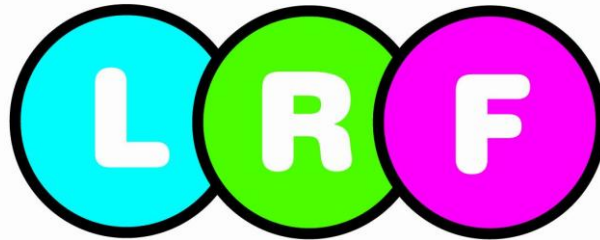


Devon • Cornwall • Isles of Scilly



Local Resilience Forum

EMERGENCY MORTUARY FRAMEWORK

A JOINT AGENCY FRAMEWORK FOR THE
OPERATION OF MORTUARY FACILITIES
FOLLOWING A MASS FATALITIES INCIDENT



PREPARING FOR EMERGENCIES

LRF Emergency Mortuary Plan

All items in this document are classed as open under the Freedom of Information Act unless otherwise stated. All closed items include the relevant Freedom of Information Act exemption.

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Author:	Andrew Slater
Lead Agency:	Cornwall Council
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Revision History

Revision Date	Version No	Summary of Change	Changes made by	Authorised by	Date
	v1.0			LRF BMG	15.10.10

Distribution

Name	Department	Organisation
Devon, Cornwall & Isles of Scilly LRF Responders		

This Plan is owned by the Devon, Cornwall and Isles of Scilly LRF, maintained, and updated by the LRF Mass Fatalities Subgroup. All users are asked to advise the Secretariat of any changes in circumstances that may materially affect the plan in any way.

Details of changes should be sent to:

Devon, Cornwall and Isles of Scilly Local Resilience Forum Secretariat

Email lrf@devonandcornwall.pnn.police.uk

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**ANNEX G - PREMISES IDENTIFIED FOR USE AS EMERGENCY MORTUARIES
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**ANNEX H - SITES IDENTIFIED FOR DEMOUNTABLE STRUCTURES - LEVEL
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**ANNEX I - LEVEL IV - NATIONAL EMERGENCY MORTUARY
ARRANGEMENTS**

DISTRIBUTION

Not Protectively Marked Version

Available on the LRF website: <http://www.dcisprepared.org.uk/>

DOCUMENT INFORMATION

TITLE AND OWNERSHIP

This document is entitled the Local Resilience Forum Emergency Mortuary Framework. It has been produced by the Devon, Cornwall and Isles of Scilly Local Resilience Forum (LRF). The LRF has the rights of ownership of this document, with publication and distribution being agreed by the LRF members. No amendment, replication or distribution of this protocol is permitted without the express agreement of the LRF.

PROTECTIVE MARKING

There are two versions of this document: one contains protectively marked pages and annexes and will be available on the LRF National Resilience Extranet pages. The other version is not subject to protective marking classification at this time, and is suitable for disclosure under the terms of the freedom of Information Act and is available on the LRF website: <http://www.dcisprepared.org.uk/>

FURTHER DISTRIBUTION

Individual partner agencies may produce the version of this document that is not protectively marked on their individual websites. Permission is granted to those agencies to copy and print the contents of the document by the Devon, Cornwall and Isles of Scilly Local Resilience Forum.

REVIEW AND AMENDMENT

This Framework will be reviewed by a relevant LRF sub-group every three years, or following significant legislative or procedural changes, or any incident that requires the plan to be implemented. Outside this time, any agency must notify the LRF Secretariat of any significant amendments or additions they seek to have included. These can be sent by e-mail to – lrf@devonandcornwall.pnn.police.uk

EQUALITY AND DIVERSITY

The importance of delivering services which meet the needs of different communities within the LRF and ensuring no-one is discriminated against is essential from both a legal and moral point of view. Responders should remain mindful and respectful of individuals' human rights and must also recognise the importance of taking into account the full range of equality strands including Race/Ethnicity, Disability, Gender (including Gender reassignment and Transgender, pregnancy and breastfeeding mothers, marital and civil partnership status), Age, Sexual Orientation, Religion and Belief and ensuring that these needs and circumstances are considered Further guidance on equality impacts can be found in Section D 'want to know more' of the Equality Impact and Needs Assessment - <http://www.devon.gov.uk/einatoolkit2008.pd>

REFERENCE SOURCES

The following documents have been used in the preparation of this plan:

- Draft Guidance on Dealing with Fatalities in Emergencies – Follow up guidance and report on progress made since May 2004 – *Home Office July 2005 (Restricted)*
- Devon, Cornwall, and Isles of Scilly LRF Guidance for Responding to a Mass Fatalities Incident – *14th November 2007*
- SW Regional Multi Agency Framework for Dealing with a Mass Fatalities Incident – *Regional Resilience Forum South West Draft Version (and Restricted Annexes)*
- Supplementing Local Response Options – Concept of Operations for Accessing Central Assistance to Supplement Local Response to Mass Fatalities Incidents in England and Wales – *Home Office (Restricted) Version 1 June 2006*
- Mass Fatalities Plan (March 2007 - Version 2) - *London Resilience*
- Safe Working and the Prevention of Infection in the Mortuary and Post-mortem Room - *Health and Safety Executive*
- The Safe Handling of Contaminated Fatalities – Guidance Document – *Home Office (Restricted) June 2009*

TRAINING AND EXERCISING

Training and exercising is an essential requirement to ensure any activation of this plan is successful.

Each agency is responsible for identifying key personnel who may be involved in the response to a Mass Fatalities Major Incident and providing suitable training.

Training and exercise can be provided on a multi agency basis, co-ordinated through the Local Resilience Forum.

1. INTRODUCTION

PURPOSE OF THE FRAMEWORK

This Framework provides a guidance framework for the setting up, operation, and closing down, of a mortuary facility set up in response to a Mass Fatality Incident and should be read in conjunction with the *Devon, Cornwall, and Isles of Scilly LRF Guidance for Responding to a Mass Fatalities Incident*.

For the purposes of this Framework, a Mass Fatalities incident is any incident where the number of fatalities or the circumstances of their deaths mean the normal local arrangements cannot provide an adequate response to that incident.

This Framework not include arrangements for 'rising tide', sometimes entitled 'Managing Excess Deaths' scenarios, i.e. deaths from epidemics/pandemics or other instances of mass infection.

Key objectives are to:

- Facilitate a coherent, efficient, and effective multi-agency response to a mass fatality incident
- Facilitate Police, Coronial and other investigations
- Ensure that the deceased are treated with dignity and the cultural and faith issues of the deceased and their families are respected
- Reunite the deceased with their family as soon as practicable
- Arrange for the return of personal effects

In meeting these objectives, four key principles (generally referred to as Lord Justice Clarke's recommendations) must underpin the response to a mass fatality incident:

- Provision of honest and accurate information
- Respect for the deceased and bereaved families
- A sympathetic and caring approach throughout
- The avoidance of mistaken identity

However, this Framework acknowledges that each Local Authority will have its own arrangements for a variety of scenarios. For example, there may be use by some, all or no local authorities in the LRF area of a mortuary services provider. In order to remain relevant, this document will signpost such arrangements where appropriate. Each Local Authority in the LRF area will require its own specific Plan, which should include:

- The activation processes specific to their local authority area.
- Details of Level II, III and IV sites in accordance with the templates in Annexes E to H.

INTENDED AUDIENCE

This Framework is aimed at all agencies, including those providing mortuary services, likely to assist a Mass Fatalities incident with the provision of an Emergency Mortuary within the Devon Cornwall and Isles of Scilly LRF area.

PLANNING ASSUMPTIONS

Planning Assumptions 1

(Omitted from Not Protectively Marked version)

Planning Assumptions 2

- All deceased victims, human remains and residual human tissue resulting from one incident or more than one connected incidents will be taken to the same mortuary, unless the Strategic Co-ordinating Group determine that it is appropriate and affordable to use more than one mortuary.
- If there are multiple connected incident sites, it may be necessary for the mortuary to have a separate reception and storage facility for each site.
- If a person who was involved in the Major Incident dies in hospital, they will be transferred to the Emergency Mortuary established for this incident.
- Following suspected terrorist incidents, body bags should undergo x-ray screening (ideally by digital radiography) before being accepted into the mortuary.

PURPOSE OF A MORTUARY

- To establish identity, through careful examination of the deceased and associated property in order to obtain evidence which can be matched with data obtained by the Ante-Mortem Team and the Casualty Bureau
- To facilitate the establishment of the precise cause of death through proper examination of the deceased by pathologists
- To facilitate the collection of evidence of crime: not only in the cause of death but by examination of clothing and other exhibits recovered from the deceased e.g. bomb fragments
- To allow for the preservation and recording of personal effects of the deceased
- To provide facilities for the preparation of deceased victims for release to family members by reconstructive techniques where necessary (embalming may be appropriate in some cases - particularly in the case of repatriation overseas)

LEVELS OF RESPONSE

Level I - NHS Mortuary Facility

A Level 1 response is to use existing NHS mortuary facilities in the LRF area. (Mortuaries in the LRF area are NHS facilities. There are no Local Authority managed facilities).

It is difficult to specify the number of human remains that can be managed at this level as factors will vary with each facility.

Level II – Enhanced NHS Mortuary Arrangements

A Level II response is to increase capacity at an existing mortuary facility e.g. by the provision of additional body storage units.

Again, it is difficult to specify the number of human remains that can be managed at this level as factors will vary with each facility and resources available.

Level III – Local Emergency Mortuary Arrangements

A Level III response is to establish a separate Emergency Mortuary facility using a combination of land, premises, demountable structures, and equipment from local resources, contracts, or elements of the national stock-pile.

This will only be considered if the response cannot be managed with Level I or Level II arrangements but does not require the full deployment of National Emergency Mortuary Arrangements (Level IV).

This is likely to be for an incident involving up to 100 fragmented deceased.

Level IV – National Emergency Mortuary Arrangements

A Level IV response is the deployment of the National Emergency Mortuary on a suitable site in the LRF area.

