



*After Your Loss: A Clear Guide to Next Steps*

**Lifemark**

G R O U P

The Lifemark Group of Cemeteries, Crematories and Funeral Homes

## Let Us Help When You Need It Most

When you've lost a loved one, particularly if it's unexpected, the added pressures of making arrangements can be overwhelming. This guide is designed to help you through the process in the clearest, least stressful way.

### Take it one step at a time.

There is a myriad of information that must be gathered, and communicated, to the people and institutions that will play a role in the final arrangements. If your loved one gathered this information in advance, your tasks will be even simpler; if not, we've organized the list of necessary steps for you here.

### Use this checklist.

Many of the tasks at hand are performed by others; we've marked which these are, and which must be handled or decided by you.

Tasks are color-coded:

∞ *Blue tasks are for a family member or other responsible party*

∞ *Green tasks are usually handled, or guided, by Lifemark*

∞ *Brown tasks are usually for the family, but Lifemark can help you with them*

### Accept help.

If you need assistance, please call us at **510.471.3363**, or come in for help, whichever is most comfortable for you. For more information, visit our website at [lifemarkgroup.com](http://lifemarkgroup.com). With more than a century of experience, and an understanding of diverse end-of-life traditions, we're advocates for you during this difficult time.

# Your Checklist, for an Easier Process

## 1

### At the time of death

- ∞ If it occurs at home, call 911 to notify local authorities; a coroner or medical examiner may be needed if the death was sudden. If your loved one was under a doctor's care, contact that doctor, or, if in hospice care, call the hospice *instead* of 911.
- ∞ If it occurs in a hospital or other care facility, the staff will usually handle the initial steps, like contacting the authorities and your Lifemark Funeral Director.
- ∞ In either case, the Funeral Director should be one of the first calls. In addition to making final arrangements, the Director can help with details like transporting the body, getting a death certificate, preparing an obituary, notifying key individuals, finding grief support, and more.

## 2

### Next steps

*If burial and funeral details are prearranged:*

- ∞ **Locate your loved one's written preferences.**
- ∞ Meet with your Lifemark Funeral Director to begin arrangements and set time and place of services.
- ∞ **Place a notice in your local newspaper.**
- ∞ Notify family, business associates, friends and others. (Your Funeral Director or family may be able to help you with contacts.)
- ∞ Prepare your home for visitors.
- ∞ Answer/return phone calls, messages and letters (ask others to help).
- ∞ Greet friends and relatives who visit.
- ∞ Find or offer lodging for out-of-town guests.

*If not arranged in advance, start here:*

- ∞ Locate your loved one's written preferences, if created.
- ∞ Contact Lifemark.
- ∞ Meet with the Funeral Director to arrange time, place and style of services, transportation and other arrangements.
- ∞ Choose a cemetery or memorial park.

- ∞ *Family member*
- ∞ *Lifemark*
- ∞ *For discussion*

# 3

## Needed information

- ∞ Your loved one's vital statistics, for the death certificate
- ∞ Genealogy and family history
- ∞ Addresses and/or phone numbers of all who should be contacted
- ∞ Obituary information

# 4

## Arrangements

### *Burial vs. cremation*

Your Lifemark Funeral Director can guide you in making this choice, and will coordinate all funeral, cemetery or crematory details to carry out your wishes.

#### *Decisions for burial:*

- ∞ Cemetery/Mausoleum Property
- ∞ Memorial or monument
- ∞ Casket selection
- ∞ Select Clothing
- ∞ Vault or outer burial container
- ∞ Memorial service or funeral

#### *Decisions for cremation:*

- ∞ Placement or scattering of ashes
- ∞ If placement, niche or home, and type of container
- ∞ If scattering, location
- ∞ Unique options
- ∞ Type of memorial or marker

- ∞ Family member
- ∞ Lifemark
- ∞ For discussion

### *Funeral vs. memorial service*

Your Lifemark Funeral Director handles many of these arrangements, whichever you choose. The difference between them is that the body is present for a funeral service. Funerals are usually arranged shortly after death, to precede burial or entombment. Memorial services are

generally associated with cremation, but can also be held after burial/entombment. Either service can be designed to best suit your loved one.

