



UPDATED April 2020

Diploma in Funeral Arranging and Administration

Module 3 Scotland	Unit 8	Human Cremation: Law and Practice.
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Purpose and Aim of the Unit:	The purpose of the unit is to develop learners' understanding of cremation. Specifically, the unit aims to develop knowledge of the administrative procedures, documentation and governing regulations relating to cremations.
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This unit has 9 learning outcomes.

LEARNING OUTCOMES	
The learner will:	
1	Understand the operational working of a crematorium.
2	Understand the purpose of the cremation documentation.
3	Understand the purpose of the Federation of Burial and Cremation Authorities' (FBCA) Code of Practice and general guidelines.
4	Know the administrative process for cremation.
5	Know the process and documentation for the disposal of ashes.
6	Understand the scattering/interment of ashes
7	Know the available options for memorialisation.
8	Know the current guidelines for the disposal of unclaimed ashes
9	Know which surgical implants require removal.



DEFINITION OF CREMATION:

“The disposing of a human body by means of burning and reducing it to ashes”.

Burial And Cremation (Scotland) Act 2016 – Changes To Cremation Procedures From 8 April 2020

The Scottish government has relaxed arrangements around who can arrange a funeral, as well as suspending the duties in relation to handling ashes that are normally placed on funeral directors, cremation authorities and local authorities. These came into effect on Wednesday 8 April 2020.

The UK Coronavirus Act 2020 allows Scottish Ministers to suspend:

- 1) the offence in section 49 of the 2016 Act in relation to who can apply for a cremation. This means that anyone in the hierarchy can make the arrangements, regardless of where they are placed in the hierarchy (sections 65 and 66 of the 2016 Act). The applicant must still be one of those in the statutory hierarchy. A funeral director cannot be the applicant.
- 2) the duties for handling ashes by cremation authorities. The suspension provides that applicant instructions for ashes collection can be put on hold by cremation authorities during the suspension. If this is done, all ashes should be retained until the suspension is lifted.

However, cremation authorities can continue to permit ashes collection by the funeral director (if both parties have the staff available to do so), and only if the applicant has instructed the funeral director to collect the ashes on their behalf on the cremation application form.

Ashes can also continue to be dispersed in gardens of remembrance. This is subject to staff availability, applicant instruction to disperse in the garden of remembrance and if the applicant has made it clear that they do not wish to be present at dispersal.

As crematoriums are now required to be closed to the public, except for funerals, applicants will be unable to collect ashes in person. Ashes should be retained by the cremation authority until the suspension is lifted. Once the suspension is lifted, all normal duties will resume for retained ashes.

- 3) the duties for handling ashes by funeral directors. The suspension provides that applicant instructions for ashes collection can be put on hold by funeral directors during the suspension. If this is done, all ashes should therefore be retained until the suspension is lifted.

If the applicant has instructed the funeral director to collect ashes on their behalf, funeral directors can continue to collect ashes from the cremation authority during the suspension period (subject to both the funeral director and cremation authority having the staff available to do so).

Funeral directors can a) return collected ashes to the applicant, if they are able to do so, or; b) retain them for the duration of the suspension.

Once the suspension is lifted, normal duties will resume for retained ashes. If funeral directors are



unable to return ashes to the applicant, they should not return ashes to the crematorium during the suspension period. Funeral directors should retain the ashes until the suspension is lifted.

- 4) the requirement for local authorities to make enquiries under s87 of the 2016 Act to ascertain whether there are relatives who wish to have the ashes. The local authority will be required to retain the ashes for the duration of the suspension and then attempt, when the suspension is lifted, to trace family members for instruction.

These changes will remain in place until revoked by Determination of the Scottish Ministers under schedule 14 of the 2020 Act.

CREMATION

Glasgow Crematorium was opened in 1895 after the Scottish Burial Reform and Cremation Society (1888) was established as an educational body, designed to promote cremation as a more sanitary form of disposal for a fast-growing population. When the land at Glasgow's Western Necropolis was bought in 1893, it was two years before the first cremation took place on April 13th 1895.

The Crematorium was built in the gothic revival style. The architect used only the finest materials, including red sandstone and rare marble and included fine carvings, dog-tooth ornament and a 'descending catafalque' which the Directors considered to be less of a departure from a traditional earth burial.

The second crematorium at Warriston, Edinburgh did not open until 1929.