LRF Emergency Mortuary Plan

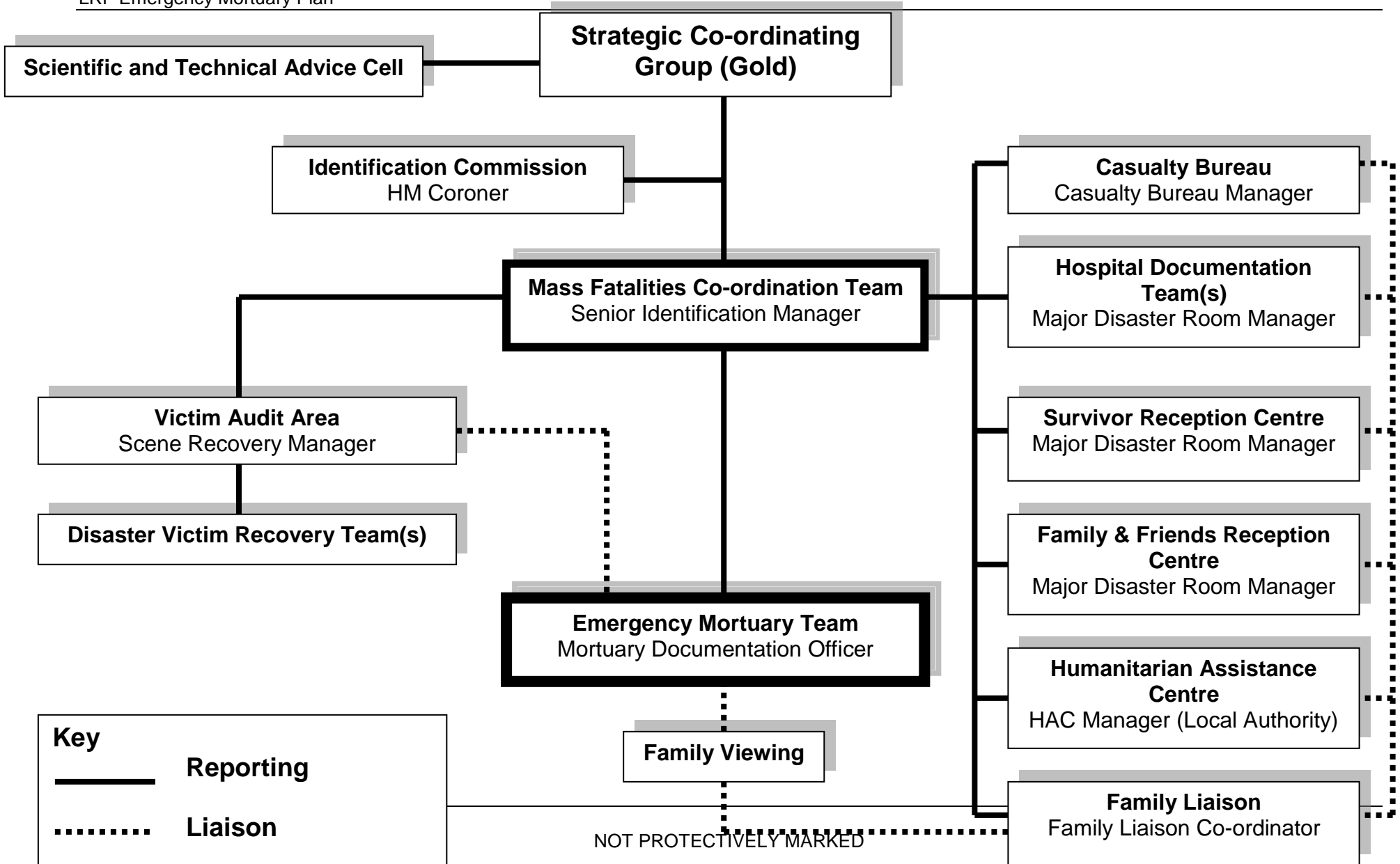
This response is intended to cater for the deaths of between 300 and 600 intact victims.

POST MORTEM PROCESS

Disaster Victim Recovery	Human remains recovered to Victim Audit Area
	Remains moved to mortuary facility
Body Reception	Booking in/out
	Body movement
Radiography	X-rays used to reveal the internal structure of the human remains on film
Fluoroscopy	X-rays used to obtain real-time images of the internal structures of human remains
Body Storage	Storage between processes
Post Mortem Preparation	Removal, inspection, recording of personal effects
	Photography
Post Mortem	Post Mortem examination (including reconstruction)
	Odontology
	Fingerprints/Footprints
Property Storage	Record and store property removed from deceased
Identification Commission	Open an Inquest and order release of bodies
Viewing (If policy is to permit viewing at mortuary facility)	Movement of remains to and from viewing area
	Supervise/support viewing
Release of human remains and effects	Family/Funeral Directors

MASS FATALITIES ORGANISATIONAL RELATIONSHIPS DIAGRAM

LRF Emergency Mortuary Plan



MASS FATALITIES ORGANISATIONAL RELATIONSHIP DIAGRAM

2. PLAN ACTIVATION

The decision to activate emergency mortuary arrangements will be made by the **Multi-Agency Strategic Co-ordinating Group** based on the recommendation of the **Mass Fatalities Co-ordination Team**. This Framework shows the generic arrangements for activating mortuary arrangements. Each Local Authority in the LRF area will require its own specific Plan, which should include the activation processes specific to their local authority area.

This process is also contained in the LRF *Guidance for Responding to a Mass Fatalities Incident*.

WITHIN 4 HOURS

- First meeting of the Mass Fatalities Co-ordination Team
- Decision taken regarding mortuary provision
 - Level I - Use existing mortuary facility
 - Level II - Increase capacity at an existing mortuary facility – Refer to relevant Local Authority Plan and Annex E
 - Level III - Emergency Mortuary facility using a combination of land, premises, demountable structures, and equipment from local resources, contracts, or elements of the National Emergency Mortuary Arrangements (NEMA) stock-pile – Refer to relevant Local Authority Plan and Annexes F, G, H
 - Level IV – Deploy National Emergency Mortuary Arrangements (NEMA) - Refer to: *Supplementing Local Response Options – Concept of Operations for Accessing Central Assistance to Supplement Local Response to Mass Fatalities Incidents in England and Wales – Home Office (Restricted) Version 1 June 2006* – Refer to relevant Local Authority Plan and Annexes H, I

WITHIN 8 HOURS

- Establish Emergency Mortuary Management Team – Section 3
- Identify and begin procurement of facilities, material and human resources – See over
- Indicative details of resources required to operate an Emergency Mortuary and arrangements for mobilising staff through the National Disaster Victim Identification Team (UK-DVI) and Centre for International Forensic Assistance (CIFA) are contained in *Supplementing Local Response Options – Concept of Operations for Accessing Central Assistance to Supplement Local Response to Mass Fatalities Incidents in England and Wales – Home Office (Restricted) Version 1 June 2006*

Resource Requirement Checklist

FACILITY AND RESOURCES	REQUIRED Y/N	AVAILABLE Y/N
Within 24 Hours		
Perimeter fence		
Site Security Office		
Temporary roadway and walkway		
Entrance Area		
Receiving Area		
Body Storage Area		
Telephones		
Electricity supply and distribution – 240v 13 Amp in all areas		
Lighting		
Mortuary equipment storage area		
Telephones, PCs, Printers		
Within 48 Hours		
Operational equipment and consumables		
Staff Resources – Via UK-DVI/CIFA – See over		
Autopsy Areas (LEMA - minimum 2 – maximum 4)		
Fluoroscopy Area		
Radiology Area		
Communications resources - Telephones, PCs, Fax, Printers, Scanners, Photocopiers		
Within 72 Hours		
Water supply and distribution (including heating)		
Air Treatment (heating/cooling/humidity/filtration)		
Waste water drainage, storage and disposal		
Solid waste collection, storage and disposal		
Operational Office		
Equipment Store		
Exhibits Storage		
Staff Catering area		
Staff Changing Area – Including dirty and clean areas and shower facilities		
Car parking area		
Family Receiving Area and Viewing Area – (Requirement determined by Mass Fatality Co-ordinating Team)		

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Parking for Families Viewing		
Anti Terror Office – (Requirement determined by SCG)		

Staff Resources Requirement Checklist

	Function	Recommended Staff (per shift)	Agency	Staff Required
Management	Documentation Officer	1	Police	
	Operations Manager	1	Police	
	Facilities Manager	1	NHS Mortuary Manager	
	Coroner's Officer	1	Police	
Security	Security Manager	1	Police	
	Security Officers	4 (minimum)	Police	
Body Reception	Reception Manager	1	Police	
	Loggist	1	Police	
	Reception Officers	4 (minimum)	Police	
Body Storage	Manager	1	Police	
	Loggist	1	Police	
	Body Movement Officers	4 (minimum)	Police	
Post Mortem	Pathologist	1 per autopsy area	Police/UK-DVI/CIFA	
	Body Search	2 per autopsy area	Police	
	Documentation Officer	1 per autopsy area	Police	
	Exhibits Officer	At least 1 per table	Police	
	Radiographer	1	UK-DVI/CIFA	
	Fluoroscopy Radiographer	1	UK-DVI/CIFA	
	Photographer	At least 1 per table	Police	
	Mortuary Technician/ Medical Technical Officer	1 per autopsy area	UK-DVI/CIFA	
	Odontologist	1	UK-DVI/CIFA	
	Odontologist Assistant	1	UK-DVI/CIFA	
	Fingerprints/Footprints	1	Police	
	Forensic Scientist	As Required	UK-DVI/CIFA	
	Anthropologist	As Required	UK-DVI/CIFA	
	Archaeologist	As Required	UK-DVI/CIFA	
	Podiatrist	As Required	UK-DVI/CIFA	
Facial recognition/ forensic artist	As Required	UK-DVI/CIFA		
Exhibits	Exhibits Manager	1	Police	
	Exhibits Officers	2	Police	
Viewing	Viewing Area Manager	1	Police	
	Faith Representative	1	Salvation Army	
	Social Care Support	1	Local Authority	
Human Resources	HR Manager	1	Police	
	HR Adviser	1	Police	
	HR Adviser	1	Local Authority	
Logistics	Procurement Manager	1	Local Authority /NHS/Police	
	Procurement Officers	3		
	Admin Support	3		
	Stores Manager	1	Local Authority /NHS	
	Stores Officers	2		
	Finance Manager	1	Local Authority	
	Finance Officer	1	Police	
	Catering Manager	1		
Catering staff	As Required			

LRF Emergency Mortuary Plan

Function		Recommended Staff (per shift)	Agency	Staff Required
	Cleaning Manager	1		
	Cleaning staff	As Required		

