

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 (401) 944-6460 - 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 state)
 - Parents' names, including mother's maiden name
 - Marital status and spouse's full name
 - Education information
 - Social security number
 - Veteran's 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

Cremation Care Rhode Island - (401) 944-6460 - 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 (401) 944-6460 any time, day or night. We are here to help you.

Thomas C. Olson, Owner
Cremation Care Rhode Island
olsonparent1@gmail.com
(401) 944-6460

Cremation Care Rhode Island - (401) 944-6460 - 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:	State:	Zip:
Marital Status:	Spouse's Name:	
Occupation:	Industry:	
Birthdate:	Birthplace:	
Father's Name:	His Birthplace:	
Mother's Name:	Her Birthplace:	
Executor:		
Relationship:		
Address:		
City:	State:	Zip:
Phone:	Email:	
Other Contacts:	Phone:	
Other Contacts:	Phone:	
Other Contacts:	Phone:	
Doctor:	Phone:	
The Second Step: A Time To Honor 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:		

Cremation Care Rhode Island: 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.:	_____	_____	_____

Favorites

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:

A United States flag is provided, at no cost, to drape the casket or accompany the urn of a deceased veteran who served honorably in the United States Armed Forces. It is furnished to honor the memory of a veteran's military service to his or her country. The funeral director will obtain the flag from the US Postal Service with the proper documentation. A Veteran will have earned a burial flag if they are:

- A veteran who served during wartime
- A veteran who died on active duty after May 27, 1941
- A veteran who served after January 31, 1955
- A peacetime veteran who was discharged or released before June 27, 1950
- Certain persons who served in the organized military forces of the Commonwealth of the Philippines while in service of the U.S. Armed Forces and who died on or after April 25, 1951
- Certain former members of the Selected Reserves

Who Is Eligible to Receive the Burial Flag?

Generally, the flag is given to the next-of-kin, as a keepsake, after its use during the funeral service. When there is no next-of-kin, VA will furnish the flag to a friend making request for it. For those VA national cemeteries with an Avenue of Flags, families of veterans buried in these national cemeteries may donate the burial flags of their loved ones to be flown on patriotic holidays.

How Can You Apply?

You may apply for the flag by completing VA Form 27-2008, Application for United States Flag for Burial Purposes.

Can a Burial Flag Be Replaced?

The law allows us to issue one flag for a veteran's funeral. We cannot replace it if it is lost, destroyed, or stolen. However, some veterans' organizations or other community groups may be able to help you get another flag.

How Should the Burial Flag Be Displayed?

The proper way to display the flag depends upon whether the casket is open or closed. VA Form 27-2008 provides the correct method for displaying and folding the flag. The burial flag is not suitable for outside display because of its size and fabric. It is made of cotton and can easily be damaged by weather.

For More Information Call Toll-Free at 1-800-827-1000

When someone you know passes away, your first instinct is to offer encouragement, help, and support to those affected — but you may not be sure what to say or do. It's okay to feel this way.

Does it matter what I wear? Can I bring the children? What should I say to the family of the deceased? When should I visit? Cremation Care of Rhode Island offers guidance on the proper etiquette of visitations and funerals, so you'll feel more comfortable and prepared for attending services.

WHAT TO SAY

It can be difficult to know what to say to the family of the deceased to express your sympathy. To begin, offer your condolences to the family. If you are comfortable, share a memory of the deceased. In this difficult time, sharing the joy of the deceased's life can help comfort the bereaved. For example, "I was so sorry to hear of Mary's passing. She was always such a wonderful friend to me."

WHAT TO WEAR

When attending a memorial service or funeral, dress in dark and subdued colors, such as dark blues, grays, browns, and black. Be sure to dress simply and conservatively. Men are encouraged to wear a jacket and tie paired with dress shoes, while women should choose either a dress or a suit. Any jewelry should be subtle and traditional.

ARRIVING

When attending a funeral or a service, do your best to be on time. Try to enter the facility as quietly as possible. If there are no ushers present, remember that the first few rows of seats are usually for the immediate family and close friends. Acquaintances should appropriately seat themselves in the middle or towards the rear.

WHEN TO VISIT

Immediately upon learning of a death, it is appropriate for family and close friends to go to the home of the bereaved to offer sympathy and support. This can be a very overwhelming time for a family. Offering to assist with child care, food preparation, receiving visitors, or service preparations can provide immense comfort during this difficult process.

The funeral home is the best place to visit the family to offer your condolences, as they are prepared for visitors at these services.

Caring for another when they can no longer care for themselves is an important responsibility. Planning the funeral for a loved one is one of the most caring gifts one can do for another. The funeral director is there to help guide you through the many decisions that need to be made to honor the memory and life of your loved one.

