

# INFORMATION TO GUIDE YOU THROUGH A DEATH

- PROCEDURES TO BE ATTENDED TO FOLLOWING A LOSS
- SURVIVOR BENEFITS
- BEREAVEMENT SUPPORT AND COUNSELLING SERVICES



**Park Memorial**  
Funeral Home, Crematorium  
and Reception Centre

Compliments of:  
Park Memorial Funeral Home  
9709 – 111 Avenue Edmonton, AB T5G 0B2

Telephone: (780) 426-0050 | Fax: (780) 424-2405 | Toll Free: 1-877-426-0050  
[www.parkmemorial.com](http://www.parkmemorial.com) / [info@parkmemorial.com](mailto:info@parkmemorial.com)

## **INFORMATION TO GUIDE YOU THROUGH A DEATH**

### **IMPORTANT LEGAL DISCLAIMER**

This handout contains a collection of information applicable to the Province of Alberta and links to appropriate office locations in Edmonton. The purpose of this handout is to provide you with helpful information about basic procedures which should be attended to following the death of a family member, in addition to death benefits, bereavement support, and counseling services. The information described and/or contained herein is not intended to cover all possible situations and should not be relied on as legal advice.

While we strive to keep this information timely and accurate, we do not make any claims, promises, or guarantees about the accuracy, completeness, or adequacy of any information contained herein. Nothing contained in this handout should be construed to constitute a recommendation or endorsement of any products or services. Finally, Park Memorial is not responsible for any damages of any nature, should there be any issue following receipt of this handout or due to reliance on the information provided herein.

### **PROCEDURES TO BE ATTENDED TO FOLLOWING A LOSS**

#### **Getting Organized**

Collect all the necessary documents and financial information needed to apply for various benefits and to finalize the estate. Some examples are:

- ❖ Will
- ❖ Insurance Policies
- ❖ Social Insurance Number
- ❖ Alberta Health Care Number
- ❖ Marriage Certificate
- ❖ Children's Birth Certificates
- ❖ Military Discharge Papers
- ❖ Land Titles
- ❖ Bank Account, Stocks and Bonds
- ❖ Credit Cards
- ❖ Motor Vehicle Registration

#### **Call the Employer**

If your loved one was working, you will need to call their employer immediately. Ask about the deceased's benefits and any pay due, including vacation or sick time, disability income, etc. Inquire about whether you or other dependants will remain eligible for benefit coverage through the company or not. Ask if there is a life insurance policy through the employer, who the beneficiary is, and how to file a claim.

#### **The Death Certificate**

Many of the offices or agencies you contact will require notarized copies of the government Death Certificate and/or funeral director's Statement of Death. You can obtain the "Statement of Death" from Park Memorial if you are/were the authorized person in charge of funeral arrangements. The funeral director's Statement of Death serves most requirements. Should the government "Certificate of Death" be required, you must apply through an Alberta Registry agent, either in person or in writing.

For additional information about Alberta Registry Agents, please contact:

Edmonton: 780-427-7013, then select Option 3

Toll free anywhere in Alberta: 310-0000, then 780-427-7013 when asked to do so

Yellow Pages: Under Licensing and Registry Services

For information or clarification on the death registration process, please contact the Vital Statistics Office:

Vital Statistics Office  
3rd Floor, J.E. Brownlee Building  
10365 97 Street NW  
Edmonton, AB T5J 3W7

Phone: 780-427-7013

Toll free: 310-0000 followed by 780-427-7013 when asked to do so

E-mail: [vs@gov.ab.ca](mailto:vs@gov.ab.ca)

Website: [www.gov.ab.ca/vs](http://www.gov.ab.ca/vs)

### **Bank Accounts & Deposit Boxes**

Because banks are subject to both provincial and federal regulations, procedures can vary greatly from bank to bank and from province to province. Some provinces have been known to automatically freeze joint bank accounts when one of the joint owners passes away. To avoid problems, contact your bank directly to determine the amount of money accessible, to learn the procedures for releasing these funds, and to establish a new account for funds received following the death. At least one joint chequing or savings account should be left open for at least six months. This will allow you to deposit any cheques that you are entitled to but are in the deceased's name (example: insurance reimbursement cheque).

If the safety deposit box is solely owned by the deceased, then most banks will require a Certified copy of the Death Certificate or funeral director's Statement of Death and letters of administration to gain access to the contents. On co-owned safety deposit boxes, the rules and requirements can vary. Contact your bank for more information.

