

# VA



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
*Northern California Health Care System*



## **Palliative Care Handbook**

VA NorCal

On Behalf of the Department of Veterans Affairs and the VA Northern California Health Care System, the Hospice and Palliative Care team is here to offer our support during this difficult time for you and your family.

It is our honor to serve those who were willing to make the ultimate sacrifice for our freedom.

We hope this consolidated list of key VA resources for Veterans on community hospice will give you the starting point you need to access the benefits and services available to you and your loved ones.

Please contact us if we can be of further service.

*The Hospice and Palliative Care Team  
VA Northern California Health Care System*

**VA** | HONORING SERVICE  
**HEALTH CARE** | EMPOWERING  
**HEALTH**



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## Important VA Numbers and Points of Contact

DEPARTMENT	PHONE NUMBER	E-MAIL	WEBSITE
Office of Decedent Affairs	916-843-7177 916-366-5490	V21DecedentAffairs@va.gov	
Woodland Funeral Chapel	530- 666-4200	craig@chapelofthevalley.com	www.woodland funeralchapel.com
VA Billing Office	800-382-8387		
Veterans Benefit Administration	800-827-1000		<a href="http://www.benefits.va.gov/benefits/">http://www.benefits. va.gov/benefits/</a>
Veterans Crisis Hotline	800-273-8255		
General Mental Health Care	800-382-8387		
VA Chaplain Services	916-843-9221		
Medical Records:	916-843-7005 (Sacramento)		<a href="https://www.va.gov/northern-california-health-care/medical-records-office/">https://www.va.gov/ northern-california- health-care/medical- records-office/</a>
Release of Information	925-372-2724 (Martinez)		
VA Office of Survivors Assistance	202-461-1077	officeofsurvivors@va.gov	<a href="http://www.va.gov/survivors/">http://www.va.gov/ survivors/</a>
Federal Cemetery Administration	866-900-6417		
CLC/CREC Admissions (MTZ)	925-370-4744 925-370-4704	mariaanne.tseng@va.gov charlene.fields@va.gov	
VA Prosthetics Department (MTZ and SAC)	925-372-2135 916-843-7373		
Hospice & Palliative Care Team Northern CA	916-366-5386		

## PACT Social Work Contacts

Below are the names and contact information of Social Workers assigned to different primary care physicians (PCP) in the VA System, listed by Service Area. If you receive VA care but do not have an assigned VA PCP, find your Service Area and the name of the SW assigned to you by last name.

<u>Service Area</u>	<u>PCP</u>	<u>Assigned Social Worker</u>
<b>Auburn</b>	Boparai, Hoe, Koh, Lwin	<b>Carly Cook, LMSW, ACSW</b> Phone: 530-889-4934 Fax: 916-843-9477
<b>Chico</b>	Badour, Dorjee, Lafourche unassigned to PCP	Veterans w/ last name A-M, <b>Jarrod Elshafie, LMSW, ACSW</b> Phone: 530-879-5051 Fax: 530-879-5025
	Kong-Sibal, Lee, Schnur Veterans w/ last name N-Z, unassigned to PCP	<b>Amanda Konyn</b> Phone: 530-879-5052 Fax: 530-892-3899
	Transitions of Care (Mercy Redding, Shasta Regional, St. Elizabeth, Trinity, Enloe, Rideout, Oroville)	<b>Marlow Parker</b> Phone: 530-879-5015 Cell: 530-304-9036 Fax: 925-370-4087
<b>Fairfield</b>	Basaran, Cummins, Mendoza, Schobert-Quintos Veterans w/ last name A-M, unassigned to PCP	<b>Lori Hall, LMSW, ACSW</b> Phone: 707-437-1955 Fax: 707-437-1809
	Chang, Esmail-Rawji Veterans w/ last name N-Z, unassigned to PCP	<b>Marina Morales, LCSW</b> Phone: 707-437-1856 Fax: 707-437-1809
<b>Mare Island</b>	Aragon, Chou, Herring	<b>Bridgette Gifford, LMSW, LCSW</b> Phone: 707-562-8425 Fax: 707-562-8219
<b>Martinez</b>	Carter, Gohil, Luo, Pham, Taber, Trinh, Veterans w/ last name A-Z	<b>Lori Hall, LMSW, ACSW</b> Phone: 925-372-2726 Fax: 916-843-9477
	Veterans w/last name A-Z unassigned to PCP	<b>Bridgette Gifford, LMSW, LCSW</b> Phone: 707-562-8425 Fax: 707-562-8219
	Fortani, Kaur, Othman, Piya	<b>Davina John, LCSW</b> Phone: 925-372-2009 Fax: 925-372-2804

Conley, Nguyen, Saephanh

**Sarah Mutter, LCSW**

Phone: 215-823-5800 ext 202917

Fax: 916-843-9477

Transitions of Care (JMMC Concord,  
JMMC Walnut Creek, JMMC Rehab, Sutter  
Delta, Sonoma Valley, North Bay, VacaValley)

**Piccola Tsige, LCSW**

Phone: 925-378-1715

Fax: 925-843-9477

**Mather/  
Sacramento**

Fisher, Nakahee, Nguyen, H., Nuovo,  
Soe, Strohecker, Yung, unassigned to PCP

**Bianca Alvarado Navarette,  
LMSW, ACSW**

Phone: 916-843-7499

Fax: 916-843-9477

Bopari, Hoover, Mawis, Minhaj,  
Mu, Nguyen, T.  
Veterans w/ last name F-J, unassigned to PCP

**Sean Martine, LMSW, LCSW**

Phone: 916-843-9254

Fax: 916-843-9477

Jojola, Moebus

**Nadine Mejia, LCSW**

Phone: 916-561-7619

Fax: 916-561-7405

Hui, Kharazi, Sankara, Singh, Yanuck  
Veterans w/ last name K-O, unassigned to PCP

**John Porter, LMSW, ACSW**

Phone: 916-843-7385

Fax: 916-843-9477

Anderson, Balasingam, Barker, Bonilla-Larsen,  
Farmer, Khauv, Veterans w/ last name P-T,  
unassigned to PCP

**Rebecca Reed, LMSW, ACSW**

Phone: 916-843-9235

Fax: 916-843-9477

Febbo-Wilson, Lee  
Veterans w/ last name U-Z,  
unassigned to PCP

**Bryan Tolentino, LMSW, LCSW**

Phone: 916-843-9130

Fax: 916-843-9477

**McClellan/  
North Sac**

Addagatla, Beamsderfer, Doctor,  
Islam, Marks

**Nadine Mejia, LCSW**

Phone: 916-561-7619

Fax: 916-561-7405

Karling-Isaacs, Neis-Gimenez, Tun  
Veterans w/ last name A-L,  
unassigned to PCP

