

About Funerals



Lamb &
Hayward

Lamb & Hayward



*“Remember, you only truly say
goodbye once, and whether that
be a large farewell or perhaps a
small private gathering,
Lamb & Hayward will help you
make it memorable.”*

A tradition of caring in our community

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Welcome

We 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. Contact details may be found on the back of this booklet.



Barbara O'Brien (CHAIR) and Stephen Parkyn (CEO)

Our people

The Lamb & Hayward motto 'A Tradition of Caring' reflects the attitudes of our founders, and our continuing philosophy.

We make it our central concern to attend to all aspects of client service: *'In all things, our role is to fully understand our clients individual needs, and then provide a level of service and care, that exceeds their expectations.'* It is this statement that underlies our core values and guides our actions.

We appreciate that you only truly say goodbye once. Whether that be a large farewell or perhaps a small private gathering, Lamb & Hayward will help you make it memorable.

Professional and caring registered funeral directors

The Lamb & Hayward funeral team are passionate about their chosen careers. Our funeral directors and embalmers are all actively supported in achieving and maintaining their respective national qualifications. Collectively they represent many years of dedicated skills and experience. You can be assured that our funeral staff will bring their experience, knowledge and skills to support and assist your family through this most difficult of times.

At Lamb & Hayward we know that when someone close dies, it can be difficult to think clearly and make decisions. We are able to give clear, professional guidance and advice in all circumstances. We pride ourselves on our attention to detail, our quiet care and our friendly nature.

Lamb & Hayward provides its funeral directors with excellent resources and facilities so that the families we serve have a personal and meaningful funeral experience.

In addition, the company is a member of the Funeral Directors Association of New Zealand, Selected Independent Funeral Homes and Funeral-Link, and is therefore bound by the Code of Ethics and Conduct of each of these organisations. We have a long involvement with the New Zealand Embalmers Association.

A tradition of caring ...

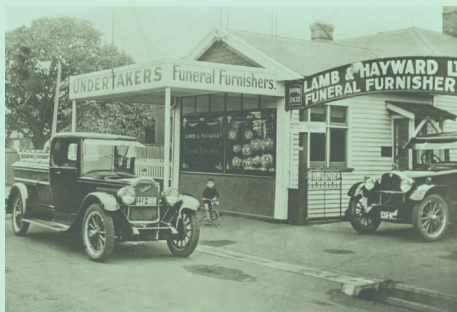
Introducing Lamb & Hayward Ltd, Funeral Directors

Quality, value and innovation have been the hallmarks of Lamb & Hayward Funeral Directors for more than 85 years.

Established in 1923 by three Williams – Hon. William Hayward MLC, William Boon and William Sylvester Lamb – the company has continued to be locally owned and operated and a significant part of life in Canterbury.

The original premises were at 292 Cashel Street and consisted of a small shop front, mortuary and a garage. There were also two self-contained flats for staff. In 1936 the old premises were demolished to make way for a two-storey building on the same site. The new building provided for a chapel plus a floral area and the offices required to cater for what was at the time a modern funeral home.

By 1971 the business had expanded and larger premises were required. Lamb & Hayward relocated to a new site beside the old Bryndwr Lake in Wairakei Road. This new chapel was named Westpark.



In April 1991 Lamb & Hayward dedicated its second funeral chapel at Kerrs Road in Linwood to offer a convenient alternative in eastern and southern Christchurch. The new funeral home was situated on the site of the old grain store.

Nine years later our Rangiora Chapel, Wai-mana was built to cater to the growing North Canterbury area. The complex also features an enclosed courtyard – the Garden of Memories – where a small plaque is placed for every funeral arranged by Lamb & Hayward in North Canterbury.



Why plan ahead?



Pre-paid funerals and pre-planned funerals

The Lamb & Hayward Funeral Trustee Ltd, is a secure scheme managed by separate trustees. The pre-paid scheme provides peace of mind knowing that your wishes are understood, your funeral details are in good hands, and the financial situation has been addressed.

