

When Someone Passes Away Guide

Nursing Homes



CORNERSTONE



FUNERALS

Your Local Funeral Directors



info@cornerstonefunerals.com.au



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What to do when a death occurs



Coping with the passing of a loved one is an intricate and profoundly personal journey unique to each individual and family. A result of such a loss, emotions run deep, ranging from profound sorrow to moments of peace from cherished memories. Alongside the emotional whirlwind, there are responsibilities to ensure the body is prepared, transported and cared for and that all legal documents are accurately completed.

The tasks at hand can seem overwhelming, from arranging funeral rites to handling legal and bureaucratic obligations. The Funeral director's role is to guide staff, and families through the process, and ensure the after-life arrangements are maintained to the highest integrity and respect.

Please note the following guide can contain information that is graphic or confronting in nature. To view a guide that is simplified and does not contain the more graphic information please [click here](#).



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When Someone Passes Away at a Nursing Home

When Someone Passes Away in a Nursing Home:

The passing away in a nursing home is guided by the organisations' policy and procedures, which are aligned with current ethical, legal, and codes of Practice of the facility. It is the staff's duty to ensure the body is prepared suitably for transport and, at the time-of-passing protocol is followed in accordance with their companies guidelines.

The role of the Funeral Director commences when they are contacted by the organisation and request transport of the deceased from the facility.

To prepare for the transfer, the following needs to be completed:

The facility's authorised person (Registered Nurse) will declare the person to be deceased and authorise the commencement of the after-life-care procedures. This includes contacting the regular doctor for the deceased to confirm they will complete the cause of death certificate. Where the doctor is not willing or able to complete the cause of death certificate the case is referred to the coroners.

Essential Forms to be completed:

- **Life Extinct (LX Form)** - enables the body to be moved and cared for until the Cause of Death Form 9 certificate is issued. To assist the funeral provider please ensure the doctor who is issuing the Form 9 is noted on this form with their contact details.
- **Property Receipt** - Documentation signed by transfer staff and nursing home staff noting any items on the deceased that are being transported with them.



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Staff To Ensure the Following is Completed

- The facility staff should disconnect any medical equipment and remove it from the body.
- Personal belongings are removed from the deceased person and stored according to policy and the wishes of the deceased / family.
- The deceased body is prepared for transport to the after-life-care facility. This may include positioning the body with the head slightly elevated, hands by their side, or resting on the stomach and legs straight and slightly bent at the knees. Some facilities wash the body and dress them in the nominated clothes.
- Family may wish to stay with their loved one or spend some time with their loved one prior to transfer of the body. If this is the case please inform the team doing the transfer as soon as possible so they can coordinate their staff accordingly.
- The nominated Funeral Home or Transfer Service is contacted by the family or the facility to coordinate the transfer of the body to the mortuary facilities.

It is vital relevant details of the deceased are provided to the Transfer Team on the initial call:

- Person's full name, details of their date of birth and death.
- Approximate weight and height (to ensure the correct equipment and staff are allocated for the transfer.
- If the deceased is a contamination risk or has internal medical instruments - pacemaker etc.
- The exact location where the deceased will be received from. Building, level, ward, room, etc.
- Staff on site for the team to contact for assistance and Family contact person's details.
- **Correctly completed forms.**
 - **Life Extinct Form.** Ensure this form is given to the transfer team on pickup.
 - **Property Receipt.** Transfer Team and Facility staff to sign on what property is being transferred with the deceased.



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Summary:

- The person is declared deceased by the Registered Nurse or Doctor on site.
- The Regular Doctor of the deceased has been contacted and has advised they will complete the Form 9 Medical Cause of Death Certificate.
- The **Life Extinct Form** is completed and is ready to provide to the Transfer Team and a **Property Receipt** issued for any items that will be transported with the deceased.
- The family, if not already contacted and or present, are contacted and informed.
- The body is prepared for transfer.
- The Family or Facility has engaged a funeral home or Transfer Service to complete the pickup.

When the deceased has been transferred from the facility, the following steps take place.

Next Steps:

The deceased is entrusted to the chosen Funeral for after-life care and to support the family through the funeral preparations and completion of the deceased/family's wishes.

The funeral director will speak with the family to discuss the deceased's wishes if a pre-arrangement is available. If a pre-arrangement is not available, the senior next of kin or nominated executor of the will of the deceased will be guided through the planning and decision-making process of the deceased's funeral.

Additional Guides, See:

- Elements of the Celebration in Educational Portal
- Funeral Options



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Other things to consider if the family doesn't mention it.

The family may not be aware of some of their loved one's preferences, especially the deceased's wish for organ donation, research, and exclusions. These details, ideally, will be recorded in the resident's file. The body may need particular preparation or care if the person has nominated for donations or research as part of the end-of-life planning.

