

# **OHIO VAULT WORKS CREMATORY, LLC**

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**Due Diligence Package**

# CANA GUIDELINES FOR FUNERAL DIRECTORS WHO USE A 3<sup>RD</sup> PARTY CREMATORY

## What to Inspect

The purpose of this document is to provide the funeral director, who is acting as the agent of the family, with a list of questions that the cremation facility should be able to answer or provide the necessary information so that the funeral director can make an informed decision as to the competency and adequacy of the cremation facility.

### **Administration**

- If you are not using your own, review the cremation facility's cremation authorization form. Does the form comply with state law? Has the authorization form been reviewed by legal counsel? If the facility allows you to use your own authorization form, has crematory management reviewed the document and made sure it complies with state law?
- Review the rules and regulations of the cremation facility. Are they available to the general public?
- Review the price list and services offered. Is the information available to the general public?
- Does the cremation facility have a policy and procedures manual? Is there a synopsis of the manual available to the general public?
- How are the records of the cremation facility maintained and stored?
- Is the cremation facility subject to inspections by local, state, provincial, or federal regulatory agencies? If so, are there any reports that can be reviewed?
- Are any permits or licenses required to operate the cremation facility? Are they posted in the facility, if required?
- Are maintenance logs and/or reports kept on the cremation equipment? Are maintenance inspections performed on a routine basis?
- Is the cremation facility a current member of CANA or another relevant cremation association?
- Have cremation technicians received formal training from CANA or a certifying agency in cremation operations?
- Have cremation technicians been licensed by the Ohio Board of Funeral Directors and Embalmers?
- Are the employees of the cremation facility well-mannered, informed, dressed appropriately, helpful, and professional?
- Does a certified cremation technician physically monitor the cremation (in the facility) from the time the cremation starts to the time it is complete?
- Is the cremation facility adequately insured? What are the limits of its liability? Will the cremation facility list your firm as additional insured on their policy?

## Facility

- Is the cremation facility clean, neat, organized, orderly, and secure?
- Are the holding or storage areas for casket/containerized human remains clean, neat, organized, orderly, and secure? Are there individual holding spaces for each casket/container? Are the holding areas refrigerated? What is the capacity of the holding and storage areas?
- Is the cremation facility open to inspection by the general public?
- Is there an area for the family to witness the placing of the casket/container into the cremation unit?
- Is the cremation facility handicap accessible?
- Does the cremation facility have an area for a committal service?
- Is the processing and packaging area clean, neat, organized, orderly, and secure?
- Is the cremation tag attached to or in very close proximity to the decedent at all times?

## Operations

- What methods does the cremation facility employ to preserve the identity of human remains?
- What is the cremation facility's policy on the time to perform cremation and prepare cremated remains for final disposition?
- Is the cremation process monitored at all times by a certified cremation technician?
- What is the cremation facility's policy on the disposal of surgical prostheses? If they recycle, where do the proceeds go, if applicable?
- Does the cremation facility perform cremations of anatomical or pathological human remains? If so, what is its policy?
- If all of the recoverable cremated remains will not fit in a single receptacle, what is the policy of the cremation facility in handling the excess cremated remains?

Dear Ohio Vault Works Crematory, LLC Customer:

According to current legal and professional industry standards, a third-party crematory due diligence package is protection that every funeral home **MUST** have. This comprehensive, four-part, fact-finding exercise documents the following: Funeral Home Internal Policy, Requested Crematory Records, Crematory Interview Questions, and Crematory Inspections.

Making a good faith effort is what is **reasonably expected** by the cremation families you serve, your industry officials, and your insurance carrier. Proper collection and documentation of this information is vital to limiting your liability and protecting yourself and your business in the event of litigation.

Enclosed, you will find requested crematory records and crematory interview questions completed by Ohio Vault Works Crematory for your due diligence file. This leaves you only to document and/or update your internal funeral home policies and procedures regarding proper authorization, identification, transportation, etc., on a routine basis and to perform unannounced crematory inspections at least once each year.