Cremations were extremely slow to catch on and, after ten years, only 191 had actually been carried out. After a further 30 years the annual figure was still only 346 but that did not deter the Society and, in 1936, they set to work doubling the capacity of the chapel to 100 and building four additional floors onto the Columbarium.

In the late 1940's, as a result of increasing popularity, a second chapel was commissioned, opening as an extension of the existing buildings in 1954.

Wall space in the Chapel was widely used for memorial plaques but by 1953 the space was entirely used up and it was therefore decided to instruct FG Marshall Limited to provide a Book of Remembrance that continues to be in use to this day.

More recently, in 1995, the Chapel suffered fire damage and extensive works were required to replace the original roof. In the same year two Tabo Inex cremators were installed, finally coming into use in 1996. In 1997 the new Chapel was refurbished and the Book of Remembrance was relocated to the arcade area at the rear of the old chapel while its old room was converted into a waiting area. And, finally in 2007, The Old Chapel has been the subject of an extensive refurbishment programme.



Under the Cremation (Scotland) Regulations a cremation cannot proceed until the Crematorium Registrar is in receipt of Form 14 (Death) or Form 8 (still-birth). However, no such regulation applies in the case of burial, and occasionally an interment takes place before the death is registered and Forms 8 and 14 are issued. In such cases it is the responsibility of the keeper of the burial ground to notify, within three days, the Registrar in the area in which the death occurred that no forms 8 or 14 have been received. This is done by completing Form 9 (still-birth) or Form 15 (death). On receipt of such form the Registrar must take the appropriate action to ensure the death is registered.

Cremation statistics can be found from 1885 – 2018 <https://www.cremation.org.uk/progress-of-cremation-united-kingdom>



Learning Outcome 1	Understand the operational working of a crematorium.
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Prior to starting this Unit, it is recommended that you visit your local crematoria to familiarise yourself with the facilities and operational aspects of the crematorium.
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LEGISLATION

Following the Death Certification (Scotland) Act 2011 some cremation forms in use were abolished and others replaced or amended. Under the Prohibition on Disposal of a Body without Authorisation Regulations 2015 new Forms M and N were introduced for use following anatomical examination. The Institute of Cemetery and Crematoria Management (ICCM) and Federation of Burial and Cremation Authorities (FBCA) jointly issued guidelines on how Funeral Directors and crematoria should proceed under the new dispensation, as did the Ministry of Justice for cross-border cases. Many Funeral Directors will use the term 'cremated remains' when discussing options with the family.

However, under the Burial & Cremation (Scotland) Act 2016, the 'material (other than any metal) to which human remains are reduced by cremation' is defined as ashes and therefore that is the term used throughout this information.

The Burial and Cremation (Scotland) Act 2016 was passed after a number of reviews and investigations. Starting with Burial and Cremation Review Group, which was chaired by Sheriff Brodie and met between 2005 and 2007 with a view to updating certification, the burial and cremation-related activity was instigated earlier than planned following concerns about infant cremation practice set out in the Mortonhall Investigation Report of Dame Elish Angiolini.

Her recommendations were supported and extended in the subsequent Report of the Infant Cremation Commission, a nationally-focused Commission chaired by the Rt Hon Lord Iain Bony.

The Scottish Parliament passed the Burial and Cremation (Scotland) Act 2016 made much-needed improvements to burial and cremation process in Scotland. Although the report of the National Cremation Investigation was published after the Act was passed, many of the report's recommendations are already being addressed by the Act.

Learning Outcome 2	Understand the purpose of the cremation documentation.
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DOCUMENTATION

There are, broadly speaking, two types of documentation required for a cremation to take place:

1. **Statutory Documentation**

These are documents prescribed by an Act of Parliament and are a lettered series of forms in Scotland.

2. **Non-statutory documentation**

These are documents produced locally. Typically, they would include a form notifying the crematorium of the details for the ceremony (commonly referred to as a preliminary notice or a particulars form.)

Some crematoria also use their own documents for non-viable foetus cremation applications.

It might be useful to be able to reference the Cremation Regulations (Scotland) 2019.

www.legislation.gov.uk/ssi/2019/36/pdfs/ssi_20190036_en.pdf

Form 14: Certificate of Registration of Death. (Statutory document). Under the new regulations, there are seven different application forms and each one relates to a specific type of remains. The table details the forms and who should complete them.

