

Arranging a Funeral

If a loved one is not expected to recover you may wish to contact a funeral director before the death occurs. The cost and services may vary among funeral homes, feel free to contact several before making your final decision. The job of a funeral director is to help you with the official paperwork and arrange the services according to your wishes. Below is a partial list of funeral directors who will service the North Shore. For a full list go to www.canadianfunerals.com or the Yellow Pages.

- Burnaby Funeral Directors Ltd.
604-298-2525
- Columbia-Bowell Funeral Home
604-521-4881
- First Memorial Services - Boal Chapel
604-980-3451
- Hollyburn Funeral Home
604-922-1221 or 604-985-3454
- Kearney Funeral Home
604-736-0268
- Loving Memories Funeral Services
604-988-3734
- McKenzie Funeral Services Ltd.
604-926-5121
- Personal Alternative Funeral Services
604-662-7700
- Simple Cremations
604-809-2006
- KORU Cremations
604-324-8285

Take Time to Grieve

We encourage you to contact your local Hospice Society for information on grief and bereavement.

After the Death of a Loved One What Do I Do?

For more copies, go online at <http://vch.eduhealth.ca> or email pchem@vch.ca and quote Catalogue No. **GV.300.D349**
© Vancouver Coastal Health, August 2017

The information in this document is intended solely for the person to whom it was given by the health care team.
www.vch.ca

Lions Gate Hospital
231 East 15th Street
North Vancouver BC V7L 2L7
Tel: 604-988-3131

When a loved one dies, you may be too tired or upset to cope with the situation alone, what can you do?

- Take time to say goodbye at the bedside, as appropriate.
- Determine who needs to know about what has happened.
- Contact your spiritual or religious advisor for guidance.
- Ask the Hospital Chaplain or Social Worker for assistance.
- Contact the Funeral Home

Collecting Personal items (not valuables)

A family member may take away personal items such as photos and clothing. A nurse will ask that you sign for the things that you are taking. If no family member is present at the time of death, all personal items go to the **Verifications Office** located beside the cashier's office in the main lobby. During office hours, a family member or friend can pick up personal belongings. They must identify who they are and sign for items they collect.

Identification (driver's license or birth certificate) must be presented and a signature will be requested.

Verification Office

Monday to Friday 8:00 am to 4:30 pm
Saturday 8:30 am to 4:30 pm
Sunday and statutory holidays closed
Telephone 604-984-5985

Items are held there for 30 days. After that a letter is sent to the next of kin. After 60 days personal items are given to the Hospital Auxiliary Thrift Store.

Release of Valuables

Valuables are wallets, cash, cheques, credit cards and jewelry. Tell a nurse if a special item (such as a wedding ring) is to remain on the body after death.

Valuables not claimed at the time of death will be forwarded to the **Cashier's Office** in the main lobby.

The Cashier will release Valuables in Safekeeping either to the spouse, parent of a child under 19 years old or the Executor of the Estate (with identification and a copy of the Will) once they have signed a receipt of items. Those persons acting for any of the parties mentioned should have a letter identifying themselves and which grants permission to pick up valuables.

For further clarification or if there is no Will, you may contact the Cashier's office directly.

Everyone picking up valuables from the hospital must sign a receipt. This is also the time when any hospital accounts are settled.

Cashier Office

Monday to Friday 8:00 am to 4:30 pm
Saturday, Sunday and statutory holidays closed.
Telephone: 604-984-5862
Fax: 604-984-3719

Release of the Body

The family must choose a Funeral Home and contact them after the death occurs. A physician will sign the Medical Certificate of Death and the Funeral Home will then arrange for pick up of the body from the hospital. In some cases the doctor may ask permission to do an autopsy. If the Coroner is involved, there may be delays with the release of the body. The doctor can assist you with this information. The family can obtain the official Death Certificate from the Funeral Home. The following persons or agencies may need a copy of the document for their records:

- Government Agencies (Pension, Revenue Canada)
- Banks and Credit Unions
- Lawyers and Executor of the Will or Estate