

P.C.I. POLICIES, PROCEDURES AND REQUIREMENTS

The cremation, processing and disposition of the remains of the deceased shall be performed in accordance with all governing laws, and the policies, procedures and requirements of P.C.I. and the designated funeral home.

This document describes many of the policies and requirements of P.C.I. and is incorporated in our Cremation Authorization Form. We suggest you take the time to read this document carefully before executing the Cremation Authorization Form.

P.C.I. REQUIREMENTS FOR CREMATION

P.C.I. will take receipt of the deceased for cremation only after all the following conditions have been met.

- 1) Positive identification of the deceased has been completed.
- 2) The deceased has been placed in a rigid, leak proof, sealed cremation container prior to delivery to P.C.I.
- 3) 24 hours have transpired since the death occurred.
- 4) Civil and medical authorities have issued all required permits.
- 5) All necessary authorizations have been obtained, and no objections have been raised.

CASKETS/CONTAINERS

P.C.I. requires the use of a casket/alternative container for cremation. P.C.I. does not accept metal caskets. All wooden caskets and alternative containers must meet the following standards: 1) be composed of materials suitable for cremation; 2) be able to be closed to provide a complete covering for the human remains; 3) be resistant to leakage or spillage; 4) be sufficient for handling with ease; and 5) be able to provide protection for the health and safety of crematory personnel.

Many caskets that are comprised primarily of combustible material also contain some exterior parts, e.g., decorative handles or rails, that are not combustible and that may cause damage to the cremation equipment. P.C.I., at its sole discretion, reserves the right to remove these non-combustible materials prior to cremation and to discard them with similar materials from other cremations and other refuse in a non-recoverable manner.

PACEMAKERS, PROSTHESES AND RADIOACTIVE DEVICES

Pacemakers and prosthesis, as well as any other mechanical or radioactive devices or implants in the decedent, may create a hazardous condition when placed in the cremation chamber. It is imperative that pacemakers and radioactive devices be removed prior to cremation. If the funeral home is not notified about such devices and implants, and not instructed to remove them, then the person(s) authorizing the cremation will be responsible for any damages caused to P.C.I. or crematory personnel by such devices or implants.

TIME OF CREMATION

P.C.I. is authorized to perform the cremation upon receipt of the human remains, at its discretion, and according to its own time schedule as work permits, without obtaining any further authorization or instructions.

THE CREMATION PROCESS

All cremations are performed individually. Exceptions are only made in the case of close relatives, if physically possible, and then only with the prior written instructions of the Authorizing Agent(s).

Cremation is performed by placing the deceased in a casket or other container and then placing the casket or container into a cremation chamber or retort, where they are subjected to intense heat and flame. During the cremation process, it may be necessary to open the cremation chamber and reposition the deceased in order to facilitate a complete and thorough cremation. Through the use of a suitable fuel, incineration of the container and contents is accomplished and all substances are consumed or driven off, except bone fragments (calcium compounds) and metal (including dental gold and silver and other nonhuman material) as the temperature is not sufficient to consume them.

Due to the nature of the cremation process any personal possessions or valuable materials, such as dental gold or jewelry (as well as any body prosthesis or dental bridgework), that are left with the decedent and not removed from the casket or container prior to cremation will be destroyed or if not destroyed, will be disposed of by P.C.I. Arrangements must be made with the funeral home to remove any such possessions or valuables prior to the time that the decedent is transported to P.C.I. P.C.I. reserves the right to inspect the contents of the casket/container, prior to cremation, and remove any item(s) which could pose a danger to the crematory or personnel, in a non-recoverable manner.

Following a cooling period, the cremated remains, which will normally weigh several pounds in the case of an average size adult, are then swept or raked from the cremation chamber. P.C.I. makes a reasonable effort to remove all of the cremated remains from the cremation chamber, but it is impossible to remove all of them, as some dust and other residue from the process are always left behind. In addition, while every effort will be made to avoid commingling, inadvertent or incidental commingling of minute particles of cremated remains from the residue of previous cremations is a possibility.

After the cremated remains are removed from the cremation chamber, all non-combustible materials (insofar as possible), such as bridgework, prosthetics, and materials from the casket or container, such as hinges, latches, nails, etc., will be separated and removed from the human bone fragments by visible or magnetic selection and will be disposed of by P.C.I. with similar materials from other cremations in a non-recoverable manner. P.C.I. may dispose of any non-combustible items such as a metal prosthesis or implant for the purpose of re-incinerating the item at a higher temperature in order to complete full destruction of the implant to necessitate the recycling of the metallic alloys. All proceeds from recycling are donated to St. Jude Children's Research Hospital.

When the cremated remains are removed from the cremation chamber, the skeletal remains often contain recognizable bone fragments. Unless otherwise specified, after the bone fragments have been separated from the other material, they will then be mechanically processed (pulverized). This process of crushing or grinding may cause incidental commingling of the remains with the residue from the processing of previously cremated remains. These granulated particles of unidentifiable dimensions will be virtually unrecognizable as human remains.

URNS/CONTAINERS

After the cremated remains have been processed, they will be placed in the designated urn or container. P.C.I. will make a reasonable effort to put all of the cremated remains in the urn or container, with the exception of dust or other residue that may remain on the processing equipment. In the event the urn or container provided is insufficient to accommodate all of the cremated remains, the excess will be placed in a separate receptacle. The separate receptacle will be kept with the primary receptacle and handled according to the disposition instructions on the Cremation Authorization Form.

FINAL DISPOSITION

Cremation is NOT final disposition, nor is placing the cremated remains in storage at a funeral home final disposition. The cremation process simply reduces the decedent's body to cremated remains. These cremated remains usually weigh several pounds and usually measure in excess of 150 cubic inches. Some provision must be made for the final disposition of these cremated remains. Therefore, P.C.I. strongly suggests that arrangements for final disposition be made at the time that the cremation arrangements are made and that the Cremation Authorization Form is completed.

If the final disposition of the cremated remains has not been completed within 60 days of the cremation, then P.C.I. shall be authorized to arrange for the final disposition of the cremated remains in any manner permitted by law. Such final disposition may include the burial of the cremated remains with other cremated remains, and thereafter the cremated remains of the decedent will be recoverable, at the requestors expense.

If the option selected for final disposition includes scattering, then the cremated remains will not be recoverable. If scattering is performed in a common area, then the cremated remains may be commingled with particles of other cremated remains that have been previously scattered.

LIMITATION OF LIABILITY

The obligations of P.C.I. shall be limited to the cremation of the decedent and the disposition of the decedent's cremated remains as authorized on the Cremation Authorization Form. No Warranties Express or Implied are Made and Damages Shall be Limited to the Amount of the Cremation Fee Paid.