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FAMILY SERVICE GUIDEBOOK - SECTIONS

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Note to New Counselors

This Guidebook provides critical information that you will need to be successful in your new position. A set of training courses has been developed in Dignity University to help you to understand and begin to use the information in this book. Successful completion of these courses is required for Dignity University Associate level Certification.

To complete manager-led modules, ask your manager when the next session is scheduled. After attending the session, take the applicable post test in Dignity University. After you have completed the post test, your manager will be notified, by email, of the need to do a Skills Evaluation with you, if applicable. You can also remind your manager of your readiness to complete the Skills Evaluation.

To complete a self-led module, register for the course and print out the self-study guide. Follow the instructions, and check in with your manager as instructed. Then, complete the post test. Again, your manager will be notified, by email, of the need to do a Skills Evaluation with you, if applicable. You can also remind your manager of your readiness to complete the Skills Evaluation.

<i>Course Name</i>	<i>Type</i>	<i>Post Test on DU?</i>	<i>Skill Evaluation?</i>
The Family Service Counselor Guidebook Overview	Manager-led	Yes	No
Understanding the Family Service Counselor Position	Manager-led	Yes	No
Tracking and Measurements	Manager-led	Yes	No
Cemetery First Call	Self-led	Yes	No
At-need Arrangement - Essentials	Manager-led	Yes	No
At-need Arrangement - Preparations	Self-led	Yes	Yes (2)
Cemetery Tour	Manager-led	Yes	Yes (2)
At-need Arrangement Conference	Self-led	Yes	Yes
Committal Service & Preparation for It	Self-led	Yes	Yes
Arrangement Continuation Visit	Manager-led	Yes	Yes
Offering Protection to Referred Families	Self-led	Yes	Yes
Maintaining Relationships with Families	Manager-led	Yes	No
Procedures and Skills	Self-led	Yes	Yes

DEFINITION OF TERMS

**Acknowledgement
Cards**

Cards of recognition sent to friends for kindness shown to a decedent's family.

Air Tray

A transfer container consisting of a wooden tray with a cardboard covering for the casket.

Alternative Container

A non-metal receptacle or enclosure, without ornamentation or a fixed interior lining, designed for the encasement of human remains and made of cardboard, pressed-wood, composition material, pouches of canvas or other materials.

**Arrangement
Conference**

A meeting between funeral and/or cemetery service personnel and the client family for the discussion of funeral and/or cemetery arrangements.

At-need

Funeral or cemetery arrangements made at the time of death. At-need sales can include interment rights (land spaces, mausoleum or lawn crypts, niches or urn spaces), and merchandise such as bronze or granite markers, granite bases, vaults, monuments and vases.

Automobile List

A list created in preparation for a funeral procession noting the automobiles, their positions, and the names of the occupants.

Autopsy

The examination of a corpse to determine the cause of death.

Backhoe

Motorized equipment, primarily used in cemeteries, consisting of a hydraulic "scoop." Used to dig or "open" graves, or perform disinterments or other applicable duties.

Base

(Also referred to as Memorial Base)

Granite or concrete foundation for a marker or monument.

Block

A group of land or lawn crypt spaces. May also be referred to as a garden or section.

Burial Card	Cemetery record consisting of a description of contiguous property, names of decedents, dates of death and interment and any other pertinent information related to said property.
Burial Permit	A legal paper issued by the local government authorizing disposition of human remains.
Burial/Transit Permit	A legal document issued by a governmental agency authorizing transportation and/or disposition of human remains.
Cadaver	Dead human body donated to medical research. This can be for teaching purposes (e.g., medical school students), anatomical or pathological research.
Carapace	Technical name for the lid or any top seal of an outer burial container.
Cash Advance	A cash advance is a charge on the funeral at-need contract for merchandise or services involving a non-Company (3 rd party) vendor. The Company charges the customer, then coordinates with the 3 rd party vendor on behalf of the customer for items such as obituaries, clergy, death certificates, escorts, organists, outside funeral directors, etc. The Company pays the 3 rd party vendor on the client's behalf.
Casket	Usually rectangular shaped and larger than a coffin; primarily used in the United States and Canada.
Cemetery	An area of ground set aside and dedicated for the final disposition of decedents.
Cemetery Arrangements	The cemetery service details, including financial arrangements.
Cemetery Master Plan	A written and graphic guide to the development of the cemetery.
Cenotaphs	Memorialization provided for those interred elsewhere. Also applicable when remains are unrecoverable.

