

# When a Loved One Dies

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Modern Facilities

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Serving our Diverse Community

**ST**  
**JOSEPH'S**  
HEALTH CENTRE **TORONTO**



## INTRODUCTION

The death of a loved one is a very painful time; perhaps even one of the most difficult things we may ever have to deal with. Death, however, is an experience that every human must face, as it is a part of life. As Scripture says, “There is a time for every matter under heaven; a time to be born and a time to die,... a time to weep and a time to laugh; a time to mourn and a time to dance.” (Ecc. 3:1.2.4)

Grief can seem like an unbearable experience, but it is a good, normal and natural response to loss.

In the first hours of grief, the family may feel confused or lost.

Staff chaplains are available 24 hours a day, seven days a week, to support you through this difficult time, and can be requested through any member of your health care team. St. Joseph’s Health Centre recognizes there are different cultural and religious practices surrounding death and dying and invite you to share them with us.

We have also prepared some information that may be helpful for you.



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## ARRANGING A FUNERAL

One of the first things you will wish to do after hearing of a loved one's death is to choose a funeral home. The funeral director will contact the hospital and sign the necessary documents for the release of the body. You and/or your family members will be invited to go to the funeral home to complete the arrangements.

### Information that a funeral director will need:

1. Did the deceased have a pre-arranged funeral agreement?
2. Information about the deceased person:
  - Name
  - Date of birth
  - Marital status
  - Place of Birth
  - Family doctor
  - Social Insurance Number.
3. Information about the deceased person's parents:
  - Father's name
  - Mother's name
  - Father's place of birth
  - Mother's place of birth
4. Did the deceased wish burial or cremation?
5. With the family, decide:
  - What financial resources are available (bank accounts, insurances, pensions, etc.)
  - Day and time you wish to hold the funeral service
  - Person you wish to conduct the service
  - People you wish to take part in the service
  - Music leader, hymns
  - Readings
  - Pallbearers (6)

If you are not affiliated with a religious institution, the funeral director can make arrangements with the clergy on your behalf.

A list of local funeral homes is included in this booklet.

### Organ Donation

Your consent to organ donations is an act of profound generosity. You may be contacted by Trillium Gift of Life if your loved one is a candidate for organ donation. Before making a contribution, ask questions and express any concerns.

### Autopsy

The coroner has the legal authority to order an autopsy when it is required for legal purposes.

Staff must be informed of family-requested autopsies prior to sending the deceased one to the funeral home. Please note that there is a fee for this service.

### Death Certificates

The funeral home will receive the Medical Certificate of Death that was completed by the doctor who confirmed that your loved one has died. The funeral home will then issue a Proof of Death Certificate and provide several original copies to you. A copy of the official death certificate can be obtained by contacting the Registrar General of Ontario at **1-800-461-2156** or **416-325-8305**, or online at [www.serviceontario.ca](http://www.serviceontario.ca).

### Arranging a Funeral through Social Assistance

The City of Toronto Employment and Social Services provides financial assistance on behalf of deceased Toronto residents who do not have sufficient funds in their estate to fully cover the cost of a basic funeral, burial and/or cremation.

**BEFORE** making funeral arrangements, contact Ontario Works. It is recommended that an appointment is made with the local office to find out what is needed.\*

**You will need the following documents and information when you visit the Social Assistance Office:**

- Birth certificate
- Social Insurance Number
- Sources of income or investments (i.e. cheque stubs, bonds, GICs, RRSP)
- Health card
- Updated bank book or name and address of bank and account number
- Proof of citizenship, passport, landed immigrant
- Life insurance policy
- Proof of death - letter from the hospital's booking office, emergency registration
- Local Offices

