

QUALITY STANDARD

Irish Association of Funeral Directors

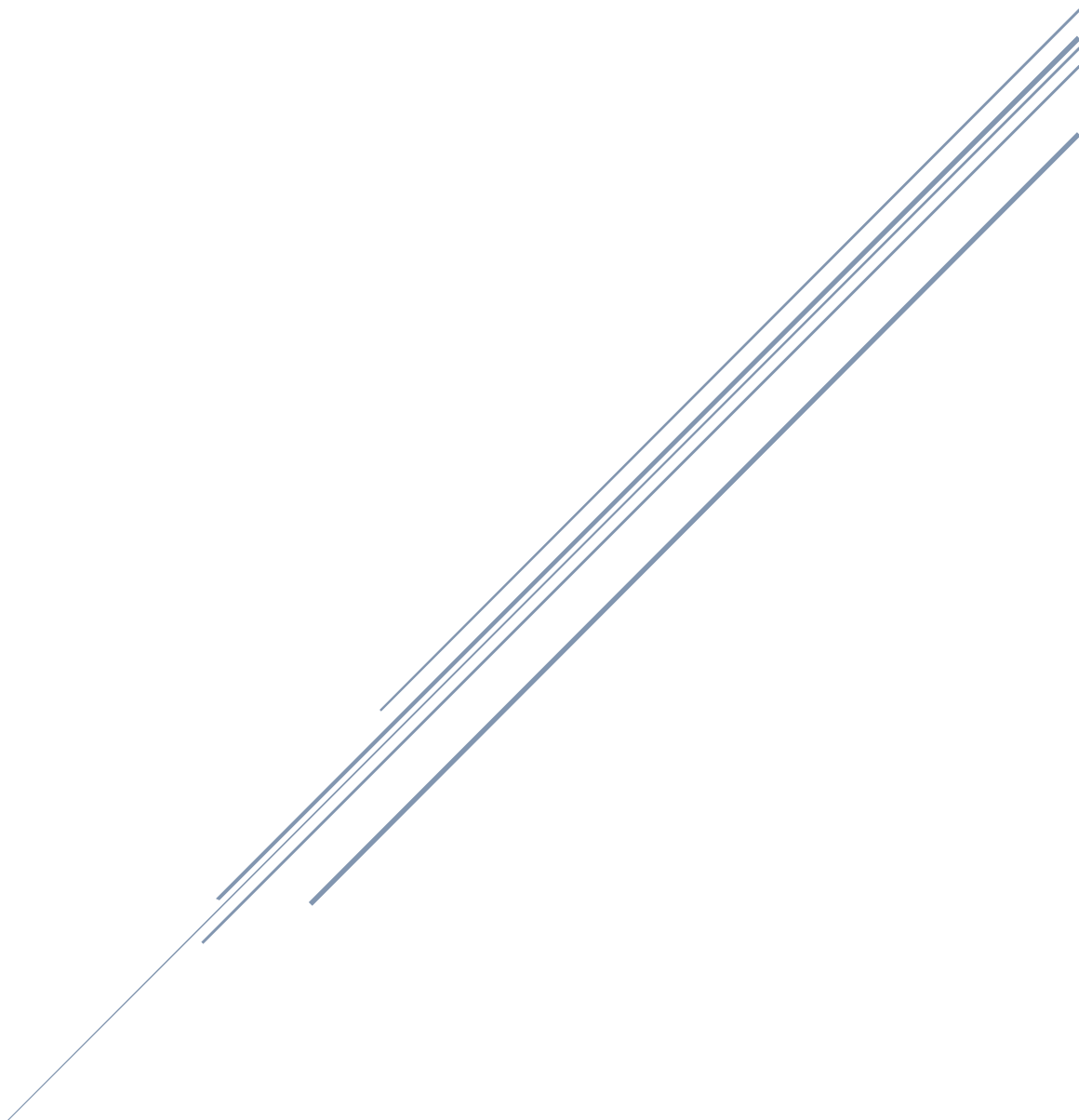


Quality Standard

*Promoting Excellence
in Funeral Services*

www.iafd.ie

QUALITY STANDARD
IRISH ASSOCIATION OF FUNERAL DIRECTORS
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1 Funeral ethics

