

## Questions to ask Crematories and Funeral Homes:

- Do they have their own crematory or do they work with a cremation firm? If the latter, which crematory do they use?
- Who owns the crematory facility?
- How often do they inspect that facility?
- Are licenses and permits current?
- How many operators do they have and what type of training do they require? Are they CANA certified?
- Does the crematory have refrigeration? 48 or 72 hours? More?
- How long does the crematory hold the body prior to cremation?
- Does the crematory have liability insurance?
- Does the crematory facility allow witnessing by family members?
- What is the area of service? What about service to areas beyond these limits?
- Is after hours and weekend service provided?
- Do they prepare and file the Death Certificate?
- What does the direct cremation/direct burial package include?
- What container is used in the crematorium?
- What container is provided after the cremation? Plastic box?
- Are there mailing services provided for the cremains?
- Do they provide any special arrangements/services for Veterans?
- Do the services include an additional staff member if needed? Is there an additional charge?
- For direct burial is there any type of shroud/casket included? A minimum casket?
- Do they provide transportation to local cemeteries? If so, in what type of vehicle?
- Do they have long distance transportation charges? If so, beyond what area do they begin charging?
- What is the area of service? What about service to areas beyond these limits?