Chapel	Building or an area of a building in which services are conducted.
Chaplain	An ecclesiastic attached to the military or to the chapel of an institution.
Coach	A motor vehicle designed and used for the conveyance of casketed remains from place to place or removal from place of death.
Coffin	Usually six-sided and anthropoidal (human-shaped – narrow at the head, wide at the shoulders, narrow at the feet); primarily used in countries other than the United States and Canada (both of which use caskets).
Columbarium	A structure, room or space in a building or structure used for the entombment of cremated human remains.
Combination Shipping Case	A transfer container consisting of a particle-board box with a cardboard tray and cover to satisfy air-shipping regulations.
Common Carrier	One who publicly undertakes to transport from place to place, for a stated compensation, the property of any person who may request his services up to the capacity of his facilities.
Concrete/Sectional Box	An outer enclosure constructed of concrete. The box is usually unpainted, very simple, and uses no type of sealing compound or mechanism normally found in vaults.
Corner Markers	Small (usually no larger than 8" x 8") markers of concrete or bronze, possibly displaying an initial or emblem, outlining contiguous property owned by a single person or family; can also refer to concrete markers (usually below ground surface) used by the cemetery staff to identify particular "lots," "blocks," "sections," etc.
Coroner	A public officer whose chief duty is to investigate death when the question of accident, suicide or homicide may be evident or where there was no doctor in attendance. The coroner also holds inquests and affixes blame and responsibility.
Corpse	A dead human body.

Cortege	A funeral procession.
Cremated Remains	A term used to identify human remains after a cremation takes place.
Cremation	The reduction of a dead human body to inorganic bone fragments by intense heat in a specifically designed retort or chamber.
Cremation Authorization	Form signed by each responsible party (generally the closest next-of-kin) to give permission to the funeral home to schedule the cremation of the decedent. The form may also designate the disposition of the cremated remains as well as authorizing the removal and disposition of mechanical devices within the decedent.
Cremation Log	Manual record kept at the crematory location of all dispositions of cremation, names of the decedents, date of cremation, funeral home or other service provider, disposition of cremated remains and/or details of persons authorizing cremation.
Cremation Permit	A certificate issued by local government giving permission for cremation of the decedent.
Cremation Scattering Authorization	Form signed by the responsible parties to give permission to the funeral home to scatter the cremated remains at a designated place.
Cremation Viewing Authorization	Form signed by the responsible parties to release the location from any liability that may arise from the family viewing the cremation. This form is necessary if the responsible party has indicated that the family wishes to be present at the crematory to view the cremation.
Crematory	A furnace or retort for cremating a dead human body; a building that houses a retort.
Crypt	A chamber of a mausoleum of sufficient size, generally used to contain the casketed remains of a deceased person.

Crypt Front	Facing of a mausoleum space (may be bronze, marble or concrete) that displays name(s) of decedent(s) entombed therein and dates of birth and death.
Death Certificate	A legal document showing vital statistical data and cause of death pertaining to the decedent.
Decedent	A deceased person.
Diagram Card	Used to detail property description, previous burials, space for at-need burials, and future designations of space for burials.
Disinter (also referred to as Exhumation)	To remove human remains from the place of interment.
Disinterment Viewing Authorization	Form signed by the responsible party to release the location from any liability that may arise from the family viewing the disinterment. This form is necessary if the responsible party has indicated that the family wishes to be present at the disinterment.
Disposition	This is a common industry term, however, the definition varies by state. Be familiar with your state's definition of this term.
Dressing Room	A facility usually located in close proximity to a preparation room that is used for dressing, cosmetizing, hairdressing, and casketing deceased human remains.
Embalmer	One who is licensed to disinfect, preserve and restore the dead human body to a natural life-like appearance.
Emblem	A standardized design of various groups or organizations that may be used in designing a monument/marker/crypt front, placed on or near a casketed remains or "memory table" in cases of memorial service with no remains present. (e.g. Mason, Shriner, Order of Eastern Star, Star of David, Knights of Columbus, Fire Department, Police Department, Seal of City/State, etc.)
Endowment Care	Refers to funds set aside by law to provide for the future care and maintenance of the cemetery. Also referred to as perpetual care.

