

Help and advice for people who have been bereaved

 Information for family and friends



We would like to express our sympathy for the sad loss of your loved one.

We appreciate that this can be a very sad and distressing time and hope we can provide you with a little help and comfort during this difficult period. There are a number of matters you now need to arrange. We hope the following information will be helpful.

However, please note that Sheffield Teaching Hospitals NHS Foundation Trust does not recommend any organisation mentioned in this leaflet in particular. Nor does inclusion in the leaflet represent a recommendation by the Trust.

At Sheffield Teaching Hospitals we routinely review patients' care records to reflect upon the care they received, ensuring we share good practice and inform improvements for our future patients. You may be contacted, by the Hospital, if a review has been undertaken to share findings.

If in the meantime you have any feedback, queries or concerns about the care given, you can contact PALS on 0114 271 2119 or sth.pals@nhs.net and they will help you.



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Alternative formats can be available on request.
Please email: sth.alternativeformats@nhs.net

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Part 1: Practical Guidance

Bereavement Services

The Bereavement Office is notified of a death by a staff member on the hospital ward, who also provides the name and telephone number of a family member. The Bereavement Office aims to contact that person within one working day to advise what will happen next. The Bereavement Office works Monday to Friday 08:00 to 16:00.

Property

If any property belonging to your family member/friend is not returned to you by the ward at the time of death then the belongings are taken to the Bereavement Office. The Bereavement Office will liaise with you on how and when this can be collected.

Viewings in the Chapel of Rest

Appointments for viewings can be arranged with the Mortuary via the Bereavement Office for a convenient time and date, whilst the Mortuaries endeavour to fulfil the family's wishes, there may be times when this is not achievable due to circumstances beyond our control.

Only immediate next of kin (subject to a maximum number of 4) are permitted to pay their respects, other family members, friends and acquaintances are respectfully advised to pay their respects at the chosen Funeral Home, although discretion can be given in certain circumstances. The viewing appointment is limited to 1 hour and multiple viewings of the same patient is not permitted. Family members wishing to arrange a viewing must be able to provide details of the deceased and themselves. Families are required to attend the Bereavement Office at NGH and Reception Desk Entrance B Floor at RHH 5 minutes before the appointment time. Any delays must be notified to the Mortuary as soon as possible as this may have an effect on whether the viewing can proceed. Mortuary Dept is open from 9am - 3pm Monday to Friday.

What Happens Next?

The paperwork is completed in a timely manner by a doctor who directly cared for your relative/friend whilst they were in hospital. We aim to have this completed within 3 working days. However, this is not always possible if the doctor is unavailable or the death has been reported to the Coroner (see page 3 for information about the Coroner's Office).

If your relative/friend's faith requires them to be buried or cremated within 24 hours, or as soon as possible, we will do our best to facilitate this.

As part of the process to complete the Medical Certificate of the Cause of Death (MCCD) the medical notes of the patient will be reviewed by the Medical Examiners Services.

What is a Medical Examiner?

Medical Examiners Service

Who are medical examiners and medical examiner officers, and what do they do?

Medical examiners are senior NHS doctors who, after completing specialist training work part time in this role. Their job is to give an independent view on causes of death and the care provided (except for deaths which have to be investigated by a coroner).

Medical examiners and their staff (usually called medical examiner officers) offer families and carers of the person who died an opportunity to ask questions or raise concerns about the causes of death, or about the care the person received before their death. This will usually be through a telephone call, or sometimes a meeting. They can explain what medical language means and make it easier to understand what happened. Medical examiners also look at relevant medical records and discuss the causes of death with the doctor who is completing the official form known as the Medical Certificate of Cause of Death.

You can be confident medical examiners and medical examiner officers will provide an independent view. They will never look into the causes of death of a person

If you require any further information about the Medical Examiners Service, you can contact them via the hospital switchboard 0114 243 4343.

What is the Medical Certificate of Cause of Death?

This is the certificate issued by a doctor who has seen the patient whilst still alive stating the cause of death. This certificate is required by the Register Office to allow the death to be registered.

In cases of sudden or accidental death and even if the patient has been in hospital for some time, the doctor may have to inform the Coroner's Office and the Coroner may issue the Cause of Death Certificate.

Why might I have to get the Medical Certificate of Cause of Death from the Coroner?

