



O'Connor 
MORTUARY

Trust when it's needed the most.

DEAR FRIENDS



My great grandfather established our company in Southern California in 1898. Today we're one of California's most preferred family-owned funeral, burial and cremation providers. Unlike large chains focused on investors and shareholders, we believe our reputation is our most important asset. We earn your confidence by creating meaningful and healing experiences with flawless service.

Cost is often one of the first things people will inquire about in their initial conversation with us. We are proud to offer the widest range of options and prices to meet every family's need. While price is important, what most people really want to know at this most difficult time is, "Are you someone I can TRUST?" "Is this company worthy of caring for my loved one?" We encourage you to visit us and compare. I know our facilities and our team of caring professionals will impress you.

We serve all of central and south Orange County with locations in Laguna Hills, Irvine and San Juan Capistrano. Our main location in Laguna Hills is within a mile of the 5 Freeway, providing convenient access. Our Irvine and San Juan Capistrano locations allow families in those surrounding areas to complete arrangements closer to home.

Choose quality. Choose value. Choose people committed to providing meaningful and healing experiences. Those you care about will be grateful you chose O'Connor.

Our arrangement and service professionals are specially selected and trained to gently shepherd you and those you care about most through the critical first steps of this journey. Healing and meaningful events don't happen by accident and one style does not fit all.

Whether planning in advance, a gift to those you care about most, or at the time of need, we are here for you any hour of the day or night.

Most sincerely,
Neil O'Connor

O'CONNOR FAMILY MORTUARY SERVICES:

THE IMPORTANCE OF CEREMONY _____ 2

DESIGNING YOUR OWN CEREMONY _____ 3

Taking the time to design a funeral or memorial service is truly a loving act. There are simply two basic stages to the process, and we're here to guide you every step of the way.

BURIAL SERVICES _____ 3

O'Connor Mortuary can arrange an interment ceremony at a cemetery of your choice. Whether you wish a traditional burial or are considering a natural or "green" burial we're here to listen, advise you and fulfill your desires.

CREMATION SERVICES YOU CAN TRUST _____ 4

O'Connor Mortuary has owned and operated a crematory at our Laguna Hills location since 1991. Because we control all aspects of the cremation process, we consistently ensure that the highest standards are followed. The families we serve appreciate the honesty, trust, transparency and peace of mind these features provide them.

SIGNATURE SERVICES _____ 5

O'Connor Mortuary has created a set of services unlike any offered by other mortuaries. Each of these unique "Signature" products and services are hallmarks of our commitment to providing the best services and products possible.

VETERAN SERVICES _____ 7

We believe that the men and women who answered our nation's call are deserving of honor. Therefore, we offer options to appropriately pay tribute to our veterans and their service to our country. The O'Connor staff are experts in planning military services and can help veteran families receive the veteran benefits they are entitled to.

PLAN WELL. LIVE WELL. _____ 9

Planning your service in advance will not only allow you to guide the context and tone of your memorial, but it will also lift the burden of those unwanted decisions from your family. This will allow them time to support one another, share their memories and begin their journey of healing.

THE IMPORTANCE OF CEREMONY

FAMILY AND COMMUNITY SUPPORTING ONE ANOTHER

Bringing family and friends together at a time of loss is common; most of us long for the comfort of companionship during life's difficult moments. Creating a ceremony gives shape, voice and color to our feelings and it satisfies our innate desire to honor those we loved. A ceremony, uniquely designed to celebrate the life journey of your loved one, is the first step

in healing for your circle of family and friends. It is a gift to everyone who participates. There are many ways to honor one's life. In fact, your choices are limited only by your imagination. Here are two important things to reflect upon. The first has to do with the ceremony itself, and the second is whether you choose burial or cremation.

THE CEREMONY YOU WANT

DESIGNING YOUR OWN CEREMONY



How do you celebrate and honor a life? Your funeral or memorial service can be as distinct as your loved one's life—totally unique or very simple. Or it may be important to you to follow time-

honored family traditions that link the life of your loved one to a larger view of life and the universe.