Funeral personnel shall, always, be guided by the IAFD ethical principles:

- Demonstrate honesty, loyalty, and integrity in the course of their duties
- Understand and respect the customs and beliefs of the client
- Facilitate the client to freely choose all elements of the funeral service, respecting those choices
- Ensure that the person who will be liable for the funeral costs (client) receives an estimate of all funeral costs at the time of making funeral arrangements, which is signed by the funeral director and the client
- Protect the client's personal data in accordance with relevant GDPR regulations
- Adhere to all laws applying to the funeral profession and generally
- Be dressed and presented appropriately for the work that they are carrying out, with due respect to the deceased and their families

2 Education

All funeral personnel shall have appropriate training for the tasks they fulfil.

2.1 Embalmers

Embalmers must hold a qualification from an/or full membership of one of the recognised embalming organisations.

Embalming or Thanatopraxy courses shall include theoretical and practical study with students being required to pass a written and practical examination. Practical experience shall include training in all types of subjects including autopsied and non-autopsied cases. Examination should be conducted independently
NOTE: An embalming qualification is one that is approved by a national state authority or recognised national funeral/embalming organisation. In-house qualifications that have not been subject to totally independent examination or assessment are not acceptable.

2.2 Funeral personnel

Funeral arranging and operations personnel can fulfil their training requirements through experience (Competency from Experience) and/or the completion of the IAFD Education Programme - Funeral Directing Certificate Award (FDCA) or an equivalent course in funeral directing which is recognised by IAFD.

2.3 Competency from experience

Funeral arranging and operations personnel are deemed to have competency from experience if they have worked for an IAFD member company for a minimum of two years full-time or three years part-time.

2.4 IAFD Educational program

Funeral Directing Certificate Award (FDCA) will cover the following topics:

- Legislation and jurisdiction
- Economics and management including quality management
- Sanitary science including hygienic treatment of deceased and hygienic measures for personnel and material
- Mourning psychology and advising
- Funeral culture and rituals
- Funeral, cremation, and cemetery techniques
- Environmental protection, health, and safety

2.5 Continuous professional development

Funeral personnel (who work more than 8 hours per week) should undergo ongoing education amounting to 20 hours within five years. This can be fulfilled on the job (records to be kept for evidence), through attending IAFD seminars (online or in person) or by viewing IAFD approved training videos.

3 Funeral arranging

3.1 Funeral advisory services

The IAFD has developed a funeral planning checklist (available to download from the members section of the IAFD website) which is a comprehensive list of everything to be considered when making funeral arrangements. Referring to this list when making funeral arrangements will ensure that nothing is overlooked.

Before the planning of a funeral proceeds.

- The qualification of the person instructing the funeral director (client) shall be established - is the client (a.) an executor for the deceased person's estate or (b.) the deceased person's nearest surviving relative?
- It shall be confirmed that medical confirmation of death and the required documents for certification of death have been completed or that a coroner has approved the release of the body to the funeral director
- If necessary (e.g., a person has died from an infectious disease) precautions shall be taken regarding the storing, handling, embalming, encoffining, transportation and burial or cremation of the deceased

All the above should be recorded in writing.

When providing advice to the client the Funeral Director shall have consideration for the emotional state of the client and the financial circumstances of the client and ensure that the client is clear on the funeral arrangements being agreed and the costs of the funeral, while acting with tact and dignity towards the deceased person and the client.

The making of funeral arrangements, and any other meetings with clients, shall take place in an appropriate place where client confidentiality can be protected.

Clients shall be advised of all relevant options available to them at the time of making funeral arrangements (e.g., religious vs secular funeral service, cremation vs burial, choice of venue, day of funeral, transport etc.).

