



BHCC Doc-1.A

Statement of Policies and Procedures

This document should be used in tandem with BHCC Doc-1.B *Authorizations and Acknowledgements for Pre-Cremation, Cremation and Post-Cremation Care*

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HOURS OF OPERATION

Monday – Friday
8:30 AM to 4:30 PM

Saturday
8:30 AM to 1:00 PM

PART A

► Introduction

► Identification of Decedent, Chain of Custody ID Checkpoints, and Crematory Security

► Explanation of Pre-Cremation, Cremation and Post-Cremation Care Procedures

❖ Introduction ❖

As a third-party cremation service provider to licensed funeral establishments, Blue Hill Cemetery and Crematory, henceforth known as “BHCC” operates according to a comprehensive and purposeful structure of policies and procedures. We adhere to this principled approach so that we may -

- provide dignified, respectful, and attentive care for the remains of each and every decedent entrusted to us;
- bring peace of mind and thoughtful consideration to the decedent’s family, friends and loved ones;
- ensure propriety, decorum, and ethical performance in our segment of the death care continuum;
- respond with dedication and commitment to each funeral establishment we are honored and privileged to serve;
- maintain a vigilantly monitored and well documented identification and chain of custody sequence throughout the pre-cremation, cremation, and post-cremation procedures.

The implementation and success of our policies and procedures relies in large part on the collaborative efforts of, (a) the licensed funeral personnel at each funeral establishment we serve and their agents, (b) the decedent’s authorizing agent(s) or designee(s), and (c) the certified crematory personnel at BHCC. We invite each funeral home client to review and give consideration to the recommendations of the National Funeral Directors Association, the International Cemetery, Cremation, and Funeral Association, and the Cremation Association of North America regarding due diligence protocol as explained and illustrated in BHCC Doc-3.A “*Cremation Due Diligence In Your Hands*”, BHCC Doc-3.B *Due Diligence Guidelines for Funeral Homes Utilizing Third Party Crematories*, and BHCC Doc-3.C *Third-Party Cremation Services Provider Agreement between Blue Hill Crematory and Client Funeral Home*. The requirements and criteria in the *Blue Hill Crematory Statement of Policies and Procedures* span the scope of pre-cremation, cremation, and post-cremation care procedures and are set forth in the remainder of this document.

❖ Identification of Decedent, Chain of Custody ID Checkpoints, and Crematory Security ❖

Chain of custody identification checkpoints are conducted at locations away from and within the crematory facility; instances of both are detailed in this document. Chain of custody identification checkpoints conducted away from the crematory facility are done by licensed funeral personnel and their agents and by the authorizing agent(s) or designee(s) for the decedent. Chain of custody identification checkpoints conducted within the crematory facility are done by certified crematory personnel who verify identification and maintain a vigilant and well-monitored

chain of custody sequence. Upon arrival into the custody and care of BHCC, a decedent-specific cremation identification number inscribed on a stainless steel ID chip and printed on a barcode label is assigned to each decedent. The chain of custody sequence includes twelve (12) ID checkpoints; at the recommendation of BHCC, four (4) of the ID checkpoints should be performed by licensed funeral personnel and the authorizing agent(s) at the place of death and at the funeral home. Certified crematory personnel perform eight (8) ID checkpoints within the crematory facility; a computerized scan of the barcode ID label is taken at each ID checkpoint. The ID checkpoint scans are done from the moment the decedent’s remains come into our custody, throughout the time the decedent’s remains are in our custody, and at the moment the decedent’s remains are released from our custody or permanently placed at Blue Hill Cemetery. **The ID checkpoint scans performed by certified crematory personnel within the Blue Hill Crematory facility are indicated throughout this document as follows:**

◆ ID CHECKPOINT ◆

COMPUTERIZED SCAN OF BARCODE ID LABEL

The barcode ID label indicates the following information:

- Name of Decedent
- Cremation ID Number and Barcode
- Date and Hour of Death
- Date of Cremation
- Name of Funeral Home

Security at the crematory facility is maintained 24 / 7 / 365 utilizing a closed circuit system that includes cameras strategically positioned at several interior and exterior locations and monitored by DVR. Security is also maintained by an alarm system with motion detectors and coded entry points. The crematory facility is fully fitted with fire sprinklers and a monitored fire alarm system.