Your family and loved ones are relieved of the responsibility of making difficult decisions in very emotional circumstances.

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

Thinking about pre-arranging and/or pre-paying your funeral?

The idea of recording your own funeral requests may seem a little unusual to some. But when you think about it, it's really just an extraordinary way of showing your family how much you care. Pre-planning ensures that your arrangements are what you want and that your wishes will be respected in a dignified way. Your arrangements are personal to you – in conjunction with your funeral director, you decide what you want.

How common is it to document your own funeral requests?

Nowadays people are eager to take a more active part in deciding how to be remembered. This is one way they can remove some uncertainty from their family members at this difficult time. Their documented wishes assist with answers to common questions about details such as venue, readings, music, and flowers. Family members can also gain comfort from knowing they are following the wishes of their loved one.

A simple, unique plan

By pre-paying with Lamb & Hayward you can rest assured that your family won't be burdened with costs that are higher than necessary. Your money is safe with Lamb & Hayward Funeral Trustee Ltd. The money that you pay now for your pre-arranged funeral is held in trust for you in the Lamb & Hayward Funeral Trustee Ltd, BNZ Client Funds account, on daily interest bearing deposit. This account is completely separate from the company's accounts. Funds cannot be withdrawn from this account without providing a, Death Certificate, copy of contract, and the funeral account.

What if I change my mind?

We at Lamb & Hayward are confident that we provide service that is outstanding in every way. Our staff are a mix of ages and genders who understand the entire funeral process, they quietly and confidently guide families in a manner that exceeds expectations. However if for whatever reason you do change your mind at any time, the funds are fully refundable.

Security with a New Zealand-owned company

Lamb & Hayward was established in 1923, and is one of the older funeral firms in Christchurch. In contrast to other firms it has resisted the trend to sell out to overseas interests, and so unconditionally remains Canterbury owned and operated. These solid foundations support Lamb & Hayward's commitment to provide the best facilities in Canterbury, and allow it to give back to its client families in the region.



Pre-arranging and Pre-payment

If you have been reading this booklet in order to prepare for the future you may wish to consider pre-arranging and pre-paying a funeral.

Pre-arranging

Pre-planning provides peace of mind for you and your family, knowing that you're not leaving your family with all the decisions and costs. It enables you to decide exactly how you would like to be remembered, and to make others, such as Rest Homes, aware of your choice of funeral director and specific wishes.

Lamb & Hayward is happy to meet with you and guide you through a pre-arrangement at a time suitable to you, and then hold those details on file until required. There is no cost for this service. You can choose how much detail you record with us - it may be just one or two matters of importance (for example, preference of burial or cremation, and place the service is to be held) or you may choose to go into considerable detail. After meeting with one of our funeral directors we will hold on file a record of your wishes. Simply let family and care-givers know we are holding your instructions.

Pre-payment

In addition to pre-arranging a funeral you may wish to take the next step and pre-pay the cost of the funeral. After discussing your pre-arrangement details we are able to provide you a quote for the current cost of the funeral. The money you pay for your pre-arranged funeral is held in trust for you in the Lamb & Hayward Funeral Trustee Ltd, BNZ Client Funds account.

Personal Profile Record

On the pages which follow we provide a Personal Profile Record form to help with your pre-planning. We recommend that you complete as many of the details as you wish, and then contact us to make an appointment to meet with one of our funeral directors. We will advise you of all your options and guide you with next steps.

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: _____

continued...

