

# **DUE DILIGENCE FOR FUNERAL HOMES UTILIZING THIRD PARTY CREMATORIES**

## **INTRODUCTION**

This package was compiled utilizing materials provided by the Cremation Association of North America (CANA), the International Cemetery & Funeral Association (ICFA), and the National Funeral Directors Association (NFDA). As part of this cooperative effort among CANA, ICFA and NFDA, this crematory due diligence package will be available to members of each association.

Funeral homes that use outside crematories are hiring third parties to provide an integral part of the services which they have sold to a family. As such, the funeral home has a responsibility to the family to ensure that the crematory will carry out the cremation in a legal, professional and ethical manner. The best method to obtain these assurances, and to protect the funeral homes from liability in case of a problem at the crematory, is to carry out the four-step due diligence process outlined below.

By carefully following each of the four steps outlined below, a funeral home will undertake important steps to protect the cremation families it serves and to reduce its own potential liability. In addition, crematories that offer services to funeral homes should be prepared to respond to the information and document requests set forth in this package or risk losing the business of funeral homes.

Funeral homes and crematories that have questions regarding this due diligence package should feel free to contact their respective association for guidance.

## **DISCLAIMER**

THE STEPS OUTLINED IN THIS DUE DILIGENCE PACKET ATTEMPT TO COVER ALL POSSIBLE SITUATIONS. AS A RESULT, MANY FUNERAL HOMES MAY FIND THAT NOT ALL OF THE PRECAUTIONARY STEPS SET FORTH IN THE PACKET NEED TO BE INCLUDED IN THEIR REVIEW OF THIRD PARTY CREMATORIES. EACH FUNERAL HOME MUST DECIDE FOR ITSELF WHICH STEPS IN THE DUE DILIGENCE PACKET ARE APPROPRIATE FOR THE PROTECTIONS OF THE FUNERAL HOME AND THE CONSUMERS IT SERVES.