

## For Immediate Dissemination

Date: March 12, 2014

RE: Funeral Director Guidelines

Ladies and Gentlemen,

To better assist you and our families along with all the other funeral homes in the area, Madison County Memorial Gardens is requiring the following:

A minimum of 48-hour notice to open a grave. This means that the family meets with us a minimum of 48 hours before you want to arrive at our cemetery. The more notice we have, the better. Any notice, signatures and security for interment less than 48 hours before you wish to arrive at our cemetery will need to be rescheduled.

The preceding requirements extend to day(s) after a holiday or on a weekend.

We highly recommend that you call us when the family is with you and confirm that our schedule allows for them to come right over after meeting with you. Sending the family to the cemetery without calling ahead is unprofessional and can cause the family to have to wait or even have to come back at another time (which could move the requested burial time to another day). This is very unnecessary.

We are not going to schedule multiple burials at the same time. Our desire is to give each family the privacy they need, and our staff time to prepare for the next arrival. We recommend arrival times at the cemetery at 10:00 AM, 12:30 PM and 2:00 PM, Monday thru Saturday. Any arrival after 2:00 PM weekdays will be subject to overtime charges. The first overtime fee on Saturdays takes the arrival time to 12:30. Saturday arrivals after 12:30 PM until 2:00 PM will see a second additional overtime fee.

These times will be reserved on a first come, first serviced basis. We are able to perform three (3) burials per day. The sooner you speak with us, the better chance you have to secure the arrival time you want. If you make plans without confirming with the cemetery first, we cannot guarantee that the time you are requesting will be available.

We will not adjust our schedule if we have already committed that time and resources to another family and another funeral home. You will be asked to pick another time or even another day. We will be more than happy to work with you, provided that your requests do not encroach on to another service that has already been scheduled.

We honor the increasing number of families choosing cremation and look for the same help in ensuring minimum times for notification and the arrangement

conference. Direct or immediate burial requests will be considered on a case-by-case basis.

All communications with our staff must be through our main telephone line at (859) 623-5341 when requesting a time for committal service scheduling. Our after-hours phone system contains appropriate contact information to refer you to our family service staff. Texting or sending an e-mail to request a committal time is not a methodology we are able to honor.

A copy of this letter will be given to all families, Pre-Need and At-Need as well as posted on our website to ensure clear communication with the public.

Please contact Vickie Hacker, Administrator upon receipt of this letter.

We may be reached at (859) 623-5341.

Sincerely,

*Mark Sadowski*

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