

Douglas



Douglas City Council



Bereavement Prospectus



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WELCOME

Douglas City Council understands that your contact with our Bereavement Service will almost always occur at a very difficult time. This prospectus aims to help you through the process of remembering your loved one by setting out the services we offer, what you can expect from us and how you can help us to provide the best possible service to you and your family.

OUR SERVICES

CEMETERIES

The Council has two cemeteries; the Douglas Crematorium and Cemetery, which is on Glencrutchery Road, opposite the TT Grandstand; and the Lawn Cemetery which is on Johnny Watterson Lane in Willaston. Services and burials can take place at both cemeteries with all cremations taking place at the crematorium.

Cemetery & Crematorium Opening Hours

Monday to Friday	8.00am to 4.00pm
Office hours (located at the rear of the building/chapel)	8.00am to 3.50pm
Saturday & Sunday (including Bank Holidays)	9.00am to 4.00pm
Book of Remembrance Viewing times:	
Monday to Sunday	9.00am to 3.50pm

The Book of Remembrance at the City Cemetery and Crematorium is available for viewing every day between the times listed above. Should you be unable to make it on the date a specific entry appears, please speak to our Bereavement Services team who will be happy to have the pages turned back for you.

DISABLED ACCESS & FACILITIES

Both cemeteries are fully accessible for wheelchairs although the lawn cemetery is located on a hillside and so there are gradients in some parts of the site. Both chapels are accessible to wheelchairs, including the book of remembrance. Both chapels also have disabled toilets for visitors’ use. There is an induction loop at the Crematorium to assist visitors with hearing aids and we can arrange for a sign language interpreter if required.



Douglas Crematorium and Cemetery on Glencrutchery Road.



The Lawn Cemetery on Johnny Watterson Lane.

FUNERAL SERVICES

Funerals and services are usually booked through a Funeral Director, but you can choose to organise this yourself if you prefer. To do so, please contact the Bereavement Services Office as there are statutory forms you will need to complete and certain requirements you will need to be aware of when choosing a coffin. The chapels can accommodate any kind of funeral service including a religious, humanist or a simple family service.

Prior to and during services, Bereavement Services staff will be on hand to answer any questions or queries you may have concerning the service or to help with any other requests you may wish to make. We may only be able to comply with some requests if they are made in advance so please talk to us about these as soon as you can.

Your Funeral Director, if you choose to use one, will ensure there are adequate staff in attendance to manage the funeral at the chapel including the availability of sufficient pall bearers.

Our Service Times are:

Wednesday, Thursday and Friday

Mornings: 10:00am 10:45am and 11:30am

Afternoons: 1:15pm and 2:00pm

Saturday Cremations (morning only) are available at special request but are subject to an additional fee.

These service times apply to all cremations and chapel services. Burials without a chapel service and burials at the Lawn Cemetery can take place at other times during the week (apart from Saturday and Sunday) subject to staff availability.

Please be aware that an allocation of 30 minutes is given to each service. This gives time for the congregation to see mourners upon leaving the Chapel. Should a service of longer than 30 minutes be required it can be accommodated but it is important to make the Bereavement Services Office aware at the time of booking so that we can offer you the most suitable time for a longer service without causing disruption to other services during the day. Additional fees and charges will apply to extended services and will be dependent on the length of service required. Additional charges may also be payable for funerals running over the allocated time slot.

If you arrive more than 20 minutes late for the allocated service, you may be asked to wait until the service following has taken place as it is distressing for mourners who have arrived on time to be delayed by an overrunning service.



Inside the chapel at Douglas Crematorium and Cemetery.



LIVE STREAMING & FILMING OF FUNERALS

The Council can provide a live streaming service that can be hosted on a dedicated Facebook page or alternatively a private link can be sent through the Funeral Director. If you wish to use this service, please ensure you complete the relevant section on the funeral booking form. After the service, should the family request it, the link can be made available for download.

If you wish to use a private company or individual to film or broadcast the funeral, please inform the Bereavement Services Office at the point of booking as there are a number of considerations we are obliged by law to comply with. We may have to stop any filming that has not been authorised in advance, irrespective of whether the service was streamed on the Facebook page.

