



Ria: 063 343 5473    Frikkie: 083 511 8705

Office no: 1, Villa Rome,  
129 Krogh Street,  
Louis Trichardt

## What to do when someone passed away:

We understand that this maybe the first time that you are dealing with such a life changing event, many people are unsure as what to do following the loss of a loved one. Therefore, we have put some information together that might help you.

### If you're loved one passed away in a hospital:

The hospital's nursing or administrative personnel will arrange for a doctor to complete the necessary documents for the release of the body into our care should you decide to make use of El-Shaddai funeral service, to enable us to register the death of your loved one on your behalf. **You can arrange in advance with the hospital in case of the death to contact El-Shaddai funeral services or you can contact us directly after the passing of your loved one.**

### If you're loved one passed away at home or in a nursing-care facility:

Firstly, a doctor must be contacted. Providing he/she is satisfied that the death is due to natural causes, he/she will complete the necessary documents to release the body into our care should you decide to make use of El-Shaddai funeral service, to enable us to register the death of your loved one on your behalf. **You can arrange in advance with the nursing-care facility in case of death to contact El-Shaddai funeral services or you can contact us directly after the loved one's passing.**

### If you're loved one passed away unexpectedly:

If the deceased had not been receiving any medical care from a doctor/hospital/nurse, you must contact the paramedics (ambulance services) to come out to the location of death, a doctor or the SAPD must be contacted to assist. This is standard procedure and further investigation might be needed to establish the facts surrounding the death.

### If you're loved one passed away overseas or away from their usual home:

Whether your loved one has passed away within South Africa or outside our borders, we are here to assist with the repatriation of your loved one's body. We will work alongside other service providers to facilitate all the necessary documentation and local requirements.

### Necessary Documentation:

- ❖ DHA 1663 & D form – will be filled in by the hospital, doctor, nursing/care personnel or forensic pathologist.
- ❖ Letter to Dept. of Home Affairs – this will be provided to you and will allow and give El-Shaddai funerals permission to register the death of your loved one on behalf of the family.
- ❖ DHA-14A – Burial order – will be filled in by Dept. of Home Affairs upon registration of death.
- ❖ A Form – cremation order will be provided to you by El-Shaddai funerals.