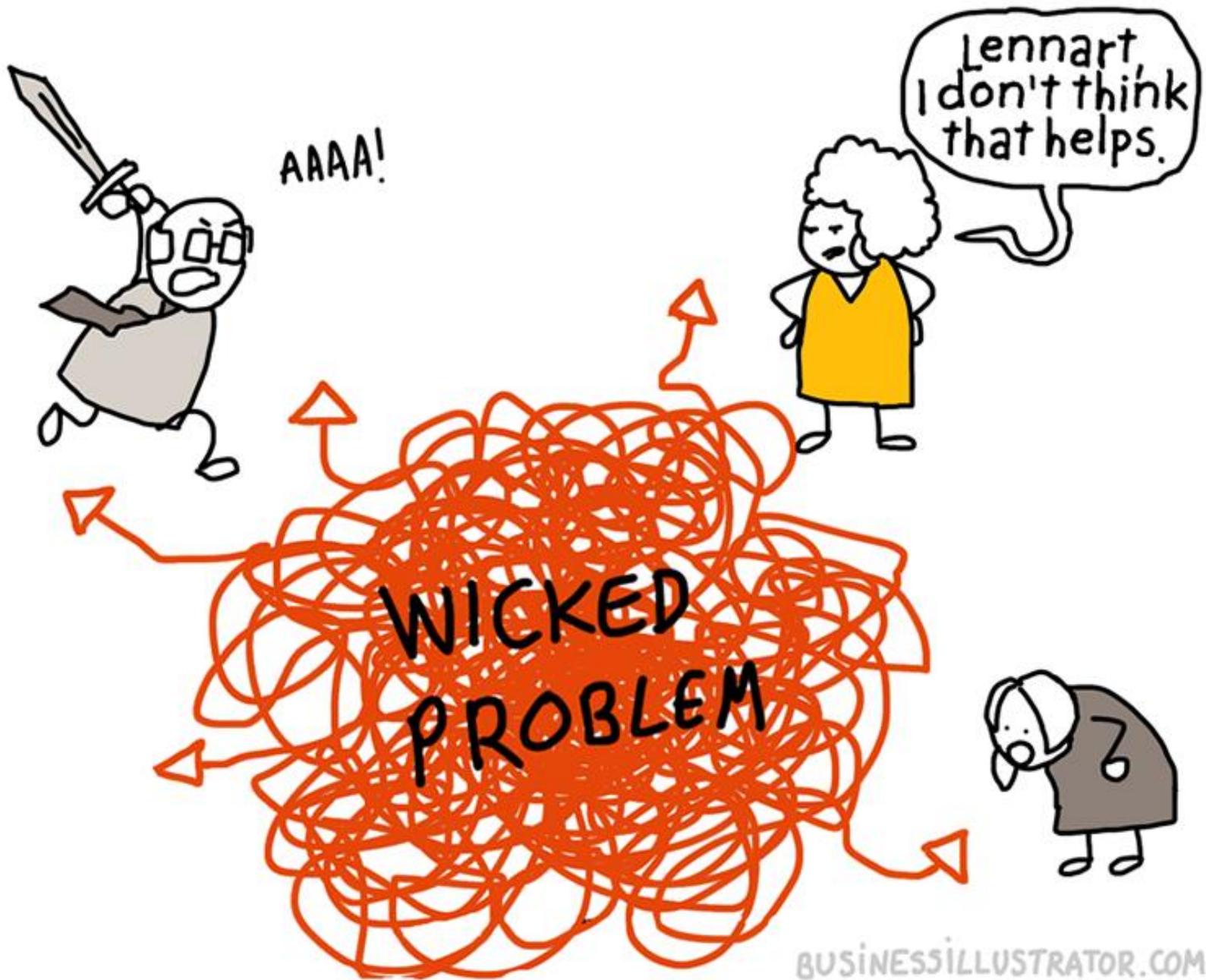
**I'm not afraid of death;  
I just don't want to be there  
when it happens.**

**-Woody Allen**



Learn more at  
[SpiritualCleansing.Org](http://SpiritualCleansing.Org)