## **LOCAL ONTARIO WORKS OFFICES**

### **Metro Hall**

#### **Employment & Social Services**

214 Wellington Street West

M5V 0L9

392-2600/main

392-2635/apply

#### **Postal Codes Served:**

M5G M5H M5J M5K M5L M5T

M5V M5W M5X, M6J

### **The Queensway**

#### **Employment & Social Services**

779 The Queensway, M8Z 1N4

392-6550/main

397-0330/apply

#### **Postal Codes Served:**

M6P M6S M8V M8W M8X

### **High Park/Parkdale**

#### **Employment & Social Services**

1900 Dundas Street West

M6R 3B6

397-7800/main

397-7900/apply

#### **Postal Codes Served:**

M6H M6K M6R M8Z M9A M9B

### **Beaches**

#### **Employment & Social Services**

1631 Queen Street East

M4L 1G4

392-3200/main 392-3213/apply

#### **Postal Codes Served:**

M1N M4E M4L M4M



**York Humber****Employment & Social Services**

605 Rogers Road, Unit C2

M6M 1B9

392-6200/main

392-6242/apply

**Postal Codes Served:**

M6M M6N M9N M9P

**Golden Mile****Employment & Social Services**

1880 Eglinton Avenue East,

Unit #139M1L 2L1

392-3400/main

392-3421/apply

**Postal Codes Served:**

M3A M3C M4A M4B M4C M4J

## NEWSPAPER NOTICES

You may wish to prepare information for a newspaper notice. The funeral director will be very helpful.

**Name of the deceased:**

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**Name of the spouse:**

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**Names of the children:**

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**Names of parents:**

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**Names of brothers and sisters:**

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**Will there be visiting hours? If yes, at what times?**

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**Do you wish flowers or memorial donations?**

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**If donations, to which charity?**

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## PEOPLE TO NOTIFY

### Before the Funeral:

1. Contact the funeral home of your choosing
2. Contact the executor of the estate/power of attorney, as the will may contain information needed for the funeral
3. Contact clergy
4. Contact a lawyer to update your will and power of attorney if necessary and for any other legal needs.

If you do not have a lawyer and need legal advice, contact the Law Society of Upper Canada: (416) 947-3300 toll free 1(800) 668-7380

5. Contact the Department of Veterans Affairs if the deceased was receiving veterans' benefits
6. Contact the deceased's employer and inquire about any existing pensions

### After the Funeral:

7. Contact life insurance companies about held policies and update beneficiary information
8. Contact Service Canada if the deceased or his/her spouse was receiving CPP or OAS
9. Contact necessary government offices regarding the deceased ones identification, such as their health card, Social Insurance Card and any passports
10. 10. Apply for any eligible survivor or children's benefits
11. Contact banks and credit card companies
12. Change ownership of properties such as vehicle and real estate .
13. Notify utility telephone and cable companies
14. Contact an accountant to file the deceased ones income taxes for the year in which the death occurred.

## RESPONSES TO GRIEF

In times of grief, feelings are very deep and very natural.

**Shock and denial** - "I just can't believe it."

**Anger** - "Why me?", "It's not fair."

**Emotional release** - "I can't stop crying."

**Pain** - "I can't bear it."

**Fear** - "How can I live without ....?", "What am I going to do?" **Guilt** - "If only I had done more."

**Loneliness** - "I'm going to miss...."

**Relief** - "I'm glad he/she won't suffer any more."

Know that each one's reaction to the loss is very personal. Do what is right for you. Grieving has no limits. During the time of grief, attend your own needs. Eat well and get sufficient rest. Share your precious memories of your loved one. Within the first year, make major life decisions only when absolutely necessary.

## CHILDREN AND GRIEF

Any child old enough to love is old enough to grieve. Children want to be a part of the grieving experience. Encourage them to share their feelings. Answer their questions honestly and clearly. If you do not know the answers to their questions, tell them so. Encourage them to enjoy periods of happiness.