That's where we come in. Our expertise and our suggestions can help you create a memorable experience by getting to know your loved one's life story. We will assist you in designing a service that will help create peace of mind for those involved and appropriately honor your loved one. We can arrange the location, order of the service, clergy or an officiant, obituaries, musicians, poems and/or prayers, butterfly or dove release or a veteran honor guard. The possibilities are endless.

We're here to help you come to the decisions that will meet your needs now and in the future. These decisions can have an impact on your family and friends for a long time. So doing the right thing now can make all the difference through the coming years.

BURIAL SERVICES

TIME HONORED TRADITIONS

There is no "right or wrong" formula for honoring your loved one when burial has been selected. Whether you choose a traditional or private burial after the funeral service or have the burial precede the memorial service, we are here to listen to your concerns, share our experiences, and help you arrive at the perfect way to gather together before or after your loved one's interment at a cemetery of your choice. We are also experts in arranging the details of ceremonies appropriate to your faith tradition.

TRADITIONAL BURIAL

Traditions are comforting to many people. When a family chooses a "traditional burial" we can help you create a fitting graveside service and guide you through the ceremony. This can include a sound system to play their favorite song, butterfly or dove release, bagpiper or veteran honor guard.

GREEN BURIAL

O'Connor Mortuary, being the first approved Green Burial provider in Orange County, can help your family create a ceremony of committal at an all natural green cemetery if this is in keeping with your personal values. For more Information on the Green Burial Council, you can contact:

www.greenburialcouncil.org



CREMATION SERVICES

WHAT MAKES CREMATION AT O'CONNOR MORTUARY UNIQUE?

We believe that complete transparency and accountability in a cremation provider are essential. The most important component in your choice of cremation is to know who owns and operates the crematory. Below you will see what sets us apart from other cremation service providers:

Higher Standards - Our family philosophy has resulted in standards that exceed the State requirements, as well as those of any other cremation service provider in our region.

Our Crematory - Since 1991 we have operated our own crematory at our Laguna Hills location. Most providers do not own a crematory and many outsource the entire process from the transfer and refrigeration to the actual contracted crematory.

Into Our Care - Once your loved one enters into our care, they remain in the sanctity of our facility until the cremation is complete and the urn is returned to you or delivered to the service location.

Peace of Mind - We require all of our families to provide a *recent, color photograph* for a positive means of identification of their loved one. Relying on identification forms from other care facilities (hospitals, skilled nursing facilities and the coroner's office) are not acceptable to us and do not meet our standard of care. Three of our highly trained staff members will *positively identify your loved one prior to cremation*. Very few, if any, cremation providers require a positive means of identification as a minimum requirement.

Quality Assurance - Because of our commitment to you, we have created a checklist of 52 line items that we strictly adhere to before, during and after the cremation process to ensure the quality and care of every family we serve.

SERVICE OPTIONS FOR CREMATION

Public or Private Visitations Prior to Cremation - This provides your friends and family the opportunity to say goodbye, face to face, in a peaceful and tranquil setting. You can place a letter, photograph or other favorite keepsake with your loved one prior to cremation. Often this provides a profound sense of closure and connectedness for family members.

Funeral Service - A traditional funeral service denotes the physical presence of the body at the service, whether you choose burial or cremation after the service. A funeral service may be held in our chapel, at your church or at another venue of your choice. A funeral service may contain opening prayers and/or remarks by clergy or someone you designate to preside. It may also include special music, video presentation, readings, poems, eulogies and/or prayers. The funeral service can conclude with either ground burial at a local cemetery or cremation at our on-site crematory.

Memorial Service - A memorial service can mirror a funeral service, and does not require the urn to be present. It may conclude like a funeral service with burial at a local cemetery. Cremation memorial services also offer unique options of scattering at sea, burial of the urn at a cemetery or the urn may remain in your personal possession. Our staff is knowledgeable in all faith traditions and customs so we are prepared to attend to the proper details of each specific ceremony. If you are not affiliated with

a local church, synagogue, mosque, temple or parish, our staff is prepared to help you obtain an appropriate officiant to preside at your service if you wish.