**Betsey Stevens, LCSW**

Phone: 916-561-7727

Fax: 916-561-7405

Dulai, Rathore, Soriano, Yung  
Veterans w/ last name M-Z, unassigned to PCP

**Mike Wilson, LCSW**

Phone: 916-561-7546

Fax: 916-561-7405

**Redding & Yreka**

Duggal (Warner), Freeburg, Kolpacoff,  
Nopwaskey, Zallaghi, Veterans w/ last name  
A-M, unassigned to PCP

**Elizabeth Booth, LMSW**

Phone: 530-226-7678

Fax: 530-226-7568

Dsouza, Moehring, Templado,  
Williams, Veterans w/ last name  
N-Z, unassigned to PCP

**Cassandra Da Valle-Chervellera, LCSW**  
Phone: 530-226-7010  
Fax: 916-843-9477

**Yuba City**

Cohen, Delao, Singh, Tran

**Khasha Hemesi, ACSW**  
Phone: 530-751-4552  
Fax: 916-843-9477

## Veteran Service Officer Locations/Contacts by County

Most VSO's have limited work hours. Please check their web pages for current days/hours. We have listed the main office, however many large, or spread out, counties\* also have satellite offices listed on their webpage. Go to [www.CACVSO.org](http://www.CACVSO.org) then to "Menu" and "Find your VSO."

### **ALAMEDA COUNTY\*:**

Alameda County Office | CACVSO - Clinton Taxdahl  
Eastmont Town Centre  
6955 Foothill Blvd Suite 143  
Oakland, CA 94605  
Phone: 510-577-1926  
[Clinton.taxdahl@acgov.org](mailto:Clinton.taxdahl@acgov.org)  
Email for appt: [veterans@acgov.org](mailto:veterans@acgov.org)

### **AMADOR COUNTY**

Amador County Office | CACVSO - Terry Sanders  
10877 Conductor Blvd. Suite 700  
Sutter Creek, CA 95685  
Phone: 209-223-6476  
[tsanders@amadorgov.org](mailto:tsanders@amadorgov.org)

### **BUTTE COUNTY**

Butte County Office | CACVSO - Matthew McCoy  
Butte Community Employment Center  
765 East Avenue Ste.200  
Chico, CA 95926  
Phone: 530-552-6608  
[mmccoy@buttecounty.net](mailto:mmccoy@buttecounty.net)

### **CALAVERAS COUNTY**

Calaveras County Office | CACVSO - Brian Galicia  
Jenny Lind Memorial Building  
3001 West Daphne street  
Valley Springs, CA 95252  
Phone: 209-754-6910

Mailing address: Veterans Services Office  
PO Box 1389 Valley Springs, CA 95252  
Email: [Veterans Services \(calaverasgov.us\)](http://calaverasgov.us)

**NAPA COUNTY**

Veterans Services | Napa County, CA (countyofnapa.org) - Dell Pratt  
650 Imperial Way, Suite 202  
Napa, CA 94559  
Phone: 707-253-4558  
Email: vets@Napavets.com

**NEVADA COUNTY**

Veterans Services | Nevada County, CA (nevadacountyca.gov) - David West II  
988 Mc Courtney Road  
Grass Valley, CA 95949  
Phone: 530-265-1446  
Email: ncvso@co.nevada.ca.us

**PLACER COUNTY**

Veterans | Placer County, CA - Derrick Oliveira  
1000 Sunset Boulevard, Suite 115  
Rocklin, CA 95765  
Phone: 916-780-3290  
Email: veterans@placer.ca.gov

**SACRAMENTO COUNTY**

Veterans Services (sacounty.gov) - Rochelle Arnold  
3970 Research Drive  
Sacramento, CA 95838  
916-874-6811  
E-mail: DHA-VET@sacounty.net

**SAN JOAQUIN COUNTY**

Veteran's Services (sjgov.org) - Susan Feighery  
105 S. San Joaquin St  
Stockton, CA 95202  
Phone: 209-468-2913  
Email: sfeighery@sjgov.org

**SISKIYOU COUNTY**

Veterans' Services | Siskiyou County California - Tom Jackson  
105 E. Oberlin Road  
Yreka, CA 96001  
Phone: 530-842-8010  
Email: Thomas.Jackson@siskiyousheriff.org

**COLUSA COUNTY**

Colusa County Office | CACVSO - Don Parsons  
251 E. Webster Street  
Colusa, CA 95932  
Phone: 530-458-0388  
Email: Don.Parsons@countyofcolusa.com

**CONTRA COSTA COUNTY\***

Veterans Service Office | Contra Costa County, CA Official Website - Nathan. D. Johnson  
10 Douglas Dr Suite 100, Martinez, CA 94553  
Phone: 925-313-1481  
Virtual Office Phone: (669) 900-9128  
Meeting ID code: 979 2501 6051  
Email: Veterans@vs.cccounty.us

**EL DORADO COUNTY\***

El Dorado County Office | CACVSO - Terry Thomas  
130 Placerville Dr., Ste. B  
Placerville, CA 95667  
Phone: 530-621-5892  
Email: veterans.questions@edcgov.us

**MARIN COUNTY\***

Marin County Office | CACVSO - Sean Stephens  
10 North San Pedro Rd Suite 1010  
San Rafael, CA 94903  
Phone: 412-473-6193  
Email: HHSVETSERVICES@maringcounty.org

**MENDOCINO COUNTY\***

Mendocino County Office | CACVSO - Ulysses Lopez  
405 Observatory Ave  
Ukiah, CA 95482  
Phone: 707-463-4226 or 800-765-9975  
Email: LopezU@mendocinocounty.org

**SHASTA COUNTY**

Veterans Services (shasta.ca.us) (vacant)  
1855 Shasta Street  
Redding, CA 96001  
Phone: 530-225-5616

**SOLANO COUNTY**

Solano County - Veteran Services Alfred Sims  
675 Texas St, Suite 4700<sup>o</sup>  
Fairfield, CA 94533  
Phone: 707-784-6590  
Email: acsims@solanocounty.com

**SONOMA COUNTY**

Veterans Service Office (ca.gov) Mark G. Orlando  
3725 West Wind Blvd. Ste.100  
Santa Rosa CA 95402-4059  
Phone: 707565-5960  
Email: vso@schsd.org



## **SUTTER COUNTY**

Veterans Services | Sutter County, CA - Marvin King  
5730 Packard Avenue Ste.300  
Marysville, CA 95901  
Phone: 530-749-6710  
Email: mking@co.yuba.ca.us

## **TEHAMA COUNTY\***

Veterans Services - Tehama County - Shawn Bondon  
444 Oak Street Room C  
Red Bluff, CA 96080  
Phone: 530-529-3664  
Sbondon@co.Tehama.ca.us

## **YOLO COUNTY**

Veterans Services Office | Yolo County -Salvador Torres  
137 N. Cottonwood Street  
Woodland, CA 95695  
Phone: 530-406-4850 Email: Salvador.Torres@yulocounty.org

