# Agreement between client and funeral home concerning the privacy, security, dignity and care of the person who has died

For the time that the body of (*name of the person who has died*) is in the care of (*name of funeral home*), you, \_\_\_\_\_\_\_\_\_\_\_\_\_, Funeral Director, of (*name of funeral home*), undertake to me (*name of client*), the client (henceforth ‘the client’), to keep and care for the body of (*name of the person who has died*) to the best of your care, skill and ability; to guard the dignity of the said body at all times; to apply physical treatments to the said body, and only those physical treatments, as agreed with you and described in this contract; to protect the privacy of the said body; and to safeguard the security of the said body.

There follow the names of the only people who will, under your direct supervision, as employees of (*name of funeral home*), engage in the care of the body of (*name of the person who has died*). Each of them has solemnly promised to honour our instructions, in pledge whereof they have signed this document, having first been introduced to, and approved by, me, the client:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Each of the above has assented to the following conditions and solemnly promised to honour and keep them, in pledge whereof they have signed this document, having first been introduced to, and approved by, me, the client.

# Protecting privacy

1. **IN CASE OF BURIAL**

The body of (*name of the person who has died*) may not be exposed to view of anyone not named above without my prior permission with the exception of a representative of HM Coroner.

**IN CASE OF CREMATION**

The body of (*name of the person who has died*) will not be exposed to view of anyone not named above without my prior permission with the exception of (1) a licensed medical practitioner empowered to make a medical examination of the body (*name of the person who has died*) with the purpose of establishing or confirming cause of death and (2) a representative of the Coroner’s Office.

1. No person involved in the care of the body of (*name of the person who has died*) will ever talk about him/her disrespectfully or disparagingly to any co-worker or to any third party whether in the workplace, at home, or socially.
2. **EITHER** All employees of (*name of funeral home*) will treat all information concerning the body of (*name of the person who has died*) as strictly confidential. Furthermore, no employee of (*name of funeral home*) will reveal any information nor initiate nor respond to any query or discussion concerning the life, death, reputation and funeral arrangements of (*name of the person who has died*) with any unauthorised third party, unless that information is both in the public domain, and generally known and shared in the local community, in which case that employee may respond only in a manner which is positive and complimentary and, if asked, either confirm or make available information which is in the public domain and which I wish to be known (eg, time of funeral). An exception is made in the case of a funeral celebrant appointed by me, with whom you may freely exchange information relating to arrangements for the funeral ceremony.

**OR** All employees of (*name of funeral home*) will treat all information concerning the body, life, death, reputation and funeral arrangements of (*name of the person who has died*) in the strictest confidence. No employee will reveal to any unauthorised third party the contractual relationship of me, the client, with (*name of funeral home*), neither will any employee reveal the presence of the body of (*name of the person who has died*) in our funeral home except with the express permission of the client. An exception is made in the case of a funeral celebrant/minister of religion appointed by me, with whom you may freely exchange information relating to arrangements for the funeral ceremony.

# Safeguarding security and dignity

1. The body of (*name of the person who has died*) will never be left unattended in any vehicle.
2. The body of (*name of the person who has died*) will never be left unattended in any part of the premises of (*name of funeral home*) with the exception of the chapel of rest and the mortuary.
3. When the funeral home premises are unattended the body of (*name of the person who has died*) will stay in the mortuary, which is separately secured within the building.

## Ensuring respect and care

1. You, (*name of funeral director*) have agreed with me the following care regime for the body of (*name of the person who has died*)

*(Delete where inapplicable)*

1. I wish the body to be embalmed / I forbid embalming
2. I require the body to be washed / I do not the body to be washed
3. I require the body to be dressed in clothes supplied by me / I want the body to be gowned
4. I want the hair to be groomed as instructed / according to the photograph supplied
5. I want cosmetics to be applied according to my instructions / as per the photograph supplied
6. I wish the following jewellery to be worn: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. I agree to the eyes being closed with eyecaps / I forbid the eyes to be closed with eyecaps
8. I want the jaw to be closed by suturing / I require the jaw to be supported
9. **EITHER** I, the client, do not wish to assist in the laying out and dressing of the body of (*name of the person who has died*).

**OR** I, the client, wish to assist in the laying out and dressing of the body of (name of the person who has died) and these are the arrangements we have agreed:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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1. In the event of any unforeseen contingency arising with regard to the care of the body of (*name of the person who has died*) (such as unexpectedly rapid deterioration of the body) no employee of (*name of funeral home*)will take unilateral discretionary action, but will consult me, the client, first.
2. Whenever you handle or move the body of (name of the person who has died) you will always do so with the utmost gentleness, as if he/she were unconscious.
3. **EITHER** The body of (*name of the person who has died*) will be laid out and dressed by someone of the same sex. That person’s name is

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**OR** The body of (*name of the person who has died*) will be laid out and dressed by

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. When laying out and dressing the body of (*name of the person who has died*) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ may be assisted by this named individual/these named individuals \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. **EITHER** During the laying out and dressing of the body of (*name of the person who has died*) the mood in the mortuary will be one of silence, serenity, and concentration. There will be no broadcast music or speech, nor will anyone engaged in the task wear a personal music player or engage in any activity (such as eating, drinking or answering the telephone) that would constitute a distraction from the task.

**OR** During the laying out and dressing of (name of the person who has died) the mood in the mortuary will be one of serenity and deep concentration. The following music, and only this music, may/must be played: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. No one present will engage in any activity (such as eating, drinking or answering the telephone) that would constitute a distraction from the task.

1. There will be no talk except that which is necessary for the accomplishment of the task. No voice will be raised, there will be no levity, nor the expression of any strong emotion.
2. No interruption in the laying out and dressing of the body will be permitted unless personal safety is at risk.
3. When \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ lays out and dresses the body of (*name of the person who has died*) he/she may talk to him/her. I, the client, assent to this on the understanding that their tone will always be respectful.
4. When the body of (*name of the person who has died*) is coffined, the following items, and only the following items, are to be place in the coffin: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. Before the coffin is sealed, the following items must be removed from the coffin: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. The coffin will contain nothing but what I have permitted.

## Coming to visit

1. I, the client, and approved, named visitors, wish come and visit the body of (*name of the person who has died*) by appointment. I understand that it may not always be possible to visit at the time I prefer.

These are the names of those who may visit: ­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. When I, the client, come to visit, the body of (*name of the person who has died*) it will be dressed and groomed exactly as you have directed
2. **IF THE BODY IS TO BE CREMATED** I, the client, understand that you cannot lay out and dress the body of (*name of the person who has died*) until after a second licensed medical practitioner has established the cause of death. Before that time I understand that it may be necessary to present his/her body in a way which may cause me some distress.

Signature of funeral director

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signatures of those who will care for the body

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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of client

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