The Internet and the End of Life

DEMONS

The Art of Dying Well
Grief Care

Existential

Online forums

Pets as grief companions

Data Collection

Clustering

Keyword filters

Training classifiers

>110,000 Posts
7 forums

Three Methods

Five Categories

Care

Existential

Grief
People using these spaces are seeking:

- Comfort
- Capability
- Community
Comfort

People feel they have nowhere else to turn to

Sharing advice on how to cope

Seeking validation of others with shared experiences
Capability

- Spaces become a repository of collective knowledge
- Voicing frustration at not being listened to
- Lack of communication during Covid-19
Community

People share intensely personal experiences

Conversations about many different aspects of life - not only death

Better support in times of Covid-19
Where now?

- Supporting people to engage and build healthier online spaces
- Addressing systemic problems in the offline world
- Increasing public discussion around death and dying