



Frequently Asked Questions (FAQs) for Rhode Islanders who have lost loved ones to Coronavirus Disease 2019 (COVID-19)

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Frequently Requested Numbers

- Governor's Office: 401-222-2080
- Rhode Island Department of Health (RIDOH) COVID-19 information line: 401-222-8022
- Rhode Island Department of Human Services (DHS): 1-855-MY-RIDHS (1-855-697-4347)
- Rhode Island Veterans Memorial Cemetery: 401-268-3088
- Any other needs/resources: 2-1-1 (United Way)

How do I obtain a death certificate?

Funeral homes typically submit requests for death certificates on behalf of family members. If you would like to request one yourself, please visit <https://health.ri.gov/records/> to learn how to submit a request.

What do I do with my loved one's belongings?

If the belongings are given back to you by a facility, please consult the US Centers for Disease Control and Prevention guidelines for cleaning and disinfecting:

<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>.

Guidance is provided for different surfaces and objects. For clothing, wash items according to manufacturer's instructions. Wear disposable gloves when handling dirty laundry. Remove gloves and wash hands right away.

How do I make a complaint?

You may submit a complaint regarding a RIDOH licensee online at:

<https://health.ri.gov/complaints/>. The complaint unit's phone number is 401-222-5200.

Should I get tested? How can I get tested?

Testing information can be found on the RIDOH website here: <https://health.ri.gov/covid/testing/>

How do I get legal assistance?

RIDOH cannot provide legal advice. However, if you are looking for assistance with legal aid, you may contact RI Legal Services at 401-274-2652.

What else do I need to do for my loved one's death? Who do I need to contact and notify?

Only you and your family can determine the appropriate actions to take when a loved one passes away. However, if you are looking for some general guidelines, here is a great resource:

<https://everloved.com/articles/end-of-life-affairs/what-to-do-when-someone-dies-checklist/>

Are there resources available to assist with funeral costs?

You can contact DHS at 1-855-697-4347 to inquire about the criteria-based General Public Assistance (GPA) program as well as any other available programs they may have. If your loved one was receiving Social Security benefits, you can contact the Social Security Administration at 1-800-772-1213 to inquire about any available payments and programs. You can also dial 2-1-1 to receive up-to-date information about all available resources in Rhode Island.

Who do I contact if I have a general question about COVID-19?

You may contact RIDOH's COVID-19 information line at 401-222-8022 during business hours (Monday through Friday, 8:30 a.m. to 4:30 p.m.) or 2-1-1 outside of business hours. You may also send your questions by email to RIDOH.COVID19Questions@health.ri.gov.