

## Notifying the Riderwood Community

### **Death Notification**

When a Riderwood resident dies, notification of the death is made available to the community by posting a notice in the framed cases in the lobbies of our clubhouses. The notice provides the name and date of death of the deceased.. This information is available to the wider community for seven days following the death. An electronic notice is also sent to the Riderwood Leadership Group.

### **How RW Knows a Death Occurs**

All deaths on campus are communicated through security to administration and an official death announcement is then released for notification. For deaths that occur off campus, perhaps at a local hospital, a family member will need to contact a front desk to inform security. Then an official notification can be released.

### **Funeral Notification**

The Death notification/obituary is often found in ***The Baltimore Sun*** or ***The Washington Post***. This funeral information may be posted on the **Pastoral Ministries** section of the Community Building bulletin boards (4 boards) by family or friends in legible type written format. The absence of such information on the bulletin boards usually means the information has not been released or made available.

### **Transportation to off Campus Services**

If a service is being held in a funeral home or place of worship in the Riderwood area, Riderwood's **Transportation Services** are able to work with interested residents to arrange for a shuttle. The fee for this service depends upon the distance and amount of time involved. Based on the availability of drivers and vehicles, it may not always be possible to utilize the shuttle service. To arrange for transportation, please call **(301-572- 8358)** or visit the Transportation office on the Terrace level of Village Square.

### **Services Held On Campus**

The Chapel at Riderwood is available for funeral and memorial services. Booking the chapel is handled through the Pastoral Ministries office. There is no cost to Riderwood families for the use of the chapel. Additional arrangements such as reserved parking spaces, shuttle transportation for off-campus guests, and music for the service can be coordinated with the Pastoral Ministries Dept. and/or the participating faith community.

### **Catering**

If a reception or repast is desired following the service, you may contact the **Catering Office (301-628-3620)** or **WWW.Riderwoodcatering.Com**

### **Reserving a Guest Room at Riderwood**

Outside visitors attending a funeral or memorial service may request accommodations on our campus. To reserve a room, please call **General Services (301-572-8355)** or contact the front desks at any community building.

### **Grief Support**

All of our Social Workers and Pastoral Ministries staff are available for grief and bereavement support. Feel free to contact the Social Worker assigned to your building or call the Pastoral Ministries office when the time feels right for you.

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### **Making Plans for the Service**

Many Riderwood residents have made plans with their clergy and with a funeral home of their choice. They have also shared these plans with family members. However if a family is in need of support or direction, the Social Workers and the Pastoral Ministries staff can also provide assistance. Below are a few things to consider:

~ *Please keep the Riderwood community informed of deaths, service arrangements and receptions* by calling (301) 572-8302 in Pastoral Ministries as arrangements are finalized.

~ *The Order of Service* is developed with the presiding clergy, staff or family member. The length may range from fifteen minutes to two hours.

~ *Flowers and Photos* can be brought, but must be removed at the end of the service.

~ Visitation takes place at the funeral home and is not held in the Riderwood Chapel, with the exception of an open casket just prior to a funeral.

~ *Bulletins are not required.* If the family wants a bulletin, please discuss with the presiding clergy or staff.

### **Helpful Phone Numbers**

***Pastoral Ministries Coordinator***  
***(301) 572-8302***

***Catholic Pastoral Associate***  
***(301) 572-8439***  
***(30) 572-8314***

***Protestant Pastoral Associate***  
***(301)572-8334***  
***(301)572-8331***

***Jewish Rabbi***  
***(301)962-0602***

***Chapel Reservations***  
***(301) 572- 8302***

***Catering***           ***(301 628-3620***





### **Memorial Contributions**

In addition to favorite charities, people may choose to make monetary contributions to Riderwood's Memorial Fund. You may give to the Benevolent Care Fund, "In Memory Of." Please make all checks out to Riderwood, noting on the check the fund and to whom the money is in honor of. Send to Pastoral Ministries in Village Square 3110 Gracefield Rd. Silver Spring Md. 20904. For further information; please call the Pastoral Ministries office.

### **Funeral Homes**

There are many funeral homes in the area. In the event that you have not chosen a funeral home at the time of death, you may contact the Pastoral Ministries Office for assistance.  
(301)572-8302

## **When a Riderwood Resident Dies**

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3/19/2019

**The Riderwood community extends our deepest sympathy to you upon the death of your loved one. We know you have many concerns as you make arrangements to honor your family and deal with your sorrow. We offer this pamphlet as a guide to the assistance available to you from Riderwood residents and Resident Life staff**



*"As we number our days, may we gain a heart of wisdom."*

