



“Where Do We Go From Here?”

*Funeral Homes & Services
Resource Checklist*

Funeral Directors

24-hour service

1. **Claffey & Rota Funeral Home**; 1975 Main; (707) 224-5210 – Offers cremation services.
2. Duggans Mission Chapel; 525 West Napa Street; Sonoma, (707) 996-3655 – Offers cremation on site.
3. **Morrison Funeral Chapel**; 1297 Pine Street, St. Helena; (707) 963-3536 – Offers cremation services.
4. Neptune Society of Northern California; 1261 Travis Blvd., Fairfield; (707) 422-4900; (800) 420-8820.
6. Skyview Memorial Lawn; 200 Rollingwood Drive; Vallejo, (707) 644-7474 – Offers cremation services.
7. **Treadway & Wigger Funeral Chapel & Crematory**; at the Napa Valley Memorial Park Cemetery at 2383 Napa-Vallejo Hwy – (707) 226-1828. Offers on site cremation services.
8. **Tulocay Cemetery and Funeral Home**; 411 Coombsville Road; (707) 252-4727 – Offers on site cremation services.
9. Twin Chapels Mortuary; 1100 Tennessee Street; Vallejo, CA 94590; (707) 552-6696 – Offer on site cremation services.

NOTE: Call the funeral director of your choice and explain that your loved one is being kept at the Napa County Coroner's facility at 1535 Airport Blvd; Napa, CA 94559 and then call the Coroner's office (707) 253-4256 to inform them which mortuary you will be using.

Upon meeting with the funeral director they will make arrangements for you to sign a form (Authorization For Release of Remains), which gives the Coroner permission to release your loved one to the mortuary you have chosen. The decision of whether an autopsy is to be performed is made by the Sheriff Coroner and their Pathologist. Please call the Coroner's office to request an autopsy report. You may pick up a copy or have it mailed / faxed to you. Call the Coroner's Office to make sure the report is completed before attempting to obtain one.

It is the policy of the Sheriff's Office that your loved one not to be viewed at their office. If you desire to view your loved one, the funeral home will help you with those arrangements.

Donor Network West (California Transplant Donor Network)

Donor Network West saves and heals lives through organ and tissue donation. We honor and respect the donors and families we serve with compassionate care, and inspire our communities to donate life. Because time is of the essence DNW may call you soon regarding organ and tissue donations. Their phone number is 510-877-8800.

Funeral Checklist

When planning a funeral, try not to do everything yourself. Call on a family member or friend to help you make the following arrangements:

Notify:

- Doctor, dentist, deceased's employer, etc., and your employer – arrange for bereavement leave
- Clergy
- Funeral Home
 - ⇒ They will help coordinate arrangements with cemetery or memorial park
 - ⇒ They will prepare the Social Security Form and see that the number is retired.
 - ⇒ They will assist in determining the number of death certificates you will need and will order them.
- Relatives and friends
 - ⇒ Call one person on each side of the family to relay messages to the rest of the family for you.
- Pallbearers
- Insurance Agents
- Unions and Fraternal Organizations

Select:

- Funeral service
- Cemetery property
- Casket
- Vault or outer container
- Clothing
- Flowers
- Music
- Folder handout
- Transportation
- Time and place for viewing or visitation
- Time and place for funeral
- Pastor, Minister, Rabbi, or Chaplain
- Reception location
- Arrangements for out-of town visitors

Provide the following vital statistics about the deceased to the funeral director as the information will be used to provide you with **California Death Certificates** and **obituary**. Death Certificates are to be purchased from your mortuary – the Sheriff Department does not provide them. Please consider purchasing several more death certificates than the amount you think you need as very often other certificates will be needed in the future. Also consider giving copies of the death certificates to your family members. The funeral director will normally write the obituary for you and submit it to the local newspaper.

- Full Legal Name: first, middle, last
- AKA: first, middle, last
- Month, day, and year of birth
- Age
- Sex: male or female
- City and state or foreign country of birth
- Social Security number
- Armed forces service
- Veteran's discharge or claim number/DD214 form
- Marital status
- Race
- Occupation(s) when and where they worked (includes Homemaker)
- Kind of business of employer
- Total number of years in occupation (since what year?)
- Full residence: address, city and state, zip code
- Mailing address (if different)
- What year did they move to the county of residence?
- Name of spouse (if married)
- Father's first, middle, and last name
- Father's birth state or country
- Mother's first, middle, last (maiden name)
- Mother's birth state or county
- Names of family members – relationship – city and state of residence
- Cities where they lived and when they lived there
- Organization(s) of which they had been a member, including offices held
- Interests, hobbies, talents, awards and community activities
- Outstanding work
- Education/College degrees
- Give time and place of services
- Charities for memorial contributions

In addition you will want to:

- Find someone to help answer sympathetic phone calls, cards, and letters, as well as greet friends and relatives when they call.
- Decide appropriate memorial to which gifts may be made (church, hospice, etc.).
- Prepare a list of distant persons to be notified by letter or printed notice and decide which to send.