Ohio Vault Works Crematory delivers comprehensive, quality responses for the due diligence package regarding our crematory policies, procedures, staff, and facility – standards that are not easily matched. We are proud to provide our industry and families served with **complete confidence**.

Ohio Vault Works Crematory was formed to expand our reliable outer burial container and precast manufacturing company that has been serving Northeast Ohio since 1934. Trends and recent market factors have influenced our company to diversify into the cremation market in 2009 to better provide our customers with modern and varied options reflecting the changing needs and desires of their families. For those already familiar with our outstanding and exceptional products and services provided over the past 85 years, you may rest assured our cremation facility continues to serve above and beyond funeral professional expectations, and most importantly, exceeds the expectations of the families you serve. ***Our existence depends upon you valuing the level of service we provide.*** We, at Ohio Vault Works Crematory, promise to maintain and improve upon industry cremation standards and practices, as long as you, our funeral home customer, allow us the opportunity.

Respectfully,

Tanya M. Early, President  
Kirk Prochaska, Vice President  
Michael J. Early, Operations Manager

## **CREMATORY RECORDS REQUEST**

**Name of Crematory:** Ohio Vault Works Crematory, LLC  
**Address of Crematory:** 6160 Halle Drive, Valley View, Ohio 44125  
**Crematory Contact:** Michael Early – 216.524.8860  
**Name of Funeral Home:**  
**Address of Funeral Home:**  
**Funeral Home Contact:**

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.

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

1. **Policy and Procedure Manual for Crematory** See Cremation Procedures and Job Description at the end of this document (p.11-15). We also have laminated instruction sheets at each station instructing how to operate each machine. Upon request, we will provide our internal Procedure Operations Manual.
2. **State Crematory License and Permits** We would be happy to show you all of our Licenses and Permits upon your request when visiting our facility for an inspection. (EPA Permit #P0125433).
3. **List of Crematory Operators Employed by Ohio Vault Works Crematory, LLC and a Copy of Their Operator Certifications and Board License** We are happy to show you all of our certifications upon your request when visiting our facility for an inspection. Crematory Operator Certificates for all operators are displayed in our crematory facility.
4. **Copies of Crematory's Liability Insurance Policy** We are happy to show you our coverage and name your funeral home as an additional insured on our policy at your request.
5. **Copies of our Cremation Authorization Form and All Other Forms Used Throughout the Cremation Process at Ohio Vault Works Crematory** We are happy to show you all our paperwork upon your request when visiting our facility for an inspection.
6. **Copies of All Price Lists Used by the Crematory** We are happy to give you a copy of our price list upon request; they may also be found on our website.
7. **Copies of Any State Inspection Reports of the Crematory** We are happy to show you all inspection reports upon your request when visiting our facility for an inspection.
8. **Copies of Recent Maintenance Reports of Logs Used Internally by the Crematory for its Equipment** Ohio Vault Works Crematory uses circular temperature charts that record each unit's performance (length of cremation and temperature at each moment in time during the cremation) as well as maintenance records and inspections. Upon your inspection of our facility, we would be more than happy to show you our records of the maintenance reports and/or logs.

## **CREMATORY INTERVIEW QUESTIONS**

### **MANAGEMENT & PERSONNEL**

**Who owns the crematory?** KJP Holding Company

**When did the current ownership acquire or start the crematory?** We have been a licensed crematory as of November 23, 2009, upon final inspection from the State of Ohio Board of Embalmers and Funeral Directors.

**How many crematory operators are employed by the crematory?** There are always at least 3 certified crematory operators on staff.

**What type of background check is conducted before a crematory operator is hired?** Tanya Early, Kirk Prochaska, and Michael Early handle the hiring of employees and are responsible for all appropriate background checks and references. As per the licensing requirements of the State of Ohio Board of Embalmers and Funeral Directors, a full BCI/FBI background check is required for and completed prior to crematory operator licensure.

