

# Tangihanga Guidelines During COVID-19 Alert Level 3

April 2020

Kia ora tātou e ngā uri o Tuperiri,

With the recent release of the Tangihanga Alert Level 3 guidelines from the Ministry of Health, we have adapted our Ngāti Whātua Ōrākei guidance as follows:

COVID-19 is in Aotearoa and public gatherings put all our whānau members at risk, especially our kaumātua. Therefore, we must protect our hapū health and ensure our health system can look after our people who become sick.

## Tūāpapa (Foundations):

- Our Kaumātua and whānau are our priority.
- We must protect our whakapapa by taking the initiative, being proactive and united.
- We must relax our accepted tikanga which is done with aroha and to ensure the preservation of our whakapapa.
- We will provide cultural support to whānau so they can self-manage tikanga if there are bereavements and via the use of technology.

## Te Tangihanga

- The Ōrākei Marae is closed for all hui including tangihanga.
- The Ōrākei urupā will be open for burial.
- In the event of a bereavement in your whānau, there will be a lot of guidance from the hospitals and funeral homes on what will happen.
- Please see the official Ministry of Health Guidelines on **COVID-19 Funerals and Tangihanga**
- One of the first things to do is to appoint a whānau member to liaise with funeral directors, health providers and/or police.
- There are a couple of options available to whānau.
  1. Immediate burial of tūpāpaku (deceased whānau member) at the urupā (graveyard).
  2. Cremation and a delayed process for the burial of ashes once restrictions have been lifted.

Please think carefully on the options that are appropriate for you and your whānau.



NGĀTI WHĀTUA ŌRĀKEI  
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**Kaiwhakarite**

Ngāti Whātua Ōrākei has appointed kaiwhakarite who are available to talk to, provide guidance and assist you during this time.

**Wyllis Maihi** +6421 903 545.

**Taiaha Hawke** +6421 518 230.

**Guidelines**

- If your loved one has died from a known health issue, this will be critical information for the funeral director – your loved one’s health provider will liaise directly with the funeral director (once appointed) to pass on the necessary information.
- If your loved one has died from COVID-19 then it will be critical for the health provider to provide you with information on what to do next – there are strict guidelines that must be followed in these instances. There is also information available at [www.covid19.govt.nz](http://www.covid19.govt.nz)
- If your loved one has died from an unknown cause, a post-mortem may need to be undertaken. Your health provider will assist you in the first instance and the Police will then facilitate this process. They will liaise directly with your appointed whānau member.

LOVED ONE PASSES AWAY IN HOSPITAL IN AUCKLAND REGION	LOVED ONE PASSES AWAY AT HOME IN AUCKLAND REGION	LOVED ONE PASSES AWAY OUTSIDE OF AUCKLAND REGION IN AOTEAROA	LOVED ONE PASSES AWAY OVERSEAS
Tūpāpaku transferred to mortuary by hospital staff.	Inform local police and local gp/health provider.	Whānau pani representative liaises with funeral director on arrangements.	Whānau pani contacts funeral director.
Whānau pani representative liaises with funeral director on arrangements.	Whānau pani representative liaises with funeral director on arrangements.	Whānau pani contacts ngāti whātua ōrākei kaiwhakarite.	Whānau pani contacts ngāti whātua ōrākei kaiwhakarite for advice.
Whānau pani contacts ngāti whātua ōrākei kaiwhakarite.	Whānau pani contacts ngāti whātua ōrākei kaiwhakarite.	Whānau can choose for their loved one to be buried or cremated outside of the auckland region.	Whānau pani to arrange for funeral overseas or to have loved one returned to nz at a later date.
Inform funeral director to bring loved one back to ōrākei urupā.	Inform funeral director to bring loved one back to ōrākei urupā.	If whānau decide to bring their loved one back to ōrākei. It can only be done once restrictions have been lifted - the whānau can decide from the following options. Embalming with storage, refrigeration with storage or cremation.	