Clients shall be informed if embalming of the deceased (or any other hygienic treatment) will be taking place and their permission for such procedures shall be recorded.

At the time of making funeral arrangements the client will be provided with a detailed estimate of costs which they and the funeral director will sign - any subsequent significant change to these costs shall be communicated to the client in writing.

Where relevant the funeral director shall advise the client to seek independent legal advice regarding the estate of the deceased, inheritance and pension payments and refer them to where such advice can be obtained. Upon request, the funeral director may provide information on bereavement counselling and other relevant services.

3.2 Obituaries and announcements

The funeral director should advise on the various forms of obituaries and announcements that are available. The funeral director should offer support and guidance with drafting and publishing a death/acknowledgement/memorial notice. Clients should be advised of the options and costs of various media. For printed notices clients should be provided with a proof for approval before publication.

3.3 Organising the funeral ceremony

When planning a funeral, the Funeral Director shall consider the wishes and values of both the deceased person and the client, while also considering the customs of both religious and secular ceremonies. Advice shall be offered to the client on all necessary elements of the funeral ceremony from beginning to end including the following.

- The sequence of the funeral
- Transport arrangements for the deceased and the mourners
- Type of ceremony and celebrant
- Provision of a photograph of the deceased and a method of display
- Provision of books of condolence
- Arrangements for committal at cemetery or crematorium
- Decoration of the graveside and covering of the excavated soil with mats or natural greenery
- Provision of a public address system (to be checked in advance)
- Arrangements for guards of honour, flags etc
- Arrangements for the reposing/wake
- Requirement for live streaming/recording of the funeral ceremonies
- Music (recorded or live) for the funeral ceremonies
- Handover of sympathy letters & cards, flowers cards, condolence books etc
- Arrangements for cremated remains
- Post-funeral function arrangements/catering

4 Costs

4.1 Funeral costs

A detailed list of all costs (funeral director and third party) shall be provided to the client prior to funeral arrangements being finalised. The estimate should include all of the following that apply.

- Professional fee
- Removal and movement fees
- Coffin/casket
- Treatment and preparation of the deceased
- Transport on day of funeral (hearse and limousines)
- Use of funeral home/funeral venue hire
- Documentation fees
- Church offering
- Celebrant fee
- Grave purchase/opening
- Grave dressing
- Temporary grave marker
- Headstone/monument fees
- Crematorium fees
- Urns or other receptacles for cremated remains
- Costs associated with interment or disposal of cremated remains
- Flowers
- Music
- Fees to doctors/coroners
- Catering
- Printing
- Death notices

4.2 Invoicing

Invoices shall be issued promptly according to the common commercial principles. They should be clear and easy to understand. Invoices should differentiate between the funeral director's costs and the third-party costs. Invoices shall correspond to the written estimate provided with any changes noted.

4.3 Pre-need and prepaid funeral

The details of a future funeral shall be set out in a document/agreement according to the wishes of the person making pre-arrangements for the funeral. The estimated costs (including fees and disbursements) shall be detailed - see Costs above, so it is clear exactly what is included and what is excluded.

At the time of making advance funeral arrangements the following shall be clarified.

- The person making the plans has authority to do so
- Who shall be responsible for any overpayments, additional costs
- Clarity of contact details and roles of any other person involved in the agreement
- All details of what has been agreed, and what has been excluded
- The process for cancelling the agreements, including details in relation to refunds of monies paid (if applicable)
- Risk of fluctuating prices

If required, the financing of the funeral and the alternatives available for pre-paying shall be explained. Any money received shall be placed in an interest-bearing and independent trust. The amount of money shall be separated from the funeral director's assets. The client shall be informed about the asset management and the asset protection by the funeral director or the funeral financing organisation. The final agreement shall be signed and records of such shall be maintained.

