



H.E. Turner & Co. Inc.

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Batavia, NY 14020
Phone: 585-343-8868

www.bataviafuneralhomes.com

H.E. Turner & Co. Inc.

51 South Lake Street
Bergen, NY 14416
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Bohm-Calarco-Smith Funeral Home

308 East Main Street
Batavia, NY 14020
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Burdett & Sanford Funeral Home

11 Maple Avenue
Oakfield, NY 14125
Phone: 585-948-5325

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Cremation WITH **CONFIDENCE™**

Our 10-Step Cremation Process



H.E. Turner & Co. Inc.
Bohm ~ Calarco ~ Smith
Burdett & Sanford
Funeral Homes

**“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.



*Standing (left to right)
Justin D. Calarco-Smith
Steven L. Johnson
Joshua J. Smith
Seated (left to right)
James F. Smith
Randy W. McIntire*

One... *Code of ethics*

At our funeral homes, 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 these same ethical standards.

Two... *Celebration of life*

We will assist you in planning a funeral or memorial service, either before or after the cremation. A meaningful service provides an opportunity for family and friends to pay tribute to your loved one and to share the memories of a lifetime.

Three... *Cremation diary*

To ensure security, a personal identification card is placed with your loved one at the moment they are transferred to our care. Their name is entered into our Cremation Diary along with the name of the staff member responsible for your loved one, and date and time of transfer.

Four... *Safeguarding personal identity*

A numbered stainless steel identification tag is placed with your loved one. This number is logged into our diary and will remain with them throughout the cremation process.

Five... *Family viewing*

Our funeral home can provide families with an opportunity to say good-bye to their loved one in a quiet, intimate environment. Our staff will bathe and dress your loved one in the clothes provided by the family. If a family selects this final time with their loved one, this must be done within 24 to 36 hours.

Six... *Checks and balances to ensure correct paperwork*

Three separate parties: a funeral director, family member(s) and the crematory technician, will review all cremation paperwork and permits. This is to ensure all authorizations and permits have been received and have been properly documented. Once all documentation is verified, the funeral director and family member(s) must sign the cremation authorization.

Seven...

Thorough communication with crematory

Prior to the cremation, our staff will secure a date and time for your loved one to be cremated. With our staff securing this, it will allow us to be present at the crematory to witness the start of the cremation. This is done due to the fact that there are no crematories in Genesee County and we travel to Monroe, Erie, or Livingston County. At this time, you may elect to travel to the crematory as well. The date and time of cremation will be noted in our Cremation Diary along with the name of the staff member who accompanied your loved one to the crematory. Once the cremation process has begun, the crematory technician will verify the date and time of cremation by signing the Cremation Diary.

Eight...

During the cremation

The numbered stainless steel tag issued by our funeral home is present with your loved one during the cremation process. For added security, the crematories also have steps in place, such as a numbering and/or an identification system similar to our funeral home to ensure proper protocol.

Nine...

Details after the cremation

After the cremation is complete, the cremated remains are kept with the stainless steel identification tag. The identification tag is verified with our records and kept in our permanent files.

Ten...

Return of the cremated remains

Our staff will notify you to schedule a time for receipt of the cremated remains. At this time, we will provide a dignified setting, in which to receive the cremated remains, where you may spend a few moments, privately, in quiet reflection.

Call us today to ensure your family receives the

Cremation
WITH
CONFIDENCE™
GUARANTEE