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

_____	_____
_____	_____
_____	_____
_____	_____

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

Details: _____

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: _____

Funeral wishes

☐ Cremation

☐ Burial

☐ New Plot

☐ Existing plot

Which cemetery _____

Venue for funeral: ☐ Lamb & Hayward Chapel

☐ Church

☐ Other

Interment details: _____

To lead the service:

☐ Funeral Celebrant

☐ Clergy

☐ Other

Officiant name if known: _____

Religion: _____

Things to consider:

- Casket choice
- Clothing
- Jewellery and valuables
- Flowers
- Music
- Hymns
- Viewings
- Service sheets and photos
- Newspaper notices, which newspapers?
- Catering
- Pall bearers selected
- Headstones, plaques and monumental work
- RSA, lodge, sports clubs and other organisations
- Photographic Tribute
- Webcasting of the service

Where will the service be?

Where the funeral service is held is an important aspect of funeral planning.

You may choose to use one of our chapels, a crematorium chapel, or if the person who has died was a member of a religious denomination, often the service is held in their local church.

A funeral service can also 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 of such venues are ChristChurch Cathedral, AMI Stadium, Addington Raceway, La Vida, McFadden's Centre or the Aurora Centre.

A catering lounge for a 'cup of tea' is also seen as an important feature when selecting a venue. A funeral director will be happy to discuss suitable options for you to consider.



Lamb & Hayward Chapels

Westpark, Burnside



The now iconic Westpark Chapel at 467 Wairakei Road, Burnside was opened in 1971 and extensively refurbished in 2009.

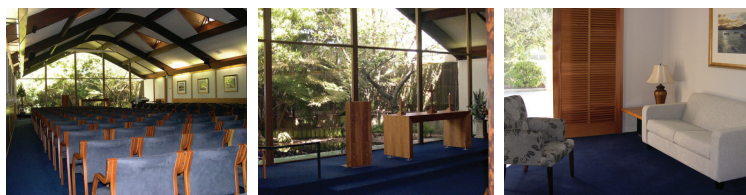
The large chapel seats 220 comfortably, and can accommodate another 300 standing or viewing the service on the lounge screens. A glass wall at the eastern end looks out to a tranquil garden providing a calming environment to contemplate during the service. There is also a smaller side chapel for private, more intimate services.

Both chapels are lined in rimu timber and have midnight blue carpet, Lamb & Hayward's trademark colour. Watercolour paintings of local and South Island scenes by Christchurch artist Kelvin McMillan are a special feature of Westpark.

The adjacent William Lounge, named after our three original founders, provides a perfect venue for refreshments after the funeral service. Full catering services are available on site.

Following a recent upgrade of its state-of-the-art audiovisual equipment, Westpark now has a large retractable screen to show the DVD tributes that feature at many services today.

The car parking area has a capacity for over 100 cars. The trees and lawns, together with the lake, its fountain and visiting ducks, create a truly unique setting.



AvonPark, Linwood

The AvonPark Chapel (formerly Kerrs Road Chapel) was opened in 1991, on the corner of Kerrs and Pages Roads, to offer a convenient alternative in eastern and southern Christchurch. The chapel is set in an acre of landscaped grounds and faces out towards Linwood Park.

The chapel seats 175 and is designed to create a relaxing, comfortable atmosphere, in keeping with modern tastes. Extensive use of warm New Zealand rimu timber, superbly designed with large windows give a feeling of both space and intimacy.

Subtle lighting and full audio facilities give funeral services that special sense of occasion. Full catering facilities are available with a pleasant lounge area for a gathering after the funeral service.

Abundant off-street parking is available, and the garden at the AvonPark Chapel is a constant source of colour and interest.



Wai-mana, Rangiora

Wai-mana at 92 Kippenberger Avenue, Rangiora was built in the year 2000 to provide a service for the growing North Canterbury area. The Rangiora Chapel maintains the company's commitment to style and quality, as well as including the most up-to-date design features.

The award-winning contemporary building is set in 1.6 hectares of lawn, hedges and trees, in harmony with the surrounding rural landscape. The building incorporates materials such as polished granite, cedar and matai veneer, and sweeping floor-to-ceiling windows which provide a view across the fields to the mountains.

