What to do when a loved one dies

Practical information and guidance to get you through difficult days and difficult decisions
The death of someone you love and care about can be a lonely and painful experience.

After the death of a loved one, it may be difficult to make good decisions. Unfortunately, there are often many decisions that must be made.

This booklet contains information and resources that may guide you in the often overwhelming job of dealing with the tasks that may follow a death.

We hope this information will ease your burden over the coming days and weeks.

Checklist of actions to take after a death

1. Choose a mortuary (see page 4 for more information):
   - Name: ________________________________
   - Phone: ________________________________
   - Contact Person: ________________________

2. Locate life insurance policies to find out about death benefits that could help pay for funeral services.

3. Decide about funeral arrangements:
   - Burial
   - Cremation
   - Cemetery Name: ________________________________
   - Phone: ________________________________
   - Plot Location: ________________________________
   - Date/Time of Wake: ____________________________
   - Date/Time of Funeral Service: _________________
   - Date/Time of Burial: ____________________________
   - Date/Time of Memorial Service: ________________

4. Sign Release of Remains form at hospital or mortuary.
   - Done

5. Obtains belongings and valuables from hospital.
   - Done  Not applicable

6. Contact clergy or faith community:
   - Name: ________________________________
   - Phone: ________________________________

7. Contact attorney:
   - Name: ________________________________
   - Phone: ________________________________

8. Attend to needs of dependents (children, disabled spouse). Are caregivers needed?

9. Make decisions about obituary and public death notices.
10. Make sure someone is at home during the funeral – burglars often scan death notices and obituaries.

11. Collect important information and documents so you can file claims for benefits:
   - Will and trust documents
   - Birth Certificate (including date and place of birth)
   - Immigration/naturalization papers
   - Social Security number
   - Military discharge papers (if a veteran) – if lost, contact National Personnel Records Center, 9700 Page Boulevard, St. Louis, MO 63132-5200, Attention: (branch of service in which the deceased served)
   - Marriage Certificate or other next-of-kin identification information
   - Death Certificate from mortuary or from Vital Records – Pasadena Public Health Department, 626-744-6009. You may need up to 24 certified copies.
   - List of property – deeds, stocks and bonds, back accounts, etc.
   - Insurance policies
   - Recent income tax returns

12. Notify insurance companies. If you think there might be a missing policy, contact MIB, an insurance trade company, at 781-751-6330. There is a fee associated with this service. If you have access to the internet, the following web addresses can help you conduct the search on your own:

13. Contact employer or union to inform them and to find out about death benefits, pensions and health insurance.

14. Notify bank(s) (accounts, CDs, loans, credit cards).


16. Find bills where the deceased is the addressee and change billing information (taxes, utilities, etc.)

17. Review canceled checks to identify possible need to change billing information.

18. Contact the DMV to change title of vehicle(s).

19. Get refunds for unused portion of prepaid items like memberships and subscriptions.

20. Seek expert financial and legal advice. There may be bills that you are not required to pay and others that are required.

21. Avoid making significant, irreversible decisions (such as selling a home) for at least a year.

22. Children in college may be eligible for assistance.
Mortuary & Funeral Services

What should someone expect a mortuary to do?
Normally a funeral home or mortuary will handle all of the details regarding burial or cremation. They charge for their services. Unless the mortuary is associated with a cemetery, their services will not include the burial plot, marker or interment. Mortuaries usually take care of:

1. Transporting the remains.
2. Preparing the body for burial or cremation.
3. Procuring death certificates.
4. Publishing obituaries or death notices.
5. Funeral or memorial services if there is no faith community.

We cannot recommend a particular mortuary, funeral home or cemetery. You may find information in the Yellow Pages and on the Internet, or you may use following list (see page 6). Your faith community and your family and friends may also have recommendations.

Being a good consumer:

- The average funeral cost, excluding cemetery charges, is over $6,000. The average cremation cost is over $1,300.
- The law requires funeral establishments to quote prices over the phone and to give you a general price list and a casket price list.

When you sign the contract with the funeral establishment, the law requires them to give you an itemized statement of your final choices, including estimates of any costs that are unknown at the time.

- The itemized statement must include charges for outside vendor services that are arranged by them, such as flowers, newspaper notices, clergy honoraria or music.
- If you have questions or complaints, contact the state regulatory agencies: Cemetery & Funeral Bureau, 916-574-7870, www.cfb.ca.gov; or the Department of Consumer Affairs, 800-952-5210, www.dca.ca.gov.

If your family cannot afford funeral services:
There are both governmental and religious programs for which your family may be eligible. Faith communities, county government and military veterans groups will have information about their programs for charity burial.

Faith Communities:
Contact them directly. You can refer to the Yellow Pages or the Internet for contact information.

Veterans:
If your loved one was a U.S. Veteran, burial benefits may be available. Contact the Veteran's Administration, 800-827-1000 for more information. The Riverside National Cemetery is the closest facility to Pasadena, 951-653-8417. www.cem.va.gov/cems/nchp/riverside.asp.

Government:
Los Angeles County Morgue provides cremation services for families who have the financial need, 323-409-7161. The legal next-of-kin may have to prove that they cannot afford the costs of burial or cremation for their loved one.
If the deceased was taken to the Office of the Coroner, please call 323-343-0755 for assistance.
## Mortuaries & Cemeteries in the San Gabriel Valley Service Area

Please note: This list is not intended to be all-inclusive and does not constitute a recommendation. This list is only intended to identify some of the resources that may be available to you.

