



ASIAN NETWORK  
PACIFIC HOME CARE & HOSPICE  
宜康治療中心

# Hospice Community Resources



**English Version**

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[www.asiannetwork.com](http://www.asiannetwork.com)  
(510) 268-1118



## For caregiving support

# CAREGIVER RESOURCES

### In-Home Supportive Services (IHSS)

IHSS is a program that pays for a caregiver to come into your home and assist with house keeping, meal preparation, laundry, grocery shopping, personal care services (such as bowel and bladder care, bathing, grooming and paramedical services), accompaniment to medical appointments, and protective supervision. To be eligible, you must be over 65 years of age, or disabled, or blind, and you must have or qualify for MediCal. Speak with your Medical Social Worker for more information.

### Home Care Agencies

Home care agencies are available throughout the Bay Area for those seeking a caregiver through private pay. The cost of a private caregiver can range depending on the agency and individual's experience and training. Please note Asian Network does not endorse any of these agencies, but provides this comprehensive list for your convenience and review. For a list of English speaking agencies, please speak with your Medical Social Worker.

#### Private Pay Agencies

Alice Home Care  
alicehomecare.com

Address: 2515 Santa Clara Ave Suite 201, Alameda, CA 94501  
Phone: (510) 924-8529

Jinshan Chinese Service Agency

Address: 1008 Webster St., #201, Oakland, CA 94607  
Phone: (510) 271-8466

HealthFlex Caregivers

www.healthflexcare.com/  
Areas served: San Francisco  
Phone: (415) 360-9000

Senior Helpers

www.seniorhelpers.com/ca/san-jose/  
Areas served: South Bay  
Phone: (408) 294-4411



## For caregiving support

# LIVING FACILITIES

Families in hospice may find themselves needing the support of full time facilities to care for their loved ones. Below is a list and description of alternative types of living facilities that could be available to you and your loved ones. Please speak with your Medical Social Worker for more information. A digital directory of living facilities in the Bay Area can be found here: <https://www.newlifestylesdigital.com/i/1301038-winter-spring-2021/0?>

### Skilled Nursing Facilities

These communities are licensed to provide services involved in managing complex medical problems, including 24 hour care. If your loved one has MediCal, a skilled nursing facility is typically covered or may require a copay.

### Board and Care Facilities

These communities are single family homes licensed to provide assistance with medications, bathing, & dressing. These are typically private pay and families are required to pay for an entire month at a time.

### Assisted Living Facilities

These communities are a combination of housing, personalized supportive and health care services to meet the needs of those needing help with the activities of daily living, but may not require as much assistance as a skilled nursing facility. Assisted living facilities may include memory care facilities, which offer programs for individuals suffering from Alzheimer's disease, memory loss, and dementia. These are typically not covered by insurance and require private pay.



## Social service programs

# FOOD & NUTRITION

### Meals on Wheels

Meals on Wheels is a program that delivers meals to individuals at home who are unable to purchase or prepare their own meals. This program is free or donation-based.

Cities: San Francisco

Contact: 415-355-6700

Cities: Oakland, Piedmont, Hayward, Castro Valley, San Lorenzo, Cherryland, Ashland, & San Leandro

Contact: 510.582.1263

Cities: Dublin, Pleasanton, & Sunol

Contact: 925.931.5385

City: Berkeley

Contact: 510.981.5250

City: Albany

Contact: 510.524.9124

City: Emeryville

Contact: 510.596.4309

City: Alameda

Contact: 510.865.6131



### CalFresh

CalFresh provides financial assistance for purchasing food to low-income California residents.

English: <https://www.getcalfresh.org/>

Chinese: [https://www.getcalfresh.org/?new\\_locale=zh](https://www.getcalfresh.org/?new_locale=zh)



## End-of-Life planning

# FUNERAL PLANNING

Funeral planning can be an overwhelming, emotional process and it may create a great deal of uncertainty. Many families shy away from this difficult conversation, but it is important to discuss end-of-life wishes, as it can help ease an already trying time for loved ones.

A funeral home is especially important in hospice because the funeral home is responsible for transporting and preparing the body after a loved one passes. Without a pre-selected funeral home, families can find themselves scrambling for an available funeral home when they have just lost a loved one.

If a loved one has pre-arranged their funeral arrangements, it is important to locate this information and contact the funeral home. While a loved one is still alive, you may encourage them to complete a letter of last instruction. A letter of instruction is a document of desires at the time of an individual's death. This will save the family from having to make many of the funeral decisions and may have a significant impact on the cost of funeral services.

Once you've decided on a funeral home, please let your Medical Social Worker know.

The following checklist might be helpful when considering funeral arrangements. Please note Asian Network cannot directly provide these services, but you may speak with the funeral home for assistance.

## Funeral Planning Checklist

### Pre-funeral arrangements

- Asian Network has provided a comprehensive list of funeral homes in the Bay Area. We encourage families to call for pricing and appointments.
- Select clothing for the deceased to wear

### Disposition checklist

- Decide on the type of disposition (e.g., traditional burial, cremation, green burial, interment in a mausoleum)
- For burial, select a casket and acquire a burial permit
- For cremation, identify if you would like to keep ashes, scatter ashes, or hold ashes in a columbarium.
- For interment in a mausoleum, identify a location
- Select a grave marker and inscriptions
- Compile information for the obituary and write the obituary

