

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

- Contact doctor, nurse, coroner or police if necessary
- Contact our funeral home by phone at 604-613-4144 - we are available 24 hours/day.
 - 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

- Set an appointment time with us for you to come to the funeral home to complete the details of the arrangements. We can meet you at your residence or other location if you desire.
- For the arrangement, we will ask you to have information and items that we need to complete the arrangements, such as:
 - 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
 - Veteran information including discharge papers / claim number
 - Pre-arrangement documentation (if applicable)
 - Cemetery lot documentation (if applicable)
 - A recent photograph
 - Clothing for your loved one
- Decide on the location of the services. These can be performed at our facilities, your church or another facility that is appropriate for hosting services.
- Contact the clergy/celebrant/officiant who will be presiding at the service. We can also guide you if the family wishes to emcee the service.
- Set the time for the service.
- Choose the disposition for the deceased: either burial, cremation or entombment.
- Compose obituary (with our assistance if, you wish; there is no additional fee for this service). The information needed includes: a photo, age, place of birth, list of surviving family members, list of pre-deceased family members (if desired), occupation, education, memberships, military service, hobbies and activities, the details of the service, donations to a particular charity (if desired). Again, we will help

Lower Mainland Cremation - 604-613-4144 - 24 Hours

you with the obituary and post it on our website, plus submit it to any appropriate newspapers (if desired).

- Determine the number of death certificate copies that you will need and we will order them for you.
- Identify family/friends to serve as pallbearers. People in poor health can be named honorary pallbearers.

Third Step: After the Arrangements and Before the Service

- Prepare a list of family, friends and business colleagues to be notified. We will provide you with an email to be sent to them with all of the service and obituary information.
- Notify all organizations such as church, groups and associations. We will provide you with an email for this purpose, as well.
- Start a notebook or list to keep a record of visitors, flowers and other gifts that are delivered to the house and funeral home. If anything is delivered to the funeral home, we will notify you right away.
- People will say to you, "Please let us know if there is anything that we can do," so be prepared (and don't feel bad) to accept this generosity. Make a list of items and tasks such as meals (let them know if there are any special food allergies), household duties (including cleaning or mowing the lawn) and transportation (for out of town family or friends or even picking up kids from school). Again, don't feel bad accepting this help; your friends want to help but usually don't know what to offer.
- Arrange for childcare, if necessary, although we strongly suggest that all family members be present at the service.

Fourth Step: After the Service

- Set an appointment with our Aftercare Specialist (there is no additional charge for this service) to help you get organized with settling the estate, filling out forms, and contacting the appropriate agencies, including:
 - Notifying the bank of the death
 - Notifying insurance companies
 - Contacting the lawyer if necessary
 - Canceling credit cards and driver's license
 - Submitting phone number to Do Not Call lists
- Create a list of people and organizations to send thank you cards to. Consider sending a copy of the memorial folder to those who were not able to attend the service. We will provide you with 20 thank you cards; let us know if you need more.

If you have more detailed questions on what steps to take next, or if you are ready for us to assist you, call 604-613-4144 any time, day or night. We are here to help you.

Tim Logue, Owner
Lower Mainland Cremation
info@lowermainlandcremation.ca
604-613-4144

Lower Mainland Cremation - 604-613-4144 - 24 Hours

Funeral Planning Checklist

Recording Personal Information (See Funeral Information Sheet)

- Full legal name
- Residence
- Date of birth
- Place of birth
- Citizenship
- Personal Health number
- Social Insurance number
- Length of time in province
- Occupation
- Business or industry
- 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

- Choose a funeral home
- Set time & date of service
- Choose location of service
- Apply for burial permit
- Apply for death certificates
- Choose burial or cremation
- Request preparation & embalming
- Choose family viewing or visitation
- Decide if jewelry is to remain or return
- Supply clothing for deceased
- Select photographs to be displayed
- Select musical selections, hymns & solos
- Select scripture or literature to be read
- Compose and submit obituary
- Choose charity to direct donations to
- Display religious or fraternal items
- Arrange location & food for reception

Making Specific Selections

- Select casket or cremation container
- Select burial vault or cremation urn
- Choose cemetery
- Select burial or cremation plot
- Decide whether above or below ground
- Select memorial grave marker & inscription
- Select memorial register
- Select memorial folders & acknowledgment cards
- Choose floral arrangement

Participants

- Clergy or officiant
- Organist or other musical
- Pallbearers
- Family or friend to perform eulogy
- Family or friend to read scripture or participants

Transportation

- Transfer from place of death to funeral home
- Funeral coach
- Clergy car
- Family limousine
- Pallbearer limousine
- Funeral Escort

Documents to Locate

- Will
- Deed to cemetery plot
- Birth certificate
- Marriage certificate
- Citizenship papers
- Insurance policies
- Bank documents
- Title to property
- Vehicle ownership
- Tax returns
- Military discharge papers

People to Contact

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

Pay for the Following Services

- Funeral service
- Cemetery plot, perpetual care & interment fees
- Grave memorial, inscription & installation
- Service participants
- Newspapers
- Death Certificates
- Flowers
- Food / catering for reception
- Hospitals
- Ambulance

Personal Data of Deceased

- Elementary school attended
- High school attended
- University attended
- Military record
- Family & professional history
- Offices or positions held
- Accomplishments: personal & professional
- Citations
- Hobbies, activities & interests
- Charities & other special requests