❖ Pre-Cremation Care Procedures ❖

1. The decedent’s authorizing agent(s) will engage the services of a licensed funeral establishment, henceforth known as the “designated funeral home”, to coordinate arrangements for cremation. It is the policy of Blue Hill Cemetery and Crematory to accept human remains only from licensed funeral personnel or agent employed by a licensed funeral establishment.
2. Licensed personnel from the designated funeral home, in collaboration with the decedent’s authorizing agent(s) and the certified crematory personnel at BHCC, will establish, verify, and acknowledge positive identification of the decedent throughout a continuous chain of custody that should include the following two pre-cremation chain of custody checkpoints; subsequent chain of custody checkpoints are indicated and described throughout the remainder of this document:

◆ ID CHECKPOINT ONE ◆

Location ► at the place of death or other cation of the decedent’s remains

Method ▶ by viewing the decedent's remains / by viewing ID affixed to the decedent's remains / by examining decedent-specific documents

Who ▶ by licensed funeral personnel or their agent

When ▶ prior to transferring the decedent's remains to the funeral home from the place of death or other location

◆ ID CHECKPOINT TWO ◆

Location ▶ at the designated funeral home

Method ▶ by viewing the decedent's remains / by viewing ID affixed to the decedent's remains / by examining decedent-specific documents

Who ▶ by the authorizing agent(s) or designee(s)

When ▶ any time prior to transferring the decedent's remains from the funeral home to BHCC

3. At the appropriate time, the decedent's remains are placed into an encasement, henceforth known as the "container for cremation", selected by the authorizing agent(s) or designee(s); this placement of the decedent's remains is done by licensed funeral personnel at the designated funeral home. To comply with BHCC requirements, the container for cremation must be designed and constructed to:

- a. be sufficiently rigid for handling and transporting the decedent's remains safely and with dignity
- b. be resistant to leakage and, if not designed and constructed to be such, then altered to be resistant to leakage by means of licensed funeral personnel at the designated funeral home placing the decedent's remains in a cremation-safe body pouch inside the container for cremation
- c. protect the health and safety of crematory personnel

Containers for cremation that are accepted at BHCC include:

- a. wooden caskets which contain some or all of the following metal parts and components; hinges, latches, screws, nails, decorative hardware, functional hardware such as rails or handles, and body support / positioning mechanisms (beds)
 - b. cremation caskets which are designed and constructed entirely of combustible materials; they contain no metal parts or components
 - c. alternative cremation containers (non-casket in design and appearance) constructed entirely of combustible materials such as wood, wood by-products, and heavy corrugated cardboard; they contain no metal parts or components
4. The decedent's remains are transferred by licensed funeral personnel or their agent from the designated funeral home to the crematory facility; please refer to BHCC Doc-1.C Request for Cremation at Blue Hill Crematory and BHCC Doc-1.D Acknowledgement of Arrival of Remains into the Care of Blue Hill Crematory.

The following pre-cremation chain of custody ID checkpoint should be performed:

◆ ID CHECKPOINT THREE ◆

Location ▶ at the designated funeral home

Method ▶ by viewing the decedent's remains / by viewing ID affixed to the decedent's remains / by examining decedent-specific documents

Who ▶ by licensed funeral home personnel or their agent

When ▶ prior to transferring the decedent's remains to the crematory facility

The following pre-cremation chain of custody ID checkpoint is performed:

◆ ID CHECKPOINT FOUR ◆

COMPUTERIZED SCAN OF BARCODE ID LABEL

Location ▶ at the BHCC crematory facility

Method ▶ by examining decedent-specific documentation / by assigning a decedent-specific cremation number inscribed on a stainless steel ID chip / by creating a decedent-specific barcode ID label

Who ▶ by licensed funeral personnel from the designated funeral home or their agent / by certified crematory personnel