Graveside Service - A graveside service is a ceremony held at a cemetery of your choice, attended by family and friends. Most graveside services take place just after the funeral or memorial service. However, you may also request a private graveside service prior to a memorial service at our chapel or a church of your choice. You may also want to include any of our Service Enhancements to create a more personalized experience.

Memorial at Sea - On a beautiful day with calm waters, a memorial at sea can be fitting for the family who has spent most of their time enjoying the Pacific Ocean. We can help you plan a final tribute with charter services, flowers, special music and a place to gather for a meal afterward. This special tribute will give you, your family and friends a unique way to say goodbye.

Transparency: Witnessing the Cremation - Many families want to witness the cremation as well as the final processing of the cremated remains. This may be for religious or cultural reasons or to say a final goodbye. Others may do it for a more practical reason of assurance and peace of mind that their loved one is cared for properly and respectfully. Because most mortuaries do not operate their own crematories, this cannot take place. We offer this option and encourage you to do so.

O'CONNOR SIGNATURE SERVICES

O'Connor Mortuary has a signature style that immediately sets us apart from other mortuaries. Each of these signature products and services are designed to provide you with additional options that will help you appropriately memorialize your loved one.

MEMORIAL WEBSITES

Our website offers families the ability to create a permanent online memorial to their loved one, post a life's story, photos and service information through our social media-enhanced memorials. These sites include a family tree, photo albums, and sharing memories sections. Speak with one of our professionals to learn more.

LIVE FUNERAL WEBCASTING

The newest innovation in funeral service is webcasting. This allows your friends and family members who cannot attend the service to view it live over the internet where there is web access. It can also be archived for delayed viewing and can be downloaded onto a DVD for a permanent keepsake.

DVD TRIBUTE

Our chapel and visitation room are furnished with multi media equipment for those who wish to provide their own DVD. For those who choose to have a DVD professionally designed, we can provide this service for a fee.

MEMORY CARDS

Our staff will provide Memory Cards to those attending the ceremony offering them an opportunity to write their own personal memories of your loved one. The cards are gathered at the end of the service and given to the family.

GRIEF RESOURCES

O'Connor Mortuary is the leader in Bereavement Resources. We have an extensive bereavement resources library for our community on our website www.oconnormortuary.com. We currently offer:

- **Daily affirmations via e-mail**
- **Local support groups**
- **Online article archives**
- **Printable grief brochures**
- **Recommended readings**

Once the services are over, we provide a continuum of care for you, your family and friends.

ONLINE FLOWER SHOP

Ordering flowers directly from our online flower store will save time and money. Unlike FTD, there are no wire to wire or delivery charges. Visit our website www.oconnormortuary.com under "Flowers and Gifts."

AFTER CARE PROGRAM

Our *After Care Program* is designed to assist families with practical matters that must be attended to after the services have taken place. Our mortuary provides this complimentary service to every family. Our Family Service Director will help you to review and manage all of those important details.

CANDLELIGHT SERVICE OF REMEMBRANCE

Each December we honor the memory of loved ones by offering an evening of remembrance. Families are encouraged to provide a photograph of their loved one as part of the Photo Tribute. The service also includes a message of comfort and hope, special music, a candle lighting ceremony, and during the reading of the names, each family receives a remembrance candle.

