

WHAT CONSUMERS SHOULD BE ASKING THEIR FUNERAL HOME or CREMATION SOCIETY ABOUT THEIR CREMATION PROVIDER

There is a great amount of trust involved when selecting a funeral home or cremation society when a family has chosen them to handle final arrangements for disposition, *especially*, when it involves cremation for their loved one.

CANA would like to offer a few recommendations so you can be certain that the person you have selected to handle this special duty is beyond reproach.

- ✓ Make sure you select a reputable firm. What do you know about them?
- ✓ Ask your friends what they know about them.
- ✓ Seek advice from your clergy regarding your choice.
- ✓ DO NOT choose a firm based solely on price.
- ✓ Determine what type of services you would like. The type of service you request will be the determining factor in what the cost will be.
 - Cremation with visitations and embalming
 - Cremation/Rental casket
 - Memorial service
 - Church service
 - Direct cremation with no service.
- ✓ When you have chosen a firm, CANA recommends you ask the following questions regarding policies and procedures for proper cremation practices.
 - 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?
 - 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?

Your provider should be more than happy to answer any and all questions you may have.

If they are unwilling to provide any answers or documents you have requested, IMMEDIATELY find a provider that will.

CANA hopes you have found this guide helpful.

Questions, Call The
Cremation Association of North America
312.245.1077