Form	To apply for cremation of:	Used by:
A1	Adult or child	Relative or nominated individual
A2	Stillborn baby	Parent or nominated individual
A2	Stillborn baby	Health body/ hospital/ NHS
A3	Pregnancy loss on or before 24 weeks gestation (foetal remains)	Woman or nominated individual
A4	Pregnancy loss(es) on or before 24 weeks gestation	Health body / hospital / NHS
A5	Adult or child (section 87 application)	Local authority
A6	Body after anatomical examination	University anatomy school
A6	Body parts after hospital arranged postmortem	Hospital
A7	Body parts after anatomical examination (where person died before Anatomy Act 1984 came into force)	University anatomy school

Forms A1 – A3 are the most commonly used. It is important to know that now included in Form A1 is a requirement to record the combined weight of the coffin and deceased. If this isn't known, the Funeral Director can inform the crematorium at a later stage but must put "not known" on the form. The regulations state: "As long as the Funeral Director is completing the part of the form they are required to complete to the best of their knowledge, and are not deliberately giving false information, that is acceptable."

The forms can be completed and submitted electronically or can be printed out and completed by

hand. An application form should be completed by the applicant and not by a third party. In some circumstances it is possible for the Funeral Director to complete Forms A1, A2 or A3 on behalf of the client, for example if the client is illiterate, frail or requires assistance. The Funeral Director must complete the form in the presence of the client, explaining the form and where the client needs to sign.

Other statutory forms:

Form	To apply for cremation of:	Used by:
E1	Authority to cremate following investigation by procurator fiscal	COPFS (Crown Office Procurator Fiscal Service)
B1	Cremation register – whole bodies	Cremation authority
B2	Cremation register – body parts	Cremation authority
B3	Cremation register – stillbirth and pregnancy loss	Cremation authority

Other forms:

When Form A6 is used, it is accompanied by the following:

Form M: Certificate of Authorisation for Disposal of a Body Following Anatomical Examination

Issued by a doctor, pathologist or teacher of anatomy at a medical school once a bequeathed body is no longer required. The form requires the signatory to state whether or not any parts have been retained, which parts, and confirming that these will in due course be disposed of properly.

The form should be accompanied by a covering letter from the medical school concerned, requesting the cremation.

Form N: Certificate of Authorisation for Disposal of Body Parts

This replaces the old Form FF. It is used in cases where:

- A body was bequeathed to a medical school but parts were retained under the Anatomy Act 1984. In this case it would be issued by the medical school concerned and signed by a teacher of anatomy.
- A body was subject to a post-mortem examination under the aegis of the Procurator Fiscal and samples retained for further examination after the body was released. In this case the form is signed by a doctor or pathologist.

The statutory forms do not give any detail about the ceremony itself so non-statutory forms are used, provided by individual crematoria.

They vary greatly in the detail they give, but expect to include at minimum:

- full details of the person completing the cremation paperwork
- date and time of service
- the chapel to be used
- the name of the officiant

Specifics such as:

- whether an organist is required
- use of audio-visual equipment
- witness charging
- provision of a casket for ashes
- the Funeral Director statement of the construction of the coffin
- whether curtains are to close

A further form may be used solely for the detail of music required, whether this be by an organist or in recorded form. The person completing the crematorium's own paperwork may also be asked to sign their consent to the crematorium not carrying out cremation on the day of the ceremony (the

procedure referred to as “holding over”).

There may also be a question relating to the fate of metal implants such as knees or hips which may survive cremation. Options for return or recycling may be offered.

Crematorium Management Plan

Each crematorium should have a management plan, which is essentially the crematorium’s operating manual. The plan should be made available for inspection by the Inspector of Cremation. It should also be made available to be viewed by any member of the public who asks to see it.

The plan should contain all procedures as to how cremations are carried out, as well as details of the operation of all equipment as well as how and when it will be serviced.

Joint cremations:

A joint cremation can be done where the applicant asks for it and if the crematorium is able to facilitate it. This may depend on the size of the cremator or whether there are any other operational restrictions. If the cremation authority is unable to offer a joint cremation, they have the option under the 2016 Act to refuse the application.