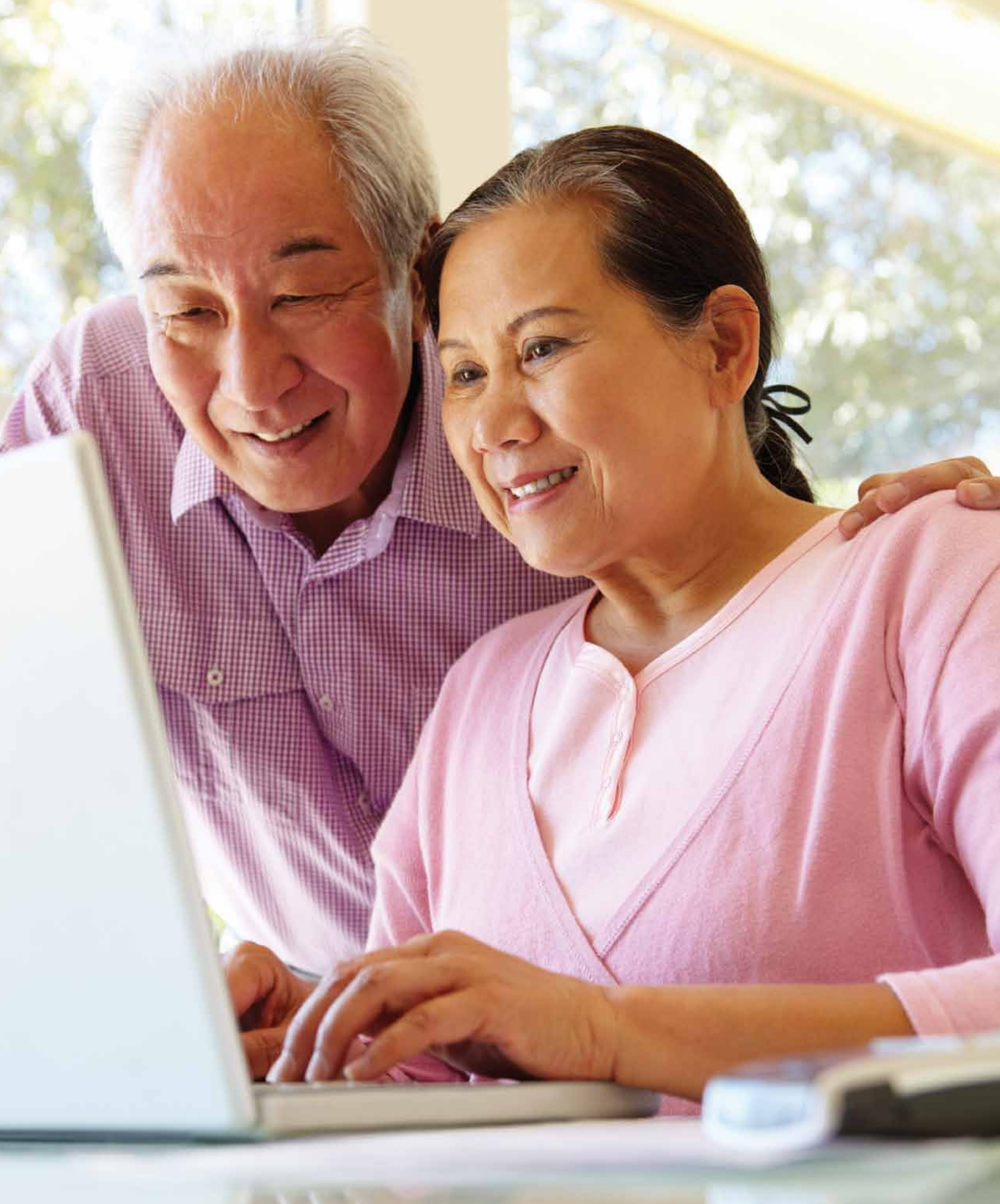
ANGEL OF HOPE

Since its dedication on September 28, 2002, we have been actively involved with the Angel of Hope. Each December 6th at 7:00 pm at El Toro Memorial Park in Lake Forest, a candlelight ceremony is held at the Angel statue to support parents who have lost a child of any age for any reason. Please visit the Angel website at: www.careandkindness.org/angelofhope/

NOTARY SERVICES

We offer no-cost notary service to those families who need this assistance.





VETERAN SERVICES

HONORING THOSE WHO PROTECT OUR FREEDOM



Why do more families trust O'Connor Mortuary with veteran services? It is because we are known for our compassionate and caring professionals, and we are experts in planning military services. Depending on the branch of service, military detachments may provide an honor guard, a flag and taps. Our veterans deserve our utmost respect, and any veteran with an honorable discharge or even those with no living family will always be given military honors and interment in a national cemetery.

