

# The 12 Questions to Ask Your Crematory Provider



*Many people want to understand the significant differences between various cremation providers. O'Connor Mortuary compares favorably to all other cremation service providers.*

*Whether you have a loved one who has died or you are planning in advance, cremation offers many options for ceremony.*

*This chart includes 12 questions to ask any cremation service provider to ensure you fully understand what they offer and the value you receive for their price. You may use this chart to note answers you receive from two other providers.*



*Experience Compassion*  
OConnorMortuary.com

## 12 Questions to Ask

## O'Connor Mortuary

## Cremation Society

## Other Mortuary

**1. When you transfer the deceased's body, where is it taken?** – Some retain respectful possession of your loved one's body while others may assign a case number and leave the body at a regional or off-site contracted storage facility.

*Your loved one stays in our care at our Laguna Hills location, used exclusively for the families we serve. We guarantee this for our families so that they can have peace of mind and certainty about where their loved one is.*

**2. Where is your crematory?** – Some are on-site, but others may transport your loved one to a central or contracted crematory, which serves many cremation service providers.

*We perform cremations on-site at our Laguna Hills location with our brand new, state-of-the-art crematory. Our crematory is reserved only for the families we serve.*

**3. Do you verify the deceased's identity before cremation?** – Some will just accept the identification on the paperwork and assign a numbered indestructible metal tag, which stays with the body through the cremation process.

*Our quality assurance plan insures that every identity is confirmed with a photo ID, a 5-step signature confirmation process, and maintained by a unique numbered metal tag, which survives the cremation process. Our standards far exceed the State requirements.*

**4. Do you cremate each body alone?** – All licensed crematories are required by law to cremate each person individually.

*Because we operate our crematory, we control the sanctity of the process and each cremation is performed individually.*

**5. When does the cremation take place?** – That depends primarily on how long it takes to process the legally required paperwork. A death certificate must be signed by the attending physician or the coroner and filed with the county to obtain a permit for cremation. Once the legal paperwork and permit are obtained the cremation is scheduled. When the cremation takes place varies from firm to firm.

*Because our care center and state-of-the-art crematory are on-site, we can usually accommodate cremation within 3 to 6 days after completion of the legal paperwork. Under our direct supervision, we can accommodate virtually any turn-around requirement to meet your family's needs.*

**6. May I attend the actual cremation?** – Some offer attended cremation but most do not have control over the process, or access to the facility to offer such a service.

*We offer each family the opportunity to attend the cremation of their loved one.*

**7. Is a casket required for cremation?** – By law, a state-approved container is required for the cremation. There are a number of options available from a wooden casket to a heavy cardboard container to insure the dignified care of your loved one.

*We will accommodate your selection of casket or container with no delay in the cremation process. You may view our cremation caskets and urns at any of our 3 locations and on our website at: [www.oconnormortuary.com](http://www.oconnormortuary.com)*

**8. Why do families ask to attend the cremation? –**

For many reasons; for some, it is a part of their culture. For others, it's a spiritual moment of the final "goodbye" or an opportunity to pray or reflect. Finally, for some families, it's the most practical reason of assurance and peace-of-mind that their loved one was handled properly and respectfully throughout the process.

*We've found that many families choose to attend the cremation as a final act of service for their family member. Whatever your reason for choosing this option, we will walk you through the process and do all we can to ensure your experience is meaningful.*

**9. Is embalming required before cremation? –**

Embalming is not required by law but is recommended in certain situations. If the family desires a viewing of their loved one or wishes for them to be dressed and prepared, embalming is appropriate. Some cremation societies do not have the facilities to accommodate the request and will transfer your loved one to an outside facility.

*If you desire your loved one to be dressed and prepared for a visitation or a funeral service prior to cremation, O'Connor Mortuary requires embalming. We have a state-of-the-art care center at our Laguna Hills location to accommodate your family's wishes.*

**10. When do I receive the cremated remains? –**

It varies from firm to firm as to when cremated remains are available. Some allow you to take the cremated remains with you in an urn of your choice after a brief cooling and processing period.

*Cremated remains are generally available for your family within 24 hours after the cremation takes place. We will give you the urn with the cremated remains at an appointment at the mortuary or we can deliver them to you. Special requests can be accommodated.*

**11. What are cremation societies? –**

Cremation societies focus on simple, non-ceremonial cremation. They do not provide all of the services and options of traditional funeral home or mortuary.

*We offer a wide breadth of services that only a full-provider can offer. Beyond our services, our staff is professionally trained to meet and exceed your family's needs.*

**12. Why are there significant price differences in cremation services? –**

There are vast differences in the levels of professional services and care provided by mortuaries, crematories and cremation societies.

*O'Connor Mortuary offers the highest level of professional service and care, offering your family a flexible and personal experience in the cremation of your loved one.*

Have additional questions? Give us a call.

## Healing Hearts

*Creating unique ceremonies that honor your loved one can be one of the first steps on the road of healthy grief.*

## Inspiring Trust

*We have been family owned and operated since 1898. We hold ourselves to the highest standards and promise excellence to every family we serve.*

## Comforting Souls

*Adding that extra touch, watching over every detail, and caring for your loved one helps us bring you peace at this difficult time.*



**Laguna Hills Chapel & Crematory**  
25301 Alicia Parkway  
Laguna Hills, CA 92653 | FD 1293  
949.581.4300

**Irvine Arrangement Center**  
4010 Barranca Parkway, Suite 200  
Irvine, CA 92604 | FD 1818  
949.296.1010

**San Juan Capistrano Arrangement Center**  
31920 Del Obispo, Suite 270  
San Juan Capistrano, CA 92675 | FD 1916  
949.325.0143

**877.872.2736**

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