

Cremation
WITH
CONFIDENCE™
GUARANTEE



**Christopher Mitchell
Bates, Wallace & Heath
Sherrie-Bream
FUNERAL HOMES**

www.mitchellfamilyfuneralhomes.com

A Cremation Provider You Can Trust

Why Cremation with Confidence™?

Due to national scandals, we understand that those who choose cremation might have doubts about the process and procedures at crematories. Our 10-step cremation process guarantees that your loved one is well cared for at all times and that the cremated remains returned to you are those of your loved one. This brochure will help answer any questions you may have about our 10-step process and the commitment we have to every family we serve.

*We believe in our
cremation process
so much that we
exclusively offer the
Cremation with
Confidence™
Guarantee.*

1.

Your Loved One Never Leaves Our Care

We have a strict code of ethics and procedures we adhere to while your loved one is in our care, and we have a preferred crematory we know and trust to uphold those ethical standards. To ensure continued quality, we conduct periodic inspections of the crematory.

As part of our procedure, one of our staff members will accompany your loved one to the crematory and will bring the cremated remains back to the funeral home. We do this to ensure that your loved one is well cared for at all times, and to guarantee that the cremated remains you receive are those of your loved one.

2.

Celebration of Life

We will assist in planning a funeral or memorial service either before or after the cremation, which will properly celebrate the life of your loved one. A meaningful ceremony provides an opportunity for family and friends to pay tribute to your loved one and to share the memories of a lifetime.

3.

Safeguarding Personal Identity

To ensure security, we assign identifying information to your loved one the moment they are transferred to our care.

4.

Unique Tracking System

Upon arrival, your loved one is logged into our tracking system and assigned an identification number, which is then stamped into a stainless steel identification tag. This number is used to track every phase of the cremation process. Our tracking system includes the date, time of arrival at our facility, and name of the transfer technician. Personal belongings are catalogued and placed in a secure area to be returned to the family.

5.

Family Viewing

We can provide your family with an opportunity to say good-bye to your loved one in a quiet, intimate environment. If desired, our staff will bathe and dress your loved one in clothing provided by your family prior to viewing your loved one. If your family selects this final time with your loved one, the viewing must take place within 24 to 36 hours.

6.

Checks and Balances

Three separate parties; a Funeral Director, family member(s) and the Crematory Technician, will review all cremation paperwork and permits prior to the actual cremation taking place.

7.

Cremation Log Book

Immediately prior to the cremation process, your loved one is taken to the cremation chamber and their personal identification is noted in our cremation log book. The log shows the name of the individual, date and the time of the cremation, identification number, and the crematory operator's name

8.

Details During the Cremation

The crematory checklist and identification card are placed on the outside of the cremation chamber. The stainless-steel identification tags are placed with your loved one inside the cremation chamber during the cremation process.

9.

Details After the Cremation

After the cremation is complete, the cremated remains are placed into a plastic container or urn along with the stainless-steel identification tags.

10.

Return of Your Loved One's Cremated Remains

Our staff will schedule a time with you to receive your loved one's cremated remains. At this time, we will provide a dignified setting in which to receive your loved one where you may privately spend a few moments in quiet reflection. We can also arrange a day and time to bring your loved one's cremated remains to your residence.

Call us today to ensure your family receives the

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**Christopher Mitchell
Funeral Homes**

Albion - (585) 589-4471

Holley - (585) 638-6397

**Bates, Wallace & Heath
Funeral Home**

(716) 735-9244

Sherrie-Bream Funeral Home

(716) 772-2410