



Evans Funeral Services

*Evans Funeral Services
is locally owned,
and has been caring
for the Gisborne community
— since 1908 —*



Locally Owned Funeral Directors
Caring in our Community

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Welcome



I trust this booklet will assist you and your family whether you are in the pre-planning stages or presently involved in arranging a funeral.

As funerals can be a stressful time, it is understandable that information offered by the funeral director can be forgotten. It is our sincere hope that this booklet will fill in some of the gaps and provide you with helpful information.

If you have any further questions please feel free to make contact with us –our contact details can be found on the back of this book.

David Parker
Managing Director

“I would like to thank you for the excellent service you offered at the time of my father’s death. My family are all very appreciative of the range of services you were able to offer.”

Introducing ...

Evans Funeral Services



The corner of Wi Pere Street and Ormond Road has been the site of a funeral home for more than 100 years, and has been owned by three families. Tom Haisman established the business in 1908, followed by Jim and Neta Evans from 1947, and the Parker family from 1975. Trevor and Avice Parker ran Evans Funeral Services until 1997, their sons David and Ian for the next ten years, and David and Megan Parker from 2007 to the present day.

Our People

Today, Evans Funeral Services employs seven full-time funeral professionals — an office manager, four funeral directors and two embalmers. Staff are actively supported in achieving and maintaining national qualifications (National Diplomas in Embalming, Funeral Directing and Funeral Services) and attending relevant training seminars through the Funeral Services Training Trust (FSTT).

All staff at Evans Funeral Services Ltd have been chosen because they care for people. We offer a modern approach supported by traditional family values. It is important to us to be involved in the community we serve, and to continue to provide support through project work and sponsorship.

It is our intention to make the time of a death as easy as possible for the families we serve. We are here to help you choose from the many options available, to create a meaningful farewell based on your beliefs, lifestyle and culture, and those of the person who has died. Whether it be a large public gathering, traditional church service, tangi, or private farewell, we will work with you to ensure your needs, and the needs of your family, are met.

We are committed to providing the best service possible within any budget. Trained funeral professionals are available 24 hours of the day to offer you guidance and support when required.

*“I cannot thank you
enough for all your
thoughtfulness and
kindness.”*

Burial or Cremation?

During your first contact with Evans Funeral Services, the funeral director will ask you whether the person who has died wished to be buried or cremated. The choice – burial or cremation – determines which kind of medical certificate we are legally required to obtain.

Burial

Evans Funeral Services can arrange all the details for the final resting place, either within the Gisborne area, or in other centres.

There are 12 public cemeteries in Gisborne administered by the Gisborne District Council. The main cemetery, Taruheru, is located in Nelson Road. The council maintains an extensive database of cemetery records, which is searchable online via their website: www.gdc.govt.nz.



In addition to the public cemeteries, there are a large number of private cemeteries or urupa throughout the district. These are generally administered by family or hapu trusts, and records are privately maintained.

Cemeteries generally allow two interments in the same plot, so you may wish to decide on single or double depth as part of the funeral arrangements.

In many cemeteries you will also have a choice of lowering the casket into the grave using either an automated lowering device, or manually with ropes.

Cremation

In New Zealand, cremation is now a widely accepted alternative to burial.

Evans Funeral Services own the Gisborne Crematorium, and attend to all the formalities for cremation.

The cremation will generally take place on the day of the funeral and the ashes become available in 24 hours.

Burial or Cremation?

The family can then decide what will happen with the ashes – they can be scattered, buried or divided – by us, or by the family. Ashes can be interred in an existing family plot, or in a specially designated area of a cemetery, with a memorial plaque. We can also assist in sending ashes to other destinations in New Zealand and overseas.

Key information on cremation

Only one cremation takes place at a time: one casket and one person cremated. This means you can be assured that the cremated ashes are only those of your loved one.

Every person is cremated in a casket – due to the nature of the process all the wood completely disappears and the ashes returned are purely human remains. A casket is cremated as you see it; here we remove the handles prior to cremation to assist with control of emission standards.

You may have seen the wording, ‘followed by private cremation’ in funeral notices. This refers to the time when the hearse moves off from the funeral service accompanied by the funeral director only, or with invited family and friends.

Headstones and Plaques

We can arrange a temporary grave marker for you, in the form of a white cross, and a permanent memorial or additional inscription on an existing memorial through our monumental stonemasonry business, Bay Stonecraft. Our experienced staff can advise and assist you with the selection and purchase of granite, brass, bronze and Returned Services plaques.

We have a large selection of memorials at both our Ormond Road premises, and our Nelson Road showroom, as well as on our Baystones website: www.baystones.co.nz.



“I really appreciated how smoothly everything went... It was comforting to know and see her cross up before we left for Auckland.”

Caskets

Caskets or coffins?

What's the difference? Coffin is the term that has traditionally been used in England and refers to a shaped casket that is wider at the shoulders and more pointed at the feet. A casket is an oblong (rectangle) shape and commonly seen in the United States of America.

In New Zealand we use casket to describe both shapes as it is seen as a more modern and less oppressive word.

Our standard caskets are manufactured locally from particleboard/MDF and finished with a rimu or mahogany veneer, or painted in a range of colours.

We can also order in a wider range of caskets for delivery within 48 hours.