MUSIC

The Crematorium chapel has a catalogue of music available, including the use of iTunes. The Lawn Cemetery chapel can play CDs. We do ask that you give us at least 24 hours' notice of your music choices to give us the opportunity to source the track that is required and to check volumes. If a particular piece is on CD or on a memory stick, again we ask that it is delivered to the Bereavement Services office at least 24 hours in advance. Please note we are unable to play music directly from YouTube. Please also note that it is not possible to change any music already requested on the day of the service or to accept any music at the door prior to the service commencing.

Instruments, bands and singers can all be accommodated but we ask that the office is contacted at least two days prior to the service to arrange this. It would also be prudent to visit the chapel in advance to check plug sockets and layout etc.

CREMATIONS

Cremations are normally carried out on the same day as the service and this helps us to minimise the cremation's impact on the environment by utilising the best industry techniques. Care for the environment is one of the City Council's top priorities.

We provide an eco-box for cremated remains to be placed in unless you have requested the Funeral Director to provide a specific type of urn. Your Funeral Director will normally be able to collect your loved one's cremated remains the day after the service. Please discuss this with your Funeral Director if you have one. For some morning cremations it may be possible for the cremated remains to be collected after 3pm the same day. Please speak to us about this when you book. When the cremated remains are taken away from the Crematorium, the person removing them shall sign a receipt, stating how it is proposed to dispose of the remains.

Entry to the committal room is not normally permitted but if representatives of the deceased have expressed a desire to witness the placing of the coffin into the cremator, the Bereavement Services Manager will need to give express written consent. No more than two representatives will be permitted to enter the committal room for such a purpose. Although you will be unable to stay and witness the cremation take place, the Bereavement Services Team are more than happy to answer any questions you may have about the process of cremation.

BURIALS

Burials now normally take place at the Lawn Cemetery with the Borough Cemetery only being used for subsequent interments and for those who already own a grave at the Borough Cemetery.

Burials can take place between the hours of 10am to 2.30pm Monday to Thursday and 10am - 2pm on Fridays (Weekends and Bank Holidays by special request and will incur a higher charge) and you may or may not wish to have a service in the Chapel. In order for us to open a grave for Interment you will need to produce the Deed for the grave. Should you not have this then please contact the Bereavement Services Team who will be able to assist. More information on Deeds and the transfer of ownership can be found further on in this document.



New graves are allocated on a rotational basis. We do offer the option for you to pre-purchase a grave at the Lawn Cemetery for future use but you will not be allocated a specific grave space until the time comes for it to be used. Owners of pre-purchased graves will be issued with a pre-payment deed, which will then be replaced by a numbered grave deed once the grave has been used.

We provide a dedicated area at the Lawn Cemetery for the graves of children under the age of five. Please note that parents are not permitted to be buried in this area.



We excavate graves to a depth of 1.82m (6ft) so that the grave can accommodate two full interments and up to four sets of cremated remains. Please note that any interment of cremated remains that occurs prior to a second burial will be placed under the headstone as it is against the law to disturb any remains and using this practice means we can utilise the maximum space given for full interments. Cremated Remains plots are excavated to a depth of 0.7m (2ft) and are suitable for the interment of two sets of cremated remains only.

Sometimes ground conditions or other factors beyond our control and for which we cannot take responsibility mean that the grave cannot hold the maximum number of interments. If any burial area or excavated grave becomes unstable or dangerous due to severe weather or other naturally occurring factors we will be obliged to reschedule or delay a burial.

We reserve the right of passage over all graves and sometimes we may have to temporarily cover a grave onto which we can place excavated soil while carrying out excavations at neighbouring graves. Occasionally we may also have to move memorials to allow access to a grave. In such circumstances, every effort will be made to contact the owner to advise them that such an undertaking may be required.



Only our authorised team are trained to prepare graves for interments and to carry out the backfilling of those graves, however, in the event of relatives or friends wishing to backfill a grave then permission must be sought and received in writing from the Bereavement Services Office.