## **Coordinating Care: Checklist for Hospice Families**

### **Prior to Death**

- Discuss with Veteran his/her funeral or burial wishes (selected mortuary, burial vs cremation)
- Ensure you have Veteran's "Letter of Eligibility for Service Connection." If you are unsure if Veteran is service connected, request this documentation through the VA (link below)  
<https://www.va.gov/records/download-va-letters>
- Ensure you have Veteran's DD-214 (Veterans and authorized users can request a copy online at <https://www.va.gov/records/get--military-service-records/>)
- Contact hospice medical director and ensure that any service-connected conditions related to Veteran's terminal diagnosis will be listed on death certificate (if appropriate)

### **Just Following the Death**

- Notify family and friends. You may consider having someone close to you do the notifications during this stressful period.
  - If autopsy is being requested, you will need to coordinate with VA Office of Decedent Affairs and Woodland Funeral Chapel (see 'Next Steps...Autopsy')
  - Arrange for the care of any dependent persons
  - Evaluate the need for security at the Decedent's residence
  - Find and review the Decedent's expressed funeral or burial wishes
  - Notify the Health Care agent or Power of Attorney
  - Locate important papers: Military discharge papers (DD-214), wills, trusts, marriage certificates, birth certificates, deeds, recent tax returns
- If you do not have Veteran's DD-214 see 'Next Steps... Obtaining a DD-214'

### **In the First Five Days following Death**

- Contact Decedent Affairs Office at 916-843-7177 to discuss possible Veteran's benefits
- Evaluate the need to have mail, deliveries, or other services held or canceled
- Arrange for mortuary, cemetery, burial, cremation as appropriate
- Prepare and arrange for obituary, if desired
- Arrange memorial/burial services, if desired
- Notify Decedent's banking and financial institutions
- Keep records of all expenses incurred for end-of-life planning

### **Following the Interment (burial)**

- Locate safe deposit box(es)
- Locate life insurance policies, other important documents, accounts, investments, tax returns
- Advise all creditors in writing (including issuers of credit cards) that the Veteran has died
- Do not pay any of the Decedent's debts (including rent) before discussing with the family and/or executor
- Consider consulting an attorney. Your family and friends may be well meaning but may not be legal experts
  - Alert the VA that the Veteran has died (see 'Next Steps... Alerting the VA')

### **Within the First Six Months**

- Consider consulting an accountant or tax attorney to complete the Decedent's financial affairs

## **Mental Health Support for Veterans at End of Life**

It is common for Veterans at end of life to re-experience prior mental health struggles or for mental health conditions to emerge for the first time. In addition to the support provided through your home hospice agency, the VA is here to provide ongoing, trauma-informed, specialty mental health care to all who have served.

Below is a list of mental health conditions or symptoms that can present at end of life for Veteran as well as resources available through both the VA and the community. For Veterans who are already followed by VA Mental Health, they are encouraged to still see their providers (either in person, by phone, or virtually) while they are on hospice. For Veterans who are not followed by VA Mental Health, you can also request a Mental Health consultation through your VA primary care provider.

### **Post-Traumatic Stress Disorder (PTSD)**

Veterans may have memories of combat service or have PTSD symptoms even 50 or more years after their wartime experience. Symptoms can include nightmares or feeling like an individual is re-experiencing a traumatic event, being easily startled, avoidance of situations that remind an individual of a traumatic event, and loss of interest in activities. It is important to note, however, that symptoms do not always present themselves in a typical manner at the end of life.

### **Moral Injury**

Moral injury can occur when someone feels they have violated their own conscience or moral codes by taking part in, witnessing, or failing to prevent an act that violates their own moral values or personal principles. Moral injury describes the harmful aftermath of exposure to such events, in which there is a breaking of trust with society and/or with oneself. Moral injury is not considered a disorder. However, the resulting distress can lead to PTSD, depression, or other disorders in which feelings such as guilt, shame, betrayal, and anger are predominant, although these feelings may also occur in the absence of a formal disorder diagnosis.

## **Suicidal Ideation**

As Veterans approach the end of life, experiencing thoughts about death and dying is normal. For some, thoughts about suicide or a desire for hastened death are prominent. This often occurs in response to suffering with a life-threatening condition. Veterans who experience thoughts of suicide can have thoughts of engaging in suicide-related behavior and may have the intent to die by suicide. It's critical for providers to be able to recognize risk factors for either suicide or a desire for hastened death. Early detection facilitates appropriate interventions that can help save Veteran lives.

## **Resources through the VA**

Below is information on Veteran Mental Health resources available to Veterans who are on home hospice. Some of the below programs require a referral from a provider, so please speak to your hospice nurse, hospice physician, or your VA provider about contacting the below listed programs (if indicated).

- Veterans Crisis Line
  - Phone: 1-800-273-8255, or 988 and then press option "1"
  - Any Veteran/ concerned family/friend in need of suicide prevention assistance can call above number
- PTSD Consultation Program for providers (<https://www.ptsd.va.gov/professional/consult/index.asp>)
  - Phone: 866-948-7880
  - Email: PTSDconsult@va.gov
  - Provides PTSD and Moral Injury consultation and education to healthcare providers who are caring for Veterans in the community
  - Requires a healthcare provider to call /email and make a referral
- VISN 21 Clinical Resource Hub
  - Phone: 916-366-5386
  - Provides virtual mental health services to Veterans, including medication management, individualized psychotherapy, and suicide prevention strategies.
  - Requires a healthcare provider to call and make a referral
- VA Suicide Risk Management Consultation Program (<https://www.mirecc.va.gov/visn19/consult/about.asp>)
  - Email: srmconsult@va.gov
  - Program works with providers and offers free, confidential, one-on-one consultation for any community clinician who works with Veterans where there is a concern for suicide.
  - Requires a healthcare provider to email and make a referral

## **Additional Community Resources**

Below are some Veteran Mental Health educational resources available to health care providers as well as Veterans and their loved ones in the community.

- Lone Survivor Foundation (<https://lonesurvivorfoundation.org>)
  - Phone: 936-755-6075
  - Provides free virtual trainings and support groups for veterans struggling with symptoms of PTSD, traumatic brain injury, and chronic pain

PTSD Foundation of America ([ptsdusa.org](https://ptsdusa.org))

- Phone: 877-717-PTSD (7873)

- We Honor Veterans (<https://www.wehonorveterans.org/resources/>)

- The Shay Moral Injury Center (<https://www.voa.org/moral-injury-war-inside>)

## Caregiver Support at End of Life

### Grief Support

The grief experience can vary widely from person to person as it's influenced by many things, such as a person's age, gender, relationship with the deceased, culture, personality, previous experiences, coping skills, and social support. Most hospice agencies offer grief support for both Veterans and their families/loved ones through both social work support and local grief support groups. All hospice agencies are required by Medicare to provide ongoing bereavement support services to families up to 12 months after the death of a loved one receiving hospice care.