Learning Outcome 3	Understand the purpose of the Federation of Burial and Cremation Authorities’ (FBCA) Code of Practice and general
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RESPONSIBILITIES

There are, even now, many myths surrounding cremation; amongst the most common of which are that crematoria and Funeral Directors re-use coffins and that the ashes the family gets back are not their own.

The Federation of Burial and Cremation Authorities (FBCA) publishes a Code of Practice for Crematoria which go some way to addressing these questions. Familiarity with the Code will be useful for Funeral Directors, to whom these questions are often addressed.

The full code can be found here: www.fbca.org.uk/code-of-cremation-practice

In essence, it offers the following assurances:

- that staff have regard to the respect required for the occasion
- that staff are properly trained in their duties, both technically and ethically
- that bodies are not removed after committal without lawful reason
- that coffins are cremated in a timely fashion with written consent from the applicant if this is not on the day of committal and that the whole of the coffin and its contents are cremated
- that identification of the occupant of the coffin is satisfactory and that a proper chain of identification is followed through from receipt to disposal of ashes
- that cremations take place separately
- that coffin covers are only used with consent of the applicant
- that metals surviving cremation are properly disposed of
- that ashes are properly identified and treated with respect
- that equipment is properly serviced
- that the law is observed

It is worth noting that these principles are a code, rather than a statutory requirement. This becomes significant particularly in the case of multiple cremations where a cremation authority might consent to, for example, the cremation in one coffin of a parent and child, if that were technically possible.

The Institute of Cemetery and Crematorium Management (ICCM) publishes Guiding Principles for Burial and Cremation. Like the FBCA Code it stresses the importance of respect for the work and the importance of training. It can be found here: www.leicester.gov.uk/media/178165/iccm-guiding-principles-for-burials-and-cremations.pdf

More guidance from the ICCM is here:

www.iccm-uk.com/iccm/index.php?pagename=guidance

Other provisions include:

- flexibility in working hours to ensure service is provided
- attention to environmental considerations, including emissions, suitable materials, recycling of grounds waste and other materials (with the Applicant's permission), effective use of energy and plant in the running of the crematorium and giving advice on suitable clothes for the dressing of the deceased
- providing for open coffins during ceremonies, but that coffins are not otherwise disturbed or opened after committal
- that consent is given by the Applicant for the removal of metals after cremation
- that no commercial use is made of the products or residues of cremation
- that there is a right to inspect crematoria upon application to the manager

Funeral Directors have duties too and it is in the interests of all parties that the Funeral Director is mutually cooperative with the cremation authority. The guidelines the FBCA offer includes:

- delivering papers to the crematorium on time
- providing sufficient staff to carry out the funeral
- providing a coffin of sturdy construction which will not emit noxious fumes, has no metal fittings, contains no sawdust or shredded paper and may be easily placed in the cremator
- placing in the coffin only items which will safely and cleanly cremate (this specifically excludes items like glass and copper)
- notifying applicants for the cremation of infants, foetal remains and body parts comprising only soft tissue that no ashes may be produced.
- providing ashes caskets of sufficient size to accommodate the ashes.

From this follows the importance both of local knowledge and research prior to booking a cremation. For example, the size of available cremator chambers and the acceptability of Card-board, wool and wicker coffins vary and must be checked. Where necessary it might be possible to hold the ceremony at a local crematorium but carry out the actual cremation in a different location.

Not all crematoria will place cremation ashes in a casket provided by the Funeral Director.

Learning Outcome 4	Know the administrative process for cremation.
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METHOD & PROCEDURE

As with many aspects of the Funeral Director's work different locations will have their own little quirks. However, a generic method for booking and effecting a cremation is offered below.

To begin with you need to know some basic things about the case. For example, you will need at an early stage to know what set of paperwork is going to be required so that it can be put in hand. This may depend on such factors as whether the Procurator Fiscal is involved. You may be working in an area served by more than one crematorium which may in turn have more than one chapel. This choice can be defined by a range of factors such as cost, prior services having taken place, capacity, availability, geography and aesthetics. You need to know what music facilities are available which may also inform the client's choice of location. If only digital music is available, the client may opt for a location where a live organist can be used.

It is also important to establish who is to be the applicant. Particular regard should be given to the implications this has for the fate of the ashes, as only the applicant can authorise their disposal by the crematorium. Authority for disposal of the ashes by the Funeral Director rests with the Funeral Director's client, with whom the Funeral Director has a contract.

