Arranging a Funeral
If a loved one is not expected to recover, you may wish to contact a funeral director before the death occurs. Consider contacting several funeral homes before making a final decision as the costs and services may vary. The job of a funeral director is to help you with the official paperwork and arrange the services according to your wishes.

Take Time to Grieve
We encourage North Shore residents to contact the Every Day Counts Program for information on and support with grief and bereavement.

Every Day Counts Program
everydaycounts@vch.ca
604-363-0961
everydaycounts.ca

For more copies, go online at vch.eduhealth.ca or email phem@vch.ca and quote Catalogue No. GV.300.D349
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The information in this document is intended solely for the person to whom it was given by the health care team.

vch.ca
Collecting Personal Items (not valuables)

A family member must take away personal items such as photos and clothing. A nurse will ask that you sign for the things that you are taking. If no family member is available at the time of death, all personal items will remain on the unit, and if not collected, will be donated or disposed of. Please check with nursing staff on how long they will hold personal items before disposing.

To pick up items, connect with the unit nursing staff and identification (driver’s license or birth certificate) and a signature may be requested.

Release of Valuables

Valuables can include wallets, cash, cheques, credit cards and jewelry. Tell a nurse if a special item (such as a wedding ring) is to remain on the body after death.

Valuables not claimed at the time of death will be forwarded to the Cashier’s Office in the main lobby.

The Cashier will release Valuables in Safekeeping to the appropriately authorized patient representative such as the Executor of the Estate (with identification and a copy of the Will). The patient representative picking up the valuables must provide formal proof of authorization as well as two pieces of identification, including one piece of government-issued picture identification.

For further clarification or if there is no Will, you may contact the Cashier’s office directly.

Everyone picking up valuables from the hospital must sign a receipt. This is also the time when any hospital accounts are settled.

Cashier Office hours:
Monday to Friday: 8:00 am to 4:00 pm
Closed: Saturday, Sunday and statutory holidays
Telephone: 604-984-5862
Fax: 604-984-3719

Release of the Body

The family must contact the predetermined Funeral Home after the death occurs. A physician will sign the Medical Certificate of Death and the Funeral Home will then arrange for pickup of the body from the hospital. In some cases, the doctor may ask permission to do an autopsy. If the Coroner is involved, there may be delays with the release of the body. The doctor can assist you with this information. The family can obtain the official Death Certificate from the Funeral Home. The following persons or agencies may need a copy of the document for their records:

• Government Agencies (Pension, Revenue Canada)
• Banks and Credit Unions
• Lawyers and Executor of the Will or Estate

When a loved one dies, you may be too tired or upset to cope with the situation alone, what can you do?

• Take some time to say goodbye at the bedside.
• Determine who needs to know about what has happened.
• Contact your spiritual or religious advisor for guidance.
• Ask the Hospital Chaplain or Social Worker for assistance.
• Contact the Funeral Home.