

# Our Common Journey

#### THE DEATH OF A LOVED ONE

At some point, every family has to face the reality that life ends. Sometimes it is the result of an illness, or after a long life, but sometimes it happens suddenly, with no time to prepare.

#### **HEARING THE NEWS**

When a death occurs, the immediate family has the task of letting other family members and friends know what has happened. This is often when the fact that a loved one has died begins to sink in.

#### **FAMILY GATHERS**

Often the family home becomes a busy place, as family members gather to make pressing decisions about what should be done next. Usually around this time the family meets with our funeral director, either at the funeral home, or at the family's home, to plan out the details of the funeral.

#### FRIENDS SUPPORT

As the word spreads, friends surround the family and offer support. People want to help by sending flowers or a card, calling, or dropping off a meal.

### **PUBLIC MOURNING**

This is an opportunity for you to invite your community to join you in your grief, to offer support and to remember the deceased. Visitation hours provide a structured time for people to offer condolences to the family. A funeral or memorial service allows for a time to reflect, and to say goodbye. The tone of this service is often impacted by religious beliefs and worldviews held by the deceased and the family.

#### **FINAL GOODBYE**

At this point, we say goodbye to the body of our loved one, and begin to realize that life must go on without his or her physical presence.

#### PRIVATE GRIEVING

Grief does not end with the funeral. The grief a family experiences is very real and will last a long time. Often this is done in private, with close family and friends offering support. Many times we will begin to seek support from those who understand.

#### **ADJUSTING TO CHANGE**

Life must continue without the person who has died. Slowly an individual adjusts to the absence of the deceased. Life changes but it does go on.



# Making it Personal

Even the smallest touch can make a big difference in personalizing one's funeral services. There is no right or wrong when it comes to remembering your loved one and honouring their life, accomplishments, and individuality.

Personalization isn't just about marking your loved one's individuality. It also allows family and friends to feel comforted by the services and experience their connection to the life being honoured. A memorable and meaningful service can be an important part of the healing process for those who are coping with a loss. We work closely with you to get to know your loved one's life story and consider ways to represent your bond and pay tribute to their unique journey.



# Other Services & Equipment

### **Weekend Surcharge** for Time Delay

An additional charge will be applied in the event services are held on a weekend (Saturday, Sunday or holiday) more than 7 days after the date of death. This fee is associated with additional staffing costs that come with weekend services.

# Facilities & Staff Services for Post **Ceremony Reception**

This includes the use of our facility and staff to host a post service reception (2 hours). This is subject to availability and type of reception desired. No food or beverage costs are included in this fee.

# Staff & Vehicle Surcharge for Time Delay (Same Day)

An additional charge may be applied in the event of a delay between the ceremony and the interment on the same day or another day. (e.g. ceremony followed by reception then interment)

# Staff & Vehicle for **Spring Interment**

Many of our area cemeteries choose not to provide interments during the winter months (e.g. December – April). Dates may vary depending on the cemetery. This fee covers the cost of transporting the remains from the mausoleum to cemetery and co-ordinating activities including, but not limited to, arranging date and time with family, cemetery and clergy if required. It also includes the ordering of grave opening and closing, co-ordinating delivery and set-up of burial supplies.

### **Priority Cremation**

(Completed within 72 hours of Funeral Arrangements)

To arrange with the crematorium a predetermined cremation time and therefore have the cremated remains present within 72 hours of the funeral arrangements.

### Additional Staff Services for Visitation

Staff to co-ordinate and oversee the visitation (informal gathering) for a period which exceeds the basic period selected. This additional fee will be \$175 per hour of visitation.

# **Equipment for Visitation** at a Remote Location

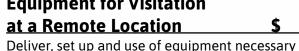
hour of visitation.

# **Hairdressing**

This fee includes the washing, drying and styling

# Removal of Pacemaker or Implant

carried out by a licensed funeral director at no



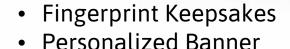
for visitation or ceremony at a location other than the funeral establishment. This fee is charged per

of the deceased's hair for family viewing. This fee is waived if the deceased is embalmed.

The removal of a pacemaker or implant will be



- Bagpiper Balloon Release
- Bubble Release
- Candle Ceremony
- Personalized Life Story



- Tribute Blankets
- Memorial Video
- Comfort Bears

Additional services and products available. If you have a special request, it would be our pleasure to work with you!