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

Funeral/Celebration of Life Planning Checklist

The First Step: Statistical Information		
Deceased's Surname:	Given Names:	
Address:		
City:	Province:	Postal Code:
Marital Status:	Spouse's Name:	
Occupation:	Industry:	
Birthdate:	Birthplace:	
Father's Name:	His Birthplace:	
Mother's Name:	Her Birthplace:	
Executor: Relationship:		
Address:		
City:	Province:	Postal Code:
Phone:	Email:	
Other Contacts:	Phone:	
Other Contacts:	Phone:	
Other Contacts:	Phone:	
Doctor:	Phone:	
The Second Step: A Time to Honour And Remember - The Service		
Service Location:	Clergy:	
Burial / Cremation / Entombment	Details / Location:	
Circle all that apply: public visitation / private family viewing / witness cremation / reception		
Music 1:	Music 2:	
Solo:	Prelude / Postlude:	
Eulogist:	Readers:	
Other Participants:	Other Participants:	
Casket: Metal / Solid Wood / Cloth / Rental	Urn: Bronze / Steel / Solid Wood / Ceramic	
Notes:		

Obituary Submission Guidelines & Suggestions

Robinson – Jane (nee Matthews) died peacefully after a courageous battle with Cancer, on December 3, 2006 in [City, State / Prov.]. She was born on March 28, 1921 in [City, State / Prov.].

Predeceased by her husband, William in 2001; Jane is survived by her children, Patricia (Frank) Thompson, Matthew (Sally), and Peter; her grandchildren, Robin Thompson, James and Jessica Robinson; and her cat, Maddy. She will be missed by many other relatives and friends. When Bill returned from the war, Jane and Bill were married in [City, State / Prov.] and decided to raise their family. After the children were in school, Jane returned to nursing at the Royal Jubilee Hospital. In retirement, Jane and Bill were active in their church as well as avid lawn bowlers. Her greatest pleasure was received when spending time with her family.

A celebration of Jane's life will be held at Your Funeral Chapel, First and Main Streets, on Friday, December 8, 2006 at 2:00 pm, with Rev. George Thomas officiating. A reception will follow in the Your Funeral Tribute Center.

In lieu of flowers, donations may be made to [Charity, Address, City, State / Prov. Code]. Condolences for the family may be offered at <http://www.LowerMainlandCremation>

Announcement:

The formal notification of the death that states the full name; the desired phrase: died, passed away, etc.; and the date and place (city/town). The cause of death is not usually stated but may be if so desired. The date and place of birth are usually listed next.

Survivor Information:

Listing the spouse, children, grandchildren, great grandchildren, nieces, nephews, in-laws, other close relatives, close friends and even pets. Predeceased relatives are usually noted before the survivors.

Biographical Information:

This will tell a little about the person's life, education, work, honours, hobbies, etc.

Scheduled Ceremonies:

The time and location of any viewings, memorial services, scatterings or inurnments; or any other gathering you may choose.

Contributions or Flowers:

Some families request that contributions be made to a meaningful organization instead of sending flowers.

Condolences:

Add this phrase at the end of the notice to let readers know that they can submit confidential messages for the family. Through this service, we receive many messages - even from around the world.

There is no fee for our client families to have their obituary notice posted on our website.

Funeral Home Website:

<http://www.LowerMainlandCremation>

Obits on our website allow family and friends to be notified as soon as possible and not have to wait for it to appear in the newspaper.

There is no fee for a photo to be placed on our website either. Some families choose to have a longer notice on our website with a shorter one in the newspaper to reduce costs. Use the current obits on our site as additional resources for structure & choice of words.

Local Newspaper Costs:

Text Only:

1 day -

2 days -

3 days -

Photos:

1 day -

2 days -

3 days -

These rates have been supplied to us by the [Local Newspaper]. These prices are subject to change without notice.

Emailing the Obituary:

Once you have completed the obituary notice, please email it to us at info@lowermainlandcremation.ca so that we can add it to our website and we will forward it to the [Local Newspaper].

Remember: Please feel free to ask us to help you compose a meaningful and personalized obituary. We can also review or proofread your draft before you submit it to the newspaper. There are no charges for these services. Obituary notices are very personal and special records. This guide is only a suggestion on how to compose an obituary notice. There is no legal requirement as to the format or even the submission of an obituary notice. We feel that giving families the opportunity to create their own notice can be beneficial in the grieving process. We wish to let families know that we can assist in composing the notice – in whole or in part – we are always willing to help. Please call us at 604-613-4144.

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Lower Mainland Cremation: A Celebration of One's Life!

This worksheet should be filled in as a family group if possible. All blanks do not have to be filled in, this is only an outline and to be used as a guide to make the funeral service as meaningful as possible. Please have it ready when planning the funeral with the person conducting the service (ie. Clergy, Officiant, etc.)

	(from spouse)	(from parents)	(from children)
Nicknames			
	(from grandchildren)	(from friends)	(from others)
Hobbies:			
Sports:			
Memberships			
Clubs, etc.:			

Favourites

Scriptures,		Books &
Poems, etc.:		Movies:
Hymns:		Music:
Vacation:		Retreat:
Places:		Places:
Clothes:		Outings:
Outfits:		Restaurants:
Other Comments:		

Family and Friends Participation

Eulogy:		Readings:
Singing:		Play Music:
Other:		Other: