

Refer to the pamphlet *Grief and Loss* to learn about self-care and common experiences related to grief.

Refer to the pamphlet *Resources for Bereavement, Grief and Loss* to learn about services and resources to help you understand and cope with your grief.

PRIVATE PENSIONS AND FINANCIAL INSTITUTIONS

- If you are unsure if the deceased had private life insurance, or a private pension, contact their most recent employer. You can also try to find a recent benefit statement among their belongings.
- Contact any banks or other financial institutions with which the deceased was involved.

Your health is important too. If you are feeling overwhelmed, seek support from the Family Councils of Ontario.

www.fco.ngo
(416) 487-4355
1-888-283-8806

Finding Out About Benefits

You may be eligible for a Survivor's Pension, Allowance for the Survivor, and/or CPP Death Benefit. You can either ask about these when you call Service Canada OR visit the following web sites:

Survivor's Pension:

http://www.esdc.gc.ca/en/cpp/survivor_pension.page

CPP Death Benefit:

<https://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-death-benefit.html>

Allowance for the Survivor:

http://www.esdc.gc.ca/en/cpp/oas/allowance_survivor.page

Online Resources

1. See SPA-LTC website for more resources
<https://spaltc.ca/resource-library/>

Contact Us

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What to Do After a Death

A GUIDE TO LEGAL, FINANCIAL AND GOVERNMENTAL FORMALITIES



TRANSFERRING THE BODY

When a family member or friend dies in long-term care, their body must be transferred. If you have pre-selected a funeral home, crematorium or transfer service, you or the long-term care home can **call them immediately** to retrieve the body. If a funeral home or crematorium has not been chosen, a family member or executor will need to **select one immediately**.

If you are unsure how to select a funeral home, crematorium or transfer service, you can contact the Bereavement Authority of Ontario at: **647-483-2645 or 844-493-6356 (toll-free); email: info@thebao.ca**

Consulting A Will

If you know there is a will, check to see who is listed as the executor. This person will be responsible for carrying out the deceased person's wishes. If you are not sure if there is a will, you can contact the estates division of the local Ontario court in the area the person lived, to check if a will has been filed. If there is no will, you may want to contact an attorney to decide who administers the estate and files the deceased person's final tax return.

For more information on will and legal issues following the death of someone, contact:

Law Society of Ontario:
1-800-668-7380 (toll-free) or 416-947-3300 (GTA)

Legal Aid Ontario:
1-800-668-8258 (toll-free)
or 416-979-1446 (Toronto)

Notifying Federal and Provincial Agencies

When someone dies, there are a number of organizations that need to be informed. Most of these organizations will require a death certificate, which can be obtained **online at:** <https://www.ontario.ca/page/how-get-copy-ontario-death-certificate-online>
Phone: 1-800-461-2156 (outside Toronto) or 416-325-8305 (Toronto only)

Provincial

Ministry of Health

Cancel and return OHIP card
1-800-268-1153 (toll-free) or 416-327-4327

Ministry of Community and Social Services

Notify if the deceased was receiving any benefits from the provincial government
1-888-789-4199 (toll-free) or 416-325-5666

Ministry of Transportation

Cancel driver's license and registration
1-800-387-3445 (toll-free) or 416-235-2999 (GTA)

Ontario Ministry of Finance

Notify if enrolled in Guaranteed Annual Income System Program, GAINS
1-866-668-8297

Federal

Service Canada

Cancel OAS and CPP benefits. Check if you qualify for a Survivor's Benefit or CPP Death Benefit
1-800-277-9914

Canada Revenue Agency

File a final income tax claim
1-800-959-8281

Veterans Affairs Canada

Cancel a Veteran's pension and check if you qualify for death benefits
1-866-522-2122

Canada Post

Return incoming mail to senders
1-866-607-6301

Citizenship and Immigration Canada

Cancel a valid passport
1-800-567-6868