Organ Donation and Research:

Checking the organ donor registry, ensuring the requirements are provided/met

Organ donation can provide hope and healing to those needing life-saving transplants, offering a legacy of generosity and compassion.

Additionally, supporting research in areas such as organ transplantation can contribute to advancements in medical science and improve patient outcomes in the future.

Respecting Religious and Cultural Beliefs:

Please ensure you speak with the family or the person's religious or cultural representative for the finer details to consider.

Australia's multicultural society encompasses diverse religious and cultural beliefs surrounding death and mourning. Understanding and respecting these traditions is essential when supporting grieving individuals.

Different religions and cultures have unique customs and rituals associated with death, burial, and mourning. These traditions may include specific prayers, ceremonies, or practices with deep cultural or spiritual significance.

It's important to be sensitive to the needs and preferences of grieving individuals and their families and respect their religious and cultural beliefs during this challenging time.

Honouring these traditions can provide meaningful support and comfort to grieving people, fostering a sense of community and connection during times of loss.



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6 Needs of Mourning

During our journey through grief and mourning, we all encounter six needs we must meet if we are to heal:

- 1 - Acknowledge the reality of the death
- 2 - Embrace the pain of the loss
- 3 - Remember the person who died
- 4 - Develop a new self-identity
- 5 - Search for meaning
- 6 - Receive support from others

(Author, educator, and grief counselor Dr. Alan Wolfelt.)

Caring for a resident can create friendships and even though it is part of the job, it is natural to feel sadness, loss, and grief after a resident has passed.

If unchecked and healed, grief can lead to health issues in the mind, body, and spirit. These can impact one's personal life, relationships, and career.

Sharing your feelings with trusted friends, family members, or a professional counsellor can help process your grief. Talking about your emotions and memories of the deceased can provide comfort and support during this difficult time. If you find yourself struggling to cope with grief, don't hesitate to seek help. Helplines and support groups are available to provide assistance and guidance when you need it most. Your employer may have a grief and counselling service available, otherwise accessing online services such as:

Some Helpful Organisations:

griefline.org.au	1300 845 745
grief.org.au	1800 642 066
suicidecallbackservice.org.au	1300 659 467
beyondblue.org.au	1300 224 363
lifeline.org.au	13 11 14



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Cornerstone Funerals is a locally owned and operated funeral home on the Redcliffe Peninsula, starting in 2021 we strive to help families navigate through all the challenges that come when needing to organise a funeral.

With years of experience and a trusted team of locals, we aim to provide quality care when you need it most providing high-quality care and service.

Our commitment to you is that we will be open and trustworthy with how we conduct our business and how we care for your loved ones.

Cornerstone Funerals is involved in many local community projects giving back to the area. This includes working with nursing homes and local clubs to provide a safe and happy community.

Our team can assist you with organising funerals, wakes, burials, cremations and memorials. We are ready to provide guidance and assurance during difficult times.

We thank you for trusting us with your loved ones.

Kind Regards,

Sam Major

Owner / General Manager



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ABOUT US

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My Funeral Wishes

☐ Cremation
☐ Burial (cemetery): _____

☐ No Service
☐ Funeral Service
☐ Memorial Service

(like a funeral service but with no coffin present with cremation or burial happening before)

If you're wanting a service where would you like it held?

Venue:

I'd like the service to be facilitated by:

☐ Celebrant
☐ Clergy

(if you have someone in mind note their name here)

☐ No Flowers
☐ Flowers (list below the type colour etc):

My Favourite Colour Is: _____

Songs I Like:

My Favourite Memories:

Other Notes:

*Scan to Pre-Arrange Your
Funeral Wishes With our
friendly team!*



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YOUR FUNERAL WISHES

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Do you have a current legal will in place?? _____

If Yes, Who is the executor on your will? _____ Contact #: _____

Where is your Will Located / Which Solicitor helped make your will?: _____

*My Funeral
Wishes*

First Names: _____ Surname: _____ Gender: ☐ Male ☐ Female

Date of Birth: ____ / ____ / ____ Usual Occupation when working: _____

Place of birth (town/city and Australian state or town/city and country if born overseas): _____

If born overseas, in what year did you first arrive in Australia? : _____

Fathers First Names: _____ Fathers Surname: _____ Occupation: _____

Mothers First Names: _____ Mothers Surname: _____ Occupation: _____

Marriages

Place of Marriage	Date of Marriage	First Name Partner at that time	Surname of Partner at that time
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Children

List names in order of their birth (from oldest to youngest). If the child is deceased enter 'D' in brackets next to their name. If not born alive enter 'SB' in DOB. If more than five children, attach a separate sheet with their details. Include legally adopted children. If no children write 'None'.

Child Name _____	Date of Birth _____
Child Name _____	Date of Birth _____
Child Name _____	Date of Birth _____
Child Name _____	Date of Birth _____



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