When ▶ upon arrival at the crematory facility

5. Before cremation may take place, BHCC requires the following to be in our possession:
- a. the original (white) copy of BHCC Doc-1.B Authorizations and Acknowledgements for Pre-Cremation, Cremation and Post-Cremation Care as completed and signed by the authorizing agent(s) and the licensed funeral director along with payment to BHCC for charges incurred as specified on BHCC Doc-1.H Crematory and Cemetery Charges for Cremation Services, Use of Facilities, Merchandise, and Permanent Placement at Blue Hill Cemetery
 - b. a clear photocopy of the completed and signed Certificate of Death for the decedent
 - c. the original Burial / Transit Permit issued by the appropriate municipal office or authority in the jurisdiction where death occurred
 - d. the original BHCC Doc-1.E Office of the Chief Medical Examiner Cremation Authorization Certificate
 - e. payment to the Office of the Chief Medical Examiner either by check or online payment receipt
6. After the fourth ID checkpoint is completed, the decedent's remains are moved into a secure refrigerated holding area to await the following three steps; please see Blue Hill Crematory Statement of Policies and Procedures – Part B (below) and refer to BHCC Doc-1.B Authorizations and Acknowledgements for Pre-Cremation, Cremation, and Post Cremation Care, Section Three, Part B:

- a. viewing of the decedent's remains by a field investigator from the Commonwealth of Massachusetts Office of the Chief Medical Examiner (O.C.M.E.); viewing is done in a dignified and private area of the crematory facility where only the O.C.M.E. field investigator is present
- b. signing of BHCC Doc-1.E *Office of the Chief Medical Examiner Cremation Authorization Certificate* by the O.C.M.E. field investigator
- c. fulfillment of the required forty-eight hour waiting period from the date and time of death recorded on the decedent's *Certificate of Death* before cremation can take place

The following two pre-cremation chain of custody ID checkpoints are performed:

◆ **ID CHECKPOINT FIVE** ◆

COMPUTERIZED SCAN OF BARCODE ID LABEL

- Location** ▶ at the BHCC crematory facility
- Method** ▶ by a decedent-specific cremation number inscribed on a stainless steel ID chip / by a decedent specific barcode ID label
- Who** ▶ by certified crematory personnel
- When** ▶ upon moving the decedent's remains into the refrigerated holding area

◆ **ID CHECKPOINT SIX** ◆

COMPUTERIZED SCAN OF BARCODE ID LABEL

- Location** ▶ at the BHCC crematory facility
- Method** ▶ by viewing and examining the decedent's remains / by examining decedent-specific documents / by a decedent-specific cremation number on a stainless steel ID chip / by a decedent specific barcode ID label
- Who** ▶ by a field investigator from the Commonwealth of Massachusetts Office of the Chief Medical Examiner / by certified crematory personnel
- When** ▶ upon viewing and examination of the decedent's remains by the field investigator

7. Should the desire be to retain any personal property or effects that are on or with the decedent or should any such personal property or effects be potentially explosive or harmful, those items need to be removed by licensed funeral personnel at the designated funeral home prior to the decedent's remains being transferred to the crematory; please see *Blue Hill Crematory Statement of Policies and Procedures - Part C* (below); please indicate response on BHCC Doc-1.B *Authorizations and Acknowledgements for Pre-Cremation, Cremation, and Post Cremation Care, Section Three, Part C*.

❖ Cremation Care Procedures ❖

8. To begin cremation, the container for cremation encasing the decedent's remains is removed from the refrigerated holding area and placed into the cremation chamber of a cremation machine.

The following cremation chain of custody ID checkpoint is performed:

◆ **ID CHECKPOINT SEVEN** ◆

COMPUTERIZED SCAN OF BARCODE ID LABEL

- Location** ▶ at the BHCC crematory facility
- Method** ▶ by a decedent-specific cremation number on a stainless steel ID chip / by a decedent-specific barcode ID label
- Who** ▶ by certified crematory personnel
- When** ▶ upon placing the decedent's remains into the cremation chamber

9. BHCC utilizes state-of-the-art cremation machines in which a carefully calibrated and computer monitored environment is created within the cremation chamber using a balanced combination of fuel (natural gas), air flow, and flame. The physical consumption that defines cremation is accomplished through the incineration and evaporation of the combustible components of:
 - a. the decedent's remains
 - b. the container for cremation
 - c. items that are on or with the decedent's remains
10. To accomplish cremation, optimum temperatures in the cremation chamber range from 1400 to 1800 degrees Fahrenheit for a period of one to two hours; a variety of variables may reduce or extend the amount of time required for cremation to be completed. While cremation is taking place, it may be necessary to open the cremation chamber to reposition the decedent's remains in order to facilitate a complete and thorough cremation; this should not be construed as desecration or abuse of the decedent's remains.

