

DUE DILIGENCE FOR FUNERAL HOMES UTILIZING THIRD PARTY CREMATORIES

CREMATORY INTERVIEW

The third step of crematory due diligence is to interview the management of the crematory to obtain information on its personnel, facilities and operations. A list of sample interview questions have been prepared that probes each of these three areas. Funeral homes should feel free to supplement the questions with their own inquiries.

Prior to conducting the interview, the funeral home should call for an appointment so that the crematory manager is available and has set aside sufficient time for the interview. Funeral home personnel conducting the interview should take written notes of the responses to the questions. If any response is unsatisfactory or raises concerns, address it with the crematory manager immediately. For example, if the funeral home personnel believe that the crematory's system for ensuring proper identification of a body is insufficient, discuss it with the crematory manager and obtain written assurances that your concerns will be addressed.

If after returning to the funeral home and reviewing the responses to the questions, the funeral home still has concerns regarding the crematory, list those concerns in writing and send them to the crematory manager. In addition, if the funeral home believes it needs further information, send a written request to the crematory listing the follow up questions. If the crematory does not respond in a timely manner, the funeral home can either contact crematory management again or decide not to use the crematory.

Make sure that the cremation interview sheet with your written notes, any follow-up inquiries, and all responses from the crematory are maintained in the permanent due diligence file on the crematory.

CREMATORY INTERVIEW QUESTIONS

A. MANAGEMENT AND PERSONNEL

1. Who owns the crematory? _____
2. When did the current owner acquire or start the crematory?

3. How many crematory operators are employed by the crematory? _____
4. What type of background check is conducted before a crematory operator is hired? _____

5. What type of training and/or certification is required of the crematory operators and who conducts the certification? _____

6. What is the turnover rate that the crematory has experienced with crematory operators? _____

B. FACILITIES AND EQUIPMENT

1. Does the crematory have refrigeration? Yes No

If so, how many bodies can it hold and what is the age of the equipment?

_____ bodies _____ age

2. Describe the retort that is used, including its manufacturer and year of manufacture. _____

3. What type of processing station is used by the crematory? _____

4. Describe the schedule for servicing and inspecting crematory equipment.

5. Does the crematory have an alarm/security system. Yes No
- If yes, describe it. _____

C. OPERATIONS

1. What procedures are used to identify remains awaiting cremation, remains in the cremation chamber, cremated remains in the processing station, and the urn or container holding cremated remains?

2. How many cremations were performed this year and last year?
This year: _____ Last year: _____
3. How and where are remains stored when awaiting cremation?

4. How long does the crematory typically hold a body before cremation?

5. How are cremations scheduled? Are cremations done by appointment?

6. Does the crematory sell or offer to sell its cremation services directly to the public? Yes No
7. Does the crematory allow witnessing of the cremation by the public?
Yes No. If yes, what type of facility has been set up for the witnesses? _____
8. Describe what requirements the crematory has for cremation containers.

9. What does the crematory do with commingled cremated remains dust in the filtration material it collects? _____

10. If the crematory does not collect cremated remains dust, what happens to it? _____

11. Describe the crematory's policy for recovering, handling, and disposition of jewelry, dental gold, prosthesis, medical devices, and casket hardware.

12. Does the crematory allow metal caskets? Yes No. If yes, what is done with the charred shell? _____

13. Does the crematory perform pet cremations or cremation of medical waste? Yes No If yes, are pet cremations and/or medical waste cremations done in a separate retort that is not used for cremation of human remains? Yes No

14. Describe the crematory's policy for handling excess cremated remains?

15. Describe the crematory's procedures for identifying and labeling cremated remains in urns or temporary containers. _____

16. Describe the crematory's policy for packaging, shipping, and delivering cremated remains. _____

17. Describe the crematory's policy for handling unclaimed cremated remains.

18. Does the crematory have a scattering service? Yes No If yes,
please explain how it operates. _____

19. Does the crematory offer educational tours of the crematory for funeral
home personnel? Yes No If yes, please explain how this can
be arranged. _____

20. Does the crematory permit unannounced inspections of the crematory
facility by funeral home personnel? Yes No

21. Will the crematory list the funeral home as an additional insured on its
professional liability insurance policy? Yes No. If yes, will the
crematory furnish the funeral home proof that its name has been added to
the policy as an additional insured? Yes No