It is not normal for our people to be isolated from one another, or to be prevented from hongi, awhiawhi or any physical support during tangihanga. But this is not a normal situation and our nationwide efforts to reduce the impact of COVID-19 will take a huge effort from us all.

The Ministry of Health has provided official guidelines for tangihanga during Alert Level 2. Please read these carefully and share them with your whānau so you understand what to expect.

- **Immediately contact your local Police to inform them of the death.** You might want to talk to the Police Iwi Liaison Officer - your local Police can put you in touch.

- **Appoint one selected whānau member to liaise with Police and health providers.** This could be the person who first contacted Police.
  - Get in touch with your hapū and/or your marae to see if a kaiwhakarite has been established – they may be able to assist whānau through the process.

- **Contact their Health Provider (GP, Hauora, PHO).**
  - If your loved one has died from a known health issue, this will be critical information for the Police – your loved one’s health provider must deal directly with the Police and let them know.
  
  - If your loved one has died from COVID-19, then Police and/or the health provider need to know and they will support you with information about what to do next.
  
  - If the cause of death isn’t known, there will need to be a post-mortem. The Police will look after this process and will talk directly with your appointed whānau member.

- **Get in touch with a local funeral director** to organise arrangements for burial or cremation.
  - If you are unsure about funeral directors, you could talk your Police Iwi Liaison Officer, kaiwhakarite, Tribal Authority, health provider and/or local Civil Defence Emergency Management Centre.
  
  - Funeral directors have agreed to follow strict guidelines and may have other restrictions in place depending on their own health and safety protocols.
  
  - A list of Rotorua funeral homes can be found [here](#).

- **Once you have got in touch with a funeral director, please be prepared** – things will be different to what we are used to:
  
  - They will collect your loved one wearing full protective clothing including masks and gloves – this might be upsetting for whānau, especially young ones.
Their preference is for one appointed whānau member to facilitate arrangements including paperwork – you can do this remotely or using social distancing measures.

**Viewings**
- Whānau members are allowed to dress tūpāpaku – however, must be carried out in the presence of an embalmer/funeral director who will give direction on the correct requirements. It is advised that hongi, kissing, washing or touching the loved one should not occur.
- Multiple viewings of groups of 50 are allowed, whether kirimate, whānau-pani, whānau whānui or friends are allowed to take place under Alert Level 2 as long as health and safety protocols such as personal hygiene and infection prevention, control measures and contact tracing are in place.
- Tūpāpaku may be taken home to lie in state but whānau need to think about how to manage health and safety protocols such as personal hygiene and infection prevention, control measures and contact tracing measures which must still be enacted to allow the kirimate, whānau-pani and those visiting to pay their respects safe and healthy.
- Overnight stays are restricted to close family or whānau-pani /kirimate

**Tangihanga/Kawe/hari mate**
The limit of up to 50 people attending a viewing or burial at any one time is a temporary measure that will be reviewed in the future and may be increased if deemed safe.
- A maximum of up to 50 people at any one time (inside and outside) (this number excludes workers such as Kaikōrero, Kai karanga, Clergy members and funeral directors).
- Multiple groups of 50 people are allowed to attend provided they are not present at the same time, there is no direct physical contact between manuhiri and whānau-pani /kirimate, frequently touched surfaces and objects must be cleaned and disinfected before and after each group and contact tracing must be maintained.
- Each group of 50 are expected to not interact with any other group and will need to maintain physical distancing. There is to be no direct physical contact between manuhiri and whānau-pani/ kirimate.
- Tangihanga that will have more than 10 persons must be registered with the Ministry of Health. Funeral directors can assist with this and whānau should appoint someone to support the funeral director managing this. You can access the registration form here.
- Funeral directors and marae/urupa must have a health and safety plan in place to manage physical distancing, have provision for personal hygiene and sanitising etc to be shared with whānau and displayed clearly to manuhiri before viewing. Click here to view a health and safety plan for your marae.
- Whānau can elect to have their loved one placed in storage (refrigeration) if this facility is available locally for burial or cremation at a later time.
- Indoor gatherings should last no longer than two hours.
- Travel is permitted at Alert Level - if you are travelling for tangihanga keep records of what travel services you use, keep track of who you have been in contact with, keep your distance
from groups of people you don’t know and minimise the number of places you stop on the way to your destination.

- **Anyone** who is unwell or awaiting the results of a COVID-19 test should remain home and not attend public gatherings

- **Nehu**
  - The group of 50 that attend the service immediately before the burial **must be the same group** that travels to the Urupa for the burial or nehunga.
  - With provisions in place this group of 50 can be provided with **individual portions** (no buffet) of food or refreshments (no alcohol) with groups of no more than 10 eating together and maintain 1 meter physical distancing.

**IMPORTANT NOTES:**

**Tūpāpaku are potentially contagious**
- Where possible, PLEASE try to minimise contact with the deceased loved one especially if they have passed away from COVID-19.
- It will be very hard but if a loved one dies from COVID-19 do not allow any others to come into contact with the deceased – your health provider will provide you with more critical information of what to do next.

**If your loved one passes away in hospital**
- You may be able to view them at a safe distance before and after their death but only if the hospital is allowing access, remote viewing via technology may be available.
- You are not able to touch, wash and/or dress your loved one’s body at the hospital.
- The hospital will transfer your loved one to its mortuary, and then into your funeral director’s care.

**If your loved one passes away overseas**
- People who die overseas can be repatriated to New Zealand provided the funeral director meets the international requirements.

**Role of marae**
- Marae may choose to re-open during Alert Level 2
- Marae will need to implement a Health and Safety Plan and other measures – guidelines can be found [here](#).

**Role of funeral directors**
- All funeral directors have been asked to follow a strict set of guidelines and will abide by these.
- Funeral directors will liaise with local councils to ensure local authority rules are followed.
- Funeral directors may have other restrictions in place depending on their own Health and Safety Plans – they will advise you of these.

**Getting support**
- We encourage whānau to use the services of their Police Iwi Liaison Officers, their local kaiwhakarite and their deceased loved one’s health providers.
- Grieving is never easy – and it will be particularly hard during this time. If you feel you are not coping, it is important to talk with a health professional. For support with grief, anxiety, distress or mental wellbeing, you can call or text 1737 – free, anytime, 24 hours a day, 7 days a week – to talk with a trained counsellor.