



CHATHAM COUNTY EMERGENCY OPERATIONS PLAN

**ESF ANNEX 8
APPENDIX 8-3
TAB G**

**OPERATIONS PROTOCOLS AND
TOOLS – COMMUNICATION
TOOLS AND CULTURAL
CONSIDERATIONS**

NOVEMBER 2013



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G-1 MEDIA FREQUENTLY ASKED QUESTIONS ABOUT FAMILY ASSISTANCE CENTERS

Q. What is a Family Assistance Center?

- A.** The Family Assistance Center is a secure facility established to serve as a centralized location to provide information and assistance about missing or unaccounted for persons and the deceased. It is also established to support the reunification of the missing or deceased with their family members.

Q. Who Can Come to the Family Assistance Center?

- A.** Any member of the unaccounted for or deceased person's "family" may attend the Family Assistance Center. "Family" may include any individual (family, friend, partner, distant relative) that considers them to be a part of the victim's family, even if there is not a legal familiar relationship. This may include people other family members characterize as family.

Q. What do family members need to bring to the Family Assistance Center

- A.** All family members visiting the Family Assistance Center need to bring photo identification if possible. Upon entering the facility all family members will receive a unique badge. Each family will be interviewed at the Family Assistance Center. Information necessary for a family interview will include a physical description of your family member, including any identifying marks they may have with photographs if available, descriptions of jewelry or clothing, and the contact information of your family member's dentist and physician. Do not bring original or photocopies of any medical or dental records. In addition, please provide any information you may have as to their last known whereabouts and anyone they may have been with.

Q: How do people report their family members as unaccounted for?

- A.** To report a family member missing, following a disaster, call the Family Assistance Center. The Family Assistance Center will also have up to date information on the current status of the incident and the available missing person support.

Q. How can people help find their family member?

- A.** As a family member or friend they may have key information that can aid in finding your family member. Communicate all information to the Family Interviewer regarding their family member. They can also help by checking with the missing person's friends, school, work, neighbors, relatives, or anyone else who may know their whereabouts. Search web based programs to locate family members including social networking sites, the American Red Cross Safe and Well site, and any other internet sites set up to assist in finding family members. Follow up frequently with any contacts and keep the Family Interviewer informed of any developments.



Q. What happens if victims are not found?

- A.** If the Family Assistance Center has closed and people have not yet been found, their case will be transferred to local law enforcement to continue investigation.

Q. Why can't people visually identify my family member's remains? Why must they wait for a scientific identification?

- A.** For legal reasons, the Coroner's Office is required to establish positive identification on all victims of this incident. In most instances, positive identification requires scientific confirmation, either through DNA, fingerprints, or x-ray comparisons. The Coroner's Office is working as quickly as possible to establish positive identification of decedents.

Q. Why is it taking so long to identify the victims?

- A.** The first step of the identification process is to confirm, through scientific means that your family member is deceased. This requires obtaining medical or dental x-rays, or waiting for fingerprint or DNA confirmation, all of which can take some time. After positive identification establishes that someone is deceased, the Coroner will continue the identification process to insure that as much of the decedents remains are positively identified as possible.

Q. Will autopsies be done? Can someone choose not to have their family member's body autopsied?

- A.** The Coroner's Office is required by law to determine the cause and manner of death. In almost all incidences, this will require an autopsy examination. An autopsy is a surgical procedure performed by a medical doctor (forensic pathologist). The Coroner's Office recognized that every decedent is a treasured member of a family and of a community and as such, treats each decedent with the highest respect and dignity. The Coroner is required by law to certify the cause and manner of death; they do not require permission of the next of kin to perform an autopsy on a death under their jurisdiction.

Q. How are cultural beliefs being honored by the Coroner?

- A.** The Coroner's Office will do their best to honor cultural traditions but cannot do so if it impedes the ability to certify cause and manner of death.

Q. What hours is the FAC open, and where? How long will it remain open?

- A.** The FAC will open on [DATE] at [TIME]. It is expected to be open from [TIME – 8 A.M.?] to [TIME – 8 P.M.] for as long as necessary to gather information from and provide information to family members. It is located at [LOCATION SPECIFICS].



G-2 NUMBERS WORKSHEET FOR PIOS

This document is to be used to inform press briefings and media updates, but it is NOT a stand-alone document to be shared with the press. It should be completed using the judgment of the response staff, as not all items will be reported. All of the information below can be obtained from the Planning Chief of the Family Assistance Center

	Number in last operational period	Number to date
Number of families at the Family Assistance Center		
Number of families communicating with the FAC but not onsite		
Date/Time of last family briefing		
Number of calls to the Missing Persons Call Center		
Number of Missing Persons Reports received		
Number of reunifications facilitated through the FAC		

Services Provided at the Family Assistance Center

- | | |
|----------|-----------|
| 1. _____ | 6. _____ |
| 2. _____ | 7. _____ |
| 3. _____ | 8. _____ |
| 4. _____ | 9. _____ |
| 5. _____ | 10. _____ |

Referral Services Provided Through the Family Assistance Center

1. _____
2. _____
3. _____
4. _____
5. _____



Percent of deceased removed from scene to morgue _____

Number of deceased people identified and their families notified _____

Additional Comments _____



G-3 RISK COMMUNICATION

If you find yourself communicating directly with family members in any capacity, please be sure to follow risk communication guidance such as:

Additionally, while compassion and empathy are crucial, it is also important to avoid language that is likely to increase their suffering even if the words are well-intentioned. Some examples of **phrases to avoid** include:

- We know how you feel.
- Time heals all wounds.
- You should go on with your life.
- You will get over it.
- Others are worse off.
- Focus on the good times.
- The County cannot share that information. (Acceptable only if followed by why, and when the information will be available.)
- You do not need to know that
- What you do not know can't hurt you
- It was actually a blessing.
- You must be strong.
- It could have been worse.
- God never gives us more than we can handle

Additional tips for responding to questions from the media and/or family members

- Fatality numbers are released only by the Coroner
- PIOs should not speculate on any Coroner's procedures, including the need for an autopsy.
- PIOs should not assign timeframes for victim identification.
- Victims' names are only released after positive identification and notification of the family.
- Cultural considerations will be accommodated as often as practical



G-4 CULTURAL/RELIGIOUS CONSIDERATIONS IN FAC PLANNING AND OPERATIONS

Each community is unique with many cultures and faiths. Accommodating cultural and religious practices is a critical part of Family Assistance Center planning and operations. It is critical to understand the needs of different cultures and faiths by taking into consideration different aspects of their practices, to better serve the community at the family assistance center.

- Language
- Diet (including fasting)
- Dress
- Physical contact
- Medical treatment
- Daily acts of faith, major events
- Dying and death customs
- Resources (e.g. texts, facilities, etc.)
- Names

Assumptions should not be made about the particular practices of individual families based on religion or ethnicity.

Below is a list of instances in which cultural or religious practices should be considered and incorporated to better serve the community affected by the disaster.

- Memorial ceremonies, services and anniversaries
- Food preparation and consumption
- Communications with families (e.g. family interviews, family briefings, notifications)
- Resources (e.g. texts, cultural/religious leaders)
- Space for cultural or religious practices
- Behavioral Health and Spiritual Care

Numerous languages are spoken within Chatham County. Family resources, signs and translators should be available in several languages for all families at the Family Assistance Cent