Extending out from both sides of the building is a 140 m long water feature lined with river stones, designed to resemble a water race. The name Wai-mana, meaning 'respectful waters', was chosen to reflect the chapel's location between the Waimakariri and Ashley rivers. The main chapel seats 200 and looks across the fields toward Mt Thomas. It includes a fully serviced commercial kitchen for its large refreshment area. In fine weather the glass doors open out to the terrace, giving it a feeling of light, space and serenity.



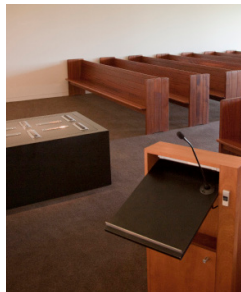
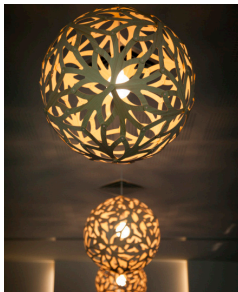
Christchurch Crematorium Chapel, Wigram

The Christchurch Crematorium Chapel is newly renovated and located in the south-west of Christchurch.

Formerly Garden City Crematorium

One hundred percent Canterbury owned, the crematorium features a purpose built and tastefully decorated chapel with seating for 100, and includes a fully equipped catering lounge.

The Chapel has up to date audiovisual equipment and features a retractable screen to show the DVD tributes that feature at many services today.



Burial or cremation?



During your first contact with Lamb & Hayward, our 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

Lamb & Hayward arranges all the details for the final resting place, and can advise you on the availability of Upright Headstone or Plaque areas in all local cemeteries. Burials can be arranged in most cemeteries either in existing graves or in new plots. We provide a grave marker in the form of a wooden cross when a new plot is purchased. Cemeteries will 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.

Cremation

In New Zealand cremation is now a widely accepted alternative to burial. Lamb & Hayward attends to all the requirements for cremation at any of the Canterbury crematoriums, and also operates its own crematorium, located in Wigram.

The ashes will generally be available after 48 hours. The funeral director will assist you in discussing the next steps in relation to the ashes. There are a number of options as they can be scattered, interred in a range of locations, or divided into portions and placed in urns. We can assist in sending ashes to other destinations in New Zealand and overseas.

You may have noticed 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 either the funeral director only, or invited family and friends. The choice of whether you wish to travel to the crematorium is always up to you; however in New Zealand it is not generally possible to watch a cremation.

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 greatest 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 role is to make all the relevant arrangements prior to conducting the funeral on the day.

The funeral director will liaise with the minister or celebrant to ensure that any of the family's special requests such as music, flowers, photo's or audiovisual tributes are met.

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), a close personal friend or the celebrant;
- select music, reading or poetry for during the service;
- decide on the use of other mementos such as flowers and photos as required;
- discuss the content of the printed service sheets; and
- schedule the audiovisual presentation (if any) in the service.

Funeral timing

When to hold the funeral is entirely up to you. Some people believe three days after death is the correct timing; however, legally 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.

Cultural awareness

The Canterbury 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.



Clergy or Celebrant

If you are a member of a religious denomination, your priest or minister will be the obvious person to contact regarding the funeral service. Your funeral director will then liaise with them regarding the date and time, and will maintain contact leading up to the funeral.

Funeral celebrants (male or female) are also available to conduct services. Celebrants will provide a service that is appropriate to your needs and cultural beliefs. They will generally lead a civil service, but often incorporate prayers and religious aspects if required. Lamb & Hayward engages a group of highly skilled celebrants and will recommend one that we feel will be suitable to you and your family.



Mementos, music and flowers

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

Mementos

We will try to help you make the funeral a true reflection of the person that is being remembered. There are numerous ways to individualise the service and can include such things as:

- candles
- flags, sporting memorabilia
- RSA involvement, poppies, 'The Last Post'
- balloons, butterflies, doves
- bagpipes
- photo-boards
- guard of honour.