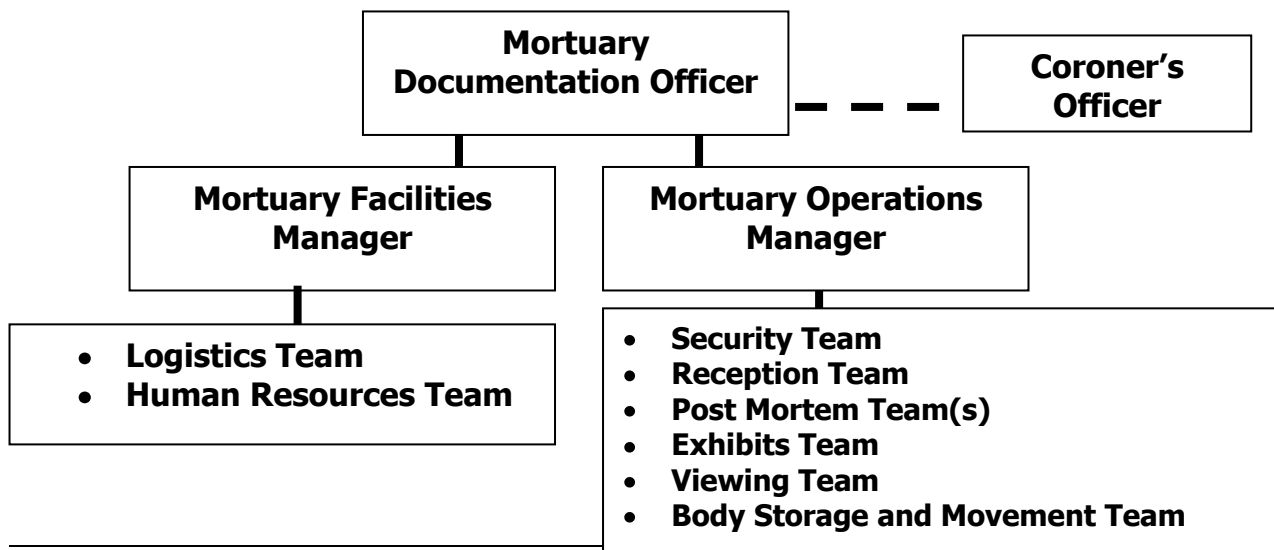
3. EMERGENCY MORTUARY MANAGEMENT

EMERGENCY MORTUARY MANAGEMENT TEAM

Membership

See diagram below

- Senior Identification Manager (SIM) or deputy
- Mortuary Documentation Officer
- Mortuary Operations Manager – representing;
 - Security Team
 - Reception Team
 - Exhibits Team
 - Viewing Team
 - Body Storage and Movement Team
- Mortuary Facilities Manager - representing;
 - Logistics Team
 - Human Resources Team
- Supervising Forensic Pathologist - representing;
- Coroners Officer
- Ante-Mortem Co-ordinator
- Health & Safety Co-ordinator
- Senior Radiographer / Radiation Protection Supervisor
- Site representative
- Specialist Advisors (as required)
- SO15 (in terrorist incidents)



Reports To

Mass Fatalities Co-ordinating Team (Via SIM)

Responsibilities

Responsible for all aspects of the establishment, operation and closure of an Emergency Mortuary to facilitate post mortem procedures to achieve the accurate and speedy identification of victims, identify cause of death, and gather evidence

Task Checklist

- Establish Mortuary Management Team meetings (SIM may need to participate via audio/video conference) - See Management Team Agenda overleaf and Team Checklists contained in this section
- Provide overall supervision of mortuary procedures
- Ensure that health and safety risks are assessed in all areas of the mortuary, documented, reviewed, and control measures are implemented – See Annex D
- Maintain day-to-day operational management of the mortuary
- Maintain constant assessment of the workings of the mortuary to identify and address any problems
- Co-ordinate supplies, equipment, services and staff
- Brief family members regarding viewing arrangements (to be arranged via the Family Liaison Co-ordinator)
- Liaise with the police Media Liaison Officer, government departments and press offices, with regard to the progress of the identification process and other relevant issues (controlled by the Senior Identification Manager)
- Record any information which may be relevant for the purpose of any subsequent debriefing
- Maintain a written record of all decisions made by the Mortuary Management Team. If practical all meetings will be minuted.

Decommissioning and Closure

The Coroner, in consultation with the Senior Identification Manager (SIM), will decide when to close the mortuary.

The Mortuary Management Team will supervise the decommissioning of the emergency mortuary and ensure that the Post Mortem, Body Receiving and the Family Viewing Areas are clear of all waste and hazardous materials and the equipment is left clean.

It is probable that the following actions will be required:

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- Steam clean/disinfect all equipment, floor surfaces and refrigerated units/vehicles that will have been contaminated
- Disposal of the wet area floor covering (as clinical waste)
- Clean the whole floor area of the mortuary building
- Clean all office floors and work surfaces
- Clean all toilets, showers and kitchen/dining areas
- Arrange for clinical waste skips to be removed, and have waste disposal records completed and retained
- Arrange for the return of all contractors and health service equipment
- Arrange for any site remediation to be carried out

Once all equipment has been returned and cleaning carried out, the Mortuary Management Team will formally hand back the premises/land to its owners

EMERGENCY MORTUARY MANAGEMENT TEAM

Meeting Agenda

- HTA Licensing arrangements – Compliance Report, nomination of License Holder and Designated Individual (refer to Annex B)
- Briefing
 - Current situation
 - Required outcomes and priorities
 - Identification Criteria (set by the Identification Commission)
 - Residual Human Tissue (RHT) Policy (set by the Identification Commission)
 - Documents to be used
 - Hours of operation
 - Staff welfare arrangements
 - Health and Safety
- Liaison with/feedback from ID Commission and Mass Fatalities Co-ordinating Team
- Policy Document
- Resource requirements – material and human
- Site management (including security policy and arrangements, cleansing arrangements, waste management)
- Body viewing (Policy set by Mass Fatalities Co-ordination Team. Where possible, viewing of the deceased should take place after release to the bereaved)
- Financial records
- Internal information management (staff briefings etc.)
- Public information and news media response
- VIP visits
- Closing down arrangements
- Any Other Business

- Next Meeting

MORTUARY DOCUMENTATION OFFICER

Organisation

Police

Reports to

Senior Identification Manager (SIM)

Responsibilities

All aspects of documentation in relation to the post mortem examination of victims to ensure evidential continuity is maintained in respect of each fatality

Task Checklist

- Attend Mass Fatalities Co-ordination Team meetings
 - Attend Emergency Mortuary Management Team Meetings
 - Appoint a Mortuary Duty Officer – See below
 - In consultation with other mortuary specialists:
 - Determine paperwork required to be completed during the mortuary process
 - Agree the correct methods for this to be submitted to ID Commission
 - Remind that all documentation created within the mortuary may be subject to evidential disclosure (Consider issuing key staff with books to record decisions/rationale etc. for submission to the Disclosure Officer on completion of the operation)
 - Liaise with the Police Disclosure Officer regarding documentation and other disclosable data created in the mortuary
 - Ensure a Mortuary Process Register (Annex C) is maintained to record details and status of all human remains in the mortuary
 - Collate post-mortem data into a single file for each victim for HM Coroner
 - Present identification evidence to the ID Commission
 - Supervise any visual identification of the deceased along with the Coroner's Officer (performed with the authority of the Senior Identification Manager)
 - Liaise with the Ante-Mortem Co-ordinator regarding identification matters and release of remains after identification
 - Supervise the release of the victim/human remains
 - Identify areas of responsibility relative to relevant undertakers
-

Mortuary Duty Officer

Responsible to the Mortuary Operations Manager to ensure the smooth running of the mortuary in the absence of the Mortuary Documentation Officer, Mortuary Operations Manager and Mortuary Facilities Manager

MORTUARY OPERATIONS MANAGER

Organisation

Police

Reports to

SIM (via Mortuary Documentation Officer)

Responsibilities

Responsible for the operational aspects of the Emergency Mortuary in relation to the criminal and forensic investigation

Task Checklist

- Attend Mass Fatalities Co-ordination Team meetings
- Obtain, seize and securely retain evidence and personal property at the mortuary
- Ensure continuity of evidence (including the victim, human remains, residual human tissue which has arrived at, or been seized) at the mortuary
- Ensure the correct completion of all relevant post-mortem documentation, ensuring delivery to the Mortuary Documentation Officer
- Provide direct supervision of all Police mortuary teams:
 - Security Team
 - Reception Team
 - Post Mortem Team(s)
 - Exhibits Team
 - Viewing Team
 - Body Storage and Movement Team
- Liaise with the Mortuary Facilities Manager and Supervising Pathologist to ensure that health and safety risks are assessed in all areas of the mortuary, documented, reviewed, and control measures are implemented - See Annex D
- Ensure that no person takes any photographic image by any means within the mortuary other than an official photographer authorised by the police
- Liaise with Family Liaison Officers regarding arrangements for relatives to view human remains

MORTUARY FACILITIES MANAGER

Organisation

NHS Mortuary Manager

NOTE 1: If a contract for Level III provision is activated, the provider organisation will provide a Facilities Manager to undertake this role – Refer to Annex G

NOTE 2: If the National Emergency Mortuary Arrangements are implemented, refer to the activation procedures contained in *Supplementing Local Response Options – Concept of Operations for Accessing Central Assistance to Supplement Local Response to Mass Fatalities Incidents in England and Wales – Home Office (Restricted) Version 1 June 2006*. Activation requires the authority of the 'relevant council' responsible for funding the Coroner in whose jurisdiction the bodies lie – Refer to Annex I

Reports to

Mortuary Documentation Officer

Responsibilities

- Operational management and resourcing of the Emergency Mortuary
- Designated Individual (DI) for the purpose of Human Tissue Authority licensing requirements – Refer to Annex B
- Responsible Person for fire risk assessment and fire precautions in accordance with the Regulatory Reform Order (Fire Safety) 2007

Task Checklist

- Attend Mass Fatalities Co-ordination Team meetings
- Liaise with the Human Tissue Authority (HTA) representative at the Mass Fatalities Co-ordinating Group and the License Holder to ensure the Emergency Mortuary complies with the HTA licensing requirements
- Liaise with the Supervising Forensic Pathologist and the Mortuary Operations Manager to ensure that health and safety risks are assessed in all areas of the mortuary, documented, reviewed, and control measures are implemented – See Annex D
- Through the Emergency Mortuary Management Team, identify requirements for facilities, material and human resource, and support services
- Co-ordinate the procurement of appropriate material and human resource, and support services through the Logistics Team
- Ensure financial records are maintained

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- Ensure staff are provided with appropriate support through the Human Resources Team
- Arrange and supervise the decommissioning of the mortuary facility (including ensuring that all necessary cleansing and repairs are undertaken in advance).

