

What to do when a death occurs:

Uncertainty Confusion Anxiety

The above are all natural feelings when a loved one dies. Whether the death has been long expected or is the result of a sudden tragedy, there are some common steps that should be taken to provide safety and security for your deceased loved one and for you and other surviving family members.

What should I know regarding the occurrence of a death?

Deaths usually occur in one of three settings: a hospital, nursing home, or at a residence. When death occurs in a hospital or nursing home, the medical staff will determine that a death has occurred and report it accordingly. At such a time, the family will be asked to provide the name of the funeral director of their choice for the medical staff to contact.

When a death occurs at home, many times Hospice will be involved and their nurse summonsed to remain with the deceased until a funeral director arrives to transfer the person who has died into the director's care.

In the absence of hospice, it is a good idea to notify the deceased's physician, then contact the funeral provider. The funeral director will contact the coroner's office, and an investigator or law enforcement official may secure the location of death until a funeral director has arrived to accept custody of the deceased.

What if a death occurs away from home?

Do not hesitate to contact the funeral director from your hometown. A funeral director can coordinate arrangements with out of town funeral service providers and tend to details necessary in the care and safe return of your loved one to his or her home town.

What to know when contacting my funeral director?

First know the services of a Hoffman Roth funeral director are available 24 hours a day 7 days a week including holidays. You can expect a Hoffman Roth funeral director to ask a number of questions, including the whereabouts of the person who has passed away and some vital statistical information that will be used to verify the identity of the deceased throughout the duration of the funeral home's care.

The funeral director will coordinate a time that is convenient for you and your family to gather to complete the arrangement process, either at a residence or the funeral home, depending upon your preference. At this time the funeral director will offer assistance in making important notifications, including the contact of a clergy member or minister that can be of aid and comfort to your family during this difficult time.

What should I expect from my funeral director?

Expect a Hoffman Roth funeral director to offer patience and share knowledge with your family when explaining service options and prices.† Our honest and sincere funeral directors will work side by side with you to create a meaningful tribute for your loved one.

What items should I bring to the arrangement conference?

Consider bringing a photograph of the deceased for both preparation and cosmetology purposes. This photograph or another one, can be used in an obituary and electronic memorials. Regardless of your desire to have the deceased buried or cremated, the Hoffman Roth and Staff request that you bring full clothing, including undergarments, for the deceased to wear. Please note that in certain instances, footwear and any leather clothing may need to be removed and returned to the family if cremation is desired. Typically, the funeral home will transfer dentures and eyeglasses (if available) from the place of death. If other eyeglasses are to be used, please consider bringing your preferred pair to the arrangement conference.

Bring along military discharge forms (known as DD-214 a report of separation). Your funeral director will help you in locating this information if it is not readily available.

Come prepared with information regarding important dates such as dates of birth and marriage for the person who has died. Your director will ask you to provide complete names of family members, including full names of the decedent's mother and father, as this information is required on a death certificate in the State of Ohio.

What will happen in a funeral arrangement conference?

Hoffman Roth and Staff will accommodate your immediate needs. While we normally complete an arrangement conference in about two hours, the amount of time we spend together is highly dependent upon your needs. We usually accomplish the following while together:

Determine the date, location, and type of services to be held.

You will choose either products for burial, such as a casket and a vault, or you will choose a cremation container, an urn to hold the cremated remains following cremation.

Stationery, flowers, and even food service if desired, is also available for all families we serve.

Your funeral director will interview you and gather, compose, and confirm obituary and vital statistical information with you.

Families can expect to receive an estimate of funeral goods and services based upon their preference and need. Families can also expect to receive a written list of choices related to payment of the funeral statement.

For families choosing cremation, additional cremation authorization forms will be completed and signed prior to the completion of the arrangement conference.

Your questions are fully answered, and the funeral director and staff will provide you with around the clock care as necessary to complete each detail that you ask us to manage.

If a death has occurred and you need additional information...

...or are unsure of how to proceed, please do not hesitate to contact us immediately at 717.243.4511.

A member of our professional staff will completely answer your questions regarding our care for your loved one and your family without cost or obligation.

If death has occurred away from our immediate service area...

...contact us toll free at 1.866.451.4511. A caring professional funeral director is available with just one telephone call at a moments notice, and will take whatever time is necessary to fully and completely answer your every question and provide your family with the piece of mind that is necessary to prepare a farewell service that is meaningful, affordable, and appropriate for your loved one.