

Funeral Services - Requirements

Funeral Services - Requirements

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

<p>Käesolev Eesti standard EVS-EN 15017:2005 sisaldab Euroopa standardi EN 15017:2005 ingliskeelset teksti.</p> <p>Käesolev dokument on jõustatud 25.11.2005 ja selle kohta on avaldatud teade Eesti standardiorganisatsiooni ametlikus väljaandes.</p> <p>Standard on kättesaadav Eesti standardiorganisatsioonist.</p>	<p>This Estonian standard EVS-EN 15017:2005 consists of the English text of the European standard EN 15017:2005.</p> <p>This document is endorsed on 25.11.2005 with the notification being published in the official publication of the Estonian national standardisation organisation.</p> <p>The standard is available from Estonian standardisation organisation.</p>
--	---

<p>Käsitlusala:</p> <p>This European Standard sets out the requirements for the provision of funeral services. This European Standard does not apply to product-related technical requirements. Occupational health and safety requirements are not covered by this European Standard.</p>	<p>Scope:</p> <p>This European Standard sets out the requirements for the provision of funeral services. This European Standard does not apply to product-related technical requirements. Occupational health and safety requirements are not covered by this European Standard.</p>
---	---

ICS 03.080.30

Võtmesõnad:

English Version

Funeral Services - Requirements

Services de pompes funèbres - Exigences

Bestattungs-Dienstleistungen - Anforderungen

This European Standard was approved by CEN on 29 August 2005.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Central Secretariat has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

Management Centre: rue de Stassart, 36 B-1050 Brussels

Contents

Page

Foreword	3
Introduction	4
1 Scope	5
2 Terms and definitions	5
3 Requirements	8
3.1 Funeral personnel	8
3.2 Complaints handling procedures	8
3.3 Monitoring system	8
3.4 Care of the deceased and hygienic measures	9
3.5 Removal/transfer and transport	11
3.6 Funeral home facilities	14
3.7 Funeral	16
3.8 Advisory service	19
3.9 Pre-arrangement of funerals	25
Annex A (informative) "Laissez-passer" for a deceased or cremated remains (Example)	27
Annex B (informative) Code of ethics of the International Cremation Federation (ICF)	28
Annex C (Informative) A-deviations	29

Foreword

This European Standard (EN 15017:2005) has been prepared by Technical Committee CEN/TC BT/TF 139 "Funeral Services", the secretariat of which is held by DIN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by April 2006, and conflicting national standards shall be withdrawn at the latest by April 2006.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

Introduction

This European Standard:

- assures quality in funeral services including the highest respect for the deceased and bereaved and with respect for local regulations in force;
- is intended to make funeral-related services and facilities and the underlying pricing principles transparent for the consumer;
- contains framework recommendations, which duly consider the different provisions of national funeral laws and the traditions of ethical, cultural and regional funeral rites as well as hygienic and environmental considerations;
- lays down corresponding services as well as the information requirements to be fulfilled by the funeral director;
- outlines the profile of vocational qualifications and further educational training of funeral directors and other funeral personnel.

This European Standard is based upon the following ethical rules:

- ethical and professional relationship with client families;
- sincere respect for all the beliefs and customs of the families;
- right of the person(s) making the funeral arrangements to choose the funeral director and to decide between burial or cremation;
- right of the families to be informed of the estimated total cost of the funeral;
- complete confidentiality assured at all times, subject only to legal requirements;
- honesty, loyalty and integrity of funeral personnel in the performance of their duties;
- strict observance of all applicable laws, rules and regulations concerning the profession, both national and international;
- objective, honest and sensitive publicity;
- continuous effort to bring funeral professional knowledge to a higher level;
- integrity in the relationship with colleagues, national as well as international.

1 Scope

This European Standard sets out the requirements for the provision of funeral services.

This European Standard does not apply to product-related technical requirements. Occupational health and safety requirements are not covered by this European Standard.

2 Terms and definitions

For the purposes of this European Standard, the following terms and definitions apply:

2.1

Bereavement care

comprehensive term covering the offer of services intended to help the bereaved cope with the loss in material and psychological terms

2.2

Burial

interment of human remains

2.3

Ceremony hall

special area for the performance of a mourning ceremony

2.4

Columbarium

area where contained ashes can be stored in niches

2.5

Consultation

establishment of the wishes of the client, suggestions regarding products and services to be delivered and their costs

2.6

Consultation on the pre-arrangements of funerals

elaboration of an individual proposal regarding the deliveries and services for a future funeral, including its financing

2.7

Cortege

procession of people who are walking and/or riding to a funeral

2.8

Cosmetic application

superficial corrections, covering, and enhancement of the natural features of the deceased

2.9

Cremation

entire procedure of incineration of the deceased

2.10

Cremation services

any services pertaining to the cremation process

2.11

Crematorium

building fitted with appliances for the purpose of exclusively burning human remains, including everything incidental or ancillary thereto and with a public area, which allows a dignified farewell ceremony