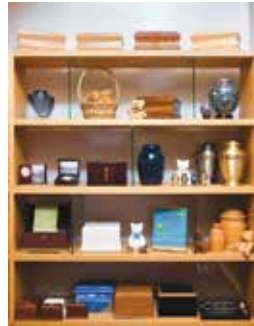
URNS

After the funeral – the ashes

As part of the process of planning a cremation with you, Evans Funeral Services will discuss the options available for the scattering or burial of ashes. Attendance at the burial of ashes is welcomed and encouraged. We can also assist with the scattering of ashes or with returning them to another centre or overseas.

Following a cremation, the cremated remains (commonly referred to as ashes) are returned to the funeral home in an acrylic urn. The urn is suitable for storage, interment, or if you are choosing to scatter the ashes at a later date.

Whether you wish to keep the cremated remains at home, or bury them, you may choose to have them placed in a more attractive and decorative urn.



Our urns are similar to the casket range. An urn can be made of solid wood or particleboard/MDF, or may be resin, slate or metal based. You may also choose to supply your own container into which we will transfer the ashes.

*“Thank you - today was
all I hoped and prayed
it would be.”*

The Funeral Service

Over time customs and rituals have evolved. Those that remain with us today are the ones that have proven to offer the most comfort and support. The funeral is a final opportunity for family and friends to publicly express their love and respect for the person who has died. If it is arranged carefully and sensitively so that it reflects the feelings and fulfils the needs of everyone attending, then it can be enormously beneficial in helping people come to terms with their loss.

The funeral represents the first and most important step towards working through one's grief and readjusting to life. Its significant therapeutic value is widely recognised.

From a practical point of view, the funeral ensures the legal, reverent and dignified burial or cremation of the person who has died.

The funeral director's most important role is to make all the necessary arrangements prior to conducting the funeral on the day.

The funeral director works with the minister or celebrant to ensure that the family's special requests (regarding music, flowers, and photos for example) have been met by the time of the funeral service.



“So many people have commented on what a lovely funeral it was. It was a lovely tribute to a lovely man.”

Who Conducts the Service?



Any person is able to conduct a funeral service. Most often, families choose a minister of religion or a civil celebrant.

Evans Funeral Services is happy to recommend and organise a funeral celebrant or member of the clergy to lead the service. We engage a number of highly skilled celebrants capable of tailoring a service to your needs, whether they be religious or secular.

We will usually make contact with them to confirm the date and time of the funeral, and maintain contact with them leading up to the service.

The minister or celebrant is ultimately responsible for what happens in the funeral ceremony itself. This usually involves working with family members to:

- plan the format of the funeral service;
- decide who will deliver the eulogy – family member(s) or a close personal friend;
- select music, readings or poetry for during the service;
- decide on the use of other symbols such as candles, flowers and photos as required;
- discuss the content of the printed service sheets; and
- schedule the audiovisual presentation (if any) in the service.

“People said to me after the service that the celebrant must have been very well known to both my Dad and the family, as the picture he painted could have only been done by someone close. As you know, he only came into contact with us on Monday night ... amazing!!”

Funeral Timing

When to hold the funeral is entirely up to you. Some people believe three days after death is the correct timing; however, in law there is no set time.

Given the many matters to consider in arranging a modern funeral, it is not uncommon for a funeral to be held five to seven days after death. If necessary it can be held still later to allow people coming from overseas to attend.

We can assure you it is far better not to rush the planning of a funeral. Allowing more time helps you to make clearer decisions. When people are rushed they may forget or overlook matters, leading to regrets afterwards.



“Thank you so much for your support and all you have done this past fortnight. It has not been an easy time, but with your patience and always reassuring manner, it has passed with much less trauma than it might have.”

Where Will the Service Be?



The choice of venue is up to the individual, and we encourage you to talk about venue ideas with us. Our funeral directors are experienced in setting up both traditional and alternative venues.

The church is still a popular setting for funeral services, and they often have reception areas available for friends and family to get together after the service.

Families without a church connection may choose to use our chapel – both clergy and celebrants are happy to conduct the service from there.

If you are looking at a smaller service with burial, the whole service could take place at the graveside.

A funeral service can be held in the family home or any other setting that has significance for the person who has died and their family.

When arranging a large funeral, families sometimes choose another venue appropriate to the large number of people likely to attend. Some examples are the Showgrounds Event Centre, and the Bushmere Arms or the lounge of a rest home or retirement village.

A catering lounge for a ‘cup of tea’ can be an important feature when selecting a venue.

Your funeral director will be happy to discuss suitable options for you to consider.

“I particularly appreciated the freedom you gave us to do things a bit differently at the end. Although it may have seemed a bit quirky, for us it was a very meaningful and moving way to farewell her.”

Catering and Venues

Offering refreshments after a funeral is regarded as an important aspect of the funeral service. This is a time for meeting up with family members and friends, sharing stories and recalling in greater detail the life of the person who has died. Sometimes it is also an opportunity for a family reunion.

Most churches, and many larger venues have an adjoining lounge or hall available. Your funeral director can help you choose a caterer.

Many local cafes, clubs and restaurants offer both catering and venue.



*“Thank you so much
for your warmth and
compassion during
Mum’s passing.”*

Our Chapel

Evans Chapel, Ormond Road



Our chapel seats 250 people, with standing room for a further 50.