In addition to grief support through home hospice, there are other VA and community resources available to help with the grieving process.

### Resources through the VA

- **VA Northern California Grief Support Group**
  - o Email: Barbara.Tarp@va.gov or Franklin.Yapp@va.gov
  - o Grief support group offered virtually through Chaplain Services at VA Mather. Please email the above addresses and include your name, email, and phone number to request being added to virtual grief support group. Group currently runs every Thursday at 12:30 PM

### Additional Community Resources

- **Bereavement Network Resources of Sacramento (GriefHelpSacramento.com)**
  - o Phone: 916-57-5882
  - o The purpose of BNRS is to refer bereaved members of the community to an appropriate support group. Please go to the website where you will find extensive listings for grief support through local hospice agencies, religious groups, hospitals and more
- **GriefShare (griefshare.org)**
  - o Phone: 800-395-5755
  - o GriefShare support groups meet weekly
- **Widowed Persons Association of CA, Sacramento (sacwidowed.org)**
  - o Phone: 916-972-9722
  - o Email: wpac1@sacwidowed.org
  - o A non-profit, non-denominational organization that helps widowed men and women overcome grief after those loss of their spouse. Offers Grief Recovery Program consisting of weekly Sunday Support, and a six-week Grief Recovery Workshop, held 4 times per year. Serves Sacramento, CA area.
- **Grief and Growth via the Alzheimer's Association (tinyurl.com/cggriefgroup)**
  - o Phone: 408-372-9935 ext. 1294
  - o Email: hgray1@alz.org (Heather Gray)
  - o This is a free virtual support group open to family care partners who have lost a loved one to Alzheimer's disease or related dementia within the past 13 months. This support group is time limited
- **Mercy San Juan Hospital Support Group- Chaplaincy Service**
  - o Phone: 916-537-5098
  - o Address: Mercy San Juan Hospital, 6501 Coyle Ave, Carmichael CA 95608
  - o Program for anyone experiencing grief

## **Respite Services**

Respite Care is part of the VHA Standard Medical Benefits Package, and all enrolled Veterans are eligible if they meet the clinical need for the service. Services vary by location. In general, Veterans who need help with activities of daily living (bathing, dressing, fixing meals) will qualify. This program is also for Veterans who are isolated, or who have a caregiver experiencing caregiving burden.

There are two types of respite, Home Respite Care and Nursing Home Respite Care. Note that respite care is separate and in addition to any respite services that may be provided by your home hospice agency. Respite Care can help lower stress that Veterans and their family caregiver may feel when managing a Veteran's care at home.

Home Respite Care is a VA program with the unique purpose of providing temporary relief for unpaid caregivers from routine caregiving tasks, thus supporting caregivers in maintaining the chronically ill Veteran in the home. The focus and purpose of respite care is providing relief for the caregiver. Home respite caregivers, from a VA contracted agency, can assist Veterans with their activities of daily living (ADLs). They can also supervise a Veteran who has significant cognitive impairment so that the primary caregiver can take a break. For approved Veterans, this program can provide respite day care as a shift of up to 6 hours of care on one day. Total number of days varies and is dependent on several factors. Veterans who are not exempted from copays are subject to a copayment for each visit. If interested in Home Respite Care, you should contact your PACT SW (see Important VA Numbers and Points of Contact).

Nursing Home Respite Care is a service available through the VA that pays for a person to go to a nursing home while the family goes out of town or takes a few days of personal time. Nursing Home Respite Care takes place at community nursing homes that are contracted with the VA and is available for 30 days each calendar year. This type of respite needs to be scheduled in advance. Services may vary by location. If interested in Home Respite Care, you should contact your PACT SW (see Important VA Numbers and Points of Contact).

## **Hospice at a Nursing Home**

For Veterans on home hospice there is also always the option of continuing hospice care at a contracted nursing home (CNH) or at a VA Community Living Center (CLC). The CLC for the VA Northern California catchment area is in Martinez, CA, however there are other facilities in other locations (San Francisco, Palo Alto, Reno, NV) that may accept patients from other areas. The VA will pay for room and board at the CNH or at a VA CLC. Transitioning from home hospice to hospice at a facility may be a good option for patients where family may be experiencing caregiver burden or if a patient's caregiving needs increase, as these facilities are able to provide hands-on nursing care 24 hours a day. Admission to these facilities is subject to availability as well as other admissions criteria.

If interested in hospice at a CNH, you should contact your PACT SW (see Important VA Numbers and Points of Contact). For consideration for admission to the VA CLC in Martinez, you should ask your hospice social worker to contact the CLC/CREC Admissions Department (see Important VA Numbers and Points of Contact).

## **Home Health Aide Program**

The Home Health Aide (HHA) Program provides trained individuals who can come to a Veteran's home and help the Veteran take care of themselves and their activities of daily living. Homemakers and Home Health Aides are not nurses, but they are supervised by a registered nurse who will help assess the Veteran's daily living needs.

This program is for Veterans who need personal care services and help with activities of daily living. This program is also for Veterans who are isolated, or their caregiver is experiencing burden.

Homemaker and Home Health Aide services can be used in combination with other Home and Community Based Services. Services may vary by location.

Homemaker Home Health Aides work for organizations that have contracts with VA. Homemaker or Home Health Aide services can be used as a part of an alternative to nursing home care, and to get Respite Care at home for Veterans and their family caregiver. The services of a Homemaker or Home Health Aide can help Veterans remain living in their own home and can serve Veterans of any age.

If you are on hospice and not currently receiving HHA, you can reach out to your primary care doctor or to your PACT social worker for a referral. If you are currently receiving HHA but feel the hours are inadequate for you or your loved one's needs, you can request a reassessment to see if the number of hours can be increased.

You can visit: [https://www.va.gov/GERIATRICS/pages/Homemaker\\_and\\_Home\\_Health\\_Aide\\_Care.asp](https://www.va.gov/GERIATRICS/pages/Homemaker_and_Home_Health_Aide_Care.asp) for more information about the HHA program.

### **Caregiver Support**

There are a variety of programs that provide education and training for caregivers of Veterans. These programs, while not specific to end-of-life issues, can address the complex concerns of Veterans and their families at the end of life. For more information on these programs, you can contact the VA Caregiver Support Line at 1-855-260-3274. To see which programs you may be eligible for through the Caregiver Support Program, visit <https://www.va.gov/health-care/family-caregiver-benefits/>. You can get additional information through the National VA Caregiver Support Program website at [www.caregiver.va.gov](http://www.caregiver.va.gov).