Resource Checklist – “Where do we go from here?”

This information is not to be construed as legal advice. Always consult an attorney to understand legal issues and to aid you in performing tasks.

- 1. Checklist: What To Do When Someone Dies**
(http://www.unclefed.com/AuthorsRow/Newland/pass_on.html)
Information provided by Newland & Associates
2. Locate the deceased's will and notify their lawyer and/or executor.
3. Check promptly on all the deceased's debts and installment payments. Some may carry insurance clauses that cancel balances upon death.
4. To file for possible Social Security benefits contact the Napa Social Security Administration at 877.836.1559; Suite 102; 1850 Soscol Avenue; Napa, CA 94559. Office hours from 9 a.m. to 4:00 p.m. Monday, Tuesday, Thursday, & Friday; Wednesday 9:00 a.m. to 12:00 noon. The office is located near the corner of Lincoln Ave. and Soscol next to WalMart. Take the Lincoln Avenue exit from Hwy 29, eastbound to Soscol Avenue – turn right. Call the national number 1.800.772.1213 for other questions regarding Social Security or check online at <www.socialsecurity.gov>.
5. If the deceased was a veteran, contact the county Veterans Services Office to determine if you are eligible for survivor benefits. The Napa VA Service Office is located at 650 Imperial Way (off Soscol across from Central Valley Lumber Yard entrance). Call the Veterans Service Officer Patrick Jolly at 707.253.4558 – office hours 8 am to 5 pm, Monday – Friday. For the Yountville Office call 707.944.5029. Call 800.827.1000 for toll free numbers for contacting VA. The Department of Veterans Affairs' website: www.va.gov and the Veterans Crisis Line is 800-273-8255 (Press 1).
6. If you have any questions regarding the property deeds of the deceased, contact the county seat where the property is located. In Napa call the County Recorder's Office; 707.253.4247; Recording questions? at 707.253-4105; 900 Coombs St. Ste #116 (access either from 1st or from the alley behind 2nd Street Parking Garage – Office hours are 8am to 4:15 pm; website: www.countyofnapa.org).
7. Contact the Department of Motor Vehicles Office regarding any questions about vehicle title and registration; 800.777.0133; 2550 Napa Valley Corporate Drive, Napa, CA 94558.
8. Notify life, casualty, and health insurance companies with which the deceased had policies. Check carefully for any possible benefits.
9. Contact any fraternal organizations with which the deceased was a member for any possible benefits.
10. Contact banks, credit unions, savings & loans, etc. with which the deceased held accounts.
11. Contact the deceased's utility companies – Pacific Gas & Electric 800.743.5000.

12. Contact the deceased's landlord.
13. Contact the Post Office to inform them where to send mail (if deceased was living alone) – see http://www.napayellowpages.com/napa_valley_government/napa-services/mail.htm for all the U.S. Post Offices in Napa area.
14. Contact credit card companies with which the deceased held accounts.
15. Contact sources of retirement funds with which the deceased held accounts.

NOTE: Death Certificates

The above-mentioned agencies or offices may require a certified or a photocopy of a death certificate. Copies are available at the funeral service home. To obtain a death certificate a year or more after the deceased's death contact the Napa County Recorder's Office at 707.253.4247; 900 Coombs Street, Room #257, Napa, CA 94559.