Some unusual mementos we have used in the past include:

- tractors , trucks
- vintage cars
- motor-bikes, bicycles
- boats.

Music

Music speaks to our hearts – especially at a funeral service. The music you select and the way that it is used helps to set the emotional tone of the service.

Music can be played from a family CD or other electronic format, or from our extensive collection. Choirs, singers and soloists can also be arranged for a service if you wish.

Flowers

We can arrange flowers for the funeral, on your behalf, using a professional florist. Alternatively you are welcome to use a florist of your choice or to provide your own flowers.

For the casket spray, families will often choose a favourite flower, or a combination of flowers and colours. A single flower or a bunch tied with ribbon are a simple alternative to a more formal arrangement.

Some people include items that personalise the floral tribute; these sometimes include items such as vegetables, sports equipment or fabric butterflies.



Donations

Although traditionally friends have sent flowers to grieving families, it is now more common to invite donations to a relevant charity, to be made in memory of the deceased.

If you choose this option we will ensure that a donation box is available at the service, and will organise for the money collected to be delivered to the chosen recipient.

Visual presentations

Lamb & Hayward will assist you with a range of audiovisual services regarding both making presentations as part of the funeral service and recording the service as a permanent record.

Slideshows and photo presentations

Lamb & Hayward can create a Photo Presentation to be played through TV screens, or project a slideshow of photos to reflect the life of your loved one. Such a presentation can be a meaningful way to share more memories and highlight a life. It can be shown before or during the funeral, accompanied by your own special music.

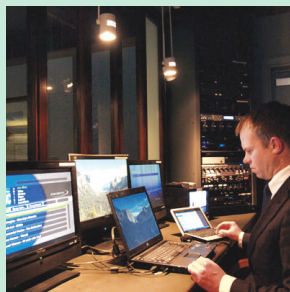
Photo Presentations can be shown at Lamb & Hayward chapels. Equipment hire may be required at some other venues.

Video and DVD recordings

We can arrange for a professional video operator to complete an audiovisual recording of the funeral service. This is a way of sharing the service with relatives or friends who were unable to be there on the day.

Webcasting

If you have friends and family overseas who cannot attend the service, you may want to consider having the service live streamed via the internet. The service can be viewed live or after the event (for 90 days) and it is possible to order a downloaded copy of the service for an extra fee.



Vehicles

Lamb & Hayward offers a range of custom-built hearses as part of our service to clients and families.

Our fleet of contemporary Cadillacs add a sense of style to the funeral service and convey a feeling of modern tradition and dignity.

Alternatively our Ford Lincoln hearse presents a more conservative image.



Catering

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 an opportunity for a family reunion.

All Lamb & Hayward chapels are fully equipped for this purpose and provide spacious refreshment lounges to gather and share stories. Catering can also be provided at other venues.

Our funeral catering would normally include a selection of gourmet savouries, club sandwiches, sushi, fruit, a range of cakes and a selection of gluten free savouries and sweets. All are complimented by tea, coffee and orange juice. However you may wish to talk to us about the style of food required, as we can cater for individual tastes and preferences.

We often work with church groups who offer catering at their own locations. We are happy to assist them in any way.

Please note alcohol is not permitted on any of our premises.



Service Sheets

Service sheets (orders of service) may be printed for handing out at the funeral service. Sizes and styles range from the standard size through to bookmarks. Service sheets have now become a sought-after item at a funeral service. Some families consider service sheets to be a gift to those who attend the service and many people will keep these as a memento.

Lamb & Hayward prides itself on the design and quality of its service sheets, and employs a specialist graphic designer who creates a truly memorable, individualised gift. Families are encouraged to be involved in the design of these personalised service sheets, and will often use a range of photos to reflect a person's life.

Memorial books (or attendance registers) are also produced to reflect the design of the service sheet. They usually feature a photo on the cover.

