

**Things to Consider
After a Resident's Death**



This list is intended to assist our families in handling the affairs of our residents at the end of life. This information is neither all inclusive nor intended to answer all questions that may arise. Please be in contact with your Social Worker, who can assist and guide you through this process.

<p>If the resident is a hospice patient, contact the 24/7 line of the hospice agency involved to notify their staff of the death. The hospice team will be a good resource for bereaved families.</p>
<p>Contact the Security Department (301-572-8391) at Riderwood Village to report the date, time, and location of the resident's death.</p> <p>It is important to know that our Security Staff change the lock when a resident dies and there is no other resident remaining in the apartment.</p> <p>The Security team will provide family with information about granting the resident's legally designated personal representative on-going access to the apartment, as well as answer questions about limited apartment access to handle time-sensitive affairs.</p>
<p>Contact a funeral home to pick up the remains and to prepare them for burial; other options are the Cremation Society of Maryland (410-788-1800), Maryland State Anatomy Board (410-547-1222), etc.</p>
<p>Look in the apartment or safe deposit box for any documents concerning funeral arrangements, wills, special wishes, etc.</p>
<p>Make arrangements for any animals in the apartment, i.e., family, friends, kennel, etc.</p>
<p>Clean out refrigerator in apartment and empty trash; remove perishable food, plants, etc.</p>
<p>Locate the will in the apartment, in a safe deposit box, at a lawyer's office, or at the Register of Wills (for Prince George's county Register of Wills call 301-952-3250, for Montgomery County call 240-777-9600).</p>
<p>When the Executor is ready to learn the steps to release an Independent Living Apartment, please contact Move Out Coordinator 301-572-8306, for more information on closing out the apartment, refund of the entrance deposit, turning in apartment keys, etc., and for additional assistance with the following checklist. **The move out handbook (given by Move Out Coordinator) will provide additional details regarding parts of this check list (i.e. change of address, returning Comcast</p>

equipment, donations, etc.).

Obtain copies of Death Certificate; many times the funeral home will assist with this process.

For additional information, visit: <https://health.maryland.gov/vsa/Pages/death.aspx>.

Meet with the funeral home director to make funeral arrangements (viewings, burial, etc.)

Recommended items to take with you:

- Clothing, eyeglasses, jewelry, etc.
- One recent photograph for cosmetic purposes
- Veteran's discharge papers (DD214)
- Social Security Number
- Life Insurance Policies
- List of 6 to 8 pallbearers if applicable
- A collection of photos to illustrate your loved one's life for video, scrapbook, etc.

Information for obituary such as: mother's full name/maiden name, father's full name, birthplace, education, work history, church affiliation, organizations, memberships, special achievements, surviving relatives, cities they live in (parents, spouses, siblings, children, grandchildren, etc.)

The Executor of the Estate will need to obtain a **Letter of Administration** from Montgomery or PG County Courthouse – Register of Wills* (for numbers see above) to open the Estate and to show proof that they are in fact the Executor of the Estate.

*We strongly encourage families to call the Register of Wills ahead of time to find out details, items to bring to obtain the letter, etc.

If the family wishes to have a memorial service at the Chapel at Riderwood, contact **Pastoral Ministries at 301-572-8302**

For information on how to make a donation to the Riderwood Benevolent Care Fund (BCF), contact the Philanthropy office at 301-572-8394.

If necessary, meet with a lawyer concerning the Will, estate issues, etc.; Independent Living Social Worker can be contacted for a list of local lawyers.

If the resident was a Veteran of the U.S. Military locate their DD214 (discharge forms) showing proof of military service (for veteran benefits, U.S. Flag for funeral, burial in a veteran's cemetery, etc.)

If you wish to submit a death notice or obituary to local papers, information is as follows:

Washington Post Death Notices (202) 334-4122

Washington Post Obituaries (202) 334-6477

Baltimore Sun Death Notices (410) 539-7700

Baltimore Sun Obituaries (410) 332-6536

Washington Times Obituaries (202)-636-4728

Check the resident's two mailboxes (U.S. Mailbox that requires a key and cubbyhole mailbox for internal mail, Riderwood bill, fliers, etc.)

Contact the U.S. Postal Service to have mail stopped/forwarded; the Executor of the Estate will need to provide a Letter of Administration to the Post Office (to obtain a

<p>Letter of Administration in Montgomery County go to Register of Wills – Judicial Center 50 Maryland Ave. North Tower 3220 Rockville, MD 20850 – for Prince George’s County go to Register of Wills at the Courthouse – 14735 Main Street, Room D4001, Upper Marlboro, MD 20773)</p> <p>***call the Post Office and/or Register of Wills ahead of time for more information</p> <p>Local Post Office: 12010 Plum Orchard Dr. Silver Spring, MD 20904 Ph: 301-586-7614</p> <p>Additional information online: https://www.usps.com/manage/mail-for-deceased.htm</p>
<p>Contact offices concerning pensions, retirement accounts, Medicare (1-800-MEDICARE), Social Security (1-800-772-1213), etc. (do not cash any Social Security Checks received for the month in which the person died; the check needs to be returned to Social Security; if received via direct deposit you will need to notify the bank to return the funds to Social Security)</p>
<p>Determine what assets, debts, etc. the resident has; also checkbooks, savings books, bank documents, etc.</p>
<p>If necessary, meet with a lawyer or accountant concerning taxes (final tax return) and accounting matters; Independent Living Social Worker can be contacted for a list of lawyers/accountants.</p>
<p>Contact banks for information on accounts, safe deposit boxes, etc.</p>
<p>Contact credit card companies</p>
<p>Contact life insurance companies, health insurance companies, homeowners/renters insurance companies, etc.</p>
<p>If resident has an automobile contact MVA concerning registration, license, etc.; also contact automobile insurance company</p>
<p>Contact newspaper circulation department to stop delivery; <i>Washington Post</i> 202-334-6100 <i>Washington Times</i> 202-636-3333 <i>Baltimore Sun</i> 443-692-9011</p>
<p>If resident had any external phone (I.e. cell phone, pager) or cable (beyond Basic Cable, which is included in Riderwood Connect) service, contact carrier and inform them of death. Comcast contact number: 1-855-638-2855. **See Riderwood’s Move Out Handbook for additional details.</p>
<p>Contact Primary Care Physician (if external, Riderwood will notify Riderwood providers) as well as any specialists such as dentists, cardiologist, audiologist, ophthalmologist, etc.</p>