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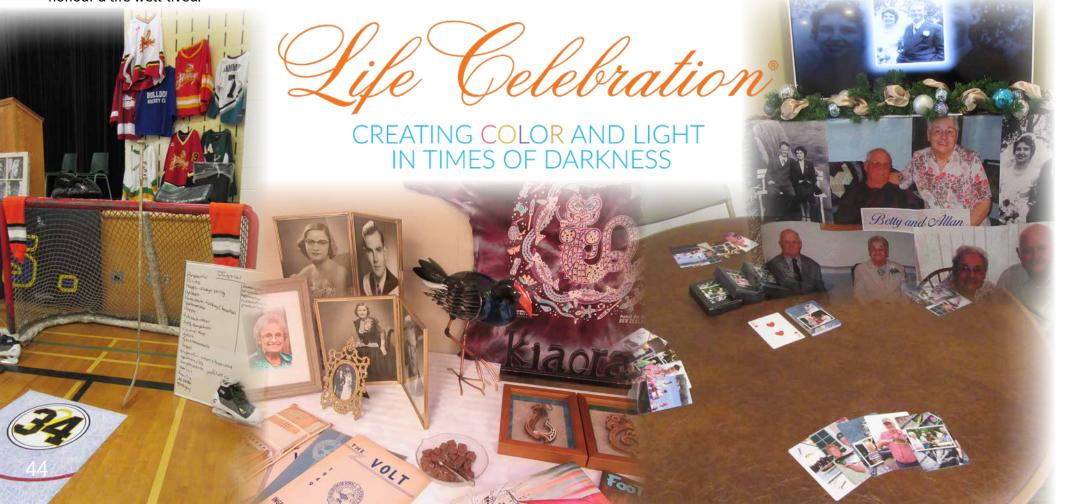






# A Life Celebration Home

We are proud to be the ONLY Life Celebration® member in Canada. As a member of the Life Celebration Community we are future-focused funeral directors who understand that providing the best possible service to our families means creating a unique and extraordinary memorial experience. This allows each family the opportunity to honour and recognize their loved one and the life they lived. We have been comprehensively trained on our approach to client service and continue to find new and exciting ways to create immersive experiences infused with personal touches. This ensures an impact on every family and their guests we are blessed to touch. Finally, these "surprises" or "extras" do not mean higher costs as they are an important part of what we do! All families that call upon us are unique and are therefore treated to special personalized keepsakes to help honour a life well-lived.



# Value of Viewing the Body

The traditions of our cultures are continually changing. Families are considering cremation and direct burials more often than before. Viewing the deceased has been a part of the death process for centuries, yet it is slowly fading away. The question is why?

Today, most individuals die in a hospital, nursing home or hospice setting where family and friends provide minimal care and have reduced contact with the dying individual. They are separated or protected from this reality of life. However, many are at a loss once the death occurs.

Grieving a loved one is a difficult process, no matter the circumstances. It is human nature for us to look for ways to lessen this trauma. Sadly, many feel that viewing the deceased will be a difficult task (which it is), so they choose not to. Others are concerned about the deceased's appearance, and feel it is better to remember them as they were prior to their illness or death. Sadly, this decision is final. We cannot provide this opportunity, this closure, days, weeks or months after the death occurred. We have a short window of opportunity.

As a funeral director, I see value in this opportunity. It is a touch-point whereby we can help family and friends continue their grieving process. As is often said, seeing is believing. Without viewing the deceased it can be difficult for an individual to persuade their own mind that their loved one is indeed gone. Denial can cause a person to continually expect their deceased loved one to someday "just walk through the door" and presents further challenges in the grieving process. Viewing provides families with a special time where they can say goodbye in their own personal way. It also provides an opportunity for social support, whereby we witness that others are with us as we work through the difficult grieving process. Viewing the body should ALWAYS be considered before final disposition.

Sadly, in speaking from experience, many individuals regret not taking advantage of this opportunity when they were given the chance. Please try to look past the challenges of this task but instead focus on the healing that this opportunity can provide you in the days, weeks and months following your loved one's death. It is an opportunity that is invaluable, and most individuals don't realize the extent of the benefit until they have done it once themselves. I don't want families to look back with regret, but instead appreciate opportunities we are given in life and take advantage of them. It will surely help you in your grieving process.