Entombment

The act of placing casketed or cremated remains in a mausoleum crypt. This would include the removal of the crypt front, sealing of the crypt and replacement of the crypt front.

Escort

To accompany as a leader of the procession or guardian of a group to protect.

Evening Service

Generally refers to a service preceding some type of service the next day.

Evening Vigil

Generally a Catholic church term referring to the evening or day before the service followed by a mass or other funeral service. Other denominations may refer to "holding a vigil" which is similar to a "wake," which means sitting with the casketed remains according to custom in certain ethnic groups.

Family Car

The car set aside for the use of the immediate family of a deceased individual.

Family Service Counselor

A person who makes cemetery arrangements with families and assists their family/friends with preneed protection.

First Call

The initial visit of the funeral director to the place of death for the purpose of removing the decedent and securing essential information.

First Call Car

The automobile generally used for transporting of the human remains from the place of death to the mortuary.

Flag

A cemetery term describing the method used by cemetery administration personnel to identify a specific cemetery space to be opened for burial of remains. (*see Blind Check procedures*)

Flag Case

An item usually made of wood (and possibly glass) designed to hold the United States flag when the flag has been properly folded into three corners in compliance with the Veteran's Administration regulations; may also include emblems or space to display medals or other honors achieved while serving in the Armed Forces.

Flower Van

A vehicle used to transport floral tributes from the place of service to the place of disposition.

Flower Room	A room in the funeral home for the receipt and care of floral tributes.
Funeral	Services held at the time of disposition of human remains with the body present.
Funeral Arrangements	The financial and service details of a funeral, including the method of payment.
Funeral Coach	A vehicle for transporting decedent; may be used on initial removal from place of death or used to transport casketed remains from place of service to place of final disposition.
Funeral Counselor	A person who makes funeral arrangements with families but does not prepare remains. Usually licensed by the state.
Funeral Director	An individual licensed to prepare human remains for interment or other means of disposition; a person who conducts funeral services and counsels with family and friends of a decedent.
Funeral Home	A building used for the purpose of embalming, conducting funerals and supplying funeral merchandise.
Funeral Program	A pamphlet made available at the funeral service giving details about the decedent and the funeral arrangements.
Grave	Space or plot of land where human remains are interred (can include cenotaph; see definition).
Grave Space	One land interment space.
Graveside Service	Funeral service conducted at the cemetery; may or may not be a continuation of previous church, chapel or memorial service; may or may not be conducted at the actual site of interment, but rather at a centralized location within the cemetery (mausoleum chapel, gazebo, etc.).
Honorarium	An unsolicited gift; usually a gratuitous payment for professional services.

Humanistic Funeral Rite

A funeral rite that is devoid of religious connotation.

Immediate Disposition

Disposition of human remains that is devoid of funeral rites at the time of disposition.

Inquest

An official inquiry or examination to determine the cause of death.

In-State

Refers to the time when the casketed remains (or, in some cases, a "day bed" or "dressing table") will be placed at a designated place for friends and family to call and pay respects; more commonly, "in state."

Interment

The act of burying casketed or cremated remains in the ground. This includes collective acts required to prepare the interment site, place the remains in the grave or burial unit, close the grave and correct the appearance of disturbed areas.

Interment Book

Manual records of all interments, entombments, inurnments maintained by cemeteries. Includes name of decedent, date of death, date of service, service provider, outer burial container, size/type of casket, etc.

Interment Order & Authorization

Cemetery form with written permission by cemetery property owner and/or legal next of kin for the burial of specified human remains in specified cemetery property.

Inurnment

The act of removing the niche front or cover, placing the urn containing the cremated remains into the niche space and replacing the niche front or cover.

Laminated Obituary Cards

Family follow-up tool, usually supplied by a local newspaper or 3rd party distributor, containing a laminated copy of the newspaper notice of the arrangements for a decedent and a verse or prayer (*Houston Chronicle*: "Sunshine Fades and Shadows Fall, But Sweet Remembrances Outlast All").

