

*Cremation*  
WITH  
**CONFIDENCE™**  
GUARANTEE



A Cremation Provider You Can Trust

**Simple Choices Cremation  
Service is the exclusive  
provider of the Cremation  
with Confidence™ Guarantee  
in the Capital District.**

This ensures a commitment to consumers to maintain the highest professional standards in cremation services.

The preference for cremation disposition is growing rapidly year after year because families prefer the flexibility cremation affords them and the thousands of dollars they can save in cemetery costs. However, the opportunity to reduce costs does not mean the family is any less concerned about the care their loved one receives.

For this reason, we implemented Cremation with Confidence™, to reassure families that their loved ones will be well cared for at all times.

Our Cremation with Confidence™ 10-step process guarantees the highest attention to detail, so families may be assured of the professionalism with which all cremations are performed.

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

# 1.

## Code of Ethics

At Simple Choices Cremation Service, 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. Once we are notified by the crematory that your loved one's cremated remains are ready, one of our staff will pick them up to ensure their safety at no cost to you. We never use the popular option of having the remains mailed 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.

## Safeguarding Personal Identity

Before cremation, your loved one will be in our care in a controlled environment. To ensure security, a personal identification band is placed on your loved one the moment they are transferred to our care. Personal belongings, if released to us, are placed in a secure area for their return to the family.



# 3.

## Tracking System

Upon arrival, your loved one's information is logged and assigned a funeral home file number. Once your loved one is at the crematory, they are assigned a unique identification (permit) number, which is printed on a set of labels that are affixed onto the cremation container, the crematory retort door, the plastic sleeve for the cremated remains, and the plastic temporary container. This same number is printed on a metal disk which is set inside the cremation chamber with the body throughout the process. This number will remain with them until the cremation process is complete. This number is also printed on the cremation certificate you receive. The metal disk will be attached to the outside of the bag containing the cremated remains.

# 4.

## Identification

Before we take your loved one to the crematory, our staff will carefully place your loved one in a sanitary vinyl enclosure inside the cremation container selected. Then, based on the information provided by the family, we will verify the identity of your loved one by comparing identification bands from the hospital or nursing home. In the case of a death which occurs at the family home, positive identification occurs when our staff arrives at the residence. If desired, we can set aside a time and day for you to identify your loved one at our funeral home (additional charges will apply).

# 5.

## Checks and Balances

Two individuals, a cremation technician and a licensed funeral director, will review all cremation paperwork and permits. This is to ensure authorizations and permits have been received and properly documented. Once all documentation is verified, both staff members must sign the cremation order prior to the cremation. The cremation process will not begin until all documentation is verified.

## 6.

### Cremation Log Book

Immediately prior to the cremation process, your loved one is taken to the crematory by a licensed funeral director. Upon arrival, their personal identification is noted in the cremation log. This log shows the name of the individual, date and time of the cremation, identification number, retort number, crematory operator's initials, funeral home name, and the 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.

## 7.

### Details During the Cremation

The disposition permit and identification label are placed on the outside of the cremation chamber during the cremation process.

## 8.

### 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 and suitable for transportation. If you purchased an urn from us we will (at no charge) transfer the cremated remains into it and seal it in the appropriate manner.

## 9.

### Return of the Cremated Remains

Our staff will notify you to schedule a time for receipt of the cremated remains. At the funeral home, we can provide a dignified setting in which 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.

## 10.

### Celebration of Life

We can assist in planning a funeral 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. Please know that cremation itself does not eliminate the funeral process in any way, but in fact increases your options to celebrate life.

Call us today to ensure your family receives the

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**Simple Choices  
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FOR MORE INFORMATION, VISIT:

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