

FIRST CONTACT

Notification and Communication:

How do you communicate with the family, our facility or hospice throughout the process?

We communicate in the preferred way of the Hospice Care Provider or Senior Care Advocate. Most of the time, this is by phone, email, and fax (for facilitation of the Death Certificate).

Who should the family contact if they have questions or need updates on the status of arrangements?

Our amazing Funeral Directors are on call 24/7 to meet any need and answer any question. The best way to get in touch with us is by phone at either (207) 773-6511 for Conroy-Tully Walker in Portland / South Portland, or (207) 324-4104 for Black-Heald Walker in Sanford / Springvale.

Initial Notification:

How and when will the family be notified that their loved one has been transferred into your care from the home, hospital or hospice?

You will be contacted by one of our funeral directors on the same day as the passing or first thing the next morning, depending on the time of passing. This initial contact is a courtesy check-in with the family to see how they are doing and to answer any questions they may have. The arrangement process starts when the family is ready and is always based on their timeline and availability.

Who will contact us and the family, and what information will they provide?

One of our well-trained Funeral Directors will make contact to assure the family they will be cared for by an incredibly compassionate team, provide initial information, and answer all questions.

Logistics and Timing:

What is the typical timeline for your team to arrive after we notify you that a death has occurred?

Depending on the location of death in relation to our facilities, we always strive to be there within 60 - 90 minutes of the initial call.

Are there specific procedures we should follow to notify your team and arrange for pickup?

No, the standard operating procedure is applicable. However, please use the knowledge in this packet to comfort the family in any way you can.

Transportation Details:

How is the loved one transported from the home, hospital or hospice to your facilities?

The loved one is transported by our caring staff in a discreet vehicle to our Care Center. We do not use a third-party transport company or facility. This ensures that the family's loved one never leaves the care of our staff.

Do you use specific vehicles or equipment for transport, and are there any special considerations we should be aware of?

We use a secure stretcher designed for safe transportation within our discreet service vehicle. This ensures the safety of the decedent and privacy for the family and facility.



Handling and Preparation:

What happens to the loved one once they are received into the care of Walker?

The loved one is safely placed in a temperature-controlled environment in our Care Center at either our Portland or our Springvale facility and continuously monitored until we receive further direction from the family.

Can you describe the preparation process for viewing or cremation, if applicable?

Our care team is comprised of only licensed and highly trained individuals. We will follow the wishes of the family in a respectful and dignified manner. Our goal is to always treat the loved one as if they were a member of our own family.

Documentation and Authorization:

What documentation do you require before you can take custody of the deceased?

If a loved one passes within a medical facility, a signed release form is required.

Who typically signs the release forms, and what information should be included on these forms?

The legal next of kin.

Legal and Regulatory Compliance:

Are there any legal or regulatory requirements we or the family need to fulfill before or after you take custody of the loved one?

We will ask for the contact information for the legal next of kin. We work on behalf of the family to secure all regulatory documents and permits so they can focus on

being together as a family, opposed to filing for necessary permits. Often times, Hospice and Senior Care providers can assist us by providing us with the contact information for the medical professional who will be certifying the death certificate.

How do you handle cases where further investigation or paperwork is required by authorities?

We can bring the loved one into our care and hold them in a safe, temperature-controlled environment while the additional investigation or paperwork is completed.

Costs and Billing:

What are the costs associated with your services, and how are they typically billed?

We are a family-owned business that strives to treat every family we serve fairly and equally. Costs for our services are arranged specifically to the needs of the family. Our goal is to educate the families we serve and allow them to make the best decision for their needs. To provide the finest services and merchandise possible while minimizing our cost to do so, we are dependent upon our client families for arranging payment prior to services being rendered.

Are there any additional charges or fees the family should be aware of?

Regardless of what funeral home a family selects, there will be outside charges for third party items such as death certificates, newspaper notices, cemetery fees, etc.



ARRANGEMENT PROCESS:

Arrangement Process:

What is the process for scheduling a meeting to discuss funeral arrangements?

You or the family can contact us directly to schedule an appointment anytime. We will also reach out to the family when a loved one enters our care to see what time works best for the family to meet, either in person or remotely.

Are there specific times or days that are preferable for these meetings?

Appointments with families typically take place Monday-Saturday between the hours of 8:30 AM and 3:00 PM. If this time does not work for a family, we try to be as flexible as possible to accommodate an alternate time or day.