CORONER and CORONER'S OFFICER

Responsibilities

Establish, in respect of each body recovered, the identity of the deceased and the cause and circumstances of their death.

In exercising the authorities above the Coroner assumes control and *possession* of the deceased: at no time does the Coroner take on *ownership* of the deceased.

Task Checklist

Post mortem process

- Appoint:
 - A Supervising Forensic Pathologist
 - All necessary remaining pathologists
 - All necessary Forensic Odontologists
 - All necessary Forensic Anthropologists
 - All necessary Forensic Archaeologists
 - Assign responsibilities to relevant Coroners Officers
- In consultation with the Supervising Forensic Pathologist and Senior Identification Manager, determine the identification criteria to be used as well as the extent of any post-mortem examination in the circumstances of the particular incident including individual and linked roles where appropriate
- Residual Human Tissue (RHT) and its proper means of disposal will be defined and subject to policies agreed by the Mass Fatality Coordination Group
- Determine protocols to be followed in conjunction with the Supervising Forensic Pathologist, and relevant specialists, e.g. Anthropologist and Radiographer
- Authorise where appropriate the taking and retention of forensic samples or specimens for analysis and further investigation
- Decide, in liaison with the Senior Identification Manager, the requirement for, and agree an appropriate policy and strategy, for the collection, profiling and matching of ante-mortem and post-mortem samples for DNA analysis
- If authority is given to take of samples or human remains, such authority will be in writing with copies retained by the Coroner and Senior Identification Manager as appropriate
- Decide, in liaison with the Senior Identification Manager, on the policy for reconstituting the deceased after post-mortem examination
- Embalming will not be permitted until written authority is received from the family of the victim or their representative. Only when authorised to do so by the Coroner (on receipt of the family mandate introduced above) may third party, private sector representatives embalm and encoffin the deceased

Identification

- Liaise with the Senior Identification Manager and Family Liaison Co-ordinator to discuss meeting with bereaved families so as to explain relevant forensic and identification processes
- Once the Identification Commission is satisfied a definitive identification has been made, arrange for the family of the deceased to be informed of the identification at the earliest opportunity
- When satisfied that a deceased victim can be released to the next-of-kin, authorise the release and complete the appropriate documentation
- Consult with families and advise them on the nature of the process with anticipated timescales for release
- If there is to be no inquest, issue a Death Notification Certificate
- If appropriate, open an Inquest, hear evidence of identification and issue an interim certificate of the fact of death to the next of kin. (A Coroners Interim Certificate may not be sufficient to satisfy legal procedures overseas).
- If the post mortem procedures have been completed to the satisfaction of the Identification Commission issue an Order for Burial, a Certificate for Cremation, or on request, an Out Of England Certificate
- Once the Inquest has been completed, send a Certificate to the appropriate Registrar for Births, Marriages and Deaths registers the death in the Sub District in which the death occurred.
- Decide the procedures in relation to the deceased that are unclaimed

Coroner's Officer

Post mortem process

- Assist the Mortuary Documentation Officer with visual identification of the deceased
- Liaise with Family Liaison Officers, Body Storage and Movement Team and undertakers regarding the release of human remains – Refer to Identification and Release of Human Remains – Annex A

Family Viewing

- Liaise with the Salvation Army Co-ordinator and Social Care Co-ordinator regarding support requirements for visiting families
- Meet the family with the Coroner's Officer if determined by the families wishes
- Family Liaison Officers will arrange viewing of the deceased at the mortuary in conjunction with the Coroner's Officer and the Mortuary Operations Manager
- Meet the viewing party in the outer reception room (with relevant faith representative as determined by the families wishes)
- Ensure the viewing party has been provided with relevant information:

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- How the process of viewing will work for the families i.e. how long they can be with the body, whether or not they wish to be accompanied and whether they can touch the body
- Information about the condition (photographs may be used to assist)
- Once the Identification Commission is satisfied a definitive identification has been made, the Coroner will arrange for the family of the deceased to be informed of the identification at the earliest opportunity.

SECURITY TEAM

Membership

Access Control Officer – Police

Security Officers (4 minimum) – Police (Once the Emergency Mortuary is operational, the security function may be undertaken by private security firms licensed by the Security Industry Authority)

Reports to

Mortuary Operations Manager

Responsibilities

Maintain site security to ensure that access to the Emergency Mortuary is restricted to authorised personnel.

Task Checklist

- Implement security policy as determined by the Mortuary Operations Manager
- Establish effective security arrangements:
 - Perimeter fence
 - Access points for staff, reception of human remains, reception of visitors
 - Access Points staffed
 - Maintain list of names and organisations of staff operating at the Emergency Mortuary
 - Maintain system for logging all people who enter and leave the site
 - Maintain system for issuing passes to people and vehicles requiring access to the site
 - Maintain samples of ID to be used by staff
 - Consideration should be given for an Air Exclusion Zone to be arranged over the mortuary to discourage attempts at filming the facility from the air
- Liaise with the Reception Team regarding the arrival of human remains
- Liaise with the Viewing Team regarding arrival of families
- Assess, document and review health and safety risks and implement control measures – See Annex D

RECEPTION TEAM

Membership

Manager – Police

Loggist - Police

Reception Officers (4 minimum) – Police

Reports to

Mortuary Documentation Officer

Responsibilities

Receiving the deceased and human remains from the Victim Audit Area or hospitals.

Note: In suspected terrorist incidents, body bags should undergo x-ray screening (ideally by digital radiography) before being accepted into the mortuary

Task Checklist

- Supervise the reception of deceased victims and/or human remains
- Assess, document and review health and safety risks and implement control measures – See Annex D
- Liaise with Victim Audit Area(s), hospitals, and Emergency Mortuary Security Team to co-ordinate the transfer of human remains to the Emergency Mortuary
- To maintain integrity of evidence, body bags must not be opened at this stage unless authorised by the SIO/SIM.
- Consideration should be given to examining the deceased by means of a radiological scan to search for hazards such as munitions attached to the deceased. (This will be carried if a suspected terrorist incident)
- Ensure that personal property (unless enclosed within the body bag) does not come into the mortuary
- Complete documentation to the requirements of the Mortuary Documentation Officer, ensuring continuity of evidence
- Ensure each of the deceased victims/human remains is accompanied by a completed 'Scene Note' section of appropriate Disaster Victim Identification documentation which has been completed at the scene and bears matching unique body identifier numbers
- Record details using the Disaster Victim Identification (DVI) forms or the Victim Profile Forms (VPF) as appropriate

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- Enter body number, time and date received into Mortuary Reception Register (Annex C)
- Commence Mortuary Movement Log which is placed into Document Wallet for the Victim/Human Remains
- Transfer to Post Mortem area or Body Storage area

BODY STORAGE AND MOVEMENT TEAM

Membership

Manager – Police

Loggist - Police

Body Movement Officers (4 minimum) – Police

Reports to

Mortuary Documentation Officer

Responsibilities

Respectful temporary storage of human remains and movement between processes

Task Checklist

- Ensure arrangements for storage of human remains are appropriate:
 - To prevent commingling and cross-contamination, the deceased victims must always be stored separately from each other.
 - Storage should be constructed or organised into two distinct sections: one section for storage of the deceased prior to a post-mortem and the other for those who have undergone post-mortem procedure. Should the provision of distinct areas not be possible, the same distinction can be made through the use of different coloured body bags or distinctive labeling attached to the bag.
 - Every effort must be made for deceased victims and/or human remains to be stored and handled in accordance with all known faith issues
 - Assess, document and review health and safety risks and implement control measures – See Annex D
 - Receive human remains from Reception Area
 - Complete documentation to the requirements of the Mortuary Documentation Officer
 - Maintain Mortuary Storage Register (Annex C)
 - Record movement details on Mortuary Movement Log
 - Transfer human remains between process areas
-

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- Undertake re-bagging after post-mortem – Refer to Post Mortem Process
- Liaise with the Viewing Area Supervisor regarding arrangements for family viewing
- Where appropriate, complete the Victim Profile Form 13/13a (record of viewing)
- Liaise with the Coroner's Officer, Family Liaison Officers and undertakers regarding the release of human remains – Refer to Identification and Release of Human Remains – Annex A

POST MORTEM TEAM

Membership

Supervising Forensic Pathologist

2 x Body search and removal of clothing and personal effects - Police

1 x Post Mortem Documentation Officer - Police

1 x Post Mortem Exhibits Officer - Police

1 x Odontologist (and assistant) UK-DVI / CIFA

1 x Radiographer - UK-DVI / CIFA

1 x Fluoroscopy Radiographer - UK-DVI / CIFA

1 x Mortuary Technician/ Mortuary Medical Technical Officer - UK-DVI / CIFA

Photographer – 1 per 2 teams - Police

1 x Fingerprints/footprints - Police

Specialists as required

Reports to

Mortuary Documentation Officer

Responsibilities

- Undertake post mortem examination as determined by the Identification Criteria set by the Identification Commission to assist the identification of the deceased and cause of death
- In terrorist incidents, SO15 will undertake dual examination and exhibits process

Supervising Forensic Pathologist

- Attend Mass Fatalities Co-ordination Team meetings
- In liaison with the Mortuary Documentation Officer, Mortuary Operations Manager and Mortuary Facilities Manager, determine most appropriate process for carrying out post-mortem examination – e.g. body moved to each process, or processes brought to the body
- Supervise the authorised post-mortem and identification examination procedures
- Supervise other pathologists appointed to work within the mortuary
- Arrange for the provision of adequate levels of appropriately skilled staff to fulfil functions within the mortuary

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- Liaise with the Senior Identification Manager (SIM) and the Family Liaison Co-ordinator regarding meeting with bereaved families with a view to explaining relevant forensic and identification procedures.
- Liaise with the Mortuary Facilities Manager and Operations Manager to ensure that health and safety risks are assessed in all areas of the mortuary, documented, reviewed, and control measures are implemented – See Annex D