G-5 CULTURAL/RELIGIOUS OVERVIEWS

Bahá'í	
Language	Main language is English, but elderly (from Iran) may not speak much.
Diet	Bahá'ís abstain from alcohol, but can take it in Medicine.
Fasting	They fast from sunrise (approx. 6.30am) to sunset (approx. 5.45pm) on 2 to 20 March. This fast is only practiced by people aged 15 years and over and who are not ill, pregnant, breast-feeding, menstruating or who have been travelling substantial distances.
Dress	There are no special requirements other than moderation and modesty.
Physical contact,	Bahá'ís believe in the healing power of modern medicine for both physical and mental ills, while recognizing the role of the spirit, of prayer and of turning to God. There is no objection to being touched or treated by members of the opposite sex.
Medical treatment	Blood transfusions, organ donations, the administration of prescription drugs and the like are all perfectly acceptable.
Hospital stays, rest centres	There is no objection to mixed wards, but older Bahá'ís may prefer single-sex wards. Bahá'í patients will be ministered to by friends, by family and by those appointed as spiritual caregivers by the community. Because the Bahá'í faith has no sacraments, these spiritual care givers do not have a sacramental or priestly/ministerial role nor do they have any authority over the patient.
Daily acts of faith & major annual events	<p>Every Bahá'í aged 15 years and over must recite daily one of three obligatory prayers each day, as well as reading a passage from the Bahá'í scriptures each morning and evening. Prayers are said privately and facing the 'Point of Adoration' (the Shrine of Bahá'u'lláh, roughly south east from the UK). Before reciting the prayers, Bahá'ís wash their hands and face, but ablutions do not require special facilities. Timing of the Bahá'í day starts at the sunset of the previous day (e.g. Naw- Ruz begins at sunset on 20 March and finishes at sunset on 21 March, but the date is always shown as 21 March). Bahá'í holy days always fall on the same dates each year and are:</p> <ul style="list-style-type: none"> ◆ <i>Naw Ruz: New Year</i> (21 March) ◆ <i>1st day of Ridvan</i> (21 April) ◆ <i>9th day of Ridvan</i> (29 April) ◆ <i>12th day of Ridvan</i> (2 May) ◆ <i>Anniversary of the Declaration of the Bab</i> (23 May) ◆ <i>Anniversary of the Ascension of Baha'u'llah</i> (29 May) ◆ <i>Anniversary of the Martyrdom of the Bab</i> (9 July) ◆ <i>Anniversary of the Birth of the Bab</i> (20 October) ◆ <i>Anniversary of the Birth of Baha'u'llah</i> (12 November)



<p>Dying</p> <p>Death customs</p>	<p>There are no special religious requirements for Bahá'ís who are dying, but they may wish to have a family member or friend to pray and read the Bahá'í scriptures with them.</p> <p>While there is no concept of ritual purity or defilement relating to the Treatment of the body of a deceased person, there are a few simple and specific requirements relating to Bahá'í burial and the Bahá'í funeral service, which the family will wish to arrange:</p> <ul style="list-style-type: none"> * the body is carefully washed and wrapped in white silk or cotton - this may be done by family members or by others, according to the family's preference; the family may choose to allow others to observe the preparation of the body; * a special burial ring may be placed on the finger of a Bahá'í aged 15 or over; * the body is not cremated but is buried within an hour's travelling time from the place of death; * unless required by law, the body should not be embalmed; * it is buried in a coffin of as durable a material as possible; and * at some time before interment a special prayer for the dead, the only specific requirement of a Bahá'í funeral service, is recited for Bahá'í deceased aged 15 or over. <p>While it is preferable that the body should be buried with the head pointing towards the Point of Adoration, this is not an absolute requirement, and may be impossible in some cemeteries without using two burial plots. This is a matter for the family.</p>
<p>Resources (texts, community facilities etc)</p>	<p>The Bahá'í scriptures comprise the Writings of Bahá'u'lláh, Founder of the Faith, and of his forerunner, the Báb. The Writings of 'Abdu'l-Bahá, Bahá'u'lláh's eldest son and successor, are also included in the Bahá'í Canon. Bahá'ís may read the scriptures in any language, so it is preferable in the UK to provide English-language editions. The Bahá'í scriptures belong to all and there are no restrictions on who may touch or handle the books, provided they are treated with respect. Larger Bahá'í communities may have a Bahá'í centre, but most Bahá'í Communities currently have no such facilities.</p>
<p>Names</p>	<p>Bahá'ís follow the practice of the wider community in naming. There are no Specific religious names. It is very important to check the spelling of the Names of Iranians, which may be transliterated in different ways. For Example, the name Masoud may also be spelt Massoud or Masood.</p>



Buddhist	
Language	Members in the UK may speak several languages other than English, including Tibetan, Cantonese, Hakka, Japanese, Thai and Sinhalese.
Diet	Often vegetarian, salads, rice, vegetables and fruit are usually acceptable foods to offer. Some Buddhists do not eat onions or garlic, but this is more a matter of personal choice or cultural habit, rather than religious restriction. Buddhists who are vegetarian may eat fish and eggs.
Fasting	Full moon days & new moon days are often fast days for many Buddhists, as are some festival days for various schools of Buddhism. On days of fasting, a Buddhist may eat before noon, but not afterwards.
Dress	Generally, no religious requirements for forms of every-day dress for lay Buddhists. Buddhist monks or nuns of the Theravada school shave their heads and wear orange or ochre-coloured robes.
Physical contact	In the case of medical examination and treatment and comforting by strangers, a Buddhist may be touched by a person of either sex.
Medical treatment	There are no religious objections to blood transfusions, or transplants.
Hospital stays, rest centres	In cases of hospital stays, the use of either a bath or a shower is a personal matter. Provision of a quiet space set aside in a hospital or rest centre is not a necessity, but if available it can be used for silent reflection and meditation.
Daily acts of faith & major annual events	<p>Buddhists do not pray in the generally-accepted sense, but meditate regularly. Other than in Zen Buddhism, the Buddhist calendar is lunar; the dates will therefore vary from year to year. Traditional observance days are the full moon, new moon and quarter days. There are different special events during the year, but those celebrated by all schools of Buddhism are:</p> <ul style="list-style-type: none"> ◆ <i>Wesak</i> ◆ <i>Full moon days</i> <p>The calendar observed by Buddhists is not standardised and different traditions within Buddhism may observe the same Festival on significantly different dates. It is therefore wise to ask about the practice within the tradition involved, rather than making an assumption that for instance, Wesak, is observed on the same date by all Buddhists.</p>
Dying	<p>Many Buddhists wish to maintain a clear mind when dying. There is respect for the doctors' views on medical treatment, but there may sometimes be a refusal of pain-relieving drugs if these impair mental alertness. This is a matter of individual choice. It is helpful for someone who is dying to have some quiet, and it is customary to summon a monk to perform some chanting of sacred texts in order to engender wholesome thoughts in the mind of the dying person.</p>
Death customs	<p>After death, the body of the deceased may be handled by non-Buddhists. In some cases a monk may perform some additional chanting, but this is not a universal practice. There are no objections to post-mortems. Preparation of the body for the funeral is generally left to the undertaker, but in some instances relatives may also wish to be involved. The body may be put in a coffin, or wrapped in cloth (sometimes white), or dressed in the deceased's own clothes. It may be surrounded by candles, flowers, incense, photographs and coloured lights, but this is a matter of individual choice and there are no hard-and-fast rules. The body is usually cremated, at a time dependent upon the undertaker and the availability of the crematorium's facilities.</p>



Resources (texts, community facilities etc)	The Pali Canon contains the teachings of the Buddha and his disciples and is used in the Theravada school of Buddhism. Mahayana schools use texts either in Sanskrit or their own languages, such as Chinese, Korean, Japanese and Tibetan. Books of Scripture, liturgy etc should, at all times, be handled with the utmost respect. In many traditions it is considered disrespectful to place them on the ground or to cover them.
Names	Buddhists usually have two or more names. The last name is the family name, and the preceding name(s) is/are given at the time of birth.



