



www.IlesCares.com

◆
***Dunn's Chapel
and Crematory***

2121 Grand Avenue
Des Moines, Iowa 50312
515-244-2121

◆
Westover Chapel

6337 Hickman Road
Des Moines, Iowa 50322
515-276-4567

◆
Grandview Park

3211 Hubbell Avenue
Des Moines, Iowa 50317
515-265-1652

◆
Brandt Chapel

1301 Ash Street
Dallas Center, Iowa 50063
515-992-3701

◆
Sundberg - Kirkpatrick

202 S. Market Street
Madrid, Iowa 50156
515-795-3283

◆
Norwalk Chapel

1020 Main Street
Norwalk, Iowa 50211
515-981-0700



The Mark of Integrity

MEMBER
Greater Iowa
Quad Cities
Siouxland Region



I L E S F U N E R A L H O M E S

When Death Occurs

Notify Iles Funeral Homes right away by calling 515-276-4567.

The following are some questions that we may ask when you call:

- What is the full name of the deceased?
- What is the location of the deceased (Hospital, Nursing Facility or Residence)?
- What is your name, address and telephone number?
- What is the name, address and phone number of the next-of-kin?
- Is there a pre-arranged funeral plan? (If yes, what is the plan name or number?)

We will then set an appointment time for you to come to the funeral home to complete the details of the funeral arrangement. We will ask you to bring in some items and information that may be necessary to complete the arrangement.

These items may include:

- Clothing for the deceased
- Social security number of the deceased
- The deceased's birth date and city and state of birth
- The deceased's parents names, including mother's maiden name
- Information about the deceased's education
- Marital status of the deceased
- Veteran's discharge papers or Claim Number
- A recent photograph of the deceased
- Pre-arrangement paperwork (if applicable)
- Cemetery lot information (if applicable)

Celebrate Life the Way You Lived It!



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Next Steps

1. Contact your clergy. Decide on a time and place for the funeral or memorial service (the services may be held at the funeral home).
2. The funeral home will assist you in determining the number of copies of the death certificates that you will need and will order them for you.
3. Make a list of family, friends and business colleagues, and notify each by phone. You may wish to use a "branching" system: make a few phone calls to other relatives or friends and ask each of them to make a phone call or two to specific people.
4. Decide on an appropriate charity to which gifts may be made (church, hospice, library, organization, school).
5. Gather obituary information, including a photo, age, place of birth, cause of death, occupation, college degrees, memberships held, military service, outstanding work and a list of survivors in the immediate family. Include the time and place of the funeral services. The funeral home will usually write the obituary and submit it to the newspaper(s).
6. Arrange for family members and/or close friends to take turns answering the door or phone. Keeping a careful record of visitors and flower deliveries will make it easier to thank people later on.
7. If Social Security checks are deposited automatically, notify the bank of the death.
8. Coordinate the food supply in your home for the next several days.
9. Delegate special needs of the household, such as cleaning, food preparation, etc., to friends and family who offer their help.
10. Arrange for child care, if necessary.
11. Arrange hospitality for visiting relatives and friends.



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Next Steps (continued)

12. Select pallbearers and notify the funeral home. (People with heart or back difficulties may be named honorary pallbearers)
13. Plan for the disposition of flowers after the funeral (to a church, hospital or rest home)
14. Prepare a list of distant friends and relatives to be notified by letter and/or printed notice
15. Prepare a list of people to receive acknowledgments of flowers, calls, etc. Send appropriate acknowledgments, which may be a written note, printed acknowledgments, or both. Include "thank you" to those who have given their time, as well
16. Notify insurance companies of the death
17. Locate the will and notify the lawyer and executor
18. Carefully check all life and casualty insurance and death benefits, including Social Security, credit union, trade union, fraternal, and military. Check on possible income for survivors from these sources
19. Check promptly on all debts and installment payments, including credit cards. Some may carry insurance clauses that will cancel them. If there is to be a delay in meeting payments, consult with creditors and ask for more time before the payments are due
20. If the deceased was living alone, notify the utility companies and landlord and tell the post office where to send the mail
21. Your funeral director will prepare the necessary Social Security forms