### **Resources through the VA**

- **VA Caregiver Support (<https://www.northerncalifornia.va.gov/services/caregiver/index.asp>)**
  - o Phone: 1-855-260-3274
- **Veterans Crisis Line**
  - o Phone: 1-800-273-8255

### **Additional Community Resources**

- **Del Oro Caregiver Resource Center ([deloro.org](http://deloro.org))**
  - o Phone: 800-635-0220, 916-728-9333
  - o Del Oro Caregiver Resource Center works with caregivers of brain impaired adults. Provides education, coping skills, and support for families
- **Alzheimer's Association ([www.alz.org](http://www.alz.org))**
  - o Phone: 1-800-272-3900 (24/7 Helpline)
  - o The world's leading voluntary health organization in Alzheimer's care, support, and research
- **Family Caregiver Alliance/Caregiver Resource Centers ([www.caregiver.org](http://www.caregiver.org))**
  - o California Caregiving Resource Center serves more than 14,000 families and caregivers of adults affected by debilitating health conditions
- **Well Spouse Association ([www.wellspouse.org](http://www.wellspouse.org))**
  - o Phone: 1-800-838-0879
  - o Providing peer support and education about the special challenges and unique issues facing spousal caregivers
- **ARCH National Respite Network ([archrespitework.org](http://archrespitework.org))**
  - o Phone: 1-919-490-5577
  - o Helps families locate respite and crisis care services in their communities

## Next Steps: After the Death

### Service Connection & Death Certificates

There are a variety of service-connected death benefits available to surviving spouses and to dependent children. To qualify for some death benefits, the cause of death must be determined to be service connected. The service-connected disability, either by itself or in combination with another condition, needs to be the main or underlying cause of death. To claim any type of compensation, the service-connection disability must be listed on the Death Certificate.

For Veterans who are service-connected, it is important that families identify which physician will sign the Death Certificate (most often this is done by the Hospice Medical Director or the Hospice Attending of Record) and to ensure that any service-connected disabilities related to the terminal condition are appropriately written on the Death Certificate.

If you are unsure whether you or your loved one has a service-connected disability, you can obtain this information in a few ways. You can request a "Letter of Eligibility for Service Connection" through the VA at <https://www.va.gov/records/download-va-letters/> or by calling the Veterans Benefits Administration directly at 1-800-827-1000. If you believe your loved one's terminal illness is related to his or her time in service and would like to be reevaluated, you should contact your local Veteran Service Officer. This process can sometimes be expedited for hospice patients.

### Obtaining a DD-214

The DD-214 or "Certificate of Release or Discharge from Active Duty" is a document that is needed for Veterans or their loved ones to claim certain benefits (including some burial benefits). For families where they may not have a copy of this document, there are several ways to obtain this paperwork.

#### **If you're a family member planning a burial for a Veteran in a VA national cemetery:**

- Call the National Cemetery Scheduling Office at 800-535-1117. They can help you get the Veteran's DD214 or other discharge documents you may need.

#### **If you're the next of kin (surviving spouse who hasn't remarried, child, parent, or sibling) of a Veteran who has passed away:**

You can request a copy of the Veteran's military records in any of these ways:

- Mail or fax a Request Pertaining to Military Records (Standard Form SF 180) to the National Personnel Records Center (NPRC).  
Get Form SF 180 to download
- Write a letter to the NPRC. Send it to:  
1 Archives Drive  
St. Louis, Missouri 63138
- Visit the NPRC in person
- Contact your state or local Veterans Service Officer
- Hire an independent researcher

## **Alerting the VA about a Death**

After your loved one has died and you have obtained a Death Certificate, you should notify the VA.

You can send a copy of the Death Certificate to the Office of Decedent Affairs:

- Email: V21DecedentAffairs@va.gov
- Fax: 916-366-5489
- Mail: ATTN: Decedent Affairs, VA Northern California Health Care System 10535 Hospital Way, Mather, CA 95655

You can also call the Office of Decedent Affairs at any time if you need assistance (see Important VA Numbers and Points of Contact).

## **Autopsy**

An autopsy is a scientific, medical examination of a deceased person's body to determine the cause of death. Usually, an autopsy is performed by a pathologist.

For patients on hospice, some families may elect to have an autopsy performed if the medical cause of death is uncertain, as an autopsy may provide a better understanding as to why a loved one has died.

As in anything regarding your loved one, the decision to have an autopsy is yours, except in the rare instances involving the county medical examiner.

An autopsy is a covered benefit for Veterans. The process of obtaining an autopsy through the VA takes coordinated effort between the hospice team, the Woodland Funeral Chapel, and the VA Office of Decedent Affairs. Once a person has died, an autopsy must be done quickly to provide the most useful information, and the Office of Decedent Affairs should be notified immediately by either the family or the Veteran's home hospice team. All Veterans undergoing autopsy are transferred from their local mortuary to the Woodland Funeral Chapel prior to being transported to VA Mather for the autopsy procedure. For families who are considering autopsy, we recommend reaching out to the Office of Decedent Affairs and Woodland Funeral Chapel prior to an anticipated death to help ensure the process runs smoothly. You can call the Office of Decedent Affairs at any time if you need assistance or would like more information (see Important VA Numbers and Points of Contact).

It's important to note that while the autopsy itself takes a few hours, it can take time for a family to receive the final report as to the cause of death. Typically results may return in a few weeks, however cases that require the pathologist to look at the brain or spinal cord may take many months. In some cases, though rare, a final cause of death may not be revealed despite an individual undergoing an autopsy.

## **Body Donation**

Some individuals may choose to donate their body to help further medical research and science by helping to train the next generation of physicians. Many universities with affiliated medical schools have programs for body donation. If you are interested, please reach out to the program of your choice to inquire about what paperwork may be required and about the process. Below is a list of some of the local body donation programs in the Sacramento and Bay Area.

UC Davis Body Donation Program (<https://health.ucdavis.edu/bodydonation/>)

- Phone: 916-734-9560
- Email: ardavis@ucdavis.edu (Aron Davis, Program Director)



UCSF Willed Body Program ([willedbodyprogram@ucsf.edu](mailto:willedbodyprogram@ucsf.edu))

- Phone: (415) 476-1981
- Email: [willedbodyprogram@ucsf.edu](mailto:willedbodyprogram@ucsf.edu)

Stanford Anatomical Gift Program (<https://med.stanford.edu/anatomy/donate.html>)

- Phone: (650) 725-6624
- Email: [anatomicalgp@stanford.edu](mailto:anatomicalgp@stanford.edu)

### **What to Do with Used and Unused VA Provided Medical Equipment**

While some VA provided equipment (mainly wound therapy devices) is rented for veterans and must be returned, most VA provided equipment is purchased and yours to keep or donate if you wish. Check with the VA Prosthetics Department at 925-372-2135 (MTZ) or 916-843-7373 (SAC) if you are unsure as to whether your VA durable medical equipment (DME) has been rented or has been purchased for you. Rented DME should be returned to the VA, and the Prosthetics Department can help you coordinate this return process. Please note that any equipment provided by your hospice agency will be taken care of by the hospice agency once your loved one has passed.