This may not be the applicant for cremation. It is important to note that acceptance of an instruction for the disposal of ashes from a party other than the Funeral Director's client may constitute a breach of contract, even if the instruction comes from the applicant for cremation.

Below is a checklist of some basic questions need to be asked. The goal in what follows is not to go into the detail of the ceremony itself, but to focus on those things required to enable cremation to go ahead.

Basic Questions

- which crematorium?

- which chapel, if there is more than one?
- is the Procurator Fiscal involved?
- who is to be the applicant?
- method of ashes disposal
 - The question should also be asked how soon this is to take place. If ashes are required for interment or scattering the same or next day, the crematorium should be notified as they may need to keep a cremator available. Consideration should also be given for the timing of the ceremony to ensure that sufficient time is available to carry out cremation.
- method of metals disposal
 - applicants are entitled to have metals returned to them but many crematoria now offer the facility for metals to be recycled to charitable benefit.
- means of music (to book organist or electronic system if applicable)
- will a single timeslot be sufficient?
- are religious symbols applicable?
- are implants to be removed?
- is charging to be witnessed?

To these may be added other things according to local practice. For example, it may be that you as Funeral Director have to establish means of committal, whether it be by curtain, movement of the coffin, use of gates, voile or other means. Having established these basic details, it is then necessary to put the process in hand.

Procedure

- book the crematorium
 - This might be done in a number of ways, whether it be by telephone, through an automated system or online. Crematoria often issue an email confirmation of the booking which should be checked and kept with the file
- order papers
 - You will have established what papers will be required for the case. Now is the time to put these in hand if it was not done following the first call. This may involve contacting

a surgery or hospital, or contacting the Procurator Fiscal to notify them of the proposed cremation. If not already known you should at this time also confirm the method of payment for any papers.

- collect Form 14 or certificate after registration (if applicable) from client
- obtain signatures from Applicant on any or all of:
 - o Form A1 or relevant statutory form
 - authority for disposal of ashes
 - confirmation of holding over / metals disposal / acceptance of local regulations o authority for recording or webcasting
 - implant removal form
 - ashes waiver in the case of infant* or body parts
- book an organist (where not provided by the crematorium) and advise of music requirements OR book from the digital music service any music not already on the crematorium's system.
- complete Notice of Particulars and any separate music instruction form
- ensure necessary implants are removed
 - Requirements and procedures for this are at the end of this section
- unite and despatch papers to the crematorium
 - Once the set of paperwork is complete, it should be sent or delivered to the crematorium. If fine details such as music or the method of committal remain to be settled these may be confirmed subsequently. It is preferred that papers are not sent by post but if this must be done Special Delivery is recommended (bearing in mind that if the 9.00am service is used this may arrive before the crematorium office opens and the papers may be held at the sorting office).

* Infant Cremation in Scotland

It should be noted that the National Committee for Infant Cremation, in conjunction with both the FBCA and the ICCM, has prepared a policy statement on the subject of ashes. It advises that the words "ashes" and "cremated remains" are interchangeable and describe "all that is left in the cremator at the end of the cremation process and following the removal of any metal', irrespective of their composition." All those involved are enjoined to maximise the amount of ashes recovered.

Where it is believed that there will be none, the crematorium (or hospital where the hospital is arranging the cremation) will contact the applicant to notify them of this. The Committee suggests that such cases will be rare.

Learning Outcome 5	Know the methods and documentation for the disposal of ashes
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DISPOSAL OF ASHES

After cremation the crematorium will provide a Certificate of Cremation. This should accompany the ashes at all times and be handed to the authority where final disposal takes place.

The NAFD publishes guidance for the handling of cremation ashes alongside its Code of Practice.

Administration of Ashes Procedures – Best Practice Guidance to Members

All funeral firms should ensure they have written instructions from the applicant for cremation with regard to the disposal of the ashes and, when this involves the Funeral Director collecting the remains from the crematorium, a stringent audit trail should be recorded. It may be of use to keep a photocopy of the preliminary application form for future reference of applicant and final details.

When a Funeral Director has collected ashes from a crematorium on behalf of the applicant, the Funeral Director should give written notice to the applicant that the ashes are ready for collection from the Funeral Director. The written notice should be sent as soon as reasonably practical.