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

Thank you cards

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.



Memorial book

If you would like to know everyone who has attended the funeral, you may find it useful to have a memorial book for people to sign. We do our best to ensure that everyone signs the book either as they arrive for the funeral service or before they leave.

Lamb & Hayward is able to create a personalised Memorial Book, based on the design of the service sheet. Alternatively we are able to provide a commercially produced book.

You are of course welcome to provide your own book for this purpose.



Pall bearers

If you are using pall bearers, it is best that you approach these people prior to the funeral service. Most friends will be honoured to assist you by helping to carry the casket at the funeral. This may also be a useful way to involve members of clubs or groups that were relevant to the deceased or to include other family members.

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.



Family transport

In most circumstances families use their own vehicles to get to the funeral service. However, we can provide cars or arrange to hire suitable cars if required.



Caskets



The funeral director will assist you when choosing a casket, and will usually do so from Lamb & Hayward's casket catalogue. Alternatively you may visit our offices and view a casket selection if you wish.

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 casket range

We provide a variety of caskets including solid timber or particleboard/MDF. There are many options when considering the finish of the caskets, such as: solid rimu, macrocarpa, mahogany, or pine, rosewood finish, or veneers. Caskets have either a flat or a raised lid, and can also be painted in any colour you choose. There is also a range of caskets available with vinyl transfers that you may choose if they reflect the personality of the person who has died. All Lamb & Hayward's caskets are made by local tradespeople.

Eco caskets

Lamb & Hayward provides a range of eco caskets that reflect the increasing concern for the environment. Our most popular eco choice is an untreated radiata pine grown sustainably here in New Zealand. Crafted in an eco friendly manner with water-based glues and minimal use of screws and pins, it comes with a natural finish and either wooden handles or natural-fibre rope handles.



Urns

After the funeral – the ashes

As part of the process of planning a cremation with you, Lamb & Hayward will discuss the options available for keeping, scattering or interring cremated remains (commonly referred to as ashes).

Attendance of family and friends at the interment of ashes is welcomed and encouraged. We can also assist with the scattering of ashes or the transportation of them to other places.

Following a cremation, the ashes are placed in a plastic urn inside a plain cardboard box. This is suitable for storage if you choose to scatter the ashes at a later date.

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

Our urns are similar to the casket range and can be made of solid wood or painted. Alternatively you may choose from a range including resin, marble or metal.

There are many sizes, designs and materials available.

You may also choose to supply your own container into which we will transfer the ashes.



Newspaper notices

Usually the public will be notified of a death by the placement of a Death Notice in the newspaper. We will assist you to write this notice, and will then lodge it in the various newspapers, and on the days that you nominate.

Below is an example of what you may wish to consider.

SMITH, Robert Henry (Rob) (Regt No 7564, Sgt, 2nd NZEF) - On June 24, 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, and 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.)* In lieu of flowers, donations to ABC Charity would be appreciated and may be made at the service. *(If you would like people to send flowers, do not include the statement about donations.)* Messages may be addressed to the family of the late Robert Smith, c/- PO Box 39001, Christchurch 8545. *(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.)* The Funeral Service for Rob will be held in our Westpark Chapel, 467 Wairakei Road, Burnside, on Tuesday, August 30 at 2.00pm, followed by a private cremation.



03 359 9018

Time together

Many people find it helpful to spend time with the person who has died. This special time is an opportunity to say goodbye.

We have a selection of viewing rooms for families who wish to visit.

This time together can assist in the grieving process as it allows people to begin to accept the reality of the death. It can be a time to place mementos such as cards, letters, small gifts, photos, flowers and other significant objects in the casket.



Some families choose to take the casket home or to another venue; this enables them to spend some days with the person who has died. We are happy to make arrangements that will fit with your wishes and at a time suitable to all family members.

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.

