

## CREATE YOUR OWN EXPERIENCE MAP!

### User Experience Map - Sam Marie need 'Services Care'

Describe your idea with one concise sentence.

In earlier times, in much less complicated eras, Home Death Care-focused activities practices were simply a part of life – simply the way things were done at the end of one's life. In just the past years cultural ecosystems have radically changed social/medical cultures have grown developed in varying directions. While much of this innovation has been positive - for many of us the changed end-of-life experience has caused problems, created conflicting sets of circumstances, left behind individuals families who are hurting confused. When it comes to what our hearts tell us we want, what someone else tells us, or insists, that we need – at the end of our lives - change has not necessarily been for the better. Out of this confusion discord a movement has begun to take shape that is focused on re-claiming important parts of the process of dying living that have been lost in the modern-day evolutionary scheme.

Draw and describe the ideal user

A Mother and Son who need services and care  
Title beyond the norm within their community.

Name: Sam Person - aged 65

Age: Marie Person aged 5

Profession: Sam is a Retired School Bus Driver

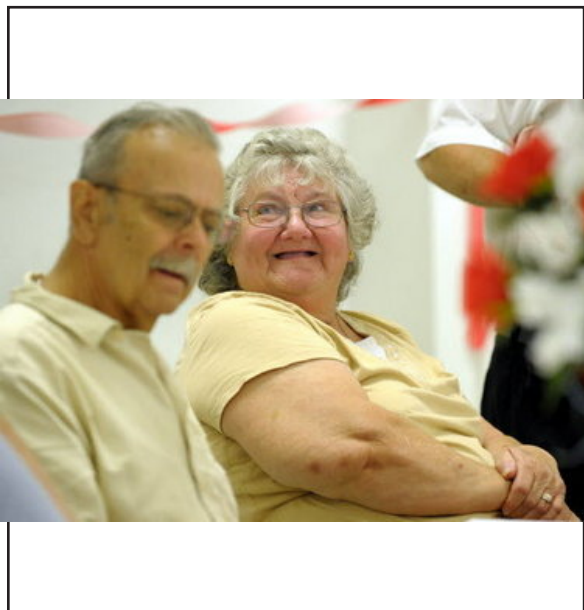
Any Other Key characteristics:

Sam's aging Mother has been diagnosed with a terminal illness.

Concisely describe what is happening

Sam's mother, Marie, has less than 6-months to live. She and Sam have talked about how and where she would like to spend her last few months of life. Her interest is in being at home to die - rather than in a hospital. And, since they have a large, close family she would like to have a home-based funeral and a green burial. Yet, they do not know many things about what they can, and/or cannot, do in order to have Marie's death be a home-based experience for she and her family.

#### Sam and Marie Are On a Mission



Title Learning New Information



Concisely describe what is happening

Sam reads a news story published by Home Death Care Resources in his local paper. In the article he learns many new things about Home Death Care-focused activities and resources available to his Mother and their family within their local community.

Title Taking Direct Action



Concisely describe what is happening

Sam goes online to the HDCR website referenced in the newspaper story @ [homedeathcareresources.org](http://homedeathcareresources.org) and clicks on a few links that direct him to websites for Death Doulas, Funeral Celebrants, Green Burials and so much more. He and his Mother quickly learn that indeed she can die at home, their family can take care of her body at home and prepare her for a Green Burial in their local cemetery.

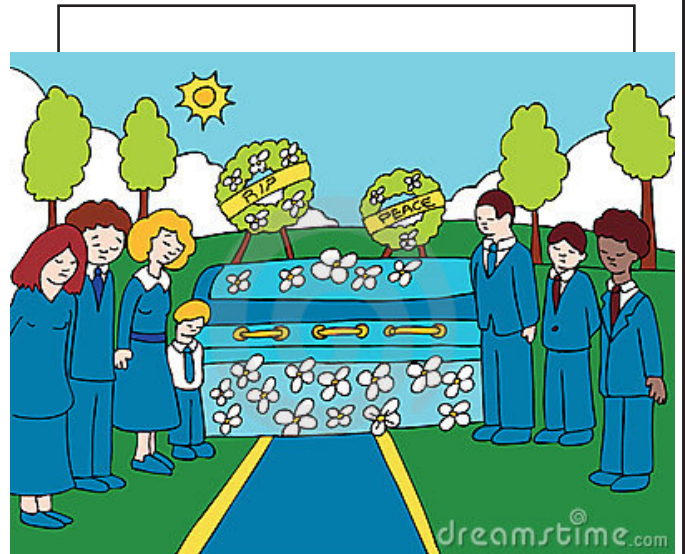
Title  
**Momma Dies at Home As She Wished**



Concisely describe what is happening

Sam, his Mother and their family work with a Funeral Celebrant who coordinates a beautiful Home Funeral for Marie that allows all of their extended family members to be together in the peaceful and comfortable surroundings of Marie's backyard. Then she is taken to her final resting place for a Green Burial that was just what she wished for.

Title **Sam and his Family are Grateful**



Concisely describe what is happening

After a wonderful Green Burial ceremony Sam and his family were very happy. Sam also composed a 'Letter to the Editor' of his local paper thanking them for helping to keep their community informed about the Home Death Care options and services available for them to utilize in their local area.