5 Funeral facilities and equipment

5.1 Preparation/embalming room

The room in which preparation of the deceased/embalming takes place shall:

- Be separate and secure from other parts of the facility/funeral home
- Be protected from the penetration of animals/insect pests
- Have a suitable table for made of stainless steel (or other suitable material) washable, resistant to chemicals and with drainage
- Have equipment to protect staff and emergency first aid equipment
- Have structural and hygiene measures that minimise the risk of infection
- Have lift trolleys and hoists for moving and coffining bodies
- Have a facility for sterilising instruments
- Have impervious, easy to clean walls, surfaces, and floors
- Have adequate drainage, ventilation, and lighting
- Have appropriate waste disposal facilities are not used for any activity other than preparation/embalming.
- Have staff changing facilities located nearby

5.2 Cooling/refrigeration

After death the body should be refrigerated. Refrigeration can take place in;

- Refrigerated cells - For storing human remains at temperatures between 5 °C and -10 °C, depending on how long the body is to be preserved and for what reasons.
- Cold Rooms - Insulated rooms for storing coffins containing the deceased at a temperature between 1 °C and 5 °C.
- Coffin refrigerator - A mobile unit used to place over an open coffin, to keep the deceased at an appropriate temperature when the ambient temperature is higher than desirable

5.3 Funeral homes (accommodation)

Funeral homes should have the following accommodation:

- Reception area
- Arranging room (where privacy can be provided)
- Toilets
- A private viewing area
- An area for public reposings/ceremonies
- Staff area

5.4 Funeral Homes (facilities)

Funeral homes should have the following facilities

- Drinking water
- Adequate seating
- Appropriate ventilation and heating
- Disabled access
- Appropriate lighting and decor
- Equipment to play music
- Equipment to display flowers, photos and condolence books

5.5 Funeral Vehicles

Vehicles used for transporting the deceased (hearses, private ambulances, hearsettes, removal vehicles) shall only be used for this purpose and shall be properly equipped for this purpose, with a separate section for the coffin/stretcher which is;

- clearly distinct from the driver's seat
- lined with suitable, easy to clean material
- waterproof on the bottom,
- easy to clean and disinfect
- equipped to prevent the coffin/stretcher from moving during transport

Note: If a non-standard hearse is used it must meet the criteria above.

All funeral vehicles (including limousines) should:

- Be kept in a clean and roadworthy condition at all times
- Be properly insured and taxed
- Only be driven by those who hold an appropriate driving licence

5.6 Equipment for moving deceased persons

Equipment used for moving deceased persons (stretchers/removal shells/trolleys) shall be such as to ensure safe and dignified movement, subject to the unavoidable manual manipulation of the load, and to minimise the physical burden on funeral personnel. The equipment should be checked for defects and cleanliness before and after use and be disinfected regularly.

Other equipment used in the movement of deceased persons includes

- Body Bag - should be made of non-permeable material
- Body Bag Handles
- ID Bracelet - shall be placed on all deceased persons before removal from place of death
- Biodegradable burial suits
- Filters - to filter putrefactive gases

5.7 Coffins

- Coffins for transporting human remains shall comply with any regulations which apply within the jurisdiction in which the transport is taking place
- In the case where human remains are being transported from one jurisdiction to another, the regulations of the more stringent jurisdiction shall apply
- Where tightness of close is essential hermetically sealed coffins or zinc inner liners should be used

5.8 Urns and ashes containers

- Urns for transporting cremated remains shall comply with any regulations which apply within the jurisdiction in which the transport is taking place
- In the case where cremated remains are being transported from one jurisdiction to another, the regulations of the more stringent jurisdiction will apply
- When transporting cremated remains from one jurisdiction to another they should be accompanied by any statutory documentation required in the country or origin and the country of destination
- When transporting cremated remains internationally it is recommended that they are carried as hand-luggage or consigned from one funeral director to another. It is not recommended to send cremated remains by post or courier

5.9 Adornment material

Appropriate equipment should be used for the following:

- Coffin support - trolleys/trestles/catafalques
- Torches/candles placed next to the coffin
- Condolence books
- Easels for flowers or wreaths
- Pulpit for speakers at the ceremony

5.10 Funeral-related services at cemeteries

All funeral-related services at cemeteries (e.g., grave digging and placement of tombstones) shall comply with applicable laws and regulations.