The interment fee includes the excavation and preparation of the grave and attendance by cemetery staff and backfilling on the day of the service. The fee also includes all administration, entries into the burial register and onto the burial database.

If a coffin is not to be used for interment, the body must be enclosed within a shroud or winding sheet so as not to be visible to members of the public. Incorporated within the shroud should be a board to provide rigidity for handling purposes. This should also be communicated to the Bereavement Services office prior to the interment taking place.

At the Lawn Cemetery we do not allow the planting of bulbs, trees, shrubs etc. in the grassed area of the burial plot so that it can be maintained neatly.

The Bereavement Services office holds plans and records of all burials/graves which visitors may view, by appointment, during office hours. There is a fee payable for any historical search and where possible we ask that you contact or visit the Bereavement Services office during office hours on a Monday or Tuesday. If this is not possible we ask that you contact the office and make an appointment to view the records.

We no longer offer a Perpetual Care service for graves although we continue to honour the perpetual care agreements made in the past. However we do offer spring and summer planting as a paid service. Please contact the Bereavement Services Team to arrange this.



NATURE BURIALS

We offer a more natural burial area at the Lawn Cemetery. Coffins intended for burial in this area should be constructed of natural materials and lined with cotton or other biodegradable materials; there should be no metal or plastic handles and the nameplate should be made of wood. The burial areas in this section are divided into bays and you can choose to have a single grave within the bay or you can choose to buy the whole bay which would accommodate four full burials plus cremated remains (4 sets).

Trees are planted between bays to provide screening and privacy. You are encouraged to plant wildflowers in this area and it may also be possible to introduce plants to the edges of the bay with the permission of the Bereavement Services manager. Whilst we endeavour to keep the area tidy we also want to encourage growth and the natural appearance of the area. Headstones are permitted but they must be of a natural appearance with no gilding, coloured inscriptions or polished surfaces and must be set just outside the boundary of the bay itself. We do not allow any flower vases and we respectfully request that they are not placed within the grave area. Bereavement Services can assist you with any questions you may have.

EXCLUSIVE RIGHTS OF BURIAL

An Exclusive Right of Burial for a grave may be purchased, which provides the deedholder the right to:-

- Be buried in that grave.
- Authorise further burials or interment of cremated remains in that grave, where space is available.
- Erect or place a memorial on that grave subject to the rules and regulations of the Council relating to memorials and the payment of any fees.
- Have inscriptions/additional inscriptions placed on a memorial on that grave subject to the rules and regulations of the Council relating to this matter.

Where no interment has taken place in the grave, the owner of the Exclusive Right of Burial may surrender their deed back to the Council. The Council will then pay the owner the amount that was paid for the deed when it was originally issued. The owner of the Exclusive Right of Burial should ensure that the bereavement office is informed of any change of address.

Please note that ownership of an Exclusive Right of Burial does not give any ownership in respect of actual land. Ownership of the ground does not at any time pass from the control of the Council.

While the owner of an Exclusive Right of Burial is alive, they may wish to transfer ownership to another person using forms provided by the Bereavement Services office or available online. Transfer of ownership incurs an administration fee. A burial cannot take place in a grave if the registered deed holder for that grave is deceased. Applications to transfer within the first five years may incur a charge if the ownership changes from a resident of Douglas to a non-resident. If the registered deed holder is deceased, the Exclusive Right of Burial forms part of their estate and is dealt with in accordance with their will (if there is one) or intestacy rules (if there is no will). The Council can transfer ownership of an Exclusive Right of Burial on the instruction of the Executor or personal representative of the deceased (legal representative). The law concerning this matter can be very complex and it is strongly advised that an Advocate be consulted to establish new ownership.

Please note that possession of a Deed does not entitle the person in possession of it the exclusive rights of burial for that plot, only the person named on the deed as the deedholder can authorise an interment.

COFFINS

If you have engaged the services of a Funeral Director, they will help you choose a suitable coffin. If you are not engaging a Funeral Director, please note that the maximum sized coffin that can be accommodated in the cremator is;

Length: 90 Inches / 7.5ft

Height: 32 Inches / 2.5ft

Width: 36 Inches / 3ft

If you are planning to make a coffin, please be aware that it must have a flat bottom with no ridges and we strongly urge you to discuss the coffin construction with the Bereavement Services Team as certain materials and varnishes may not be suitable. Glass and alcohol are not allowed in the coffins.

