

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, they 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
- Contact our Funeral Home by phone at (254) 752-5900 – we are available 24 hours / day.
 - When you call, we will ask you these questions:
 - What is the full name of your loved one who died?
 - Where did your loved one die? And are they still at that location?
 - Who is the next of kin and what is their contact information?
 - What is your name and your contact information (if you are not the next of kin)?
 - Does your loved one have a pre-arranged funeral with our firm?

Second Step: Completing Funeral and / or Cremation Arrangements

- Set an appointment time with us for you to come to the funeral home (or we can meet you at your residence or other location if you desire) to complete the details of the arrangements.
- For the arrangement, we will ask you to have information and items that we need to complete the arrangements such as:
 - Vital Statistical information for your loved one including:
 - Date and place of birth (city and state)
 - Parents names, including mother's maiden name
 - Marital status and spouse's full name
 - Education information
 - Social security number
 - Veteran's information including discharge papers / claim number
 - Pre-arrangement documentation (if applicable)
 - Cemetery lot documentation (if applicable)
 - A recent photograph
 - Clothing for your loved one
- Deciding on the location of the services – this can be at our facilities, your church or other facility that is appropriate for hosting services
- Contact the Clergy / Celebrant / Officiant who will be presiding at the service – we can also guide you if the family wishes to emcee the service
- Set the time for the service
- Choose the disposition for the deceased either burial, cremation or entombment

- Compose obituary with our assistance if you wish (there is no additional fee for this service) – the information needed includes: a photo, age, place of birth, list of surviving family members, list of predeceased family members (if desired), occupation, education, memberships, military service, hobbies and activities, the details of the service, donations to a particular charity (if desired) – again, we will help you with the obituary and post it on our website, plus submit it to any appropriate newspapers (if desired)
- Determine the number of death certificate copies that you will need and we will order them for you
- Identify family / friends to serve as pallbearers – people in poor health can be named honorary pallbearers
- Should you want a DVD Life Tribute (slideshow presentation), simply bring in up to (no more than) 60 photos. We will build it for our video equipment specifications and also “embed it” on your online obituary on LakeShoreFuneralHome.com for viewers to see.

Third Step: After the Arrangements and Before the Service

- Prepare a list of family, friends and business colleagues to be notified – we will provide you with an email to be sent to them with all of the service and obituary information
- Notify all organizations such as church, groups and associations – we will provide you with an email for this purpose as well
- Start a notebook or list to keep a record of visitors, flowers and other gifts that are delivered to the house and funeral home – if anything is delivered to the funeral home, we will notify you right away
- People will often say, “Please let us know if there is anything that we can do” so be prepared (and don’t feel bad) to accept this generosity – make a list of items and tasks such as meals (let them know if there are any special food allergies), household duties (including cleaning or mowing the lawn) and transportation (for out of town family or friends or even picking up kids from school) – again don’t feel bad accepting this help, your friends want to help but usually don’t know what to offer
- Arrange for child care (if necessary) although we strongly suggest that all family members be present at the service. Note: Lake Shore Funeral Home does have a “Play Room” for children. However, it is a public area in the funeral home. Therefore, other client families are in the building as well and will also have access to this room for their children to use. We must ask that an adult accompany their child for their safety and also to respect other grieving families by keeping children properly mannered at all times.

Fourth Step: After the Service

- Set an appointment with our After Care Specialist (there is no additional charge for this service) to help you get organized to settle the estate and will assist you in filling out forms and contacting the appropriate agencies, including:
 - Notifying the bank of the death
 - Notifying insurance companies
 - Contacting the lawyer if necessary
 - Cancel credit cards and driver’s license, and submit phone number to Do Not Call lists
- Create a list of people and organization to send thank you cards to – consider sending a copy of the memorial folder to those who were not able to attend the service – we will provide you with 20 thank you cards, let us know if you need more

If you have more detailed questions on what steps to take next or if you are ready for us to assist you, call (254)752-5900 any time, day or night – we are here to help you

Brent H. Shehorn

Owner / Director

Lake Shore Funeral Home

Ph: (254) 752-5900

Brent@LakeShoreFuneralHome.com

Risk Reversal - Guarantees

100% Service Guarantee

Lake Shore Funeral Home is committed to service beyond expectation before, during and after the service. We guarantee that if you are not 100% satisfied with any aspect of our service, we will make every effort to correct the situation. If we cannot correct it to your satisfaction, you will not be charged for that particular service item.

No Hidden Fee Guarantee

Funeral and Cremation costs can be very confusing. Often times other funeral & cremation providers will quote what seems like a low price, but actually they do not give you the complete costs and there will be hidden add on charges after you have chosen to utilize their services. We have made it easier to understand by creating our ***“No Hidden Fee Guarantee”*** package plans.

