



What to do when death occurs

Home

When a death occurs at home:

- If your loved one **IS** under hospice care, please call the hospice nurse.
- If your loved one is **NOT** under hospice care, please call 911 and a police officer will respond to the home.

Ask the police officer or the nurse to contact any one of our locations.

The following questions will be asked:

- Caller's name and phone number
- Name of the deceased
- Address and directions to the home

The Funeral Director on call will respond immediately with the estimated time of arrival to your location. Generally, our transport specialist will be on site within 90 minutes ensuring we have the right staff and equipment to receive your loved one into our care. The Funeral Director will follow up with your family the next morning at 9:00 am to answer questions and schedule a meeting time that is convenient to you.

Medical Examiner

When death occurs and your loved one is in the care of the examiner, you will need to authorize them to release your loved one into our care.

We will contact you and schedule a time that is convenient for you to meet with one of our funeral directors.

Hospitals, Hospices, Nursing Homes

Contact the nurse or physician. The nurse or physician will come to the room and make the pronouncement of death. Ask the nurse to contact any one of our locations. Our staff will respond to the location of passing and receive your loved one into our care. We will call to schedule a time that is convenient for you to meet with one of our funeral directors.

Out of Area

Contact any one of our locations and the Funeral Director will assist you. It is important to contact us prior to contacting another funeral provider. This may save time and minimize expenses.

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