

Cremation
WITH
CONFIDENCE™

Our 10-Step Cremation Process



MANHATTAN
ONLINE CREMATION
— CONVENIENTLY LOCATED IN MANHATTAN —

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

Due to national scandals, we understand that those who choose cremation might have doubts about the process and procedures of the crematory. 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 cremation process, and the commitment we have to every family we serve.

One... *Code of ethics*

At Manhattan Online Cremation we have a strict code of ethics and procedures we adhere to while your loved one is in our care. We only use crematories that we know and trust to uphold those ethical standards. As part of our procedures, only a licensed funeral director will accompany your loved one to the crematory.

Two... *Safeguarding personal identity*

A personal identification band, to ensure security, is placed on your loved one at the moment they are transferred to our care. Personal belongings, if released to us, are catalogued and placed in a secure area for their return to the family.

Three... *Identification*

Affixed to the top of the cremation casket or alternative container you choose, will be an identification label listing the name of the deceased and the name of our funeral home. This guarantees and safeguards a positive identity.



Four... *Tracking System*

Upon arrival at the crematory, your loved one is assigned an identification number by the crematory, which is stamped into a metal identification disc and placed into the retort (cremation chamber) with your loved one. This numbered metal disc is used for tracking throughout every phase of the cremation process up to and including its final packaging.

Five... *Documents, checks and balances*

Two individuals, a cremation technician and a licensed funeral director, will review all cremation paperwork and permits required by law. This will make certain that authorizations and permits have been received and recorded. The cremation process will not begin until all documentation is verified.

Six... *Cremation log book*

Immediately prior to the cremation, your loved one's personal identification is noted in the cremation log. This log shows the name of the deceased, date and time of the cremation, identification number, retort number, crematory operator's initials, funeral home name, and licensed funeral director's name. The crematory log is dated and the start time is noted and initialed by a cremation technician before and after the cremation.

Seven... *Details during the cremation*

The crematory checklist and identification card are placed on the outside of the cremation chamber during the cremation process. Your loved one is being cared for every step of the way which assures peace of mind.

Eight... *Details after the cremation*

After the cremation is complete, the cremated remains are carefully processed and placed into a temporary container that is fully labeled by the crematory and suitable for transportation. When we are notified that your loved one's cremated remains are ready, a staff member will personally drive to the crematory and return them to our funeral home at no cost to you. We never use the popular industry option of having them mailed back to the funeral home by the crematory. We do this to safeguard that your loved one is well cared for at all times, and to give you the assurance that the cremated remains you receive are those of your loved one.

Nine... *Return of the cremated remains*

We will call you to schedule a time for receipt of the cremated remains. If you purchased an urn from us we will transfer the cremated remains, and seal the urn in the proper manner at no charge. At our funeral home, as a courtesy, we can provide a dignified setting for you to receive the cremated remains, where you may spend a few moments privately in quiet reflection. We would be pleased to schedule an appointment for you to do so.

Ten... *Celebration of life*

We can also assist in planning a funeral service or memorial service, either before or after the cremation, to 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 share the memories of a lifetime.

Call us today to ensure your family receives the

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