### **Income Tax**

An income tax return for the deceased is required for the current year. We recommend that you seek professional guidance when preparing the deceased's tax returns. This will ensure that you are aware of all the tax-saving opportunities available in these circumstances so that you receive all the supportive benefits you are entitled to.

### **Notifications & Cancellations**

Contact the lawyer and/or executor regarding settlement and probate. Make sure to coordinate your actions with the lawyer and/or executor to avoid duplication and confusion.

Call Service Canada to notify them of the death of a Canada Pension Plan (CPP) and Old Age Security (OAS) recipient as soon as possible to stop the payment of CPP and/or OAS benefits and avoid overpayment. CPP and OAS benefits will be issued for the month in which the recipient passed away.

Ensure you have the deceased's Social Insurance Number (SIN) on-hand when you call. The deceased's Social Insurance Number can be found on the government Death Certificate if you have ordered one, or on previous income tax returns.

Edmonton Canada Place Service Centre  
1400 Canada Place  
9700 Jasper Avenue NW  
Edmonton, AB T5J 4C1

Toll free in Canada & US (English): 1-800-277-9914  
Toll free in Canada & US (French): 1-800-277-9915  
TTY Device: 1-800-255-4786  
Fax: 780-495-7717  
Website: [www.hrsdc.gc.ca](http://www.hrsdc.gc.ca)

Your funeral director may be able to cancel these benefits on your behalf, inquire for assistance.

Notify Alberta Health Care Insurance Plan (AHCIP). Have the deceased's AHCIP personal health number ready when you call.

Alberta Health  
Attention: Alberta Health Care Insurance Plan  
PO Box 1360, Station Main  
Edmonton, AB T5J 2N3

Phone: 780-427-1432  
Toll free: 310-0000 followed by 780-427-1432 when asked to do so  
TTY Device: 780-427-9999 (Edmonton) or 1-800-232-7215  
Fax: 780-422-0102  
E-mail: [health.ahcipmail@gov.ab.ca](mailto:health.ahcipmail@gov.ab.ca)  
Website: [www.health.gov.ab.ca](http://www.health.gov.ab.ca)

Alberta Health Care Insurance Plan will notify Alberta Blue Cross if the deceased was over the age of 65 years. If the deceased was on the Blue Cross Plan privately, or was under the age of 65 years, please notify:

Alberta Blue Cross Edmonton  
10009 108 Street NW  
Edmonton, AB T5J 3C5

Phone: 780-498-8000  
Toll free: 1-800-661-6995  
Fax: 780-425-4627  
Website: [www.bluecross.ca](http://www.bluecross.ca)

Alberta Blue Cross also offers certain plans that contain accidental death benefits. Please contact their office to see if you qualify.

Contact Canada Revenue Agency as soon as possible if any of the following situations apply:

- ❖ the deceased was receiving the goods and services (GST) credit;

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- ❖ you are receiving GST credit payments for yourself and the deceased;
- ❖ the deceased was receiving, or the deceased's spouse or common-law partner receives Canada Child Tax Benefit (CCTB) and/or Universal Child Care Benefit (UCCB) payments for a child; or
- ❖ the deceased was a child for whom CCTB and/or UCCB and/or GST/HST credit payments are paid.

Contacting Canada Revenue Agency will also update the system that issues Carbon Tax Levy and Rebates. It is recommended that you contact Canada Revenue Agency even if none of the above apply.

Call 1-800-959-8281 or complete the "Request for the Canada Revenue Agency to Update Records" form and mail or fax to:

Winnipeg Tax Centre  
66 Stapon Road  
Winnipeg MB R3C 3M2

Fax: 204-984-5164

You may download the form from the website:

<http://www.cra-arc.gc.ca/E/pub/tg/rc4111/rc4111-pf-e.html>.

Your funeral director may be able to notify the Canada Revenue Agency on your behalf, inquire for assistance.

Report the death to any Alberta Registry Office. Visit a registry agent or call Alberta Registries at 780-427-7013 for more information.

Alberta Registries needs to be informed that someone has died as it affects the Jury Duty list. The Alberta government uses the Alberta Registries database to pull names for jury summons, so if Alberta Registries is not notified, a deceased person could be summoned in the years to follow. Taking a funeral director's Statement of Death to a registries office or ordering a government Death Certificate will take the deceased off the list.

Inform Service Canada\* to reduce the possibility of someone else fraudulently using the deceased individual's Social Insurance Number (SIN).

