



What to Do if a Death Has Occurred

Since most deaths occur in health care institutions such as hospitals and nursing homes, the attending staff may provide you with some preliminary information. If the death occurs at home, please notify the physician or attending registered nurse (if the death was unexpected, or if there are any peculiar circumstances, phone the police immediately). If the deceased was under hospice care at home, the hospice staff should have left some basic information for you to follow. No matter what circumstance, our brief checklist will help you along the way.

First Step: Initial Contact

- Contact doctor, nurse, coroner, or police if necessary. Let the Facility know you have selected Compassionate Cremation Society.
- Contact Compassionate Cremation Society by phone at (509) 412-3285 – We are available 24 Hours / day.
 - When you call, we will ask you these questions:
 - What is the full name of you loved one who died?
 - Where did your loved one die? Are they still at that location?
 - Who is the next of kin, and what is their contact information?
 - What is your name and contact information (If you are not the next of Kin)?

Second Step: Complete On-Line Cremation Arrangements

- Visit our website at www.CompassionateCremationSociety.com and follow our on-line arrangement process.
- For the on-line arrangement, you will need the following information:
 - Vital Statistic Information for you Loved One Including:
 - Date and Place of Birth (City & State)
 - Parents' names, including mother's maiden name
 - Marital Status and Spouse's Name (Maiden)
 - Education Information
 - Social Security Number
 - Next of Kin Contact Information
 - Other Documents (If Applicable)
 - Power of Attorney / with Photo ID (Including Rights to Disposition)
 - Last Will and Testament / with Photo ID
 - Cemetery Lot Documentation
 - A recent photograph or copy of driver's license for positive identification purposes.
 - Determine the number of Certified Copies that you will need. We will order them for you and you can choose to either pick up, have them delivered, or mailed.
 - If you have any questions don't hesitate to give us a call or view our Frequently Asked Questions page (FAQs)

Obituary and Death Notice Support:

- Families who wish to place a notification have two options.
 - First is a death notice, which is free. This is a brief, two or three sentence notes sharing the name, age, date of death a personal fact, and the arrangements for the deceased. Our Funeral Directors can facilitate this option for the Tri-City Herald if a family chooses, just let us know.



- Second is an obituary through the newspaper. Visit <https://placement.memoriams.com/Tri-CityHerald/Obituary> to post the obituary with the Tri-City Herald. It's a process requiring tight deadlines including payment, and it's most efficiently handled by the family of the loved one to ensure the information is accurate and timely. Customer Service: 855-637-6638

Third Step: After the Arrangements:

- Get organized with settling the estate, filling out forms, and contacting the appropriate agencies, including:
 - Notifying Family and Friends
 - Notifying Churches, clubs, or other organizations
 - Notifying the bank(s) of the death
 - Notifying insurance companies
 - **Notifying Social Security** - <https://www.ssa.gov/benefits/survivors/>
 - If you need to report a death or apply for benefits, call 1-800-772-1213 (TTY 1-800-325-0778). You can speak to a Social Security representative between 8:00 a.m. – 7:00 p.m. Monday through Friday
 - **Local Social Security Office Information**
Address: Suite A, 8131 W Klamath Ct Kennewick, WA 99336
Phone: 1-800-772-1213
TTY: 1-800-325-0778
Fax: 1-833-950-2626
Mon – Fri 9:00am – 4:00pm
- **Death Certificate Support**
 - Order Additional Death Certificates Through the Health Department.
 - https://www.bfhd.wa.gov/programs_services/vital_records
 - Address: 7102 W. Okanogan Place Kennewick, WA 99336
Phone: 509-460-4200
Monday-Friday 8:00-11:30 and 1:00-4:00
 - How to correct a death certificate:
 - <https://doh.wa.gov/licenses-permits-and-certificates/vital-records/how-correct-record>
- **Release of Remains**
 - You will have the option to choose Pick Up at local Crematory, Personal Delivery, or Shipping.
 - Remains will be placed in the urn you selected and be released to the designated person along with, Death Certificates, a Burial Transit Permit.