240 ICCFA WORKSHOPS

CYPRESS LAWN
Celebrating Life

Unlearning Grief, Relearning Care:

Rethinking What We Carry into Caregiving

COLMA, CA | NOVEMBER 17, 2026

Join **Jennifer Flaum, LCSW, MBA,** from the Heartlight Center and **C. Lynn Gibson, PhD, DPhil, CFSP**, from Smith Life & Legacy for a full day of interactive learning focused on how a deeper understanding of grief can help us become better caregivers.

9:30 AM

Check-in/Badge Pickup

9:45 – 10:00 AM

Welcome | Cypress Lawn

10:00 – 11:50 AM | UNLEARNING WHAT WE KNOW ABOUT GRIEF

10:00 - 10:50 AM | The Grief We Think We Know

Why do we grieve—and how much of what we believe about grief is actually true? Examine the assumptions we inherit about how grief should look and unfold, where those ideas fall short, and what they can cost the families who have entrusted their sorrow to our care.

11:00 - 11:50 AM | Mindful Service: A Grief-Informed Approach

Explore the evidence-based science of grief and learn how to approach arrangement conversations through a grief-informed lens. Discover practical ways to move beyond transactions and provide meaningful support to grieving families.

12:00 - 1:00 PM

Networking Lunch

1:00 – 2:50 PM | CREATING A CULTURE OF INFORMED CAREGIVERS

1:00 - 1:50 PM | Caring for our Neighbors: Aftercare

Put grief-informed care into practice by exploring meaningful ways to support families beyond the service. Through hands-on activities, consider aftercare opportunities and engaging events that can strengthen connections with grieving families and the broader community.

2:00 - 2:50 PM | Caring for Ourselves: HOPE Care

Explore the emotional realities of working in funeral and cemetery service and how evidence-based practices can support your own well-being. Learn practical, realistic strategies to stay grounded, resilient, and engaged while helping build a healthier, more sustainable profession.

2:50 – 3:00 PM

Farewell and Thanks

Learn more & register
iccfa.com/240workshops