❖ Post-Cremation Care Procedures ❖

11. The residual material present in the cremation chamber following cremation is a co-mingling of the following:
 - a. the non-combustible cremated remains of the decedent, commonly referred to as cremains, which consist of bone fragments and inorganic components of the decedent's skeletal structure
 - b. various non-combustible remnants of cremation
12. Following a cool-down period, the decedent's cremains and the non-combustible remnants of cremation are collected and recovered from the cremation chamber by physical means such as brushing, raking, and vacuuming.

The following post-cremation chain of custody ID checkpoint is performed:

◆ **ID CHECKPOINT EIGHT** ◆

COMPUTERIZED SCAN OF BARCODE ID LABEL

- Location** ▶ at the BHCC crematory facility

- Method** ▶ by a decedent-specific cremation number on a stainless steel ID chip / by a decedent-specific barcode ID label
- Who** ▶ by certified crematory personnel
- When** ▶ upon collection and recovery of the decedent's cremains and the non-combustible remnants of cremation from the cremation chamber

13. Crematory personnel collect and remove the decedent's cremains and the non-combustible remnants of cremation from the cremation chamber, however, minute particles and other residual materials resulting from cremation are left behind. The inadvertent and incidental commingling of minute particles of cremains and non-combustible remnants from previous cremations is unavoidable. Once recovery and collection of the decedent's cremains and the non-combustible remnants of cremation is completed, they are transferred to the cremains processing area.

The following post-cremation chain of custody ID checkpoint is performed:

◆ **ID CHECKPOINT NINE** ◆

COMPUTERIZED SCAN OF BARCODE ID LABEL

- Location** ▶ at the BHCC crematory facility
- Method** ▶ by a decedent-specific cremation number on a stainless steel ID chip / by a decedent-specific barcode ID label
- Who** ▶ by certified crematory personnel
- When** ▶ prior to starting the processing of the decedent's cremains

14. The primarily metallic non-combustible remnants of cremation are manually separated and removed from the decedent's cremains by visual and magnetic selection. All non-combustible remnants of cremation are handled with dignity and respect utilizing one of two proper methods of disposition; please see *Blue Hill Crematory Statement of Policies and Procedures - Part D* (below); please indicate response on BHCC Doc-1.B *Authorizations and Acknowledgements for Pre-Cremation, Cremation, and Post Cremation Care, Section Three, Part D*.

15. The decedent's cremains are mechanically processed into a uniform consistency by pulverization, crushing, and grinding; this mechanical processing renders cremains into granulated particles of unidentifiable dimensions that are virtually unrecognizable as human remains. With a continuation of dignified and respectful treatment, the processed cremains are then placed into the designated utility or ornamental container(s) for cremains; please see *Blue Hill Crematory Statement of Policies and Procedures – Part E* (below); please indicate response on BHCC Doc-1.B *Authorizations and Acknowledgements for Pre-Cremation, Cremation, and Post Cremation Care, Section Three, Part E*. If cremains are to be divided into two or more containers for cremains, please indicate so on BHCC Doc-2.A *Authorization and Instructions for the Division of Cremains*.

The following post-cremation chain of custody ID checkpoint is performed:

◆ **ID CHECKPOINT TEN** ◆

COMPUTERIZED SCAN OF BARCODE ID LABEL

- Location** ▶ at the BHCC crematory facility
- Method** ▶ by a decedent-specific cremation number on a stainless steel ID chip / by a decedent-specific barcode ID label
- Who** ▶ by certified crematory personnel
- When** ▶ after placing the decedent's cremains into the utility or ornamental containers(s) and affixing a barcode ID label to each

16. The decedent's cremains may depart from the care of BHCC into the custody of licensed personnel from the designated funeral home or their agent; cremains departing from the care of Blue Hill Crematory are accompanied by BHCC Doc-1.F *Certificate of Cremation*; please see *Blue Hill Crematory Statement of Policies and Procedures – Part F* (below) and BHCC Doc-1.G *Acknowledgement of Departure of Cremains from Blue Hill Crematory*; please indicate response on BHCC Doc-1.B *Authorizations and Acknowledgements for Pre-Cremation, Cremation, and Post Cremation Care, Section Three, Part F*.

