

## What to Do if a Death Has Occurred

When deaths occur in hospitals, the attending doctor will sign the death certificate. All hospitals provide a refrigeration space where the deceased is stored for usually up to three days.

If your loved one is in a Hospice or on Home Hospice, the attending staff may provide you with some preliminary information for you to follow. If the death occurs under Home Hospice, please notify the Hospice 24-hour number immediately to report the passing. Do not call 911. The very next phone call should be to us, so we can begin the removal process which typically takes approximately two hours to complete.

Home deaths, including assisted living facilities and nursing homes, that are not Hospice cases typically require the family to call the treating physician. If the death was unexpected, or if there are any circumstances such as, an accident, suicide or homicide, phone the police immediately by dialing 911.

We maintain our own refrigeration facilities to accommodate caring for the deceased while we perform the necessary steps to complete the arrangements, including filing the death certificate with the N.Y. City Department of Health, obtaining cremation approval from the Office of the Chief Medical Examiner and obtaining the N.Y.C. approved cremation permit.

No matter what circumstance, this brief checklist will help you understand what you need to know.

### First Step: Initial Contact (using the advice above)

- Contact doctor, Hospice, police if necessary.
- Contact our funeral home by phone at (212) 245-6555 - 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 (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

- Arrange the cremation online with us or if you wish set an appointment time with us for you to come to the funeral home to complete the details of the arrangements.
- For the arrangement, we will need some information, 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
    - Social security number
  - Veteran's information including discharge papers
  - Pre-arrangement documentation (if applicable)
  - A recent photograph
  - Clothing for your loved one (if you wish)
- Compose obituary 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 you with the obituary and post it on our website, plus submit it to any appropriate newspapers (if desired).
- We will assist you to determine the number of certified copies of the death certificate that you will need and we will order them, on your behalf, with the N.Y. City Dept. of Health.

A list of "Reasons you need Death Certificates" is provided on our website for your review.

You will find our unique online arrangement process innovative and uncomplicated. Our goal is to simplify the process for you. Our experienced cremation specialists are available to answer any questions you might have, should they arise.

Sincerely,  
Peter DeLuca, Founder