Updates and Progress:

How frequently will the family receive updates on the progress of arrangements and preparations?

We often notify families every step of the way unless requested otherwise. Our directors will always ask a family what their preference is during their initial arrangement appointment.

Who should the family contact if they have questions or want to check on the status?

Our entire staff is cross-trained to support all family needs. A family can ask their director or another member of our qualified staff.

Documentation and Legalities:

What paperwork and documentation will you handle on the family's behalf, and when can the family expect the completion of these tasks?

We have the ability to assist with all paperwork on behalf of our client families. The most important documents we facilitate are the death certificate, disposition permit, VA applications or Life Insurance claim forms. Are there any legal aspects or permits the family needs to be aware of during this process?

Permits are required for a burial or cremation to take place.

How can families access any necessary documents or certificates after the arrangements are finalized?

Copies of all documents are provided to the family throughout the arrangement process. If additional copies are needed, we always keep records and can supply additional photo copies at no cost, though some institutions prefer certified copies.

Options and Decisions:

Can you walk us through the options available for services and ceremonies?

As a full-service cremation, funeral, and gathering facility, we offer every type of service from intimate gatherings to elaborate funerals coupled with food and drink. Our expert staff is professionally trained to support all cultures, faiths, backgrounds, and preferences.

How do you guide families through decisions regarding caskets, urns, and other necessary items?

Our team of well-trained Funeral Directors educates the families who use us to allow them to make an educated decision that aligns with their budget and their preferences.

Personalization and Requests:

How can the family communicate specific requests or personal touches they'd like for the service?

Our goal is to make our office as safe a space as possible. This is done in the hope that the families we serve are comfortable enough to express their wishes to any staff member at any time.

Are there ways the family can be involved in planning or preparing for the ceremony?

Absolutely. Our directors will work with the family through the entire planning process. Our team is trained to actively listen and support what the family is asking for.

Do families have the option to personalize the transportation or preparation process in any way?

Absolutely. Often, families will ask us to bring their loved one by their favorite place one last time. We are honored to accommodate any request, big or small.

Are there options for families to be involved or to visit your facilities before final arrangements are made?

Absolutely. The family can always contact the funeral home or funeral director directly for this request.

Visitation and Viewing:

Can the family schedule a visitation or viewing of their loved one before the service?

We always encourage private family goodbyes, even if the family selects cremation with no public viewing.

How are arrangements made for families who wish to spend time with their loved one in a private setting?

We ask families to bring in their loved ones favorite clothing, as well as any other keepsakes or notes they'd like to place with their loved one for the burial or cremation.

Finalizing Details:

How will the family confirm the final details of the service and ensure everything is in place for the scheduled date?

Our directors will stay in contact with the family every step of the way. Often, we act as the family's advocate when scheduling services and handle that process for them.

Is there a point person they can contact if they have last-minute changes or concerns?

The family can always contact the funeral home or funeral director directly with any concerns.

Costs and Financial Information:

Will the family receive a breakdown of costs associated with the services and merchandise chosen?

Yes, as a family-owned funeral home, we believe in full transparency.

Are there payment plans or financial assistance options available?

We do not want a family's choices to be more than is affordable nor less than they would like to arrange. What is important is that the arrangements be in keeping with their wishes and budget. As a small local business, we are dependent upon payment prior to services being rendered.



AFTER THE SERVICE

Aftercare and Follow-up and Support Services:

Do you offer any additional support services for families or caregivers during this transition period?

We have local resources for grief, estate, and planning needs. We are available 24 hours a day to answer any questions and offer support. We also offer an extensive aftercare program for continued support.

Are there resources or contacts you can provide for grief support or further assistance?

Yes. We have a dedicated staff member who can provide aftercare guidance.

What happens after the funeral or cremation process is complete?

We have an extensive aftercare program in place to continue our care and support for our client families.

What support services do you offer to families after the funeral or memorial service?

We have an aftercare program that continues to support the family after services are completed. We always tell each family that our job doesn't end just because services are completed. We are always available as a resource and for support. Many families return to us for help as they are executing the estate. We are always willing and available to act as a resource.

Are there resources you recommend for grief support or counseling?

There are multiple resources in our community, and we can discuss together what option you think would be the best fit. Once decided, we can make a formal introduction on the family's behalf.

