

What Do You Do Now?



**A Guide for When
Your Loved One Has Passed**

Our Deepest Condolences

On behalf of the staff at Trillium Health Partners, please accept our sympathy and sorrow during this difficult time.



Emotions before and after the death of a loved one can be strong, and very different for each person. We may need help to cope with the changes in our lives. Grief is part of being human, but that doesn't mean we have to go through the journey alone. When you're ready, we hope this information will be helpful for you and your family throughout the many transitions that lie ahead.

Our thoughts are with you.

What is Grief?

When people are trying to adjust to the death of a loved one, they usually grieve. Grief is part of a healing process that helps a person let go of the past and adjust to life without the loved one who has died.

*Be patient and gentle with yourself.
You are the expert of your grief experience.*

Grief is a natural response to the loss of a loved one and can show itself in many ways. It's normal for grief to have a big impact on our lives and it can take time to adapt to life after a loss.

People can experience many emotions that can be confusing and overwhelming. They may not come in a predictable sequence and may overlap. Sometimes you may not feel the intensity of your loss until months later. Grief may start before and continue after the death.



For grief and bereavement supports and resources go to Appendix A at back of booklet.

What happens when your loved one dies in hospital?

Seeing your family member after they have died can be an emotional time. You may have many different emotions such as fear, sadness, anger, guilt, anxiety, discomfort and even relief. All emotions are normal.

It is your choice to visit your family member at the hospital after they have died. If you choose to visit and feel you may need support, let a member of your health care team know. It is your personal decision to see, touch or talk to your family member after they have died.

A nurse or doctor will confirm the death, remove any medical equipment or devices such as pain pumps, catheters or IVs and tidy the room. Any surgically implanted devices will be removed by the funeral home.

We will respect your cultural and religious wishes and will provide support to your family members who wish to be involved in caring for the body.



What happens when your loved one dies in hospital?

The doctor completes the death certificate within 24 hours. The funeral home provides you with proof of death statements that can be used for official documents and business.

If the death needs to be reviewed by a coroner, they will be called at the time of death. They review the case, complete the death certificate, and let you know if any further steps are needed.

If you need help picking a funeral home,
please see Appendix B.

The hospital does not provide any copies of the death certificate. If required, death certificates can be requested from Service Ontario at a future date at <https://www.ontario.ca>

You can spend whatever time you need with your loved one at the bedside. Once ready, nurses place the body in a white covering. Your loved one will then be transferred to the hospital morgue. Unfortunately, no visitors are allowed in the morgue.

Please make sure to take all personal belongings from the room. The hospital will try to keep any remaining items for pick-up on the unit for up to 60 days. The hospital is not responsible for items left behind after this time.

What happens when your loved one dies in hospital?

Next of kin will need to contact the funeral home about the death, and give them permission to pick up their loved one's body. This pick up from the hospital morgue can happen once the death certificate is complete. The morgue can hold your loved one's body only for a few days. Review the *Funeral Planning Checklist* by Hospice Mississauga to help with your planning and decisions etc. (see page 11).

The health care team will notify the Trillium Gift of Life Network (TGLN) organ donation organization of the death. If someone is suitable for organ and tissue donation, TGLN will call to speak with family about the option of donation and answer any questions.



What do I need to do after the death of a loved one?

- ✓ Take care of yourself.
- ✓ Seek out support and counselling if needed.
- ✓ Reach out to people and organizations to help support grief and bereavement (see Appendix A).
- ✓ Call the *Hospice Palliative Helpline* (see Appendix A) if you need immediate support.
- ✓ Review the Appendix B list of local and faith specific funeral home and cremation services (Please note that this list is not a complete list of services that may be available).
- ✓ Review the Appendix C list of legal, financial and general affairs that need to be considered when a loved one dies. Please note that this information does not replace legal advice.

