



WHAT SHOULD I DO WHEN MY LOVED ONE DIES?

To better guide you

The information in
this leaflet will walk you
through what to do when
your loved one dies.

After the person passes away, take all the time you need to say goodbye. Inform any relatives who expressed a desire to be present. Some people take comfort in gathering around the deceased person to celebrate their life.

There is no rush to call the funeral home or the ambulance. You can let them know what time you'd like them to show up.

Depending on what you decided with your care team, you will need to do the following:



If the death will be pronounced at **home** and happens

**Between 8 a.m. and 4 p.m.,
Monday to Friday:**
Call the nurse or doctor at the
following number:

**After 4 p.m., on a weekend,
or on a holiday:**
Call the centre 24/7
at 1-800-361-7073

After the doctor's visit, you can call the funeral home.



If the death will be pronounced at the **hospital**

Call **911** and tell them
that the death was expected.

Give the **ambulance technicians**
the advance medical directives (AMDs)
or the do-not-resuscitate order signed
by the doctor.



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Is there anything I should do for the deceased person?

- Lay the person on their back with their head slightly raised on a pillow;
- Close their eyes;
- Cover them with a blanket.

What documents and information do I need to give the funeral home?

You will need to give the «**Declaration of a Death**» form to the funeral home when they come to collect the body.

During the meeting about the funeral arrangements, they will ask you about the deceased person's wishes regarding burial or cremation and will need their:

- health insurance card;
- social insurance number;
- parents' names;
- place of birth and baptism;
- date and place of marriage, where applicable;
- photos and clothing, if the body is being laid out.

The following information will also be needed from the legally married spouse:

- social insurance number;
- parents' names;
- place of birth and baptism;
- date and place of marriage.

Our mission

To maintain, improve, and restore the health and well-being of the Québec population by making accessible an array of integrated and quality health and social services, while contributing to the social and economic development of Québec.

Our vision

Accessible and efficient health care and services that adapt to the needs of Québécois.

Our goals

The CISSS de la Montérégie-Ouest achieves its goals through its innovative approaches and stands apart through:

- its exemplary offer of care and integrated services based on interdisciplinarity, accessibility, and adaptability to the needs of its population;
- its willingness to question and improve its professional, clinical, and administrative practices;
- its appreciation of its personnel and the implementation of human resource management practices;
- its strong relationships with its partners.

Our values

Our actions are guided by five equal and interconnected values: compassion, collaboration, commitment, confidence and consistency.