

## **Frequently Asked Questions**

### **Who do I call first?**

Following a death and the medical professionals have completed their job and immediate family has been notified, who do you call first? While there is no definitive answer, there are calls that will need to be made.

If a pastor is not present at the time of death, then a call to the church as soon as possible is recommended (719) 632-8836, especially if you intend to have a service at the church.

### **Who will take the body? Do I need a funeral home?**

If you have a pre-paid funeral plan, you should contact that funeral home to begin the planning process and to have the body removed.

If you do not have a pre-paid plan, and you plan to have a burial, then you will need to call a funeral home to remove the body and begin burial proceedings. They will also be able to assist you with planning a viewing.

### **What other options are there?**

If you plan to have the body cremated and do not intend to have a funeral at a funeral home, then you may want to consider “direct cremation” done by a local cremation service. Direct cremation is a disposition method where the body is taken directly from the place of death to the crematory and then returned to the family, without any ceremony or visitation. Aside from scientific donation, this is often the most affordable disposition option. A listing of local cremation services is included in this packet along with their basic charge for direct cremation.

Scientific donation:

Another option is scientific donation where the body is donated for scientific research . There are both state and private agencies to choose from. Cremation services are generally free of charge.

### **I have a niche in the Columbarium, which vessel is best for the cremains?**

A “utility urn” is recommended for cremains that will be inurned in the Columbarium. It is a plastic box that fits well within the size restrictions for either a single or double niche. If you choose to purchase an urn or other type of vessel, please contact the church for maximum dimensions.

### **How do I obtain a death certificate?**

Whoever you choose to remove and care for the body will provide you with a death certificate.

## Frequently Asked Questions

### **How do I stop the deceased's monthly Social Security benefits?**

Again, this is a service done for you by whomever you call to care for the body. Be sure to confirm with them that this has been taken care of for you.

### **Are Social Security benefits retroactive?**

No. All benefits for the month in which a person dies must be paid back to Social Security. Contact the Social Security Office to setup an appointment to apply for benefits. Ask when you call what papers will be needed.

Social Security Office  
1049 N. Academy Blvd., Colorado Springs, CO  
800-722-1213 - National Call Center, 888-880-0688 - Local Number

### **What about benefits for veterans?**

Some veterans may qualify for death and/or burial benefits. For further information contact:

El Paso County Veteran Service Office  
105 E. Vermijo Avenue  
Colorado Springs, CO  
719-520-7750

### **Those eligible for civil service benefits should contact a federal agency or:**

United States Office of Personnel Management  
202-606-1800

### **Other possible benefits:**

The deceased may qualify for Burial Assistance through the El Paso County Department of Human Services. See <http://dhs.elpasoco.com/Burial.htm> or call 719-636-0000.

### **The deceased is a designated organ donor, who takes care of this?**

If the deceased has a current drivers license or state identification designating them as an organ donor, then the hospital will explain the procedure to you. Because donated organs must be harvested within 48 hours of death, you will most likely be contacted the day of the death by a representative from the donor bank. Be prepared for a 20 - 25 minute interview regarding the health and medical history of the deceased. It can be a difficult process to go through at such an emotional time, however, the act giving and/or improving the life of another is a wonderful gift. You will be treated with the utmost respect.

### **Help with legal matters:**

Although in most instances it will not be necessary, you may need to contact a personal lawyer or local bar associate for help with legal matters such as property deeds, financial planning, wills, estate handling, etc. In Colorado Springs and the surrounding area, you may contact:

El Paso County Bar Association  
102 S. Tejon No. 1100  
Colorado Springs, CO  
(719)-636-1532

## Direct Cremation Resources - Colorado Springs

(Updated 07/18/19)

**Advantage Funeral & Cremation Services** \$995.00 + tax (no death certificate)  
829 S. Hancock Avenue  
Colorado Springs, CO 80903  
719.392.4432

**Alternative Cremation** \$495.00 (discounted for FLC members)  
2377 N Academy Blvd. (2 death certificates w/price)  
Colorado Springs, CO 80909  
719.633.9999

**Simply Cremation** \$855.00  
4010 N. Weber St.  
Colorado Springs, CO 80907  
719.203.6022  
(Family owned, willing to adjust price for family need)

**Spartan Cremation Services** \$995.00  
5440 N. Union Blvd.  
Colorado Springs, CO 80918  
719.264.8882