APPENDIX A*

Grief and Bereavement Services



Hospice Palliative Helpline
Grief & Bereavement

905-667-1865

Grief looks different for everyone, allow yourself to grieve in the ways that feel right for you. It can feel lonely, consider reaching out.

Who Should Call the Hospice Palliative Helpline:

- Family members and friends who have experienced the death of a loved one

How We Can Help:

- Confidential counselling and emotional support with a counsellor 7 days a week
- Provide information about community resources
- Education about grief - what to expect, how to care for yourself
- Connection and referral to bereavement support one to one, groups, peer support and wellness programs (access to grief and bereavement programs are also available through the websites of other organizations shown here).





Offers peer-based support at no cost to those in need



Offers bereavement support programs



Virtual resources and online modules

Resources for Children



Access services through local community hospice



*This is not a complete list of services available. Trillium Health Partners (THP) is not affiliated with any of the service providers on this list, and the inclusion of any service on this list does not constitute THP endorsement of said service.

APPENDIX B*

Funeral Homes and Cremation Services

Andrews Community Funeral Centre - Bramalea Chapel

8190 Dixie Rd, Brampton ON L6T 5N9, 905-456-8190

Basic Funerals and Cremation Choices

2408 Haines Rd #2, Mississauga ON L4Y 1Y6, 1-877-229-7077

Brampton Funeral Home and Cemetery

10061 Chinguacousy Rd, Brampton L7A 0H6, 289-201-1104

New Haven Funeral Centre Inc

7025 Legion Rd, Mississauga ON L4T 1A8, 905-678-8922

Scott Funeral Home

420 Dundas St E, Mississauga ON L5A 1X5, 905-272-4040

289 Main St N, Brampton ON L6X 1N5, 905-451-1100

Simple Alternative Funeral Centres

1535 South Gateway Rd, Mississauga, ON L4W 5J1, 905-602-1580

Skinner and Middlebrook Limited Funeral Home

128 Lakeshore Rd, E Mississauga ON L5G1E4, 905-278-5546

Tranquility Funeral Services Inc

2390 Haines Rd #14 Mississauga, ON L4Y 1Y6, 905-855-7565

Turner & Porter

1981 Dundas St W, Mississauga ON L5K 1R2, 905-828-8000

2180 Hurontario St, Mississauga, ON L5B 1M8, 905-279-7663

Ward Funeral Home

52 Main St, S Brampton, ON L6W 2C5, 905-451-2124

Faith Specific Funeral Home and Cremation Services*

MUSLIM FUNERAL SERVICES

Ahmadiyya Muslim Jama'at Funeral Service

1194 Matheson Boulevard East, Mississauga, 647-625-2893

ISNA Islamic Centre of Canada

2200 South Sheridan Way, 855-452-6292

Makki Masjid

8450 Torbram Road, Brampton, 905-458-8778

[after hours: 647-712-3091, 416-505-8057, 647-544-8608]

HINDU FUNERAL SERVICES

Brampton Crematorium and Visitation Centre

30 Bramwin Court, Brampton, 905-458-2222

JEWISH FUNERAL SERVICES

Benjamin's Park Memorial Chapel

2401 Steeles Avenue West, Toronto, 416-663-9060

Hebrew Basic Burial

3429 Bathurst Street, Toronto, 416-780-0596

Steeles Memorial Chapel

350 Steeles Avenue West, Thornhill, 905-881-6003

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APPENDIX C*

Legal, financial and general affairs to consider when a loved one dies

- You will need multiple copies of Proof of Death Certificates to send to agencies that need to be notified of the death. Visit <https://www.ontario.ca/page/get-or-replace-an-ontario-death-certificate> to learn more.
- **Governmental information**
 - Canada <https://www.canada.ca/en/revenue-agency/services/tax/individuals/life-events/doing-taxes-someone-died.html>
 - Ontario <https://www.ontario.ca/page/what-do-when-someone-dies>



