

Ponders Funeral Home's Cremation Code of Ethics (continued)
As promised and signed by every employee of Ponders

Consumer Rights and Expectations

Cremation consumers shall be afforded the following courtesies and considerations as may be applicable:

Good Faith: All interactions will be with professionalism, respect, dignity and in accordance with all applicable laws.

Full Disclosure: A written explanation of the cremation process including any restrictions, such as metal caskets, will be provided to the Authorizing Agent prior to the performance of any cremation and any questions related to the process or potential options of final disposition will be answered. All documents required by law, including any authorizations, will be explained and copies provided for the Authorizing Agent's retention.

Witnessing: The Authorizing Agent shall be advised of their right to witness the placement of the deceased into the cremation chamber and shall accept or decline this offer in writing. Witnessing of any aspect of the cremation and processing procedure shall be in compliance with all applicable law and safety regulations.

Timing of Cremation: Prior to cremation, the approximate timing of the cremation shall be disclosed in writing and acknowledged by the Authorizing Agent.

Release of Remains: Cremated remains shall only be released, delivered, mailed or disposed of in a dignified manner, in accordance with the law and expressed written consent of the Authorizing Agent.

The Crematory

Cremation consumers can be assured that the operational standards of the crematory adhere to the following:

Certified Operators: All cremations are performed under the auspices of an operator certified by ICCFA or another recognized authority.

Individual Cremation: All cremations are performed individually unless there is a specific request by the Authorizing Agent instructing to the contrary for extenuating circumstances such as the simultaneous death of a parent and child. The crematory shall reserve the right to agree or decline a special request by an Authorizing Agent.

Record-keeping: Records, logs and documentation are maintained in a clear, correct, organized, and timely manner.

Cleanliness: The crematory will be maintained in a clean, orderly manner and ready for unannounced inspection at any time.

Recovering Cremated Remains: After each and every cremation, manual means, such as brushing, and industry-specific mechanical means, such as vacuuming, will be employed to retrieve the cremated remains.

Disposition of Cremated Remains: 100% of the cremated remains recovered from the cremation chamber and processing equipment shall be prepared for disposition in the manner directed per the written instructions of the Authorizing Agent.

Animals and Pets: The crematory will not cremate animals or pets in a cremation chamber used for the cremation of human remains.

Applicable Law: The crematory and all assigned personnel will obey and operate in compliance with all laws, rules and regulations of any governmental authority with oversight or jurisdiction over the crematory.

Crematory Personnel: The crematory will only employ individuals of integrity to operate the crematory, interact with the public, maintain records and engage in the recovery, handling and delivery of cremated remains.

Education and Training: The crematory is committed to provide initial training for its staff along with continuing education and certification.



FUNERALS • CREMATION • PRE-PLANNING
FLORIST • CEMETERY • PET CARE

www.pondersfuneralhome.com

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Fairmount, GA 30139
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Calhoun, GA 30701
P: 706-625-7577
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Chattanooga, TN 37411
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F: 423-498-2112



Stoney Ponders, President / Funeral Director

18 Reasons FAMILIES CHOOSE US FOR CREMATION



Whose ashes are in the urn?
WITH US YOU'LL HAVE NO DOUBTS!

No middlemen • No transfers to 3rd parties

We encourage comparison.

With us there's NO embarrassment and NO excuses.

Ponders Funeral Home and Crematory

138 Melrose Dr., Dalton, GA 30721

(706) 226-4002

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History of Cremation in the U.S.A.

The first crematory in North America was built in 1876 in Washington, PA by Dr. Julius LeMoyne to one day provide for his own cremation, which it did. In 1884, the second crematory in North America was built in Lancaster, PA. There were 52 crematories in North America by 1913 and over 10,000 cremations took place in that year.

Increase in Cremation versus Burial

In 1945, at the end of WWII, the national cremation rate was 4% and stayed there until 1963 when the Catholic Church lifted the ban on cremation. By 2009, there were over 2,100 crematories and over 900,000 cremations performed that year, 37% of all deaths in the United States. The National Funeral Directors Association projects that by 2030 only 23% of Americans will be choosing burial over cremation.

Catholics and Cremation

In 1886, Pope Leo XIII forbid cremation for Catholics. In 1963, at the Second Vatican Council, Pope Paul VI lifted the ban on cremation. In 2016, the Catholic Church published detailed instructions for cremation of the "faithfully departed".

Religions That Forbid Cremation

Eastern Orthodox Church, Islam, Orthodox Judaism, Bahá'í Faith, Iglesia ni Cristo and Zoroastrianism forbid cremation. Neo-Confucianism under Zhu Xi strongly discourages cremation.

Tribute Niche Service

What will become of the ashes at home?

Here is an alternative to burial or scattering which can be more personal and flexible than a tombstone.

Place the urn with personal items such as family photos, letters and awards. Bronze front niches are also available. See these niches at 710 West Cuyler St., Dalton, GA 30720 or 3005 Raushenberg Rd., Dalton, GA 30721.

Call, email or stop by for more information.



Do I have to buy an urn?

No you do not. However, if you wish to provide an urn to hold the cremated remains of an adult, it should have the capacity to hold 200 cubic inches of volume (about 3.5 quarts) in order to hold all the remains which may weight 6 to 8 pounds.

Free Consultation at your home or any of our locations.

Our caring, certified, licensed professionals would be honored to help you preplan your cremation service. You will find it's a good feeling to know your wishes will be honored and your family will have no doubts. We can help.

