

## What to Do if a Death Has Occurred

Since most deaths occur in health care institutions such as hospitals and nursing homes, the attending staff may provide you with some preliminary information. If the death occurs at home, please notify the physician or attending registered nurse (if the death was unexpected, or if there are any peculiar circumstances, phone the police immediately). If the deceased was under hospice care at home, the hospice staff should have left some basic information for you to follow. No matter what circumstance, our brief checklist will help you along the way.

### First Step: Initial Contact

- If the death was expected or near, please notify the attending physician if your loved one is at a hospital, hospice, or care home. If the death was unexpected (example: heart attack, motor vehicle accident) and not planned, please notify the police.
- Contact our funeral home by phone at (778)-875-8502 - we are available 24 hours/day by phone.
  - When you call, we will ask you these questions:
    - What is the full name of your loved one who died?
    - Where did your loved one die? Are they still at that location?
    - Who is the next of kin, and what is their contact information?
    - What is your name and contact information (if you are not the next of kin)?
    - Does your loved one have a pre-arranged funeral with our firm?

### Second Step: Completing Funeral and/or Cremation Arrangements

- Go on to our website and complete the online arrangement application. You will be asked to select one of our cremation packages and to enter information about yourself and the deceased individual.
- Information you will need to enter about the deceased will include the following:
  - Vital Statistical information for your loved one including:
    - Date and place of birth (city and province)
    - Parents' names, including mother's maiden name
    - Marital status and spouse's full name
    - Education information
    - Social insurance number
- Once the online arrangement has been submitted, one of our licensed funeral directors will contact you to let you know we have received your online submission and go over remaining details of the arrangement.

### Third Step: Complete Forms:

- You will be emailed three to four forms that will need to be read and signed. Don't worry, you don't need a printer and all the forms can be completed online.
- Once each form is completed, we will receive a copy right away.

### Fourth Step: Finalizing Arrangements:

- We will call you to finalize arrangements and let you know when the cremains will be ready.

**Simpler Cremation Choices Ltd. - (778)-875-8502 - 24 Hours**

## Checklist

### Recording Personal Information

#### (See Funeral Information Sheet)

- Full legal name
- Residence
- Date of birth
- Place of birth
- Personal Health number
- Social Insurance number
- Occupation
- Marital status
- Spouse's full name
- Father's name
- Mother's maiden name
- Next of kin/executor's full name
- Next of kin's address
- Next of kin's relationship
- Doctor's name & address

### Making Service Choices

- Apply for death certificates
- Would I like to provide clothing for the deceased?

### Making Specific Selections

- Select casket or cremation container.
- Select cremation urn.
- What are your plans with the urn?  
(cemetery, bring home, scattering).

### Documents to Locate

- Will
- Birth certificate
- Marriage certificate
- Citizenship papers
- Insurance policies
- Bank documents
- Title to property
- Vehicle ownership

### People to Contact

- Extended family & friends
- Doctor (G.P. or Specialist)
- Accountant
- Lawyer
- Employer
- Insurance agent
- Clubs, unions & organizations
- Financial advisor/banker
- Bereavement counselor if needed

Please note: the preceding list is only a guideline; actual arrangements will be unique to each individual.