- **[Funeral Planning Checklist](#)**
Hospice Mississauga. Visit <https://www.thp.ca/patientservices/palliative-care/Pages/Grief-and-Bereavement.aspx>
- **[After the Funeral Checklist](#)**
Visit <https://www.thp.ca/patientservices/palliative-care/Pages/Grief-and-Bereavement.aspx>



- **Insurance**
 - Automobile/house, life insurance etc.
- **Financial Institutions**
 - Accounts (Accounts (Bank, Credit Card and investments)
 - Safety deposit box
 - Mortgages and loans
- **General Housekeeping**

Rental Property/Leases:

 - Cable, telephone, internet utility providers such as gas company, Hydro etc.
 - Magazineand/or newspaper subscriptions
 - Club/memberships
 - Social Media Accounts (Facebook, Twitter, Instagram accounts)
 - Mail address

It is recommended that you connect with your selected funeral home and visit the Government of Ontario website for more detailed information.

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Trillium Giving

Over the past years, donations in memory and in honour of loved ones and our staff members have provided essential support to Trillium Health Partners. Through the generosity of family members and friends, we are supported in our desire to strive for excellence in the care of those experiencing end-of-life, as well as in our care for their loved ones.

If your experience is a positive one of having received reassurance and comfort offered by our staff and volunteers, you can help make a difference as we continue to commit ourselves to the enhancement of compassionate end of life care for those who will be supported by us in the future.

If you are interested in learning more about the work we are doing and how you can get involved and/or support Palliative Care at THP, please contact Emily Rome, Development Officer at the Trillium Health Partners Foundation at Emily.Rome@thp.ca or 437-244-8846 or visit www.trilliumgiving.ca



The Dash by Linda Ellis

I heard of a man who stood to speak
at the funeral of a friend.
He referred to the dates on the tombstone from
the beginning to the end.
He noted first came the date of the birth and
spoke the following date with tears.
But he said what mattered most of all
was the dash between the years.
For that dash represents all the time
that they spent life on earth.
And now only those who loved them
know what that little line is worth.
For it matters not how much we own,
the cars, the house, the cash.
What matters is how we live and love,
and how we spend our dash.
So, think about this long and hard.
Are there things you'd like to change?
For you never know how much time is left that
can still be rearranged.
If we could just slow down enough
to consider what's true and real,
and always try to understand
the way other people feel.
And be less quick to anger,
and show appreciation more,
and love the people in our lives
like we've never loved before.
If we treat each other with respect
and more often wear a smile,
remembering that this special dash
might only last a little while.
So, when your eulogy is being read
with your life's actions to rehash,
would you be proud about the things they say about
how you spent your dash?

Trillium Health Partners
www.thp.ca

Important Note: This resource was created by Trillium Health Partners to give patients, families and caregivers the general information they need to know after a loved one dies in hospital. It does not replace legal advice. The information in this resource is not exhaustive, and every effort has been made to ensure information is correct and up-to-date, but no guarantee is made to that effect. By using this document, you agree to use any of the resources mentioned at your own risk.

Developed: January 2025

References: ¹Information in this resource was adapted from *A Caregivers Guide: A Handbook About End-of-Life-Care* by the Military and Hospitaller Order of Saint Lazarus and the Canadian Hospice Palliative Care Association (2014 Edition) <https://www.chpca.ca/education/resources/>. ²*The Dash* by Linda Ellis, www.LindaEllis.life. Graphic images retrieved from Canva, November 2024. ³This is not a complete list of services available. Trillium Health Partners (THP) is not affiliated with any of the service providers on this list, and the inclusion of any service on this list does not constitute THP endorsement of said service.



Credit Valley Hospital
2200 Eglinton Avenue West
Mississauga ON L5M 2N1
T: (905) 813-2200

Queensway Health Centre
150 Sherway Drive
Toronto ON M9C 1A5
T: (416) 259-6671

Mississauga Hospital
100 Queensway West
Mississauga ON L5B 1B8
T: (905) 848-7100