Anatomical Pathology Technologists

- Responsible to the Supervising Forensic Pathologist
- Assists the pathologist with the Post Mortem process
- After the examination, and on the authority of the Coroner, reconstitute the deceased
- To store the tissue specimens until they are analysed
- Maintaining the equipment and instruments used

Post Mortem Documentation Officer

- Supervise the police post mortem teams
- Ensure that the remains (including personal effects) are photographed before and after removal of clothing:
 - Include the body number in all photos
- Complete Disaster Victim Identification (DVI) or Victim Profile Form (VPF):
 - Pathologist and Odontology findings
 - Details of all items removed or taken from the deceased
 - Details of prints
- Pass the completed form (including notes) to the Mortuary Documentation Officer
- Post Mortem Exhibits Team to record and remove property
- Complete Mortuary Movement Log

Post Mortem Exhibits Officer

- Complete a Major Incident Exhibit Register for all such items recovered. There will be at least one Exhibit Register per body bag (i.e. an Exhibit Register must not be used for more than one body bag)
- Complete an Exhibit Label in respect of each item of property or sample removed from the remains
- Each item of such property will be given an exhibit number in accordance with the following configuration:

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Eight (8) figure Body Number / Post Mortem Team Exhibit Officer's initials / sequential number, e.g. 60012345 / KG / 123

- Make an entry describing the property in an Exhibits Register.
- Affix a self-adhesive identification/barcode sticker from the victim recovery documentation to every completed property label
- An additional digitally produced photo must be taken of each item of property and attached to the outside of the sealed property bag to save any future need to open and re-seal the bag in order to check it's contents.
- ensure that all items of property / exhibits / samples are packaged and stored in accordance with exhibit handling policies
 - If any item of property is damaged or contaminated/bloodstained brief details will be shown on the property label
 - If the item is wet or damp it may not be appropriate for it to be sealed in a plastic property bag
- All items recovered during examination and post-mortem (along with the relevant Exhibits Register) to be passed to the Mortuary Exhibits Officer who will then be responsible for their appropriate storage

Post Mortem Search Officer

- Assist the Pathologist to systematically remove all items of clothing and property from the deceased victim/human remains
- Search all items of clothing and property removed from the deceased victim/human remains to establish evidence of identification
- Provide an accurate detailed description of all such items, narrating the same to the Post Mortem Exhibits Officer
- Where appropriate, assist the Team Exhibits Officer in the packaging of items

Photographer

- Photograph deceased victims and/or human remains with body number:
 - As removed from the body bag, prior to being stripped
 - After clothing (but not jewellery) has been removed
 - After all personal effects removed
- Take any photographs required by the pathologist and other specialists during the course of their examinations
- Prepare photographs for production in any Inquest or inquiry or for identification purposes as specified by the Identification Commission

Processes

Invasive procedures/taking of samples/removal of human remains

- The methods used for establishing the identity of the deceased should, wherever possible, avoid any unnecessary invasive procedures or disfigurement or mutilation
- Body parts will not be removed for the purposes of identification except where it is necessary to do so
- All requests for specific forensic procedures regarding the deceased or human remains (including the taking of samples, organs, limbs etc) must be made to the Coroner
- Should the Coroner give authority regarding the taking of samples or human remains, such authority will be in writing with copies retained by the Coroner and SIM as appropriate

External Examination & Photography

- As each body bag is opened the deceased and/or human remains should be placed on a mortuary tray
- Pathologist opens bag
- Check labels on contents and bag correspond
- If the contents of a body bag are severely disrupted it may be necessary for the remains to be kept in the original body bag throughout the process of examination / post mortem
- Photographs should be taken of:
 - The deceased victim, whilst clothed, to show the front, rear and side profiles
 - Any injury or identifying features
 - The unique body identifier number should be clearly visible in all photographs
 - A digital photograph should also be taken and attached to the Body File
- All jewellery, wallets, documents, etc. should be removed from the deceased and the details recorded on the Disaster Victim Identification (DVI) form or the Victim Profile Forms (VPF) as appropriate
- Close attention should be paid to obtaining detailed descriptions of jewellery or other body adornments (particularly if engraved with an inscription or jewellers mark) as such details can greatly assist in the identification of the deceased
- All jewellery and other property ascribed to the deceased should be photographed and passed to the Post Mortem Team Exhibits Officer who will place the items into a property bag bearing the body number
- The deceased victim should be stripped of all clothing and their details (size, colour, make etc.) recorded on the Disaster Victim Identification (DVI) or Victim Profile Form (VPF) as appropriate
- The clothing and personal effects should be photographed and passed to the Post Mortem Team Exhibits Officer who will place the items into a property bag bearing the body number
- Do not clean body or part without consultation with SIO – Swabs may be required
- Once the deceased has been washed:
 - Record details of identifying features, marks and scars on the Disaster Victim Identification (DVI) or Victim Profile Form (VPF) as appropriate
 - Photograph front and back. Each photograph must clearly show the relevant body number

Radiography

- Digital Radiography may be required to identify physical features not visible to the naked eye such as medical plates, physical irregularities, healed fractures and unique bone structure

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- Fluoroscopy may be required to provide real-time images of the internal structures of the deceased victim
- It will be used in support of Forensic Pathology, Anthropology and Odontology
- Items discovered which may be considered to be evidence (e.g. munitions or shrapnel) should be documented and the Supervising Forensic Pathologist and Mortuary Documentation Officer informed

Fingerprints

- Take prints of fingers, hands, toes, feet (and ears if appropriate) and process according to policy and instruction for comparison through liaison with Ante-Mortem Co-ordinator and presentation to the Identification Commission and Coroner
- Details of any missing fingers and toes should be documented on the Disaster Victim Identification (DVI) or Victim Profile form (VPF) as appropriate
- The deceased should not be disfigured or mutilated in any way in order to obtain fingerprints

Odontology

- Forensic Odontology can assist in providing primary identification evidence through dental examination of the deceased
- To aid identification, comparison of radiography data may be made with the deceased's dental records obtained by the relevant Family Liaison Officer

Anthropology

- Forensic anthropology is the examination of skeletal remains and can be used to determine:
 - If the remains are human
 - The gender, approximate age, physical stature, and likely racial affiliation of the person in life
 - Approximate time since death
 - Likely cause of death and any identifying illnesses or wounds suffered in life that could leave traces in the bone structure
- Digital radiography examination in conjunction with anthropology can negate the requirement for invasive procedures in many circumstances
- The precise protocol to be followed will be determined by the Coroner in conjunction with the Supervising Forensic Pathologist, Anthropologist and Radiographer

Archaeology

- Forensic Archaeology combines knowledge of osteology (a branch of anatomy dealing with bones) and human remains with archaeological techniques to help recover finds and can provide field guidance on the age, sex, and other physical characteristics of human remains

Deoxyribonucleic Acid (DNA)

- The Senior Identification Manager and Coroner will decide on the requirement for, and agree an appropriate policy and strategy, for the collection, profiling and matching of ante-mortem and post-mortem samples for DNA analysis

Re-Bagging

- Carried out by Body Movement Officers
- After the identification examination process the human remains to be stored in a fresh body bag
 - The use of colour coded bags will assist with a system of effective storage of the deceased
 - The original body bag should be treated as an exhibit and passed to the Post Mortem Team Exhibits Officer for processing
 - Ensure Eight (8) figure Body Number is affixed to body part and new body bag

Embalming

- If possible, embalming should only be carried out in accordance with religious and cultural considerations
- Embalming may be required if a deceased victim is to be repatriated abroad
- Embalming will not be permitted until written authority is received from the family of the victim or their representative. Only when authorised to do so by the Coroner (on receipt of the family mandate introduced above) may third party, private sector representatives embalm and encoffin the deceased

Reconstruction

- After the post mortem examination Anatomical Pathology Technologists will reconstitute the deceased
- This requires the authority of the Coroner

EXHIBITS TEAM

Membership

Mortuary Exhibits Manager - Police

Exhibits Officers – Police

Reports to

Mortuary Documentation Officer

Responsibilities

- Ensure appropriate and safe storage of property and evidence
- In terrorist incidents, trained the Metropolitan Police Service Counter Terrorism Command (SO15) will be responsible for the safekeeping of all exhibits recovered

Task Checklist

- Assume responsibility for property taken from the deceased
- Record details of all property received from the Post Mortem Exhibits Officer(s)
- Place copy(s) of property exhibit book in the relevant body file
- If required, record details of items seized on the HOLMES II Incident Database
- Ensure that exhibits are stored securely
 - Access to stored evidence should be controlled
 - It may be necessary for items to be refrigerated or frozen
 - Seek advice on the methods of storage from a scientific service provider
- Ensure continuity of evidence for all items identified as evidence
- Liaise with Scene Exhibits Officer/Major Incident Room
- Consult with the Family Liaison Co-ordinator concerning which items of property the relatives wish to be returned in due course and record details on form VPF14
 - Liaise with the Family Liaison Co-ordinator, the Senior Investigating Officer and funeral directors concerning the cleaning and restoration of property
 - Liaise with the Senior Investigating Officer for advice in relation to any Health and Safety implications in returning unclean/soiled items to relatives
 - A photograph of each item and body identifier number should be retained before it is returned
- Liaise with the Senior Investigating Officer and the Senior Identification Manager regarding disposal of property not to be returned

- A photograph of each item and body identifier number should be retained before disposal
- Assess, document and review health and safety risks and implement control measures – See Annex D

FAMILY VIEWING TEAM

Membership

Family Viewing Area Supervisor - Police Family Liaison Co-ordinator

Faith representative – Salvation Army Co-ordinator

Social Care Co-ordinator – Social Services (Torbay Care Trust for incidents in Torbay)

Reports to

Mortuary Operations Manager

Responsibilities

Provide an appropriate facility and support for relatives to view human remains

- Viewing of the deceased traditionally takes place once the deceased has been released to the bereaved at a location chosen by the bereaved and provided by their agent
- In some circumstances it may be appropriate for viewing to take place at the mortuary
- The Mass Fatality Co-ordinating Team will decide on the need for viewing to take place at the mortuary
- Viewing will involve significant resources and time. The Resilience Mortuary established for the 7/7 bombings managed 3 viewings per day, each viewing lasting up to 3.5 hours, and involved some large family groups - 19 on one occasion

