

Everything you need
to know about

Planning a Funeral


FOUNTAINS
funerals & monuments

Beautiful Farewells

Index

Why have a funeral?	1
What do to when someone dies	1
The first decisions	2
Planning the funeral	3
Death certificate information	5
Following the funeral	5
Financial information	6
Memorial services	7
Fountains in the community	7
Information on grief	8
Flowers	9
Caskets	10
Pre-planning & Pre-payment	12



Bella, the Fountain's Cat

Charter for the Bereaved

Dignity

Recognising the sensitive nature of our service to you, we will always be friendly, caring and courteous, and you will be treated with dignity and respect at all times.

Sensitivity

We will listen to your needs and present a range of options, so that you and your family can make informed decisions that suit your requirements.

Awareness

We will endeavour to provide the very best funeral service, recognising differences in creed and culture.

Presentation

We promise the highest standard in hygienic presentation of your loved one, utilising our trained and experienced staff.

Comfort

Our premises and facilities have been created to provide a comfortable environment to meet your needs.

Dedication

Our staff will care for the needs of your family with commitment and dedication.

Advice

As part of our service to you, we are committed to providing ongoing consultation and advice.



It can be difficult to navigate what can be a painful and emotional journey when planning a funeral for someone you love. We hope the information in this booklet will be helpful but please do remember, we are only a phone call away and always happy to chat, answer your questions and give you any guidance you need ... with no obligation.

Why have a funeral?

Having a funeral may be about the person who has passed away but equally importantly, it is for the loved ones left behind.

Being able to gather, remember and celebrate a loved ones life allows family and friends to say goodbye in a meaningful way. Creating a funeral event allows them to begin the painful journey of farewell.

A funeral service gives you a chance to share your feelings while being supported by family, friends and others in the community who have known the person who has died.

It is also an opportunity to celebrate their life and to share memories, the good times, the laughter and the special moments.

Favourite music can be listened to, photos reminisced over, unique contributions can be made and the stories, tributes and memories from people from all aspects of their life can be shared.

These elements combine to help family and friends accept the new reality and be reassured of the support around them.

What to do when someone dies

Firstly, a Medical Professional must *Certify the Death*. The way this happens will depend on where the death occurs...

- **Resthomes and Hospitals.** The staff will arrange the doctor and all necessary paperwork for you.
- **At Home.** You must call the Doctor in the first instance and they should come to view the deceased, certify the death and complete the relevant paperwork.
- **For a Sudden (unexpected) Death.**
Call 111. An Ambulance Officer will liaise with police and they will determine if it is a natural death or if the case needs to be referred to the Coroner.

The relevance of planning for cremation or burial when medical paperwork is prepared.

When a cremation is planned, there is more paperwork required. Also for cremation, by law, a doctor has a legal obligation to physically sight the deceased.

What does the Coroner do?

The Coroner is a government official who is empowered to conduct or order an inquest into the manner, or cause, of death. If there is a sudden, unexpected or accidental death, or a doctor is unable to establish the cause of death, the Coroner may become involved.

Contacting the Funeral Director.

Once the doctor has been, or the deceased is with the coroner, call us on **09 298 2957** at any time and we will arrange to bring your loved one into our care. From this point we will be in constant communication with you, giving you updates and guidance every step of the way. When you are ready, we will meet with you to begin arranging the funeral.



The first decisions to make...

Burial or Cremation?

If your loved one has made their wishes known, then this can be an easier decision to make.

For burials, there are additional costs including the purchase and preparation of a plot, then there is usually the purchase of a plaque or headstone.

When someone is cremated, their ashes could be kept in an urn, interred into a cemetery, or scattered in a place that feels appropriate, such as a garden, or at sea for example.

Can I bury my loved one in an existing plot?

Yes. We can help to find out if there is capacity to add to an existing plot and complete all the necessary paperwork.

Items to bring to the funeral arrangement at Fountains

- Clothing & accessories
- Any personal items you would like placed in the casket
- Recent photo of loved one (for hair and makeup)
- Photos for service sheet and photo presentation
- Draft of the funeral notice
- Details for the death certificate

Is embalming necessary?

The function of embalming is to ensure the sanitisation and preservation of your loved one during the funeral period, it can also ensure their natural appearance should you wish to view them.

Embalming is optional but if the funeral is delayed for any reason, then embalming is recommended. If you wish to bring your loved one home, then for safety and hygiene reasons, it is our company policy to embalm. Your Funeral Director can help you make the choice that is right for you.

Embalming is a skilled process and should only be performed by trained practitioners who are members of the NZ Embalmers Association.

