

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 your local CLSC or Info-Social 811

## Finding Out About Benefits

You may be eligible for a Survivor's Pension, Special Benefit for Funeral Expenses, and/or QPP Death Benefit. Contact Quebec Pension Plan for more information:

**1 800 463-5185**

**For general information** on Quebec government programs and services, contact Services Quebec:

**1-877-644-4545** or (TTY): **1-800-361-9596**

## Online Resources

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

# What to Do After a Death

## A GUIDE TO LEGAL, FINANCIAL AND GOVERNMENTAL FORMALITIES

## Contact Us

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## 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**.

## 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 need to search for a will, you will need to first contact the Chambre des notaires du Québec (1 800-263-1793), followed by the Barreau du Québec (1 800 361-8495).

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.

If you are in need of legal assistance following the death of someone, verify if you can benefit from legal aid services at:

<https://www.csj.qc.ca/commission-des-services-juridiques/>

## 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:** <http://www.etatcivil.gouv.qc.ca/en/default.html>  
Or by telephone: **1 866 722-7354**

### Provincial

#### RAMQ

Cancel Health Insurance Card

If the death occurs in Quebec, the funeral director can send the deceased's health insurance card for you. You must mail the card to the Regie within three months following the death.

#### SAAQ

Cancel driver's license and registration  
**1 800 361-7620**

#### Retraite Quebec (QPP)

Notify of the date of death of the Quebec Pension Plan beneficiary: **1 800 463-5185**

#### Revenu Québec

For changes, transfers and cancellations ie: Solidarity Tax Credit  
**1 855 291-6467 or 1 800 361-3795 (TTY)**

## 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**

For more Detailed information:

Quebec - What to do in the event of a death:  
<http://www4.gouv.qc.ca/EN/Portail/Citoyens/Evenements/deces/Pages/accueil.aspx>