

# borders CREMATORIUM

## NEWSLETTER

AUGUST 2017



The purpose of this newsletter is to bring you up to date information about what is happening at the Crematorium and also equally as important, an opportunity for you to provide feedback on the service we provide.

### FIRSTLY & MOST IMPORTANTLY

We would like to take this opportunity to thank you all for your continued support & business for the past 6 years. We truly appreciate the confidence you place in us and we look forward to working with you and providing you with the best possible service in the future.

Since opening on the 13<sup>th</sup> December 2011 we have undertaken almost 4000 Cremation Services and continue to be overwhelmed with the level of gratitude we have received from the families we have been privileged to serve. It is our intention to continue to provide a level of service befitting the families of the Borders and further afield. With your continued help, advice and professionalism (and a little humour) we are proud to say we have gone from strength to strength. Thank you

### “EARLY SERVICE” & “NO SERVICE”

We now offer a “No Service” and also an “Early Morning Service” time slot, these are available Monday to Friday 9.00am and 9.30am. These options have been introduced to provide your families with further choice. When no family wish to attend the Crematorium a “no Service” time slot can be booked; the coffin will be brought through the chapel and placed onto the catafalque and the curtains closed. The early morning Service is available to families who wish a short, 10 minute service and may choose music from our Wesley Media Library.



### DATES FOR THE DIARY

**CREMATORIUM OPEN DAY**  
**SAT 2<sup>ND</sup> SEPT 10.00 – 12.00**

**FUNERAL DIRECTORS FORUM**  
**TUES 24<sup>TH</sup> OCT**  
**FUNERAL ARRANGERS TOUR 5.30PM – 6.00PM**  
**FUNERAL DIRECTORS FORUM 6.00PM – 8.00PM**

**ANNUAL MEMORIAL SERVICE**  
**THURS 14<sup>TH</sup> DEC 6.00PM – 7.00PM**

## GARDENS OF REMEMBRANCE

Beautiful basalt markers have been placed in the grounds and by using pathways cut into the grass, this has created natural boundaries for each of the Memorial Garden areas.

We have specifically selected names which represent the local history and geography of the Borders which people could identify with. It has been lovely that a number of families have chosen to place memorials in areas purely based on the areas name, as this held personal significance and association for the family



## FUNERAL DIRECTORS FORUM

This will be held on Tuesday 24<sup>th</sup> October from 6.00pm, we are inviting Funeral Arrangers to join us prior to the meeting at 5.30pm for a tour of the Crematorium. We will be introducing the new Cremation Forms and we would like to receive any feedback on the National Booking Line as well as any other parts of the service.

We would be grateful if you could advise us on whether you will or will not be attending.

## ONLINE BOOKING

May we remind everyone that we do have an on-line booking service for Funeral Directors, who will be issued with their own login and password this will enable them to make bookings directly onto our system. If you wish further information on this please contact the office.

## MEMORIAL SERVICE

We are delighted to announce that Rev. Elspeth Harley, Minister for Caddonfoot and Galashiels Trinity has accepted our invitation to conduct our Annual Memorial Service for 2017, this will be held on Thursday 14<sup>th</sup> December from 6.00pm -7.00pm, this is a time for families & friends to come together to reflect & remember their loved ones.



During our annual Memorial Service in Dec 2016, we presented a cheque for £4804.23 to our adopted charity "The Lavender Touch", who help support people with cancer living in the Scottish Borders. The funds were raised by sensitive recycling of Metal residues



## BORDERS CREMATORIUM WEBSITE

Our website is full of information about the service we provide and Memorials available in our Garden of Remembrance.

[www.borderscrem.co.uk](http://www.borderscrem.co.uk)





## OPEN DAY

We are holding our annual Open Day on Saturday 2<sup>nd</sup> September 10.00-12.00. Members of the public will be able to have a guided tour of the Crematorium, visit the grounds, and also have the opportunity to ask questions to members of the team. We look forward to seeing you

## DONATIONS BOX PROCEDURE

As some of you may be aware, we have a new donations box procedure in place. We are now using a locked box throughout the service, once the congregation have left the chapel, a member of the Crematorium staff and the Funeral Director will unlock the box together, seal the internal box with the label provided by the Funeral Director and both sign to confirm the process has been followed. The donations can then be taken in the sealed internal white cardboard box.



*As always, if you have any comments or suggestions on the service you receive, we always welcome feedback. We want to anticipate people's needs and be open minded about what services we should provide. People's expectations are always changing and we must strive to keep up with, if not ahead of their demands.*

*With Best Wishes*

*George, Judith, Sandra & Gavin*

## WESLEY MEDIA

Wesley Media will endeavour to supply any pieces of music required for a service, provided they are currently commercially available and we have ordered the music at least 48 working hours (ideally 72 hours) before the service.

The following information **must** be supplied to ensure your family gets exactly the music they wish.

Popular Music	
•	Name of Track
•	Name of Artist
Classical Music	
•	Name of Piece
•	Composer
•	Movement/Act
•	Orchestra/Performer/Conductor

You can view which pieces of music we currently hold in our library through the following link  
<http://www.wesleymedia.co.uk/library/central.php>

Click on "Client General Libraries," select "Borders Crematorium."

**Tracks shown in the Wesley General Library may not be in Borders Library & will still require the minimum 48 hours to order.**

In addition to the music, Wesley Media also provide us with audio visual recordings such as Webcasts, USB Sticks, DVD's & CD's (a minimum of 48 working hours' notice also required). This can provide an excellent service for families unable to attend the Crematorium on the day.

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 **westerleigh**  
 GROUP  
*Empathy, care and understanding*