

Information and Resources

A general guide to help you with the details after a death in the family

When a death occurs, many difficult decisions must be made at a time when we are least prepared to deal with them due to grief. We hope the following information will help you at this time. Please realize that this is a general guide only; it may or may not apply in your situation.

WHAT TO DO FIRST:

- Notify family, friends, employers and the executor of the will, as well as the deceased's doctor, Home Care or Palliative Care
- In a hospital or personal care home the staff will usually take care of contacting the funeral home. Let staff know which funeral home you wish to use.
- If the death has occurred at home, take as much time as you need to say your goodbyes to the deceased. Gather friends and family around and when you are ready, call the funeral home chosen and indicated on the Letter of Anticipated Death which should be located in the home.
- During business hours phone the funeral home to make an appointment where you will discuss the next steps and any arrangements. The funeral home phone number will be on the Letter of Anticipated Death that the Palliative Care team has discussed with you.

ORGANIZING THE FUNERAL or GOODBYE SERVICE, a licensed Funeral Director can arrange the funeral for you as well as other things such as newspaper notices, flowers and religious services. The Funeral Director will require information about the deceased such as;

- Full legal name, date & place of birth, legal address
- Marital status, spouse's full legal name including maiden name if applicable
- Social insurance number and Occupation
- Father's name and birthplace, Mother's name, including maiden name and birthplace
- Executor's name and address

FUNERAL ARRANGEMENTS AND COSTS, ask for a detailed list of services and fees to help with your decision making.

PRE-ARRANGED FUNERALS, if you think there were arrangements made to pre-arrange or prepay a funeral, contact the organization or business that the deceased may have made arrangements with for the details.

DEATH CERTIFICATE is the official registration of death from Vital Statistics which is needed to deal with property left by the person who has died and to probate the will. Some Funeral Directors will apply for the Death Certificate from Vital Statistics for you. If not you can contact Vital Statistics at **1-866-949-9296**. The funeral director will also issue copies of Proof of Death that may also be used in dealing with financial institutions, some Insurance, MPI, Utilities, Canada Pension Plan, Death Benefit and spousal benefits. Always ask what costs may be involved in issuing the certificates.

A **WILL** is a written document that controls how the deceased person wanted their property to be dealt with after death. The will may be at home or in their safety deposit box, or the lawyer who the deceased dealt with. A lawyer can help you process the will if you choose.

INSURANCE POLICIES, find out if the deceased had any private health, life or accident insurance policies that may contribute towards the cost of a funeral or provide a payment upon death, then contact the company directly to inquire if there is any payment available.

PUBLIC TRUSTEE, in the case of estates of people who have died with no one else capable or willing to act as administrator or executor, contact the Public Trustee.

WHO TO NOTIFY

(FEDERAL) Government of Canada and **(PROVINCIAL)** Government of Manitoba offices:

- **CANADA REVENUE AGENCY** - Information on the final tax return which must be filed shortly after death, cancelling tax installments, the GST/HST Credit and the Canada Child Tax Credit. **1-800-959-8281**
- **OLD AGE SECURITY PENSION AND/OR CANADA PENSION PLAN** -When a pensioner or beneficiary dies, their benefits must be cancelled. If the deceased contributed to CPP for the minimum qualifying period, a lump sum death benefit may be available to the estate. A monthly survivor's pension may be paid to the surviving spouse and/or dependent children. **These benefits are not paid automatically, they must be applied for.* **1-800-277-9914**
- **NATIONAL DEFENCE** - Information for serving and former Canadian Forces personnel and their families.
- **SOCIAL INSURANCE NUMBER (SIN)** - Reduce the possibility of someone else using the deceased individual's Social Insurance Number by destroying the card after you have documented the number in a safe location.
- **PASSPORT CANADA** - It is advisable to cancel the passport. Contact your local Passport Office.
- **CANADA POST** - Notify and leave a forwarding address for mail if necessary.
- **MANITOBA HEALTH 1-800-392-1207**
- **DRIVER LICENSING & VEHICLE REGISTRATION** through your local MPI office

(OTHER)

- Employer – if still working, Company Pension Plan
- Banks, Credit Unions, credit card companies cancel cards and destroy
- Insurance companies, Private Health Benefits and insurance
- Landlord and Utilities; water, hydro, cable, phone, satellite, internet

Adapted from the Government of Manitoba website <http://residents.gov.mb.ca/death.html>

Please keep in mind: You may need to contact Home Care regarding the return of any loaned equipment (Case Coordinator's phone number is in the palliative care binder).

Return prescription medication as soon as possible to any pharmacy for safe disposal.

We realize this is a very difficult time and hope this guide will help you and your family. Please remember this is a general guideline only.