



# *The Connelly-McKinley Cremation Promise*

## **Respect. Dignity. Peace of Mind.**

With the **Connelly-McKinley Cremation Promise**, we pledge to abide by a strict ethical code and perform the cremation process according to **our 10-Step Cremation Process**.

As with every service that we provide to our families, we are uncompromising in our attention to detail to ensure that we put your family first above all else. What is important to you, is critical to us.

### **We Promise to:**

- Treat your loved one with respect and dignity by assuring that your loved one never leaves the care of funeral professionals you trust.
- Provide a system of checks and balances, ensuring that the cremated remains returned to you are those of your loved one.
- Offer your family the opportunity to celebrate the life of your loved one either before or after the cremation process.

## *10 Steps You Can Count on*

### **1 Code of Ethics**

***Your Loved One Never Leaves Our Care*** - We have strict procedures and ethics that we adhere to, and because we own our own crematory, all your services are handled and managed by our certified staff. You will have the security and comfort of knowing your loved one never leaves our care. Many other funeral homes hire third party crematories. These funeral homes transfer your loved one to outside cremation services, making it impossible for the funeral home to manage and supervise the cremation process.

### **2 Safeguarding Personal Identity**

To ensure security, a personal identification band is placed on the leg of the deceased by our transfer staff as soon as we take them into our care from the place of death.

### **3 Unique Tracking System**

Upon arrival to our funeral home, your loved one is logged into our tracking system and assigned an identification number. This number is used to track every phase of the cremation process. Our tracking system includes date and time of arrival at our funeral home and name of the transfer person. Personal belongings are catalogued and placed in a secure area for their return to the family.

### **4 Family Farewell**

We will ask you, or a representative, for positive identification prior to cremation. We know that it is important to you to ensure your peace of mind. If desired, we can schedule a specific date and time to provide families with an opportunity to say good-bye in a quiet, intimate environment. Family will see their loved one in clothing selected by family in a proper ceremonial casket and have the time to spend with them before cremation and services take place. Refreshments in our reception room can also be arranged. (Additional fees may apply)

## 5 Checks and Balances to Ensure Correct Paperwork

Two individuals, a Licensed Funeral Director and our cremation technician will review all cremation paperwork and permits. This is to ensure authorization and permits have been properly documented. Once all documentation is verified, both staff members must sign the cremation order prior to the cremation. Our Funeral Director will then present this documentation to your representative/family member for review before any further action is taken and to ensure you fully understand and consent to the cremation.

## 6 Cremation Log Book

Immediately prior to the cremation process, your loved one is taken to our private cremation facility and their personal identification is noted in our cremation log book. This log shows the name of the individual, date and time of the cremation, identification number and crematory operator's name. Our crematory log is dated and the start time is noted and initialed by a cremation technician before and after the cremation. All information is input into our secure computer system so everyone is informed.

## 7 Participation in the Process

Another advantage of choosing a funeral home with an on-site crematory is the ability to participate to the extent you desire. We offer a private viewing room for families so that, if they choose, they can accompany their family member to the crematorium.

## 8 Details During the Cremation

The crematory checklist and identification card are placed on the outside of the cremation chamber during the cremation process. The numbered stainless steel tag issued by the crematory is present with your loved one during the cremation process.

## 9 Details After the Cremation

After the cremation is complete, the cremated remains are kept secure, along with the stainless steel identification tag and permanent Cremation Record. They are then placed in the urn that was selected.

## 10 Return of the Cremated Remains

Our staff will notify you to schedule a time for receipt of the cremated remains. At this time, we will provide a dignified setting in which to receive the urn, where you may spend a few moments, privately, in quiet reflection.

When you choose cremation, you have many options for honoring your loved one in a meaningful way. We can assist you in planning a personalized memorial ceremony either before or after the cremation.

Following the Celebration of Life, if the remains are not to be taken to a cemetery and are to be returned to the family, a photo ID will be required from the family member receiving the remains.



Our Crematorium Operator is certified with the *International Cemetery, Cremation and Funeral Association*.



**\*Connelly-McKinley donates all the proceeds from the recycled metals to the Alberta Cancer Foundation**

*Experience the Difference*