ARRANGEMENT CONFERENCE GUIDE

We believe a funeral should be as unique as the person it represents. Our goal is to assist you in creating a personal and meaningful tribute to someone you hold dear.

AFTER ALL, PEOPLE ARE NOT THE SAME. . .WHY SHOULD FUNERALS BE?
HOW CAN THIS GUIDE HELP?

We realize this is a very difficult time for you and your family. We would like you to know that we’re here to help—any way we can.

When death occurs, there are many decisions that must be made, and numerous facts and documents that must be gathered. This document is designed to help guide you through a very personal planning process. It will give you an idea of what you might expect and things to keep in mind. For your information, a list of some typical questions concerning funeral and memorial services is included in the section called FREQUENTLY ASKED QUESTIONS. For your convenience, we encourage you to print out this Arrangement Conference Guide, add your notes to it and bring it with you to your arrangement conference.

Grieving for a loved one is a very personal experience. No one can understand exactly what you are going through at this time, but please know that you are not alone. We realize that in placing your trust in us, you have also placed us in charge of some of the most personal and meaningful plans you will ever have to make. It is our privilege to serve you, and our solemn promise that we will do our utmost to make this difficult time a little easier and to see that you are secure and comfortable with the choices you make. We hope that together we can create a unique and satisfying remembrance of your loved one.
HOW DO YOU REMEMBER A SPECIAL LIFE?

HOW DO YOU EXPRESS THE TRUE MEANING OF SUCH A SPECIAL LIFE?

Your loved one was a unique and special person. The way you plan to remember him or her should be just as special...in a way that truly celebrates that person’s life, loves and special moments. Your funeral arranger will listen and assist you in planning a loving tribute that honors and captures the spirit of such a unique life.

CELEBRATE A LIFE

The choices you make to celebrate the life of your loved one may be as simple or as elaborate as you wish—the possibilities are as varied as the person they reflect. Take a few moments to think about the person who was so close to you and how he or she might want to be remembered.

What was your loved one’s favorite song, movie, book, place or activity? And what about cherished moments or the people he or she loved the most? What made your loved one unique?

Think of the things that were inspiring, the things that were cared about. Think of when he or she was happiest.
Sharing these memories will bring meaning to the service and honor the life of that special person. Here are just a few of the many ways to help make the service or event more meaningful:

GATHER & REMEMBER
- Service or gathering at a church, chapel, or other special location
- Choice of speaker(s)—storytelling or eulogies
- Favorite flowers or plants
- Selection of favorite music
- Participation by members of clubs or organizations
- Display of photos
- Display of personal items or a collection
- Special reading of scripture or poem
- Photo or video tributes
- Dove release
- Military honors
- Custom-printed materials—memorial folders, prayer cards, service programs and more
- Custom-embroidered casket interiors
- Custom-engraved cremation urns

TRIBUTE
- Donations to a special cause or organization
- Burial in a specific garden or veterans area
- Scholarship or special fund
- Annual event or gathering
- Enduring Memories® Online Tribute Web site

KEEPSAKES
- Flower seed packets or potted plants
- Engraved golf balls
- Lapel pins
- Items from a personal collection
- Copies of a favorite recipe
- Personalized memorial quilt or throw
- Memorial jewelry
- Religious mementos
WHAT HAPPENS NEXT?

THE ARRANGEMENT CONFERENCE

You will be contacted by your funeral arranger shortly in order to set up a time and place to meet and discuss arrangements that will best celebrate the life of your loved one. You will be visiting the funeral home, and several items will be needed for this meeting. Most of these are outlined in the following section. Please take a moment to review these needed items to ensure that you have the necessary information for the meeting with your funeral arranger.

Your arrangement conference will probably last several hours. During this time, your funeral arranger will help you to plan, at your pace and comfort, how to best remember and memorialize your loved one. An agenda of the arrangement conference appears in the following section. At any time, please feel free to ask any questions, voice any concerns or discuss any subjects that may come to mind, no matter how trivial they may seem. Our goal is to assist you in creating a personal, inspirational tribute to someone you hold dear.

BURIAL AND CREMATION ARRANGEMENTS

When choosing traditional burial or mausoleum entombment, you will need to select a grave space, lawn crypt or mausoleum space and will want to choose a memorial or monument that reflects the life of your loved one.

If cremation is your family’s preference, it is important to remember that cremation is simply one part of the final memorialization process. You can still plan a funeral service or tribute to be held either before or after cremation to celebrate the life of your loved one. Cremation also offers a wide range of memorialization options including burial, inurnment in a mausoleum or columbarium, cremation memorials.