The Coroner is an independent judicial officer who is required by law to investigate the cause and circumstances of unexpected or unnatural deaths. As part of this investigation the coroner's office will contact the next of kin by phone.

The bereavement staff will contact you to notify you if the death has been reported to the coroner.

There are usually one of three outcomes that will occur after the coroner's investigation

1. The coroner will allow the hospital to issue the medical certificate of the cause of death
2. The coroner will order a post-mortem examination to help establish the cause of death

3. The coroner will order an inquest without having a post-mortem

If a post-mortem is carried out and the death is found to be due to natural causes the coroner will issue the certificate of cause of death and papers that allow the death to be registered. However, if the post-mortem shows that the death is due to unnatural events the coroner must hold an inquest.

The address of the Coroner's office is:
Medico-legal centre, Watery Street, Sheffield,
S3 7ES Tel: 0114 273 8721

Registering a Death

If the hospital is issuing the Medical Certificate of the Cause of death the Bereavement services will once again contact, you by phone and explain what happens next with regards to registering the death. You do not have to attend the hospital to collect the certificate, but this will be emailed on a secure email direct to the register office.

When do I need to register the death?

In England and Wales, deaths should be registered within 5 days. The death must be registered within the district the person died.

Where do I register the death?

To register the death, you will need to arrange an appointment with the Registrar's Office. You can do this by phone on 0114 203 9427 or alternatively you can book an appointment online at www.sheffield.gov.uk/registeroffice and click on 'Register a death'.

The appointment will take place at the register office.

Sheffield Registrar's Office
The Town Hall (Back entrance)
Pinstone Street
Sheffield
S1 2HH
(see map on page 17).

If the person who has died did not live in Sheffield or you do not live in Sheffield, you can choose to make a 'Declaration of registration' in the town or city where they lived, or you live. However, this can mean that it will take longer to make funeral arrangements with a possible delay.

Barnsley Register Office	01226 773 555
Doncaster Register Office	01302 735 222
Rotherham Register Office	01709 823 542
Chesterfield Register Office	01629 533 110
Bakewell Register Office	01629 535 261
Worksop Register Office	0300 500 8080

You can search these register offices online to make an appointment.

What information will the Registrar need?

When you go to register a death, you will be asked for certain pieces of information about the person who has died. The Registrar will need to know the person's:

- Date and place of death
- Name and surname of the deceased
- Maiden surname, if the deceased was a woman who had married
- Date and place of birth
- Occupation
- Name and occupation of spouse, where the deceased was married or widowed
- Name and occupation of civil partner, where the deceased was in a civil partnership or was a surviving civil partner
- Usual address
- Whether the deceased received a pension or allowance from public funds

Most of this information can be found on the documents that you are asked to take with you.

What will I get from the registrar?

Once you have answered all these questions the registrar will give you:

- The death certificate. There is a fee for each certificate you get
- A certificate of burial or cremation (the green form for the Funeral Director) No charge for this certificate

If you find you need extra certificates later, then you will still be able to get them, but will be charged for each additional one you get.

People to inform

'Tell Us Once'

When someone dies, informing the official organisations such as local government agencies and departments can be a repetitive and difficult process. 'Tell Us Once' is an innovative cross government service that enables people to report changes in their circumstances to government just once. This service will be offered routinely to people registering a death by the Register Office.

Following registration the Registrar will provide you with details of this service which you can then contact online or by telephone. Please ask the Register Office for details.

The following departments will be informed through this service.

Local Councils

- Housing benefit office
- Council tax payments and benefits office
- Council housing
- Libraries
- Blue badges - please bring the blue badge with you if available
- Adult Social Care

Identity and Passport Service

- Passport cancellation

Driver and Vehicle Licensing Agency

- Driving licence cancellation

In addition to the previous page there may be other organisations to contact, where Tell Us Once wouldn't apply.

Please use the following as guidance to see if you have contacted everyone you need.