The building is air-conditioned to give warmth in winter and comfort in summer. Wheelchair access is at the front of the chapel.

The adjoining car park has space for a limited number of vehicles, with street parking on Ormond Road and Wi Pere Street. Immediate family are invited to park adjacent to the front entry to the chapel, where there is space for two to three vehicles.

There is a modern keyboard available, and we can arrange an organist to play your chosen hymns.

“Just a quick note to say that you guys do an amazing job down at Evans’s. Everyone I speak to truly appreciates your care and what you do.”

Facilities for playing iPods, CDs, audiotapes and DVDs are available. The building is equipped with an excellent sound system.

A projector and screen are built in, and the service can also be viewed on a large screen in the adjoining courtyard.

There are three built-in cameras which can be used for streaming or recording of the service.

Livestream

A Livestream is a live video broadcast of a funeral over the internet from Evans Chapel.

It means you can watch and hear the funeral from anywhere, as long as you have a computer and high-speed internet connection. The broadcast begins about 15 minutes before the start of the service.

Funerals are only broadcast with the permission of the family.

Livestream is a free service.

Recording the Service

Funerals are unique occasions where family and friends gather and where special stories are told which may never be told again.

To capture those memories, audio and DVD recording of funeral services has become a popular choice for many families. It is also a means of sharing the service with relatives or friends who were unable to be there on the day.

We can also arrange for a professional video operator to record the service to DVD, whether at our chapel or another venue. Professionally edited DVDs are generally available within seven days of the service



“Thank you so much for the time and trouble you and your colleagues took arranging Mum’s funeral service and all the things that living so far away entailed. We are so grateful it all went so well and I was able to watch it so clearly on the live screening.”

Music



Music can often express our emotions and feelings in a way that our own words cannot. Music speaks to our hearts – especially in a funeral service. The music selected and the way it is used usually set the emotional tone of the service.

There are many opportunities for music, both to listen and reflect to, and to sing along with. Music can be played from a CD or iPod, or we can arrange an organist or piper for you.

You may like to choose 20-30 minutes of favourite music to play softly in the background as people arrive at the service. Think about favourite music to walk in and out to. Whatever your choice, your funeral director will be able to help you with suggestions.

Audio-Visual Tributes



Most people agree that photos are a wonderful way to recall a life well lived.

A collection of photos on DVD accompanied by a piece of music can be a lovely visual tribute during the funeral service.

Our funeral directors are experienced in creating funeral tributes on DVD. We recommend choosing around 35 photographs and a special piece of music for an in-service tribute. It is meaningful to remember a life's journey, so giving some thought to the order the images will appear is important.

If you have lots of photos you wish to share, it can be nice to have them rolling over as people arrive at the service, with your choice of soft music in the background.

For the best possible experience, aim to have both photos and music to us 24 hours before the funeral service.

If you wish to create the tribute yourselves, we recommend using slideshow software, such as Moviemaker or ProShow. To ensure your show works as it should, we appreciate having the file to test the day before the service.

We also have the facility in our chapel for you to operate your own laptop if you prefer.

*“Thank you for
the beautiful way
you crystallised our
memories
onto DVD.”*

Service Sheets

Most funeral services today are accompanied by a printed service sheet outlining details such as words to hymns, readings, tributes and messages of thanks. A photo on the cover of the sheet provides a lasting memorial. We can design and print personalised service sheets to meet your wishes.

Your funeral director will advise you as to how soon we need the details so that everything is ready in time for the funeral.



Tributes and Memorial Books

Tribute book

Evans Funeral Services provides a matching tribute book free of charge, for mourners to sign at the service.

We can also create an online memorial for your loved ones through Tribute website www.tributes.co.nz.

Publishing a photo on the Tributes website is a fitting way to remember someone close to you, who has died.

We can place a photo, along with the funeral notice and the details of the funeral service, add tributes sent to you or contributed at the funeral service; and provide information for family and friends wanting to send flowers or make donations.

Family and friends can read and place messages in a specially designed tribute book.

The online tribute book is provided free of charge for one year, for those families who wish to use the service.

“The service was so fitting and beautiful. Your attention to detail and ability with the computer meant that all our ideas were perfectly composed into a fitting tribute.”

Mementos

Using carefully chosen symbols in a funeral service can enhance the significant aspects of a person's life, and help create a very personal atmosphere for the service. Photos and flowers add to the ambience as well.

Symbols

You may wish to consider the following as possible symbols to include in the funeral service.

- Candles are generally recognised as a universal symbol of love, light and hope. Candle lighting during the service is always a poignant ritual.
- A flag draped over a coffin, the playing of the Last Post, and the red poppies used in the Returned Services tribute speak to us of a person's contribution to his or her country.
- A flag may be symbolic of the person's country of birth.
- Academic, sporting or community achievement awards tell us of other achievements in a person's life.
- Art, craft, other artefacts and hobbies show additional dimensions of the person whose life is being honoured.



“A huge thank you. All your patience, thoughtfulness and amazing hard-working made a very difficult time that little bit easier.”

Flowers

Flowers are a wonderful expression of affection and sympathy, and a specially shaped bouquet for the top of the casket is popular.