### Service checklist

- Decide on the type of service (e.g., memorial, wake, celebration of life), date, time, and location for service
- Identify any burial benefits or services the deceased may be eligible for (e.g., veterans benefits, military honors, religious groups, fraternal organizations)
- Choose a florist and desired flower arrangements
- Pick photos, videos, memorabilia, and music to be displayed for the service.
- Purchase and compile photos for a memorial register or guest book. Create and print memorial folders or programs for the service
- Communicate the preference for flowers, donations to charitable organizations, or both in the obituary or death notices
- Choose an officiant to lead the service (e.g., religious leader, family member, friend)
- Choose passages to be read at the service (e.g., scripture, poems, other meaningful readings) and decide who will read eulogy and chosen passages
- Identify pallbearers and coordinate transportation of the casket
- Arrange transportation to and from the service for family members
- Arrange any food or beverages to be served during or after the service

### Funeral officiant

- Please check with your spiritual counselor for a funeral officiant referral

## End-of-Life planning

# WHAT TO DO AFTER YOUR LOVED ONE PASSES

Losing a loved one is one of the most difficult and painful life experiences one can endure. It is often accompanied by the personal and legal details of the life left behind. Knowing what to do and expect can help prepare families for the process. Below is a checklist of what to do or expect:

When a patient exhibits signs of decline or has passed away, families must call the 24-hour hotline (510.268.1118). The agency's hospice nurse is responsible for declaring the official time of death. Families may take some time with their loved one after time of death is declared, but some nursing and living facilities require the body to be removed within 4 hours after death. The hospice nurse will make the courtesy call to the funeral home to have the body transported.

### Within a Few Days of Death

#### Funeral, burial, or cremation services

Refer to page 4 for a full checklist

#### Care for the property

Lock up the deceased's home, car, and valuables (such as cash or jewelry). Ask a friend or relative to water the plants, get the mail and throw out the food in the refrigerator.

#### Forward mail

Go to the post office or submit a request online to put in a forward mail to yourself. <https://www.usps.com/manage/forward.htm> This is also how you can find out what subscriptions and accounts will need to be canceled or paid.

### Two Weeks After Death

#### Secure certified copies of death certificates

You're going to need death certificates to close bank accounts, to file insurance claims and to register the death with government agencies. The funeral home you're working with can provide you copies, but each copy will cost money. Asian Network recommends acquiring 10 copies.

#### Find the will and the executor

Your loved one may have provided a will designating the distribution of money, property, and valuables. If not, look for the document in a desk, a safety deposit box or where important documents may have been kept.

#### Contact a CPA

Contact your loved one's CPA or hire one. The estate may have to file a tax return, and a final tax return will need to be filed on the deceased's behalf.

#### Make an inventory of all assets

Create an inventory of all assets (personal property, bank accounts, car, furniture, jewelry, etc.). For the physical items in the household, you may hire an appraiser. Don't leave any safety deposit box or filing cabinet unopened.

#### Make a list of bills

Take care of the remainder of your loved one's bills or work with the executor to take care of these expenses, including mortgage, taxes and utilities. Cancel services no longer needed, like cellphone, iTunes, Netflix, cable and internet.



## Notify the following of your loved one's death:

- The Social Security Administration:** Contact your local SSA or (1-800-772-1213) to notify of the deceased to discontinue checks. You may call the same number to apply for Survivors Benefits. The agency will let MediCal know that your loved one has died.
- Life insurance companies:** Some companies may require death certificate to make claims on any policies. Make sure to have the policy number on hand.
- Banks, financial institutions:** You'll need a copy of the death certificate to change accounts or close accounts.
- Cancel driver's license:** You can visit your local DMV or fill out this form online. <https://www.dmv.ca.gov/portal/uploads/2020/05/dl142-1.pdf>. You'll also need a copy of the death certificate.
- Close credit card accounts:** Contact customer service to close accounts. A death certificate may be required. Keep records of accounts you close, and inform the executor of any outstanding balances on the cards.

## Close insurance policies

Contact providers to end policies on home, auto and health insurance. Request that any unused premium be refunded.

## Delete, memorialize, or close social media and email accounts

You can delete Facebook or Instagram accounts, but some relatives prefer to keep them as a memorial. Some closed their loved one's email accounts to prevent fraud or theft. Whether you choose to delete or memorialize, you'll need to contact the companies with copies the death certificate.

Citation: Potts, Leanne. (2020). What to Do When a Loved One Dies. <https://www.aarp.org/home-family/friends-family/info-2020/when-loved-one-dies-checklist.html>



# About ASIAN NETWORK

Founded in 1991, Asian Network provides culturally sensitive end of life care and home health to the Asian community in the greater Bay Area. There is a great need for access to health care within the Asian community and we strive to overcome the barriers such as language, with an emphasis on respect of cultural differences and traditions.

Our multilingual and multicultural licensed professional team comprises of the most skilled and talented registered nurses, physical therapists, occupational therapists, speech therapists, medical social workers and home health aides to serve people of all ethnic backgrounds in several counties: Alameda, San Francisco, Santa Clara and Contra Costa.

Our goal is to work towards building a healthy community, empowering individuals to actively manage their health and achieve the best outcomes for our patients.

Asian Network Hospice was the first hospice in the East Bay Area providing culturally sensitive end of life care to the Asian population since 2002.

**Asian Network Pacific Home Care and Asian Network Hospice is licensed by the State of California and Medicare.**

## Dedicated Home Health Services

**Our dedicated team include nurses; physical, occupational, and speech therapists; medical social workers; aides; dietitians; and wound care specialists.**

- Nursing - Wound care, medication management, disease management, our CHF program, and clinical evaluations
- Physical Therapy - Therapeutic exercises, balance improvement, fall prevention, and safety evaluation
- Occupational Therapy - Bathroom and adaptive equipment evaluation, activities of daily living training
- Speech Therapy - Language skill assessments and training in cognitive and swallowing disorders
- Medical Social Work - Counseling, community resources, short and long-term planning, nursing home or board, and care home placement
- Home Health Aides - Assist with bathing and dressing activities