5.11 Personal protective equipment (PPE)

Appropriate and disposable PPE, which complies with national laws and regulations, shall be available to funeral personnel and used when handling human remains. It should be disposed of as bio-waste.

6 Waste management and environment

Waste management practices shall comply with national and local requirements. A person should be appointed with responsibility for waste management in the company

The following principles are recommended as a general guide, which are in accordance with WHO guidelines.

- Develop a waste management plan that is based on an assessment of the current situation, and which minimises the amount of waste generated
- Separate potential infectious waste from non-infectious waste in dedicated containers
- Transport waste in a dedicated trolley. Ensure that the carts or trolleys used for the transport of segregated waste collection are not used for any other purpose. They should be cleaned regularly
- Store waste in specified areas with restricted access
- Collect and store sharp waste in specific containers. Sharps containers should be made of appropriate material and have a lid that should be closed. They should be marked with an appropriate label
- Hazardous and non-hazardous waste should be labelled accordingly
- Mark the storage areas with an appropriate inscription or symbol
- Identify a storage area for waste prior to treatment or being taken to final disposal area.
- Whenever possible waste should be recycled

7 Transport

7.1 Transport of deceased persons

When transporting a deceased person (using coffin, stretcher, or removal shells), the following shall be taken into consideration.

- time of death
- cause of death
- duration of transport/journey
- mode of transport
- condition of the deceased

Funeral personnel conducting transport of deceased persons shall be

- physically and psychologically fit for this task
- properly trained in manual handling and the use of equipment for the transport of deceased persons
- familiar with the correct and safe handling of the coffin or deceased person
- respectful and dignified

Bodies in an advanced stage of decomposition or where death resulted from a contagious disease (e.g. smallpox, cholera, anthrax CJD, TB and haemorrhagic viral fevers) shall be removed in a hermetically sealed container.

7.2 International transport of the deceased (repatriation)

- All of the above (9 & 9.1) applies to international transport of a deceased person
- The relevant embassy/consulate shall be consulted regarding documentation required and other regulations pertaining to repatriating a human remains to that country
- The coffin shall be accompanied by all of the documentation required by the country of departure and the country of arrival
- For transport internationally the body shall be refrigerated and/or embalmed and placed in a hermetically sealed inner container constructed of a flexible material, lead or zinc which is placed inside a wooden or metal coffin. The coffin can be covered in outer packaging for protection and discretion

7.3 Public authority removals

For public authority removals, e.g., initiated by police, coroner or municipalities etc. the following applies:

- Personnel shall be physically and psychologically fit to perform the initial care measures, even under difficult conditions
- Initial care measures shall be performed with due consideration of forensic investigation and all hygiene, sanitary and ethical requirements
- Complete confidentiality is essential
- Service providers shall refrain from any kind of soliciting their services
- After the deceased has been transported to the mortuary specified for this purpose, any interference with the deceased prior to release by the competent authority is forbidden
- Personal effects which have not been removed by the public authority should be recorded
- The provider of special transport services shall be accessible at any time
- The short-term collection of deceased persons by the provider of such services shall be guaranteed at any time of day or night (24/7, 365 days a year)

8 Care of the deceased

The care of the deceased, carried out by funeral personnel, shall be performed in accordance with the following procedures. If requested and if permissible, designated persons, e.g., relatives or bereaved, may be allowed to assist in the procedures, but they shall be advised if this is recommendable/appropriate.

8.1 Initial procedures

Initial care of the deceased shall comprise:

- Undressing
- Removal and listing of personal belongings such as jewellery
- Ensuring that all bandages, cannulae and medical devices have been removed
- Washing and topical disinfection of the deceased (circumstances permitting)
- Closure of bodily orifices, relieving of rigor mortis as much as possible; if permissible
- Shaving (if appropriate)
- Replacing dentures
- Closing of eyes and mouth
- Combing and hairdressing

While these activities are being performed, the deceased shall be covered appropriately.