<p>Chinese (Confucianism, Taoism, Astrology, Christianity)</p> <p>Half the Chinese in the UK do not profess any religious belief. 1 in 4 are Christians and worship in Chinese language churches, and 1 in 5 observe Buddhist/Taoist/Confucian ceremonies and practices. Belief in astrology is widespread. Some 200 Chinese Christian churches exist in cities and towns, each having congregations worshipping in Cantonese, English and Mandarin to cater for linguistic preferences. Some are denominational but most are non-denominational and evangelical. Pastors are bilingual in English and Cantonese or Mandarin. More than half of the UK's Chinese churches have fraternal links with the Chinese Overseas Christian Mission (COCM) that runs a Bible College (in Mandarin) in Milton Keynes. The COCM has long-standing links with the Overseas Missionary Fellowship, formerly the China Inland Mission. The COCM also has links with some 200 congregations of Chinese Christian churches in continental Europe.</p>	
Language	Cantonese, Mandarin, Hakka, Hokkien, English
Diet	Southern Chinese (Cantonese and Fujian): seafood, fish, pork, poultry, green vegetables, soup, rice, rice noodles and fresh fruit. Northern Chinese: bread, wheat dumplings, meat dumplings, noodles, pork, lamb, chicken, cabbage, green vegetables. Beef and cheese are least preferred food. Drink: Soya milk is preferred to cow's milk as some Chinese are allergic to cow's milk. China tea (without milk and sugar).
Fasting	Buddhist/Taoist Chinese will eat a vegetarian diet before major festivals.
Dress	Men and women prefer shirt/blouse and trousers/slacks.
Physical contact	Although there is no gender barrier, women prefer to be medically examined by women health professionals. Single gender wards are preferred. Showers are preferred as Chinese people are not accustomed to bathtubs. Washing is done personally or by a spouse, parent or offspring of the same gender as the patient.
Medical treatment,	Injectons are preferred in the belief that they are more effective than pills.
Hospital stays,	
rest centres	Chinese food should be offered to patients. Family units stay together and do not like being separated in emergencies, and this includes extended family members.
Daily acts of faith & major annual events	<p>Buddhists and Christian Chinese will pray or meditate in similar ways to their co-religionists. In addition to the two main Christian festivals of Christmas and Easter, Chinese Christians celebrate the Chinese New Year.</p> <ul style="list-style-type: none"> ◆ <i>Lunar New Year</i>: The biggest family occasion and honour/reverence is paid to ancestors and parents. A time for family reunions, visiting friends and relatives and exchanging monetary gifts in red envelopes. ◆ <i>Teng Chieh</i> (Lantern Festival at first full moon of the year) ◆ <i>Ching Ming</i>: A public holiday in China and Hong Kong - a time for people to visit their ancestral graves (April) ◆ <i>Dragon Boat Festival</i> (June) ▲ <i>Mid Autumn Festival</i> (September)



<p>Dying</p> <p>Death customs</p>	<p>All family members gather at the bedside. A Chinese Christian pastor is called to pray for and to counsel the dying person. In the UK this practice is also common among Chinese with no religious convictions or who are traditional Confucian/Taoist. Buddhists call for a priest/monk from a Buddhist association or temple with links to Taiwan or Hong Kong.</p> <p>After death, undertakers handle the deceased. Some undertakers in areas with long established Chinese populations (e.g. Merseyside) are accustomed to Chinese needs such as embalming and the deceased being fully dressed in best clothes including shoes and jewellery. In such areas some cemeteries have a Chinese section. Burial or cremation may take place a week after the person has died. Friends and relatives visit the bereaved family, usually in the evenings prior to the funeral when gifts of money or flowers are given and help offered. Sweets are offered to visitors when they leave.</p> <p>If the deceased is the head of the family, all children and their families are expected to observe a period of mourning for about a month. Headstones may have a picture of the deceased. If the deceased is a child, parents usually do not want to visit the mortuary. A sibling or close relative would be asked to identify the body in the mortuary.</p>
<p>Resources (texts, community facilities etc)</p>	<p>Chinese Christians read bilingual bibles printed in English and Chinese. Bibles printed in the traditional script are preferred by Chinese from Hong Kong and Taiwan whilst the simplified script is read by people from China and Singapore. Buddhist scriptures are available in traditional script. At least one Chinese community association, community centre or church exists in every town and city in the UK. Local Councils should have the names, addresses and telephone numbers. Religious bodies in the Chinese community are usually found in local telephone directories.</p>
<p>Names</p>	<p>Chinese names start with the family name first, followed by the generation name and the personal name. Chinese Christians usually have Christian names in addition. Always ask the person how (s)he would like to be addressed.</p>



<p style="text-align: center;">Christian</p> <p>Christians belong to a number of denominations and some groups which run across denominations. The most numerous in the UK are Anglicans (Church of England, Church in Wales, Church of Ireland, Scottish Episcopal Church); Roman Catholics, Church of Scotland and Free Church (including Baptist, Methodists, United Reformed, Pentecostal, Presbyterians, etc) and Quakers. Independent churches; in large cities especially there are communities of Orthodox Christians (from the historic churches of Greece, Russia, etc. Seventh-day Adventists are part of the Christian tradition but differ in some key respects from mainstream Churches and so have a separate section - see below. See the Chinese Christian section for specific needs of Chinese Christians.</p>	
Language	Christians in the UK may be from any ethnic group. Church services usually take place in English, (or in Welsh and Gaelic).
Diet	In general, Christians are not religiously forbidden to eat any foods, but this must be checked with the individual. Some will not consume alcohol.
Fasting	Roman Catholics may abstain from meat on Fridays; Orthodox will abstain from meat in the fasting seasons of Advent and Lent. Those of African and African Caribbean origin may fast at other times.
Dress	No special code of dress for Christians except for clergy and members of religious orders.
Physical contact	Most would have no objections to being touched by members of the opposite sex for medical purposes.
Medical treatment	Treatment such as blood transfusions, surgery, organ transplants or the administration of drugs is permissible. Jehovah's Witnesses (not regarded as Christians by most Christian organisations) are forbidden to receive blood transfusions and transplants – see below.
Hospital stays, rest centres	If a person is terminally ill, or dying, they may wish to keep a copy of the Bible close at hand. Survivors, their families and friends, should be allocated a quiet place at survivor and reception centres, which can be used for private prayer or to talk to a priest or minister.
Daily acts of faith & major annual events	<p>Many Christians pray daily, and often use the Lord's Prayer. Daily reading from the Bible, and/or other aids to prayer such as a Cross or Crucifix (a Cross with the figure of Christ), a hymnbook or prayer book, a rosary (prayer beads with a small crucifix), or an icon of Christ or the Virgin Mary are all widely used, though preferences should be checked with the individual. All of these could helpfully be provided in a chapel or quiet place. Sunday is the special day, set apart for prayer, reflection, and church attendance. Christians pray in congregations, small groups or individually. The most important event for most congregations is the Eucharist (the Mass, Communion Service, Lord's Supper), when Christians share bread and wine. The most widely celebrated Christian festivals are: -</p> <ul style="list-style-type: none"> ◆ <i>Christmas</i> ◆ <i>Holy Week and Easter</i> (including Palm Sunday, Maundy Thursday, Good Friday and Easter Sunday) ◆ <i>Pentecost/Whitsun</i> ◆ <i>Ascension Day</i> ◆ The seasons of <i>Advent</i> (leading up to Christmas) and <i>Lent</i> (leading up to Easter) ◆ <i>Remembrance Sunday</i>



Dying	Christians involved in a disaster will value prayers being said for them, or with them, and short readings from scripture, such as the Lord's Prayer and the 23 rd Psalm. Those who are injured or distressed may wish to receive Holy Communion and/or the Sacrament of the Sick (which used to be called Extreme Unction). The Sacrament of the Sick is not limited to those who are dying, but is part of the healing ministry of the Church. Other Christians may ask for prayer for healing with the laying on of hands.
Death customs	The choice between cremation and burial can either be a matter of personal choice or a denominational requirement. In all cases, the wishes of the deceased's family, or friends, should be sought if possible. If this cannot be done, then Christians should be buried.
Resources (texts, community facilities etc)	The sacred text is the Bible, which for Christians consists of the Old Testament (or Hebrew Scriptures), and the New Testament, bound as a single book. Of the translations of the Bible, the New Revised Standard Version, the Authorized version and the Jerusalem Bible are recognized by Catholics, Protestants and Orthodox Christians. Other versions are favored by evangelical Christians. Emergency Planners should discuss with church authorities the possible use of church facilities in a major emergency.
Names	Christians have one or more given names, usually called Christian names because for most Christians these were given historically at the service of baptism, which for most happened when the infant was a few weeks old. These names are followed by the surname or family name, which is constant for men. Many women change to their husband's surname on marriage, though this custom is changing. Individuals may not be known by their first Christian name, so it is always wise to ask, "What should I call you?" or for a funeral "What name should I use?"