The arrangements for the cremation services can be made online, or may be made at the funeral home or in the comfort of your own home. The next-of-kin and other family members must be present to make the decisions regarding the services to take place over the following days. The meeting can be divided into two parts. First, vital information is gathered by the director in order to complete the death certificate, necessary authorizations, and permits. This information consists of the deceased's legal name, birth date, birthplace, social security number, occupation, parent's names and other pertinent information. The second part of the arrangement process consists of determining the types of services desired by the family. The important decisions such as selecting a direct cremation or a traditional service with cremation are made with accompanying services, if desired.

The funeral director will explain the process and timeline of the services selected and review all necessary disclosures and legal requirements involved. The funeral director will honor your requests and follow your choices and instructions to their exact detail.

Many individuals and families find it is easier to make these arrangements in advance. The best time to sit and discuss funeral options is before they are needed when more open family discussion can occur.

For an overview of the cremation options offered by Cremation Care of Rhode Island, please click the service options link below.

Cremation Care of Rhode Island will submit form SSA-721 to the Social Security Administration upon the death of your loved one. A certified copy of the death certificate is not required to change or stop social security benefits.

A one-time payment of \$255 can be paid to the surviving spouse if he or she was living with the deceased; or, if living apart, was receiving certain Social Security benefits on the deceased's record.

Certain family members may be eligible to receive monthly benefits, including:

- A widow or widower age 60 or older (age 50 or older if disabled);
- A surviving spouse at any age who is caring for the deceased's child under age 16 or disabled;
- An unmarried child of the deceased who is younger than age 18 (or age 18 or 19 if he or she is a full-time student in an elementary or secondary school); or age 18 or older with a disability that began before age 22;
- Parents, age 62 or older, who were dependent on the deceased for at least half of their support; and
- A surviving divorced spouse, under certain circumstances.

The Social Security website is a valuable resource for information about all of Social Security's programs. There are a number of things you can do online.

In addition to using the Social Security website, you can call them toll-free at 1-800-772-1213. Staff can answer specific questions from 7 a.m. to 7 p.m., Monday through Friday. They can also provide information by automated phone service 24 hours a day. If you are deaf or hard of hearing, you may call the TTY number at 1-800-325-0778.

The Department of Veterans Affairs (VA) furnishes upon request, at no charge to the applicant, a Government headstone or marker for the unmarked grave of any deceased eligible veteran in any cemetery around the world, regardless of their date of death. For eligible veterans that died on or after Nov. 1, 1990, VA may also provide a headstone or marker for graves that are already marked with a private headstone or marker. When the grave is already marked, applicants will have the option to apply for either a traditional headstone or marker, or a new device (available spring 2009).

Flat markers in granite and bronze and upright headstones in granite and marble are available. The style chosen must be consistent with existing monuments at the place of burial. Niche markers are also available to mark columbaria used for inurnment of cremated remains.

When burial or memorialization is at Rhode Island Veterans' Memorial cemetery, a headstone marker will be ordered by the cemetery officials based on inscription information provided by the next of kin or authorized representative.

Spouses and dependents are not eligible for a Government-furnished headstone or marker unless they are buried in a national cemetery, state veteran's cemetery, or military post/base cemetery.

Note: There is no charge for the headstone or marker itself, however arrangements for placing it in a private cemetery are the applicant's responsibility and all setting fees are at private expense.

FLOWERS

Sending flowers is a wonderful way to express your sympathy to the family of the deceased, and can bring comfort in a difficult time. Flowers are a meaningful gift that can be enjoyed during and after the funeral service.

Floral arrangements and plants can be sent to the funeral home to be present at services, or sent to the home of the family directly.

WHAT NOT TO SAY

Try not to give comments that minimize the loss, such as "It's probably for the best, because he was suffering too much," or "I've been in your shoes myself." These will not provide comfort to the bereaved.

Wait for the family to discuss the cause of death. Do not bring it up yourself.

KEEP THE LINE MOVING

Visitations can be very emotional, especially when speaking with the family of the deceased. If there is a line to speak with the bereaved and view the casket, be conscious of keeping the line moving. After passing through the line, be sure to stand to the side to continue conversation, or allow the family member to continue to greet guests. The family will often be more available to speak following the conclusion of the service.

MOBILE PHONE USE

Smart phones should be turned off or silenced completely during the service. Checking your phone is noticeable and is a distraction to those who are trying to pay their respects. If you must return a message or receive a call, exit the service quietly.

CHILDREN

Allowing a child to attend a memorial or funeral service can help them say goodbye to a friend or loved one. It is important to not force a child to go, but instead encourage them to share in this tribute with the rest of the family. Before attending, help prepare them by explaining what they might see at the service.

GIFTS

This can be a very draining time for a family. The gift of food is a kind gesture that the family will deeply appreciate and help alleviate the stress of funeral planning and mourning.

Remembering children in the family is a thoughtful gesture, as this is often a difficult time for them as well. A small gift like a stuffed animal or a book is best.

Time is precious. Helping with household tasks ease the family's burden. Caring for pets, driving children to school, running errands, or helping around the house are wonderful ways to help the family.