Devices that could be dangerous for staff or equipment not permitted by the crematorium (if applicable) shall be removed -NOTE It is advisable to deactivate defibrillators before removal.

If desired and if permissible, the deceased may be kept at home for an appropriate period of time.

8.2 Embedding (coffining)

- When lifting equipment is not being used, or is not available, the deceased shall be adequately supported (by at least two persons) around the head and shoulders, the pelvis, and the legs, lifted up and carefully placed in the coffin
- As far as possible, the deceased should be laid out straight in the coffin
- Care shall be given to the position of the head on the cushion
- If a coverlet is being used it shall cover the deceased person from waist to feet
- The hands of the deceased shall be positioned appropriately

8.3 Embalming/thanatopraxy

- Embalming/Thanatopraxy shall be performed by means of arterial injection under pressure of suitable preservative materials (e.g., embalming fluid) into the arterial system or cut arteries if an autopsy has been performed. It is essential to achieve complete saturation of the tissues with the preservative solution
- Drainage shall be affected from the venous system or right atrium of the heart. In the case following autopsy, the drainage shall be via the cut veins after which the liquid is removed from the body cavities. This shall be supplemented by aspiration of the trunk cavities to remove body and other fluids and the injection of preservative chemical into these regions to treat tissues not supplied by the initial injection. The preservative materials shall be such that they will not cause undue discoloration or dehydration
- The embalming/thanatopraxy process shall be carried out only after the completion of all legal procedures and the consent of the client, when required. It is advisable to carry out embalming/thanatopraxy as soon as possible

8.4 Cosmetology

- Any reconstructive cosmetology shall be subject to approval given by the client
- Disfigured deceased shall be treated by means of suitable embalming/thanatopraxy procedures and, if necessary, severed body parts shall be reattached and missing body parts reconstructed as far as possible. If this is not possible, the affected parts of the deceased shall be concealed
- The application of cosmetics and materials shall attempt to restore the natural colour and appearance of the visible parts of the deceased

8.5 Cosmetic preparation

Cosmetic preparation shall be agreed upon with the client. Cosmetic treatment may comprise:

- Hairdressing
- Manicure

- Skincare
- Make-up

Client(s) may assist in the procedure if desired, appropriate, and permissible.

9 Funeral Ceremonies

9.1 Viewing

The condition of the deceased, coffin and viewing room shall be checked prior to each viewing according to the following list:

- Position of the deceased
- Hair style
- Coffin/casket interior
- Personal items placed in or around the coffin
- Polishing of coffin/casket
- Repairs, if necessary (e.g., in case of transport damage)
- Preparation of the viewing room (e.g., candles, lights, and flowers)
- Book of condolence
- Availability of tissues
- provision of drinking water

9.2 Funeral ceremony

The funeral ceremony shall be organised by taking the following into account if applicable:

- Positioning the coffin prior to the ceremony
- Seating the mourners
- Liaising with the person conducting the ceremony
- Decorative arrangements (e.g., flowers, candles, music, decorations, printed items, flags, condolence book and condolence table)

A cortège may be organised by the funeral director, or if necessary, by the cemetery personnel, according to protocol and agreement with the client. The farewell ceremony at the grave or tomb shall be organised by the funeral director, or if necessary, by the cemetery personnel, according to protocol and agreement with the client.