All of our local florists make beautiful casket sprays, and they are usually able to incorporate your flower and colour choices. We are happy to let them know your preferences.

Many florists will also incorporate flowers from your own garden, or other items of particular significance such as vegetables, sports equipment or other favourite things.

Whether you choose a casket spray, a single flower, or a simple bunch of flowers, feel free to let us know your favourite florist or pay them a visit to discuss your requirements in more detail.

It is common these days for mourners to be offered a flower to place on the casket as a final gesture of farewell. We can order a basket of petals, flower heads, lavender or rosemary on your behalf, if you wish. Commonly known as “committal flowers”, we also encourage you to use items from your own garden, or any other items of significance to the person who has died.



Donations

Although the tradition has been for friends to send flowers, some families prefer to invite them to make a donation to a particular charity or community service in memory of the person who has died. We can facilitate this for you.

“You were patient, discreet, empathetic and showed humour in the right places. Your support for us through this difficult time has helped immensely.”

Our Vehicles



Evans Funeral Services offers a modern fleet of purpose-built hearses as part of our service to clients and their families.

We have two Ford Falcon hearses and a Holden hearse custom-built by Bunce, in regular use for funeral services. We utilise a grey Ford Falcon hearse for transfer from the place of death, and this vehicle can also be used as a funeral hearse.

The impressive Holden hearse purchased in 2013 has a retractable deck and a concealed side utility door for storage of church trolleys and equipment.

We also have a classic Ford Customline left-hand drive vehicle which can be booked in advance. The 1971 vintage car is still in perfect condition.

Cortege

When the hearse departs it will drive away at a sedate pace with headlights illuminated. It is appropriate for following cars to do the same. The cortege (the vehicle procession led by the hearse) usually travels at around 20% less than the speed limit and may slow or pause at sites of significance. Please let your funeral director know if there is a special route you wish to take.

“Thank you for your gentle, helpful guidance during a difficult time. We will always remember you with affection. God bless you in the special work you do.”

Pall Bearers

If you are using pall bearers, it is best that you approach these people prior to the funeral service. Many friends will be honoured to assist you by helping carry the casket at the funeral. Asking for this kind of assistance may also be a useful way to incorporate service clubs that the person was a member of, or to involve cousins, nephews and nieces.

The usual way to carry the casket in New Zealand is at 'arms length'. The method of carrying it up on the shoulder, although common in some other countries, tends to be reserved for full military or VIP funerals. However, there is no reason why it cannot be done in this way if that is what the family chooses.

Regardless of which method is used, it is preferable for six people to be available as pall bearers.

Your funeral director will wish to assemble all of the bearers outside before the start of the service, to brief them on how to carry the casket, and when to come forward.



“You are the right person for the job you do, even our brother would agree.”

Ex Service Personnel

The local RSA is happy to attend and conduct a Returned Services tribute for any service person who has died. A bugler will play the Last Post if you would like these traditions to be part of the ceremony.

A flag may be draped over the casket and medals may be displayed on a cushion. In addition, poppies can be supplied to those wishing to come forward and place them on top of the casket during this ceremony.

Service personnel and their spouses are entitled to be buried in a subsidised plot in most cemeteries. The plaque or headstone on these graves is also subsidised by the New Zealand Government, and we are happy to order this on your behalf.

If you do not know the service details of the person who has died, we are able to obtain these details from Personnel Archives at the Department of Veterans Affairs on behalf of the family.



“My dad would have liked you a lot. Easy to talk to, no fuss, no fluff, straight shooter ... with a heart of gold.”

Newspaper Notices

We can help you to write a notice for the newspaper if you would like us to. Below is an example of what you may wish to consider.

Smith, Robert Henry (Rob).
Regt No 7564, Sgt, 2nd NZEF.

On 24 June 2021

Peacefully at home, aged 87 years. Dearly loved husband of ...

Loved and respected father and father-in-law of ...

Much loved grandfather of ...

Loved brother and brother-in-law of ...

Loved by his nieces and nephews.

Special thanks to the hospice staff who cared for Rob over the past months. Your support has been greatly appreciated.

(You may wish to thank specific people who have been outstanding in their help to you and your family.)

Rob's funeral service will be held in Evans Chapel, Ormond Road at 11.00 am on Tuesday 30 June followed by private cremation.

In lieu of flowers, donations to ABC charity would be appreciated and may be sent to PO Box 12-345, Gisborne 4040.

(If you would like people to send flowers, not include the statement about donations.)

Messages to the Smith family may be left in Rob's Tribute Book at www.tributes.co.nz or posted c/- PO Box 877, Gisborne 4040. *(If you are concerned for security reasons to use your residential address you can use our PO Box number and we will forward mail to you as it arrives.)*

"Don't change the formula!"

Embalming

Mortuary services – caring for the dead



The care and respect that Evans Funeral Services gives to the person who has died begins from the time they are transferred into our care. All our funeral staff are fully trained in conducting the transfer in a dignified and caring manner whether the place of death is in a private home, hospital or more public place.

This standard of care continues right through the entire process of the funeral preparations.

When you advise us of the death we will ask you whether we are able to carry out our normal preparations. At this stage we are seeking your verbal approval for us to begin embalming. We recommend embalming when the person is to be viewed at home or marae, or when the funeral is not being held immediately.

