

# **DUE DILIGENCE FOR FUNERAL HOMES UTILIZING THIRD PARTY CREMATORIES**

## **CREMATORY RECORDS REQUEST**

One important aspect of due diligence is a review of the licenses and operational records of the crematory. A crematory should be willing to provide copies of its licenses and applicable operational records to each funeral home it serves. A refusal by the crematory to provide the records when requested should be regarded as a red flag to the funeral home.

On page 8, the funeral home will find a records request that it should send to each crematory it uses. If the crematory does not send the requested records or makes an incomplete response, the funeral home should follow up with the crematory to obtain the records.

Once the records are received, review them to see that the crematory has proper authorization under state law, has trained its operators, has adopted comprehensive operational procedures, maintained sufficient liability insurance, and utilizes appropriate authorization forms. If you see a deficiency, raise it with the crematory and have it addressed to your satisfaction. If it is not, use another crematory.

All records obtained from the crematory should be maintained in the due diligence file that the funeral home keeps on each crematory. In the file, the funeral home should maintain a log showing when the records were requested, received, and reviewed, and, if any deficiencies were detected, when they were brought to the crematory's attention and when the matter was resolved.

The records request should be updated at least once a year.

## CREMATORY RECORDS REQUEST

**Name of Crematory:** \_\_\_\_\_ (the "Crematory")

**Address of Crematory:** \_\_\_\_\_

**Contact and Telephone No.:** \_\_\_\_\_

**Name of Funeral Home:** \_\_\_\_\_ (the "Funeral Home")

**Address of Funeral Home:** \_\_\_\_\_

**Contact and Telephone No.:** \_\_\_\_\_

The Funeral Home is requesting that the Crematory provide copies of the records listed below or, if the records are not available, please explain why in the space provided. The Funeral Home needs the requested records as part of its due diligence investigation to make sure that any crematory it uses is operating in a lawful and professional manner. Your cooperation is greatly appreciated.

Please return the records with a completed copy of this Crematory Records Request form to the Funeral Home at the address listed above. If you have any questions, please call the Funeral Home contact listed above. Thank you in advance for your prompt response.

### **IF A REQUESTED RECORD IS NOT PRODUCED, PLEASE EXPLAIN WHY.**

1. Policy and Procedure Manual for Crematory.

Copy Provided.

Copy Not Provided Because: \_\_\_\_\_

2. State Crematory License or Permit.

Copy Provided.

Copy Not Provided Because: \_\_\_\_\_

3. Copies of Membership Certificates from CANA, Better Business Bureau or Other Organizations.

Copy Provided.

Copy Not Provided Because: \_\_\_\_\_

4. List of Crematory Operators Employed by Crematory and a Copy of any Operator Certification each has.

Copy Provided.

Copy Not Provided Because:\_\_\_\_\_

5. Copies of Liability Insurance Policy and Professional Liability (Errors and Omissions) Insurance Policy Carried by Crematory.

Copy Provided.

Copy Not Provided Because:\_\_\_\_\_

6. Copies of Cremation Authorization Form and Any Release Forms Used by Crematory.

Copies Provided.

Copies Not Provided Because:\_\_\_\_\_

7. Copies of All Body Acceptance Receipt Forms and Cremated Remains Receipt Forms Used by Crematory.

Copies Provided.

Copies Not Provided Because:\_\_\_\_\_

8. Copies of All Price Lists Used by Crematory.

Copies Provided.

Copies Not Provided Because:\_\_\_\_\_

9. Copies of Any State Inspection Reports of the Crematory.

Copies Provided.

Copies Not Provided Because:\_\_\_\_\_

10. Copies of Most Recent Maintenance/Inspection Reports or Logs Used Internally by the Crematory for its Equipment.

Copies Provided.

Copies Not Provided Because:\_\_\_\_\_