9.3 Planning of the farewell ceremony

The following shall be considered:

- Checking the security of the grave or tomb (guard-rails for procession, if necessary)
- Checking the necessary equipment
- Lowering of the coffin into the grave (manually or by means of lowering device)
- Establishing the order of farewell speakers
- Assistance to relatives during farewell
- Handing over of flowers
- Displaying of flowers
- Provisions for soil or petal scattering
- Provision of holy water
- Provision of a sound system (audio)
- Collection of condolence books, sympathy cards
- Collection of charitable donations

9.4 Burial in existing burial plot (including cremated remains)

In the case of an existing burial plot, the following issues shall be considered:

- Registered owner, right of interment (term of possession, successor)

- Number of interments permitted.
- Number and record of previous interments
- Memorial
- Preservation of skeletal remains
- Work to be carried out prior to the funeral, e.g., ensuring grave digging and area around the grave are safe and secure for burial
- New grave

In the case of a new grave, the following issues shall be considered:

- Type of grave (e.g., individual grave, common grave, vault, mausoleum)
- Arrangement of selection of burial plot
- Location.
- Registered ownership and right of interment
- All grave digging activities follow safety procedures

9.5 Grave dressing

The grave and surrounding area shall be checked that it is safe for visitors to the burial proceedings and thereafter. The gravesite and the surrounding graves shall be cleaned.

The following items may be used to dress the grave, if appropriate:

- Grass matting, tarpaulins, pine or fir branches to cover the excavated material
- Trees and/or floral stands for decorative purposes
- Religious symbols
- Candles
- Wreaths, bouquets and other flower arrangements

The wreaths, bouquets and flowers deposited at the gravesite shall be arranged according to traditions and the wishes of the family.

9.6 Burial at sea

Burial at sea is permitted subject to national legislation.

9.7 Cremation

General

- All documentation required by law/regulation shall be completed before cremation takes place
- A proper identification process from arrival at crematorium to collection of ashes shall be in place at crematoria
- Coffins and their linings shall be suitable for cremation
- Pacemakers (or any other battery-operated implants) shall be removed from the deceased before cremation
- Coffins shall not contain any items prohibited by the crematorium
- The deceased must be in a coffin for cremation
- Cremated remains (ashes) shall be treated with respect and care, properly labelled and returned to the next-of kin/executor or interred promptly
- Options for disposal of cremated remains include burial in a grave, interment in a columbarium wall, scattering or retention by the family
- Crematoria personnel shall have appropriate training and crematoria shall adhere to The Code of Ethics of the International Cremation Federation (ICF)
- All cremations shall take place separately to prevent the mixing of ashes
- Only human remains shall be cremated at crematoria
- The residual remains of cremation shall be recycled and not used for profit

10 Exhumation

Before an exhumation can take place, the following shall be established.

- Appropriate permission
- The registered owner, right of interment (term of possession, successor) of the grave
- The number and record of previous interments in the grave
- Details of the headstone or monument if one exists
- The preservation of skeletal remains
- The name(s) of the deceased
- The original date(s) of burial(s)

Exhumations conducted on behalf of local authorities shall follow their instructions.

For exhumations conducted on behalf of the relatives of the deceased, with the permission of appropriate authorities, the human remains may be unearthed with or without the coffin; the former only provided that the condition of the coffin permits disinterring.

To comply with sanitary regulations, it is essential to place the human remains into a new, transportable, watertight coffin or other suitable container.

11 Online services

All forms of online services shall provide clear and transparent information on what service(s) the client is receiving. Websites shall contain clear contact information, i.e., name, location, email address, telephone number, and procedures for complaints handling, as well as legal information of the website domain owner and where it is registered.

11.1 Online funeral broker

- An online funeral broker shall clearly state that they solely provide an online search function for choosing a funeral home. All funeral services are provided by that selected funeral home
- An online funeral broker is remunerated in form of a commission or a fee, which is paid to the broker by the funeral home chosen by the family/relatives of the deceased and shall clearly state on their website that only funeral homes who pay them commission are listed in their comparisons, as this information is of considerable interest to the client
- Further, the website(s) shall clearly state that the broker's remuneration is included in the online prices quoted for a funeral service