*\*Only notify Service Canada if the death occurred outside of Alberta. If the person died in Alberta, they will have automatically been notified.*

You will need to provide a copy of the deceased's SIN card, and the government Death Certificate or a funeral director's Statement of Death. If you do not have the SIN card but know the number, please provide the Death Certificate or a Statement of Death with the SIN clearly written on it.

You may go in person your nearest Service Canada Centre or you can mail documentation to:

Service Canada  
Social Insurance Registration Office  
PO. Box 7000

Bathurst, NB E2A 4T1

Change the title on all jointly owned assets such as property, securities, and/or vehicles, to the surviving owner's name.

Home

If the home is registered in both names, notify:

Land Titles Office  
John E. Brownlee Building  
10365 97 Street NW  
Edmonton, AB T5J 3W7

Phone: 780-427-2742

Car or Other Vehicles

If registered in the deceased's name, notify your personal insurance agent to transfer insurance, then notify the Registries Office to transfer the registration. The Registries Office will require the driver's license and a copy of the government Death Certificate or funeral director's Statement of Death. Call 780-427-7013 for more information.

Cancel all the deceased's credit cards and destroy the cards.

Contact insurance companies to change or transfer coverage and/or to file a claim.

Contact banks or financial institutions. (See **Bank Accounts & Deposit Boxes**, pg. 2)

Return their Canadian Passport by mail to Passport Canada for cancellation:

Passport Canada Program  
Gatineau, QC K1A 0G3

Include a copy of a death certificate and a letter indicating whether the passport should be destroyed or returned to you.

Contact employer or business associates. (See **Call the Employer**, pg. 1)

Apply to Canada Pension Plan for the death benefit and/or survivors' benefits. (See **SURVIVOR BENEFITS**, pg. 6).

If a death occurs unexpectedly at home, call the local police department. The police will, in turn, contact the Office of the Medical Examiner to conduct the investigation.

For more information, contact:

Chief Medical Examiner  
7007 116 Street NW  
Edmonton, AB T6H 5R8

Phone: 780-427-4987  
Fax: 780-422-1265

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## **SURVIVOR BENEFITS**

The following is a list of some financial resources that may be available to survivors:

### **Insurance**

Contact any insurers that may have issued policies to the deceased. The deceased may have had several types of insurance policies, including the following:

- ❖ Life Insurance
- ❖ Mortgage or Loan Insurance
- ❖ Accident Insurance
- ❖ Auto Insurance
- ❖ Credit Card Insurance

The proceeds from an insurance policy can generally be paid directly to the named beneficiary. These claims can be processed quickly and are an important source of income for the survivors.

*File claims for insurance policies as soon as possible, especially if finances are a concern.*

### **Canada Pension Benefits**

If the deceased person contributed to the Canada Pension Plan (CPP), you may be eligible for:

- ❖ *The Death Benefit.* CPP pays a maximum lump sum of \$2,500 to, or on behalf of, the estate of the deceased CPP contributor.
- ❖ *The Survivor's Pension.* Survivors under age 65 may receive up to \$614.82 monthly benefit while 65 and over may receive up to \$680.50 monthly benefit.
- ❖ *The Children's Benefit.* Children who are under age 18, under 25 and enrolled in post secondary or are disabled may be entitled to a maximum monthly benefit of \$244.64.

To apply for Canada Pension Plan benefits or for more information, please contact:

#### **In Person**

Edmonton Canada Place Service Canada Centre  
9700 Jasper Avenue NW  
Edmonton, AB T5J 4C1

Edmonton Hermitage Service Canada Centre  
12735 50 Street NW  
Edmonton, AB T5A 4L8

Edmonton Meadowlark Service Canada Centre  
15710 87 Avenue NW  
Edmonton, AB T5R 5W9

Edmonton Millbourne Service Canada Centre  
38 Avenue & Millwoods Road  
Edmonton, AB T6K 3L9

## **Mail**

Alberta / Northwest Territories and Nunavut  
Service Canada  
PO Box 2710 Station Main  
Edmonton, AB T5J 2G4

Phone: General Inquiries - Toll free in Canada & US

For service in English: 1-800-277-9914

For service in French: 1-800-277-9915

For TTY service: 1-800-255-4786

Phone: Online Service Inquiries - Toll free in Canada & US

For service in English or French: 1-877-454-4051

For TTY service: 1-800-255-4786

Website: [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

Applications for Canada Pension Plan benefits are also available from Park Memorial, or online from Service Canada's website: [www.sdc.gc.ca/eforms/forms/isp1200e.pdf](http://www.sdc.gc.ca/eforms/forms/isp1200e.pdf)

## **Veterans' Benefits**

If the deceased was a veteran, you may be eligible to receive funding towards funeral, burial, and grave marking expenses.

