

Four Distinct Kinds of *Hineni* Users

1. **Those who work with families** – funeral directors, hospice workers, chaplains, clergy
 - Use *Hineni* in staff trainings and to quickly remind staff about Jewish customs
 - Use *Hineni* while discussing Jewish practices with families (to clarify customs and what decisions need to be made)
 - Need concise information, easily displayed, non-threatening, easily understandable
 - May wish to create list of *Hineni* display links to use during their discussions with families
 - Need ways to record desires of families during such discussions (might just use paper, might use computer, might have funeral home forms)
 - Focus is mostly on:
 - (Preplanning)
 - Between death and burial
 - Funeral
 - Burial
2. **Families facing a pending or sudden death**
 - Use *Hineni* as means to educate family members to prepare for decisions that need to be made and to understand what to expect
 - Need concise information, easily displayed, non-threatening, easily understandable
 - Will want to record options and potential choices
 - Might use *Hineni* to guide discussions among family members
 - Focus is mostly on:
 - Between death and burial
 - Funeral
 - Burial
 - Mourning
3. **Those doing preplanning** for themselves or a family member
 - Use *Hineni* as means to educate family members to prepare for decisions that need to be made and to understand what to expect
 - Interested in longer articles to gain deeper understandings
 - Will want to record options and potential choices
 - Might use *Hineni* to guide discussions among family members
 - Focus is mostly on:
 - Preplanning
 - Choices after a death

4. **Educators** – those who teach Jewish death practices in classes or events
 - Use *Hineni* to brush up on customs and practices
 - Interested in longer articles to gain deeper understandings
 - Interested in resources for more information on specific topics
 - Use *Hineni* in classes to display traditions to spur discussions
 - Focus can be on any or all topics, depending on class or educational event

What Each Kind of User Needs to Know to Use *Hineni*

1. **Those who work with families**
 - How to find the big picture, summarize customs and traditions
 - How to use *Hineni* to explain each custom to someone totally unfamiliar
 - How to use *Hineni* to answer questions
2. **Families**
 - How to find the big picture to get perspective
 - How to find specific customs; what is expected of their family
 - How to use *Hineni* to answer questions
3. **Those doing preplanning**
 - How to find the big picture to get perspective
 - How to navigate the Preplanning topic; follow its guidance; implement plans
 - How to use *Hineni* to answer questions
4. **Educators**
 - How to find specific topics, ideas, customs
 - How to explore deeper understandings, resources, details
 - How to use *Hineni* to answer questions
 - How to use *Hineni* to display information to others