

*Because
We Care*



Raleigh Police Department

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Raleigh Police Department
6716 Six Forks Road
Raleigh, NC 27615
(919) 996-3335

With Our Deepest Sympathy,

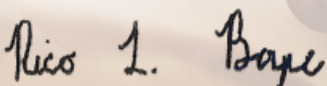
This letter comes to you on a very difficult day in your life. We understand the numbness that often follows the loss of a loved one. You are in our thoughts and prayers.

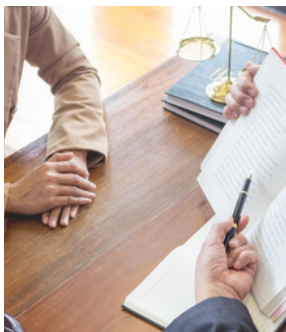
The information included in this booklet is provided to aid you with the difficult tasks ahead. You will find important phone numbers and helpful tips in the literature enclosed, as well as information regarding support and assistance resources.

If there is any way that the Raleigh Police Department may be of further assistance, please do not hesitate to contact us.

Kind Regards,

Rico L. Boyce

A handwritten signature in black ink that reads "Rico L. Boyce". The signature is written in a cursive, flowing style.



What Do I Do Now?

After learning that your loved one has died, it's natural to feel a range of emotions. This experience can be overwhelming. Here's some advice to help guide you.

Things you may need to do in the next few hours:

- Notify family and friends
- Contact a funeral home (see page 4)
- Find the location of the deceased
- Find the location of their belongings

An officer may have included this information on the back inside cover of this document, see page 14.

Things you may need to do within a few days:

- Notify the insurance agent, employer, and bank of the person who has died.
- Obtain a death certificate: The funeral home can help obtain copies of the death certificate. Any other death certificate requests can be made through the Wake County Register of Deeds.
- You can request a public report from the Raleigh Police Department by calling (919) 996-3325 or emailing police.records@raleighnc.gov.

Please note that it takes varying amounts of time to obtain death certificates, medical records, autopsy reports, and police reports. Ask officials when you can expect them.

Making Funeral Arrangements

The next of kin should contact a funeral home or cremation service of their choice to handle the arrangements for their loved one.

A list of funeral homes can be found at www.legacy.com/funeral-homes. A family may also seek advice and recommendations from local churches or friends.

The funeral director will make an appointment for you to come into their office to make funeral arrangements.

If your loved one is a victim of criminal conduct, you may be eligible for reimbursement of funeral and burial expenses through NC Victim Compensation. Some funeral homes will assist in completing this process. For more information on Victim Compensation, see page 9.

Choosing A Funeral Home

Reputation — Many families prefer to use a funeral home they are familiar and comfortable with.

Location — Consider how close the funeral home is to your home or other family members.



Price — Ask funeral homes about costs. They are required to provide price information over the phone upon request.

A Checklist of Important Items

The following items will assist you in making funeral arrangements. If some items are unavailable, your funeral director may be able to help you obtain them.



- **Social Security Number** — Notify Social Security promptly when someone passes away, as some family members may be eligible for survivor benefits.
- **Veterans Benefits** — You will need a Veterans Administration ID, such as discharge papers, military service numbers, or ID cards to apply for these benefits.
- **Insurance Policies** — Remember to bring any pre-funeral arrangement documents, burial policies, and life insurance policies to the meeting with the funeral director.
- **Newspaper Notices / Obituaries** — A funeral home can assist with writing an obituary and submitting a notice to the newspaper if desired. In preparation, make a list of family members, loved ones, and meaningful activities.
- **Clothing** — It is the policy of most funeral homes to completely dress the deceased. Begin selecting clothes that reflect the individual's style and will serve as a final memory.
- **Photograph** — A photograph of the deceased can assist the funeral director in preparing the deceased and can also be used for the obituary.

Medical Examiner's Office

If your loved one was taken to the Medical Examiner's Office, you may need to make necessary arrangements for the decedent with a funeral home.

The following information is provided to assist you in this process. Please note that the order of events may vary in some instances.

- If the deceased person does not have a primary physician or their physician declines to sign the death certificate, the decedent may be taken to the Medical Examiner's Office in Raleigh for examination to determine the cause and manner of death.
- In this case, call the funeral home of your choice to inform them of the death and your desire to use their services. You should request that the funeral home contact and make arrangements with the Medical Examiner's Office.
- When the examination of the deceased is completed, the Medical Examiner will call the funeral home to pick up and transport the decedent.





- Family or friends are not permitted to come to the Medical Examiner's Office. There are no facilities to allow viewings; a viewing may be arranged with the funeral service once they have transported the decedent to their facility.
- The Medical Examiner may take up to seven days to release the deceased. It may take longer on weekends due to caseload or other extenuating circumstances.

Please do not go to the Medical Examiner's Office.