### ALHAMBRA
- **Rose Hills Memorial Park**
  - 550 E. Main St. 91801
  - 626-259-3000
- **Universal Chung Wah**
  - 225 N. Garfield Ave. 91801
  - 626-281-7887

### ALTADENA
- **Mountain View Mortuary**
  - 2400 N. Fair Oaks Ave. 91001
  - 800-468-1095

### AZUZA
- **White’s Funeral Home**
  - 404 E. Foothill Blvd. 91702
  - 626-334-2921

### GLENDALE
- **Forest Lawn Mortuaries**
  - 1712 S. Glendale Ave. 91206
  - 800-204-3131
- **Callahan & Wood**
  - 511 S. Central Ave. 91204
  - 323-245-3088
- **Glendale Hye Funeral Services**
  - 226 W. Chestnut St. 91204
  - 818-247-8859

### LA CRESCEntA
- **Crippen Mortuary**
  - 2900 Honolulu Ave. 91204
  - 818-848-6131

### LOS ANGELES
- **Cedar Hill Mortuary and Accommodations**
  - 1722 Colorado Blvd. 90041
  - 323-255-0710
- **Fukui Mortuary, Inc.**
  - 707 E. Temple St. 90012
  - 213-626-0441
- **Gutiérrez & Weber Mortuary**
  - 611 W. Cesar E. Chavez Ave. 90012
  - 213-628-1281

### MONROVIA
- **Douglas & Zook Mortuary, Inc.**
  - 600 E. Foothill Blvd. 91016
  - 626-358-3244
- **Turner & Stevens**
  - Live Oak Mortuary
  - 200 E. Duarte Rd. 91016
  - 626-359-5311

### MONTEREY PARK
- **Pacific View Memorial Park**
  - 108 N. Ynez Ave. 91754
  - 626-288-8117

### PARAMOUNT
- **Grupo Deco America**
  - 8545 Rosecrans Ave. 90723
  - 562-259-9900

### PASADENA
- **Avalon Pasadena Funeral Home**
  - 415 E. Orange Grove Blvd. 91104
  - 626-449-2121
- **Cabot & Sons**
  - 27 Chestnut St. 91103
  - 626-793-7159
- **Woods-Valentine Mortuary**
  - 1455 N. Fair Oaks Ave. 91103
  - 626-798-8914

### SAN GABRIEL
- **Pierce Brothers**
  - Turner & Stevens Mortuary
  - 1136 E. Las Tunas Dr. 91776
  - 626-286-1125

### TEMPLE CITY
- **Temple City Funeral Home**
  - 5800 Temple City Blvd. 91780
  - 626-286-1126

### SPANISH SPEAKING
- **Avalon Pasadena Mortuary**
  - 415 E. Orange Grove Blvd. Pasadena 91104
  - 626-449-2121
- **Latino Americana Mortuary**
  - 3827 Whittier Blvd. Los Angeles 90023
  - 323-265-7016
- **Guerra-Cunningham-Bagues**
  - 6351 Seville Ave. Huntington Park 90255
  - 323-581-8109

### CREMATION SERVICES
- **Accord Cremation and Burial**
  - 535-C W. Lambert Rd. Brea 92821
  - 800-843-0995
- **Cremation Society L.A.**
  - 6427 S. Eastern Ave. Bell Gardens 90211
  - 800-615-5501
- **Funeraria del Angels**
  - 2814 N. Broadway Los Angeles 90015
  - 213-749-4151
- **Los Angeles County Disposition of Remains**
  - 323-343-0755
  - (free if the family is indigent)
- **Neptune Society**
  - • National: 888-637-8863
  - • West Covina: 626-859-3291
- **Omega Society**
  - 800-646-6342

### INFORMATION & REFERRALS
- **The Funeral Consumers Alliance of Los Angeles**
  - 626-836-3545
  - Hotline: 626-836-3752
  - A non-profit membership society. Families may become members after their loved one is deceased. http://losangelesfuneral.org
- **Transitions Funeral Services**
  - www.transitionsfuneral.com
  - 818-549-2490
  - 800-869-7984
  - www.funeralhomeguide.com
  - (818) 549-2490
  - A national listing of funeral services by location.
Taking Care of Yourself and Others

Grief has no formula or time limit. Each person has their own unique form of grieving.

The grief process: Some common grief responses include denial, anger, guilt, frustration, overwhelming sadness and/or depression. It can be particularly difficult if there were unresolved conflicts. You can expect to be on a roller coaster of emotional highs and lows in the months ahead. You may experience feeling of despair, poor concentration, forgetfulness, restlessness, anxiety or irritability. You may also experience periods of feeling quite normal. Grieving is never completely over, because our love doesn’t die. People learn to live with the loss and most move on and begin living fully again.

Children need to grieve as well and should be included with the rest of the family in funerals and other commemorations of the deceased. Depending upon their age, children’s reactions range from matter-of-fact acceptance to deep sadness or intense anger.

Bereavement support can provided much needed empathy and encouragement in dealing with the loneliness and pain of grief, even years after the death occurred.

Bereavement/Grief Support Groups

Local groups:
Glendale Adventist Medical Center (Glendale) – 818-409-8008
Huntington Hospital Transitions (for adults) – 626-397-5074
Methodist Hospital (Arcadia) – 626-574-3797
Vitas Hospice (Covina) – 626-918-2273

For Children:
Center for Grief and Loss for Children – 818-248-4441

Loss of a Child:
Compassionate Friends (Glendale) – 818-236-3635
The Josephine DeMello SIDS Foundation – 888-674-2999

Loss of someone to Suicide:
Surviving Suicide – 818-409-8008
www.survivingsuicide.com

Your faith community may also offer a bereavement group or counseling.

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