**What type of training and/or certification is required of crematory operators, and who conducts the certification?** Operators are CANA certified, administered through Matthews Cremation Operator Training or equivalent program accepted by the State of Ohio Board of Embalmers and Funeral Directors. Operators are licensed by the State Board, which includes the passing of an Ohio Cremation Law & Regulations course every two years. Furthermore, they are instructed, daily, on proper crematory operational procedures by Tanya Early or Michael Early, both CANA members and upper management of Ohio Vault Works Crematory, LLC.

### **FACILITIES AND EQUIPMENT**

**Does the crematory have refrigeration? Yes. If so, are the refrigeration units operational? Yes. How many decedents can it hold?** Our two walk-in refrigeration units can hold up to 46 decedents.

**Describe the retorts that are used, including their manufacturers and years of manufacture.** We have three human retorts purchased brand new from Matthews Cremation Division, two in 2009 and a third in 2016. We operate two Super Power Pak III's and a Power Pak II. We utilize a state-of-the-art auto-loader to ensure the dignified and safe entry of the container holding the human remains into the cremation chamber; it is a nice touch when the witnessing of human remains entering the cremation chamber is requested by family members.

**Describe the schedule for inspecting and servicing equipment.** All equipment at Ohio Vault Works Crematory is cleaned and inspected daily by a crematory technician. We have a maintenance schedule of items that are to be checked daily, weekly, monthly, and yearly. Annual Preventative Maintenance Inspections are also done bi-annually. Major refractory repairs are performed by a trained, certified Crematory Technician either once a year or after every 2000 cremations, unless otherwise needed earlier. We keep this information on file for your review, if requested.

**Does the crematory have an alarm system? Yes. Please describe.** Ohio Vault Works Crematory has a full set of keypad alarms to enter the building that houses the crematory. In addition, we utilize a 7-camera security system that continuously monitors the inside and outside of the Crematory. All restricted areas, as well as our walk-in refrigeration units, are equipped with locks.

## OPERATIONS

**What procedures are used to identify remains awaiting cremation, remains in the cremation chamber, cremated remains in the processing station, and the urn(s) or container(s) holding the cremated remains?** Ohio Vault Works Crematory utilizes a custom tracking system and database program. From the moment we take custody of human remains, a stainless-steel identification disc, 3-part identification form, and internal crematory worksheet accompany human remains we receive throughout every step of the cremation process.

Immediately upon taking custody of human remains, a **metal ID disc** is issued from the crematory; this identification disc accompanies the human remains throughout the entire cremation process, using a 3-part form and internal crematory worksheet as cross references. From its time of issuance, the ID disc is taped with heavy duty shipping tape to the container holding the human remains and stays with the remains throughout storage, the cremation process, processing and packaging, where it is placed either in the container with the cremated remains or zip tied to the plastic bag containing the cremated remains. The disc is continually checked with the 3-part form and internal worksheet for verification throughout each stage of the cremation process, from start to finish.

Also upon taking custody of human remains, the following information is obtained and noted on a **3-part identification form**: Name of deceased, tag #, funeral home, date of death, type of container in which human remains are received, container in which cremated remains will be returned, representative transferring custody of the human remains, representative receiving custody of the human remains, date and time of transfer, and the signatures of both the transferring party and receiving party verifying that human remains were transferred to the responsibility of the crematory. At this time, a pink copy is given to the individual releasing human remains to the crematory as a receipt of human remains. A white and yellow copy of the form then accompany the human remains throughout storage, cremation, processing, packaging, and the return of cremated remains. Upon transfer of cremated remains from the crematory to the funeral home, the following information is completed on the bottom portion of the 3-part form: Names of funeral home representative that receives custody and crematory representative who transfers custody of cremated remains, date and time of transfer of cremated remains, and signatures of both the funeral home and crematory representatives verifying the custody and responsibility of cremated remains were transferred from crematory to the funeral home. A yellow copy is then given to the funeral home for their records, and a white copy is retained for our crematory records.