EXPERTS IN PLANNING MILITARY SERVICES

We know our veterans to be heroes, each of whom has contributed to the preservation of the freedoms we enjoy today. We believe that it is our responsibility to honor their sacrifices and celebrate their achievements. O'Connor Mortuary offers the most comprehensive veteran options to appropriately pay tribute to the life of a veteran.

VETERAN BENEFITS

The U.S. Department of Veteran Affairs (www.va.gov) provides benefits for a veteran's family if they can provide a copy of their honorable discharge papers. These benefits include a flag, burial in a national veterans' cemetery, a headstone/marker, a Presidential Memorial Certificate and military honors. If burial is in a veterans' cemetery, a grave can also be reserved for a surviving spouse and any dependent children.

If your loved one's discharge papers (DD214) cannot be located, a copy can be ordered through:

www.touchstoneresearchgroup.com

Touchstone provides an express service:

www.touchstoneresearchgroup.com/DD214_Funeral.html that can expedite the receipt of the military paper work to assist the funeral home with applying for military burial benefits.

There are additional monetary allowances toward burial expenses if the veteran's death occurs in a federal VA hospital or if the veteran was receiving a VA pension at the time of death. The State of California also offers an allowance under other certain circumstances. Because federal and state guidelines vary, we will be glad to offer information on an individual basis.

THE LOCAL VETERAN SERVICE OFFICE

1300 S. Grand Avenue Bldg. B, Santa Ana, 92705.

Phone: **(714) 567-7450** and Fax (714) 567-7674.

The Veteran Service Office has a very helpful web site:

egov.ocgov.com/ocgov/

If your veteran had life insurance coverage with Government National Life Insurance, we can help with that claim or they can be reached at **1-800-669-8477**.

We will also assist in completing all applications for benefits to which a veteran or their family are entitled and eligible, including:

- **Burial in a national cemetery**
- **Securing an American flag**
- **Receiving military honors**
- **Obtaining a headstone/marker**
- **Receiving monetary burial benefits and transportation, if applicable**
- **Receiving a Presidential Memorial Certificate**

WORLD WAR II REGISTRY OF REMEMBRANCES

Any service man or woman who helped win World War II, whether in battle or on the home front, is eligible for the Registry. To enter your name or the name of someone you wish to honor for their service to our country, you may register by visiting the Registry at:

www.wwiimemorial.com/

SOUTHERN CALIFORNIA VETERAN CEMETERIES:

Available for burial and placement of cremated remains:

Riverside National Cemetery in Riverside County: **951-653-8417**

www.cem.va.gov/cems/nchp/riverside.asp

Miramar National Cemetery in San Diego: **858-658-7360**


www.eem.va.gov/cems/nchp/miramar.asp

Available for cremated remains only:

Fort Rosecrans National Cemetery in San Diego County: **619-553-2084**

www.cem.va.gov/cems/nchp/ftrosecrans.asp

A member of our experienced staff will be available to assist your family, anytime at **(877) 872-2736** to answer any questions or explore all the available veteran's options at no cost or obligation.

A close-up photograph of the American flag, showing the stars and stripes in detail. The flag is draped and slightly wrinkled, with the red and white stripes on the right and the blue field with white stars on the left.

“AS WE EXPRESS OUR GRATITUDE,
WE MUST NEVER FORGET
THAT THE HIGHEST
APPRECIATION IS NOT
TO UTTER WORDS,
BUT TO LIVE BY THEM.”

~ John Fitzgerald Kennedy ~

PLAN WELL. LIVE WELL.

SOME THINGS YOU DO WITH YOUR FAMILY, AND SOME THINGS YOU DO *FOR* YOUR FAMILY.

THE WISDOM OF PLANNING AHEAD

In today's busy world, we are constantly reminded to plan well for our future. It's possible that you have already prepared your living trust, planned your financial estate, set up a retirement account and maybe started a college fund for your children or grandchildren. All this will ensure that those you love will be well taken care of if anything should happen to you. How important is it then to plan ahead for an inevitable need?