The following post-cremation chain of custody ID checkpoint is performed:

◆ **ID CHECKPOINT ELEVEN** ◆

COMPUTERIZED SCAN OF BARCODE ID LABEL

- Location** ▶ at the BHCC crematory facility or at the designated funeral home
- Method** ▶ by a decedent-specific cremation number on a stainless steel ID chip / by a decedent-specific barcode ID label
- Who** ▶ by certified crematory personnel and licensed funeral personnel from the designated funeral home or their agent
- When** ▶ upon releasing the decedent's cremains into the custody of the designated funeral home
- Note** ▶ these same procedures are followed at the designated funeral home when the decedent's cremains are delivered there by personnel from Blue Hill Crematory

Upon request from licensed funeral personnel from the designated funeral home, BHCC will generate a complete Chain of Custody Report that indicates the dates and times of all ID checkpoints performed while the decedent's remains and cremains were in our care.

17. When applicable, the decedent's cremated remains are released from the care of the designated funeral home into the custody of the authorizing agent(s) or designee(s).

The following post-cremation chain of custody ID checkpoint should be performed:

◆ **ID CHECKPOINT TWELVE** ◆

- Location** ▶ at the designated funeral home
- Method** ▶ by examining decedent-specific documents / by a decedent-specific

- cremation number on a stainless steel ID chip / by a decedent specific barcode ID label
- Who** ▶ by licensed funeral personnel
- When** ▶ upon releasing the decedent's remains into the custody of the authorizing agent(s) or designee(s)

18. Should the authorizing agent(s) desire to participate in any cremation procedure(s), [please see Blue Hill Crematory Statement of Policies and Procedures – Part G \(below\)](#); please refer to BHCC Doc-2.B *Acknowledgement and Indemnification for Participation in Cremation Care and Post Cremation Care Procedures*; please indicate response on BHCC Doc-1.B *Authorizations and Acknowledgements for Pre-Cremation, Cremation, and Post Cremation Care, Section Three, Part G*.

PART B

- ▶ Commonwealth of Massachusetts General Law and the Office of the Chief Medical Examiner (O.C.M.E.)
 - ▶ O.C.M.E. Field Investigator to View the Decedent's Remains and Issue a Cremation Authorization Certificate

Massachusetts General Law, Chapter 114, Section 44 states – “The body of a deceased person shall not be cremated within forty-eight (48) hours after her/his decease unless she/he died of a contagious or infectious disease, and, if the death occurred within the Commonwealth, the body shall not be cremated by any corporation authorized to cremate the bodies of the dead until its officers have received the certificate or burial permit required by law before burial, and a certificate from a medical examiner or similarly authorized person that she/he has viewed the body and made personal inquiry into the cause and manner of death, and is of opinion that no further examination or judicial inquiry concerning the same is necessary.” BHCC Doc-1.E *Office of the Chief Medical Examiner Cremation Authorization Certificate* is completed by the O.C.M.E field investigator.

PART C

- ▶ Removal of Personal Property and Effects of a Non-Explosive or Non-Harmful Nature
- ▶ Removal of Personal Property and Effects and/or Implanted or External Medical Devices of a Potentially Explosive or Harmful Nature

