

## *Our message to you...*

*“At Sylvan Funerals we wish for our families to clearly understand the services that we are providing them. Peace of mind regarding the care that will be given to their loved one who has died is a priority for them and is therefore a priority for us. When a family member or friend is being transferred into our care, some thoughts may arise for those who are left behind. Anticipating the questions people may ask, we have provided information that will assist understanding. If you require additional information, please ask the consultant who is attending to you.”*

### *Vic & Gaylene Salomon*

*Principal / Managing Directors*



# Sylvan FUNERALS

## *In Our Care*



FUNERAL ADVICE LINE (24 Hours)

**(07) 3812 4000**

[www.sylvanfunerals.com.au](http://www.sylvanfunerals.com.au)

This brochure aims to answer your questions about when a person is transferred into our care.

# Questions and Answers

**How will my loved one be moved from their place of death to your premises?**

*The deceased is gently lifted onto our transfer stretcher and covered with a clean sheet. They are then wheeled or carried to our transfer vehicle.*

**Where will my loved one actually be taken?**

*To our modern mortuary centre, located at 22 Warwick Road, Ipswich.*

**Does that mean if we want to have a viewing we have to go to your mortuary centre?**

*No. You may arrange a viewing to be held in our viewing room. Alternatively you can have a viewing at the service venue beforehand.*

**Are procedures just the same if the Coroner has been involved?**

*Yes. However depending on circumstances, more time may be needed for the person to be prepared appropriately for viewing.*

**Will the person be placed in a refrigerator?**

*Your loved one will be placed in a cool room until the service takes place.*

**How do I know my loved one will be handled with respect?**

*Our company training and procedural guidelines emphasise the highest level of respect for all the people we care for.*

**What will you do to my loved one?**

*Our staff carry out a process of care, where the person is cleaned, and facial features are posed pleasantly and naturally. They are also dressed, hair and make-up, if appropriate, are attended to, and the person is placed in the selected coffin.*

**What if we don't want you to do anything to my loved one?**

*Tell the consultant as soon as possible so that the mortuary staff can attend to your wishes.*

**Can we be sure that our instructions about jewellery and clothing and make-up will be followed?**

*At the arrangement, all detailed instructions that are recorded are always closely followed by the mortuary staff.*

**Are your procedures different for babies and young children?**

*No. All procedures are the same no matter who we are caring for.*

**Can our loved one be returned to home before the service?**

*Yes. Some cultures require the body to be returned to the home before the service. Please let the funeral consultant know of this at the arrangement.*

**Can you meet the requirements of our religious beliefs or cultural practices?**

*Yes we can. Our staff have a broad knowledge of such requirements. Advising us of such requirements at the arrangement will assist us.*

**Are there reasons why we should consider a viewing for our own peace of mind?**

*Having a viewing is entirely up to your personal choice. Some families tell us it helped them to adjust to reality of the death, along with reflecting on their life. However other families like to "...remember Grandma the way she was."*