If you have a question, call the Medical Examiner's Office.

(919) 743-9000 | www.ocme.dhhs.nc.gov

**Business Hours
Monday-Friday, 8:00 AM - 5:00 PM**

Support & Victim Assistance

As a community service, the Raleigh Police Department employs a professional counselor who is available to provide counseling, emotional support, and community resource referrals following a traumatic event. If you or a family member is having a difficult time coping with a life-altering event, please contact RPD Trauma Counselor Cortney Fisher.

(919) 576-7847 | Cortney.Fisher@raleighnc.gov

The Raleigh Police Department also has a Police Chaplain Program in which members of the clergy volunteer their time to provide support to those who are grieving a loss or experiencing other difficult events. If you would like to speak to one of the police chaplains, please notify the officer who is assisting you.



North Carolina Victim Notification

NCSAVAN (North Carolina Statewide Automated Victim Assistance and Notification) operates a 24-hour toll-free automated offender information and notification service.

Call or visit the website to learn about an offender's status and register for offender notification.

(877) 627-2826 | www.vinelink.com

North Carolina Victim Assistance Network

This organization is a statewide nonprofit that provides information, support, and advocacy to surviving loved ones of homicide and victims of other violent crimes. They facilitate monthly homicide support groups.

(800) 348-5068 | www.nc-van.org

North Carolina Victim Compensation

This program helps victims of criminal conduct by reimbursing them for medical, funeral, counseling, or crime scene clean-up expenses. It does NOT compensate victims for damaged or stolen property or for pain and suffering.

NC Crime Victim Compensation will cover up to \$10,000 for burial and funeral expenses for victims of criminal conduct if the application is approved.

You can reach NC Victim Compensation Services by phone or access the application online. Send completed applications by mail for review.

(919) 733-7974 | www.ncdps.gov/4victims

If you need assistance, don't hesitate to contact RPD's Trauma Counselor or Victim Advocate.



What if the Media Calls?

After a major crime has occurred, it is common for the media to try to get in touch with the family members of the victims. You are not obligated to respond to these media requests. You have the right to privacy and can decline any interviews or media coverage.

U-Visa

The Raleigh Police Department participates in the U-Visa Program. Family members of a homicide victim may be eligible to apply if they are considered indirect victims and have been significantly affected by the crime. They must be helpful in the investigation and prosecution of the crime. We accept requests to certify the U-Visa application, and if we find that the facts of a case support it, we complete an I-918 Supplement B.

Victims must complete a formal request in writing and mail it to the address below:

**Raleigh Police Department
Attn: Detective Division Commander
PO Box 590, Raleigh, NC 27602**

Requested items include the petitioner's full name, date of birth, date of the incident, report number, public copy of the incident report, and a brief description of the crime. Provide the I-918 Supplement B with the request.

You can view the full U-Visa policy on the City of Raleigh website under Police Policies and Procedures.

(919) 996-3555 | www.raleighnc.gov

You may contact U.S. Citizenship and Immigration Services by phone or access the application online.

(800) 375-5283 | www.uscis.gov

The RPD Trauma Counselor and Victim Advocate are available to help victims navigate this process.



CONTACTS

RPD Trauma Counselor

Cortney Fisher | (919) 576-7847

Cortney.Fisher@raleighnc.gov

Family Violence Victim Advocate

(919) 996-3255

Police Reports

(919) 996-3325 | police.records@raleighnc.gov

RPD Non-Emergency Line

(919) 996-3335

RPD Evidence Unit

(919) 996-3407

CrimeStoppers Tip Line

(919) 996-1193 | www.raleighcrimestoppers.org

CONTACTS

North Carolina Victim Notification

(877) 627-2826 | www.vinelink.com

North Carolina Victim Compensation Services

(919) 733-7974 | www.ncdps.gov

North Carolina Medical Examiner's Office

(919) 743-9000 | www.ocme.dhhs.nc.gov

North Carolina Victim Assistance Network

(800) 348-5068 | www.nc-van.org

Biohazard Clean Up

Bio-One of Raleigh | (919) 372-0575

Aftermath Services, LLC | (855) 319-8858

Crime Scene Recovery | (336) 870-0122

*Biohazard cleaning is often used following homicides, suicides, or unattended deaths to decontaminate areas where bodily fluids and blood are present.

This list is provided solely for reference purposes and is not endorsed by the Raleigh Police Department.

My Notes

This Book Was Given to Me By

Officer's Contact Information:

The Incident Report # is: _____

My loved one is at the:

☐

Medical Examiner's Office or:

☐

Funeral Home (*please specify*):

My loved ones belonging are at (location):

Please Note:

- On page 4, you will find information about making funeral arrangements.
- On page 6, you will find more information regarding the Medical Examiner's Office.



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This booklet was prepared for you by the Raleigh Police Department. We extend our heartfelt sympathy and condolences at your time of loss.