

# FETNA - HELPING HEARTS

## EMERGENCY PROTOCOL DOCUMENT

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*What is an emergency?*

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Any unprecedented incident which will lead (or led) to potential loss of life

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*What are the categories of emergency requests?*

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- Emergency when alive
- Emergency after life

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*What are the emergency requests when alive?*

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- Accident
- Serious illness
- Immigration
- Travel
- Matrimonial
- Financial
- Others

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*What are the emergencies & requests upon death?*

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- Cardiac Arrest
- Accidental death
- Death because of illness
- Homicide
- Suicide
- Cremation/Funeral in the US
- Transporting the corpse/remains to India

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*What is not an emergency?*

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- Time insensitive immigration issues
- Regular illness
- Travel assistance
- Fund-raising

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*What is the Helping Hearts contact number?*

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- **1-866-FETNA-HH (1-866-338-6244)**

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*What is the protocol upon receiving a request?*

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- Regional volunteers appraise the situation to the right state/city volunteer(s)
- Local volunteer(s) own the situation
- Local volunteer contacts the victim
- Local volunteers guide and act

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*Burial/Cremation in the USA*

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Protocol:

1. Gather the victim information
2. Assign state volunteer
3. State volunteer connects with local volunteers and victim's contact person
4. Decision on funeral location (India/USA)
5. Recommend a funeral home
6. Victim's contact
  - a. Natural death: Police certificate is not needed
  - b. Unnatural death: Police certificate is needed
7. Funeral home recommendation and assistance

Information Needed:

1. Name of the deceased
2. Sex

3. Date of Birth
4. Age
5. Birth Place
6. Social Security
7. Race
8. Education
9. Marital Status
10. Surviving Spouse (if applicable)
11. Decedent's usual occupation
12. Kind of Business/Industry
13. Residence Address
14. Father's Name
15. Mother's Maiden Name
16. Place of Death - Hospital/Nursing Home/Residence/Other
17. County of Death
18. City/Town
19. Name of Hospital
20. Name of the Informant
21. Informant's Mailing address
22. Method of Disposition – Burial/Cremation/Removal from State/Donation/Other

Note: Funeral home staff will contact hospital authorities to obtain medical reports and County officials to get death certificates, permits etc.

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*What are the documents needed for sending the deceased to home country?*

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Protocol:

Information Needed:

1. Passport of deceased
2. Burial Permit/Transit Permit
3. County Office: One certified copy of the death certificate from county office (typically 2 days)
  - a. Name
  - b. City of death
  - c. Date of death
4. Funeral home: A letter of preparation on funeral home letterhead stating the remains have been hermetically sealed within a zinc lined wooden container (must be notarized)
5. Funeral home Department of Health: Letter of 'non-contagious' disease from the department of Health (with official raised seal)
6. Funeral home: Ordering the casket & Zinc lined outer wood box

7. If a homicide/Suicide,
  - a. Letter of permission to ship from the Police department involved in the investigation and the District Attorney's office
8. All documents requires one photocopy
9. Consular Office: Permit to carry mortal remains – Anyone can get it as long as we have documents
  - a. Miscellaneous form to be filled by the Applicant : Download and complete the Miscellaneous Application form
  - b. 2. Copy of Passport, Visa , ID of the applicant
  - c. Death Certificate of the deceased in original, along with a copy there of .
  - d. Letter from Doctor or County regarding non communicable disease in r/o the deceased in original along with a copy thereof
  - e. Letter from Funeral Home concerned regarding body embalming casket in original, along with copy thereof
  - f. Flight Details
  - g. Passport in original in r/o the deceased as well as photocopy thereof

Note: Consular office gives permit and cancelled passport

Chicago: <https://www.cgichicago.gov.in/page/display/32/28>

Email copies of documents to india contact for claiming the remains in the airport

Note: Funeral home staff will contact concerned officials, airlines and coordinate in getting all the necessary documents to transport the body to overseas provided they have all the required information from the family in a timely manner. It is estimated that it would cost around \$5,000 to \$8,000 to send deceased to Asian countries depending on the different logistics.

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*What are the services provided by the funeral home?*

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1. Transport the body from hospital/home/out of state to the funeral home
2. Make arrangements with hospital/county officials to get death certificates
3. Refrigerate the body
4. Arrangements for viewing/memorial services
5. Dressing, cosmetology services
6. Embalming
7. Memorial book
8. Flower arrangements

9. Chapel/Priestly services
10. Motor Escort
11. Cremation Urns
12. Temporary storage of cremation Urns
13. Casket types – Bronze/Hardwood/Stainless Steel/Steel/Cloth covered wood/Card Board
14. Family Car (Limousine) /Pallbearer Car (Limousine) /Funeral Coach (Hearse) /Service Vehicle/Flower Car

Note: Embalming is not required by law. Embalming may be necessary, however, if you select certain funeral arrangements, such as a funeral with viewing. If you don't want embalming, you usually have the right to choose an arrangement that doesn't require you to pay for it, such as direct cremation or immediate burial.