For application, information, and general inquiries, please contact:

Last Post Fund National Office  
505 René-Lévesque Boulevard West  
Suite 401  
Montreal, QC H2Y 1Y7

Phone: 1-800-465-7113

Fax: 1-514-866-1471

E-mail: [info@lastpost.ca](mailto:info@lastpost.ca)

Website: [www.lastpostfund.ca](http://www.lastpostfund.ca)

## **Canadian Forces Members**

The Department of National Defence provides up to a maximum of \$15 050.00 (exclusive of GST and PST) for the actual and reasonable funeral/burial expenditures for deceased Canadian Forces members. This may include the casket or urn, professional service fees, facility rental, interment, scattering of cremated remains, a niche, an obituary, an organist or musician, flowers, reception and photographic mementos.

The Department of National Defence also covers the cost of cemetery plots and military headstones, which can be accounted for outside of the \$15 050.00 limit.

Additionally, a tax-free, lump sum death benefit may be paid to a spouse or common-law partner and dependent children of a Canadian Forces member who is killed while in service, or who is injured while in service and dies within 30 days of injury.

For more information and general inquiries, please contact:

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Website: [www.parkmemorial.com](http://www.parkmemorial.com)



General Inquiries  
Department of National Defence  
National Defence Headquarters  
Major-General George R. Pearkes Building  
101 Colonel By Drive  
Ottawa, ON K1A 0K2

Phone: 613-995-2534  
Fax: 613-992-4739  
Website: [www.forces.gc.ca](http://www.forces.gc.ca)

For more information about available benefits for members of the Canadian Forces, please contact:

Veterans Affairs Canada  
Phone: General Inquiries - Toll free in Canada & US  
For service in English: 1-866-522-2122  
For service in French: 1-866-522-2022  
E-mail: [information@vac-acc.gc.ca](mailto:information@vac-acc.gc.ca)  
Website: [www.veterans.gc.ca](http://www.veterans.gc.ca)

Canadian Forces Pension Office  
Phone: 1-800-267-0325

Service Income Security Insurance Plan (SISIP)  
Phone: 1-800-267-6681

### **Company and Union Benefits**

If the deceased was employed at the time of death, ask their employer about any survivors' benefits. If the employer provided life, health, or accident insurance, you may be entitled to receive payments under these policies. (See **Call the Employer**, pg. 1)

If the deceased belonged to a union or professional organization, find out if this organization offers death benefits for members.

### **Worker's Compensation Board (WCB)**

If the death was work-related, you may be entitled to the following worker's compensation benefits:

- ❖ A maximum of \$16,643.00 towards funeral expenses (burial or cremation);
- ❖ Additional funds to cover transportation to funeral or burial location; or
- ❖ Survivor benefits

For more information, please contact:

#### **In Person**

WCB – Alberta  
9912 107 Street NW  
Edmonton, AB T5K 1G5

#### **Mail**

WCB – Alberta

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Website: [www.parkmemorial.com](http://www.parkmemorial.com)

PO Box 2415  
Edmonton, AB T5J 2S5

Phone: 780-498-3999 in Edmonton  
Toll free in Alberta: 1-866-922-9221  
Outside Alberta: 1-800-661-9608  
Website: [www.wcb.ab.ca](http://www.wcb.ab.ca)

### **Alberta Income Support**

In cases where the estate or the responsible survivors are unable to pay for funeral expenses, Alberta Income Support ensures that deceased persons are given a proper burial or cremation. The Income Support (IS) program provides basic funeral services for indigent persons who die or are transported to Alberta for a burial. Basic funeral services are provided for under an agreement with funeral homes in Alberta.

For more information and for 24-hour assistance, please call:

Edmonton: 780-644-5135  
Toll free in Alberta: 1-866-644-5135  
Website: [www.employment.alberta.ca](http://www.employment.alberta.ca)

### **Human Services (formerly Alberta Employment, Immigration and Industry - Edmonton Region and before that Alberta Human Resources)**

Human Services will now pay a basic service fee for disposition, embalming (optional), one primary service, visitation, graveside service, interment, casket, cremation, burial plot for an urn and the Alberta Funeral Services Regulatory Board fee. They will also pay for the vault, cemetery plot, opening and closing of the grave for either a casket or an urn.