16. If the person who died was murdered, or was killed by a drunk, or reckless, or hit-and-run driver, you may be eligible for **Crime Victim Compensation** for medical, funeral, counseling bills, and for loss of financial support. Contact Victim Services Division at 707.299.1414 (<http://www.countyofnapa.org/Pages/DepartmentContent.aspx?id=4294973790>) or the *Volunteer Napa*; 1820 Jefferson Street; 707.252.6222.
16. If an **autopsy** is performed you may obtain a report from the **Sheriff Coroner's Office** at 1535 Airport Blvd, Napa, CA 94558; 707.253.4451 or 707.253.4256. As the Coroner's Office will not ask you if you want a copy of the autopsy report please call the Coroner's Office to request one. You can pick up the copy or they will mail or fax it to you.
17. If an **accident or crime report** is made call the reporting agency:
Agency, phone number, and Case number: _____
18. To obtain **medical records** from the hospital or clinic where your loved one was taken call _____ (hospital or clinic).
19. If there is a **criminal case pending**, contact the County District Attorney in the county where the crime occurred for more information. For Napa County contact the Napa District Attorney's Office at 707.253.4211

PLEASE NOTE: It takes varying amounts of time to obtain death certificates, medical records, autopsy, and police records. Ask officials when you can expect them.

GRIEF SUPPORT GROUPS AND ORGANIZATIONS

- **Napa Valley Hospice (<http://www.nvhads.org/>)**
- **ACCESS** (AirCRAFT Casualty Emotional Support Services) <http://www.accesshelp.org/> Air disaster bereavement support network
- Alive Alone (www.alivealone.org)
- Bereaved Parents of the USA (www.bereavedparentsusa.org)
- The Care Community (<http://www.thecarecommunity.com/Home/tabid/36/Default.aspx>) Grief and aging care support and information
- Center for Loss and Renewal (www.lossandrenewal.com)
- Center for Loss in Multiple Birth (CLIMB), Inc. (www.climb-support.org)
- Centering Corporation (www.centeringcorp.com)
- Compassionate Friends (www.compassionatefriends.org) Support for families that have lost a child
- First Candle (www.firstcandle.org) **SIDS information** and coping with the death of a baby for families and professionals
- Grief Haven (www.griefhaven.org)
- Griefnet.org (www.griefnet.org)
- The Center For Grieving Children, Teens and Families <http://grievingchildren.org/> Bereavement Support for children, teens and their families who have experienced a significant death
- Living With Loss (www.livingwithloss.org)
- The National Center for Grieving Children and Families (www.dougy.org)
- **Parents of Murdered Children** (www.pomc.com)
- **SIDS** (www.mayoclinic.com/health/sudden-infant-death-syndrome/DS00145/DSECTION=coping-and-support)
- **Survivors of Suicide** (www.survivorsofsuicide.com)
- Tragedy Assistance Program for Survivors (www.taps.org)
- Twinless Twins (www.twinlesstwins.org)
- WillMar Family Grief & Healing Center (www.willmarcenter.org) WillMar provides compassionate support for children and teens, and their families who are grieving the death of a loved one, and for those living with family members struggling with a life-changing illness or injury. PO Box 1374, Sonoma, CA 95476, info@willmarcenter.org, 707 935-1946

Notifying Family Members in the Military

Call the National Red Cross (800) 660-4272 with the following information about your family member: Full name, date of birth, Social Security number, military rank, military unit, and where they are stationed. If they are a civilian contractor or employed over-seas include the name of their company and employee number. Include the mortuary name, address, and phone number. A death certificate will not be needed by the Red Cross as they will contact your mortuary to confirm the name and death of your loved one.

Consulate General of Mexico: Call 415-354-1700 for general information. Call 415-354-1726 to inquire about the Mexican Consulate's program that helps fund the return of Mexican citizens to be

buried in their country. Please know that financial support is provided on a case-by-case basis and that not everyone will qualify.

Veteran Resources Department of Veterans Affairs Survivor Benefits Information

<http://www.vba.va.gov/survivors/index.htm>

VA National Cemetery Information & Locations

http://www.va.gov/directory/guide/division_fls.asp?dnum=4

Burial Benefits and Services for Veterans

http://www.cem.va.gov/cem/bbene_burial.asp

Headstones and Markers for Veterans

http://www.cem.va.gov/cem/hm_hm.asp

Burial at Sea

http://www.cem.va.gov/cem/burial_benefits/burial_at_sea.asp

Identity Theft Information

Identity theft is one of the fastest growing crimes to affect both the elderly as well as the deceased. Criminals use information about the deceased to commit fraud and run up credit card debts. There are however, resources available to help you protect yourself and your family.

Identity Theft Resource Center

<http://www.usa-people-search.com/content-what-is-identity-theft.aspx>

Identity Theft Prevention and Victim Tips

Grave robbery: Stop Identity Theft of the Dead

<http://www.msnbc.msn.com/id/18495531/>

Article: Tips to keep deceased love ones' credit private and protected

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