A form should be produced with instructions for the collection and release of ashes and be completed by a member of staff to record the following information - this should be a separate sheet for each container of ashes for data protection and client confidentiality:-

- details of the deceased;
- remains collected from where, when and by whom;
- remains stored at what location and in what container;
- instructions for the release/disposal of the ashes;
- name, address and telephone number of the applicant for cremation.

A record sheet or register should be kept within the funeral home with an account of all ashes within

the premises.

Identification of the ashes should be checked each time an entry is recorded and the Certificate of Cremation should be retained with the ashes at all times.

The Funeral Director should release ashes or accept instruction for their disposal only from his or her client, with whom there is a contract. The client may not necessarily be the applicant for cremation. Identification of the client should be checked before releasing the remains and, if they are to be released to a third party, written authority must be obtained from and confirmed with the client before release.

When ashes are released a record should be made of who collected them (name, address and contact details), when they were collected and in what type of container. This should be signed by the person who collected the remains and the member of staff who released them.

Over the last few years the options available for the disposal of ashes has increased radically. It would be impossible for the Funeral Director to have permanently on display and available the full range of possibilities, however broad options should be available.

Learning Outcome 6	Understand the scattering/interment of ashes.
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Ashes may be:

Scattered at a crematorium

- where ashes are scattered at the crematorium of cremation, the applicant's signature of authority to do this is sufficient. If the applicant or other party wishes to witness the scattering this is arranged with the crematorium direct or provided as a service by the Funeral Director. It is unlikely that there will be any charge for this from the crematorium.
- where ashes are scattered at a crematorium other than that of cremation, a separate disposal application will be required and it should be expected that a fee will be payable.

Interred in a cemetery or churchyard

- where ashes are interred, the Funeral Director should follow the same procedures as for burial, replacing the disposal certificate with the Certificate of Cremation provided by the crematorium.
- it is worth drawing to the client's attention that where ashes are interred this interment carries the same status as interment of a body and that an exhumation licence or diocesan faculty would be required for exhumation. No license or faculty is required for the removal of ashes from an above ground chamber such as a columbarium or Sanctum 2000.
- clients should also, as with full burial, be advised prior to proceeding of the regulations relating to memorials, which in gardens of rest may be quite prescriptive in the interests of achieving uniformity.

Placed in a Columbarium

- either in the crematorium itself or in another location there may be wall-mounted niches holding one or more sets of ashes, enclosed by a memorial tablet. It may be that purchase of such a niche constitutes a memorial permit application direct with the crematorium which contracts that work to a particular stonemason. Alternatively, the Funeral Director or a separate stonemason may be able to carry out the work. Practice varies, requiring local knowledge or research.

Scattered or interred privately

- the family may wish to scatter or arrange interment of the ashes privately. In such a case the applicant signs an ashes authority either to collect the ashes direct from the
- crematorium, or for the Funeral Director to collect them in the first instance for release to the applicant.
- the crematorium is likely to have a policy on how long they will retain ashes before scattering or charging for storage. Funeral Directors may also have such a policy.
- the Funeral Director should release the ashes only to their client (who may not be the Applicant for Cremation), unless they have written authority from the client to release them to another party.
- a signature and identification should be provided by the person to whom ashes are released.

- Funeral Directors should advise the client that permission must be sought from the burial authority or landowner prior to interment or scattering of ashes and that the Certificate of Cremation should be presented to that person.

Buried at Sea

In Scotland, burials at sea are controlled by Marine Scotland which does not encourage burial at sea. This is mainly because a body buried at sea will be subject to movement by currents with the inevitable risk of it being returned to shore. Additionally, fishing activity around the Scottish coastline is particularly intense and the risk of a coffin being trawled up soon after burial is extremely high. It should perhaps be noted that no burials at sea have been carried out since 1999.

Marine Scotland recommends cremation, followed by scattering of the cremated remains at sea, as an alternative to burial at sea for all of the reasons stated above

No licence is required for the scattering of cremated remains at sea, but the **Burial/Scattering of Cremated remains at Sea Guidance** should be consulted for further details.

Learning Outcome 7	Know the available options for memorialisation.
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Used for Keepsakes

- the range of keepsake options for ashes is vast, covering such things as jewellery, paperweights, vases, ornaments, fireworks, and others. The Funeral Director should be ready to assist the client with these services, even if that extends only to making contact with a provider.
- the client should be made aware that such options utilise only a small portion of the ashes and that a disposal option will be required for the balance

CARRIAGE OF ASHES TO ANOTHER PARTY

If the Funeral Director is asked to despatch ashes to another party, a reputable carrier should always be used. The weight of the consignment will be required. The ashes should be securely and protectively wrapped and identified, accompanied by the Certificate of Cremation.