Families may upgrade at their discretion so long as the cost of the upgrade ***is not*** paid for by the responsible survivor. *Upgrades cannot be made and paid for by the responsible survivors. They must be looked after by a different relative or friend.*

For more information, please contact:

Human Services Central Desk  
Phone: 780-644-5135  
Toll free in Alberta: 1-866-644-5135

### **Airline – Compassionate Fare Policy**

If a funeral for an immediate family member is attended, and full airfare is paid without advance billing, a reimbursement may be obtained for a discounted fare. A copy of a Bereavement Certificate from the funeral home is acceptable or a government Death Certificate (issued by the Division of Vital Statistics, Province of Alberta) must be mailed to the accounting department of the airline for reimbursement. Due to ever-changing airline policy, check with individual airlines for their policy on rates for bereaved travelers.

Air Canada offers bereavement fares and the bereavement fare policy may be viewed at <http://www.aircanada.com/en/travelinfo/before/bereavement.html>

WestJet also offers bereavement fares, however these fares are booked only through the Sales Super Centre by calling 1-888-WESTJET (937-8538).

*Seat sales are often cheaper than the compassionate fare.*

### **Motor Vehicle Accident**

In the event of a death due to a motor vehicle accident, the deceased's family may have policies of insurance available to them to assist with expenses.

Contact the deceased's automobile insurer to determine what benefits will be available.

### **Victims of Crime Financial Benefits Program**

Recognizes or acknowledges victims who were injured as a direct result of a violent crime in Alberta. It provides direct assistance with a one-time financial benefit based on the severity of the victim's injuries.

To be eligible, a person must suffer some direct personal injury as a result of a violent crime such as assault, murder, criminal negligence, manslaughter, arson, rape and others. The dependents of anyone killed in the above circumstances may apply for a lump sum payment. A lump sum is paid directly to the family as a death benefit to use as they see fit. A maximum benefit of \$12,500 may be received as per the decision of the Director.

For information and general inquiries, please contact:

Victims of Crime  
Financial Benefits Program  
Alberta Solicitor General and Public Security  
10th Floor, J.E Brownlee Building  
10365 97 Street NW  
Edmonton, AB T5J 3W7

Phone: 780-427 7217

Fax: 780-422 4213

Website: [www.gov.ab.ca/just/victims](http://www.gov.ab.ca/just/victims)

### **Credit Union**

A Credit Union member may be entitled to a benefit for money on deposit in a shared account. Monies are paid out by an insurance company and not by the Credit Union. It is wise to check with each credit company.

## **BEREAVEMENT SUPPORT AND COUNSELLING SERVICES**

The following is a list of some bereavement support groups and counseling agencies available in our community.

### **Alberta Cancer Board**

Offers *Group Therapy for Grief/Bereavement* and *Hope/Spiritual Enhancement Support Group* programs that provide bereavement support and spiritual direction. For information, please contact:

Alberta Cancer Board  
Cross Cancer Institute  
11560 University Avenue NW  
Edmonton, AB T6G 1Z2

Phone: 780-432-8703 or 780-432-8771

E-mail: [info@cancerboard.ab.ca](mailto:info@cancerboard.ab.ca)

Website: [www.cancerboard.ab.ca](http://www.cancerboard.ab.ca)

### **Angel Whispers**

Angel Whispers is a resource for families who have experienced the death of their baby shortly after birth or during pregnancy through miscarriage, stillbirth, ectopic, or molar pregnancies.

Angel Whispers offers various services for coping with baby loss, including Angel E-mail Support, Monthly Support Group Meeting, Subsequent Pregnancy Support Group Meeting, Healing Hands, a Quarterly Newsletter, Care Packages, Birth Certificate Keepsakes, and a Resource Library. For information, please contact:

Angel Whispers  
9901 – 90 Street  
Fort Saskatchewan, AB T8L 3T1

Phone: 780-998-5595 ext. 225

E-mail: [angelwhispers@familiesfirstsociety.ca](mailto:angelwhispers@familiesfirstsociety.ca)

Website: [www.angelwhispers.ca](http://www.angelwhispers.ca)

### **Caritas Health Group**

Caritas Health Group is Alberta's largest faith-based provider. It operates the following health care facilities in Edmonton: Grey Nuns Community Hospital, Misericordia Community Hospital and Edmonton General Continuing Care Centre. Each facility has professionally trained chaplains who are available to provide spiritual care and emotional support to patients and residents on request.

