

CREMATION SERVICES OF PENNSYLVANIA

WWW.CREMATIONPA.COM | 717-392-3900
320 BLUE ROCK ROAD, MILLERSVILLE, PA 17551



OUR PROFESSIONAL AND CARING PROCESS



When a loved one passes, it often feels like you're standing in a hurricane and don't even know the right questions to ask or what to do next. To make this process as stress-free and efficient for you, we've outlined the entire process step-by-step to give you peace of mind.

The Commonwealth of Pennsylvania **strictly regulates cremation** to ensure the dignity of the deceased and protection of the family. There are clear legal guidelines that must be followed. **It is also important to complete the necessary documents to avoid delays and complications.**

On average, the process is complete in approximately **8 to 10 days**, after which an urn receiving will be scheduled with the family at our beautiful facility.



What to do **WHEN DEATH OCCURS**

If your loved one passes at home, immediately **notify the authorities (911) or healthcare professionals**. If your loved one is in a healthcare facility/hospital, this will automatically be done. Tell the authorities, healthcare facility, healthcare professionals, or hospital that **Cremation Services of Pennsylvania is the funeral home of choice. They need to call 717-392-3900 or 800-528-2795 to report the passing to us.**

Once medical professionals have released your loved one to us, **our professional transfer team will coordinate with them to bring your loved one into our care.** We have staff available 24-7-365 to coordinate the transfer.



Visit WWW.CREMATIONPA.COM to **SELECT THE OPTIONS** that best meets the needs of your family. If you have not done so already, visit www.cremationpa.com to select the option that best meets the needs of your family. From there you'll be able to select the style of urn you'd like, cremation container, number of death certificates, jewelry options, and more.



Plan for the **TIMING** of the process

There are legal guidelines that must be followed. The state law mandates a 24-hour hold on cremation in order that the initial paperwork can begin. However, state law gives parameters and deadlines for cremation, so it is also important for the family to complete the necessary documents as soon as possible to avoid delays and complications. All legal authorizations and permits must be in-hand before cremation can occur.

On average, the cremation is completed in approximately **8 to 10 days**. **Once that is complete and the death certificates have arrived, we will reach out to the family to schedule an urn receiving (presenting the urn to the family) at our beautiful facility at a mutually convenient day/time.**



WHAT TO EXPECT in the step-by-step process

- ✓ **Complete the Vital Statistics Worksheet and Disclosure Forms** _____
This information helps us draft the biographical portion of the death certificate. Please remember to include spouses' *maiden* name as well as mother's *maiden* name and decedent's *primary occupation* during his/her working career.
- ✓ **Identify the closest Next-of-Kin (NOK)** _____
Commonwealth law says that the majority of NOK needs to authorize cremation. This is different than serving as Power of Attorney (POA) or the estate's Executor. There may be no financial obligation for the authorizing NOK, and all forms can be electronically emailed and signed. **We will need email addresses and phone numbers from the NOK. Who is considered the Next-of-Kin?**
The First 5 NOK Hierarchy: 1. Spouse; 2. Children; 3. Parents; 4. Siblings; 5. Grandchildren
- ✓ **Provide a copy of the DD214** (if applicable) _____
If your loved one is a veteran, a copy of his/her DD214 allows the family to apply for complimentary death certificates, complimentary US flag, and allows for interment in a national cemetery.
- ✓ **Sign the Cremation Authorization Form(s)** _____
Next-of-Kin (NOK) on the same NOK priority level will need to sign cremation authorization (see NOK Hierarchy). **All forms will be sent electronically for electronic signatures.** It is **vital** that the NOK authorization form be signed and returned **as soon as possible** so that necessary permits can be obtained and that the crematory can schedule appropriately. Any delay may result in additional costs.
- ✓ **Confirm Your Loved One's Identity through our secure portal** _____
To ensure a secure chain of custody of your loved one, we have several layers of security. One of those steps is photo identification of your loved one prior to cremation. This often gives peace-of-mind to families of loved ones who passed away in a hospital or healthcare facility or who were not present at the passing. You (or your designee) will be asked to identify your loved one from a photograph sent through our secure portal. While each family is given this opportunity, some families choose to waive this, at their discretion.
- ✓ **Provide Information for Obituary** _____
Tell us the *story* of your loved one. Who were they? What made them who they were? What were their hobbies, interests, and favorites? As a complimentary service to your family, we can post an online obituary to our website that is shareable through email and social media. We will also post a free "death reported" notice in LNP | LancasterOnline. We can also assist with submitting printed obituaries to the local paper(s) as well.
- ✓ **Review the Proof Death Certificate** _____
The biographical information provided by the family on the *Vital Statistics Worksheet* is used to draft the death certificate. Before the certificate is filed with the state, the family needs to **carefully review** it and approve/ sign off on its accuracy. **It is important to carefully review and verify this proof as soon as possible to ensure a timely delivery of the certificates.**
Note: The funeral home cannot change any medical information; only the authorizing physician can change medical history or cause-of-death.

- ✓ **Urn Receiving** _____
Once the death certificates arrive and cremation is complete, we will reach out to you to schedule a mutually convenient day/time at our beautiful facility to present the urn to the family and return the loved one to the family's care. On average, cremation is completed in approximately **8 to 10 days** (based on the crematory's schedule) *with an urn receiving shortly thereafter.*

320 Blue Rock Road, Millersville, PA 17551



CREMATION
SERVICES
OF PENNSYLVANIA
John Kenderdine, Supervisor

SNYDER FAMILY COMPANY