Where ashes are being despatched internationally, the crematorium may provide an overseas

certificate.

The Funeral Director should always follow proper consular procedure when sending ashes internationally, which will include the Funeral Director's own declaration of contents in these terms:

[date]

TO WHOM IT MAY CONCERN

I [name], Funeral Director of [firm name and address] declare that this container holds only the ashes of the late [name] who died at [location and address] on [date].

The cremation took place at [crematorium and address] on [date]. Signed:

[name]

It is preferred that ashes be sent only into the care of another Funeral Director, who may be expected to have in place robust procedures for handling and releasing them.

Learning Outcome 8	Know the current guidelines for the disposal of unclaimed ashes.
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UNCOLLECTED ASHES

It is not uncommon for Funeral Directors to find that they have in their keeping ashes for which the cremation took place some considerable time ago.

Sensitivity is required in handling this situation. It should not be forgotten that the subject of final disposal is an emotionally challenging one. Nevertheless, it is vital that it is addressed during the arrangement meeting and the need for a final decision made clear. Funeral Directors should always be ready to hold ashes pending that decision, but parameters should be set for the timing of that decision.

Where ashes have been held for some time and the Funeral Director feels that continued retention is not a possibility or contact with the client has been lost, the National Association of Funeral Directors provides the following guidelines on how to proceed.

These are designed to provide funeral firms with a consistent approach and guidelines ('best practice') for the disposal of ashes where ownership is either not known or not traceable. Whilst this situation has to be addressed, due to the sensitivity of the issue it is imperative that funeral firms take all reasonable steps to establish ownership prior to disposal.

Action to be taken Prior to Scattering

- the funeral firm should satisfy itself that all reasonable efforts have been made to identify and trace the legal owner of the ashes.
- all company records should be researched and reviewed in an attempt to establish ownership.
- every reasonable attempt should be made to contact the family, i.e. the last known address of the deceased or signatory of the cremation papers should be visited if practicable.
- the signatory/person who arranged the funeral (if known) should be advised in writing via Royal Mail recorded delivery that, unless instructions are given to the funeral firm within twenty-eight days, the ashes will be scattered at the firm's discretion or returned to the nearest crematorium.
- an appropriately worded advertisement should be placed in local newspapers giving 28 days' notice of scattering.

Scattering – The options

The ashes must have been in the funeral firm's possession for a minimum of five years, with all previous attempts of returning the ashes to the client having proved unsuccessful.

- return the ashes to the local crematorium for scattering (in the garden of remembrance if possible) or, alternatively, within curtilage of the funeral home, if appropriate.
- purchase a single plot in the local cemetery/churchyard for interment.
- scatter the ashes at local beauty spot, with landowner's permission.
- the funeral firm should seriously consider whether or not to achieve positive PR by publicising any subsequent 'scattering event' and involving local media.

Overview

- in order to avoid a recurrence of untraceable ownership of ashes it is essential that, for the