To contact a chaplain, call Spiritual Care at the numbers below:

Edmonton General 780-482-8029  
Grey Nun's Hospital 780-735-7029  
Misericordia Hospital 780-735-2877

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Phone: 780-426-0050 Fax: 780-424-2405 Toll Free: 1-877-426-0050  
Website: [www.parkmemorial.com](http://www.parkmemorial.com)

### **Catholic Social Services**

Catholic Social Services is a multi-function social service agency that serves people of all faiths and cultures throughout central and northeast Alberta. It offers different programs to provide support and counselling services to individuals, children, youths and families who are experiencing grief and loss due to death or changing family circumstances. For information, please contact:

Catholic Social Services – Central Office  
10709 105 Street NW  
Edmonton, AB T5H 2X3

Phone: 780 424 3545  
Fax: 780 425 6627  
Website: [www.catholicsocialservices.ab.ca](http://www.catholicsocialservices.ab.ca)

### **Cornerstone Counselling Centre**

Cornerstone Counselling Centre is a non-profit and faith-based agency that provides professional psychological services aimed at promoting wholeness of life through counselling, education, assessment, and training. The agency's services include personal grief and loss counselling to individuals, families, groups and organizations. Cornerstone uses a sliding fee scale schedule. For information, please contact:

Cornerstone Counselling Centre  
302, 10140 117 Street NW  
Edmonton, AB T5K 1X3

Phone: 780-482-6215  
Fax: 780-482-7199  
E-mail: [office@cornerstonecounselling.com](mailto:office@cornerstonecounselling.com)  
Website: [www.cornerstonecounselling.com](http://www.cornerstonecounselling.com)

### **Edmonton Healing Centre for Grief and Loss**

Provides non-denominational support and group education for people dealing with death, dying and bereavement issues. Services include bereavement lending library, grief and loss support for business and organization, grief information sessions, healing grief for parents, individual bereavement counselling referral, living with loss and more. For information, please contact:

Edmonton Bereavement Centre  
202, 10339 124 Street NW  
Edmonton, AB T5N 3W1

Phone: 780-454-1194  
Email: [reception@jfse.org](mailto:reception@jfse.org)  
Website: <http://www.jfse.org/ehc/>

### **HIV Edmonton**

HIV Edmonton provides support, advocacy, counselling and education to those infected or affected by HIV/AIDS. Counselling includes individuals and families who are affected or lost a loved one as a result of HIV/AIDS. It is open to all cultures and diversities. For information, please contact:

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Website: [www.parkmemorial.com](http://www.parkmemorial.com)

HIV Edmonton  
9702 111 Avenue NW  
Edmonton, AB T5K 0B1

Phone: 780-488-5742  
Fax: 780-488-3735  
Website: [www.hivedmonton.com](http://www.hivedmonton.com)

### **Pilgrims Hospice Society**

Pilgrims Hospice Society provides supportive care for those who are living with a life-threatening illness, their families and their informal caregivers. It offers a wide range of programs and services which include an adult bereavement support group, adult day hospice program, adult support programs, expressive arts grief support program for bereaved children, teens and families, home hospice volunteer visiting program, public education and information sessions. For information, please contact:

Pilgrims Hospice Society  
9808 148 Street NW  
Edmonton, AB T5N 3E8

Phone: 780-413-9801  
Fax: 780-413-9748  
E-mail: [pilgrimshospice@shaw.ca](mailto:pilgrimshospice@shaw.ca)  
Website: [www.pilgrimshospice.ca](http://www.pilgrimshospice.ca)

### **Rainbows**

Rainbows provides effective peer support programs for children, teens and adults of all ages grieving the loss of a parent or sibling due to death or other painful life transitions. The agency has different programs to meet the needs of various age groups. For information, please call or visit:

Starfish Family Resources Society  
12122 68 Street  
Edmonton, AB T5B 1R1

Phone: 780-448-1180  
Website: [www.starfishfamilyresources.org/rainbows/](http://www.starfishfamilyresources.org/rainbows/) or [www.rainbows.ca](http://www.rainbows.ca)

### **South East Edmonton Seniors Association**

South East Edmonton Seniors Association provides a drop-in bereavement support group for seniors. It also provides bereavement programs, one-on-one support, and counselling. For information, please contact:

South East Edmonton Seniors Association  
9350 82 Street NW  
Edmonton, AB T6C 2X8