Task Checklist

- Attend Mass Fatalities Co-ordination Team meetings
- Manage Family Liaison Officers deployed at the Family Viewing Area
- Brief/debrief Family Liaison Officers visiting the Family Viewing Area
- Liaise with Family Liaison Officers regarding viewing families wishes for religious and cultural support

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- Ensure that the Family Viewing Area is properly prepared in accordance with the family's need and, as far as practicable, desires, to meet religious and cultural requirements (including interpretation services) – See below
- Ensure that arrangements are appropriate for each group i.e. the correct number of chairs, drinking glasses, water etc.
- Liaise with the Coroner's Officer, Salvation Army Co-ordinator, and Social Care Co-ordinator regarding support requirements for visiting families
- Liaise with the Mortuary Operations Manager regarding timing of visits
- Liaise with the Mortuary Body Storage and Movement Team to ensure that the correct deceased victim has been prepared and is ready for viewing at the right place and at the right time (including the completion of Victim Profile Forms VPF 13/13a)
- Liaise with the Supervising Forensic Pathologist, Senior Identification Manager, and the Coroner's Officer regarding meeting with bereaved families and explaining relevant forensic and identification procedures
- Assess, document and review health and safety risks and implement control measures – See Annex D

The Salvation Army Co-ordinator

- Trained and experienced officer(s) who are ordained ministers to assist with the faith needs of those visiting the Family Viewing Area
- Liaise with the Family Viewing Area Supervisor to facilitate the faith needs of visiting families
- Ensure that the faith and cultural needs of family members are met as far as practicable
- Liaise with senior faith leaders to identify the most appropriate individual to provide specific faith support
- Meet the family with the Coroner's Officer if determined by the families wishes
- Provide pastoral support if required to family members who have not made prior arrangements for a particular faith representative to be present but who, when they arrive wish for support
- Be available to provide pastoral support to the multi-agency team within the mortuary facility

Social Care support

- An appropriate manager and support staff
- Liaise with the Family Viewing Area Supervisor to facilitate appropriate support for visiting families

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- Discuss with the family any immediate support requirements; Provide information about help and support that is available and sign-posting to other support that may be required
 - The organisation **Disaster Action** produce a variety of information leaflets available on the internet: www.disasteraction.org.uk which can be referred to or can be provided to family members
- Provide details of any support centres set up for the incident, e.g. a Friends and Relatives Reception Centre or Humanitarian Assistance Centre

Viewing Process

- Family Liaison Officers will arrange viewing of the deceased at the mortuary in conjunction with the Coroner's Officer and the Mortuary Operations Manager
- Family Liaison Officers will communicate with the Family Viewing Area Supervisor the families wishes for religious and cultural support. Requirements may include:
 - Ritual hand washing
 - Request for locks of hair
 - Requests for religious symbols
 - Music to be played
- Families will be briefed about the viewing procedure by their Family Liaison Officer prior to arrival at the Family Viewing Area
- The Family Liaison Officer will notify the Family Viewing Area Supervisor when the viewing party is ready to travel to the mortuary
- The Family Viewing Area Supervisor will liaise with the mortuary Security Team to ensure the viewing party is
- Families will travel to and from the mortuary with their FLO in unmarked mini-buses with darkened windows to prevent media intrusion
- The viewing party will be met in the outer reception room by a Coroner's Officer and relevant faith representative as determined by the families wishes
- The Coroner's Officer will ensure the viewing party has been provided with relevant information:
 - How the process of viewing will work for the families i.e. how long they can be with the body, whether or not they wish to be accompanied and whether they can touch the body
 - Information about the condition (photographs may be used to assist)
- Human remains to be presented individually
- Viewings are usually restricted to the face, head and hands of the deceased. It should, however, be noted that in some cultures it is acceptable for a close relative to view the whole body of the deceased
- Family members should be supported after viewing

Family Viewing Area

- Viewing facilities should be made available in an area which has been specially prepared and, wherever possible, can take into account religious or cultural needs (Refer to [The Needs of Faith Communities in Major Emergencies: Some Guidelines](#) on the UK Resilience Website publications section - www.ukresilience.info)
- Provide options to view through glass or in the bier room
- The décor should be simple and peaceful. Cream and blue are considered to be the most appropriate colours with small arrangements of green shrubs
- Include appropriate furniture – tables and chairs (not office furniture)
- Provide other resources, e.g.:
 - Facilities for ritual body washing if faith dictates
 - Ritual hand washing according to cultural and religious requirements - Clear glass bowl with unopened litre bottles of water and new hand towels
 - Religious symbols if requested
 - Flowers – cream roses, with labels attached to enable family members to write messages, should be available within the viewing area. These could be left with their loved ones, taken away with them, or left in a memorial garden
 - Scissors and small clear plastic exhibit containers if family members wish to cut locks of hair
 - CD player if music requested
 - Tissues

Memorial Garden

- It may be appropriate if resources and space permit for a Memorial Garden to be sited near to the viewing area to provide family members with a quiet place for contemplation and opportunity to compose themselves before leaving the mortuary
- The choice of colours of flowers within this area could be contentious to some faith groups but foliage plants with hues of blues and mauves would be appropriate

HUMAN RESOURCES TEAM

Membership

HR Manager - Police

HR Adviser – Police

HR Adviser – Local Authority

Health and Safety Advisors – Police/Local Authority/NHS

Reports to

Mortuary Facilities Manager

Responsibilities

Emergency Mortuary staff support

Task Checklist

- Provide guidance on personal protection measures. Liaise as required with:
 - Organisational Health and Safety Representatives
 - Health & Safety Executive
 - Health Protection Units
- Ensure staff working hours are appropriate to the conditions and nature of work being undertaken
- Ensure staff have regular rest periods, food, and refreshments
- Consider the provision of therapeutic services (e.g. shoulder massage, chiropody etc). These have proved helpful in the past to those working in similar environments
- Ensure a strategy is put in place for managers to debrief staff, and that staff are made aware of individual organisational Post Incident Trauma services
- Managers must be made aware of the need to:
 - Make staff aware of the services provided by individual organisation Occupational Health services, and where appropriate, staff are referred for any follow-up action related to their involvement in the incident
 - Monitor staff to identify any long term impact and refer to Occupational Health services for follow up as required
- Assess, document and review health and safety risks and implement control measures – See Annex D

LOGISTICS TEAM

Membership

Procurement Manager – NHS/Local Authority

Procurement Officers – NHS/Local Authority/Police

Procurement Admin Support - NHS/Local Authority/Police

Mortuary Equipment Store Manager – Local Authority/NHS

Mortuary Equipment Store Officers – Local Authority/NHS

Finance Team – Local Authority

Finance Team – Police

Finance representatives from other organisations as determined by the response

NOTE: If a contract for Level III provision is activated, the provider organisation will undertake procurement as directed by the Emergency Mortuary Management Team

Reports to

- Mortuary Facilities Manager
- Attend Mass Fatalities Co-ordination Team meetings

Responsibilities - Procurement

- Procuring, calling forward, storing, and issue of resources

Task Checklist - Procurement

- Co-ordinate arrangements for procurement, calling forward, storage, issue and replenishment of resources and services identified by the Emergency Mortuary Management Team;
 - Staff
 - Equipment
 - Consumables
 - Accommodation for staff operating 'out of area'
 - Catering
 - Routine cleansing
 - Waste collection and disposal
-

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➤ Equipment maintenance

Note: Indicative details of resources required to operate an Emergency Mortuary and arrangements for mobilising staff through the National Disaster Victim Identification Team (UK-DVI) and Centre for International Forensic Assistance (CIFA) are contained in *Supplementing Local Response Options – Concept of Operations for Accessing Central Assistance to Supplement Local Response to Mass Fatalities Incidents in England and Wales – Home Office (Restricted) Version 1 June 2006*

- Ensure appropriate storage arrangements are implemented and records are maintained of receipt and issue of resources
- Implement a procedure for issuing and replacing staff Personal Protective Equipment (PPE):
 - Record details of PPE requirements for staff and sizes, e.g. – Boots, disposable suit, gloves
 - Each worker is provided with a labelled box which can be stocked with their required PPE before each shift
- Liaise with the Finance Team regarding:
 - Compliance with relevant financial regulation and standing orders for procurement and authorisation for expenditure
 - Monitoring expenditure
 - Details of any equipment which is damaged or lost during the emergency
- Assess, document and review health and safety risks and implement control measures – See Annex D

Responsibilities - Finance

Responsible for the effective financial management of the Emergency Mortuary

Costs

In broad terms costs will fall into two areas:

- Those associated with the Coroner's functions are the responsibility of the 'relevant council' responsible for funding the Coroner
- Those associated with the police investigation are the responsibility of the Police

Transfer of Coroner's Jurisdiction

- Where a Coroner transfers jurisdiction to another Coroner to hold an inquest, s14(9) of the 1988 Coroners Act provides for the assuming Coroner to pay any costs incurred.

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- Reimbursement between authorities when jurisdiction is assumed is in contravention of the provisions of s3(2) of the Act (Legal advice provided by Plymouth City Council)

Task Checklist - Finance

- Organisations to ensure procurement and expenditure is in accordance (as far as is reasonably possible) with their respective Financial Regulations and Standing Orders
 - In all cases, those authorising expenditure should have regard to obtaining best value. Whilst it would be impractical to undertake prolonged competitive tendering procedures in an emergency, payment may be the subject of future challenge
 - Where procurement/expenditure might contravene Financial Regulations/Standing Orders, record in writing reasons for making the decision and any other action taken (e.g. telephoning more than one supplier)
- Maintain daily records of financial commitment and expenditure to enable the total cost of the response to be calculated and to assist in cost recovery procedures
- Put in place arrangements for long-term storage of financial records
- Put in place arrangements to recover costs:
 - Organisations to liaise with own insurers regarding recovery of costs
 - Liaise with relevant government department(s) to seek recovery of non-insurable costs e.g. via Bellwin Scheme
 - Seek legal advice regarding procedures to recover costs from person(s) or organisation(s) judged to be responsible for the incident (or their insurers)
- Consider the impact on future budgets should there be a shortfall or delay in reimbursement

Insurance

- The costs of setting up and running an Emergency Mortuary is not an insurable risk (advice provided from Torbay Council's Insurance Broker)
- The provision of additional insurance cover for those working on site should be considered
- Those carrying out functions which differ from their normal working practice may require additional cover
- Appropriate insurance arrangements must be in place for equipment on loan/hire either through the relevant authority's insurance arrangements or through the company providing the equipment
- Contractors must provide details of appropriate insurance and indemnities
- Any areas of uncertainty should be discussed with relevant organisations' Insurance Managers

IDENTIFICATION AND RELEASE OF HUMAN REMAINS

IDENTIFICATION

- Once the Identification Commission is satisfied a definitive identification has been made, the Coroner will arrange for the family of the deceased to be informed of the identification at the earliest opportunity.
- The ID Commission will ensure the relevant identification evidence is prepared for the benefit of the Inquest and any other subsequent enquiry.