Spending time with a loved one.

In the lead up to the funeral, you are welcome to have private family viewings at Fountains, or if you would prefer, you can bring your loved one home.

What will your loved one wear?

You can select clothing that has special significance for your loved one, or something they loved to wear - shoes and accessories are optional. You may want to supply us with a recent photo of them, so that we can ensure their makeup/hairstyle etc. is just as it should be.

Planning the Funeral

Our experienced Funeral Directors can give you advice and guidance on every aspect of the funeral process. Once you have decided what you would like, we will arrange everything to your specifications.

Consider the day and time of the funeral.

Don't rush things. A funeral is usually held within 3-5 days from the time of passing but can be held off for longer. Take into account family who may have to make travel arrangements to attend.

Funeral Location.

We have a modern chapel with full facilities in Papakura, however, you may prefer an alternative venue such as a church, hall, club or even a private home.

Celebrants and Ministers.

We can select a celebrant or minister who would best suit your family. Alternatively, you may already have someone in mind that you wish to use. They will spend time with you arranging the content of the ceremony.

Choosing a casket.

We have a wide variety of caskets available to suit every budget. A selection of them are available in the back of this booklet.

Informing friends and family.

We can place notices in the NZ Herald and/or any other publication you require. Social Media has also become a very powerful and cost-effective way of letting people know of

Meeting with the Celebrant

They will help you to work out the following...

- The Eulogy (life story).
Will they write and/or deliver it, or does a family member want to take care of it?
- Who would like to do tributes?
- Discuss poetry, reading, hymns
- Decide upon the order of service
- Select the music

your loved ones passing and about funeral details.

Service Sheets.

These are the booklets that are handed out at the funeral, detailing the order of service and any poems, hymns or prayers included in the ceremony. Generally we require a main photo for the front cover and a small selection of photos for the back.

Catering.

We can arrange catering, either in our reception lounge at Fountains or at a different location. There is a selection of menus, as well as vegetarian and gluten-free options should you require them. You just need to decide how many people to cater for.





Casket Photos.

We can print a main photo and frame it, or display it on the chapel screen.

Memorial Book.

This is a personalised book in which the names of attendees are recorded, plus any messages or memories that they wish to share with the family.

Viewing the Service Online.

In our chapel, we use *OneRoom*. This enables friends and family to view the service live online from anywhere in the world. We set up the recording and email you a link, which you can then forward to others.

Digital Photo Presentations.

Fountains can display these on a large screen in our chapel. Generally 50 photos per song works best. We can create this for you or someone in the family may wish to do it themselves (it's always best to bring in a digital presentation to test, well in advance of the funeral). A photo board is another option that the family may love to create.

Flowers

We have a wide array of beautiful casket sprays and flower arrangements to suit your taste and budget. Farewell petals are included.

Pallbearing.

Do you want the casket to be set up and/or remain in place, or carry into/or out of the chapel? Caskets are usually carried by six pallbearers. It is helpful to ask the bearers prior to the day.

Music

You will need to select the following pieces of music -

- To carry in *(or begin the ceremony)*
- For the photo presentation
(or time of reflection)
- To carry out *(or conclude the ceremony)*

Messages, cards and photos

It can be nice to place momentos and messages in the casket with your loved one. This can be a particularly good contribution for children to make.

Information for the Death Certificate

At the time of the arrangement, our Funeral Director will ask you for details that will be used for the Death Certificate. See box on right...



Death certificate information required:

Full name: _____

Maiden name: _____

Occupation: _____

Birth date: _____

Place of birth: _____

If not born in NZ, number of years
lived here: _____

Ethnic Group: _____

Age of each daughter/son: _____

Mother's full name: _____

Mother's previous name: _____

Mother's occupation: _____

Father's full name: _____

Father's previous name: _____

Father's occupation: _____

Legal Marital Status: _____

Age of deceased at marriage: _____

Place of marriage: _____

Name of spouse at time of marriage: _____

Current age of spouse: _____

Details of any previous marriages: _____



Following the Funeral

The Death Certificate

At the time of the arrangement, our Funeral Director will ask you for details that will be used Register the Death (see box on left), which will result in producing The Death Certificate. This is an important legal document that will required by the lawyer and for changing bank details, various policies and updating accounts. It can take up to 10 working days following the day of the funeral to be issued. It is sent to Fountains and we will then post the original copy (plus 3 photocopies) along with the funeral account, to the name nominated as the account recipient.

Monumental - Headstones and Plaques

This can be done at any time following the funeral. Fountains has an onsite showroom that will give you a good idea of what is available.