18 Reasons

FAMILIES CHOOSE US FOR CREMATION

1. UNLIKE MOST funeral homes, we personally handle everything and that's why we know whose ashes are in the urn. From the transfer into our care, to the precremation preparation, the actual cremation itself, the retrieval and processing of the cremated remains and returning the ashes to you, your loved one never leaves our care.

2. All ASHES RETURNED: We return 100% of the recoverable cremated remains.

3. INDIVIDUAL CREMATION: All cremations are performed individually for our client families.

4. GOOGLE TOURS AND INSPECTION: Inspect our crematory anytime or, at your convenience, take a tour at Ponders Funeral Home at 138 Melrose Drive, Dalton, GA 30721.

5. EXPERIENCE: As of 2017, we have performed hundreds of cremations.

6. SECURE CUSTODY: We do not relinquish custody of your loved one to any outside party, jobber or middleman. Your loved one is safe in our care.

7. YOUR PEACE OF MIND: Our focus is on serving the needs of our client families and so we do not do contract work for any other funeral home. You'll find a list of our family owned locations at www.pondersfuneralhome.com.



8. CERTIFICATIONS: All of our licensed funeral directors are also Certified Crematory Operators.

9. METICULOUS FACILITIES: Our crematory is clean, modern, and meticulously maintained.

10. OUR PRICES: According to written surveys, 99.5% of our client families rate our prices to be excellent, good or fair in relation to professional services rendered.

11. CHOICES AND OPTIONS: No other firm offers more cremation choices and options than we do.

12. OUR COMMITMENT: All our associates have signed our cremation code of ethics providing an unmatched level of dignity and peace of mind for our clients.

13. POSITIVE IDENTIFICATION: For this last good-bye and positive identification before cremation, your loved one will be reposed in a viewing/identification room adjacent to our crematory. ***NO embalming required.***



14. VIEWING - NO NEED TO BUY A CASKET: There is no additional charge to use our reposing bed; whether for a private family last good-bye, a public viewing or a ceremony at any of our family owned locations. Of course you may add the purchase of a casket if you wish.

15. WITNESSING: For some faiths, it is customary to witness the placement of the deceased into the crematory and to start the cremation. Our clients may elect to witness and with no additional charge.

16. OWNERSHIP AND MANAGEMENT: Our firm is family owned and is managed by Stonewall Ponders, President, and his nephew Jason Gibson. They instill values through a team of the very best, compassionate and caring staff in the profession. All Ponders associates



understand that when someone loses a loved one, it's the worst day of the survivor's life. Read more about our backgrounds and our associates at www.pondersfuneralhome.com We are here to help by offering non-judgmental service with flexibility and sensitivity.

17. OUR PROMISE: Our staff is courteous and sympathetic, our facilities comfortable and spotless, our services handled with warmth, dignity and respect.

18. EXCLUSIVE WRITTEN GUARANTEE: If there is any item of the funeral home's professional services or facilities that you are not completely satisfied with, there is no charge for that item of service.

We take the risk out of selecting a provider.

These are 18 Reasons why families choose us for cremation and why families we serve can place full confidence in us.

www.pondersfuneralhome.com
(706) 226-4002

If you are interested in cremation, you should know that we own and operate our own crematory and maintain the highest standards in death care.

Ponders Funeral Home

Cremation Code of Ethics

Every employee of Ponders Funeral Home has promised and signed their name to this Cremation Code of Ethics providing customers with the absolute unsurpassed, highest level of confidence.

Personal Commitment

As an employee of Ponders Funeral Home, I hereby adopt and uphold the Ponders Funeral Home's Cremation Code of Ethics as a set of values and minimum standards and pledge to perform in a manner consistent with or greater than the Code of Ethics maintaining respect, dignity, and care for the deceased and the survivors. In the event that a consumer feels the standards outlined herein are inconsequential or unacceptable, at their request, I will respectfully assist them to find a provider that might better meet their needs.

All references herein to "Authorizing Agent" refer to the person(s) with the legal authority to control the disposition of the remains.

The Deceased and Identification

Regarding those tasks applicable to me that are within my care or control, beginning with the transfer from the place of death until the cremated remains are either placed in the final resting place or returned to the Authorizing Agent or their assignee, the remains of the deceased shall be handled in a dignified manner which shall include the following:

Respect and Dignity: Prior to cremation, the remains of the deceased shall be properly clothed or covered and at all times the cremated remains will be handled and protected with dignity and respect.

Identification System: The crematory shall at all times be able to identify the remains of the deceased before, during and after cremation.

Pre-cremation Preparation: Prior to cremation, the remains of the deceased are to be properly handled in a manner consistent with generally accepted mortuary methods and any applicable governmental agency policies, laws, rules and regulations.

Positive Identification by Authorizing Agent: Prior to cremation, the remains of the deceased shall be positively identified by the Authorizing Agent or their assignee.

Personal Possessions: The placement or removal of any personal possessions, such as jewelry, etc., to be cremated with the deceased, must be by written instruction of the Authoirizing Agent.

Foreign Material: Non-bone fragment foreign material that was part of the deceased person prior to cremation and recovered with the cremated remains, such as an internal prosthesis, shall be removed prior to processing. Such material may be commingled with other like material and shall be disposed of in a dignified manner, such as bural in a cemetery, in accordance with applicable laws.