In addition to an identification disc and 3-part identification form, an **internal crematory worksheet** is completed throughout our custody of human remains with the following additional information pertaining to the human remains: Approximate weight, presence of a pacemaker or other mechanical device and if it has been removed by funeral home, whether or not deceased is embalmed, if/when placed in refrigeration unit (if so, date, time, and refrigeration unit are noted), paperwork accompanying the human remains or received at a later time noted on form (verified for complete accuracy by two employees and always re-verified at least

once prior to cremation), date and time custody transfer from funeral home to crematory (and/or when human remains are received at Ohio Vault Works Crematory when pick up service by a crematory employee occurred), cremation date and time, equipment operator, retort unit number, employee processing cremated remains, and final container in which cremated remains placed.

Our **database program** is designed to run hand-in-hand with our identification and tracking program detailed above. Upon receipt of human remains, information is entered into our database and paperwork is issued, allowing yet another opportunity throughout the process to cross-check information and ensure all necessary and required steps that must be taken prior to and throughout the cremation process are properly completed. All pertinent information of each deceased individual is saved in our database, from which the following are generated: Laminated identification card required to be present inside the container holding the cremated remains, certificate of cremation, labels to adhere to container in which cremated remains are placed, and a filing envelope that encloses all paperwork we receive and complete for each cremation. Furthermore, cremation paperwork is kept not only for the mandatory five years, but indefinitely.

**How and where are the human remains stored while awaiting cremation?** At Ohio Vault Works Crematory, human remains awaiting cremation are required to be either received or placed in a rigid, covered, leak-resistant container or casket. If cremation is to occur less than eight hours following receipt of human remains, they may be held in the holding area in our crematory. For human remains requiring over eight hours of storage prior to cremation, our two walk-in refrigeration units will be utilized until cremation takes place. All storage and refrigeration areas are restricted and only accessible to crematory management and operators.

**How long does the crematory typically hold a body before cremation?** At Ohio Vault Works Crematory, cremations are scheduled once all necessary paperwork required by the state of Ohio is received; this includes a burial permit authorizing cremation and a cremation authorization form specifying instructions for cremation. Paperwork must be verified by two different employees and checked again by the operator prior to cremation. In accordance with state law, a minimum of 24 hours must pass from the time of death prior to cremation, unless this interferes with one's religious beliefs.

**How are cremations scheduled? Are cremations done by appointment?** Unless otherwise arranged, cremations are scheduled in order of receipt (dependent upon size, container material, and any other criteria that may affect when cremation is feasible), provided all required paperwork is present and properly completed and at least 24 hours have elapsed from the time of death. Our return policy is to have cremated remains back to the funeral home within three days of receiving required, properly completed paperwork. Human remains received are scheduled based upon weight, body structure, and material of container holding remains for safe operation and proper use of cremation equipment. Family witnesses to the commencement of the cremation process **MUST** be scheduled by appointment to have an open unit available when you arrive with the family and to ensure proper staff is present, especially for larger ceremonies.

**Does the crematory allow witnessing of the cremation by the public? Yes. If yes, what type of facility has been set up for witnesses?** Ohio Vault Works Crematory offers a private viewing room for families that wish to have an ID viewing or a committal service. Our viewing facility has a "family room" feel, with couches, end



tables, a coffee table, oversize lounge chairs, floor lamps, plants, and a warm décor. It is a peaceful room and contains a glass viewing window which enables the family to watch the human remains being placed into the cremation chamber, if they choose. We also have a kitchen facility available, if your funeral home would like the convenience of using our kitchen and private viewing room for a ceremony or private service, and coffee and water is always a complimentary service at our facility.

**Describe requirements the crematory has for cremation containers.** At Ohio Vault Works Crematory, human remains are required to be received in a rigid, covered, leak-resistant container or non-metal casket. If a body is not received in this manner, we will have a container ready for your purchase that meets the minimum requirement, or we will, unfortunately, be unable to accept the human remains.

**What does the crematory do with commingled cremated remains dust in the filtration material it collects?** Ohio Vault Works Crematory collects all possible commingled cremated remains dust in our state-of-the-art cremulator. After some accumulation, the cremated remains are legally scattered at sea.