NGĀTI WHĀTUA ŌRĀKEI  
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**ONCE LOVED ONE IS AT FUNERAL HOME IN AOTEAROA.  
 THE WHĀNAU PANI HAS FOUR CHOICES**

1) Whānau selects burial for loved one.	2) Whānau selects embalming for up to 6 months for loved one.	3) Whānau select cremation for loved one.	4) Whānau select refrigeration for loved one.
If in auckland region, the funeral home transports tūpāpaku to the ōrākei urupā with full ppe in place to stop spread of virus.	If there is room - the funeral home keeps the tūpāpaku for up to 6 months.	Cremation takes place with support from kaiwharite or cultural expert and cultural resources.	If there is room - the funeral home keeps the tūpāpaku for up to 6 months.
Whānau pani (up to x 10 people) permitted to be at ōrākei urupā with support from kaiwharite or cultural expert.	Tangihanga to be held with support from kaiwharite or cultural experts once the restrictions have been uplifted. An open coffin is possible with this option.	Ashes returned to whānau pani.	Tangihanga to be held with support from kaiwharite or cultural experts once the restrictions have been uplifted. The coffin must be closed with this option.
Whānau who were in the same isolation bubble (up to 10) as the deceased (or would have been if the deceased died in isolation) allowed at the Funeral home and urupā.			

**KAWE MATE TO BE HELD TO HONOUR THOSE WHO HAVE PASSED WHEN THE PANDEMIC IS OVER**

### What to do

- Contact your local funeral director to organise arrangements for burial or cremation – as set out above.
  - If you are unsure about funeral directors, our Ngāti Whātua Ōrākei Kaiwhakarite will help to identify someone suitable. Once you have secured the services of a funeral director, be prepared.
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- If the funeral director encounters high levels of anxiety, distress or confrontational behaviour due to the restrictions we are all under, they will contact the local Police for assistance.
  - They may uplift your loved one wearing personal protective equipment including masks, gloves, protective clothing etc – this may be daunting for whānau, especially young ones.
  - They will only allow one appointed whānau member to facilitate arrangements including paperwork – this may need to be done remotely or at least using strict social distancing measures.
  - Whānau members (up to two people) from the same isolation bubble as the deceased are allowed to dress the tūpāpaku – however this must be carried out in the presence of an embalmer/funeral director who will give direction to anyone present on the correct requirements. Activities such as kissing, washing or touching the body must not occur before, during or after the dressing and viewing.
  - Whānau who were in the same isolation bubble (up to 10) as the deceased (or would have been if the deceased died in isolation) are allowed to view the tūpāpaku at funeral homes. o Strict social distancing protocols should be followed and activities such as kissing, hugging and touching each other and/or the tūpāpaku should not take place.

### What to do (cont.)

- Whānau and friends living in the same region as the tūpāpaku may visit the funeral directors at which the tūpāpaku is lying in state, however:
  - funeral directors have been issued with a strict set of guidelines to follow in allowing multiple viewings to take place. They will inform you of these guidelines
  - only a maximum of 10 people at any one time may view the tūpāpaku and again, strict social distancing protocols should be followed and activities such as kissing, hugging and touching each other and/or the tūpāpaku should not take place
  - whānau and friends must not gather outside the funeral directors premises and must not mingle with each other either before entering or after viewing the tūpāpaku
  - failure to follow this may result in the funeral director having to contact the local Police for assistance
  - funeral directors may have other restrictions in place depending on their own health and safety policies and protocols. They will let you know what these are.
- Again, only a maximum of 10 people will be allowed to go to the cemetery alongside the tūpāpaku and funeral director.
- This does not preclude whānau from electing to have their loved one placed in storage (refrigerated), if this facility is available locally, until we are past the current Level 3 Alert - National Emergency. You can discuss this option with the funeral director if you wish to.

If you live in the Auckland region, the funeral directors will not take the tūpāpaku back to your homes. Please request that the tūpāpaku be taken to an Auckland cemetery or Ngāti Whātua urupā in our takiwā (eg. Ōrākei, Rēweti, Haranui, Araperera, Puatahi, Ōruawharo, Ōtamatea).

Only the immediate whānau pani in your “household bubble” are permitted to be at the urupā to avoid the spread of the virus.

### **Ngāti Whātua Ōrākei Resources**

- Ngāti Whātua Ōrākei has developed **tangihanga resources** including karakia, kārangā and whaikōrero/mihimihi for whānau to self-manage tikanga around mate during this time.
- A team of Ngāti Whātua Ōrākei Cultural experts will be available via remote technology such as Zoom in the event a bereaved whānau wish for assistance with cultural practices.
- There are resources available through the NIB Funeral Cover and also the NIB Mental Health Cover to support whānau during this time.

### **Kawe Mate**

Once we have fully recovered as a country from this virus, Ngāti Whātua Ōrākei will hold a kawē mate to honour those that have passed.

### **Handling Tūpāpaku**

Tūpāpaku are potentially contagious. Where possible, try to minimise contact with the deceased loved one to prevent COVID-19 spread.

It will be very hard, but we cannot allow any others to come into contact with the deceased or those who are in isolation with them.