Our qualified embalmers take care of the preparation of the person who has died. At all times the person is handled as if family members are present: with full dignity and care. We attach a great deal of significance to the preparation for a viewing; dressing and grooming are a very important part of this process. We do not routinely apply cosmetics, so please let us know if you wish us to.

The end result of mortuary care is that the person who has died is presented in a safe, clean and hygienic way.

Evans Funeral Services is proud of its high standard of service for the repatriation of the person who has died to any other centre in New Zealand or any other country in the world. We have a modern mortuary and professionally qualified embalmers available to meet the exacting standards required by transportation authorities. We are skilled in attending to all documentation required.

“To all the team at Evans, thank you for your care and concern, it was really appreciated.”

Time Together

Spending time with the deceased is a natural part of some cultures, but not all. It is always a matter of personal choice.

Viewing the deceased can be a positive experience, especially for those who have not been able to say goodbye personally. After a prolonged illness, it can be comforting to see the person is at rest and no longer suffering. A viewing can also assist in the grieving process as it allows people to begin to accept the reality of the death of the person. It can be a time to place mementos such as cards, letters, small gifts, photos, flowers and other significant objects in the casket with the person.

Spending time with someone who has died is just as important for children and teenagers as for adults. Historically children were not involved in the funeral, but today most people agree that they should have the same opportunity to view the person who had died and to attend the funeral if they wish.

Children benefit from being included in the preparations for a funeral. Visiting, seeing and touching someone they love can be a positive experience as it allows them to say goodbye and helps them to accept the reality and finality of death.

Many families choose to take the person home or to another venue, and we also offer a private viewing room adjacent to our chapel.

We encourage visiting at Evans Funeral Services between 8.30 am and 4.30 pm, Monday to Friday. You are welcome to visit outside these hours by organising a convenient time with your funeral director.



“I was really apprehensive. But he looked better than he had in years!”

Clothing and Dressing

Before you spend time with the person who has died, we will ask you to bring in the clothing you would like them to be dressed in. When deciding on the clothing to be worn, remember to include all undergarments.

We will normally dress the person and place them in the casket.

Family are also welcome to dress the person who has died or assist us in this process.

Your funeral director will ask if jewellery is to be left on the deceased, or returned to the family before the funeral.



“Everyone at Evans Funeral: Thank you all so much for making our son’s death as easy as you could for us. Your service over the whole journey was one out of the box. Words cannot explain how grateful we are.”

Cultural Awareness

The Gisborne region is home to many different cultures and religions. We have established strong relationships over many years with a wide range of community groups, so you can be assured that we will do everything we can to accommodate your own community practices and protocols.

Te Ao Maori

Maori make up around 45% of the Gisborne population. Our funeral directors are familiar with local tikanga and marae kawa.

We understand the importance of staying with the tupapaku. We endeavour to minimise the time that the whanau pani are separated from the deceased, ensuring their return to your care as quickly as possible.

We provide a private viewing room in which family can dress the deceased, and we are happy to assist as required.

Our chapel is available for services prior to leaving for the marae, and for evening services until 9pm.

Family are welcome to travel with us on the journey home, to the marae, or to the urupa, and are encouraged to use their own transport if they prefer.

*“Kimirimu tere tere, tere
ki te moana, tere ana ki te
ripo, ki waho e.
Putā atu ki Ahipara, putā
atu ki Muriwhenua, keria
he waikeri, he rerenga
roimata e.”*

*“As your departing spirit
looks out to the ocean,
you will see amidst the
seaweed a centrifugal
force, where your spirit
will enter and traverse
the ancient pathways of
our ancestors toward our
homeland. There on the
beach at Ahipara, where
the path leads toward the
sands of Muriwhenua, you
will pause to carve a small
path in the sand to drain
away the tears of the
living, who are bereft with
grief by your departure.”*

When Someone Dies

When a person dies in a hospital, rest home or at home after a period of illness, their family doctor or attending hospital doctor will provide a medical death certificate, which records the cause of death.

Once the doctor has been contacted and the certificate completed, the family can contact us and we will take the deceased into our care.

Unexpected death

When a death occurs as the result of an accident, from non-natural causes, unexpectedly or the doctor is unable to ascertain the cause of death, it must be reported to the police.

In this situation, a Coroner's enquiry must be held. Evans Funeral Services will be contacted by the police as their agent, to transfer the deceased for examination to determine the cause of death. This examination, called an autopsy or post-mortem examination, usually takes place out of the Gisborne area.



The police and Coroner will liaise with the family to explain their processes. We aim to work with the family to ensure delays are minimised and their needs are attended to.

“Thank you for your professional guidance and support in helping us prepare my mother’s funeral. A time of stress, grief and tension was eased by your quiet, calm presence, steering us in the right direction.”

Who to Contact



There will be many people you need to notify following a death. Some of these need to be done straight away, such as the executor of the will, the solicitor, accountant and the bank. Many can be left until after the funeral, or when you feel ready to make these phone calls. We have included a helpful list in the back of this booklet.

In the days following the funeral you may find that tasks the deceased took care of have now fallen to you. For some people these tasks can seem difficult, sometimes overwhelming.

Your funeral director will ensure that WINZ are notified, so that any entitlements are dealt with automatically.

