

Complimentary “Best Practice” Guide for Cremation Consumers

The following information is what I suggest to family and friends when they ask me for guidance about cremation assurance. The procedures and protocols listed are and have been common practice at Wilson Funeral Home. As a community service I have offered them as PDF.

We have our service related operational protocols built into our price lists. You are paying for our transfer of remains from the place of death service and transfer to the crematory service, so individual transfer is actually a contractual part of our services. We, the family and I both know how the cremation service will be performed. There is no doubt about how the transfer to the crematory will take place when the family leaves the arrangement conference. **Independent transfer** is part of our service performance. Is not telling a family their loved one is going to be transferred in “**bulk**” to the crematory a **DECEPTIVE PRACTICE?** That is up to you to decide!

Guaranteeing Low Prices is Easier than Guaranteeing Ethical Service!

BEST PRACTICES: Cremation Protocols

Below are the Big Four that I recommend. In my opinion if they are following these practices they likely have good protocols in place.

1. Independent transfer from the funeral home to the crematory. Certified by an **independently owned Crematory!** If you are told the crematory will not certify, ask them to use a different crematory! Lighthouse Crematory offers this system of checks and balances between the providers and the crematory operator. Do not let them tell you that a Crematory is difficult to work with and that is why they do not use that particular crematory! Paperwork is a hassle but is a necessary evil!

2. Direct transfer from place of death to funeral home.

We go directly to the place of death and directly back to our funeral home. There are no stops in between to go to another hospital, hospice or nursing home to retrieve another decedent.

3. Remains will be Sheltered at Wilson Funeral Home. (Example)

Prior to cremation your loved one will be sheltered at Wilson Funeral Home in Gray. e.g.) your loved one will not be kept in a vehicle at a **public parking lot, strip mall** or a **personal residence**. The point is to know **where** your loved one will be sheltered prior to cremation.

4. Retrieval of cremated remains ONLY

Once the cremation is complete and the cremated remains have been properly processed, we will personally retrieve your loved one’s cremated remains from the crematory and bring them directly to the funeral home or place of disposition. We do not allow crematory operators or staff to put your loved one’s cremated remains in a delivery vehicle alongside many other cremated remains and drive around making deliveries to various funeral homes, cremation providers or family.