Land Space
(also referred to as Grave Space)

An area of ground for a casket space.

<i>Limousine</i>	A motor coach seating three or more passengers separately from the driver's compartment.
<i>Location (Affiliate)</i>	A funeral or cemetery establishment owned and operated by an affiliate of Service Corporation International.
<i>Lot</i>	Cemetery term specifying a specific area of a cemetery; generally a "lot" consists of several (6-12-24) "spaces" and a "section" consists of several "lots."
<i>Marker Bench</i>	Cemetery term designating an upright concrete, granite or marble bench located on cemetery property, designed and inscribed according to the specifications of the cemetery property owner within the rules and regulations set forth by the cemetery.
<i>Markers</i>	Permanent identification pieces sold to memorialize or mark the grave of a deceased person. Markers can be made of bronze or granite. They are usually installed level with the ground on a concrete or granite base foundation. Also sold for identification and referred to as markers: upright stone monuments or headstones, vases, bronze letters, memorial benches, etc.
<i>Mausoleum Crypt</i>	A chamber of sufficient size to entomb the casketed remains of one or more deceased persons. The mausoleum crypt is normally fronted by marble, granite or a similar substance.
<i>Mausoleum (Indoor)</i>	Building designed and constructed to provide crypt spaces within an enclosed structure that is usually heated and air-conditioned. These buildings often provide support facilities such as offices, storage, restroom facilities and maintenance areas. If the mausoleum also contains a chapel it may be referred to as a chapel mausoleum. These buildings can be several stories high, thereby making more efficient use of limited ground space.
<i>Mausoleum Niche</i>	A small space in a mausoleum for the entombment of cremated remains.
<i>Mausoleum Garden</i>	Building designed and constructed to provide crypt spaces within an open-air structure with or without covered patios, landscaping, art work, and support facilities. These buildings are generally three to eight crypts high.

Medical Examiner	A forensically trained physician whose duty is to investigate questionable or unattended deaths.
Memorial	Generic cemetery term usually associated with any marketable item that recognizes a life lived; e.g. monument, marker, niche plate, urn garden plaque, crypt plate, cenotaph, marker bench.
Memorial Authorization Form	A work order that gives permission to order, install, inscribe or store a monument, marker, plaque, base, vase, or second inscription.
Memorial Folder	A pamphlet made available at the funeral service giving details about the decedent and the funeral arrangements.
Memorial Order	Cemetery term describing a form detailing manufacturer, material, size, lettering style, specific inscription or engraving details for a marker/monument.
Memorial Park	A cemetery, or section of a cemetery, restricted to flush-to-the-ground markers.
Memorial Service	A service conducted in memory of the decedent without the presence of the remains.
Memorialization	This term refers to any permanent system designed to mark or record the names and other data pertaining to a deceased person or those who prearrange.
Monument	An upright structure of stone or metal commemorating the life, deeds, or career of a deceased person.
Monument Garden	A designated area within a cemetery restricted to upright markers.
Morgue	A place to which remains are removed pending identification by relatives.
Niche	A space within an above-ground structure in which cremated remains are placed (e.g. columbarium, niche, wall or niche bank).

- Niche Bank** Cemetery term describing a "wall" in a columbarium of spaces for inurement of cremated remains.
- Obituary** A notice of the death of a person, particularly a newspaper notice, containing biographical information.
- Obsequies** Funeral rites or burial ceremony.
- Officiant** One who conducts a service or ceremony.
- Outer Burial Container**
(also referred to as *Grave Liner*) A fully enclosed container used as an outer enclosure for the burial casket. This can include vaults, concrete boxes, etc.
- Pall** A cover, generally made of cloth, placed onto a casket prior to a funeral service.
- Pallbearer** One of the persons who carry or attend to a casket at a funeral. There are active pallbearers (who actually carry the casket - usually 6-8) and honorary pallbearers (who do not carry the casket, but act as escorts).
- Personal Planning Guide** The Personal Planning Guide is a booklet of forms to be filled out by family or friends before a death occurs. The forms include vital statistics (used for death certificate information), military information, obituary information, funeral service information, financial information, Social Security forms, and persons to be notified in case of death.
- Plaque** Memorialization usually associated with an urn garden, columbarium or mausoleum.
- Pre-funded Funeral Arrangements**
(also referred to as *Preplan Funeral Arrangements*) Those funeral arrangements made in advance of death that include provisions for funding or prepayment.
- Preneed** Preneed sales are all sales made in advance of death. All sales contracts not specified as at-need sales are considered preneed. See appropriate sections of the Cemetery Manual for further explanation.