We will work with you to design something special to memorialise your loved one, complete all the necessary paperwork and arrange the installation.

Ashes

If your loved one is cremated, we will have the ashes available for you just a few days after the funeral. We can discuss the many options available for memorialising your loved one and have a wide selection of ash urns available.

The Financial Aspects of a Funeral

The cost of a funeral is dependent on many of the choices you make and can be adjusted to meet your budget. If you have financial concerns, please let us know at the earliest opportunity and we will work with you to meet your needs within your budget.

ACC Funeral Grant

When a death is established as accidental the Accident Compensation Corporation (ACC) may pay compensation and/or contribute to funeral costs. You can apply by going to www.acc.co.nz.

WINZ Funeral Grant

If there are financial difficulties, you may be eligible for a WINZ grant of up to \$2058.52. This is means and asset tested and you can apply by going to www.workandincome.govt.nz or ask us for further information.

How can I pay if the estate is still tied up?

When a death occurs, bank accounts in the name of the deceased are often frozen and in some cases cannot be used until after probate is granted. To ensure ongoing access by a partner, it is better for bank accounts to be in joint names.

When settlement of an estate is delayed by probate, families should pay the funeral account by the due date and recover the funds from the estate when it is settled. Most funeral homes send the account directly to the family and a copy to the solicitor.

What is the Fountains Professional Fee comprised of?

Professional fees are a fixed charge for engaging with us. We provide our client families with service of the highest quality, which is accessible 24/7.

Our focus is to ensure all aspects of the funeral experience meet or exceed

expectations. The professional fees reflect our overall service delivery, access to facilities, industry knowledge and the expertise that we provide when liaising with various legal bodies when registering the death. The fee covers and makes available to the family all of our resources, professional guidance, after care bereavement service, our time and availability whenever needed.

Our terms

We require an initial payment of approximately 25% of the total cost. We then ask that the account is settled within 21 working days. There is a discount of \$368 for accounts that are paid on time.

For repatriations and relocations, we require full payment at the time of transfer.

Frequently asked questions

Can I have a different kind of funeral?

Due to cultural, religious and individual needs, at Fountains we understand that funerals are not a case of "one size fits all." We will work with you to enable you to have a farewell that is exactly right for you.

Compassionate Airfares

If family and friends are arriving from overseas for the funeral, they may be entitled to flight assistance on compassionate grounds. We can provide supporting letters to assist in this.

Repatriation

Fountains offer an expert worldwide repatriation service.

Should children attend the funeral?

Dealing with the death of someone close is difficult at any age. Children and teenagers grieve too, although they may express it different ways. Children may appreciate being involved because it helps them to feel they are sharing their grief and honouring the person who has died. Just being there can help them understand what has happened and what it means.

Memorial Services

There are many reasons for choosing a memorial service. Perhaps the person who died requested not to have a traditional funeral or perhaps there are family members who are unable to get there in time for a funeral. The ashes may be present at a memorial service but is not strictly necessary.

Although the deceased may not be "present," memorial services can be personalised and have a focal points of items that had special meaning in their lives. With a little creativity, flowers, clothing, momentos and photos can be on display, truly reflecting the life and loves of our loved one.

A memorial service is by no means any less significant than a funeral service. We can still honour and celebrate a life well lived, we

can still express our sorrow, and now, we can have everybody who valued the person who died come together to say goodbye to them.



Fountains in the community

We are proud to be part of our community and actively support a number of local groups and organisations.

We are proud to host an annual Community Light a Candle Memorial Night, giving people an opportunity to come and light a candle in memory of someone they have lost.

We also have a focus on community education and are happy to visit various local groups to talk about death, funerals and the grief process.

Part of our community. People you can trust



Getting Through Grief

When someone close to us dies, we experience many different feelings, some of which may lead to confusion, isolation and on occasion, despair.

Experiencing these feelings is very normal, but may leave us feeling that we are uninterested or unable to cope commonly during this period after the funeral, when friends and family ourselves struggling to adjust and cope.

At times, things can feel overwhelming, remember to take things slowly, one step at a time. Here are some positive ways you can help yourself get through the grieving process.

- Take care of your physical wellbeing. Exercise regularly and maintain a balanced diet
- Structure your time. Keep routines as normal as possible (Especially if children are concerned).
- Spend time with others, but allow yourself some time out as well.
- Talk to people you trust.
- Writing down your thoughts or feelings can be helpful.

- Do things that make you feel good
- Keep important decisions for a later time.
- Ask for help when you need it.

What is Bereavement Support?

Having someone to listen to us can be of tremendous reassurance at a time when we are very vulnerable. Talking with and gaining support from someone outside our immediate circle can help to alleviate these feelings and help to gain an insight how grief affects us.

