

William Watson Funeral Directors

Blackfriars Road, Elgin, IV30 1TY

ASHES (CREMATED REMAINS) MANAGEMENT POLICY

We recognise that cremated remains should always be treated with the same respect as a deceased person and this policy recognises that fact.

As part of the funeral arranging process the various options for the retention or dispersal of the ashes will be clearly explained. Their instruction must be confirmed on the cremation application and signed. This instruction will be confirmed to the instructing client in writing.

Where the ashes are instructed to be dispersed at the crematorium, that will be advised in writing to the crematorium and the ashes will remain in the care of the crematorium until that instruction has been carried out

We will collect all ashes being retained from the crematorium on a regular basis and returned as soon as possible to 17 Blackfriars Road Elgin for safe storage.

If ashes remain uncollected every effort will be made to contact the person instructing us, but after 4 months if contact cannot be made and no other arrangements agreed, they will be returned to the crematorium for dispersal in their normal way.

On arrival at our premises:

- All ashes must be logged in the ashes register
- All ashes are to be placed as soon as possible on their return in the correct container as chosen by the client, labelled correctly and stored with the cremation certificate
- Whilst ashes can be stored together in a common space, whenever they are being transferred between receptacles or being prepared in any way, they must be kept completely separate
- All ashes must be stored on shelves in the designated ashes room (locked)
- This storage space must be kept clean and dry at all times
- The name and contact details of the person who signed the cremation application form must also be noted in the ashes register
- Only the above noted person or their representative can collect ashes (Collection must be signed for)
- Photo I.D may be required if the person is not known to a partner
- A record must be made of the partner handing over the ashes (Sign register also)
- Delivery of ashes is available at the applicants request
- All change of instruction by the client in respect of ashes must be recorded and the appropriate change of "instruction form" (as issued by crematorium) signed by the client and the new instruction followed.