Some of the things that might need to be done are:

- changing bank account names and details
- updating details for utility companies such as power, gas and telephone
- contacting insurance companies
- writing thank you cards and letters to friends and family

These things will take several days and possibly several weeks to arrange, and some will require an original or certified copy of the Registrar's Death Certificate.

Thank You Cards

Bereavement or thank you cards may feature the photo from the service sheets and can be printed for you to send out after the funeral. These cards can be a nice way of acknowledging the support of family and friends following a death. We can print any quantity, and offer the first 20 cards, with envelopes, at no cost.

“We want to thank you for the excellent service provided by you and Evans Funeral Service staff. The funeral went off without a hitch – a tribute to your organisational skills. We greatly appreciate that you personally gave such care and compassion towards our family and supported us through this difficult time.”

Death Certificate

After the funeral, Evans Funeral Services electronically registers the death, and sends the medical death certificate to the Department of Health. Following this online registration, The Registrar of Births, Deaths and Marriages issues a Registrar's Death Certificate and posts it directly to us, usually within five working days. We forward the death certificate directly to you or to the solicitor who is dealing with the estate.

We are legally required to include certain information when registering a death. We obtain this information from you while making the funeral arrangements with you. It is important that this information is accurate as far as possible. We have included a list of the personal details required in the back of this booklet.

If the death has been referred to the Coroner, you will notice the words 'subject to coroner's findings' in the cause of death section. This means that the official cause of death was not available at the time we registered the death. It is possible to update the death certificate once the Coroner has concluded his or her enquiries and ascertained the cause of death.

We are happy to provide certified copies of the death certificate to you. There is no charge for this service.



“Thank you for all your kindness shown to our family with the sudden passing of our Mum. We appreciate everything you have done for us.”

Probate

Probate (a term coming from a Latin word meaning ‘proof’) is the procedure by which the courts recognise a will as authentic.

The executors of the will must obtain probate from the court so that they have authority to deal with assets (and liabilities) of the person who has died and to enable distribution of the estate in accordance with the will.

The Registrar of the High Court carries out probate after receiving an application from the executors. This task involves establishing that it was in fact the testator (the maker of the will) who died, that the will was properly signed and attested, and that executors have been appointed.

For advice on estate matters we would recommend that you contact your solicitor or an organisation such as the Public Trust.



*“On behalf of the family
I would like to take
the time to express our
appreciation of your
support and help at a
time when one cannot
think.”*

The Funeral Account

Every funeral invoice from Evans Funeral Services is individualised.

It will generally include professional service fees, mortuary services, vehicle transfers, and a casket. Other items may be included and will be itemised such as: crematorium and cemetery fees, doctor's fees, newspaper notices, flowers, printing, catering, a death certificate, gratuities and donations, multimedia and audiovisual, and memorial work.

Our professional services fee is based on the percentage of available services the family utilises. Unlike businesses that charge an hourly rate for their time, the funeral director sets a professional services fee by totalling the annual overheads of the business and dividing them by the average number of funerals conducted over the year.

Disbursements - items we pay on your behalf – such as newspaper notices, cemetery fees, flowers, and catering accounts attract a 15% service fee.

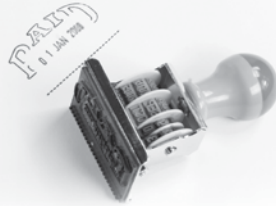
Your funeral director will give you a full estimate at the time of the funeral arrangement if required.

An itemised funeral account will be issued within 10 days of the funeral, and is due for payment within two months. The account will be sent to the person who has signed our Funeral Authority form.

An account service fee is included in every account. If the invoice is paid by the due date, this fee will be deducted.

It is our expectation that the funeral account will be paid on time. If payment is a problem, please let us know as soon as possible so we can suggest ways to help.

We accept payment by cash, direct credit and credit card for your convenience.



“I was so worried about the account. The choices you gave us made all the difference.”

Financial Assistance

Evans Funeral Services offers a full range of services to accommodate most budgets. We can advise on the range of assistance available for families requiring help with funeral costs. Assistance and advice can be given on the closing of bank accounts and applications for funeral grants from Work and Income (WINZ) and the Accident Compensation Corporation.



Compassionate Airfares

Some airlines operating in New Zealand offer compassionate airfares to immediate family members travelling to a funeral. You should check with the airline you are travelling on whether the ticket you are travelling on is able to be discounted in this way.

If a discount is possible, we can supply you with a supporting letter from our company.

To write our supporting letter we need the following:

- the full names of the people travelling
- proof of your relationship to the person who has died
- travel departure point and destination
- a booking reference number and ticket number.

“Many thanks for all your support yesterday. It was a service that made everyone feel very comfortable, and a fitting goodbye to Dad.”

Pre-arrangement and Prepayment

Pre-arranging your funeral provides peace of mind for you and your family. It allows you to leave clear instructions for your family on how you would like to be remembered and the style of farewell you would like.

Evans Funeral Services is happy to meet with you and guide you through pre-arranging your funeral, and then keeping these details on file until required. This is a free service and you can record as much or as little as you would like.

All details are recorded in the strictest confidence.

No-obligation inquiries are welcome and advice is given at any time.

You may also wish to pre-pay all or part of your funeral service, to help relieve your family and loved ones of the responsibility of the funeral expenses.