Service

- | | |
|---|---|
| <input type="checkbox"/> Executors of the estate (Will) | <input type="checkbox"/> Motor insurance |
| <input type="checkbox"/> Priest, Vicar, Minister or Faith Leader | <input type="checkbox"/> Electricity, gas, telephone, water companies |
| <input type="checkbox"/> Residential or nursing home | <input type="checkbox"/> Social services (Home helps, home care) |
| <input type="checkbox"/> Family doctor | <input type="checkbox"/> Royal mail, newsagent and milk deliveries |
| <input type="checkbox"/> Any hospital your loved one was attending | <input type="checkbox"/> Landlord, Housing Department |
| <input type="checkbox"/> Inland Revenue | <input type="checkbox"/> Schools, college or university |
| <input type="checkbox"/> Place of work (Occupational pension) | <input type="checkbox"/> Careline (personal alarm service) |
| <input type="checkbox"/> Solicitor | <input type="checkbox"/> Cancel any appointments |
| <input type="checkbox"/> Bank, giro, credit cards, building society | <input type="checkbox"/> Community Equipment Service |
| <input type="checkbox"/> Insurance companies | <input type="checkbox"/> Social Media/Email account |

Arranging the Funeral

When can I start to arrange the funeral?

You can begin to make funeral arrangements as soon as you feel ready to do so. You do not have to wait until you have the Medical Certificate of Cause of Death issued by the doctor, or have registered the death.

How do I find a funeral director?

Prices for funerals do vary and you may wish to get some quotes before proceeding with the arrangements. You can find a list of funeral directors on the internet at **www.yell.com** or you can use a search engine for funeral directors in your local area.

Funeral directors are currently offering different services due to Covid-19 restrictions and so speaking with a couple might help you to find the best service for you.

Can I get any help with the cost of a funeral?

The Department of Social Security determine a claim by what benefit(s) the next of kin is claiming and not what the deceased claimed so if you are on income support, housing benefit or family credit you may be able to get help with the cost of a funeral. Please contact your local Department of Social Security office to find out if you qualify before you make any funeral arrangements. If you do qualify, your Funeral Director will be able to help you make any claim. Please check the details carefully so that you understand which costs the Department of Social Security is able to help you with.

If you require further help and guidance with what to do next you may wish to contact the Bereavement Advice Team on:

Web: **www.bereavementadvice.org**

Tel: 080 0634 9494

Email: info@bereavementadvice.org

Hospital Chaplains

Hospital Chaplains are available to support you, whether or not you belong to a particular faith community. They can say prayers, or offer time and space to listen and support. There are also chapels and prayer rooms on most hospital sites. If you would like to see a Chaplain, please ask a member of staff. Or you can contact them through the main switchboard on 0114 243 4343.

Stopping Junk Mail to the recently deceased

If someone you know has died, the amount of unwanted marketing post being sent to them can be greatly reduced which helps to stop painful daily reminders.

By registering with the free service **www.stopmail.co.uk** the names and addresses of the deceased are removed from mailing lists, stopping most advertising mail within as little as six weeks. If you cannot access the internet you can call 080 8168 9607, where you will be asked for very simple information that will take only a few minutes to complete. Alternatively, ask the bereavement team for a leaflet that can be returned in the post.

This free of charge service provided by the Bereavement Support Network will actively reduce the unwanted marketing mail but also can help reduce the likelihood of identity theft following the death of someone close. The information is not used for any other purpose and you only have to complete this once. Additionally to Stop Mail a comparable service can also be accessed from the Bereavement Register or Deceased Preference Service if you would prefer to use them.

Where can I get more information?

If you are unsure about anything to do with your appointment with our Bereavement Advisors or about registering a death then please do not hesitate to call us on:

Royal Hallamshire Hospital: 0114 271 2385

Northern General Hospital: 0114 271 4555
0114 271 4049
0114 271 4866

Weston Park Hospital: 0114 271 2385

The Trust Bereavement Services Manager: 0114 271 4555

Sheffield Hospitals Charity



Giving a gift in memory of a loved one is an extremely valuable way to commemorate their life. By donating to Sheffield Hospitals Charity you can play a vital role in helping to improve the future care and treatment of local patients.

Donations can be made via our secure website at **sheffieldhospitalscharity.org.uk** or by sending a cheque made payable to 'Sheffield Hospitals Charity' to:

Freepost RTLA-AKYY-TKEE Sheffield Hospitals Charity,
Fulwood House,
5 Old Fulwood Road,
Sheffield
S10 3TG

Please include your contact details so we can thank you for your kind support.

