



McCALL  
GARDENS  
HONOURING LIFE

## Pre-Arrangement Resource Kit

### *What To Do When Someone Passes Away*

Since most deaths occur in health care institutions such as hospitals, nursing homes and hospices, the attending staff should provide guidance and procedural information for you to follow. If the death occurs at home and is expected, please notify the physician or attending registered nurse so he or she can pronounce the death. This must take place prior to us transferring the decedent into our care. Phone the police immediately if the death is unexpected or if there are any peculiar circumstances. No matter what the 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 (250) 385-4465 – we are available 24 hours / day.
  - When you call, please be prepared to answer the following questions:
    - What is the full name of the person who passed away?
    - What is his or her date of birth?
    - Where did the death occur? Is he or she still at that location?
    - Are you ready for the transfer to take place now?
    - Who is the executor and what is their contact information?
    - What is your name and contact information? (if you are not the executor)
    - Is there a pre-arranged funeral or cremation with McCall Gardens?

#### **Second Step: Complete the Funeral and/or Cremation Arrangements**

- Call the funeral home to make an appointment with a licensed funeral director. We can meet at our Royal Oak or Cook Street location, at your residence, or at a different location of your choice.
- During the arrangement we will ask you to provide the following information and items:
  - Vital Statistical information of deceased (form attached)
  - Pre-arrangement documentation (if applicable)
  - Birth Certificate
  - Cemetery documentation (if applicable)
  - A recent photograph
  - Clothing
- Decide if the deceased will be buried (traditional or green), cremated, or entombed in a mausoleum.
- Decide on the location of services - Sequoia Centre or Redwood Chapel at McCall Gardens, church or other facility that is appropriate for hosting events.
- Decide who will officiate the service (clergy, celebrant, family member, friend). Your funeral director will provide guidance and recommendations.

**McCall Gardens Funeral & Cremation Service \* 250-385-4465 \* 24 Hours**

- Set the date and time of the service.
- Determine details of the service (participants, pallbearers, music, readings, catering, etc)
- Compose an obituary. We recommend that family members compose the obituary and then send it along with a photo (digital or hard copy) to your funeral director for proof reading and formatting. We will post the text and photo on our website and submit them to newspapers for print. (We do not charge extra for this service)
- Determine the number of death certificates and notarized copies that will be needed.

### **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 a link to the obituary on our website which you can email to others.
- Notify membership organizations such as churches, legions, golf courses, alma mater, etc
- Start a notebook or list to keep a record of visitors, flowers and other gifts that are delivered to the house – if anything is delivered to McCall Gardens we will notify you.
- Be prepared for “Please let us know if there is anything we can do”
  - Be prepared (and don’t feel bad) to accept this generosity from people who offer – make a list of items and tasks such as meals, household duties (cleaning, mowing the lawn), 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 child care if necessary... although we strongly suggest that all family members be present at the service, including young children.

### **Fourth Step: After the Service**

- Set an appointment with our After Care Concierge (there is no additional charge for this service). Our After Care Concierge will assist with practical matters that the executor must deal with, including:
  - Application for the Canada Pension Plan death benefit
  - Notification of institutions (banks, pension plans, insurance companies, brokerage accounts etc)
  - Cancellation of credit cards and driver’s license
  - Submitting phone numbers to Do Not Call lists
- Contact a lawyer if necessary
- Decide final disposition of ashes (inter in cemetery, keep at home, scatter on land or water)
- Create a list of people and organizations to send thank you cards to – consider sending a copy of the memorial card to those who were not able to attend the service – we will provide you with 20 thank you cards at the After Care appointment. Please let us know if you need more.

If you have questions or need to speak with us for any reason, call anytime. We are here to help.

Trevor McCall  
 Vice President, 4<sup>th</sup> Generation  
 McCall Gardens  
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 250-385-4465

# Planning Checklist



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## Recording Personal Information

- Full legal name of decedent
- Address of residence
- Date and place of birth
- Date and place of death
- Personal health number (care card)
- Social Insurance number
- Occupation during working life
- Business or industry of work
- Marital status
- Spouse's full name (maiden)
- Father's name
- Father's place of birth
- Mother's name (maiden)
- Mother's place of birth
- Next of kin / Executor's full name
- Executor's address & phone number
- Executor's relationship to decedent
- Doctor's name & phone number

## Making Service Choices

Choose funeral home location

- McCall Gardens Royal Oak
- McCall Gardens Cook Street
- Set date & time of service
- Choose location of service
  - Sequoia Centre
  - Redwood Chapel
  - Church or other
- Choose burial, green burial, cremation, or entombment
- Private family visitation or public visitation/prayers
- Request preparation and embalming
- Decide if jewellery is to remain with decedent for burial
- Provide clothing for decedent
- Select photographs to display
- Select memorabilia to display
- Select photos and song for complimentary Video Tribute
- Select musical selections
- Select scripture or literature
- Compose & submit obituary
- Determine number of death certificates

