

Families are often called upon to make many decisions during the first hours of grief. Some of the things you will choose to do, others are required by law.

Immediate Plans

If the funeral has not been prearranged, then you need to choose a funeral home/alternative and inform the hospital of your choice. The hospital will call the funeral director, who will take the loved one to the funeral home/alternative.

Families are welcome to remain at the bedside. If cremation has been chosen, this may be your last opportunity to say goodbye.

The physician may ask for permission to conduct an autopsy to assist in the discovery of helpful medical information.

If the deceased wished to donate his/her organs for transplant, appropriate arrangements can be made. There is no cost to the estate. Advise the physicians/health care provider of these wishes.

Many universities will receive the body for medical research (if feasible). The estate or the next of kin must pay the transportation expense.

Ask a family member or close friend to inform other relatives and friends about your loss.

Funeral Plans

The funeral director will help you find an appropriate person to conduct the service.

If you decide that the body of your loved one is to be cremated, notify the funeral director. When cremation is the chosen option, a memorial service can be held.

When booking travel arrangements, inquire if there is a special rate for compassionate travel.



Contact Information

Office Hours: 8:30 a.m. to 4:30 p.m. (Local Time)
Monday to Friday

Thunder Bay

961 Alloy Drive
Thunder Bay, ON P7B 5Z8
Tel: 1-807-345-7339
Toll-free: 1-800-626-5406

Kenora

35 Wolsley Street, Suite #3
Kenora, ON P9N 0H8
Tel: 1-807-467-4757
Toll-free: 1-877-661-6621

Dryden

6 – 61 King Street
Dryden, ON P8N 1B7
Tel: 1-807-223-5948
Toll-free: 1-877-661-6621

Fort Frances

110 Victoria Avenue
Fort Frances, ON P9A 2B7
Tel: 1-807-274-8561
Toll-free: 1-877-661-6621

Disponible en français.

Home and Community Care Support Services North West
961 Alloy Drive
Thunder Bay, Ontario P7B 5Z8
Telephone: 807-345-7339



Someone You Love Has Died

We extend to you our deepest sympathy

Information You Will Need

- Proof of death certificate (from funeral director) (obtain several copies)
- Social Insurance Number of the deceased
- Date and place of birth of deceased
- Name of the parents of the deceased
- Date and place of wedding(s) of the deceased
- Name(s) of spouse(s) and children
- The birth dates of children
- Name of the city where the family of the deceased lived.

If you wish, the funeral director will take care of the newspaper notice, including a favorite charity for donations.

After the Funeral

There will be a number of organizations, people and government agencies for you to notify:

Bank(s): With either the death certificate or a letter from the funeral director, the bank staff will assist you to correctly close an account. They also can advise you about other financial concerns.

Lawyer: Lawyers often have copies of wills. If desired, a lawyer will help you or the executors of the estate to have the will probated and the wishes of the deceased carried out.

Income Security Programs: Notify Human Resources & Development Canada in regards to Old Age Security; CPP Benefits; Guaranteed Income Supplement; Spouses Allowance. There may be a number of benefits for which you are eligible. Please have ready the following information:

- Name of deceased
- Old age security number
- Date of death
- Next of kin
- Death certificate

Contact: **Human Resources & Development Canada**
975 Alloy Drive, Thunder Bay, ON P7B 6N5.
Telephone: 1-800-277-9914 (for service in English) or 1-800-277-9915 (for service in French).

Life Insurance: These companies ensure that policy benefits are paid at the time of death. Proof of death certificate is required. The physician may charge for completing medical statements, which are sometimes required by the insurance company.

Memberships: in organizations/magazine subscriptions need to be cancelled.

Employer: Many employers have pension plans and insurance plans to which the deceased contributed. The former employer and/or personnel department can be of help. Some of the people are eligible for termination salary if they were employed at the time of their death.

Department of Veteran's Affairs: If the deceased was receiving benefits through DVA you may need information,

Contact: **DVA**, 201-33 Court Street South, Thunder Bay
Telephone: 807-345-7552.

Automobile Ownership and Insurance: If the deceased owned a car, notify the Ministry of Transportation to change the ownership at the

Vehicle Licensing Bureau. Please visit the Ministry of Transportation's website (*Vehicles* page) to learn more: www.mto.gov.on.ca.

OHIP Coverage: The OHIP office will require you to notify them in writing, but further details can be obtained by calling the OHIP office at 807-475-1351.

Workplace Safety and Insurance Board: An allowance may be available to the estate of the person if cause of death is related to his or her occupation. There may be other benefits covering dependents. If a claim was established for the deceased, they will already have their own adjudicator to assist you. For claims information, please contact Thunder Bay local office at 807-343-1710.

Lacking Financial Resources: Every person should expect that society will provide them with a funeral.

In Ontario, municipal, social service agencies will provide financial assistance for funerals, burial or cremation.

Revenue Canada: An income tax return must be prepared for the deceased person.

Contact: **Thunder Bay TAX Services Office**
130 Syndicate Avenue, South, P7E 1C7.

Telephone: 1-800-959-8281 (for service in English) or 1-800-959-7383 (for service in French).

Guides: "What to do Following Death" - #RC-4111;
"Preparing Returns for Deceased Persons" - #T4011;
T3 Guide & Trust Return.

You may wish to write thank you notes to those who have sent expressions of their sympathy.