Please get in touch with us if we can help in any way, by calling 0114 271 1351 or emailing charity@shct.nhs.uk

Part 2: Emotional Support

Grief

Grief is a normal response to a loss. For most people, grieving can be one of the most difficult things they will ever experience and people can worry about whether their feelings are normal. This section explains how you may feel following bereavement.

Grief is often described as a process, and you're likely to go back and forth between a range of emotions over time. Everyone experiences grief differently and there is no 'right' or 'wrong' way to grieve. However some reactions are very common and you may experience some or all of the following:

Shock and numbness:

You may find it hard to believe that the person has died, particularly if the death is unexpected. In response to shock, you might carry on as normal or have a sense that nothing seems real. These feelings can continue for some time after a death, and can be a natural response to overwhelming emotion.

Anger:

It is common to feel angry when you have lost someone you care about. This can be anger at the situation, at the person who has died, at other people such as family members or health care professionals, or anger at yourself.

Relief:

You may feel a sense of relief after a person has died. This is normal response to grief, particularly if the person you have lost was ill for a long time, in a lot of pain or needed a lot of care.

Yearning or pining:

The feeling of missing the person can be overwhelming, and you may find that you think about the person who has died all of the time. You may continue to 'see' or 'hear' the person who has died, and have a strong sense of them around you.

Sadness:

You may feel intense sadness or like you have lost your purpose. These emotions do not always come straight away, and are not always expressed by crying, however crying is common.

Guilt:

Lots of people feel guilty after the death of someone close to them. You might have a sense that you are to blame or that there was more you could have done. You may also feel guilty if you had a difficult or confusing relationship with the person who has died.

Loneliness:

You may feel very lonely following the death of a person close to you, even if you are surrounded by people. This is a natural reaction to the loss of a person you have been used to seeing every day.

Anxiety:

You may have times where you feel intense anxiety or helplessness. This can range from a general sense of insecurity to an overwhelming experience, such as a panic attack.

Physical Effects:

Grief can feel like a physical pain, for example tightness in the chest or hollowness in the stomach. The overwhelming emotions associated with grief also have an impact on the body. This can include: headaches, dizziness, dry mouth, breathlessness, feeling sick, confusion, difficulty concentrating, change in sleep and appetite, and fatigue.

These feelings usually reduce over time, although this can take a year or more. It is important that you receive all of the support you need whilst you are grieving after a loss, so that the healing process can take place.

Grief in children and teenagers

Children generally do not understand the meaning of death until they are about three or four years old, however young children can still experience grief following the death of a person they were close to. Young children may need to be reminded the person who has died will not come back again, but that they can still remember the things they did together.

Older children may understand what death means, but can struggle to understand their own emotions. They can also worry that they or other people they love will die.

Teenagers can find it harder to cope than younger children. They may cope in ways that are difficult for you to deal with, such as refusing to talk or getting angry.

If possible, it can be helpful for a trusted person to explain to a child what has happened in a way that they understand.

Coping with grief

The grieving process is different for everyone and so are the things that can help people to cope through the distress. Here is a list of suggestions that might help:

- Take time to feel the loss. This helps to process the experience
- Allow yourself to express your grief in your own way
- Find ways to relieve stress. E.g. exercise, relaxation or prayer
- Take care of your body, try to rest and eat well
- Talk to those around you. It is normal to repeat yourself and this is all part of processing your loss
- Take care and time over big decisions
- Remember there is no time frame in which to grieve
- Sometimes it can be helpful to talk to someone outside of your social network.
- Allow yourself to change, feel happiness and form new relationships in your own timeframe.

Support following a bereavement

Any concerns you have about your own health during this time should be checked out with your own family doctor (GP).

Most grieving individuals find it helpful to talk to their family and friends who can provide comfort and support. Some people may find that they need this from people outside their immediate circle of friends and family. There are many voluntary organisations that provide specific help and support. Some people also feel it beneficial talking to their GP or religious leader.

You may wish to visit the NHS website for bereavement support and information on **www.nhs.uk/livewell/bereavement**

If you require further help and guidance with what to do next you may wish to contact the Bereavement Advice Team on:

Web: **www.bereavementadvice.org**

Tel: 080 0634 9494

Email: info@bereavementadvice.org

If you feel you need counselling you may wish to contact the bereavement charity Cruse Bereavement Care who offer support, advice and information to children, young people and adults when someone is bereaved.