Phone: 780-468-1985  
Fax: 780-440-6272  
E-mail: [seesa@shaw.ca](mailto:seesa@shaw.ca)

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Phone: 780-426-0050 Fax: 780-424-2405 Toll Free: 1-877-426-0050  
Website: [www.parkmemorial.com](http://www.parkmemorial.com)

### **St. Albert Bereavement Fellowship**

Provides bereavement support and educational information to individuals, families and friends in the community who are grieving the loss of a loved one. For information, please contact:

St. Albert Bereavement Fellowship  
P.O. Box 33 Station Main  
St. Albert, AB T8N 1N2

Phone: 780-459-3135

### **The Compassionate Friends**

The Compassionate Friends is a national, non-profit, non-denominational, self-help organization that provides bereaved individuals and families with resources to assist their journey through the grieving process following the death of a child of any age. For information, please contact The Compassionate Friends of Canada:

Phone: 780-464-3217 (for meeting location and time in Edmonton)

E-mail: [StrathconaEdmonton@TCFCanada.net](mailto:StrathconaEdmonton@TCFCanada.net) or

[Alberta@TCFCanada.net](mailto:Alberta@TCFCanada.net) or

[NationalOffice@TCFCanada.net](mailto:NationalOffice@TCFCanada.net)

Website: [www.tcfcanada.net](http://www.tcfcanada.net)

### **The Family Centre**

The Family Centre offers a variety of professional services designed to help individuals, couples, families, groups and workplaces to achieve wellness. Programs are provided on a fee for service basis. Services include therapy and counselling for grieving individuals and families. For information, please contact:

The Family Centre  
#20, 9912 106 Street NW  
Edmonton, AB T5K 1C5

Phone: 780-900-5934

Fax: 780-426-4918

E-mail: [info@the-family-centre.com](mailto:info@the-family-centre.com)

Website: [www.the-family-centre.com](http://www.the-family-centre.com)

### **Canadian Mental Health Association (CMHA) – Edmonton Region**

The Suicide Bereavement Program at the CMHA (formerly the Support Network) provides individual, family, or group support for anyone who is grieving a loss due to suicide. Debriefings are also provided for schools, agencies, or businesses after a suicide occurs. For information, please call or visit:

Canadian Mental Health Association – Edmonton Region  
#300, 10010 - 105 Street NW  
Edmonton, AB T5J 1C4  
*Mobility-challenged accessible*

Phone: 780-414-6300

Website: [www.edmonton.cmha.ca/programs-services/suicide-grief-support-program/](http://www.edmonton.cmha.ca/programs-services/suicide-grief-support-program/)

*Compliments of:* Park Memorial Funeral Home

Phone: 780-426-0050 Fax: 780-424-2405 Toll Free: 1-877-426-0050

Website: [www.parkmemorial.com](http://www.parkmemorial.com)

**YWCA Edmonton**

Provides crisis intervention and referral services as well as counselling and group sessions to individuals. Offers general support and a resource library for anyone who has had a significant loss. Support for widows and widowers and groups for children and teens. Uses a sliding scale fee schedule, but children's groups are free of charge. For information, please call or visit:

YWCA Edmonton  
#400, 10080 Jasper Avenue  
Edmonton, AB T5J 1V9

Phone: 780-423-9922  
Fax: 780-488-6077  
E-mail: [info@ywcaofedmonton.org](mailto:info@ywcaofedmonton.org)  
Website: [www.ywcaofedmonton.org](http://www.ywcaofedmonton.org)

**OTHER HELPFUL RESOURCES**

**Alberta Mental Health Clinic**

Assessment and treatment; no fee.  
For information call 780-427-4444

**Bissell Centre**

Crisis situations; no fee.  
For information call 780-423-2285

**Capital Health – Edmonton**

Capital Health Authorities can help refer you to local support groups.  
General Information Line: 780-407-1000  
Capital Health Link 24-Hour Line: 780-408-LINK (5465)  
Seniors Health Line: 780-496-8000

**Chief Medical Examiner**

Counselling for next of kin and advice in matters relating to the death of a loved one.  
For information call 780-427-4987

**Family and Community Support Services of Alberta**

Provides free counselling to citizens of Edmonton. Also acts as a referral agency.  
For information call 780-415-4790

**The Family Centre**

Provides individual counselling. Fee based upon ability to pay.  
For information call 780-423-2831

**Native Counselling Services of Alberta**

Provides individual and family counselling. No fee.  
For information call 780-423-2141