Pre-paid funerals up to \$10,000 are currently excluded from asset testing when assessing eligibility for a subsidy for long term residential care for the elderly.

“The funeral was beautiful. A true testament to my mother’s life.”



Membership of Professional Organisations



Funeral Directors Association of New Zealand

The Funeral Directors Association of New Zealand (FDANZ) is an association of funeral directing companies carrying out over 80% of funerals in New Zealand – a group of caring professionals who are committed to ensuring that the families they serve are receiving high quality service.

The absence of legislation governing the provision of funeral services means anyone can set up as a funeral director. There are people who do this without experience or training, appropriate vehicles, premises or the skills to provide care, support and the attention you and the deceased deserve.

However, you can depend on the integrity of an FDANZ funeral director. There is a minimum premises and facilities requirement that all FDANZ members must offer in order to deliver professional funeral services. Refer to www.fdanz.org.nz for further information.



Selected Independent Funeral Homes

Selected Independent Funeral Homes (SIFH) is a worldwide professional association of independent, locally owned funeral homes founded in 1917.

Membership is by invitation only. Evans Funeral Services is one of seven New Zealand member companies.

Members operate under strict standards and strive to utilise best practices in offering families confidence and preserving their trust during times of need. SIFH members are monitored to ensure that consumers receive the best care available, and feedback about services provided by our members is encouraged.

Guided by the association's ongoing mission and Code of Good Practice, member firms are operated by trusted local professionals who are often considered leaders in their communities.

SIFH understands that every funeral service is unique, like the person or family planning the event. Its members are flexible in accommodating your needs and helping you through what may be the most difficult time of your life.

The SIFH website has a section on helpful information for consumers, and covers what you should know, your rights, and questions you may wish to ask your funeral director. Refer to www.selectedfuneralhomes.org for further information.



New Zealand Embalmers Association

The New Zealand Embalmers Association (NZEA) is a group of like-minded, professional, qualified embalmers dedicated to the maintenance of the highest standards of professional conduct and ability. Only individuals who hold a recognised qualification in embalming practices are open to membership of NZEA. Membership ensures the strictest adherence to the association's code of ethics and New Zealand law.

NZEA is committed to providing the most up-to-date technology the world has to offer in mortuary services, so that members can take these skills back to their provinces and offer them to the bereaved families they serve. The association is continuing to pressure the government for the recognition that the profession of embalming should be practised only by suitably qualified people. Refer to www.nzembalmers.org.nz for further information.

funeral-link

Funeral-Link New Zealand

Funeral-Link was set up following the arrival of an international chain of funeral homes, which started to purchase family-owned businesses. To be a member of Funeral-Link you must be both New Zealand-owned and a member of the Funeral Directors Association of New Zealand. If a company is a member of Funeral-Link, you know that you are dealing with a locally owned funeral home. Funeral-Link offers its members the assurance that they have a safe place to share ideas for the benefit of each of the participating funeral homes. Refer to www.funeral-link.co.nz for further information.

Helpful Websites



www.evansfuneral.co.nz

The Evans Funeral Services website covers many aspects of funerals and procedure, and includes news articles and staff profiles.



www.baystones.co.nz

Bay Stonecraft has the largest selection of granite memorials on site in the Gisborne region. You can also choose and design a memorial online.

This site would be helpful if you were planning a funeral in advance.

www.fdanz.org.nz/organising-a-funeral/prepaid-funerals.aspx

The Funeral Directors Association of New Zealand organisation (FDANZ) provides a trust for pre-paid funeral funds to be safe and secure. This web page will give you information about pre-arranged and pre-paid funerals in New Zealand, along with relevant information about the FDANZ Funeral Trust.

For a long time many of us haven't liked to think about funerals. Yet today more and more people are changing this way of thinking and finding that it makes a lot of sense to pre-arrange their funeral and/or join a pre-payment plan.

Throughout our lives we plan for almost every financial eventuality we may face. Pre-arranging and/or pre-paying for our funeral makes sense as a way to help relieve your family of emotional and financial worries when the time comes.



www.tributes.co.nz

Funeral notices can be placed on the Tributes website at no charge to our families.

Placing the funeral notice on the internet allows it to be read at any time. Features can include a map to the service venue, an ability to order flowers online or details of which organisation donations can be sent to.

Family and friends from anywhere in the world can read and place messages in the tribute book – there is no cost to leave or read comments and no restriction on the amount of words that can be placed. Tribute pages and tribute books may be printed at any time.

Another feature of the website is that the family can add a personal history

Helpful Websites

about the person who has died. This is a good location to include eulogies read out at the funeral service.

Additional features with a minimal cost are:

- placing photographs in a special online photo album
- uploading a photo presentation (photographs set to music) if it featured in the funeral service, so that it is available for viewing at any time by friends around New Zealand or overseas who were unable to attend the service.

The website is safe and secure – all comments, photographs, photo presentations and personal histories are checked by the funeral director or the tributes administrator before being uploaded to the website.

