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**CHAPEL**  
*of the* **ANGELS**  
*Funerals & Cremations*

## Hospice Care Provider & Senior Care Advocates Educational Packet of FAQs

### FIRST CONTACT

#### Notification and Communication:

**How do you communicate with the family, our facility or hospice throughout the process?**

We communicate in the preferred way of the Hospice Care Provider or Senior Care Advocate. Most of the time, this is by phone, email, and fax (for facilitation of the D/C).

**Who should the family contact if they have questions or need updates on the status of arrangements?**

Our expert staff is cross-trained to meet any need and answer any question. The best way to get in touch with us is by phone at 510-656-1226.

#### Initial Notification:

**How and when will the family be notified that their loved one has been transferred into your care from the home, hospital or hospice?**

You will be contacted by one of our funeral directors on the same day as the passing or first thing the next morning, depending on the time of passing. This initial contact is a courtesy check-in with the family to see how they are doing and to answer any questions they may have. The arrangement process starts when the family is ready and is always based on their timeline and availability.

**Who will contact us and the family, and what information will they provide?**

One of our directors will make contact to answer any and all questions.

#### Logistics and Timing:

**What is the typical timeline for your team to arrive after we notify you that a death has occurred?**

Arrival within 60 minutes.

**Are there specific procedures we should follow to notify your team and arrange for pickup?**

No, the standard operating procedure is applicable. However, please use the knowledge in this packet to comfort the family in any way you can.

#### Transportation Details:

**How is the loved one transported from the home, hospital or hospice to your facilities?**

The loved one is transported by our caring staff in a discreet vehicle to our stand-alone facility. This ensures that the family's loved one never leaves the care of our staff or our facility. Everything is completed and performed by and at Chapel of the Angels.

**Do you use specific vehicles or equipment for transport, and are there any special considerations we should be aware of?**

We use a secure board and gurney for safe transportation within our discreet service vehicle. This ensures the safety of the decedent and privacy for the family and facility.

#### Handling and Preparation:

**What happens to the loved one once they are received into the care of Chapel of the Angels?**

The loved one is safely placed in a temperature-controlled environment at Chapel of the Angels and continuously monitored until we receive further direction from the family.

**Can you describe the preparation process for viewing or cremation, if applicable?**

Our licensed care team will follow the wishes of the family in a respectful and dignified manner. Our goal is to always treat the loved one as if they were a member of our own family.

#### Documentation and Authorization:

**What documentation do you require before you can take custody of the deceased?**

If a loved one passes within a medical facility, a signed release form is required.

**Who typically signs the release forms, and what information should be included on these forms?**

The legal next of kin.

#### Legal and Regulatory Compliance:

**Are there any legal or regulatory requirements we or the family need to fulfill before or after you take custody of the loved one?**

We will ask for the contact information of the legal next of kin.

**How do you handle cases where further investigation or paperwork is required by authorities?**

We are able to bring the loved one into our care and hold them in a safe, temperature-controlled environment while the additional investigation or paperwork is completed.



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### Costs and Billing:

**What are the costs associated with your services, and how are they typically billed?**

Costs for our services are arranged specifically to the needs of the family. Our goal is to educate the families we serve and allow them to make the best decision for their needs. Payment is due by the time of service and requires no deposit or money upfront.

**Are there any additional charges or fees the family should be aware of?**

Depending on when and where we respond for transportation, there could be additional fees for things such as mileage, a second person on removal, or after-hours transport.

### ARRANGEMENT PROCESS

#### Arrangement Process:

**What is the process for scheduling a meeting to discuss funeral arrangements?**

You or the family can contact us directly to schedule an appointment anytime. We will also reach out to the family when a loved one enters our care to see what time works best for the family to meet, either in person or remotely.

**Are there specific times or days that are preferable for these meetings?**

Appointments with families typically take place Monday-Saturday between the hours of 8:30 AM and 3:00 PM. If this time does not work for a family, we try to be as flexible as possible to accommodate an alternate time.

#### Updates and Progress:

**How frequently will the family receive updates on the progress of arrangements and preparations?**

We often notify families every step of the way unless requested otherwise. Our directors will always ask a family what their preference is during their initial arrangement appointment.