Christian Science	
Christian Science is a prayer-based system of healing that is fully explained in Mary Baker Eddy's book <i>Science and Health with Key to the Scriptures</i> , currently published in 17 languages. Some people who follow the practices of Christian Science choose to become members of the Church of Christ, Scientist, the organization Eddy established to make these teachings available and accessible, but others do not.	
Language	Christian Science has been practiced around the world for over a century by individuals of various faith traditions, as well as by those with no formal faith tradition. Consequently, people of diverse cultures and languages practice Christian Science.
Diet	Individuals make their own decisions regarding diet.
Fasting	Individuals make their own decisions regarding fasting.
Dress	No particular requirements.
Physical contact	<p>In the practise of Christian Science, respect for individual choice in questions of healthcare or any other aspect of daily life is paramount. Many Christian Scientists rely on their own prayer for healing of adverse health conditions. Some may also ask for help from a Christian Science practitioner - a professional spiritual healer who employs the Christian Science method of healing. (There is a world-wide directory of practitioners in each issue of <i>The Christian Science Journal</i>, a monthly magazine.) However, individuals are always free to choose conventional medical treatment or other complementary and alternative therapies.</p> <p>If a Christian Scientist were taken to a hospital because of an accident, for example, and chose to decline conventional medical treatment, this would ordinarily mean that the individual was choosing instead, as a competent adult, to rely on prayer for healing (individually or with the help of a Christian Science practitioner). Such an individual would co-operate with authorities to take appropriate actions, such as quarantine, which may be considered necessary to protect others.</p>
Medical treatment	Individuals relying on Christian Science may ask to be re-tested, or to have a pending procedure re-evaluated after having had time to pray for healing. If a Christian Scientist entered a hospital voluntarily, the individual would probably accept conventional medical treatment. He/she might ask that drugs/therapy be kept to a minimum. Individuals make their own decisions about blood transfusions and organ/tissue donation.
Hospital stays, rest centres	<p>Doctors, nurses, mental health professionals and chaplains will find that there are many meaningful ways they can show support for patients relying on Christian Science. Where possible, the best way to ascertain what would be most helpful in any circumstance is to ask the individual patient. Some of the following might be requested by a patient, or could be offered by the healthcare worker:</p> <ul style="list-style-type: none"> ◆ Providing the patient time and a quiet space to pray, during the various stages of diagnosis and treatment. ◆ Facilitating the patient's contact with a Christian Science practitioner. ◆ Making sure that the patient has access to the Bible and <i>Science and Health</i>. ◆ Reading aloud to the patient requested passages from these books (or other Christian Science literature).
Daily acts of faith & major annual events	There are no prescribed holy days. Members would normally attend services and meetings at Church on Sundays and Wednesday evenings. Christian Scientists study a weekly Bible Lesson, a collection of topic- specific passages from the Bible and <i>Science and Health</i> .



Dying Death customs	<p>There are no specified last rites. Such issues are an individual/family decision.</p> <p>Questions relating to care of the body should be answered by the individual's partner/family. In general, Christian Scientists request that, whenever possible, the body of a female should be prepared for burial by a female. The individual's family should answer questions relating to post mortem examinations.</p>
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Church of Jesus Christ of Latter - day Saints (Mormons)	
Language	Usually English
Dress	Those who have been endowed in a Temple of the Church of Jesus Christ of Latter-day Saints wear a special undergarment next to the skin. Mormons are always soberly dressed.
Physical contact, medical treatment, hospital stays,	Necessary medical treatment can be carried out without delay and surgery and blood transfusions may be carried out as necessary. Transplants and organ donation are an individual and family matter; there are no religious objections.
Daily acts of faith & major annual events	Scripture reading is considered an important part of daily life. The Sabbath is observed on Sundays, with services conducted by lay leaders called bishops. Christmas and Easter are important celebrations in the Church.
Dying	Members may request a priesthood blessing. A quiet private place is appropriate for the blessing
Death customs	The Church takes no position on post mortem examinations. Church or family members will usually arrange for the body to be clothed for burial. Burial rather than cremation is recommended by the Church, but the final decision is left for the family of the deceased.
Resources (texts, community facilities etc)	The Bible and the <i>Book of Mormon: Another Testament of Jesus Christ</i> – are regarded as the word of God. Although Mormon individuals and families are advised to be prepared spiritually and temporally to meet both problems of everyday life and emergencies that may arise, local Church leaders have the responsibility to organize proper responses to assist individuals and families in an emergency. Church branches are encouraged to prepare detailed <i>Emergency Preparedness and Response Plans</i> , based on principles contained in <i>Providing in the Lord's Way</i> . Branch Welfare Committees are identified as the coordinators if disaster strikes.



Hindu	
Language	In addition to English, Hindus in the UK generally speak Gujarati (most common), Hindi, Punjabi, Bengali or Tamil.
Diet	Hindus regard the cow as sacred and do not eat beef. Orthodox Hindus are strictly vegetarian, which also excludes fish, eggs and animal fat for cooking. Some may also prefer to refrain from alcohol, and some very orthodox Hindus may refrain from garlic and in extreme cases onion. Salt-free salads, rice, vegetables, yoghurt and milk products and fruit are quite acceptable foods to offer.
Fasting	Fasting is commonplace and frequent but fasts generally last just one day or one day a week (e.g. Lord Shiva's fasting every Monday for 17 weeks, where yoghurt at lunch with water or fruit juice and a normal light meal in the evening is permitted). Hindu women keeping the <i>Karvachauth</i> fast in Autumn cannot even drink water until the moon is seen at night.
Dress	Generally, modesty and decency are considered essential factors in dress code. The sari is a one-piece female garment wound around the lower body in different styles to suit the occasion and the tradition from which the person comes. (NB Older Bangladeshi and Indian Muslim women also wear saris. Women also wear a dress and baggy trousers (<i>shalwar</i>). Men may sometimes wear a loose shirt (<i>Kurta</i>) and baggy trousers but generally they wear Western clothes.
Physical contact	A Hindu would prefer to be comforted by a person of the same sex. There is no stated preference in respect of medical examination and treatment.
Medical treatment	Blood transfusions, organ transplants, and all types of medicine for the purpose of saving life are permitted.
Hospital stays, rest centres	Hindus traditionally live in extended families, so information or requests (e.g. for organ donation) should be made by the authorities to the head of the family to be passed on without delay to the rest of the family unit, where this is practicable. Some groupings within the Hindu community are men only or women-only and the authorities should always appoint a person of the appropriate sex to liaise with such a grouping.
Daily acts of faith & major annual events	Hindus will generally perform a daily act of personal devotion at home, either alone or with others. Ritual washing normally accompanies prayer. The most widely celebrated Hindu festivals are: <ul style="list-style-type: none"> ◆ <i>Holi</i>: A celebration at the start of spring, with much use of colour ◆ <i>Rama Navami</i> ◆ <i>Janamashtami</i>: there is fasting until midnight ◆ <i>Divali</i>: the festival of lights ◆ <i>Shivaratri</i>: the night is spent in prayer, fasting and meditation.



<p>Dying</p> <p>Death customs</p>	<p>Most fatally ill Hindus would prefer to pray with a <i>mala</i> (rosary). A Hindu will appreciate being with someone, preferably of the same sex.</p> <p>It is preferred if all Hindu bodies can be kept together after death. A dead body should be placed with the head facing north and the feet south. Cleanliness is important and the body can be undressed and cleaned, but the family should be consulted where possible. The arms should be placed to the sides and the legs should be straightened. The face should be pointed upward with eyes closed and the whole body must be covered with white cloth. Any detached body parts must be treated with respect as if they were a complete body. Post mortems are permitted, usually with prior agreement of the immediate family. The bereavement in the family lasts a minimum of two weeks during which several rituals are followed. Hindus believe in cremating the body so that the soul is completely free of any attachment to the past physical matter.</p>
<p>Resources (texts, community facilities etc)</p>	<p>The Hindu ancient scriptures are called the Vedas and contain, amongst other texts, the <i>Upanishads</i>, philosophical works discussing the purpose of life, and the <i>Brahmanas</i>, which contain advice on ritual. The <i>Bhagawad Gita</i> is a prominent holy book with condensed spiritual teachings, and the <i>Ramayana</i> sets the highest ideals.</p>
<p>Names</p>	<p>Members of Hindu families may have three or four names, depending on cultural background and tradition. Suffixes to the first name are used, e.g., 'Bhai' or 'Ji' for males and 'Ben' for females. In some traditions the father's first name is one of the middle names. Other middle names, which may be used as surnames are Kumar, Pal or Paul, Dev, Lal etc. Sometimes the surname is clan based as Patel or in case of Rajputs, Singh. Some Hindu women may adopt 'Devi', 'Kumari' or 'Wati' in place of a family surname. For records, it is advisable to ask the individual's family name and use that as surname. Hindu equivalents to Mr and Mrs are Shri and Shrimati, commonly used, but for Miss one can use Sushai/Kumari/Devi but rarely used. In written records and invitations the practice is to say Shrimati and Shri (surname), i.e. Mrs and Mr (surname).</p>