Planning your funeral and/or cremation services in advance will not only allow you to guide the look and feel of your service, but it will also free your family from wondering what your wishes would be; allowing them time to support one another, share their memories and begin their journey of healing.

Now is the time to have this discussion with your family, not while you are in crisis. End of life planning is more about living well and it's easier than you may think. Bringing family together for an honest conversation about your plans and wishes is the first step. We consistently see that families who take this walk together have greater peace of mind knowing that every detail has been discussed and taken care of.

THE PRACTICAL BENEFITS

Protect Your Family - Without a doubt, the most important reason for making arrangements in advance is to spare your family the financial responsibility of doing so. This certainly reduces the stress for family and friends at an already emotional time.

It Can Save Money - Funding your arrangements in advance through an independent funeral insurance policy can secure the costs of services and some of the memorial products at today's prices, and guarantees that the costs will never increase.

Lets Your Wishes Be Known - You may have specific wishes as to how you want to be memorialized. Advance planning will allow you to let your wishes be known about the type of funeral or cremation arrangement you want and will lift the burden of those difficult decisions from your family.

Fully Transferable Insurance Policy - Should you move out of the area, the funeral insurance policy death benefit purchased through O'Connor is fully transferable to a mortuary of your choice in another city, state or country.

Travel Plan - Should your death occur while you are traveling anywhere in the United States or abroad (100 miles from your residence), our Travel Plan will guarantee to file the appropriate paper work and transport you back to O'Connor Mortuary. This will spare your family the logistics of arranging transportation and legal paper work, saving them thousands of dollars.

When To Plan Ahead - The best time is now, while you are thinking about it. We all want to think that there is plenty of time to prepare. But like any future need, being well educated will provide you with the insight to make good decisions in advance without undue stress and unwanted spending. The benefits are significant but the peace-of-mind you will have is priceless. It truly is a gift you give your family.



TESTIMONIALS

FROM FAMILIES WE HAVE SERVED THROUGH THE YEARS

“

“Our family would like to thank you and your staff for the compassionate service extended to us at O’Connor Mortuary. We are especially grateful for your understanding of our cultural beliefs and for accommodating our schedule.”

— The C.F. Family

“It took awhile, but my husband and I knew we needed to make our funeral arrangements. Since our children live out of state, our desire was to have everything in order, so they would not have to think about those decisions when grieving would make them more difficult. We went to one mortuary and came out more confused than ever. We decided to try O’Connor. We were very comfortable discussing our plans. They listened and answered our questions in a no-pressure, unhurried manner. We are so happy that we chose O’Connor.”

— Mr. & Mrs. Peter DeFranco, Laguna Woods

“Our family would like to sincerely thank you for all your kindness and help in making our father’s funeral mass and graveside service so meaningful. The Navy Honor Guard and the dove release added a special touch. We appreciate that you made everything go so smoothly.”