At Fountains we are committed to providing ongoing care and support to our bereaved families.

As a matter of course, we will contact you a few weeks after the funeral, but if you wish to speak with us before then, please feel free to call Emma on 09 298 2957.

Fountains Bereavement Support Group

We run a monthly grief support group. This is a very relaxed meeting, providing a safe and supportive space where people from all ages and stages can come and relax, talk freely with others in a similar situations and share their grief.

Flowers

Flowers are traditionally an integral part of funerals. Below is just a small sample of the casket sprays we have available. We are able to provide bespoke arrangements, based on favourite colour schemes and flowers, or even include special or unusual elements. For example, for a keen vegetable gardener, we could organise a fresh vegetable-based arrangement.



Premium Coloured Casket Spray
1.5 metres \$350

Bright & Cheerful Casket Spray
1.2 metres \$255



Native Casket Spray
1.2 metres \$275

Premium White Casket Spray
1.5 metres \$395



David Austin Cottage Garden Casket Spray
1.2 metres \$360

Sweet Peace Casket Spray
1.5 metres \$390



Caskets

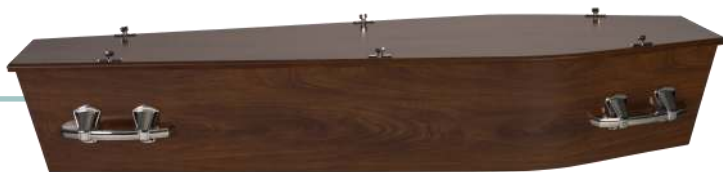
Fountains have a wide range of caskets to suit every taste and budget. Pictured here is a small selection of our range. To see more, please contact us.



Grosvenor Hickory

MDF with coloured
polished veneer

\$1630



Richmond Rimu/ Mahogany

MDF with coloured
polished veneer

\$1930



Status White/ Rosewood

MDF with coloured
polished veneer

\$2730



Macrocarpa Oiled

Solid Macrocarpa
Timber with Oiled
Finish

\$3988





Classic Driftwood

MDF with
coloured veneer
\$1926

Helena White Wash

MDF with
coloured veneer
\$2409



Cavalli Satin with Long Bar Handle

Pine Timber with
Satin Stain Finish
\$2455

Settler with Rope Handle

Pine Timber with a
Natural Finish
\$2340



Native Timbers

Solid Natural Timber
with Oiled Finish
\$3988



Pre-planning and pre-paying your funeral

The death of someone close can bring great sadness and often, emotional turmoil and stress. The grieving family has a lot to deal with and organise, and many decisions to make. Recording your wishes can definitely help with this.



Helping your family

Increasingly, people are planning their own funerals, mainly to lessen the responsibilities for their family. Families want to do the best they can to honour your life, and it can be overwhelming to make all the necessary decisions at a difficult time.

While there is no one right or wrong way to have a funeral, most of us have a view on what we would like, but because it can be a hard conversation, many of us have yet to express this to our family.

Planning elements of your own funeral provides the opportunity to make clear your personal preference. Perhaps there are things you don't want at your funeral, or maybe you have strong feelings about burial or cremation, or where you would like your final resting place to be.

Expressing these views will help your family know they are making the right decisions on your behalf.

The benefits of pre-paying your Funeral

Peace of mind

Pre-paying your funeral through the FDANZ (Funeral Directors Association of New Zealand) Funeral Trust will give your peace of mind, knowing that your family are relieved of the financial burden of paying for your funeral.

Security of funds

The money you put aside for your funeral is held in Trust for you or the person you nominate as the participant of the FDANZ Funeral Trust. The FDANZ Funeral Trust has been established by the Funeral Directors Association of New Zealand.

Financial Benefit

Up to \$10,000 deposited into the FDANZ Funeral Trust plan is excluded from asset testing (under current government policy), when assessing eligibility for a subsidy for a long term residential care.

For further information visit the FDANZ website on www.fdanz.co.nz/planning-a-funeral-prearrange-your-funeral/



Talk to one of our Funeral Directors today

We can help you consider all aspects of your pre-arrangement, give you further information, checklists, any guidance you require and keep a record of your needs. Ultimately, you get to decide what is right for you.

Call us on 09 298 2957.

This image shows a single page of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

FOUNTAINS

funerals & monuments



*Part of our community.
People you can trust*

MANUKAU | PAPA KURA | FRANKLIN

Corner Wood & Elliot Streets, Papakura
Phone 09 298 2957

www.fountainsfunerals.co.nz