## Making Specific Decisions

- Select casket or cremation container
- Select burial vault
- Select urn(s) and memorial jewelry
- Choose to preserve DNA
- Choose to live stream service
- Select burial or cremation plot
- Select memorial grave marker
- Select guest register
- Select memorial cards
- Select music or provide playlist for prelude and postlude
- Choose floral arrangement(s)
- Select catering details
  - Menu selection
  - # of people to expect
  - Cash or host bar

## Participants

- Clergy or celebrant
- Pianist or other musicians
- Pallbearers (6 required for burial)
- Family or friend to perform eulogy
- Family or friend to read scripture or poem(s)

## Transportation

- Transfer from place of death to McCall Gardens
- Funeral coach to cemetery or crematorium
- Family or pallbearer limousines
- Funeral Escort

## Documents to Locate

- Will
- Deed to cemetery plot
- Birth certificate

- Marriage certificate
- Citizenship papers
- Insurance policies
- Bank documents
- Titles to property
- Vehicle ownership
- Tax returns
- Military discharge papers

## People to Contact

- Extended family & friends
- Doctor (GP or Specialist)
- Accountant
- Lawyer
- Employer
- Insurance agent
- Creditors
- Clubs, unions & organizations
- Financial advisor / banker
- Bereavement counselor if needed

## Pay for the Following Services

- Funeral Home
- Cemetery (plot, care & interment)
- Grave memorial, inscription & installation
- Service participants
- Newspapers
- Hospitals & Ambulance

## Personal Data to be Considered for Obituary Notice

- High school or University attended
- Military record
- Family & professional history
- Offices or positions held
- Accomplishments: personal & professional
- Citations
- Hobbies, activities and 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***

<b>The First Step: Statistical Information of Decedent</b>		
Surname:	Given Names:	
Address:		
Age:	PHN (Care Card #):	Social Insurance Number:
Marital Status:	Spouse's Maiden Name:	
Occupation during working life:	Industry of employment during working life:	
Birthdate:	Birthplace:	
Father's Name:	Father's Birthplace:	
Mother's Name:	Mother's Birthplace:	
Executor:	Relationship:	
Address:		
City:		Postal Code:
Phone:	Email:	
Other Contact:	Phone:	
Other Contact:	Phone:	
Other Contact:	Phone:	
Doctor:	Phone:	
<b>The Second Step: A Time to Honour and Remember - The Service</b>		
Service Location:	Officiant:	
Burial / Cremation / Entombment / Green Burial	Service Type: Traditional Funeral / Memorial Service / Graveside Service / Celebration of Life / Memorial Reception / Other	
Circle all that apply: casket present / urn present / public visitation / private family visitation / reception / host or cash bar		
Music for Video Tribute:	Special Music During Service:	
Solo:	Prelude / Postlude Music:	
Eulogist:	Readers:	
Other Participants:	# of Seats to Reserve for Family:	
Casket: Metal / Wood / Cloth / Veneer / Rental	Urn: Bronze / Steel / Wood / Ceramic / Stone	
Notes:		

## ***McCall Gardens: 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 to be used as a guide to make the event as meaningful as possible

Nicknames:	(from spouse)	(from parents)	(from children)
	_____	_____	_____
	_____	_____	_____
	(from grandchildren)	(from friends)	(from others)
	_____	_____	_____
	_____	_____	_____
Hobbies:	_____	_____	_____
	_____	_____	_____
Sports:	_____	_____	_____
	_____	_____	_____
Memberships	_____	_____	_____
Clubs, etc.:	_____	_____	_____
	<b>Favourites</b>		
Scriptures,	_____		Books & _____
Poems, etc.:	_____		Movies: _____
	_____		_____
Hymns:	_____		Music: _____
	_____		_____
Vacation:	_____		Retreat: _____
Places:	_____		Places: _____
	_____		_____
Clothes:	_____		Outings: _____
Outfits:	_____		Restaurants: _____
	_____		_____
Other Comments:	_____		
	<b>Family and Friends Participation</b>		
Eulogy:	_____		Readings/Other: _____
	_____		_____



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## **Vital Statistical Information**

*McCall Gardens will require the information below to register the death with Vital Statistics*

Full Legal Name of Decedent: \_\_\_\_\_

Full Legal Name at Birth (if different): \_\_\_\_\_

Date of Death: \_\_\_\_\_

Place of Death: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Place of Birth: \_\_\_\_\_

Address of Residence: \_\_\_\_\_

Marital Status: \_\_\_\_\_

Name of Spouse (including maiden name): \_\_\_\_\_

Occupation During Most of Working Life: \_\_\_\_\_

Industry of Employment During Most of Working Life: \_\_\_\_\_

Social Insurance Number: \_\_\_\_\_

Personal Health Number (Care Card): \_\_\_\_\_

Doctor's Name (GP): \_\_\_\_\_

Father's Name: \_\_\_\_\_

Father's Place of Birth: \_\_\_\_\_

Mother's Maiden Name: \_\_\_\_\_

Mother's Place of Birth: \_\_\_\_\_

Name of Executor(s): \_\_\_\_\_

Relationship of Executor(s): \_\_\_\_\_

Address of Executor(s): \_\_\_\_\_

\_\_\_\_\_