- ∞ Choose cemetery or memorial park location.
- ∞ Select clothing.
- ∞ Provide flowers, music, and food.
- ∞ Arrange for officiator/facilitator and participants.
- ∞ Arrange additional options to personalize the service.

## 5

### Additional tasks

- ∞ Notify your place of worship.
- ∞ Choose and/or notify casket bearers.
- ∞ Notify insurance agent(s).
- ∞ Notify unions or fraternal organizations.
- ∞ Place a notice in your local newspaper, if not already done.
- ∞ Choose and/or notify musicians or singers.
- ∞ Prepare and sign all necessary papers.
- ∞ Notify employers if mourners will be absent from work.
- ∞ Arrange for someone to watch your home during the services to guard against break-ins.

*The atrium of  
the Circle of Peace  
mausoleum, at  
Chapel of the  
Chimes, Hayward*



# 6

## After the service

- ∞ *Family member*
- ∞ *Lifemark*
- ∞ *For discussion*

- ∞ Send out thank-you cards.
- ∞ Contact your loved one's attorney, accountant, and estate executor.
- ∞ Contact his or her employer to learn about compensation due, benefits (including life insurance coverage), and whether dependents are still covered.
- ∞ Contact Social Security (at 800.772.1213) or other agencies from which payments had been coming. You'll have to return Social Security checks received for the month of death; however, the surviving spouse may be eligible for a one-time death benefit of \$255.
- ∞ Contact the Veterans Administration (at 800.827.1000) if applicable, to stop any monthly disability payments or see if there are death benefits available.
- ∞ Contact life insurance companies and find out how to file a claim.
- ∞ Pay off and cancel credit cards.
- ∞ Contact his or her bank to determine what needs to be done.
- ∞ Contact utility companies to alter or discontinue service.
- ∞ Stop delivery of newspapers and magazines.
- ∞ Ask post office to forward mail, if necessary.
- ∞ Review old records (tax returns, bank and brokerage statements, titles to vehicles, checkbooks, computer financial files, divorce papers, etc.).
- ∞ Find other key financial documents (stock certificates, bearer bonds, titles/deeds, prenuptial agreement, etc.).
- ∞ Find estate documents (will, trust, power of attorney).
- ∞ Collect asset and liability information (life insurance policies, bank, retirement and investment accounts, real estate or business ownership, etc.; mortgages, tax owed, unpaid bills, etc.).
- ∞ Locate safe deposit box, keys, and rental agreement.
- ∞ Inventory personal belongings.
- ∞ File final tax return for your loved one.

## About Lifemark

We're founded on a simple truth: every life leaves its mark on those it touches. And since our start in 1872, with a local, 7-acre cemetery, it has been our mission—and our privilege—to honor that fact.

Lifemark is a multi-denominational company, supporting families of diverse religious, ethnic and cultural traditions with end-of-life planning and services—more than a century of experience has taught us that every culture has its own way of saying goodbye. Now in historic sites throughout Northern California, we offer the most comprehensive end-of-life services of any company exclusive to the region.

Every life is to be celebrated, and we're committed to helping you through the process in the way that is most meaningful to you. We counsel families, first, to plan today—as the best way to discover, and honor, the wishes of your loved one, and as a means of making the process easier at a time of loss. When that time comes, we offer support in every aspect—from gathering needed information and managing details, to creating an inspirational ceremony and memorial. The choices you make today are your promise for tomorrow.

**Lifemark**  
G R O U P

*Promises Kept*®

### Contact us today:

The Lifemark Group of Cemeteries,  
Crematories and Funeral Homes

Hayward, Oakland, Sacramento,  
San Francisco, San Mateo, Sunnyvale

### Main office:

32992 Mission Blvd. Hayward, CA 94544

Tel: 510.471.3363 Fax: 510.471.8814

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

Copyright © 2009 Lifemark Group

# Lifemark

C R O U P

32992 Mission Blvd.

Hayward, CA 94544

*The Lifemark Center at Skylawn  
Memorial Park in San Mateo*