11.2 Online funeral company

- An online funeral company shall clearly state that funeral services are carried out by sub-contractors. The online funeral company shall provide a telephone number under which it can be reached along with the postal address under which the company is registered. Sub-contractors' company name, location and type of business shall be made available to the client when hired
- The information and prices for products which can be ordered online shall have clear information on the total price to be paid by the client including VAT where applicable. Payment and delivery terms shall be clear
- An online funeral company shall provide written confirmation of the client's order, specifying details of the cost, the total price of the funeral as well as payment terms. Contracts and agreements shall be signed by the client and the funeral company. An online funeral company shall state the warranties it gives to the customer on the website
- Funeral companies or funeral homes that offer complementary products and services online (e.g. flowers) shall have clear information on prices, terms of payment, delivery terms, general terms and conditions on their website
- Complementary services offered online shall state clearly what the service includes and if the service will be charged

11.3 Online funeral-related services

- The term “memorial page” shall be the official wording describing an online website which is dedicated only for memorial purposes of a deceased person(s). It shall not include any disturbing advertisements or non-related URL links redirecting to third party companies. It shall follow the Code of Ethics of the European Federation of Funeral Services with a focus on ethics and dignity
- A memorial page shall be an online resting place, where families can share memories, information about the deceased person, information about the funeral, add photos and music with other family members, friends and others who visit the memorial page
- A responsible person for the memorial page should be appointed by the immediate family or funeral home and shall be personally responsible for the content posted under the deceased personal memorial page
- Every organisation offering memorial pages shall have online accessible Terms and Conditions to set rules for users, including information of data safety.

11.4 Online death announcement

Creating an online death announcement shall follow the techniques set out in Clause 5 education section of this standard.

- An online death announcement may include basic information about the deceased such as name, age, funeral date, and time. It should be uploaded in a non-editable picture format to protect the content.

11.5 Online donation

- An online donation is an online service which allows people to send donations in connection with a funeral or death. Online donations shall have a beneficent character and shall be directed to the family of the deceased e.g., to cover the costs of the funeral or to a charitable organization.
- There shall be no additional charges invoiced to the clients for online donation services, other than an agreed commission and/or handling fees invoiced by the payment provider, e.g., credit card company, bank charges, if applicable. The client shall be informed of additional charges beforehand.

12 Quality management

12.1 General

It is the responsibility of the funeral director to ensure that all legal obligations regarding the deceased have been complied with, e.g., the medical certificate of cause of death has been issued. The funeral home shall maintain a record of all transports of deceased persons.

12.2 Quality assurance and complaints handling

In order to increase client satisfaction and improve service quality, the provider shall have a procedure in place for handling complaints from clients. Clear and precise information concerning complaints handling shall be made readily available to clients and other interested parties.

NOTE ISO 10002 on complaints handling provides a means for the provider to install an effective and efficient complaints handling process that will satisfy all stakeholders.

The service provider shall service provider shall:

- Be open to complaints and supply clients with precise information on where and how to make a complaint, or an appeal where a dispute has arisen.
- Acknowledge receipt of the complaint to the client.
- Assess the complaint and allocate it to the best person to deal with it, referring complaints that are not related to the provider's services to the relevant party.
- Act promptly to resolve the complaint as soon as practicable, while keeping the client informed of progress.
- When all possible has been done to resolve the complaint, tell the client and record the outcome. If the complaint is still not resolved to the client's satisfaction, explain the decision, and offer any possible alternative actions such as, the IAFD complaints resolution service.

- Collect and record complaints, identifying the situations which generated each complaint.

Complaint's analysis can give an indication of client needs and satisfaction. The results shall be analysed and shared with relevant parties. Improvements that are required shall be documented and acted upon.

12.3 Monitoring system

A system of monitoring the quality of the services shall be available. NOTE EN ISO 9001 can be used amongst existing other specifications.

12.4 Privacy policy

All companies providing funeral services shall have accessible information about privacy policy, data protection, collection of personal information, use of personal information, use of cookies and related/comparable technologies if online, security of personal information and contact information to a person or company responsible.

The information shall be updated regularly, and the date of the latest update shall be stated clearly. The privacy policy shall be published on the company's website and/or displayed in prominently in the company's premises.



Quality Standard

*Promoting Excellence
in Funeral Services*

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