**If the crematory does not collect the cremated remains dust, what happens to it?** N/A

**Describe crematory policy for recovering, handling, and disposition of jewelry, dental gold, prosthesis, medical devices, and casket hardware.** Following cremation, all materials other than cremated human remains will be manually separated by a crematory technician and mechanically separated with our cremulator. All non-combustible material will be shipped to Implant Recycling, LLC for recycling.

**Does the crematory cremate remains in metal caskets? No. If yes, what is done with the charred shell?** N/A

**Does the crematory perform pet cremations? Yes. Or incineration of medical waste? No. If yes, are pet cremations and medical waste incinerations performed in a separate retort (one not used for human remains)?** Yes; at Ohio Vault Works Crematory, we have a private, completely separate area for pet cremation and the storage of pet remains awaiting cremation.

**Describe crematory policy regarding the handling of excess cremated remains.** At Ohio Vault Works Crematory, if all cremated remains do not fit in the urn or container provided, we will use an additional temporary container and use a labeling system noting 1 of 2, 2 of 2, etc. on labels for each container (we proceed the same way when multiple urns/containers are selected). When space on the container purchased or provided is limited, we use a label maker to provide identification of the deceased on the container in lieu of our standard labels. The same procedure is used for personal property removed prior to cremation and for special requests, for example, hair clippings.

**Describe crematory procedures for identifying and labeling cremated remains in urns/temporary containers.** Ohio Vault Works Crematory's database creates a "waterproof" label that is affixed to the temporary container, cardboard mailer, urn, or keepsake provided or selected with the name of the deceased, funeral home, tag number, date of death, cremation date, and the name of our crematory. If needed, we also include an additional label for the funeral home to use. Additionally, we create a laminated identification card which is placed inside the cremated remains vessel containing the following information: funeral home name, name of the deceased, tag number, social security number, date of birth, date of death, and the name of our

crematory. There is also a metal identification disc that is either attached with a zip tie to the bag holding the cremated remains or placed directly inside the container with the cremated remains.

**Describe crematory policy for packaging and shipping cremated remains.** Ohio Vault Works Crematory returns cremated remains to the funeral home unless otherwise requested by the funeral home. If shipping is requested, remains are shipped via US Postal Service Express Mail. Ohio Vault Works Crematory documents the date and time cremated remains are released to the US Postal Service. The registered mail tracking number is retained in a permanent case file. The funeral home is responsible for any charges arising from this process.

**Describe the crematory's policy for handling unclaimed cremated remains.** Ohio Vault Works Crematory releases ALL cremated remains back to the Funeral Home making arrangements and who is responsible for transferring the cremated remains to their client family.

**Does the crematory have a scattering service?** No. **If yes, please explain how it operates.** N/A

**Does the crematory offer educational tours of the crematory for funeral home personnel?** Yes. **If yes, please explain how this can be arranged.** At Ohio Vault Works Crematory, we provide continuing education for funeral directors in our outer burial container and mausoleum divisions, and, in adding our crematory service, we are happy to extend the same training opportunity to our crematory customers. We encourage you to take advantage of this opportunity by contacting Bryan Holt to set up an appointment to tour and learn about our facility and services. Continuing education hours are available but requires advanced scheduling in order to submit the required paperwork to the state board and receive approval. Additionally, we are happy to accommodate funeral professionals' requests to invite families they are serving to view our facility.

**Does the crematory allow unannounced inspections of their facility by funeral home personnel?** Yes, in fact, we encourage you to do this once each year, if not more often.

**Will the crematory list the funeral home as an additional insured on its professional liability insurance policy?** Yes. **If yes, will the crematory furnish the funeral home proof that its name has been added to the policy as an additional insured?** Yes.