**Pastoral Care Counselling Group**

Bereavement counselling for individuals, couples or families.  
For information call 780-482-8998

*Compliments of:* Park Memorial Funeral Home  
Phone: 780-426-0050 Fax: 780-424-2405 Toll Free: 1-877-426-0050  
Website: [www.parkmemorial.com](http://www.parkmemorial.com)



**Salvation Army Family Services**

Provides family, individual and suicide counselling. No fee.  
For information call 780-424-9222

**Southside Church of the Nazarene**

For information call 780-437-2217 or 780-437-2217

**St. Joseph's Auxiliary Hospital**

For information call 780-430-9110 ext. 320

### **CEMETARIES IN THE EDMONTON AREA**

Cemeteries are available throughout Edmonton and are run by a variety of organizations. The following are listed by organization.

#### **City of Edmonton Cemeteries**

Website: [www.edmonton.ca](http://www.edmonton.ca)

##### **Main Office**

12420 104 St  
Edmonton AB T5G 2M1  
Phone: (780) 496-6983

*For any of the following locations you will need to contact the main office, as listed above, to purchase a plot.*

##### **Beechmount**

12420 104 St Edmonton AB T5G 2M1

##### **Clover Bar**

2025 Yellowhead Trail Edmonton, AB

##### **Edmonton Cemetery & Mausoleum**

11820 107 Ave Edmonton, AB

##### **Little Mountain**

16025 50 St Edmonton, AB

##### **Mount Pleasant**

5420 106 St Edmonton, AB

##### **Northern Lights**

15203 Campbell Road Edmonton, AB

##### **South Haven**

5004 Meridian St Edmonton, AB

#### **Council of Ukrainian Orthodox Churches of Edmonton**

##### **St. Stephen's Cemetery**

20303 Meridian Street NE Edmonton, AB  
Telephone: (780) 377-0277  
Website: [www.ststephenscemetery.ca](http://www.ststephenscemetery.ca)

**Edmonton Catholic Cemeteries**

Website: [www.ecc.caedm.ca](http://www.ecc.caedm.ca)

**Main Office**

14611 Mark Messier Trail NW  
Edmonton AB Canada T6V 1H4  
Phone: (780) 447-2921

For any of the following locations you will need to contact the main office, as listed above, to purchase a plot.

**Holy Cross Cemetery & Mausoleum**

14611 Mark Messier Trail NW, Edmonton, AB

**Our Lady of Peace Cemetery**

4814 Meridian Street, Edmonton, AB

**St. Albert Cemetery**

7 St. Vital Avenue, St. Albert, AB

**St. Anthony Cemetery**

106 Street and 53 Avenue, Edmonton, AB

**St. Joachim Cemetery**

105 Avenue at 117 Street, Edmonton, AB

**Evergreen Memorial Gardens**

16102 Fort Road  
Edmonton, AB  
Telephone: 780-472-9019

**Glenwood Memorial Gardens**

52356 Range Road 232  
Sherwood Park, AB  
Telephone: 780-467-0971

**Ukrainian Catholic Eparchy of Edmonton**

Website: [www.stmichaels-rosehill-cemetery.com](http://www.stmichaels-rosehill-cemetery.com)

**St. Michael's Cemetery**

13819-82 Street NW Edmonton, AB  
Telephone: (780) 424-5493

**Rosehill Cemetery**

1605 – 141 Street SW Edmonton, AB  
Telephone: (780) 434-5433

**Westlawn Memorial Gardens**

16310 Stony Plain Road  
Edmonton, AB  
Telephone: 780-489-1602

*Compliments of:* Park Memorial Funeral Home  
Phone: 780-426-0050 Fax: 780-424-2405 Toll Free: 1-877-426-0050  
Website: [www.parkmemorial.com](http://www.parkmemorial.com)

**OTHER HELPFUL PHONE NUMBERS**

**Ela Euro Catering**

Telephone: 780-478-5062

**Flowers by Merle**

12320 105 Avenue

Edmonton, AB

Telephone: 780-482-1222

**Roma Flowers & Gifts**

13624 82 Street NW

Edmonton, AB

Telephone: 780-476-9335

**Dominion Granite**

12325 97 Street

Edmonton, AB

780-474-1448

**Edmonton Granite**

13623 149 Street

Edmonton, AB

Telephone: 780-425-6311

**Summit Memorials**

4435 97 Street

Edmonton, AB

780-433-7100

**Value Cemetery Monuments**

3619 118 Avenue

780-474-2025