### **If your loved one passes away in hospital**

- You may be able to view them at a safe distance before and after their death, but only if the hospital is still allowing access to their buildings. Remote viewing may be available via technology.
- You will not be permitted to touch, wash and/or dress your loved one's body.
- The hospital will transfer your loved one to its mortuary and then into your funeral director's care.
- Funeral directors may have restrictions in place depending on their own health and safety policies and protocols. They will let you know what these are.

### **If your loved one passes away at home**

- Whānau touching, washing and/or dressing of your loved one's body poses a significant health risk and is strongly advised against.
- The funeral director will transfer your loved one to their facilities.

### **If your loved one passes away overseas**

- There are no restrictions on freight or cargo so deceased people will be able to be repatriated provided the funeral director meets the international requirements for freighting deceased. The funeral director will know what paperwork is required for Customs and Biosecurity.

### **Travel for tangihanga**

- Strict travel restrictions are still in place. Whānau who are travelling within their region must do so using their own vehicles, or by using authorised essential transport services.
- As soon as the burial is complete, or as soon as whānau have received their loved one's ashes, they must return home directly without taking detours, unless for essential needs.

### **Transporting tūpāpaku inter-regionally**

- Tūpāpaku can be transported inter-regionally, however only registered funerals directors are permitted to transport them and must follow strict guidelines when doing so.
- Similarly, only whānau who were in the same isolation bubble (up to 10) as the deceased (or would have been if the deceased died in isolation) may escort the tūpāpaku and funeral director inter-regionally to bury the tūpāpaku.
- Only a maximum of 10 people will be allowed to go to the cemetery alongside the tūpāpaku and funeral director.

### **Protecting everyone in your bubble**

- Anyone who is unwell, even mildly so, must remain home.
- People at higher risk must also stay home. This includes kaumātua, pregnant women, whānau who are immune-compromised or have cancer or pre-existing conditions like cardiovascular disease, respiratory issues, kidney problems, diabetes or high blood pressure.

### **Cremation**

- Although you may not be used to cremation it may have to be an option you consider, especially if you want to return your loved one to their whānau urupā once the restrictions have been lifted.
- Be prepared to potentially not have your loved one's ashes returned until after the pandemic.

## Māori Funeral Homes in Aotearoa

The following is a list of Māori Funeral Homes. It is not exhaustive, nor does it represent all Māori within this sector. For further funeral home options, please go to [fdanz.co.nz](http://fdanz.co.nz)

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**Auckland Mortuary Services Ltd**  
*nzmortuaryservices@gmail.com*  
0274 525 133

**Simplicity Bereavement Services - Hamilton**  
*info@simplicityhamilton.co.nz*  
07 8476851

**Haven Falls Funeral Services**  
*office@havenfalls.co.nz*  
Northland: 0800 428 364  
Auckland: 0800 428 363  
Wellington: 0800 428 365

**Simplicity Bereavement Services - Hawkes Bay**  
*simplicityhb@xtra.co.nz*  
06 8783391

**Mountain View Funeral Services - Rotorua**  
*info@mvfs.co.nz*  
07 350 1461

**South Auckland Funeral Services**  
*info@safs.co.nz*  
09 2769000

**Ngā Hau e Whā Tangihanga - Auckland**  
*info@tangihanga.co.nz*  
09 527 1866

**Tipene Funerals Services - Auckland**  
*info@tipenefunerals.co.nz*  
0800 266662

**Ormsby Family Funerals - Otorohanga**  
*funerals@ormsby.net.nz*  
0800 737953

**Tranquility Funeral Services - Hāwera**  
*tranquil.fs@xtra.co.nz*

**Sincere Funeral Services - Hamilton**  
*admin@sincere.co.nz*  
07 8471465

**Whānau Funeral Services - Cambridge**  
*whanaufunerals@gmail.com*  
0800 942386

**White Haven Funerals - Rotorua**  
*whitehaven@whfm.co.nz*  
07 347979

## Papa Kupu

<b>Tangihanga</b>	Funeral	<b>Kirimate</b>	Close relative of the deceased
<b>Tikanga</b>	Values and practices	<b>Takiwā</b>	District, vicinity
<b>Kaumātua</b>	Respected elder	<b>Whaikōrero</b>	Formal speech making (male)
<b>Hui</b>	Gathering	<b>Mihi</b>	Informal address (male/female)
<b>Tūpāpaku</b>	Corpse	<b>Kawe mate</b>	Mourning ceremony after a tangihanga has taken place
<b>Whānau pani</b>	Bereaved family		