RELEASE OF HUMAN REMAINS

- When the Coroner is satisfied that a deceased victim can be released to the next-of-kin he/she will authorise the release and complete the appropriate documentation
- It may be necessary to delay release until the complexities of the identification process have been completed, and this may cause the family distress.
- It is recommended the Coroner consults with the families and advises them on the nature of the process with anticipated timescales for release.
- It is accepted to be good practice not to be over optimistic in giving unrealistic dates merely to appease a family. Honesty and integrity are important in maintaining the families confidence in the process.

Fragmentation

- Where the deceased has suffered fragmentation, the relevant Family Liaison Officer will discuss possible options with the bereaved families:
 - wait until all the remains are recovered and identified before holding a funeral
 - to ask for the release of the remains, hold a funeral and be informed when further remains are recovered and identified, or,
 - to hold a funeral and not be informed if further remains are recovered and identified
- Every effort should be made to comply with the wishes of the family unless there are sound and justifiable reasons why they cannot be adhered to.

DEATH NOTIFICATION, REGISTRATION AND CERTIFICATION

No Inquest

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- If there is to be no inquest, the Coroner will issue a Death Notification Certificate.
- A death not subject of an Inquest must be registered by the next of kin with five days of notification, unless the Registrar allows this period to be exceeded.

Inquest

- Death Certificates will not be issued until after the inquest has been concluded
- The Coroner can open an Inquest, hear evidence of identification and issue an interim certificate of the fact of death to the next of kin. (A Coroners Interim Certificate may not be sufficient to satisfy legal procedures overseas).
- If the post mortem procedures have been completed to the satisfaction of the Identification Commission, the Coroner can issue an Order for Burial, a Certificate for Cremation, or an Out Of England Certificate
- Once the Inquest has been completed, the Coroner will send a Certificate to the Registrar. The appropriate Registrar for Births, Marriages and Deaths registers the death in the Sub District in which the death occurred.

FUNERAL ARRANGEMENTS

- It is the responsibility of the family to make funeral arrangements
- A Funeral Director appointed by the family will make the necessary arrangements for the funeral to be conducted in line with the family's wishes

Unclaimed remains

- The Coroner will decide the procedures in relation to the deceased that are unclaimed
- A deceased victim may go unclaimed if a next of kin cannot be found or in circumstances where a next of kin does not wish to claim the deceased
- If a deceased victim is unclaimed, the relevant District or Unitary council will arrange for burial or cremation under the Public Health (Control of Diseases) Act 1984
 - Any such disposal will be in accordance with any identified faith requirements
 - In circumstances where a next of kin is identified but does not wish to claim the deceased, he or she must still be advised of the time, date and location of any burial or cremation

REPATRIATION

- If the deceased is a foreign national, or has particular connections with another country, the family may wish the deceased to be repatriated to another country

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- Repatriation will normally be undertaken by the Funeral Director, and be at the expense of the family or insurance company
- Regulations regarding repatriation vary from country to country, so liaison with the relevant Embassy or Consulate is strongly recommended, which can be facilitated through the Government Liaison Team, or via the Foreign and Commonwealth Office
- The Coroner must receive a request to remove a body out of England.
 - This request is normally made by a Funeral Director undertaking international shipping of the deceased.
 - In the event that the Coroner is satisfied that there is no longer any need to retain the body of the deceased, the Coroner will normally issue a certificate confirming the body may be removed. In the event of an Inquestable death this would normally be following post mortem examination.
 - If the Coroner is satisfied the death was a natural death and there is no need to hold an Inquest, then likewise a certificate to remove the body would normally be granted.
 - When appropriate the Certificate may also bear the National Body Identification number issued by the National DNA Database where such a number has been allocated.

HUMAN TISSUE AUTHORITY LICENSING OF EMERGENCY MORTUARIES

The HTA was set up to regulate the removal, storage, use and disposal of human bodies, organs and tissue for a number of Scheduled Purposes set out in the Human Tissue Act 2004 (HT Act). Determining cause of death is a Scheduled Purpose.

The HTA is the Competent Authority under the EU Tissue and Cells Directive for regulating human application establishments.

LEGAL FRAMEWORK:

The following legal requirements must be met before a licence for an Emergency Mortuary can be issued:

- The HTA must:
 - Have received an application
 - Be satisfied that the proposed Designated Individual (DI) is a suitable person
 - Be satisfied that the proposed Licence Holder (LH) is a suitable person / entity
 - Be satisfied that the premises are suitable
 - Have received acknowledgement in writing by the DI and LH of the licence and any conditions.

Guidance and associated documentation for licensing an emergency mortuary is available on the HTA website: www.hta.gov.uk

DESIGNATED INDIVIDUAL

The Designated Individual (DI) is the person under whose supervision the licensed activity is authorised to be carried on.

They have the legal responsibility to secure that:

- Suitable practices are used in undertaking the licensed activity
- Other persons who work under the licence are suitable
- The conditions of the licence are complied with.

The DI might be a head of department, clinician, scientist or manager who is in a position to ensure that activities are conducted properly, by people who are suitable

to carry out those activities, and that all the necessary requirements are complied with.

All DIs shall complete HTA accredited training (online or otherwise). This must be completed to the HTA's satisfaction within a time period of 12 months from the date of the licence or such other period as maybe specified by the HTA.

LICENCE HOLDER

In all cases the Licence Holder must have the prior consent of the DI to make the application. Whilst the DI must be an individual, the HTA has a preference for the licence holder to be a corporate body where possible (e.g. an NHS Trust).

Whilst the role of Licence Holder does not impose the duties that are expected of the DI, it is important to note that they have the right to apply to the HTA to vary the licence. This enables them to substitute another person as the DI and allows the establishment to cover circumstances where the DI is unable or incapable of overseeing the licensable activitie(s). Consequently, the HTA prefers individual licence holders to be more senior than the DI (i.e. Medical Director/ Chief Executive).

ASSISTANCE DURING THE RESPONSE

The HTA will provide a reactive licensing and inspection service. This will mean that the HTA Head of Regulation for the geographical area will join the Mass Fatalities Coordination Group within 72 hours of the incident, in order that the HTA can provide direct advice and guidance on the requirements of the Human Tissue Act, including advice on how to rectify deficiencies. The intention is that the relevant licenses would be issued on site. A visual inspection by the HTA representative may be necessary.

DOCUMENTATION

National Body Identification Number	Appendix 1
ACPO Victim Label Booklet	
Interpol Disaster Victim Identification Booklet	
Victim Profile Check List	
Deceased Victim Documentation: Overview of Use	
Deceased Victim Documentation: Options	
Mortuary Reception Register	Appendix 2
Mortuary Storage Register	Appendix 3
Mortuary Process Register	Appendix 4

DECEASED VICTIM DOCUMENTATION**National Body Identification Number**

The National Body Identification Number is a unique eight (8) digit identification number which is issued by the National DNA Database. Each number is allocated against a single form within the stocks held by police across the nation.

This Unique Reference Number (URN) is generally presented as eight (8) digits which are representative of the far larger number issued by DNA Database. The longer number is encoded in an associated bar-code displayed on the ACPO Victim Recovery Labels in use today.

The ACPO Victim Label includes a number of self-adhesive Unique Reference Numbers which are required to be fixed to every document created in relation to the deceased victim or human remains. Copies of the self-adhesive label must also be affixed to the container or packaging for every item of personal property and samples taken from all deceased victims or human remains.

ACPO Victim Label Booklet

The ACPO Victim Label Booklet was introduced across the UK in 2004. Its purpose is to ensure a comprehensive and robust system of continuity and record maintenance. It is relevant to the recovery, movement, examination and identification of deceased victims and human remains together with associated property. The content has been designed to be 'user friendly' and in a booklet format acceptable to the identification, investigative and judicial processes.

The booklet incorporates the capability to utilise, if required, the national bar coding system whereby each booklet, and therefore each victim or human remains has a unique national reference number (with the series dedicated only to disaster victim identification). A number of detachable and self-adhesive labels printed within the booklet will be attached, as appropriate, to the deceased victim, the bag containing the victim or human remains and all other related articles that require individual but linked identification and continuity. This includes any samples taken from the victim or human remains.

The booklet also makes provision for the inclusion of sketches and photographs to assist the continuity and identification process.

The booklet and its contents have been approved nationally through ACPO Emergency Procedures Committee.

Interpol Disaster Victim Identification Booklet

The police forces of Interpol Member States are committed to utilising the Interpol DVI Booklet as a means of obtaining information relating to the identity of disaster victims when making enquiries abroad. The booklet is split into two halves: yellow Ante-Mortem Forms and pink Post-Mortem Forms. It also contains a template for a comparison report.

The completion of Ante-Mortem Forms was previously the responsibility of the police Ante-Mortem Team. In most cases this responsibility is now more likely to fall to the police Family Liaison Officers.

The pink Post-Mortem Forms will be completed in respect of victim recovery, identification etc. It will be completed by personnel from the police Mortuary Documentation Team.

Victim Profile Check List

The Victim Profile Check List was introduced to provide a more user friendly, efficient and comprehensive method of recording information in respect of deceased victims and human remains.

The check list accommodates the processes used in respect of deceased victims and human remains within the mortuary. The content reflects experience of the victim identification process gained within the UK and abroad in recent years. The booklet is designed to replace the pink Post Mortem section of the Interpol DVI Booklet. The checklist highlights fields comparable to the Interpol DVI booklet with the corresponding field number being coloured red.

Deceased Victim Documentation: Overview Of Use

The particular Victim Label Booklet which is completed at the scene of the incident from where the deceased victim or human remains are recovered initiates the recording of the Disaster Victim Identification process. Those personnel involved in the scene management and victim recovery process complete the relevant sections of the document as part of the associated evidential audit trail.