# Vicarious Trauma

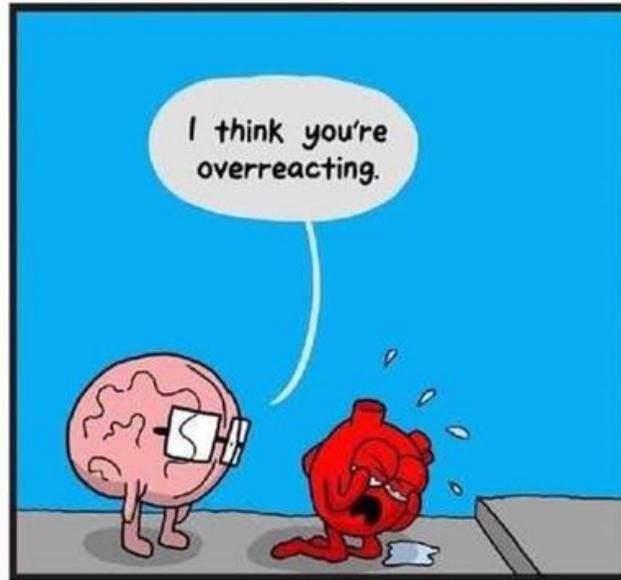


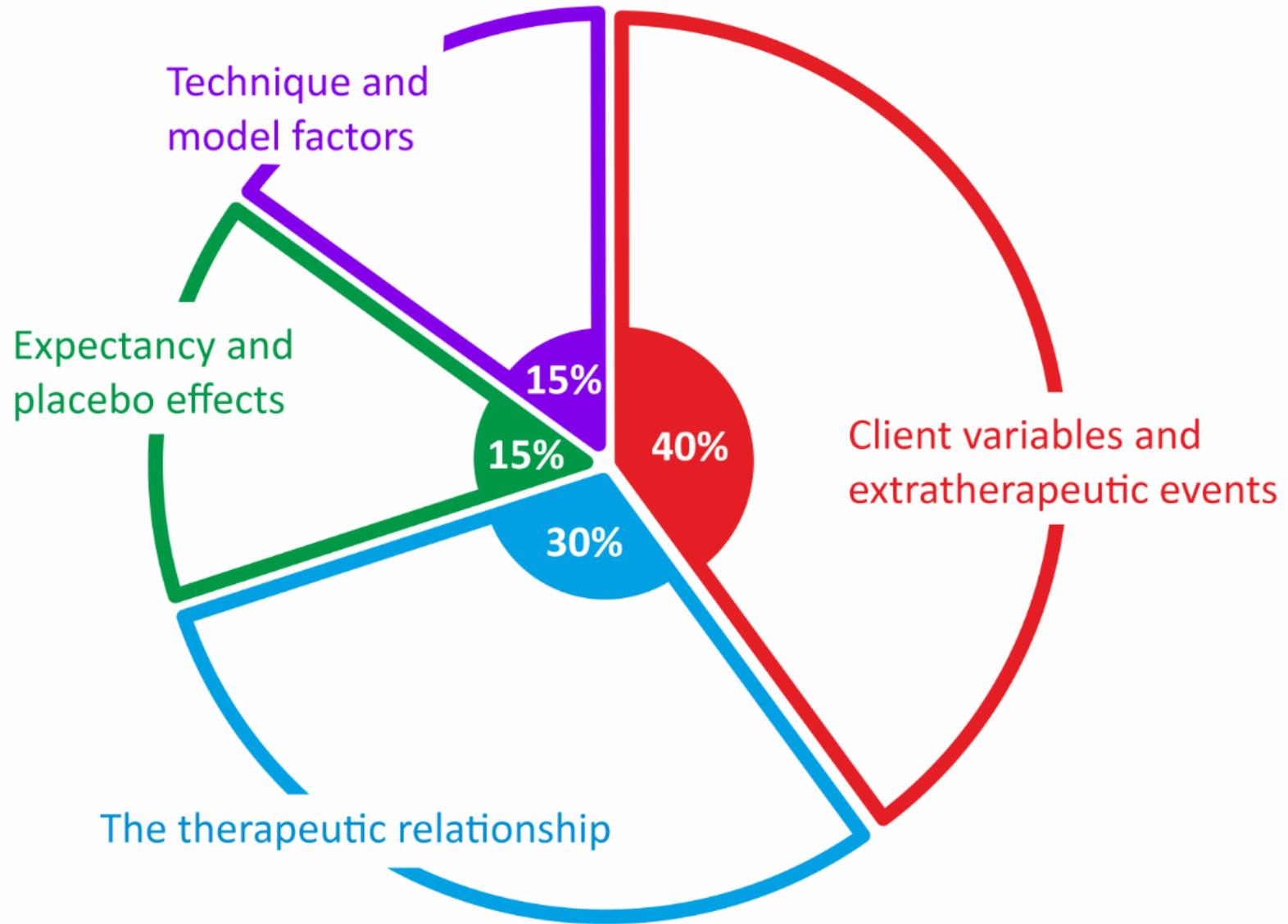
**2/3<sup>rd</sup>**  
over careers

**15-39%**  
of front-line  
workers

**70%**  
1 symptom/wk

**8%**  
moderate-high  
symptoms  
affecting  
functioning





From work by Michael Lambert 1986

Earning the right to be present

# Attending Skills



**P-ositioning**: Facing? Open? Leaning? Eyes? Relaxed?

**O-bserving**: Facial Expressions? Focus? Movement?

**L-istening**: Content & Feeling? Attentive? Vocal Cues?

**R-esponding**: Reflectively Paraphrasing

\* Gerard Egan's The Skilled Helper: A Problem Management Approach to Helping

# Positioning

## SOLER

Squarely facing

Open position

Leaning towards

Eye Contact

Relaxed





# Observing Non-Verbals

- Facial expressions
- Posture
- Focus
- Movements
- Reactions
- Delivery of Vocal Cues

# The SKILL of Reflective Listening

- Paraphrasing
  - Feeling AND Content
  - Not adding content
  - Not making hunches
  - Not sharing opinions
  - Not fixing

Ratio of 2:1

- ◎ Probing
  - > Little prompts
  - > Accents
  - > Repetition of 1-3 important words or phrases
  - > Statements
  - > Open-Ended Questions
  - > Silence and Non-judgments

# How to Help Someone Who's Grieving



**HOW TO HELP A GRIEVING FRIEND**

Megan Devine

*I have learned  
that people will  
forget what you  
said, people will  
forget what you  
did, but people  
will never forget  
how you made  
them feel.*

***Maya Angelou***  
***1928-2014***



*Photo by Michael Collopy*

# Questions and Discussion



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864-642-5039

<https://www.nghs.com/adults>





Northeast Georgia Medical Center  
HOSPICE

# Hospice of Northeast Georgia Medical Center Bereavement Team

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[Greifsupport.hospice@nghs.com](mailto:Greifsupport.hospice@nghs.com)

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