Historically children were not involved in the funeral process. Today most experts would agree that children should have the same opportunity to view the person who has died and to attend the funeral if they so wish.

We encourage visiting at Lamb & Hayward between 8.30 am and 5.00 pm, Monday to Friday. You are welcome to visit outside these hours by organising a convenient time with your funeral director.

Embalming

Mortuary services – caring for the dead



The care and respect that Lamb & Hayward gives the person who has died begins from the time they are transferred into our care. Our funeral team 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 have a team of qualified embalmers who 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; the dressing and grooming are a very important part of this process.

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

If required Lamb & Hayward will arrange 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 and proud of our high standard of service in fulfilling this need.

Eco-embalming

As part of our care and respect for a deceased person, we have developed various options to allow for 'light embalming', which limits the amount of chemicals used in the embalming process. We can use New Zealand-made Eco products for washing the person who has died. Alternatively we offer the choice of no embalming. There are no legal or mandatory requirements in New Zealand for embalming. We will be pleased to talk about the consequences of any choices for the funeral that you are organising and the full range of options available.

For more information on eco funerals, see www.ecofunerals.co.nz.

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. On some occasions, in accordance with cultural considerations or personal wishes, the family may choose to either dress the person who has died or assist us in this process.



Ex service personnel

The local RSA is happy to attend and conduct a Returned Services tribute for any service person who has died. The Last Post can be played if you would like this tradition to be a 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.

If you do not know the service details of the person who has died, we are able to obtain these details from Personnel Archives and Medals at the NZDF. They can also provide to us a short summary of service for the veteran.



Headstones and plaques

Lamb & Hayward can provide advice and assistance regarding the selection and purchase of headstones and plaques. We are able to refer you to local Canterbury Monumental Masons who specialise in this service.

Death certificate

After the funeral Lamb & Hayward electronically registers the death of the person who has died. Following this online registration, Births, Deaths and Marriages processes it and posts the death certificate to the nominated person, who is most often an executor of the estate, usually within five to ten working days.

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.

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.



Bereavement support – continuing care

Although very important, the funeral is only the first step we take in ‘saying goodbye’. As you begin to work through your grief, the road ahead may seem long and lonely. Relatives and friends will be especially helpful at the time of death and at the funeral. However, as the weeks and months pass after the death, they may not always be available to comfort you and to allow you to talk about the person you love and miss so much.

Lamb Hayward offer a series of free books about dealing with grief. The first book in the series of 3 is given to each family following the funeral service.

In addition, we are available to speak to community groups on the topics of death and how to cope with grief.



carboNZero



We at Lamb & Hayward are excited to announce that we are the very first funeral company in the world to obtain a carboNZero certification. With our continuing commitment to the Canterbury community we are proud to lead the way as we endeavour to create a more sustainable global environment.

Ōtukaikino–the Living Memorial

For every funeral we arrange, a native plant is established in our unique Living Memorial reserve at Ōtukaikino, a place of commemoration for family and friends to visit. Ōtukaikino Reserve is a 13-hectare freshwater wetland reserve which Lamb & Hayward in partnership with the Department of Conservation is gradually restoring. Visitors are welcome.

An outdoor memorial service is held at Ōtukaikino each year on the last Sunday in February.

An invitation will be sent out for two years after the funeral, and thereafter there is an open invitation for you to join us every year, rain or shine.



A Christmas to Remember



Lamb & Hayward holds a Candle Lighting Service every December in each of its chapels. These services are advertised in the Press.

You may wish to light a candle to symbolise a life still significant, and there is an opportunity to write a personal message on an angel card to place on our tree. In the New Year the messages are gathered together and

interred at our Living Memorial at Ōtukaikino, to form a tribute planted in remembrance of those nearest to our hearts.

You will receive an invitation for two years and are welcome to attend every year thereafter.