These plans include :

- Service Fees
- Merchandise
- Cremation or Cemetery fees
- Cash Advance items

We guarantee that the price we give you over the phone or you see on this site, will be the price that you will pay.

Cash advance items and cemetery expenses are not included: What some funeral homes fail to disclose that there are additional fees that may be necessary. These include cemetery expenses, obituaries, honorariums (clergy, musicians, soloists), catering, police escorts, death certificates, flowers, etc. We will be more than happy to email you a quote so that you will have an estimate that is as accurate as possible.

Funeral Planning Checklist

Recording Personal Information (See Funeral Information Sheet)

- Full legal name
- Residence
- Date of birth
- Place of birth
- Citizenship
- Social Security number
- Occupation
- Business or industry
- Marital status
- Spouse's full name
- Father's name
- Mother's maiden name
- Next of kin / Executor's full name
- Next of kin's address
- Next of kin's relationship
- Doctor's name & address

Making Service Choices

- Choose a funeral home
- Set time & date of service
- Choose location of service
- Apply for burial permit
- Apply for death certificates
- Choose burial or cremation
- Request preparation and embalming
- Choose family viewing or visitation
- Decide if jewelry is to remain or return
- Supply clothing for deceased
- Select photographs to be displayed
- Select musical selections, hymns & solos
- Select scripture or literature to be read
- Compose & submit obituary
- Choose charity to direct donations to
- Display religious or fraternal items
- Arrange location & food for reception

Making Specific Selections

- Select casket or cremation container
- Select burial vault or cremation urn
- Choose cemetery
- Select burial or cremation plot
- Select memorial grave marker & inscription
- Select memorial register Book
- Select memorial folders & acknowledgment cards
- Choose floral arrangement

Participants

- Clergy or officiant
- Organist or other musician
- Pallbearers
- Family or friend to perform eulogy
- Family or friend to read scripture or participants

Transportation

- Transfer from place of death to funeral home
- Funeral coach
- Clergy car
- Family limousine
- Pallbearer limousine
- Funeral Escort

Documents to Locate

- Will
- Deed to cemetery plot
- Birth certificate
- Marriage certificate
- Insurance policies
- Bank documents
- Title to property
- Vehicle ownership
- Tax returns
- Military discharge papers

People to Contact

- Extended family & friends
- Doctor (G.P. or Specialist)
- Accountant
- Lawyer
- Employer
- Insurance agent
- Creditors
- Clubs, unions & organizations
- Financial advisor / banker
- Bereavement counselor if needed

Pay for the Following Services

- Funeral service
- Cemetery plot, perpetual care & interment fees
- Grave memorial, inscription & installation
- Service participants
- Newspapers
- Death Certificates
- Flowers
- Food / catering for reception
- Hospitals
- Ambulance

Personal Data of Deceased

- Elementary school attended
- High school attended
- University attended
- Military record
- Family & professional history
- Offices or positions held
- Accomplishments: personal & professional
- Citations
- Hobbies, activities and interests
- Charities & other special requests

Please note: the preceding list is only a guideline; actual arrangements will be unique to each individual.

Funeral / Celebration of Life Planning Checklist

The First Step: Statistical Information		
Deceased's Surname:	Given Names:	
Address:		
City:	State:	Zip:
Marital Status:	Spouse's Name:	
Occupation:	Industry:	
Birthdate:	Birthplace:	
Father's Name:	His Birthplace:	
Mother's Name:	Her Birthplace:	
Executor:	Relationship:	
Address:		
City:	State:	Zip:
Phone:	Email:	
Other Contacts:	Phone:	
Other Contacts:	Phone:	
Other Contacts:	Phone:	
Doctor:	Phone:	
The Second Step: A Time To Honor And Remember - The Service		
Service Location:	Clergy:	
Burial / Cremation / Entombment	Details / Location:	
Circle all that apply: public visitation / private family viewing / witness cremation / reception		
Music 1:	Music 2:	
Solo:	Prelude / Postlude:	
Eulogist:	Readers:	
Other Participants:	Other Participants:	
Casket: Metal / Solid Wood / Cloth / Rental	Urn: Bronze / Steel / Solid Wood / Ceramic	
Notes:		

Obituary Submission Guidelines & Suggestions

EXAMPLE:

Jane (Matthews) Robinson, 92, of Waco, passed away peacefully after a courageous battle with Cancer, on December 3, 2013 in [City, State]. A celebration of Jane's life will be held at Lake Shore Funeral Home Chapel, 5201 Steinbeck Bend in Waco, on Friday, December 8, 2013 at 2:00 pm, with Rev. George Thomas officiating. A reception will follow in the funeral home's Reception Center.

