

What to do if the death occurs at home? ^

The deceased's doctor should normally be contacted, but out of office hours the call may be redirected to an on-call doctor. The doctor will advise whether the deceased can be removed to the funeral directors facility.

An expected in-hospital death? ^

When a death occurs at the hospital, the staff arranges for the transfer of the deceased to the hospital morgue. The hospital arranges for the completion of medical paperwork or referrals to the coroner, if necessary. The death office at the hospital is usually the point of contact for family members (open during office hours).

What documents are needed for a funeral? ^

In order for us to begin the process of organizing the funeral, the following documents relating to the deceased person are required.

Identity Card / Citizen Card. Taxpayer Card (Fiscal Identification).

Beneficiary Card Voter's Card Other documentation that is relevant to proceed to the funeral.

What additional information should we take into account in a death? ^

The existence of the deceased person's assets and identification of his/her heirs.

Identification of the Spouse. Date and place of marriage. The existence of descendants/children.

Existence of a will. Graves or Graves' Permits.

Funerals in the context of the Covid-19 pandemic, will it change?" ^

In the context of the Covid-19 pandemic, we adapted to reality and complied with all the procedures imposed by the DGS, with funerals different from the usual, but necessary to minimize the potential transmission of the disease. At this moment, as a helping hand, we never forget the dignity of the ceremony and the deep sorrow of the families who want to say goodbye and honor those who depart. Get to know the molds provided by the DGS. We maintain the procedure of visual recognition of the body by a close relative, whenever there is one. For the funeral ceremony, the urn should preferably remain closed, but if that is the wish of the family, and there are conditions, the viewing of the body may be allowed, provided it is done quickly, from at least 1 meter away. Viewing of the body can also be achieved through display urns. In either situation, it is not permitted to touch the body or the urn. All those present at the funeral ceremony must wear face masks, disinfect their hands, and maintain a physical distance of two meters.

Graveside burial may be carried out as long as the rules are followed, including the use of an appropriate, sealed urn. If the cause of death is COVID there will be no wake and the funeral service will go directly to the place of cremation or burial. In addition, we inform you that we carry out the funeral procession. If the cause of death is not COVID, the wake should take place during the normal period, and should not extend into the night.

We provide the obituary , if the family allows it, with simple and useful information about the dates of the actions to take place. We follow strict hygiene and disinfection measures after each funeral service.

Where can I view and choose the urn? ^

Choosing the urn can often be the most difficult part of funeral arrangements because it is such a visual part of the process.

We will make this as easy as possible for you in our store, taking into account what you believe reflects the personality or wishes of the person whose funeral you are arranging, and whether there are strong ethical or ecological requirements to consider. It can be as simple as "it's that urn I like best" or if you have a specific budget in mind.