Humanists	
<p>Humanism is not a faith. It is the belief that people can live good lives without religious or superstitious beliefs. Most humanists would describe their beliefs as either atheist or agnostic, and humanists reject the idea of any god or other supernatural agency and do not believe in an afterlife. However, Humanism is more than a simple rejection of religious beliefs. Humanists believe that moral values are founded on human nature and experience, and base their moral principles on reason, shared human values and respect for others. They believe that people can and will continue to solve problems, and should work together to improve the quality of life and make it more equitable.</p>	
Language	English, or any other language depending on the individual's background.
Diet	No particular requirements. Some humanists are vegetarian or vegan, and many who do eat meat would refuse meat that has been slaughtered by methods they consider inhumane (Halal or Kosher meat).
Fasting	None
Dress	No special requirements
Physical contact, medical treatment, hospital stays,	No specific restrictions on physical contact, or on medical treatments.
Daily acts of faith & major annual events	No daily acts of faith or worship, and no annual festivals.
Dying	<p>Many humanists will want to have family or a close friend with them if they are dying, or the support of another caring individual. Some may appreciate the support of a secular counsellor or a fellow humanist. Humanists may refuse treatment that they see simply as prolonging suffering. Some may strongly resent prayers being said for them or any reassurances based on belief in god or an afterlife.</p>
Death customs	<p>No specific requirements. The choice between cremation and burial is a personal one, although cremation is more common. Most will want a humanist funeral, and crosses and other religious emblems should be avoided. However, since many humanists believe that when someone dies the needs of the bereaved are more important than their own beliefs, some may wish decisions about their funeral and related matters to be left to their closest relatives.</p>
Resources (texts, community facilities etc)	There are no humanist scriptures or religious texts.
Names	No particular traditions: names may vary according to ethnic or cultural background.



Jain	
Language	Apart from some of the elderly, Jains speak and understand English. The majority in the UK are Gujarati speaking, but a minority speaks Hindi, Rajasthani, Tamil, or Punjabi.
Diet	Jains are pure vegetarians, and do not consume meat, fish, seafood, poultry or eggs. In addition, those Jains who adhere to the stricter code of conduct do not eat any root vegetables, particularly onions and garlic but also potatoes, carrots, beets, etc. Jains do not consume alcohol. Salads, fruits, cooked grain of all types, cooked vegetables, bread or biscuits made without the use of eggs and dairy products are generally acceptable.
Fasting	There are fasts with (a) no meal (b) one meal (c) two meals within 24 hours. Water, if used in a fast, must be boiled. Some Jains observe fasts without any intake of food or water. Abstention from fruit and vegetables is practiced on many days. Fasts are undertaken on various days throughout the lunar month. They are more popular during the festival of <i>Paryushana</i> during August or September, which lasts for 8 or 10 days. Two special 9-day periods called <i>Ayambil</i> are observed during June and December during which only one meal is taken. This meal is prepared using only grain, flour, water, rock salt and pepper. Use of dairy products, fruits, vegetables, nuts, oils and fats, and any raw food is forbidden.
Dress	Jain males have adapted the western dress code for everyday use whereas females may be orthodox or modern. The elderly usually wear Indian dresses such as saris and kurta-pyjama, whilst the younger generation wear all sorts of dresses.
Physical contact	Ideally, same-sex contact and separate male and female wards are preferred but there is no taboo where medical and/or specialist personnel are involved.
Medical treatment	Blood transfusions and organ transplants are acceptable if these are not obtained at the expense of another life. Medication for the purpose of saving life is usually accepted without question.
Hospital stays, rest centres	If the toilet and bathroom are separate, a water supply and beaker should be provided in the toilet for cleaning purposes. Diet restrictions should be observed during stays in hospital or rest centre.
Daily acts of faith & Major annual events	<p>The <i>Namokkara</i> mantra is recited on waking up, going to bed and at meal times. Jains may observe the ritual of <i>pratikramana</i> once or twice a day, and meditate as often as desired. Festivals (based on the lunar calendar):</p> <ul style="list-style-type: none"> ◆ <i>Paryushana</i>: 8 or 10 days during August or September. The most significant Jain event. Prayers are recited with confession of sins, forgiveness is sought from all living beings and penances are undertaken. ◆ <i>Mahavira Jayanti</i>: the Birthday of Lord Mahavira, the last Tirthankara (One who re-establishes the ford), in 599 BCE. Celebrated during April. This is a joyous occasion and the experiences of Lord Mahavira's mother before and after his birth are recounted. ◆ <i>Mahavira Nirvana</i>: Liberation of Lord Mahavira. Most Jains celebrate the eve of the Hindu New Year with Deepavali, the festival of lights. However, some observe this day as the day of liberation of Lord Mahavira followed by the day of enlightenment of his first disciple Gautam Svami around October. ◆ <i>Ayambil</i>: Two periods are observed. (see Fasting section)



Dying	If death is certain and there is nothing to benefit by staying in the hospital, the Jain would prefer to spend the last moments at home. Ideally, the subject would wish for mental detachment of all desires and concentrate on the inner self. Family members or others would assist by reciting text or chanting verses from the canon. As much peace and quiet should be maintained as possible.
Death customs	There are no specific rituals in Jain philosophy for this event. Bodies are always cremated and never buried except for infants. Cremation must be performed as soon as practicable, even within hours if possible, without any pomp. Many Jains still pursue Hindu customs as a family preference. All normal practices of UK undertakers are acceptable if handled with respect. The family normally provides the dress and accessories for the preparation and final placement in the coffin.
Resources (texts, community facilities, etc.)	The Jain scriptures are called Agamas and although the texts vary according to sects, the basic philosophy is the same. The Jains believe that the mission of the human birth is to achieve liberation from mundane life, and the cycle of death and rebirth. This is achieved through the practice of non-violence and equanimity as preached by Lord Mahavira in the Agamas.
Names	All names are made up of 3 or 4 words in a definite sequence: the person's given name comes first. Sometimes this is appended with a gloss such as -Kumar, -ray, -lal, -chandra, -bhai, -kumari, -bhen etc. which is usually written with the given name but sometimes becomes the second name. The following name (usually the middle) is the father's first name for males and the husband's first name for the females. The last name is the surname or family name, which is usually common to all members of the family.



Japanese (Shinto)	
Shinto is Japan's indigenous religion: a complex of ancient folk belief and rituals which perceive the presence of gods or of the sacred in animals, in plants, and even in things which have no life, such as stones and waterfalls. As well as Shinto, individuals of Japanese origin may adhere to Buddhism - see separate Buddhist section.	
Language	Generally Shintonists in the UK speak Japanese and English as a second language.
Diet	Generally Japanese people prefer to eat rice.
Fasting	Japanese people do not have a custom of fasting.
Dress	There are no religious requirements for the form of every-day dress. For particular annual events such as New Year's Day and the Bon Festival (and for local shrine festivals in Japan) some wear traditional dress (<i>kimono</i>).
Physical contact, Medical treatment, Hospital stays, rest centres	When undergoing medical examination and treatment or being comforted by strangers, Japanese people would prefer to be touched by a person of the same sex. There are no religious objections to blood transfusions or transplants. During hospital stays, baths are considered preferable to showers and the bathroom should be separated from the toilet.
Daily acts of faith & major annual events	Shinto has little theology and no congregational worship. Its unifying concept is <i>Kami</i> , inadequately translated as "god". There are no Shinto prayers as such but many Japanese will follow Buddhist meditative practices. In addition to Buddhist festivals, Shintonists will celebrate: <ul style="list-style-type: none"> ◆ <i>New Year</i>: 1 January ◆ <i>Bon Festival</i>: respect to ancestors (13-16 August)
Dying Death customs	Dying Japanese will wish to meditate. Generally Japanese would prefer cremation to burial. Funeral services are administered according to Buddhist rites.
Resources (texts, community facilities etc)	No specific Shinto texts. See Buddhism. Those requiring further information on Shinto should contact the Japanese Embassy or the International Shinto Foundation (www.shinto.org).
Names	It is usual for Japanese people to have two names. The first may be the family name and the second may be the given name. When names are required for record purposes it is advisable to ask first for the family name and to use this as the surname.