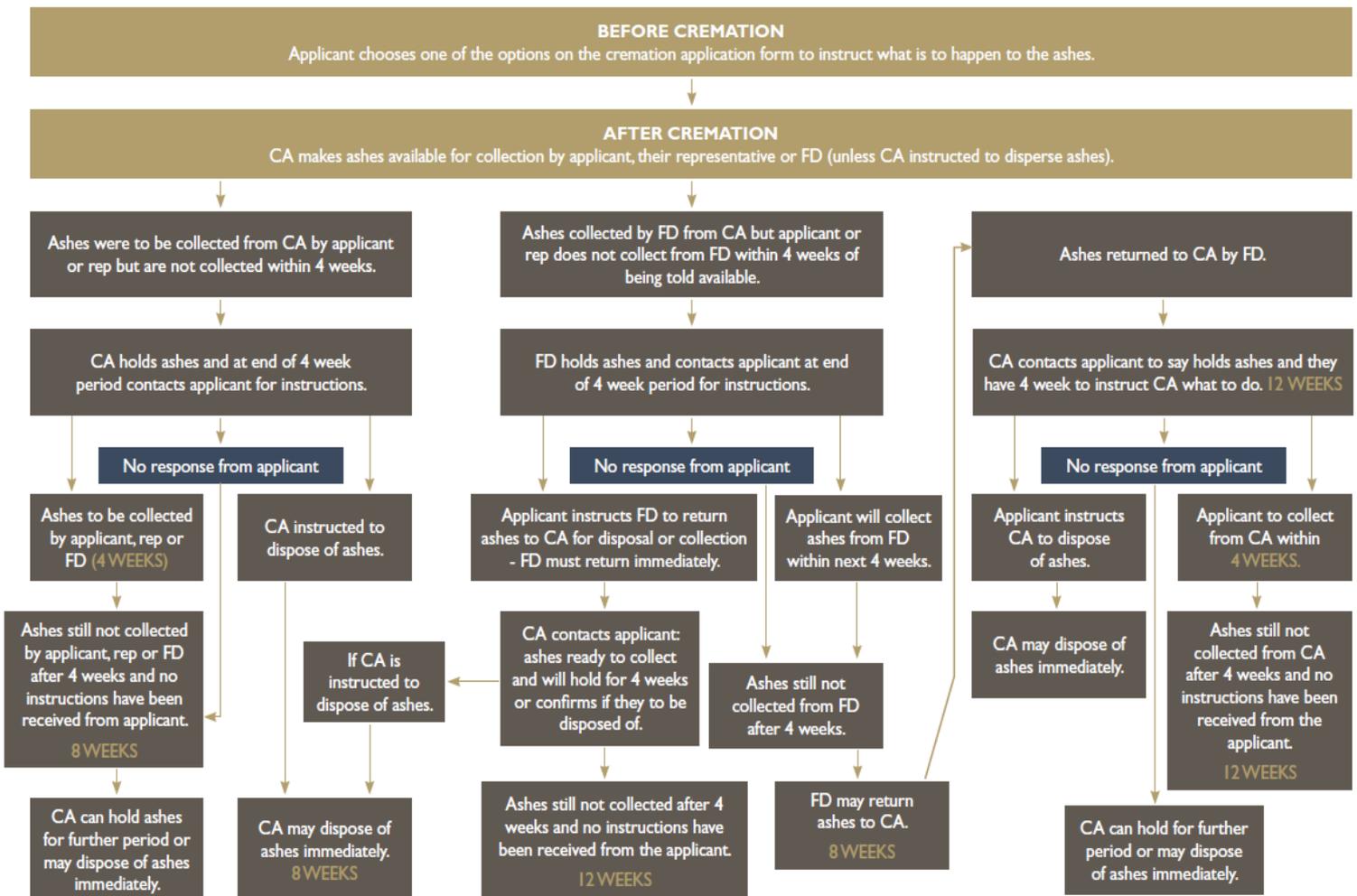
future, comprehensive documentation is maintained, clearly stating details of ownership and giving instructions for disposal/retention.

- always obtain a signature for the instructions.

Whilst the National Association of Funeral Directors recommend these guidelines should be followed, it cannot take responsibility in the event of any action being brought against a member company or individual.

The Cremation regulations contain the following flow chart, which is a useful reference:

HANDLING OF ASHES – ALL TIMESCALES ARE MINIMUM AND CAN BE EXTENDED



Learning Outcome 9 Know which surgical implants require removal.

REMOVAL OF IMPLANTS

Below is a list of implants which may be hazardous during cremation. It is recommended that, to ensure the health and safety of colleagues, a medical practitioner be requested to remove the implant and the client advised of any charge that will be made for carrying out this service.



Pacemaker



Implantable
Cardioverter
Defibrillators (ICDs)



Cardiac
resynchronization
therapy devices
(CRTDs)



Implantable
loop
recorders



Ventricular
assist devices



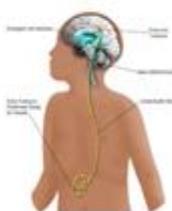
Syringe
drivers



Bone
growth
stimulators



Neurostimulators



Hydrocephalus
programmable
shunts

Other battery powered implants:



Fixion
intramedullary
nailing system



Brachytherapy
(usually to prostate
or thyroid)



Silicon implants
(typically in the
breast or buttock)

Dental mercury amalgam is also on the list, but unless present in significant quantities (e.g. not fillings) is unlikely to be problematic.