**This information provided by the third-party crematory must be retained by the funeral home in a due-diligence file at the funeral home. The funeral home must also document their internal policies and procedures regarding cremation and perform at least one unannounced inspection of their third-party crematory every year.**

## CREMATION PROCEDURES

### RECEIVING HUMAN REMAINS – DELIVERY BY FUNERAL HOME REPRESENTATIVE

1. Let funeral professional in the garage door. Direct them to the crematory area.
2. If the body is not in any type of container, help the funeral professional load the human remains into a suitable cremation container.
3. Issue an identification disc for the human remains. Make sure Funeral Home, Name of Deceased, and tag # are recorded on container. Make sure paperwork coincides with the ankle/arm band and the ID disc issued.
4. Place the approximate weight of the human remains on the crematory worksheet.
5. Fill out the 3-part form through the following line:  
Received at Ohio Vault Works Crematory By \_\_\_\_\_ Date & Time \_\_\_\_\_
6. Make sure, at this time, you ask the person dropping off the human remains when he/she needs to be delivered back, and place that info on the crematory worksheet. If they do not know, call the funeral director handling the funeral arrangements. Also verify any special instructions on the cremation authorization form and record them on the crematory worksheet.
7. Give the pink copy to the funeral professional as a receipt of human remains. Fill out any paperwork the funeral home may need you to fill out for their funeral home records.
8. Fill out the remainder of the crematory worksheet.
9. Place the body into refrigeration, if necessary.
10. Make sure you have all required paperwork (cremation authorization form, any additional forms needed and burial permit authorizing cremation) and that everything is filled out correctly. You may then file paperwork and the remaining 2 parts of the 3-part form in one of the PAPERS bins. If all paperwork is not present or it is missing information, please note and file in the NO PAPERS bins.

Make sure to check cremation authorization form for any special requests and use a post it note to adhere special instructions to the 3-part form.

A different crematory representative must re-verify that all paperwork received, is correct, and that 24 hours have transpired since time of death, at which point they must place their initials on the verification lines of the crematory worksheet.

## CREMATION PROCEDURES

### RECEIVING HUMAN REMAINS – PICK UP BY CREMATORY REPRESENTATIVE

1. Call funeral home to arrange date and time of pick up and whether or not they will need a cremation container for the human remains.
2. If the body is not in any type of container, be sure to take a suitable cremation container with you and help the funeral professional load the human remains into one of our cremation trays at the funeral home if not using our cot.
3. Immediately upon arrival, check that the name on all of the paperwork identically matches the name on the identification tag of the deceased.
4. Fill out the 3-part form through the following line:  
Delivery Party \_\_\_\_\_ Receiving Party \_\_\_\_\_
5. Make sure, at this time, you ask the person transferring custody of the human remains when the cremated remains need to be delivered back, and place that info on the margin of the 3-part form. If they do not know, speak with or call the funeral director handling the funeral arrangements. Also verify any special instructions on the cremation authorization form.
6. Give the pink copy of the 3-part form to the funeral professional as a receipt of human remains. Fill out any paperwork the funeral home may need you to fill out for their funeral home records.
7. Issue an identification disc for the human remains (this also may be done, instead, when human remains are brought back to the crematory). Make sure Funeral Home, Name of Deceased, and tag # are recorded on container. Make sure paperwork coincides with ID disc issued if issued on site.
8. Take the human remains back to the crematory and complete the crematory worksheet.
9. If ID disc is issued at the crematory, immediately fax the number of the ID disc to the Funeral Home.
10. Place the body into refrigeration, if necessary.
11. Make sure you have all required paperwork (cremation authorization form, any additional forms needed and burial permit authorizing cremation) and that everything is filled out correctly. You may then file paperwork and the remaining 2 parts of the 3-part form in one of the PAPERS bins. If all paperwork is not present or it is missing information, please note and file in the NO PAPERS bins.

**Make sure to check cremation authorization form for any special requests and use a post it note to adhere special instructions to paperwork.**

**A different crematory representative should re-verify that all paperwork is received, is correct, and that 24 hours have transpired since time of death, at which point they must place their initials on the verification line of the crematory worksheet and filing envelope.**

