

## Coping emotionally

People react in a variety of ways soon after bereavement. Some feel emotionally numb and throw themselves in to practical tasks, whilst others feel too overwhelmed to think straight or cope with arrangements. Further along people may experience a range of intense feelings such as anger, guilt or depression or may suffer unpleasant physical symptoms such as palpitations. At times the bereaved person needs professional help in order to cope. One's own GP and the following organisations may be able to help:

### Cruse

Free support groups and counselling service.

☎ 0844 477 9400

### Care Concern

Free bereavement and loss counselling service.

🏠 85 Middleton Road, Crumpsall, Manchester, M8 4JY

☎ 0161 796 0807

### Chai Cancer Care

If family member is existing client. Free counselling and therapies.

🏠 Heathlands Village, Prestwich, Manchester, M26 9SB

☎ 0808 808 4567



“ You matter because you are you, and you matter to the end of your life. We will do all we can not only to help you die peacefully, but also to live until you die. ”

- Cicely Saunders

(Founder of Hospice Movement)

[www.thefed.org.uk](http://www.thefed.org.uk)

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(Federation of Jewish Services)

## Losing a Loved One



A Practical Guide  
for Family Members



The death of a loved one is likely to be a very confusing and distressing time. Heathlands Village is committed to providing the best possible support to family members who have lost a loved one for whom we have been caring.

This guide provides information and advice to family members dealing with a bereavement. We hope that it will help them through this difficult time.

### Resident Chaplain

Heathlands Village is fortunate to employ a full-time Religious Director/Chaplain, Reverend Keith Rosen, who provides pastoral care to our residents and family members. He is available to provide guidance on matters of Jewish religious practice as well as emotional support. This includes advising and supporting family members when a loved one for whom we have been caring sadly passes away.

Reverend Rosen also advises our nursing and care staff on the religious laws (Halacha) relating to the proper care of the body of the deceased.

### Verification of Death

Heathlands Village nursing staff are qualified to verify death. This means that it is not necessary to call out and wait for a doctor for this purpose.

After the appropriate time lapse the body of the deceased can be moved to our on-site mortuary.

### On-site Mortuary

Heathlands Village has the advantage of having a mortuary on site. This avoids the inconvenience, delay and additional distress to family members, caused by having to transport the body of the deceased to the public mortuary in Oldham.

Furthermore, as the body of the deceased can be removed speedily from his or her room, the likelihood of difficulties for Cohanim (Jewish Males of the Tribe of Priests) is reduced.

The mortuary has a special sitting-room where relatives or other community members can sit with the deceased prior to preparation for burial by members of the burial board (Chevra Kadisha).

### Personal Belongings

Subject to our occupancy requirements, we will keep the deceased's room available until family members are able to collect the deceased person's personal belongings. If family members prefer, our staff can collect and pack the deceased person's belongings and store them safely until collection.

### Arranging the Funeral

Before the funeral can be arranged the death certificate must be obtained: from your loved one's GP surgery

If the resident died in hospital the certificate is issued by the attending doctor at the hospital and must be obtained from there.

Once the death certificate is obtained the death must be registered at the appropriate registry. It is necessary to call first to make an appointment. The registry will issue a green disposal note. The funeral cannot proceed without this document. The table below indicates where to register the death depending on where the resident died.

**NB** On Sundays and Public Holidays, when the registries are closed, family members should contact Messrs. Goldfines, Undertakers, for advice on registering the death outside of normal registry hours. (See details on next page).

### An unexpected death

In the event of an unexpected death Heathlands Village is obliged to inform the police who will need to view the body. They will make arrangement to move the body to the public morgue in Oldham.

Permission for the burial will be at the discretion of the coroner who will liaise directly with the deceased person's family.

### Which Registry?

#### Death at Heathlands Village or Fairfield Hospital

🏠 Bury Town Hall, Manchester Road, Bury, BL9 0SW

☎ 0161 253 6026

#### Death at North Manchester General Hospital (Crumpsall)

🏠 Heron House, 47 Lloyd St, Manchester, M2 5LE

☎ 0161 234 5005

#### Death at Hope Hospital

🏠 Salford Civic Centre, Chorley Road, Salford, M27 5AW

☎ 0161 909 6501

### Who else to inform?

Family members will need to contact either their own Shul (synagogue) Rabbi or that of the deceased person and the relevant burial board.

The contact details for Shuls and burial boards within the Greater Manchester area, are kept at the reception desk of our main building.

The undertakers will also need to be informed. In most cases these are Messrs Goldfines of Enfield House, Bury Old Road, Salford, M7 4QX, Tel: 0161 740 2487 or outside of normal office hours 07963 824 237. They will require details of the deceased person's name and date of birth, Hebrew name, the name of the Shul and burial board. They will need the disposal note and in the case of a male deceased, his tallis (prayer shawl).

### In the event of difficulty...

In the event of any difficulty with regard to the issuing of the death certificate or the funeral arrangements, family members are advised to contact Misaskim on 07805 551 731, the Manchester Beth Din, your family's Rabbi or Mr Sinitsky 07976 438 948.

**Misaskim** is a voluntary organisation which can be contacted 24 hours a day excluding Shabbos and Yomtov. They can help and advise regarding: transportation of a body locally or overseas documentation setting up a shiva house obtaining a coroner's assistance in the event of a delayed death certificate or MRI scan\*

\* in conjunction with Mr Sinitsky