

## What to do when someone dies FAQs

### 1. Who do I call first?

Call emergency services first if death occurs at home.

### 2. Organ and tissue donation

Organ and tissue donation can help enhance and save lives, and provide immediate comfort and long-lasting consolation to grieving family members.

You can also choose to donate a body to science or medical research in Ontario.

Trillium Gift of Life Network <http://www.giftoflife.on.ca/en/>

Whole Body Donation

[http://www.mcscs.jus.gov.on.ca/english/DeathInvestigations/WholeBodyDonation/DI\\_body\\_donation.html](http://www.mcscs.jus.gov.on.ca/english/DeathInvestigations/WholeBodyDonation/DI_body_donation.html)

### 3. Arrange the funeral

Funeral directors can help make arrangements for full funeral services.

For more information, you can contact:

Bereavement Authority of Ontario

Toll-Free: 1-844-493-6356

Toronto: 647-483-2645

Email: [info@thebao.ca](mailto:info@thebao.ca)

Website: [www.bereavementauthorityontario.ca](http://www.bereavementauthorityontario.ca)

If your arrangements include burial or cremation, the cemetery or crematorium you choose can help you.

Arrange a funeral, burial, cremation or scattering <https://www.ontario.ca/page/arrange-funeral-burial-cremation-or-scattering>

List of organizations that can help with grief and loss <https://www.ontario.ca/faq/where-can-i-find-programs-help-grief-and-loss>

### 4. Death Registration

In most cases, funeral directors can help get a burial permit.

You need a burial permit before funeral services, including cremation, can be performed. You need this permit, even if the burial or other arrangements will take place outside the province.

If the death was outside Ontario, but the burial and arrangements will take place in the province, you will need a burial, transit or removal permit from the jurisdiction where the death occurred.

## 5. Get a death certificate

You can apply for a death certificate at any time, but it cannot be issued until a death is registered.

You may need an original or certified copy of this certificate to:

- settle an estate
- access insurance benefits
- access or cancel certain government services (e.g. health card, pension)
- research a family tree

Who can request: next of kin, an executor or estate administrator

Request a death certificate online <https://www.ontario.ca/page/how-get-copy-ontario-death-certificate-online>

## 6. Who to notify of death

You may need to notify certain organizations or levels of government when a loved one dies, to access or cancel certain services and/or benefits.

Contacts for compensation, pensions and benefits <https://www.ontario.ca/faq/how-do-i-get-or-cancel-pension-benefits-when-relative-dies>

Cancel vehicle insurance, memberships, and permits <https://ontario.ca/faq/how-do-i-cancel-auto-insurance-or-transfer-ownership-car-when-relative-dies>

Transfer or cancel real estate, property or utilities <https://ontario.ca/faq/who-do-i-contact-transfer-ownership-property-or-cancel-utilities-when-relative-dies>

## 7. What if my loved one dies outside Canada?

To report the death of a Canadian citizen who has died abroad, contact:

- the nearest Canadian embassy or consulate
- the Foreign Affairs and International Trade Canada: Emergency Operations Centre

FOR ADDITIONAL INFORMATION, CONTACT THE BEREAVEMENT AUTHORITY OF ONTARIO  
[www.thebao.ca](http://www.thebao.ca) or 647.483.2645 or [info@thebao.ca](mailto:info@thebao.ca)