## **CREMATION PROCEDURES**

### **PRE-CREMATION**

- Take human remains either out of holding area or refrigeration
- Double and triple check that the identification disc matches the number on the crematory worksheet, 3-part form, and the number on the cremation container
- Verify that at least 24 hours have passed from the deceased's time of death, all permits are correct, and ALL NEEDED PAPERWORK IS PRESENT one last time
- Double check with metal detector that a pacemaker is not present
- If a pacemaker is present, remove it from the human remains and note the pacemaker removal charge on the crematory worksheet
- Place cremation container on the appropriate lift if is not already (usually the auto loader)
- Place the ID disc in the front corner of the cremator using the placement tool
- Place all paperwork on to a magnet clip on the side of cremator
- Mark the name of deceased, ID disc #, cremation date, time of cremation, and weight of case on the temperature recorder
- Mark the cremation date, time, operator, and unit # on the crematory worksheet
- Place the human remains in the cremation container into the cremation chamber using the auto loader
- If not using the auto loader, using a roller, place the cremation container into the cremation chamber and proceed with cremation
- Give all paperwork (leaving the remainder of the 3-part form along with the Chain of Custody, if applicable) to office personnel to update the database and print certificates of cremation, container labels, and envelopes
- Change scheduling board to show the cremation has been placed in the chamber

### **RETRIEVAL OF CREMATED REMAINS**

Once cremation is complete and cremated remains are ready to be retrieved, proceed in the following manner:

- Rake the cremated remains from inside the cremation chamber into the retrieval bin using the rake head as well as the wire brush
- Once all recoverable remains have been removed from inside the cremation chamber, remove retrieval box from under the hopper, remove all paperwork from the side of the control panel of the retort attaching it to the retrieval box's handle and place it in the processing area for cool down and processing
- Once the remains are properly cooled, begin processing

## PROCESSING

- Place the remains into one of the flat trays next to the cremulator
- Remove ID disc from the cremated remains, double checking the disc number with the ID disc number documented on paperwork and clip it, along with the 3-part form to the tray
- Visually inspect the cremated remains, and remove any large metal parts, by hand, from the cremated remains (hip sockets, large pins, etc.)
- Once all the cremated remains have sufficiently cooled, place them into one of the cremulator bins
- Attach the clip with the ID tag and 3-part form on the cremulator, put the bin inside the cremulator and press the start button
- While the cremulator is running, prepare the appropriate cremated remains vessel along with the appropriate paperwork
- Unlock the cremulator and pour the cremated remains from the cylinder in to the bag located in the container or urn with the use of the urn filler, if necessary
- Place the cylinder back in its position, and close the cremulator
- Thoroughly clean ENTIRE processing station, including ALL PARTS.
- Place the metal ID disc on to a zip tie or place the disc directly inside the container with the cremated remains
- Tightly fasten the bag holding the cremated remains
- Double check the ID tag and all paperwork and initial next to the tag number and the 3-part form
- Place the cremated remains in the locked storage room until they are ready to be delivered

## **CREMATORY OPERATOR/TECHNICIAN JOB DESCRIPTION**

- Receive human remains from funeral home representatives delivering human remains for cremation, including filling out all pertinent information on the 3-part form and worksheet/order form
- Properly identify human remains delivered by funeral home representative with an identification disc and log human remains into Ohio Vault Works Crematory cremation log
- Verify paperwork for cremations including, but not limited to, proper name spelling, cremation authorization thoroughly completed, burial permit received stating cremation is authorized, etc.
- Cremate human remains brought to crematory (verify when funeral home needs the remains returned)
- Process cremated remains and place in a container or urn to be returned in
- When needed, return cremated remains to funeral home
- Complete all paperwork and file
- Keep all work areas clean and free of clutter (work areas include crematory area, processing area and equipment, garage (intake) area, refrigeration unit, storage area, and includes keeping the entire building free from crematory dust
- Maintain all crematory equipment and ensure it remains in proper working condition
- Basic maintenance to any equipment necessary for day to day operations
- Keep proper inventory of supplies for crematory
- Make sure all human remains are secured before leaving everyday
- Make sure ALL DOORS ARE LOCKED everyday when you leave, NO EXCEPTIONS (Front door, back door, side doors, crematory doors, and refrigeration unit)
- **SET ALARM UPON LEAVING EVERY DAY – NO EXCEPTIONS!!!**
- Keep grounds of the building free of debris and garbage (lawn, landscaping, and parking lot)
- Make sure entry way windows are cleaned at least once per month