If you decide that you want to donate medical equipment (CPAP machines, wheelchairs, hospital beds etc.) or supplies (adult diapers, needles or syringes, alcohol pads etc.), you have several options to consider. You can donate to a local organization that is willing to take unused supplies. Many hospitals and home health-care companies take supplies to give to patients who are unable to afford them on their own.

Below is a list of organizations that accept donations, organized by county and by type of equipment/supplies they will accept. Always check with the specific organization (by phone or email) before you drop off a donation and ask if they are currently accepting medical equipment or supplies and what types of items they accept. Some sites are unable to accept large equipment donations or items that are broken or expired. Many sites have evolving policies and procedures because of the COVID pandemic and may not currently be taking equipment.

### **Sacramento and Surrounding Areas**

#### **DME excluding Hospital Beds, Ramps, and Electric Wheelchairs/Scooters**

- The Health Ministry of St. Paul ([www.stpaul-florin.org](http://www.stpaul-florin.org))
  - o Phone: Main Office (916-381-5200), Clara Heimericks (916-689-3932), Lennie Heimericks (916-397-9813)
  - o Email: [pastorsaintpaul@comcast.net](mailto:pastorsaintpaul@comcast.net)
  - o Accepts wheelchairs, walkers, crutches, canes, bedside commodes, and shower seats and administers/manages this donated medical equipment to parishioners.
- Easter Seals (<http://myeasterseals.org>)
  - o Phone: 916-485-6711
  - o Fax: 916-485-2653
  - o Email: [info@myeasterseals.org](mailto:info@myeasterseals.org)
  - o Accepts donations of medical equipment such as commodes, shower seats, crutches, walkers, wheelchairs.
  - o Serves Following Counties: Alpine, Amador, Calaveras, El Dorado, Nevada, Placer, Sacramento, San Joaquin, Stanislaus, Tuolumne, Yolo, and Yuba
  - o Call for information about donation pick up

#### **DME including Hospital Beds, Ramps, and Electric Wheelchairs/Scooters**

- American MedEquip LLC. ([www.americanmedequipstore.com](http://www.americanmedequipstore.com))
  - o Phone: 916-791-2266
  - o They will pick up hospital beds, electric wheelchairs, scooters, and wheelchair ramps. Items are sanitized and sold or donated as refurbished equipment

- ALS Association- Greater Sacramento Chapter (<https://www.als.org/greater-sacramento>)
  - o Phone: 916-979-9265
  - o Email: [lou@alssac.org](mailto:lou@alssac.org)
  - o Accepts a variety of medical equipment. Cannot pick up or store hospital beds but have ongoing waitlist of families in need of beds. Organization director can help connect families in need with families who have donations

### **CPAP/BiPAP Machines**

- Breathe California of the Bay Area (<https://lungsrus.org>)
  - o Phone: 408-998-5865
  - o Email: [cpap@lungsrus.org](mailto:cpap@lungsrus.org)
  - o Address: 1469 Park Ave, San Jose CA 95126
  - o Accepts gently used CPAP or BiPAP machines that are less than 5 years old and come from pet-free, smoke-free household. Also accepts related CPAP/BiPAP supplies if they are new in their original, unopened packaging. Devices can be brought in or mailed. Not all models are accepted so please contact program prior to donating.

### **Oakland, Martinez, and Surrounding Areas**

#### **DME excluding Hospital Beds, Ramps, and Electric Wheelchairs/Scooters**

- Re-Cares (<http://www.homecares.org>)
  - o Phone: 510-251-2273
  - o Address: 2619 Broadway Oakland, CA 94612 (parking lot behind 2619 Broadway), also has sites in San Francisco and Marin
  - o Accepts drop-off donations including wheelchairs, walkers, shower benches and chairs, raised toilet seats, toilet rails, canes and smaller items like blood glucose supplies, eyeglasses, and blood pressure machines. See website for full list of accepted items
- MedShare (<https://www.medshare.org/donate-medical-supplies/>)
  - o Phone: 510-567-7070
  - o Address: 2937 Alvarado St San Leandro, CA 94577
  - o Accepts donations of fully operational medical equipment without need of repairs such as CPAP machines, oxygen concentrators, oxygen cylinders, wheelchairs, pulse oximeters, portable glucose monitors etc. Also accepts supplies with expiration dates with at least 12 months of life left such as nebulizer machines, blood pressure machines, wheelchairs, crutches, canes, and walkers. Accepts variety of disposable supplies like adult diapers, anti-embolism stockings, urinary catheter supplies if they have not had direct patient contact.
  - o To donate, fill out form on organization's website. Full list of acceptable donations available on website.

#### **DME including Hospital Beds, Ramps, and Electric Wheelchairs/Scooters**

- Center for Independence of Individuals with Disabilities ([www.cidsanmateo.org](http://www.cidsanmateo.org))
  - o Phone: 650-645-1780
  - o Email: [vlopez@cidsanmateo.org](mailto:vlopez@cidsanmateo.org)
  - o Address: 2001 Winward Way Suite 103, San Mateo, CA 94402
  - o Accepts a variety of DME including stairlifts, porch lifts, wheelchairs, electric wheelchairs, scooters, walkers, canes and crutches, hospital beds, hearing aids etc. Items must be in excellent working condition and be "like new." Donations accepted by appointment only

#### **Stairlifts and Ramps**

- Accessible Home Lift Company
  - o Phone: 510-521-9526
  - o Address: 2324 Eagle Ave Alameda, CA 94501
  - o Able to uninstall, pickup, and deliver stairlifts and ramps. This company can help if you have

a large ramp to donate.

### **CPAP/BiPAP Machines**

- Breathe California of the Bay Area (<https://lungsrus.org>)
  - o Phone: 408-998-5865
  - o Email: [cpap@lungsrus.org](mailto:cpap@lungsrus.org)
  - o Address: 1469 Park Ave, San Jose CA 95126
  - o Accepts gently used CPAP or BiPAP machines that are less than 5 years old and come from a pet-free, smoke-free household. Also accepts related CPAP/BiPAP supplies if they are new in their original, unopened packaging. Devices can be brought in or mailed. Not all models are accepted so please contact program prior to donating.

