

## Who to Contact - less urgent

### Financial Institutions

This notification should be handled by the executor(s) since upon notification, all accounts are usually frozen.

### Canada Post

Take a copy of the Proof of Death Certificate (PODC) and your personal photo ID to a local Post Office to stop or redirect mail.

### Professional Organisations

Professional organisations may charge membership fees or publish obituary information.

### Legion, Service Clubs and Recreational Clubs

Club members may wish to recognize the death in some fashion.

### Firearms and Firearm Certificates and Licenses

The executor(s) must transfer ownership of firearms in a safe & lawful manner. Consult [www.fseso.org/executors-and-heirs-what-to-do-with-firearms](http://www.fseso.org/executors-and-heirs-what-to-do-with-firearms) for more information.

### Voting Lists

Remove the deceased information online at [www.registertovoteon.ca](http://www.registertovoteon.ca)

### Loyalty Programs

Loyalty programs have differing policies regarding the credits (points) in a deceased person's account. Check what each provider's policies stipulate.

### Medical Professionals

If not already aware, Medical Professionals should be notified.

## Grief Support

Faith communities offer bereavement support groups and personal grief counselling. Funeral Homes may provide resources or referrals to bereavement support groups and online support.

### Community Based Grief Support

#### Acclaim Health

Community Support Services - Hospice Care and Bereavement Support, Main Office  
2370 Speers Rd, Oakville, ON L6L 5M2  
905-827-8800

#### Centre for Grief and Healing

Bereaved Families of Ontario - Halton/Peel  
33 City Centre Dr, Suite 610, Mississauga, ON L5B 2N5 905-848-4337 X1177

### Heartache2Hope

1155 North Service Rd W, Unit 11,  
Oakville, ON L6M 3E3 905-599-4673  
HOPELINE 289-474-5508

### Lighthouse for Grieving Children and Families

2522 Rebecca St, Oakville, ON L6L 6N8  
905-337-2333

### Mississauga Halton Palliative Care Network

2655 North Sheridan Way, Suite 140,  
Mississauga, ON L5K 2P8  
905-855-9090 X 2725

For more information,  
visit [www.halton.ca](http://www.halton.ca) or call 311.

# Who to Inform When a Death Occurs



Older Adult Advisory Committee  
(OAAC)

## Introduction

When a loved one dies there is a pressing need to inform family, friends, government agencies, and institutions. This Fast Fact offers some guidance regarding who to contact. However, legal advice is often required as executors have authority over estate issues. Consult this useful link: [www.ontario.ca/page/what-do-when-someone-dies](http://www.ontario.ca/page/what-do-when-someone-dies)

## When a Death occurs at Home

If your loved one was receiving palliative care (or MAID) or under a doctor's care, **do not call 911**. Call your palliative care contact or physician and follow their instructions.

Otherwise, call 911. EMS personnel will be dispatched and contact a coroner or doctor. The coroner or doctor will oversee releasing the body.

## When a Death Occurs in a Medical Facility

Health professionals at the medical facility will notify the appropriate authorities and oversee the release of the body.

## Organ and Tissue Donation

If organ or tissue donation is indicated on the back of your loved one's Ontario Health card a representative of the Trillium Gift of Life Network will contact the family directly.

## Who to Contact in the first 24 hours

### Family Members and Close Friends

Some will want to post details on social media. You may want to ask them to delay until you can personally inform all others.

### Law Firm and Executor(s)

Locate the latest will and notify the law firm & executor(s) to ensure that estate assets or properties will be properly secured.

### Clergy

Notify any clergy from their faith community.

### Funeral Home, Crematorium or Cemetery

To fulfill prearranged agreements.

### Final Expense Insurance

To claim burial or funeral insurance benefits.

## Registering the Death

If using the services of a Funeral Home, Crematorium or Cemetery, the death will be registered on your behalf. You will also be given copies of the "Proof of Death Certificate" (PODC) to use when informing organisations and institutions.

Otherwise, you will need to obtain a copy of the Medical Certificate of Death

from the doctor or coroner and submit it along with a copy of the Statement of Death to the municipal clerk's office in the municipality where the death occurred to register the death. (This step must be completed before a burial permit can be issued.)

Once this is done you can apply for a Death Certificate at a Service Ontario location.

## Who to Contact in the First Week or Two

### Federal Government (Social Benefits and Passport)

To prevent overpayments, enrollment in social benefits will need to be cancelled. Also, a surviving spouse may be entitled to death benefits. For assistance complete the online checklist at

[www.canada.ca/en/services/benefits/notify-government-death/checklist.html](http://www.canada.ca/en/services/benefits/notify-government-death/checklist.html)

To cancel a Passport contact the Service Canada office in your community.

### Provincial Government

Return the deceased's Health card, Driver's license, and accessible parking permit to the Service Ontario location in your community.

### Family Responsibility Office

If the deceased was providing spousal or child support inform the Family Responsibility Office, Ministry of Community and Social Services.

### Former Employer

Contact HR if there are outstanding benefits or pensions for survivors.

### Private Pension Funds

Notify any private pension fund managers. The surviving spouse may be entitled to survivor benefits.

### Life Insurance and Health Insurance

Provide a copy of the "Proof of Death Certificate" (PODC) or Death Certificate.

### Property and Vehicle Insurance

The executor(s) should confirm that insurance is in effect until the estate is legally settled. Prevent anyone from moving into a residence or operating any vehicles while the estate is being settled.

### Credit Card and Service Providers

Working through the Executor(s), check for automatic payments against a credit card account BEFORE cancelling any account. Provide a copy of the PODC to cancel each account.

### Credit reporting agencies

Contact the 2 Canadian credit reporting agencies (Equifax - 866-828-5961) (Transunion - 800-663-9980) to prevent fraudulent credit checks in the name of the deceased.