The tribute page stays active for 13 months. After that time you can choose to renew your registration annually at a minimal cost. Even if you do not renew the tribute, the funeral notice will stay on the site indefinitely at no cost to you so that future generations will be able to view notices from the past.



www.funeral-link.co.nz

With the arrival of international ownership of a number of New

Zealand funeral companies, Funeral-Link New Zealand was set up to assist New Zealand–owned funeral directors. It provides a central reference point for information relating to funerals and offers assistance when a bereavement occurs. You can be assured that all of the companies listed on this site are 100% New Zealand owned.

We believe that it is important to deal with locally owned funeral companies.

When you are working with a member of Funeral-Link anywhere in New Zealand, as identified on this website, you have the assurance that you are dealing with local people who care about their communities.



www.selectedfuneralhomes.org

The website of Selected Independent Funeral Homes (SIFH) provides access to the associations Code of Practice, and highlights the standards required by members of this long established organisation. There are sections with consumer information explaining what you should expect from your funeral director. The purpose and mission of SIFH is clearly explained, along with links to other helpful resources.

Funeral Service Details

Service to be held at:

Date: _____ Time: _____

Cremation Burial

Cemetery _____ New Plot Existing Plot

Minister/Celebrant: _____

Viewing at: _____

Reminders and things to follow up:

Newspaper Notices _____

Casket _____

Clothing, Jewellery and valuables _____

Flowers _____

Music /Hymns _____

Service sheet Info and Photo/s by: _____

Slideshow Photos and music by: _____

Catering and Venue _____

DVD Recording Livestream

Eulogy and Tributes _____

Tribute Book/Online Tributes _____

Pall bearers _____

Gratuities to officiant/organist etc _____

Ashes Collection _____

Memorial Work _____

Thank you cards _____

A Helpful Checklist

People or groups who may need to be told about the death

- The solicitor or lawyer who holds the person's will. The will may contain funeral arrangements
- Phone and cell phone companies
- Banks – cancel automatic & direct debit payments & bank cards
- Credit card and store card companies – cancel cards
- Home or business loan company and others money is owed to, eg student loan
- Landlord, rental agreements, leases
- Inland Revenue Department (IRD)
- Any other government agencies the person was linked to eg ACC, Probation Service or Child, Youth & Family
- The Electoral Enrolment Centre
- Insurance companies, and any local or overseas commitments eg property
- Investment companies, superannuation funds, Kiwisaver
- A Maori trustee, or Maori Land Court
- Any community organisation or people who had regular contact with the person, eg doctor, medical centre, hospital, dentist, other health professionals, accountant, car service, AA, church, marae, cultural centre, hobby groups, clubs, teams etc
- Car registration and drivers license – call 0800 822 422 to cancel
- Passport – contact 0800 22 50 50 to cancel
- New Zealand Post – when you are ready to cancel mail
- Cancel subscriptions or memberships, eg newspaper, magazines, gym memberships
- Ensure any responsibilities are handed over to appropriate others, eg for pets or animals or volunteer positions
- Returned Services Association (RSA) where appropriate.

Personal Details

Full name: _____

Full name at birth: _____

Date of Birth: _____ Place of Birth: _____

If not born in NZ number of years living in NZ: _____

Residential address: _____

Usual Occupation: _____

Ethnic Group: _____

Descended from a NZ Maori Yes No

First marriage/union – To Whom: _____

Where and When: _____

Spouse's date of birth, if living: _____

Second marriage/union – To Whom: _____

Where and When: _____

Spouse's date of birth, if living: _____

Third marriage/union – To Whom: _____

Where and When: _____

Spouse's date of birth, if living: _____

Continued over ...

Personal Details

Names and dates of birth of your children, if living:

| | |
|-------|-------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

Yes No A marriage celebrant, JP or any honours or awards held?

Full name of mother: _____

Mother's occupation: _____

Mother's maiden name: _____

Full name of father: _____

Father's occupation: _____

Solicitor's name: _____

Doctor's name: _____

Do you have a pre-paid funeral? Yes No

Main family contact:

Name: _____

Address: _____

Phone: _____

Your Feedback

We are committed to providing the best service possible. To help us ensure that your needs, and the needs of our community are being met, we would greatly appreciate your feedback.

| Please evaluate the following: | LESS THAN EXPECTED | GOOD | SUPERIOR | N/A |
|---|--------------------|------|----------|-----|
| Attention to detail | | | | |
| Sensitivity of your funeral director | | | | |
| Courtesy of the staff | | | | |
| Personal attention | | | | |
| Preparation and appearance of the deceased | | | | |
| Condition of the facilities | | | | |
| Information for decision-making | | | | |
| Selection of services, caskets, flowers etc | | | | |
| Freedom to make decisions without pressure | | | | |
| Clarity of pricing | | | | |
| Explanation of payment policy | | | | |
| Overall impression of the funeral service | | | | |
| Satisfaction with minister or celebrant | | | | |
| Memorial work options | | | | |

Continued over ...

Your Feedback

If there is any aspect of our service that you rated "LESS THAN EXPECTED", please tell us more here:

What specific aspects of our service were most meaningful to you?

What could have been done to improve our service to you?

How satisfied were you with the funeral director who helped arrange the funeral service?

What additional services (if any) would you like from us?

Name: _____

Address: _____

Telephone: _____

Please feel free to drop in or mail your completed feedback to us at
171 Ormond Road, PO Box 877 Gisborne.

*Thank you for taking the time to give us your feedback.
It is much appreciated.*