Jehovah's Witnesses	
Language	Usually English.
Diet	While Jehovah's Witnesses believe that Christians are required to abstain from blood and the meat of animals from which blood has not been properly drained, there are no religious restrictions on what they can eat. Use of alcohol is a personal matter.
Fasting	No religious requirement.
Dress	No special religious dress.
Physical contact, medical treatment, hospital stays, rest centres	<p>For deeply-held reasons of religious faith there are basically only two medical interventions that Jehovah's Witnesses object to: elective termination of pregnancy and allogeneic blood transfusion. Baptised Jehovah's Witnesses usually carry on their person an <i>Advance Medical Directive/Release</i> document directing that no blood transfusions be given under any circumstances, and this document is renewed annually. A more detailed <i>Health-Care Advance Directive</i> form outlining their personal treatment choices may also be carried.</p> <p>Jehovah's Witness are happy to sign hospital forms that direct that no allogeneic blood transfusion or primary blood components be administered under any circumstances, while releasing doctors, medical personnel and hospitals from liability for any damages that might result from such refusal despite otherwise competent care.</p> <p>They understand the challenge that their decisions can sometimes pose for doctors and nurses. In an effort to alleviate these situations they have established a network of Hospital Liaison Committees throughout Britain. Members of these groups are trained to facilitate communication between medical staff and Jehovah's Witness patients and are available at any time, night or day, to assist with difficulties either at the request of the treating team or the patient.</p>
Daily acts of faith & major annual events	<p>Reading the Bible daily.</p> <p>Witnesses commemorate the death of Jesus according to the Hebrew calendar (late March/April). They do not celebrate other traditional festivals, nor do they celebrate birthdays.</p>
Dying	There are no special rituals to perform for those who are dying, nor last rites to be administered to those <i>in extremis</i> . Pastoral visits from elders will be welcomed.
Death customs	<p>An appropriate relative can decide if a limited post mortem is acceptable to determine cause of death.</p> <p>The dead may be buried or cremated, depending on personal or family preferences and local circumstances.</p>
Resources (texts, community facilities)	The Bible.
Names	No particular tradition.



Jewish	
Language	English is generally used although Hebrew or Yiddish are also spoken.
Diet	Observant Jews are required to uphold the <i>Kashrut</i> , a series of dietary laws. Jews do not eat pork in any form. Fish must have both fins and scales: shellfish is not permitted. Red meat and poultry must comply with <i>kosher</i> standards of slaughter. Meat and milk products must not be cooked together, and separate dishes must be kept. Milk products must not be eaten during or after a meat meal, and most observant Jews will wait three to six hours before dairy products are eaten or drunk. A vegetarian meal is often acceptable, since this ensures no doubt over the utensils used for its preparation, with dairy-free dressings or sauces if available.
Fasting	<i>Yom Kippur</i> is a major annual 25-hour fast observed by the majority of Jews. There are other fast days during the year which are less widely observed. Jews are not permitted to eat or drink on fast days. Additionally, no leavened bread is eaten during the period of Passover, when unleavened bread known as <i>matzah</i> may be consumed instead.
Dress	Devout Jewish men and women will keep their heads covered at all times. Men wear a hat or skull-cap (the <i>yarmulka</i> or <i>kippa</i>). Orthodox women will wear a hat, scarf or wig. Orthodox women and girls are required to keep the body and limbs covered with modest clothing. Strictly Orthodox men are likely to wear black clothes (sometimes 18 th century dress) and may have ringlets and beards.
Physical contact	Strictly Orthodox men and women actively avoid physical contact with people of the opposite sex and will not welcome being comforted by someone touching or putting an arm around them.
Medical treatment	All laws normally applying on the Sabbath or festival can be overruled for the purpose of saving life or safeguarding health. Blood transfusion is permitted and is a matter of personal choice. Transplants and organ donation are usually permissible, but may require advice from a Rabbi.
Hospital stays, rest centres	A quiet area for prayer should be provided if possible.
Daily acts of faith & major annual events	All practicing Jews say prayers three times a day. The Sabbath (<i>Shabbat</i>) is observed from sunset on Friday evening until sunset on Saturday evening. Prayers and a family meal are part of the observance. The observance of festivals is very important. The major ones are: <ul style="list-style-type: none"> ◆ Days of Awe: <i>Rosh Hashanah</i> (New Year) and <i>Yom Kippur</i> (Day of Atonement) ◆ The Three Foot Festivals: <i>Sukkot</i>, <i>Pesach</i> and <i>Shavuot</i> ◆ <i>Chanukah</i> ◆ <i>Purim</i> ◆ <i>Tishah B'Av</i>



<p>Dying</p> <p>Death customs</p>	<p>It is usual for a companion to remain with a dying Jewish person until death, reading or saying prayers. The dying person should not be touched or moved, since it is considered that such action will hasten death, which is not permitted in any circumstances. He or she may wish to recite the <i>Shema</i>.</p> <p>The prompt and accurate identification of the dead is particularly important for the position of a widow in Jewish law. Post mortems are forbidden unless ordered by the civil authorities. Body parts must be treated with respect and remain with the corpse if possible.</p> <p>When a person dies, eyes should be closed and the jaws tied; fingers should be straight. The body is washed and wrapped in a plain white sheet, and placed with the feet towards the doorway. If possible it should not be left unattended. For men a prayer shawl, <i>tallit</i>, is placed around the body and the fringes on the four corners cut off.</p> <p>The <i>Chevra Kadisha</i> (Holy Brotherhood) should be notified immediately after death. They will arrange the funeral, if possible before sunset on the day of death, but will not move the body on the Sabbath. Coffins are plain and wooden (without a Christian cross). Someone remains with the body constantly until the funeral. It is not usual to have floral tributes. Orthodox Jews require burial but Reform and Liberal Jews permit cremation.</p>
<p>Resources (texts, community facilities etc)</p>	<p>The Jewish scriptures are known as the <i>Tanakh</i> and include the <i>Torah</i>, the <i>Nevi'im</i> and the <i>Ketuvim</i>.</p>
<p>Names</p>	<p>Individuals usually have one or more Hebrew names, often taken from Biblical sources, followed by the Hebrew names(s) of their father.</p>



Muslim	
Language	Muslims may speak several languages other than English; the most common are Punjabi, Urdu, Gujarati, Arabic and Turkish.
Diet	Muslims do not eat pork in any form, and foods and utensils that have come into contact with pork should not touch any food to be eaten by a Muslim. Consumption of alcohol in any form (e.g. desserts) is strictly forbidden. Muslims may eat fish, they can eat poultry, mutton and beef, providing the meat is <i>halal</i> , i.e. killed and prepared according to Islamic law. <i>Halal</i> food and drink should be clearly labelled where other food is being served. Vegetarian meals and fresh fruit/vegetables are acceptable. Food is eaten with the right hand only.
Fasting	Muslims fast from dawn to sunset to mark the month of <i>Ramadan</i> , and some will fast at other times during the year. Fasting during <i>Ramadan</i> is compulsory for all except menstruating, pregnant or lactating women, pre- pubertal children and the infirm.
Dress	Observant Muslim women usually have at least a head covering (<i>Hijab</i>), and are often covered from head to toe when in public or in the presence of men who are not family members. Covering the area between the navel and knees is a requirement for Muslim men and some devout male Muslims may prefer to keep their heads covered at all times.
Physical contact	Treatment by medical staff of any religion is permissible, but men and women prefer to be treated by staff of the same sex where possible.
Medical treatment	The views of the family/Imam on whether organ donation, transplants and blood transfusions are acceptable should be sought in each case.
Hospital stays, rest centres	In hospital, a shower is preferred to a bath. Muslims ritually wash after using the toilet, so a tap or container of water for washing should be provided whenever the toilet area is separate from the bathroom. In a rest centre, suitable facilities for pre-prayer washing, time to conduct prayer, and a clean prayer room with a prayer mat and a compass or sign pointing to Makkah (Mecca) - south-east in the United Kingdom - are appreciated.
Daily acts of faith & major annual events	Muslims pray five times a day, facing Makkah: before dawn, around midday, late afternoon, after sunset and late evening. Sunrise and sunset determine the exact timings. Ritual washing (<i>Wudu</i>) is performed before praying. Men and women will not usually pray together, though in emergencies this is acceptable if a temporary partition is erected. Major events in the Muslim 12 month lunar-based calendar are: <ul style="list-style-type: none"> ◆ <i>The First of Muharram</i>: Begins the Islamic New Year ◆ <i>Milad-un-Nabi</i> (not celebrated by orthodox Sunni) ◆ <i>Lail-ul-Qadr</i>: A time of fasting and all-night prayer during Ramadan ◆ <i>Eid-ul-Fitr</i>: The end of the month of Ramadan. A day of celebration ◆ <i>Eid-ul-Adha</i>: The end of the time of the annual <i>Hajj</i> pilgrimage