Prearranged Funeral

Arrangements that have been completed by an individual prior to need.

Pre-developed or Unconstructed Area/Building

Designated areas or buildings within a cemetery that have been mapped and planned for future construction. Such areas may include land gardens, lawn crypt gardens, mausoleums, or niche areas.

Preparation Card

A preparation card is a form completed by a funeral director after he/she has made arrangements with a family. It records the preferences a family may have regarding preparation of the decedent and is referenced during preparation.

Preparation Room

The portion of the funeral home designed and equipped for embalming procedures.

Procession

The movement of the funeral from one place to another.

Quit Claim

A form signed by the customer that releases or transfers interest in cemetery interment rights and/or merchandise for the stated amount of equity, and authorizes issuance of ownership to someone else or back to the originated cemetery for rewrites (upsales, downsales, and relocations) and transfers. It releases the cemetery from related liability.

Receiving Case

A service in which a funeral home receives a body from another funeral home for disposition.

Reception

A formal receiving of family and friends following a funeral service, graveside service or memorial service.

Register Book

A memorial book with biographical information and a list of those attending services. Also includes service and disposition information.

Reinterment

Interment of deceased human remains that were interred and then disinterred.

Removal

A physical moving of a dead human body, usually from the place of death to another location such as a funeral home. Funeral jargon, sometimes synonymous with 'first call.'

Retort	The cremation chamber in a crematory.
Rubbing	The usage of a special type of paper product to produce a replica, in detail, of a marker/monument designer lettering style in an effort to duplicate the type of marker/monument.
Sales Map	Drawing that shows the location of individual interment spaces within a cemetery section. Can be for mausoleum, niches, land and/or lawn crypt areas.
Scattering Gardens	A designated area in a cemetery used for scattering cremains. These areas normally are covered with rock or gravel and are landscaped and have an area designated for memorialization.
Section	A group of grave spaces or lawn crypt spaces. May also be referred to as a garden or a block.
Secular	Non-religious; a service or musical arrangement that does not venture into religious theology; nor is clergy present.
Selection Room	That portion of the funeral home that contains displays of caskets and other funeral merchandise such as urns, vaults, markers, enhancement packages and other items for review and selection by client families.
Service	A formal, dedicated gathering and liturgical exercise to honor the decedent.
Shipping Case	Container in which the casket is placed for shipment.
Trisagion	A prayer service (usually held the evening before the funeral service) associated with the Greek Orthodox and Eastern Orthodox churches.
Undertaker	An outdated term that is applied to a funeral director and/or embalmer.
Urn	Container for cremated human remains.
Urn Garden	Dedicated portion of cemetery reserved for interment of cremated remains and installation of urn garden plaques.

Urn Vault	An outer burial container for cremated remains.
Vases	(a) A feature of a monument or marker for holding flowers or other memorabilia. (b) A receptacle for floral tributes to be displayed at a funeral service, memorial service or graveside service.
Vault	A type of outer burial container. A vault may consist of concrete, fiberglass, plastic, steel, stainless steel, copper or bronze.
Veterans Administration	The federal agency that administers benefits for those who served in the U.S. armed forces.
Video Tribute Tape	A 3 rd party producer videocassette tape created as a tribute to a decedent. Usually associated with a memorial service where the remains are not present.
Visitation	The visiting of friends and relatives at the family residence and/or mortuary to pay respects to the decedent prior to the funeral service.
Visitation Room	Portion of service provider facility where family and friends meet during informal viewing and visitation, usually prior to evening service, funeral service, memorial service or graveside service.
Vital Statistics	The collection, tabulation and interpretation of data concerning birth, marriage, divorce, sickness and death.
Volume Case	Cases that count toward sales averages in Company reporting.
Wake	A term often associated with 'visitation'. It specifically refers to a vigil or watch. (See also <i>Evening Vigil</i> .)