



# SINAI MEMORIAL

The Bay Area's nonprofit Jewish funeral home

## What to Do First: Four Immediate Steps When Someone Dies

We are available 24 hours a day to guide and support you through the challenges of losing someone. In the first moments after a death, it can feel overwhelming to know what to do—this guide offers immediate steps and reassurance that you do not have to do everything at once.

When you call, we will gently invite you to share about your situation. Based on your values and any plans the person who died may have made, we will guide you with kindness, clarity, and expertise, and bring your loved one into our care.

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### Step 1: When a Death Occurs

#### If in hospice care:

- Call the hospice nurse or provider to confirm or pronounce the death and notify the appropriate authorities
- Once the death has been pronounced, call Sinai Memorial

#### If in a hospital, nursing home, or care facility:

- Staff will take care of pronouncing the death and required notifications
- Ask the staff to contact Sinai Memorial, or call us directly

#### If at home or elsewhere, unexpectedly:

- Call 911
- Emergency responders will provide guidance and may involve the coroner
- When you are able, contact Sinai Memorial so we can support you and advise on next steps

### Step 2: Call Sinai Memorial As Soon As You Can

Sinai Memorial is available 24/7 at (415) 921-3636. In Jewish tradition, care after death is attended to with timeliness and intention. Calling Sinai Memorial as soon as you can allows us to begin time-sensitive care while supporting you with clarity and compassion.

You do NOT need to have made any end-of-life decisions (for example, purchased a plot, chosen a cemetery, arranged a funeral service) before calling.

**Sinai Memorial is available to you 24/7 at (415) 921-3636**



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## Step 3: What Happens When You Call

**When you call, our knowledgeable staff will:**

- Guide you through what happens next
- Coordinate transportation and care
- Communicate with hospitals, hospice, clergy (if requested), physicians, or the coroner
- Ensure arrangements reflect the deceased's values

If easily available, you can share any relevant documents you have, such as an advance plan or an Advance Health Care Directive (also referred to as a "Durable Power of Attorney for Health Care"). You are welcome to pause the conversation at any point. We will move at your pace.

## Step 4: Schedule Appointment with Funeral Director (When You're Ready)

After our first contact with you, Sinai Memorial will schedule a planning meeting (officially known as an "arrangement conference"). You and a Funeral Director can meet in person or by phone.

**At this meeting, we will:**

- Review any advance plans the person who died may have made
- Talk through burial or alternative options
- Discuss timing, services, and options for Jewish rituals
- Answer questions and provide guidance with clarity and compassion

**If and when you are ready, we may ask for information such as:**

- Full legal name (and a Hebrew name, if known)
- Last known residential address and Social Security Number
- Date and place of birth and death
- Legal documents such as an Advance Health Care Directive
- Names and birthplaces of parents
- Cemetery, interment, or burial preferences
- Veteran status (if applicable)

If you do not have this information right away, that is okay. There is no "right" way to begin planning after a death. Sinai Memorial's role is to reduce stress, honor your values, and care for you and your family or chosen family with patience, kindness, and respect.

As a nonprofit Jewish funeral organization, Sinai Memorial is committed to transparent fees, no upselling, and ensuring that every member of our community can receive dignified care. Financial hardship should never be a barrier to honoring a life.

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