<p>Dying</p> <p>Death customs</p>	<p>If a Muslim is terminally ill or dying, the face should be turned towards Makkah. The patient's head should be above the rest of the body. The dying person will try and say the <i>Shahadah</i> prayer (the testimony of faith).</p> <p>Muslim dead should be placed in body-holding areas or temporary mortuaries, and ideally be kept together in a designated area (with male and female bodies separated). Post mortems are acceptable only where necessary for the issue of a death certificate or if required by the coroner. Ideally only male Muslims should handle a male body, and female Muslims a female body. The body should be laid on a clean surface and covered with a plain cloth, three pieces for a man and five for a woman. The head should be turned on the right shoulder and the face positioned towards Makkah. Detached body parts must be treated with respect.</p> <p>Next of kin or the local Muslim community will make arrangements to prepare the body for burial. Muslims believe in burying their dead and would never cremate a body. Burial takes place quickly, preferably within 24 hours.</p>
<p>Resources (texts, community facilities etc)</p>	<p>The Qur'an is a source of guidance for life. If in the original Arabic it should not be touched by non-Muslims except with a cloth (translations may be handled by all, with respect), or by menstruating women. Many mosques have private mortuaries which may be available in an emergency.</p>
<p>Names</p>	<p>Muslims usually have several personal or religious names. The name of the family into which someone has been born is not necessarily used. Where names are required for record purposes, it is advisable to register the most used personal name as a surname, followed by the lesser used names.</p>



Pagans	
Language	Mainly English.
Diet	Dietary practice varies but many Pagans are vegetarian and some may be vegan. Dietary choices are, however, a matter for the individual who should be consulted on their preferences.
Fasting	None.
Dress	In everyday life, Pagans do not usually wear special forms of dress. Ritual jewelry is however very common and may have deep personal religious significance. In some traditions, the wearing of a ring, which symbolizes the person's adherence to Paganism or a particular Pagan path, is common. The removal of such a ring may cause considerable distress.
Physical contact, medical treatment, hospital stays, rest centres	There are no specific restraints on types of physical contact and no religious objections to blood transfusion and organ transplants.
Daily acts of faith & major annual events	<p>Private practice: Most Pagans will keep an altar, shrine or a devotional room (often called a temple) in their own homes. Private devotions take place whenever the individual wishes and may include prayer, meditation, chanting, reading of religious texts and ritual. Ritual practice and items used on the Altar in Pagan worship are described below.</p> <p>Group practice: This often occurs on the lunar observance days and on the seasonal festivals celebrated by most Pagans. Many Pagans will celebrate these on the most convenient date rather than on the exact date, although the latter is preferred. Festivals:</p> <ul style="list-style-type: none"> ◆ <i>Samhain</i>: 31st October ◆ <i>Yule (Midwinter)</i>: 21st December ◆ <i>Imbolc</i>: 1st February ◆ <i>Spring Equinox</i>: 21st March ◆ <i>Beltane</i>: 30th April ◆ <i>Midsummer</i>: 21st June: ◆ <i>Lammas or Lughnasadh</i>: 1st August ◆ <i>Autumn Equinox</i>: 21 September
Death customs	Most Pagans believe in reincarnation. The emphasis in funerals is on the joyfulness for the departed in passing on to a new life, but also consolation for relatives and friends that the person will be reborn. Disposal of the body may be by burning (cremation) or burial. Funeral services will take place in crematorium chapels, at the graveside or at the deceased's home. In some traditions, any religious items of significance to the deceased must be buried or burned with the body. Ritual jewellery, personal ritual items such as the Witch's athame, and the person's religious writings (such as the Book of Shadows) are commonly buried with or burned with the body. A wake (mourning ceremony) carried out around the body by friends and relatives are common in some traditions.



Resources (texts, community facilities etc)	The Pagan Federation is the largest and oldest Pagan body in Europe. It publishes an informative quarterly journal (Pagan Dawn), and has a useful information pack which gives basic facts about modern European Paganism. There are also information packs on Witchcraft, Druidry and the Northern Tradition.
Names	No specific directions as to use of names



Rastafarians	
Language	The vocabulary is largely that of the Jamaican patois of English.
Diet	Most Rastafarians are vegetarian and avoid stimulants such as alcohol, tea and coffee. Sacred food is called I-TAL (organic vegetarian food). Some Rastafarians will eat fish, but only certain types.
Fasting	Fasting is observed, and can take place at any time. Nothing is consumed from noon until evening.
Dress	Rastafarians wear standard Western dress, except that some Rasta men will wear crowns or <i>tams</i> (hats) and Rasta women, wraps (headscarves). The wearing of headwear can be deemed as part of a Rastafarian's attire, with some Rastafarian men and especially women never uncovering their heads in public.
Physical contact, medical treatment, hospital stays, rest centres	Cutting of hair is prohibited in any circumstances. Dreadlocks symbolize the 'mane of the Lion of Judah' (reference to the divine title of Emperor Haile Selassie). In a medical emergency this issue would need to be discussed with the patient.
Daily acts of faith & major annual events	<p>Worship takes place at various times depending upon each Rastafarian commune. A service is conducted at least once a week. Rastafarians consider Saturday to be the Sabbath day. <i>Nyahbinghi</i> drumming and chanting is an important part of Rastafarian culture. It is used for spiritual upliftment and can last for many days. At the start of this spiritual time a <i>Firekey</i> also takes place: a fire is lit and must be kept burning until the drumming and chanting have stopped. Festivals:</p> <ul style="list-style-type: none"> ◆ <i>Ethiopian Constitution Day</i> (16 July) ◆ <i>Birthday of Haile Selassie</i> (23 July): one of the holiest days of the Rastafarian year ◆ <i>Birthday of Marcus Garvey</i> (17 August) ◆ <i>Ethiopian New Year's Day</i> (early September): a four-year cycle, with each year named after a Biblical evangelist. ◆ <i>Anniversary of the crowning of Haile Selassie/Ethiopian Christmas</i>: 2 November
Dying Death customs	No particular rituals are observed. The dying person will wish to pray. When a Rastafarian person passes (dies) a gathering takes place where there is drumming, singing, scriptures read and praises given. Usual on 9 th and or 40 th night of person passing.