Web: **www.cruse.org.uk**

National Tel: 080 8808 1677

National Email: helpline@cruse.org.uk

Sheffield Tel: 0114 249 3328

Sheffield Email: Sheffield@cruse.org.uk

Sheffield Address: 2nd Floor,
Alpha House,
2 - 10 Carver Street,
Sheffield,
S1 4FS

If you are aged over 50 you may wish to contact Age UK who offer advice on managing finance, accessing local services, social activities, dementia support, housing and care home support. Their opening times are Monday to Thursday 9.00am - 5.00pm.

Address: Age UK Sheffield
First Floor,
South Yorkshire Fire & Rescue,
197 Eyre Street,
Sheffield,
S1 3FG

Tel: 0114 250 2850

Email: enquiries@ageuksheffield.org.uk

Web: www.ageuk.org.uk/sheffield

I would like to talk to somebody

Listening Ear

Tel: 0151 488 6648

www.listening-ear.co.uk/refer

Listening Ear is a free phone helpline (Monday to Friday 10am - 5pm), offering support, advice and guidance to anyone over the age of 11 in Sheffield, who is registered with a GP in South Yorkshire and is bereaved during the Covid-19 crisis.

Here to Hear

Tel: 033 3344 5659

Here to Hear is a Sheffield based multi-faith, multi-language pastoral helpline (10am - 4pm) for anyone affected by bereavement.

I would like online help and support

Cruse

Tel: 0114 249 3328

www.cruse.org.uk/get-help/local-services/yorkshire-and-humber/sheffield

Cruse Bereavement Care contains lots of useful self-help information relating to bereavement, as well as how Covid-19 is affecting bereavement. There is also a phone line 0808 808 1677 open Monday to Friday 9.30am - 5pm

The Good Grief Trust

www.thegoodgrieftrust.org

The Good Grief Trust provides information on resources and services to support those who are bereaved.

I am really struggling with my emotional wellbeing following bereavement

The Samaritans

Tel: 116 123

Email: jo@samaritans.org

Samaritans is there for anyone at any time about anything.

Talk with your GP

Your GP can help you with further advice and support.

Sheffield Mental Health Guide

Sheffield Mental Health Guide features a host of information about support that is available across the city around adult mental health services, children and young people's mental health services and general support.

Further support services

The National Bereavement Service

Tel: 080 0024 6121

www.thenbs.org

A national organisation to support anyone pre/ post bereavement. They offer emotional support, practical advice and have lots of information about the legal aspects of bereavement. They have access to a panel of solicitors who can give quotes to do things like wills and LPA, usually at a much more competitive rate than local solicitors. They have a detailed website, telephone helpline and online chat service. They have an information leaflet which could be emailed or posted out to families.

Down to Earth

Tel: 020 8983 5055

www.quakersocialaction.org.uk/we-can-help/helping-funerals/down-earth

A national organisation that helps people with arranging a meaningful, more affordable funeral. They have lots of information about planning funerals and can speak to people before or after a bereavement, to the person who is dying and can offer support with applying for benefits if eligible, applying for some funding from charities if eligible, giving advice about getting several quotes for funerals. They cannot help after a funeral has taken place.

Age UK

Tel: 0114 250 2850

www.ageuk.org.uk/sheffield

Can support people aged over 50. Can give telephone support and practical help following a bereavement e.g. benefits advice (for people over retirement age) and can occasionally help with helping someone to organise the funeral if the bereaved person needs assistance and doesn't have anyone else to help. Ask Debbie Price for more information re referrals and what they can do.

Carers Centre

Tel: 0114 272 8362

www.sheffieldcarers.org.uk

The Carer's Centre continues to support carers already known to the service, can offer support and advice to anyone who is a carer and do Carer's Assessments to access support for the carer.

Citizens Advice

Tel: 080 8278 7820

www.citizensadvice.org.uk

Help with benefits and financial support following a bereavement.

For people dying of/bereaved by cancer

The Cancer Support Centre

Tel: 0114 553 3330

www.cancersupportcentre.co.uk

Information, advice and emotional support to the person and their family/carers.

Cavendish Centre

Tel: 0114 278 4600

www.cavcare.org.uk

Provides emotional support and alternative therapies to anyone affected by cancer pre/post bereavement.

For supporting bereaved for children

Winston's Wish

Tel: 080 8802 0021

www.winstonswish.org

A national children's bereavement organisation.