— The Smith Family

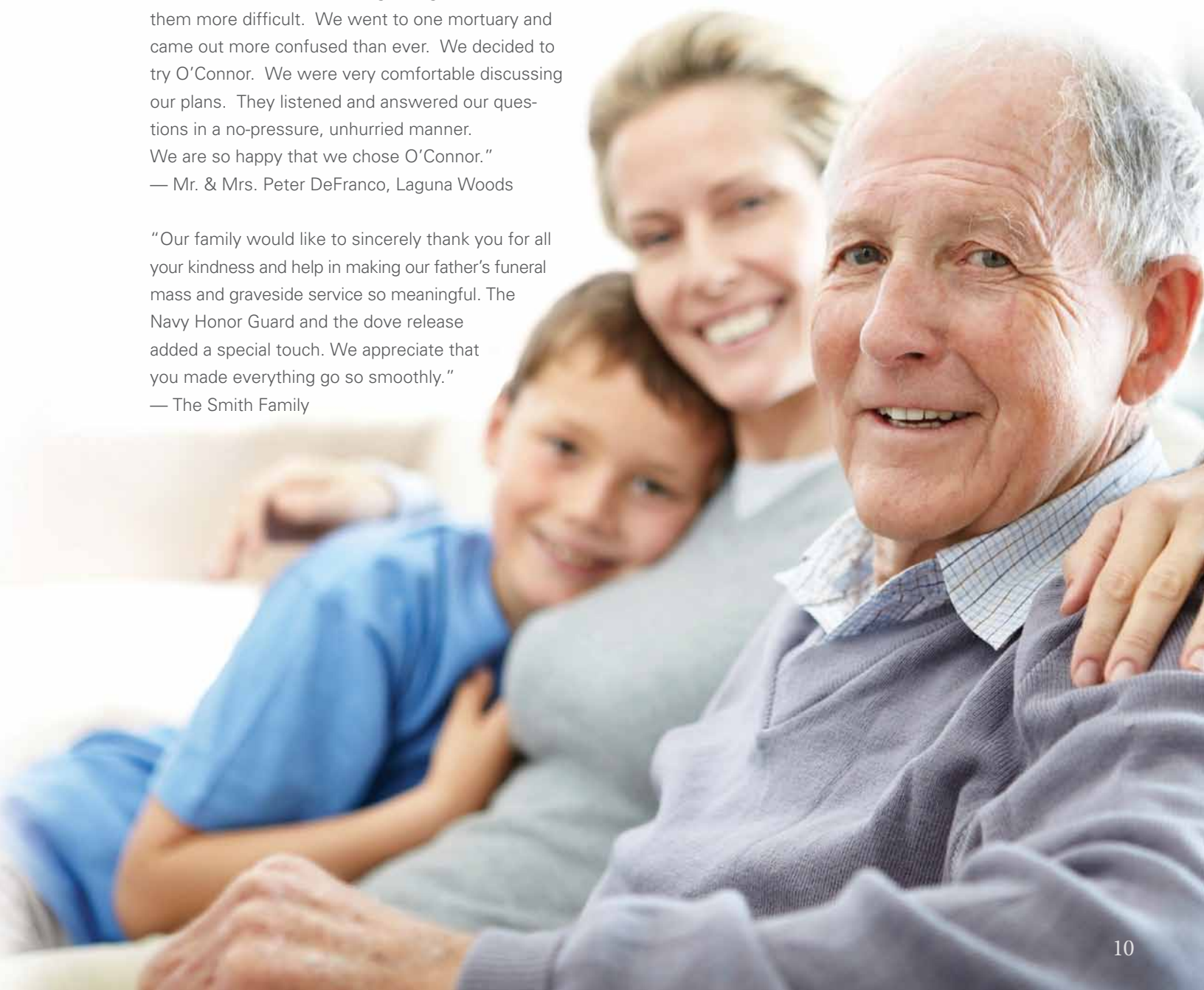
“Thank you for the support, direction and care given during the passing of my mom, and for your presence at her memorial service.”

— R.W. & Family

“Just want to personally thank you for everything you have done for my family. Without you, I would have been totally lost.”

— The A.F. Family

”





From left to right: Jeff Turner, Neil O'Connor, Joseph O'Connor, Joe Fitzgerald, Chuck Ricciardi



Trust when it's needed the most.

O'Connor Mortuary invites you to speak with one of our Family Service Directors toll-free at

877.872.2736

to schedule an appointment for a consultation at one of our three convenient locations, or in the privacy of your own home. We are here to answer any questions or explore your funeral and memorial options at no obligation.

WWW.OCONNORMORTUARY.COM

**Laguna Hills
Chapel & Crematory**

25301 Alicia Parkway
Laguna Hills, CA 92653

949.581.4300

FD1293

**Irvine
Arrangement Center**

4010 Barranca Parkway
Suite 200
Irvine, CA 92604

949.296.1010

FD1818

**San Juan Capistrano
Arrangement Center**

31920 Del Obispo
Suite 270
San Juan Capistrano, CA 92675

949.325.0143

FD1916