### Suggested Aids to Manage Your Grief

- Know that grief is a part of loving.
- Spend time with family and friends.
- Allow yourself the freedom to express your emotions.
- Avoid sedatives.
- Bereavement counselling is available through most funeral homes.
- Some things may trigger sudden bursts of emotion. This is a normal reaction to grief.
- There are some questions for which there are no answers.
- St. Joseph's Spiritual and Religious Care department holds an

- Ecumenical Memorial Service four times a year to pray for those who died at the Health Centre during the previous three months. Shortly before the service you will be sent an invitation to join us in remembering your loved one.
- Should you feel the need, call our Spiritual and Religious Care department at (416) 530-6165.

## LOCAL FUNERAL HOMES

### Toronto

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#### **Lynett Funeral Home**

3299 Dundas Street West (416) 767-1176

#### **Cardinal Funeral Homes**

92 Annette Street (416) 762-8141

366 Bathurst Street (416) 603-1411

#### **Turner & Porter Funeral Directors**

2357 Bloor Street West (416) 767-3153

4933 Dundas Street West (416) 231-2283

### Etobicoke

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#### **Ridley Funeral Home**

3080 Lakeshore Blvd West (416) 259-3705

#### **G.H. Hogle Funeral Home**

63 Mimico Avenue (416) 251-7531

62 Long Branch Avenue (416) 255-3816

### Mississauga

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#### **Turner & Porter Funeral Directors**

2180 Hurontario Street (905) 279-7663

1981 Dundas Street West (905) 828-8000

#### **The Simple Alternative Funeral Centre**

1535 South Gateway Road (905) 602-1580

(24-hour answering service)

## York

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### **Roy Miller Funeral Homes**

1695 St. Clair Avenue West

(416) 656-3585

### **Jerrett Funeral Homes**

1141 St. Clair Avenue West

(416) 654-7744

### **McDougall & Brown Funeral Home**

1812 Eglinton Avenue West

(416) 782-1197

### **Ogden Funeral Homes**

646 St. Clair Avenue West

(416) 652-5211

### **Scott Funeral Homes**

1273 Weston Road

(416) 243-0202

### **Newediuk Funeral Home**

2058 Kipling Avenue

(416) 745-7555

### **The Simple Alternative Funeral Centre**

275 Lesmill Road, North York

(24-hour answering service)

(416) 441-1580

### **Last Post Fund**

A non-profit charitable organization that ensures the provision of a dignified funeral and burial services for war veterans and disability pensioners who meet criteria at time of death

1 (800) 536-2508

See the yellow pages for other funeral homes or visit the following web site:

[www.thefuneraldirectory.com](http://www.thefuneraldirectory.com)

# SUPPORT SERVICES

## Community Resources

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<b>AIDS Bereavement Project of Ontario</b> 415 Yonge Street Suite 1801	(416) 205-9888
<b>Alzheimer Society for Metropolitan Toronto</b> 2323 Yonge Street, Suite 500	(416) 322-6560
<b>Bereaved Families of Ontario – Metropolitan Toronto</b> 80 Woodlawn Avenue East	(416) 440-0290
<b>Pregnancy and Infant Loss Network (PAIL)</b>	1(888) 301-7276 (905) 472-1807

## Multicultural Services

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<b>COSTI</b> Programs for Bereavement Family Counselling Service	(416) 244-0724 (416) 789-7925
<b>Islamic Foundation of Toronto</b> 441 Nugget Avenue, Scarborough	(416) 876-3000 (416)321-0909
<b>Etobicoke Muslim Community Organization</b> 130 Westmore Drive	(416) 745-3626
<b>Arab Community Centre of Toronto</b> 555 Burnhamthorpe Road, Suite 209	(416) 231-7746
<b>Armenian Community Centre</b> 45 Hallcrown Place	(416) 491-2900
<b>Greek Community of Metropolitan Toronto Inc</b>	(416) 469-2495

# NOTES

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Advancing the Health  
of our Community by  
being Canada's Best  
Community Teaching  
Health Centre

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HEALTH CENTRE TORONTO

30 The Queensway, Toronto, ON, M6R 1B5

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