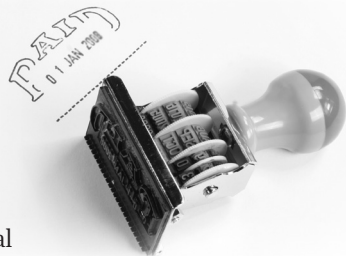
Payment

The funeral account

Every funeral invoice from Lamb & Hayward 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, ashes and memorial fees, doctor's fees, newspaper notices, flowers, printing, catering, a death certificate, gratuities and donations, multimedia and audiovisual, and monumental options.

An estimate

With every funeral we will give you an estimate of the costs of the funeral that you have arranged with your funeral director.



The payment due date

After the funeral we wait up to 10 days before sending the itemised funeral account to the address that you have indicated as appropriate. The due date for payment, which will be advised on the invoice, will be about four weeks from the day of the funeral or from when the services are rendered.

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

Overdue accounts

Failure to make payments by the due date may result in additional recovery costs and recovery steps being taken.

Financial assistance

Lamb & Hayward offers a full range of services to accommodate most budgets. Please ring us to discuss your specific requirements. 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 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.



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.



Membership of professional organisations



Caring Funeral Professionals

Funeral Directors Association of New Zealand

The Funeral Directors Association of New Zealand (FDANZ), established in 1937, is the largest national association of funeral directors in New Zealand. FDANZ represents the majority of New Zealand funeral directors, who together are responsible for arranging and directing over 80% of all funerals in the country. With FDANZ members you can be assured of receiving expert advice from an authority in the field – from someone whose understanding of the costs, processes and necessary care has been gained from industry experience. Members are subject to a strict Code of Conduct, underpinned by the Code of Ethics to which FDANZ subscribes. Their adherence to these codes gives you both peace of mind and quality assurance.

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. 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.lambandhayward.co.nz

The Lamb & Hayward website covers all aspects of funerals and procedure. In many respects the website is an electronic version of this booklet, although it provides more indepth information on both funeral planning and the company's history.

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

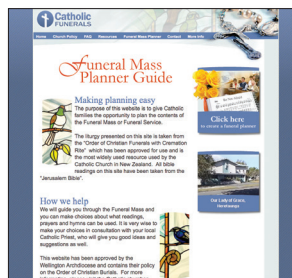


www.catholicfunerals.co.nz

For those of the Catholic faith, the Catholic Funerals website has been designed with the support of the Archdiocese of Wellington. This website allows you to plan a Funeral Mass; it provides you with all of the approved

Bible readings, as well as many hymns.

The website also sets out the Catholic Church's approved policies in relation to funerals within the Church.



As well as creating an electronic plan for a Funeral Mass with the 'Funeral Mass Planner Guide', you can save your plan to your computer, or email it to family, friends or the priest who is participating in the funeral.

www.ecofunerals.co.nz

The Eco Funerals website responds to the growing awareness of our impact on the environment, including the way we leave this world. Some people want to personalise their funerals while considering how their choices affect the environment. This website explains the eco-friendly funeral options available to you, and helps you to make well-informed choices.

Eco Funerals recognises that our own funeral marks the end of our call on the earth's resources and, just as in life, involves a number of choices that can impact, to a greater or lesser degree, on the environment. These choices include whether or not to embalm, the type of casket to use, and burial or cremation.



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.



Office, Chapel and Reception Lounges



Westpark Chapel
467 Wairakei Road, Burnside.
Telephone: 03 359 9018
Fax: 03 359 9856
Email: westpark@lambandhayward.co.nz



AvonPark Chapel
2 Kerrs Road, Linwood.
Telephone: 03 381 1089
Fax: 03 381 2679
Email: kerrs.rd@lambandhayward.co.nz



Wai-mana Chapel
92 Kippenberger Avenue, Rangiora.
Telephone: 03 313 1430
Fax: 03 313 1431
Email: waimana@lambandhayward.co.nz

www.lambandhayward.co.nz

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