

What to expect when you call Kara

When you are grieving the death of someone close to you, it may be difficult to reach out and ask for help. We hope that by letting you know what to expect when you call Kara, you may find it easier to ask for support when you need it most.

Our regular office hours are Monday to Thursday 9 am until 4pm and Friday 9 am until 1pm. We do our best to have one of our office staff answer the phone. We know that issues of grief and loss are very personal, and we do our best to make sure you reach a live person when you call.

If you call outside of office hours or during a particularly busy time in the office, you will reach voice mail where you can leave your contact information and we will call you back as soon as possible. Please understand that if you call on a Friday afternoon, we will return your call the following Monday.

During your initial phone call, you will be asked for some basic information about you and your situation. That information will then be passed on to one of Kara's program staff who will call you back. You will usually get a return phone call within two business days.

The program person will then talk with you in more detail to assess your individual needs and preferences. Sometimes a phone consultation is all that a client needs. If a client would like additional support from Kara, we schedule an in-person initial interview to determine appropriate services.

The initial interview generally takes about one hour. The purpose is to determine what specific service will best serve your needs, whether that is one-to-one peer counseling, a specialized grief group, a drop-in group, grief-related psychotherapy, referral to an outside agency or therapist, or some combination of these options.

Our goal is to make it as easy as possible to connect you to the services that will best support you.