

Visual Identification and Labelling Best Practice Policy Creation Guidelines

Purpose: These guidelines have been provided to aid in the creation of funeral services business policy on the topic of Visual Identification and Labelling. The AFSRB has provided the best practice and recommends that this best practice is implemented by all funeral services business licensees. However, the only requirement that the AFSRB is enforcing is that each business has two policies, one for Visual Identification and one for Labelling. So, whether your business creates a policy that follows the best practice or whether your business creates a policy that suits your business's individual circumstances, either is fine.

Guidelines for information that must be included in the funeral services business policy

1. General information
 - a. The funeral services business name is to appear on the policy
 - b. The name of the policy (Visual identification or Labelling) is to appear on the policy
2. Visual Identification
 - a. The policy must contain information which responds to the following questions:
 - ✓ Will the funeral services business require all decedents brought into their care to be visually identified? **OR** Will the funeral services business request that the decedent brought into their care will be visually identified? **OR** Will visual identification only take place at the request of the family?
 - ✓ Who will the funeral services business allow to make the visual identification? (i.e. authorized decision maker, someone delegated by the authorized decision maker, any family member, anyone who knew the decedent, a funeral professional, etc.)
 - ✓ Will the funeral services business allow the visual identification to be done by photograph? (i.e. photograph of the decedent shown to the family for the purpose of identification or a photo of the decedent provided to the funeral professional for the purpose of identification).
 - ✓ Are there any circumstances or situations where the funeral services business can alter their policy? (i.e. The funeral business's policy states that a visual identification is a requirement, but if a decedent is in a condition that would make identification difficult or traumatic for the family, would this requirement be dropped?)
 - b. The policy must include a document specifically for visual identification which will be signed by the authorized decision maker (or a person delegated by the authorized decision maker) indicating that a visual identification has been made confirming the identity of the decedent, **OR** The policy must include a document specifically for visual identification which will be signed by the authorized decision maker (or a person delegated by the authorized decision maker) indicating that they have waived the right to make a visual identification and there has been no confirmation of the identity of the decedent.
 - ✓ Samples of these documents are available on the website.
3. Labelling
 - a. The policy must contain information which responds to the following questions:
 - ✓ Will the funeral services business require that every decedent is labelled at all times while in the custody of the funeral services business? **OR** Are there only specific circumstances where a decedent will be labelled while in the custody of the funeral services business (i.e. those decedents with a final disposition of cremation)?

- ✓ If the funeral services business policy states that they will not be using labels or only using labels in certain circumstances, what procedures are in place to ensure that there will be no misidentification of the decedent in their care?
- ✓ Who will be responsible for ensuring that labels are attached to decedents?
- ✓ What type of labels will be used? (wristbands, ankle bands, other)
- ✓ How will your policy be applied when a third-party transport service transports a decedent into the care of your funeral services business? (if applicable)

Other information

- These policies may be maintained electronically or be printed off
- All staff at that location must be aware of the policies that have been created
- The above listed guidelines are simply guidelines that are not meant to restrict the details that are included. Any information that your business wishes to include in your policy should form part of that policy.
- A copy of your two policies must be provided to the AFSRB for review by January 15, 2020
- If you have questions regarding the development of these policies, please contact Karen at the AFSRB office