Resources (texts, community facilities etc)	<p>Books: <i>My Life and Ethiopia</i> (autobiography of Emperor Haile Selassie of Ethiopia); <i>Important Utterances of His Imperial Majesty Emperor Haile Selassie I</i>; <i>Philosophy and Opinions of Marcus Garvey</i> (ed. Amy Jacque Garvey).</p> <p>DVDs: <i>Time and Judgement</i> (by Ras Menelik); <i>The Journey of the Lion</i> (by Brother Howie).</p> <p>CDs: <i>Churchial Chants of the Nyahbinghi</i>; <i>Prince Teban and the Sons of Thunder</i> communication drumming.</p> <p>Information about Rastafarianism can be found at www.encyclopedia.thefreedictionary.com/Rastafarianism</p>
Names	<p>No particular tradition. Older men may take the prefix Jah or Ras.</p>



Seventh-day Adventists	
Language	Usually English, though there are a number of different language groups within the Adventist Church in the UK, including Filipino, Ghanaian, Russian, Bulgarian, Portuguese etc.
Diet	Seventh-day Adventists do not smoke, drink alcohol or use non-medicinal drugs. Some even avoid foods and drinks containing caffeine and other stimulants. Many are vegetarian but those that do eat meat avoid pork or shellfish products. Some are vegan.
Fasting	Some Adventists may have a personal period of fasting in conjunction with special prayer projects.
Dress	No special dress.
Physical contact, medical treatment, hospital stays, rest centers	In a rest centre, provision of vegetarian food from outlets not handling meat would be required. Provision of a room for Sabbath worship would be requested, and access to a Bible.
Daily acts of faith & major annual events	The Seventh-day Adventist Sabbath is kept from sunset on Friday to sunset on Saturday. It is a day of rest and worship, when Adventists like to practice fellowship and worship together. During this time most Adventists avoid secular activities such as watching television. Communion, or the Eucharist, is celebrated once every three months. Adventists celebrate Christmas and Easter as commemorative events, usually marking the occasions by a special service on the closest Sabbath day.
Dying	Adventists would prefer to have an Adventist clergyman or woman present when facing death. However they would appreciate general prayers and other spiritual care from clergy of other Christian denominations if Adventist clergy were not available. Adventists do not hold the sacraments as required rituals; hence Sacrament of the Sick would not be necessary.
Death customs	Cremation or burial is a matter of personal or family preference.
Resources (texts, community facilities etc)	As with other Christians Adventists accept the Bible as the inspired word of God. Many Adventist also cherish books by Ellen G White, who they believe had the spiritual gift of prophecy. The Seventh-day Adventist Church in the UK is a fairly close knit community and most members will have friends or family to call on for temporary accommodation.
Names	No particular tradition.



Sikh	
Language	The Punjabi and English languages are widely spoken and used. Swahili, Urdu and Hindi may be understood
Diet	Dietary practice varies, but devout Sikhs do not use tobacco, alcohol or drugs and are vegetarians, who will also exclude eggs. Those who do eat meat, fish and eggs will refrain from eating beef, halal and kosher meat. Salads, rice, dahl (lentils), vegetables and fruit are generally acceptable.
Dress	<p>All initiated male Sikhs wear the five K symbols: <i>Kesh</i> (uncut hair); <i>Kangha</i> (a comb to keep the hair neat); <i>Kara</i> (a steel bangle which symbolises the unity of God); <i>Kirpan</i> (a short dagger which symbolises the readiness of the Sikh to fight against injustice); and <i>Kachhera</i> (breeches or shorts to symbolise modesty). Women will wear all others except for the Turban, obligatory for men, it is optional for women who may instead wear a <i>chunni</i> (a long Punjabi scarf) to cover the Kesh.</p> <p>The removal of the Turban or the <i>Kachhera</i> will cause great embarrassment to a Sikh and should be avoided.</p>
Physical contact	Treatment by medical staff of any religion is permissible, but men and women prefer to be treated by staff of the same sex where possible.
Medical treatment	There are no specific medical requirements and no religious objections to blood transfusion and organ transplants. The views of the family/ individual concerned should be sought.
Hospital stays, rest centres	<p>A Sikh in hospital may wish to have all five faith symbols within reach. <i>Kachhera</i> (shorts) should on no account be changed or removed other than by the individual concerned. A shower is preferred to a bath. Sikhs wash after using the toilet, so access to a tap and a container of water for washing should be provided in the toilet area.</p>
Daily acts of faith & major annual events	<p>Sikhs are required to shower or bathe daily, especially before conducting their dawn prayers. Prayers are said three times a day: at sunrise, sunset and before going to bed. There is no set day for collective worship, though in the UK this usually takes place on Sundays. Festivals are normally celebrated with a continuous reading of the Guru Granth Sahib (Holy Scriptures) over a period of 48 hours. Major annual festivals are:</p> <ul style="list-style-type: none"> ◆ <i>Guru Nanak's Birthday</i>: A three-day celebration ◆ <i>The Martyrdom of Guru Tegh Bahadur</i> ◆ <i>Guru Gobind Singh's Birthday</i> ◆ <i>The Martyrdom of Guru Arjan Dev</i> ◆ <i>Baisakhi</i> ◆ <i>Divali</i>



<p>Dying</p> <p>Death customs</p>	<p>The dying person will want to have access to the Sikh scriptures where possible.</p> <p>The five Ks should be left on the dead body, which should, if possible, be cleaned and clothed, in clean garments before being placed in a coffin or on a bier. According to Sikh etiquette, comforting a member of the opposite sex by physical contact should be avoided, unless those involved are closely related. Deliberate expressions of grief or mourning by bereaved relatives are discouraged, though the bereaved will want to seek comfort from the Sikh scriptures. The dead person should always be cremated, with a close relative lighting the funeral pyre or activating the machinery. This may be carried out at any convenient time. The ashes of the deceased may be disposed of through immersion in flowing water or dispersal.</p>
<p>Resources (texts, community facilities etc)</p>	<p>The Sikh Scriptures (<i>Adi Granth</i>) are treated with the utmost respect and reverence. Additionally, Sikhs may refer to the writings of Guru Gobind Singh (Dasam Granth) and the Sikh Code of Conduct (<i>Rahil MatVada</i>).</p>
<p>Names</p>	<p>Sikhs generally have three names: their given name; a title (Singh (Lion) for all males and Kaur (Princess) for all females); and a family name. Where names are required for records, the family name can tactfully be asked for, bearing in mind that Sikhs generally prefer to use and will usually offer, their first name alone or their first name together with their title (Singh or Kaur).</p>



Zoroastrian (Parsee)	
Language	Zoroastrians almost always speak English. Those from the Indian sub-continent speak Gujarati and Iranian Zoroastrians speak Persian or Farsi.
Diet	Zoroastrians have no particular dietary requirements. They are non-vegetarian.
Fasting	On certain days in the year Zoroastrians may abstain from meat.
Dress	Zoroastrians almost always wear western clothes: traditional dress is for ceremonial occasions only. As part of their inner garments, most adult Zoroastrians will wear a vest made of fine muslin cloth called a <i>Sudra</i> . They also tie a girdle around the waist and this is called the <i>Kusti</i> . It is important to wear a clean <i>Sudra</i> , to change it daily and to remove it only for medical reasons.
Physical contact, medical treatment, hospital stays, rest centres	It is believed that many Zoroastrians are prone to Glucose-6-Phosphate Dehydrogenase deficiency, a common human enzyme deficiency. There are no taboos on medical treatment or physical contact.
Daily acts of faith & major annual events	<p>Zoroastrians should untie their girdle and tie it back whilst saying their prayers, at least once a day. They may wish to cover their head whilst praying.</p> <p>Zoroastrians follow two different calendars; some follow the Shenshai calendar and others the Fasli calendar. Main days of observance:</p> <ul style="list-style-type: none"> ◆ <i>Jamshedi Noruz</i> (Fasli): New Year's Day according to the Fasli calendar used in Iran. ◆ <i>Khordad Sal</i> (Fasli) ◆ <i>Farvandigan</i> (Fasli) ◆ <i>Zartusht-no-Diso</i> (Shenshai) ◆ <i>Farvardigan</i> ◆ <i>No Ruz</i> (Shenshai): New Year's Day on the Shenshai calendar. ◆ <i>Khordad Sal</i> (Shenshai) ◆ <i>Fravardin</i> (Shenshai) ◆ <i>Zartusht-no-Diso</i> (Fasli)
Dying Death customs	<p>Zoroastrians prefer to die quietly and without being disturbed.</p> <p>In the UK, Zoroastrians are either cremated or buried. It is important to dispose of the body as soon as possible after due paperwork and prayers for the dead have been performed. At least one priest should perform these prayers which can last for about one hour, prior to the funeral. Zoroastrian priests can be contacted at Zoroastrian Trust Funds of Europe in London (contact details in Annex B).</p>
Resources (texts, community facilities etc)	The Zoroastrian faith is headquartered at Zoroastrian Centre, 440 Alexandra Avenue, Harrow HA2 9TL, where an extensive library is located. The website is also useful (see Annex B). Zoroastrian prayer books are only available from Zoroastrians or from the Zoroastrian Trust Funds of Europe.
Names	Each Zoroastrian has one first name. The father's name appears as the second name. The family name serves as the surname.