Your funeral arranger or cemetery family service counselor can explain all the arrangement options available to you and your family.
THE ARRANGEMENT PROCESS

STEP 1  Sharing Information

VITAL STATISTICS
Death certificates and other documents
FAMILY HISTORY AND SPECIAL MEMORIES
People are not the same...why should funerals be?
OBITUARY
Lasting online tributes and traditional options

STEP 2  Personal Choices

GATHER
Bring family and friends together
REMEMBER
Celebrate and honor a life in a unique way
TRIBUTE
Select burial or cremation memorialization options
KEEPSAKE
Give a lasting memento of a loved one

STEP 3  Confirming Arrangements

SERVICE DETAILS
Confirm key decisions
FINANCIAL ARRANGEMENTS
Select payment options: cash, check, credit card, insurance assignment

STEP 4  Other Assistance

WE'RE HERE FOR YOU
Our caring service continues
WHAT SHOULD I BRING TO THE ARRANGEMENT CONFERENCE?

Our services include preparing and filing the official death certificate with the state and obtaining copies you will need later. We will also help prepare an obituary notice, if you wish. To prepare these documents, the following information is needed:

- Full legal name
- Home address
- Social Security number
- Date of birth
- Place of birth
- Father’s name
- Mother’s maiden name
- Veteran’s discharge papers (DD-214)
- Several photographs
- Highest education
- Occupation
- Place of burial (if applicable)
- Clothing
- Clergy name and phone number
- Survivors (name and relationship)
- Insurance policies
FREQUENTLY ASKED QUESTIONS

WHAT IS A FUNERAL AND WHY HAVE ONE?
Although funeral customs are ever-changing, a funeral has usually been a gathering of family and friends to provide support during a difficult time and to honor and celebrate the life of their loved ones. Through the funeral, we are able to help establish the significance of one special life by reflecting on what that person meant to us and to others. Funerals that are personal and meaningful can also play a vital part in the grief process, a process that eventually leads to healing.

WHAT ARE MY OPTIONS FOR CREATING A SPECIAL AND MEANINGFUL SERVICE?
Funeral and memorial services may be as varied as the individual they represent and are most meaningful when they provide an understanding of that person’s special life. A funeral can be as simple or elaborate as you wish. It can take place in the location of your choice and can be held, not only immediately following a death, but also at a later designated date or as an annual event of remembrance. The things that had meaning to your loved one will also give meaning to the people who attend the service. Sharing memories with others can be as simple as playing a special song or telling a personal story. It might also involve displaying photos or items from a favorite hobby. Your funeral arranger will work with you to help plan a funeral, memorial service or gathering that reflects your family’s wishes and honors, and captures the spirit of the person who was so special to you.
CAN WE HAVE A FUNERAL IF WE ARE CHOOSING CREMATION?
Yes. Cremation (like burial) is a separate event from the funeral or memorial service. Selecting cremation does not diminish the important need for some type of gathering that will honor and celebrate the life of your loved one. A service can be held either before or after the cremation has taken place. A family may choose to have a viewing prior to cremation or a service with or without the cremated remains (ashes) present.

WILL A VIEWING BE TOO SAD FOR OUR FAMILY AND FRIENDS?
Long after a funeral or memorial service, most families are glad that they had a chance to say their final goodbyes to the person they lost. Viewing your loved one, or viewing a closed casket or urn after cremation, may serve as a lasting memory of that person’s life. It’s natural to be sad at this time, but viewing often helps family and friends find a later sense of comfort and peace. However, we never encourage viewing if you feel this is not right for your family.

WHAT ABOUT CHILDREN’S INVOLVEMENT?
When a death occurs, children should be included. Like adults, they need to work through their grief and should be allowed to say goodbye in their own way. Children will feel better during and after funeral events if they are encouraged to participate as much or as little as they prefer. They may want to place something into the casket, write a letter, color a picture or even read a note at the funeral. You can help children by encouraging their questions and responding to them with love, patience and reassurance.
HOW MUCH WILL OUR SERVICES COST?
The cost of any items you select will be fully explained before you make your choice. We may offer convenient packages of services and merchandise to make your selection easier and provide a savings in cost. But most of all, we want you to be satisfied that you receive everything you want and only what you want, at the appropriate cost.

All the personal services of our funeral director—such as supervising all the arrangements you choose, completing the necessary paperwork and coordinating with clergy, cemetery or crematory—are included in one basic service charge. Our advice and assistance in creating a personalized, meaningful event are always included, regardless of the cost of the service or merchandise. If you have any concerns about cost, or special financial limitations, don’t hesitate to mention them to your funeral arranger.