### **Fairfield, Mare Island, and Surrounding Areas**

DME excluding Hospital Beds, Ramps, and Electric Wheelchairs/Scooters

- Williams Automotive and Transmission (<https://www.williamstransmissionnapa.com>)
  - o Phone: 707-252-6121
  - o Address: 238 Soscol Ave Napa. CA 94559
  - o Accepts donations of DME but does not accept large items like hospital beds or scooters

### **Chico and Surrounding Areas**

DME including Hospital Beds, Ramps, and Electric Wheelchairs/Scooters

- Project SAVE ([www.chicoprojectsave.org](http://www.chicoprojectsave.org))
  - o Phone: Janice Walker (530-680-5974)
  - o Email: [chicoprojectsave@gmail.com](mailto:chicoprojectsave@gmail.com)
  - o Address: 1100 Marauder St Chico, CA 95973- Chico Project SAVE Warehouse at Koret Building
  - o Accepts drop off and mail delivery of donations of a variety of medical and dental supplies and equipment
  - o Please call or email in advance to ensure organization can accept donation
- The Disability Action Center (<https://actionctr.org>)
  - o Phone: 530-893-8527
  - o Email: [wecare@actionctr.org](mailto:wecare@actionctr.org)
  - o Address: 1161 East Ave Chico, CA 95926
  - o Does not accept hospital beds but does accept electric wheelchairs and scooters. Please call regarding your donated item(s) to see if they can be accepted

### **Redding and Surrounding Areas**

DME including Hospital Beds, Ramps, and Electric Wheelchairs/Scooters

- The Disability Action Center (<https://actionctr.org>)
  - o Phone: 530-242-8550
  - o Email: [wecare@actionctr.org](mailto:wecare@actionctr.org)
  - o Address: 2453 Athens Ave Redding, CA 96001
  - o Does not accept hospital beds but does accept electric wheelchairs and scooters. Please call regarding your donated item(s) to see if they can be accepted

### **Yuba City and Surrounding Areas**

DME including Hospital Beds, Ramps, and Electric Wheelchairs/Scooters

- Hospice Gift & Thrift Donation Warehouse (<https://www.hospiceofthefoothills.org/volunteers/gift-and-thrift/>)
  - o Phone: 530-432-5864
  - o Email: [hospice@hofo.org](mailto:hospice@hofo.org), [lirwin@hofo.org](mailto:lirwin@hofo.org) (Retail Operations Manager)
  - o Address: 17288 Cattle Dr Rough and Ready, CA 95975

- o Accepts a variety of medical equipment and has donations sites for small equipment drop-off located in Nevada City, Penn Valley, and Grass Valley
- FREED Center for Independent Living (<https://freed.org>)
  - o Phone: 530-477-3333 (Grass Valley), 530-742-4474 (Yuba City)
  - o Email: FREEDGrassValley@FREED.org, FREEDYubaCity@FREED.org
  - o Address: 435 Sutton Way, Grass Valley CA 95945, 1100 Butte House Rd Suite 12 Yuba City, CA 95991
  - o Has locations in both Grass Valley and Yuba City. Accepts a variety of medical equipment donations including wheelchairs and Hoyer lifts. Cannot accept hospital beds due to space but can connect donating families to families in need. Please call organization to see if donated item(s) can be accepted.

### **Multiple Sites**

#### **DME excluding Hospital Beds, Ramps, Electric Wheelchairs/Scooters + including Clothing/Other Items**

- Vietnam Veterans of America (<https://schedulepickup.com/>)
  - o Phone: 1-866-241-8387
  - o Accepts pick-up donations of small medical equipment, clothing, books, bedding etc. Does not accept large equipment, furniture, or mattresses. Go to website to see if pick-up is available in your zip code and to see list of acceptable donation items
  - o Serves following cities: Alameda, Antelope, Auburn, Adelanto, Apple Valley, Belmont, Burlingame, Bloomington, Cameron Park, Campbell, Carmichael, Castro Valley, Chico, Citrus Heights, Cupertino, Colton, Daly City, Danville, Davis, Dixon, Dublin, Elk Grove, El Dorado Hills, Fair Oaks, Folsom, Foster City, Fremont, Fontana, Granite Bay, Gridley, Grand Terrace, Hayward, Hesperia, Highland, Lincoln, Linda, Live Oaks, Livermore, Lodi, Loomis, Los Gatos, Loma Linda, Marysville, Mather Field, Menlo Park, Millbrae, Milpitas, Modesto, Moraga, Mountain View, Napa, Newark, Olivehurst, Orangevale, Pacifica, Piedmont, Plumas Lake, Rancho Cordova, Rancho Cucamonga, Redwood City, Redlands, Rialto, Ripon, Rocklin, Roseville, Sacramento, Salida, San Bernadino, San Bruno, San Carlos, San Francisco, San Jose, San Leandro, San Mateo, Santa Clara, Stockton, Union City, Vacaville, Victorville, West Sacramento, Winters, Woodland, Yuba City, Yountville
- United Cerebral Palsy of Sacramento and Northern California (<https://ucpsacto.org>)
  - o Phone: 1-800-423-9350 (national), 916-565-7700 (Sacramento chapter)
  - o Email: [ucp@ucpsacto.org](mailto:ucp@ucpsacto.org)
  - o Address: 4350 Auburn Blvd Sacramento, CA 95841
  - o Accepts pick-up donations of used clothing, household goods, small medical equipment, and small furniture. Items must be able to be loaded onto truck by one driver
  - o Serves counties: Yolo, Sacramento, Nevada, Placer, El Dorado, Sutter, Butte, and Shasta
- CalRecycle (<https://www.calrecycle.ca.gov/Reuse/>)
  - o Website has a list of where to recycle and safely dispose of various items and materials including mattresses and electronics
- Thrift stores including Salvation Army, American Cancer Society Discovery Shops, and Goodwill locations often accept donations of small medical equipment. Please contact your local thrift store of choice for more information as to what donations can be accepted and how to donate

The information provided may be inclusive of all local resources. This list does not endorse or make any representations regarding the quality of services nor the financial integrity of these entities and disclaims any liability for the services provided by these entities. These resources are provided for informational purposes only. Updated 6/16/2022.

## **Bereaved Family Survey**

If your loved one dies within a VA Northern California facility (inpatient hospital or CLC/CREC) you will receive a survey by mail approximately 4-6 weeks after the death. The Bereaved Family Survey (BFS) reviews the perception and quality of care that your loved one received during his or her stay. This is a national survey, and the results are reported to each facility. The goal of the survey is to identify any concerns, issues, and thoughts about the care received at end of life and to continuously improve care based on survey comments, questions, and concerns.

The survey consists of 19 questions asking you to rate care your loved one received as a patient through the VA. The survey results are anonymous, and participation is completely voluntary. If you choose not to participate, it will not affect Veteran benefits in any way.

## **Final Arrangements: Burial & Survivor Benefits through the VA**

Burial benefits are offered to eligible Veterans, their spouses, and dependent children by the Federal Government, through the Department of Veterans Affairs' (VA) National Cemetery Administration (NCA) and are earned by military service to our Nation.

These benefits are potentially worth thousands of dollars but are provided at no cost. A national cemetery burial includes: the gravesite, opening and closing of the grave, a headstone or marker, and perpetual care as part of a national shrine.

