

# 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 longterm 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: <https://thebao.ca/> 647-483-2645 or 844-493-6356 (toll-free); email: [info@thebao.ca](mailto: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 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**

[www.lso.ca/home](http://www.lso.ca/home)

**1-800-668-7380** (toll-free) or **416-947-3300** (GTA)

**Legal Aid Ontario**

[www.legalaid.on.ca](http://www.legalaid.on.ca)

**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: [www.ontario.ca/page/how-get-copyontario-death-certificate-online](http://www.ontario.ca/page/how-get-copyontario-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**

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.

**SPA-LTC**

Strengthening a Palliative Approach  
in Long-Term Care




## 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.
- If you are concerned that the deceased may have outstanding debts of which you are unaware, you can file a "Notice to Creditors" in the local paper. This is to notify creditors that the person has died, and it gives them a deadline to make any claims against the estate.

## 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:



**Your health is important too.** If you are feeling overwhelmed, seek support from your health care provider and from the Family Councils of Ontario [www.fco.ngo](http://www.fco.ngo) (416) 487-4355 or 1-888-283-8806.

### Survivor's Pension

[www.esdc.gc.ca/en/cpp/survivor\\_pension.page](http://www.esdc.gc.ca/en/cpp/survivor_pension.page)

### CPP Death Benefit

[www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-death-benefit.html](http://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-death-benefit.html)

### Allowance for the Survivor

[www.esdc.gc.ca/en/cpp/oas/allowance\\_survivor.page](http://www.esdc.gc.ca/en/cpp/oas/allowance_survivor.page)

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## Online Resources

1. See SPA-LTC website for more resources  
[www.spaltc.ca/resource-library/](http://www.spaltc.ca/resource-library/)

## Contact Us

Strengthening Palliative Approach  
in Long-Term Care (SPA-LTC)  
McMaster University, School of Nursing

[www.spaltc.ca](http://www.spaltc.ca)  
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