**Who should the family contact if they have questions or want to check on the status?**

Our entire staff is cross-trained to support all family needs. A family can ask their director or another member of our qualified staff.

### Documentation and Legalities:

**What paperwork and documentation will you handle on the family's behalf, and when can the family expect the completion of these tasks?**

We have the ability to assist with any and all paperwork on behalf of our client families. The most important documents we facilitate are the death certificate and disposition permit.

**Are there any legal aspects or permits the family needs to be aware of during this process?**

Permits are required for a burial or cremation to take place.

**How can families access any necessary documents or certificates after the arrangements are finalized?**

Copies of all documents are provided to the family throughout the arrangement process. If additional copies are needed, we always keep records and can supply additional copies at no cost.

### Options and Decisions:

**Can you walk us through the options available for services and ceremonies?**

As a full-service funeral home, we offer every type of funeral and cremation service. Our expert staff is professionally trained to support all cultures and faiths.

**How do you guide families through decisions regarding caskets, urns, and other necessary items?**

We ask questions in hopes of best understanding the requirements of what the family wishes to do. Then, we educate our families to the best of our ability and hope to allow them to make a decision they are comfortable with.

### Personalization and Requests:

**How can the family communicate specific requests or personal touches they'd like for the service?**

Our goal is to make our office as safe a space as possible. This is done in the hope that the families we serve are comfortable enough to express their wishes to any staff member at any time.

**Are there ways the family can be involved in planning or preparing for the ceremony?**

Absolutely. Our directors will work with the family through the entire planning process, ensuring that they actively listen and support what the family is asking for.



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### Do families have the option to personalize the transportation or preparation process in any way?

The family is always in control of when we arrive. Sometimes, a family member may want to see or dress their loved one after they pass. This is absolutely okay, and the family or Hospice Care Provider or Senior Care Advocates can always schedule a specific time for us to arrive to meet these needs or to avoid after-hours fees. That being said, it is not required for the family to be present at the time of pick-up if they do not wish to be. We want to meet the needs of the family in a way they see appropriate.

### Are there options for families to be involved or to visit your facilities before final arrangements are made?

Families are welcome to visit our location at any time, with or without an appointment.

### Visitation and Viewing:

#### Can the family schedule a visitation or viewing of their loved one before the service?

Absolutely. The family can always contact the funeral home or funeral director directly for this request.

#### How are arrangements made for families who wish to spend time with their loved one in a private setting?

We have two chapels available for viewing. We ask the family to request a day and time that works best for them, and we do everything in our power to accommodate the request.

### Finalizing Details:

#### How will the family confirm the final details of the service and ensure everything is in place for the scheduled date?

Our directors will stay in contact with the family every step of the way. Often, we act as the family's advocate when scheduling services and handle that process for them.

#### Is there a point person they can contact if they have last-minute changes or concerns?

The family can always contact the funeral home or funeral director directly with any concerns.

### Costs and Financial Information:

#### Will the family receive a breakdown of costs associated with the services and merchandise chosen?

Yes, the legal next of kin or the individual that signs and pays the service contract will receive a breakdown.

### Are there payment plans or financial assistance options available?

We do not require a deposit or anything upfront. We ask that payment is made by the date of service or by the time the death certificates arrive. We do not provide financing due to rates often being higher than what a family could secure on their own. That being said, we are always willing to work with a family regarding payment as long as there is an active line of communication.

## GRIEF SUPPORT AND AFTERCARE

### Aftercare and Follow-up and Support Services:

#### Do you offer any additional support services for families or caregivers during this transition period?

We have local resources for grief, estate, and planning needs. We are available 24 hours a day to answer any questions and offer support. We also offer an extensive aftercare program for continued support.

#### Are there resources or contacts you can provide for grief support or further assistance?

Yes.

#### What happens after the funeral or cremation process is complete?

We have an extensive aftercare program in place to continue our care and support for our client families.

#### What support services do you offer to families after the funeral or memorial service?

We have an aftercare program that continues to support the family after services are completed. We always tell each family that our job doesn't end just because services are completed. We are always available as a resource and for support. Many families return to us for help as they are executing the estate. We are always willing and available to help.

#### Are there resources you recommend for grief support or counseling?

There are multiple resources in our community, and we can discuss together what option you think would be the best fit. Once decided, we can make a formal introduction on the family's behalf.