

# What to Do When a Loved One Passes

Day or Night - Report Immediately

## If Death Occurs at Home



### With Hospice Care

- Call the hospice nurse (available 24/7)
- Nurse officially pronounces death
- Do not call 911



### Without Hospice Care

- Call 911 immediately
- Have DNR ready if applicable
- Emergency responders pronounce death
- Body may be transported to medical facility for official declaration



### First Day

- Secure home and property
- Care for children, dependents, and pets
- Arrange mail pickup
- Locate important documents (i.e., will, insurance, birth certificate, prepaid funeral arrangements, list of financial accounts, etc.)

## If Death Occurs in a Hospital or Care Facility



### Facility Handles

- Pronouncement of death
- Medical documentation
- Body preparation for transport to funeral home
- Initial paperwork and medical documentation



### First Hours

- Take a breath - you don't need to rush
- Notify immediate family
- Call the funeral home (available 24/7)
- Take time with your loved one
- Gather important documents



### First Week

- Order multiple death certificates
- Plan the funeral or memorial service
- Write the obituary
- Notify important agencies (i.e., Employer, Insurance Agencies, etc.)



### First Month

- Pay ongoing bills (mortgage, utilities)
- Cancel subscriptions and credit cards
- Forward mail officially
- Determine (with attorney?) if probate case must be opened to transfer assets



### Important Reminders

- Report deaths immediately - **day or night.**
- **Take your time.** Many decisions don't need to be rushed. Give yourself permission to grieve and process.
- **Accept help from family and friends.**
- **Order extra death certificates.** It's much easier than ordering later if you need them.

# What to Do When a Loved One Passes

## General Checklist and Resources

### Documents You May Need:

- ☐ Will and Estate Planning Documents
- ☐ Life Insurance Policies
- ☐ Social Security Card and information
- ☐ Photo ID or Driver's License
- ☐ Birth Certificate
- ☐ Marriage Certificate
- ☐ Divorce Decree
- ☐ Military Discharge Papers
- ☐ Prepaid Funeral Arrangements
- ☐ Cemetery Plot Deed
- ☐ Cremation Authorization
- ☐ List of Financial Accounts & Passwords

### Basic Service Decisions:

- ☐ Burial or Cremation
- ☐ Type of Service (i.e., Traditional, Memorial, Graveside, Celebration of Life, Private, or None)
- ☐ Timeline Considerations for service (i.e., Religious or cultural customs, Family Travel Considerations, Clergy or Celebrant Availability)
- ☐ Personalization Options (i.e., Music, Photos, Flowers, Reception, Special Readings, etc.)
- ☐ Casket or Urn Selection
- ☐ Burial Plot or Niche Selection
- ☐ Death Certificate Copies Needed
- ☐ Financial Planning

### Notify Important Parties:

- ☐ Social Security Administration (Funeral Home may do this)
- ☐ Life Insurance Companies
- ☐ Employer and/or Union
- ☐ Banks and Financial Institutions
- ☐ Credit Card Companies
- ☐ Insurance Companies (auto, home, health)
- ☐ Credit Bureaus (to prevent identify theft)
- ☐ Utility Companies
- ☐ Post Office (to forward mail)
- ☐ Department of Motor Vehicles
- ☐ Membership or Subscription Services
- ☐ Social Media Accounts
- ☐ Online Streaming Services

### Contact Arlington Memorial Gardens

**24-Hour Service Line:** (513) 521-7003

**Funeral Home Address:**

2155 Compton Road, Cincinnati, Ohio 45231

**Cemetery & Memorial Park Address:**

2145 Compton Road, Cincinnati, Ohio 45231

**Website:** [amgardens.org](http://amgardens.org)

### Our Commitment to You

For more than 90 years, Arlington Memorial Gardens has been honored to support families during life's most difficult moments. Our caring Family Advisors and Funeral Directors are here to help, whether you are planning ahead or need immediate assistance.

This guide is provided as a resource to help families understand the funeral planning process. Every situation is unique, and we're here to answer your specific questions and address your individual needs.