Jane was born on March 28, 1921 in [City, State]. When Bill returned from the war, Jane and Bill were married in [City, State] and decided to raise their family. After the children were in school, Jane returned to nursing at the Providence Hospital. In retirement, Jane and Bill were active in their church as well as avid lawn bowlers. Her greatest pleasure was received when spending time with her family.

She was preceded in death by her husband, William in 2001.

Jane is survived by her children, Patricia (Frank) Thompson, Matthew (Sally), and Peter; her grandchildren, Robin Thompson, James and Jessica Robinson; and her cat, Maddy. She will be missed by many other relatives and friends.

In lieu of flowers, donations may be made to [Charity, Address, City, State / Zip Code].

Thoughts and memories may be shared in the online Guest Book at www.LakeshoreFuneralHome.com.

Announcement:

The formal notification of the death that states the full name; the desired phrase: died, passed way, etc.; and the date and place (city / town). The cause of death is not usually stated but may be if so desired. The date and place of birth are usually listed next.

Scheduled Ceremonies:

This will give the time and location of any viewings, memorial services, scatterings or inurnments; or any other gathering you may choose.

Biographical Information:

This will tell a little about the person's life, their, education, work, honors, hobbies, etc.

Survivor Information:

Listing the spouse, children, grandchildren, great grandchildren, nieces, nephews, in-laws, other close relatives, close friends and even pets. Predeceased relatives are usually noted before the survivors.

Contributions or Flowers:

Some families request that contributions be made to a meaningful organization instead of sending flowers.

Condolences:

Add this phrase at the end of the notice to let readers know that they can submit confidential messages for the family. Through this service, we receive many messages - even from around the world.

There is no fee for our client families to have their obituary notice posted on our website.

Funeral Home Website:

<http://www.LakeShoreFuneralHome.com>

Obits on our website allow family and friends to be notified as soon as possible and not have to wait for it to appear in the newspaper.

There is no fee for a photo to be placed on our website either. Some families choose to have a longer notice on our website with a shorter one in the newspaper to reduce costs. Use the current obits on our site as additional resources for structure and choice of words.

Local Newspaper Costs:

Waco Tribune-Herald:

Text Only: first eight lines are free. Thereafter, \$5.50 per line; \$25 per Photo. Consecutive days ran will be billed as a "pick-up" rate (which figures @ almost a half price cost + @\$5 or \$6). Final proofing of obituary and actual costs quoted by the newspaper will be approved by the family before the obituary will be sent back to the newspaper by the funeral home.

These rates have been supplied to us by the Waco Tribune-Herald. These prices are subject to change without notice.

Emailing the Obituary:

Once you have completed the obituary notice, please email it to us at info@LakeShoreFuneralHome.com so that we can add it to our website and we will forward it on to the Waco Tribune-Herald and any other newspaper you request.

Remember: Please feel free to ask us to help you compose a meaningful and personalized obituary or, we can also review or proofread your draft before you submit it to the newspaper. There are no charges for these services. Obituary notices are very personal and special records. This guide is only a suggestion on how to compose an obituary notice. There is no legal requirement as to the format or even the submission of an obituary notice. We feel that giving families the opportunity to create their own notice can be beneficial in the grieving process. We wish to let families know that we can assist in composing the notice - in whole or in part - we are always willing to help. Please call us at (254) 752-5900.

Lake Shore Funeral Home - 254-752-5900 - 24 Hours

Lake Shore Funeral Home: A Celebration of One's Life!

This worksheet should be filled in as a family group if possible. All blanks do not have to be filled in, this is only an outline and to be used as a guide to make the funeral service as meaningful as possible. Please have it ready when planning the funeral with the person conducting the service (ie. Clergy, Officiant, etc.)

Nicknames	(from spouse)	(from parents)	(from children)
	_____	_____	_____
	_____	_____	_____
	(from grandchildren)	(from friends)	(from others)
	_____	_____	_____
	_____	_____	_____
Hobbies:	_____	_____	_____
	_____	_____	_____
Sports:	_____	_____	_____
	_____	_____	_____
Memberships	_____	_____	_____
Clubs, etc.:	_____	_____	_____

Favorites

Scriptures, Poems, etc.: _____ _____ Hymns: _____ _____ Vacation: _____ Places: _____ _____ Clothes: _____ Outfits: _____	Books & Movies: _____ _____ Music: _____ _____ Retreat: _____ Places: _____ _____ Outings: _____ Restaurants: _____
Other Comments: _____	

Family and Friends Participation

Eulogy: _____ _____ Singing: _____ Other: _____	Readings: _____ _____ Play Music: _____ Other: _____
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