Funeral home directors usually arrange for the following benefits by request:

- A VA-provided headstone or marker for a Veteran buried in a private cemetery anywhere in the world
- A burial flag to drape over the Veteran's casket or urn during the funeral
- A Presidential Memorial Certificate (PMC) honoring the Veteran
- Military Funeral Honors for the Veteran (e.g., burial flag folding and presentation, "Taps" played on a bugle or by recording)

Additionally, some Veterans may be eligible for limited burial cost reimbursement and additional compensation. Please read through the below sections for additional information.

For any questions regarding benefit eligibility contact the Veterans Benefit Administration at 1-800-827-1000.

## **Burial and Plot Interment Allowance**

You may be eligible for Veterans' burial allowances if you're paying for the burial and funeral costs and you won't be reimbursed by any other organization, like a government agency or the Veteran's employer.

Visit the following website to find out how to qualify for Veterans' burial allowances to help cover burial, funeral, and transportation costs: <https://www.va.gov/burials-memorials/veterans-burial-allowance/>.

The form is also available online at: <https://www.va.gov/burials-and-memorials/application/530/introduction>.

## **Burials and Memorials at a VA National Cemetery**

Veterans, service members, and some family members may be eligible for burial in a VA national cemetery. There are more than 143 VA cemeteries nationwide. For a full listing visit: <https://www.va.gov/find-locations/>. If the Veteran chooses to be buried in a private cemetery, they may still be eligible for VA memorial items such as a burial flag or a President Memorial Certificate (these items are addressed individually below). The United States Navy also provides burial at sea. For information about burial sea, please call the US Navy Mortuary

Affairs office at 866-787-0081 (open Monday through Friday 8:30 – 17:00 EST) or for more information visit Burial at Sea (navy.mil).

For further information regarding various VA burial benefits and memorial items, visit <https://www.va.gov/burials-memorials>. Information is also posted on the National Cemetery Administration's website at: <https://www.va.gov/burials-memorial/eligibility/>.

### **Government Headstone or Marker**

There are a variety of Veteran headstones, markers, and medallions that a Veteran, service member, or eligible family member can apply for. To apply for a headstone, grave marker, or niche marker, you will need to fill out the Claim for Standard Government Headstone or Marker (VA Form 40-1330). This form is available online at: <https://www.va.gov/vaforms/va/pdf/VA40-1330.pdf>. For a medallion to be placed on a privately purchased headstone or marker, fill out the Claim for Government Medallion for Placement in Private Cemetery (VA Form 40-1330M). This form is available online at: <https://www.va.gov/vaforms/va/pdf/VA40-1330M.pdf>.

These applications and supporting documents can be submitted online using the direct upload tool through Access VA, by fax or by mail. You will need to obtain a copy of the Veterans DD-214 to apply. If you need assistance or have any further questions, contact 1-800-697-6947 or visit <https://www.va.gov/burials-memorials/memorial-items/headstones-markers-medallions/>.

### **Presidential Memorial Certificate**

A Presidential Memorial Certificate (PMC) is an engraved paper certificate signed by the current president that honors the memory of honorably discharged deceased Veterans who are eligible for burial in a national cemetery. There is no time limit for requesting the certificate(s), but requests should include a copy (not the original) of the deceased Veteran's discharge document (DD-214) and death certificate and must clearly indicate to what mailing address the certificate(s) should be sent. For more information on eligibility and how to apply, please visit: <https://www.va.gov/burials-memorials/memorial-items/presidential-memorial-certificates/>.

The form is also available online at: <https://www.va.gov/vaforms/va/pdf/VA40-0246.pdf>.

### **Burial Flag**

The VA provides a United States flag to drape on a casket (or coffin) or place with an urn in honor of the military service of a Veteran or Reservist. For more information on eligibility and how to apply, please visit: <https://www.va.gov/burials-memorials/memorial-items/burial-flags/>.

The form is available online at: <https://www.vba.va.gov/pubs/forms/VBA-27-2008-ARE.pdf>.

### **Military Funeral Honors**

Every Veteran eligible for placement at a California State Veterans Cemetery is entitled to Military Funeral Honors. The Department of Defense is responsible for providing this service, which involves two or more uniformed service members folding and presenting a U.S. burial flag to the family and playing of Taps. A gun salute by a rifle squad is reserved for Veterans who retired from military service, service members killed on active duty, and Medal of Honor recipients.

Department of Defense policy allows for Military Honors to be performed one time for each Veteran. Military Honor Guards will not perform Funeral Honors a second time. The family or funeral home is responsible for requesting Military Funeral Honors. To request this service, and to request a military chaplain, contact the appropriate branch of service. You can also call the nearest national cemetery or 1-800-535-1117.

You can learn more online at: [https://www.cem.va.gov/military\\_funeral\\_honors.asp](https://www.cem.va.gov/military_funeral_honors.asp).

Army Veteran

1-877-847-8830

Marine Corps Veteran

1-866-826-3628

Navy Veteran

1-800-326-9631

Air Force Veteran

1-800-586-8402

Coast Guard Veteran

1-510-437-6650

### **Veterans Legacy Memorial**

The Veterans Legacy Memorial website is the nation's first digital platform dedicated entirely to the memory of more than 3.7 million Veterans interred in VA's national cemeteries to honor the service and sacrifice of Veterans and to help ensure "No Veteran Ever Dies." Launched in 2019 with Veteran service and cemetery information, VLM now allows family, friends, and others to post Tributes to a Veterans page and to share Veteran pages using email, Facebook, and Twitter. Additionally, headstone/marker photos and a mapping feature are now displaying approximately half of the Veteran profile pages. Please visit Cem (va.gov), for more information.

### **Memorial Brick at VA Mather Memorial Plaza**

The Memorial Plaza at VA Mather was established in 2001 and began with a vision by local Veterans who dreamed of a quiet place on the Mather campus to reflect on the gift of great men and women who served in our military. The Memorial Plaza is situated in front of the main entrance to the outpatient clinic at VA Sacramento Medical Center. The beautifully landscaped and lighted plaza is flanked by the flags representing all the service branches of the U.S. Armed Forces. In the center of the plaza stands a 15-foot bronze statue of a medic being reunited with his daughter who is waving an American flag, symbolic of the memorial theme "Coming Home." The plaza is designed to hold 8,000 memorial bricks, each commemorating the life of a Veteran. If interested in purchasing a memorial brick for your loved one you can fill out the application form at: <https://www.va.gov/files/2021-05/BrickOrder.pdf>.

### **Dependency and Indemnity Compensation**

Dependency and Indemnity Compensation (DIC) is a monthly, tax-free monetary benefit paid to eligible survivors who meet specific criteria. The total amount of paid benefits varies on several factors. For full eligibility criteria and benefit rate tables please visit: <https://www.va.gov/disability/dependency-indemnity-compensation/>.

The forms are also available online at the above website (form varies depending on whether you are a surviving spouse, child, or parent), <https://www.va.gov/disability/dependency-indemnity-compensation/>.