The Victim Label Booklet containing the remaining sections travels with the deceased victim or human remains via the 'Body Holding Area' or 'Holding Audit Area' (if appropriate), to the mortuary. The relevant documentation teams at the mortuary will then complete the remaining sections of the booklet as appropriate alongside associated documentation e.g. the Victim Profile Check List, the Interpol DVI Booklet, Major Incident Room Property Registers etc.

All deceased victims and human remains (recovered separately) will be the subject of individual documentary records (as alluded to above). The document type (UK Victim Profile Check List v. Interpol Disaster Victim Identification Booklet) will be dictated by policy relative to each incident. It is important that adequate stockpiles of booklets are maintained together with there being a system in place to obtain further copies if necessary.

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Consideration should be given to the dissemination of information contained within the completed booklets to those other areas involved in any related process i.e. Casualty Bureau, Exhibit/Property Officers, Family Liaison and the Incident Room.

Deceased Victim Documentation: Options

The form templates within the Interpol Booklet are incompatible with administrative processes maintained internationally and as a result, the use of the UK Victim Profile Check List as a replacement has not been accepted. Therefore, within the UK, the potential number of enquiries abroad relating to victim identification will be a contributing factor as to whether the UK Victim Profile Check List or the Interpol Booklet is the most appropriate documentation to use.

The Senior Identification Manager will make a policy decision as to which forms are used. If, however, details of the victim need to be sent overseas it may be appropriate to merely to copy across information from the UK Victim Profile Check List onto an Interpol DVI Form.

HEALTH AND SAFETY

Health and Safety at Work Act – Overview

Generic Hazards and Control Measures

Risk Assessment Form

THE HEALTH AND SAFETY AT WORK ACT

The requirements of the Health and Safety at Work are summarised below. Reference should be made to the Act and relevant legislation.

Obligations are qualified by the phrases 'so far as is reasonably practicable' and 'best practicable means'. Interpretations of these phrases have been made which indicate that 'reasonably practicable' implies a balance of the degree of risk against the inconvenience and cost of overcoming it, whereas 'best practicable means' ignores the cost element but recognises possible limitation of current technical knowledge.

'Work' means any activities undertaken as part of employment and includes extra voluntary jobs for which payment is received or which are accepted as part of the particular job

The Health & Safety Executive will be the enforcing authority for the regulation of health and safety statutory requirements at the mortuary.

Employers

- Provide and maintain plant and systems of work that are safe and without risks to health. Plant covers any machinery, equipment or appliances including portable power tools and hand tools.
- Ensure that the use, handling storage and transport of articles and substances is safe and without risk.
- Provide such information, instruction, training and supervision to ensure that employees can carry out their jobs safely.
- Ensure that any workshop under his control is safe and healthy and that proper means of access and egress are maintained, particularly in respect of high standards of housekeeping, cleanliness, disposal of rubbish and the stacking of goods in the proper place.
- Keep the workplace environment safe and healthy so that the atmosphere is such as not to give rise to poisoning, gassing or the encouragement of the development of diseases. Adequate welfare facilities should be provided.
- Prepare and keep up-to-date a written safety policy supported by information on the organisation and arrangements for carrying out the policy. The safety policy has to be brought to the notice of employees. Where there are five or less employees this section does not apply.
- Consult with any safety representatives appointed by recognised trade unions to enlist their co-operation in establishing and maintaining high standards of safety.
- Establish a safety committee if requested by two or more safety representatives
- Conduct their undertakings in such a way that persons other than their employees are not exposed to risks to their health and safety. In certain cases information may have to be given as to what these risks are.

Employees' duties

- Whilst at work, every employee must take care for the health and safety of himself and of other persons who may be affected by his acts or omissions.
- Employees should co-operate with the employer to meet legal obligations and they must not, either intentionally or recklessly, interfere with or misuse anything, whether plant equipment or methods of work, provided by the employer to meet the obligations under this or any other related Act.

Landlords or owners

- Required to ensure that means of access or egress are safe for those using their premises

Those in charge of premises

- Required to use the best practicable means for preventing noxious or offensive fumes or dusts from being exhausted into the atmosphere, or that such exhausts are harmless. Offensive is not defined and may depend upon one individual's opinion.

Supply chain

Duties are placed on everyone in the supply chain, from the designer to the final installer, of articles of plant or equipment for use at work to:

- Ensure that the article will be safe and without risks to health at all times when it is being set, used cleaned or maintained.
- Carry out any necessary testing and examination to ensure that it will be safe, and
- Provide adequate information about its safe setting, use, cleaning, maintenance, dismantling and disposal.

Erectors or installers

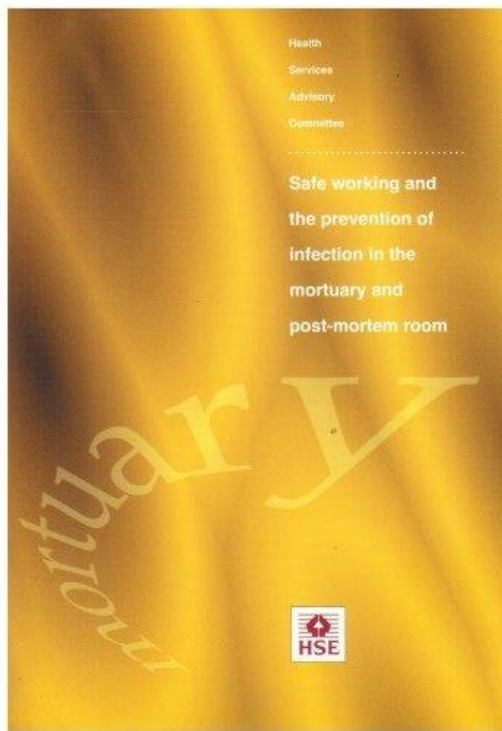
- Responsibilities to make sure when handed over that the plant or equipment is safe to use.

GENERIC HAZARDS AND CONTROL MEASURES

- Generic hazards that may be applicable to an Emergency Mortuary are listed overleaf
- This list is not comprehensive and other hazards need to be considered
- Hazards must be assessed and control measures implemented for particular processes – Risk Assessment Pro-Forma at Appendix 3
- More detailed guidance is contained in the document:

Safe Working and the Prevention of Infection in the Mortuary and Post-mortem Room

(Published by the Health and Safety Executive ISBN: 0717622932)



GENERIC HAZARDS AND CONTROL MEASURES

Hazards	Control Measures
Slips	Cleansing regime
	Internal drainage
	Appropriate footwear in 'wet' areas
	Appropriate floor surface
	Spill kits
Trips	No trailing cables
	Walkways to be marked and kept clear
	Appropriate lighting
Falls	Refer to Working at Height Regulations and Guidance
Electrical	Regulated supply and distribution panels
	Residual Current Devices
	In wet areas, only use connections and equipment specifically designed for purpose
	Portable Appliance Tests (PAT) in date
Lifting moving	Work flow organised to minimise or avoid unnecessary movement/lifting
	Mechanical lifting aids
	Trolleys
	Correct moving and handling techniques
	Sufficient people to lift items if mechanical aids cannot be used
Cuts/Needle sticks	Personal Protective Equipment
	Sharps boxes
Infection	Assess if bodies are likely to be infected and implement additional control measures according to infection Hazard Group
	Staff with skin conditions to be referred to Occupational Health
	Immunisation procedures, e.g. Hepatitis B and Tetanus
	Personal Protective Equipment
	No drinking or eating in the mortuary
	Personal belongings other than spectacles, hearing aids etc. must not be taken into the post mortem area
	Spectacles worn for work to be thoroughly cleaned prior to leaving post mortem area
	Clean activity areas, transition areas and dirty activity areas clearly identified
	Dirty changing facilities
	Shower and clean changing facilities
	Cleansing and disinfecting arrangements

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	Hand-washing facilities
	Clinical waste collection and disposal
Vehicles	Designated areas for vehicles clearly identified
	Traffic flow, e.g. one way system, and signage
	Appropriate measures put in place to separate vehicles and pedestrians
	Appropriate lighting
Staff /visitor welfare	Suitability of staff assessed prior to deployment
	Specific training
	Supervision and monitoring by managers
	Critical incident stress debriefing
	Occupational Health support
	Sickness/absence monitoring
	Food and refreshments
	Rest areas
	Comply with Working Time Directive
	Air conditioning (Temperature, humidity, and fresh air supply)
	First-aiders
	First aid equipment
	Accident Report Log
Fire	Waste collection arrangements
	Fire Risk Assessment in accordance with the Regulatory Reform Order (Fire Safety) 2007
	Appropriate fire precautions and equipment
Radiation	Radiography equipment operated by qualified staff
	Equipment located at safe distance
	Protective screens
	Monitoring equipment
Chemicals	Appropriate storage, use and disposal in accordance with COSHH instructions
	Embalming and victim preserving methods only undertaken by appointed Funeral Directors

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Severity	Definition		Likelihood	Definition	
Very High	May cause single or multiple deaths and/or major injuries. Such a risk might include a major fire or explosive risk	5	Almost Certain	If the activity continues there is almost 100% certainty that an accident will occur	5
High	May cause serious injury to an individual(s) or major property damage	4	Very Likely	If the activity continues without introducing control measures an accident is likely to happen	4
Moderate	Any activity which may cause injury or disease resulting in absence from work for more than three days	3	Likely	An accident may happen if other factors precipitate	3
Low	May cause minor injury without absence from work or medical attention	2	Possible	Any incident where the probability is low and the risk minimal	2
Nil	No risk of injury or disease	1	Not likely	There is no risk present. Only under freak conditions would there be any probability of an accident or illness. All responsible precautions have been taken so far as is reasonably practicable	1

RISK RATING

S E V E R I T Y	5	10	15	20	25
	4	8	12	16	20
	3	6	9	12	15
	2	4	6	8	10
	1	2	3	4	5

LIKELIHOOD

ACTIONS

Risk Rating	Possible Actions	Action Required	Priority
25	Stop the Activity	Change process/ task/ substance Include new control measures to reduce the level of risk	1 - Immediate
16 - 20	Issue warnings/instructions	Introduce new or a higher level of control measures to reduce the level of risk	2 - Very High
12 - 15	Review safety measures	Introduce new control measures	3 - High
6 - 10	Inform, instruct and train personnel	Review if necessary	4 - Moderate
1-5	Monitor and review	Consider any necessary measures	5 - Low