

## **What happens when someone passes away?**

One of the most difficult situations we deal with in life is when someone close to us passes away. With the pressure of grieving and trying to organise everything, sometimes we're unsure of what to do and how to go about organising the next step of having your loved one taken care of.

This small guide has been written to help you understand the process once someone passes away and the duties involved with you and your funeral director.

1. There is no rush to have your loved one uplifted and transferred immediately. Use this time to contact family and friends and have them come to support you while you spend this precious time with your loved one.
2. Contact your family doctor or the doctor of the hospice. The doctor will come attend and sight the death after which they will issue you with a Medical Certificate of Cause of Death. Keep this document and give it to your funeral director when they arrive.
3. If you don't have a doctor, you will need to ring the police who will then organise and arrange for the body to be uplifted and taken to the coroner for a medical examination.
4. Once you've completed that, contact us on 0800 266 662, 24 Hours, 7 days. We will then arrange with a contact from the family, make arrangements regarding your family's wishes and give you a timeframe of when we will be there to uplift your loved one and

transfer them to be prepared. If your loved one is with the Coroner, we will organise their release once we get some details from you.

The entire process if your loved one is being embalmed takes approximately 2.5 to 3 hours. Sometimes this is a little longer depending on the situation and cause of passing. At Tipene Funerals, we understand that it's difficult being separated from your loved one, so we try our best to turn most funeral arrangements around within a 6 hour timeframe for you to be reunited again.

### **Accidental Death or Passing by Suicide:**

These circumstances are obviously very difficult at times of loss and grief. We will assist and support you all the way through.

1. Contact the Police. The police will come and arrange for your loved one to be uplifted and transferred by a Police Contractor. Their role is to transport your loved one to the Coroner's where a medical examination will take place. You will be given the opportunity to be also supported by Victim Support and the Police who will liaise with you about viewing and identifying your loved one. If you are confused, please don't hesitate to ask or contact us to clarify any process you may have questions about.
2. Once you and your family are ready to move forward, contact us on 0800 266 662, 24 Hours, 7 days. We will then arrange with a contact from the family to make

arrangements regarding your family's wishes and give you a timeframe of when we will uplift your loved one from the Coroner, we will organise their release once we get some details from you.

Please note that every situation is going to be different and not so straight forward. Therefore a release from the Coroner may take a few hours to a couple of days, however we will ensure to work alongside of them to the best of our ability to get the best possible release time we can.

Repatriation to or from another country:  
*(Return of your loved one to or from another country)*

Please refer to the 'Repatriation Guide'.

If any of this information is confusing, please don't hesitate to contact us and ask to speak with one of our Funeral Directors.



0800 266 662  
24 Hours, 7 Days