

D. Chisholm & Sons

— FUNERAL DIRECTORS SINCE 1878 —

ASHES (CREMATED REMAINS) MANAGEMENT POLICY

We recognise that cremated remains should always be treated with the same respect as a deceased person and this policy recognises that fact.

As part of the funeral arranging process the various options for the retention or dispersal of the ashes will be clearly explained. Their instruction must be confirmed on the cremation application and signed. This instruction will be confirmed to the instructing client in writing.

Where the ashes are instructed to be dispersed at the crematorium, that will be advised in writing to the crematorium and the ashes will remain in the care of the crematorium until that instruction has been carried out.

We will collect all ashes being retained from the crematorium on a regular basis and returned as soon as possible to our funeral home for safe storage.

If ashes remain uncollected every effort will be made to contact the person instructing us, but after 4 months if contact cannot be made and no other arrangements agreed, they will be returned to the crematorium for dispersal in their normal way.

On arrival at our premises:

- All ashes must be logged in the ashes register
- All ashes are to be placed as soon as possible on their return in the correct container as chosen by the client, labelled correctly and stored with the cremation certificate
- Whilst ashes can be stored together in a common space, whenever they are being transferred between receptacles or being prepared in any way, they must be kept completely separate
- All ashes must be stored in the designated, ashes cupboard/room
- This storage space must be kept clean and dry at all times
- Ashes must never be left lying on the floor

For every set of ashes we require a unique record card detailing:

- Name of deceased
- Unique reference number
- Instruction and chosen receptacle
- Place and date of cremation
- Name and contact details of the person who instructed the cremation

This form must also include a section to be completed, signed and retained stating who collected the ashes and recording both the date and the staff member releasing the ashes into the family's care.

There must be a unique record card for every set of ashes and these must be kept and stored securely and confidentially.

All change of instruction by the client in respect of ashes must be recorded and the appropriate 'change of instruction form' signed by the client and the new instruction followed.

We will offer to deliver the ashes to the family whenever possible.

If a member of staff disperses or scatters ashes on a family's behalf and as instructed by them, this must be recorded and the record retained.

Great care is to be taken to minimise 'waste ash dust' at every stage.

Any loss of or damage to ashes must be reported to a Company Director the same working day.

The director advised must report lost or damaged ashes to the Government Inspectors within 48 hours of discovery.

Only the named person (the person who has signed the cremation application) can collect or take delivery of the ashes and on production of acceptable ID.

Alternative arrangements can be made but only if we first clear it with the named person.

Identification will be on production of a formal D. Chisholm & Sons communication (For example our estimate or funeral invoice) or personally by a staff member who can verify their ID.