

A GUIDE FOR THE FIRST HOURS

When a loved one passes away

In the first hours after a death, it is normal to feel overwhelmed. You do not have to manage everything at once. We are here to guide you through the next steps.

1

Take a moment

There is no need to make every decision immediately. Ask someone you trust to stay with you if you are alone.

2

Follow the appropriate process

The next steps depend on where and how the death occurred. Hospital, hospice and care-home staff can guide you. Sudden, unexpected or unnatural deaths require the relevant authorities.

3

Contact W.S. Engledoe & Sons

Once the required medical or police procedures have been followed, contact us. We are available 24 hours a day to assist with collection and the arrangements that follow.

4

Gather key information

Where possible, have the deceased's ID/passport, medical or hospital information and any funeral-plan documents available.

5

Choose one family contact

Having one person coordinate the funeral arrangements can reduce confusion and help information reach the right family members.

6

We will guide you

We can assist with funeral planning, burial or cremation arrangements, documentation and the practical details of the farewell.

WE ARE HERE, AT ANY HOUR

082 49 49 852

www.wsefunerals.co.za · 12 Spencer Road, Salt River, Cape Town, 7925