Gone Forever

Tel: 0114 243 8773

A local children's bereavement organisation.

Child Bereavement UK

Tel: 080 0028 8840

www.childbereavementuk.org

A national children's bereavement organisation.

Cavendish Centre

Tel: 0114 278 4600

A local support service for anyone affected by the impact of cancer for adults and children, pre and post bereavement.

Online forums for children

www.hopeagain.org.uk is Cruse's children's bereavement organisation and www.riprap.org.uk is primarily for children whose parents have cancer but can be used by children who have other people close to them.

Support App

apartofme.app

This is a free app which was developed by a child psychotherapist in association with St Joseph's Hospice and children bereavement organisations.

It is designed for children over 11 who know someone with a life limiting illness or have experienced bereavement.



The Hospital would like to thank RNS Publications for publishing this information and the following pages contain some features from local services offering their help at this time.

Whilst the Hospital is grateful of their support it does not endorse or recommend any of the services that they provide.



stopping mail

STOPPING JUNK MAIL

It is distressing to deal with a bereavement and unsolicited mail can be insensitive and destructive during a grieving process.

By scanning the below QR code on your phone or visiting www.stopmail.co.uk, we are able to securely share this information with mailing organisations and under the Data Protection Act the information will not be used for any other purpose.

Other benefits reduce the possibility of identity fraud, such as assumed identity and you will only have to supply the information once.



www.stopmail.co.uk

0808 168 9607 from a landline
0333 006 8114 from a mobile

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Karl is our Head of Wills and Probate at Norrie Waite and Slater.

As a full member of STEP (Society of Trust & Estate Practitioners), Karl can provide advice and assistance on a broad range of legal matters affecting people.

Karl and his colleagues pride themselves on providing a friendly and caring service to clients at what can be an emotional and stressful time.

Head Office

9-12 East Parade

Sheffield Centre

S1 2ET

0114 276 6166

www.norriewaite.co.uk

Rotherham
69 Broad Street
Parkgate
S62 6DU
01709 523 983

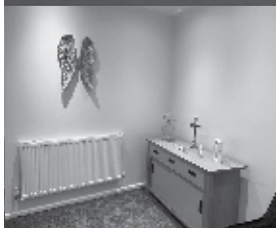
Killamarsh
21-23 Bridge Street
Killamarsh
S21 1AH
0114 248 4890

Norrie Waite & Slater is authorised and regulated by the Solicitors Regulation Authority
The Solicitors Regulation Authority numbers for our offices are:
Head Office: 197548 - Criminal: 471460 - Rotherham: 197553 - Killamarsh: 197552



FAIR COST FUNERALS

FAMILY RUN • FAMILY FOCUSED • FUNERAL DIRECTORS



Fair Cost Funerals is a Sheffield based family run funeral director offering a simple, affordable and low cost alternative to the traditional, costly funeral, giving you the freedom to say farewell in a simple, respectful way with a funeral that suits you and your loved one. All of our funeral packages include low cost cremation fees, doctor's fees, provision of a simple coffin and transportation in our specialised vehicles. In addition to these services we also offer pre-paid plans.



Choose the right service for your needs with one of our simple, low cost funerals below. Each one of our funeral services offers you flexibility and freedom to celebrate the life of your loved one in your own individual way.



Sheffield's Most Affordable Funeral Service

DIRECT FUNERAL £995

Including:

- Direct simple cremation with no mourners present
- Doctor's fees (where applicable)
- Cremation fees
- Simple coffin
- Preparation for cremation in our professional mortuary facilities
- All transportation in a specialised funeral vehicle
- Ashes scattered in our gardens of remembrance. The ashes can be returned to you for an additional fee.
- Additional services can be added

INTIMATE FUNERAL £1395

Including:

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- Choice of music
- Doctor's fees (where applicable)
- Cremation fees
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- Preparation for cremation in our professional mortuary facilities
- All transportation in a specialised funeral vehicle
- Return of ashes in a simple container. Alternatively the ashes can be scattered in the garden of remembrance at the crematorium free of charge
The service will take place at 9am at
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- The cremation will take place at a crematorium of your choice on an available time and date of your choosing on a working weekday



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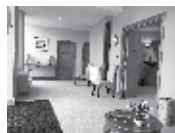
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