



BERGE • PAPPAS • SMITH  
**CHAPEL**  
*of the* **ANGELS**  
*Funerals & Cremations*

## What to do when death occurs

### Home

When a death occurs at home and your loved one is not under hospice care, please call 911 and a police officer will respond to the home.

If your loved one is under hospice care, please call the hospice nurse.

Ask the police officer or the nurse to contact **Berge-Pappas-Smith Chapel of the Angels at (510) 656-1226**.

The following questions will be asked:

- Caller's name and phone number
- Name of the deceased
- Address and directions to the home

Our staff will respond to the location of passing and receive your loved one into our care.

We will contact you and schedule a time that is convenient for you to meet with one of our funeral directors.

If cremation is selected, cremation will only occur after the necessary written authorizations have been obtained.

### Medical Examiner's Office

Once your loved one is in the care of the medical examiner, please contact **Berge-Pappas-Smith Chapel of the Angels at (510) 656-1226**.

We will then contact the medical examiner directly on your behalf to continue the process.

Once any necessary information is obtained from the Medical Examiner, we will contact you to coordinate a meeting which best fits your schedule.

If cremation is selected, cremation will only occur after the necessary written authorizations have been obtained.

### Hospitals, Hospices, Nursing Homes

Contact the nurse or physician.

The nurse or physician will come to the room and make the pronouncement of death.

Ask the nurse to contact **Berge-Pappas-Smith Chapel of the Angels at (510) 656-1226**. Our staff will respond to the location of passing and receive your loved one into our care.

We will call to schedule a time that is convenient for you to meet with one of our funeral directors.

If cremation is selected, cremation will only occur after the necessary written authorizations have been obtained.

### Out of Area

Contact **Berge-Pappas-Smith Chapel of the Angels at (510) 656-1226** and the Funeral Director will assist you.

It is first important to determine if you desire any services in the current location of your loved one. If you do not, you should contact one of our staff members. We can coordinate a local funeral director and the transportation for you. If you do desire services in their current location, you can contact a local funeral home directly.