HEADSTONES

We have a separate document relating to headstones for use by memorial masons.

Floral Tributes, wreaths and Watering Facilities

We ask that any floral tributes or wreaths left on graves are removed from wrappings such as cellophane and that you collect and take them home or dispose of them after approximately four weeks. Any tributes that remain after this period will be removed by us once they start to deteriorate.

Taps for watering are available throughout the cemeteries and at the crematorium for use of the public.



GARDEN OF REMEMBRANCE

The Garden of Remembrance in the City Cemetery is a place of reflection and provides an authorised area for the placement of memorial roses and bronze plaques.

Bronze plaques can be purchased through the Bereavement Services office or online for terms of multiples of 10 years. Extensions to the initial 10 year term can be purchased for an additional fee at the time of the initial purchase or at any time prior to the end of the term, when the plaque will be removed from the wall. All plaques removed will be stored for a further two years so that they are available for collection by the purchaser. Please be aware that bronze plaques can take up to six months to arrive from the date of ordering.

Memorial Roses are also available for purchase to be placed in the Garden of Remembrance, these are available on a lease for ten years and can be purchased with or without a remembrance plaque. Roses are guaranteed for the ten year lease so should you find a problem with your rose please report it to the Bereavement Services Office

We also offer Memorial Trees and plaques which can be purchased for the Lawn Cemetery only, these are guaranteed for 15 years from initial planting.





Garden of Remembrance.



DISPERSAL OF REMAINS

The remains of your loved one can be dispersed in the Garden of Remembrance, in order to do this an appointment must be made through the Bereavement Services Office; we ask that you do not disperse remains by yourself as all dispersals are recorded for legal reasons. It is an offence to disperse remains without prior landowner approval. We also ask that you do not disperse remains onto any graves. Only roses and plaques may be placed in the beds and we ask that you do not place any vases or memorial items, any such items will be removed as they pose a danger if they break. Finally, we ask that you do not place any vases or similar items at the base of the walls as this obstructs the view of the lower plaques and is distressing for the families of those represented.

TT. MEMORIAL WALL (BRONZE PLAQUES)

The TT Memorial in the eastern corner of the Cemetery is not the responsibility of the Council. It is managed by TT and MGP Supporters Club.

BOOK OF REMEMBRANCE (FLOWERS AND FLORAL TRIBUTES)

Applications for the book can be obtained from the Bereavement Services Office. There are three books and each book spans a quarter of the year; they are leather bound with vellum pages. Each book is sent away for inscribing before it is due to go in the cabinet, for instance the January to April book will be away during the September to December period and will therefore be unavailable for viewing.

Fresh cut flowers may be placed in receptacles in the book of remembrance room but potted plants are not permitted. Please remove all wrappings and place them in the bins provided.

Following a funeral service all floral tributes should be placed in the viewing area in front of the named stand for viewing by the congregation. Once the congregation have left they will then be taken to the larger viewing area along with the named stand and remain there until they begin to deteriorate. If you wish to retrieve floral tributes yourself, please ensure you do this within two days as the Council cannot be held responsible for any lost floral tributes.





FEES AND CHARGES

A copy of the Council's fees and charges is available on request from the Bereavement Services office and City Hall or you can view a copy on the Council's webpage:

Fees are renewed annually with any changes coming into effect from the 1st April.

WHAT YOU CAN EXPECT FROM US

We are extremely proud of the service we offer to the bereaved and continuously strive to ensure we exceed expectations. We will be happy to receive any observations, comments, compliments or criticisms about the service we have provided and will ensure this feedback is used to further improve what we do. Please direct such observations to the Bereavement Services office rather than the grounds staff.

We always aim to avoid restricting the choices you make about celebrating the life of your loved one. We will only do so if we feel we have to in the interests of maintaining a respectful, professional service and safe and tidy grounds.

We have a responsibility to ensure the cemeteries are safe for all users and Council employees. To satisfy this requirement, we inspect memorials from time to time to ensure they are safe. A notice will be placed at the Cemeteries a minimum of four weeks prior to any inspection being undertaken. Any memorial that appears to be an immediate risk will be inspected and made safe if necessary, without prior notice. In such circumstances we may take one or more of the following actions:

- Lay down the memorial;
- Support the memorial using a temporary stake;
- Attach visible signage; or
- Remove the memorial to a storage area or safe position.

If we fall short of your expectations, please direct complaints initially to the Bereavement Services Team and if they are able to resolve the problem on your behalf they will attempt to do so. If you wish to make a formal complaint, details of how to do so can be found on the Council's website.

WHAT WE ASK OF YOU

Cemeteries are places of quiet contemplation and reflection so we ask that all visitors respect the peace, dignity and reverence of our facilities, as well as respecting other users and our staff. Please avoid any kind of nuisance, disturbance or interference with others. This includes the playing of games or sports or the use of musical instruments or other sound-producing devices except when used as an integral part of a funeral service.

In order to ensure the safety and tidiness of our sites, we do not allow items to be left on graves or in the Gardens that could become a hazard to others or wildlife, or unsightly. These include;

- Glass items;
- Pottery figurines;
- Tins;
- Any plastics;
- Fences of any kind;
- Ornaments;
- Alcohol left in receptacles or bottles; or
- Artificial flowers or wreaths. During the Christmas period we will allow wreaths to be placed upon the soil. Council staff will remove all wreaths in the first week of February.

Please do not interfere with any graves, headstones, memorials or tributes left by others.

If you bring a vehicle into the cemetery, please do not exceed the 5mph speed limit, give funeral corteges absolute right of way at all times and do not park your vehicle in a position so as to cause an obstruction. Please do not drive anywhere except for the main drive unless you are displaying a blue disabled badge in the vehicle. No liability is accepted by the Council for loss of or damage to any vehicle or its contents, nor injury to its driver or passengers.

If you arrive by bicycle, please park your bicycle responsibly and do not cycle around the cemetery or ride on skateboards, skates, scooters or similar. Use of mobility scooters is permitted.

Please comply with any requests or direction from the Bereavement Services staff. Such direction is likely to be for your own safety or convenience or that of others using the cemeteries.

The primary responsibility for ensuring that memorials are safe rests upon the owner of the Exclusive Rights of Burial deed. If you are the owner, it is your responsibility to ensure that the memorial is maintained to a safe standard. You should carry out regular inspections to ensure that the memorial does not present a risk to others. If you find the memorial is in an unsafe condition, it is your responsibility to ensure the memorial is made safe. Only monumental masons registered to work for Douglas City Council will be permitted to work in any of the City Cemeteries.

Please ensure you and your party leave the chapel immediately after the service of committal or other ceremony as there may be another party waiting to come in.

We ask that you respect the cemetery opening times and do not try to enter outside of these times.

Please do not bring animals into the Cemeteries (excluding guide dogs, hearing dogs or assistance dogs) without the prior permission of the bereavement office.

Children under the age of 12 years are not permitted to enter the Cemeteries unless accompanied by an adult.

No religious services or ceremonies are allowed other than the service at the time of interment, without the prior consent of the Bereavement Services office.

Please keep to footpaths.

You are permitted to smoke outside in our cemeteries but please ensure you use the cigarette bins to dispose of cigarette ends. Smoking is not permitted in any of our buildings.



QUESTIONS

Any questions or concerns you may have can be directed in the first instance to the Bereavement Services Office.

CONTACTS

The Bereavement Services Office is located at the rear of the crematorium chapel on Glencrutchery Road.

Bereavement Services Office hours:

Monday to Thursday* 8.00am to 3.50pm
Friday 8:00am to 3:30pm

*Closed Tuesday mornings between 8.00am to 9.00am for staff training

Bereavement Services Office, Douglas City Cemetery & Crematorium, Glencrutchery Road, Douglas, Isle of Man

Telephone: 01624 696329
Fax: 01624 696400.
Web: www.douglas.gov.im
Enquires: bereavement@douglas.gov.im



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