Some personal property and effects of a non-explosive or non-harmful nature delivered on or with the decedent's remains will be consumed and / or destroyed during cremation and are therefore irretrievable; such items include, but are not limited to, **(a)** clothing, **(b)** hair pieces, **(c)** shoes, **(d)** personal mementos such as photographs, letters, cards, etc., and **(e)** dental gold / bridgework / dentures. When non-combustible in composition, some personal property and effects of a non-explosive or non-harmful nature delivered on or with the decedent's remains will be physically altered and / or destroyed during cremation and **may** be retrievable as remnants of cremation; such items include, but are not limited to, **(a)** metal prosthetic implants e.g. hip replacements, knee replacements, etc., and **(b)** metal / gemstone jewelry. Some personal property and effects delivered on or with the decedent's remains are potentially explosive or harmful in nature when exposed to the high temperatures inside the cremation chamber; such items include, but are not limited to, **(a)** implanted or externally attached medical devices such as pacemakers and radioactive therapeutic devices, **(b)** fireworks and ammunition, **(c)** aerosol cans, and **(d)** bottled or canned beverages. Should the desire exist to retain any personal property or effects on or with the decedent or should any such personal property or effects be potentially explosive or harmful in nature, those items must be identified by the authorizing agent(s) and removed from the decedent's remains and / or the container for cremation encasing the decedent's remains by licensed funeral personnel at the designated funeral home prior to the decedent's remains being transferred to the crematory. Failure to do so will result in liability for any damage to crematory personnel or equipment in the event an explosion occurs during cremation.

PART D

▶ Post-Cremation Care Regarding Disposition of Non-Combustible Remnants of Cremation

Minute particles and small quantities of the decedent's cremains can become permanently fused to portions of the non-combustible remnants of cremation as a result of the high temperatures present inside the cremation chamber during cremation. Non-combustible remnants of cremation may include, **(a)** metal components of the container for cremation encasing the decedent's remains, **(b)** metal implants such as prosthetic joint replacements, **(c)** metal dental work such as gold and bridgework; and **(d)** metal / gemstone jewelry. Because we are committed to treating the decedent's remains and cremains with dignity and respect throughout all cremation procedures, Blue Hill Crematory will collect the non-combustible secondary remnants of cremation and properly prepare them for one of the following methods of post-cremation care, **(a)** returned to the designated funeral home in a container separate from the decedent's cremains and subsequently released into the custody of the authorizing agent(s), or **(b)** to be released by Blue Hill Crematory into the custody of a third-party 501(c)(3) non-profit organization that specializes in recycling metallic remnants of cremation and donating the proceeds to benefit charitable organizations designated by Blue Hill Cemetery and Crematory.

PART E

▶ Post-Cremation Care Regarding Placement of Decedent's Cremains in Utility or Ornamental Container(s)

After the decedent's cremains have been processed, they are placed into an extra-strength, gusseted, clear polybag which is closed securely by means of a heavy-duty plastic cable lock tie. The stainless steel ID chip inscribed with the decedent-specific cremation number is affixed to the closure of the polybag by means of the cable-lock tie. Then, the decedent's cremains may be placed into any of the following containers for cremains, **(a)** ornamental containers, e.g. urn(s) / keepsake(s) / cremains jewelry, delivered to the crematory by the designated funeral home, **(b)** utility containers, e.g. high-impact plastic urn(s) / keepsake (s) provided by the crematory. For an adult decedent, the recommended internal volume capacity of any single container for cremains or combination of containers for cremains should be no less than a total of two-hundred (200) cubic inches. In the event the container(s) is (are) insufficient in capacity to accommodate the total volume of cremains, the excess amount will be placed in an ancillary utility container provided by the crematory. A barcode ID label will be affixed to each container holding all or any portion of the decedent's cremains. If the decedent's cremains are to be divided into separate utility or ornamental containers, the authorizing agent(s) is (are) required to indicate pertinent instructions and sign on a separate form, BHCC Doc-2.A *Authorization and Instructions for the Division of Cremains*.

PART F

▶ Post-Cremation Care Regarding the Destination of the Decedent's Cremains ▶ Acknowledgement of Departure of Cremains from the Care of Blue Hill Crematory

Blue Hill Crematory will not release cremains into the custody of anyone other than licensed personnel from the designated funeral home or their agent. Blue Hill Crematory will not ship cremains. After the decedent's cremains have been placed in utility or ornamental container(s), the following options are available for their immediate destination, **(a)** the cremains will be delivered into the custody of the designated funeral home by personnel from Blue Hill Crematory, or **(b)** personnel from the designated funeral home will come to Blue Hill Crematory to take custody of the cremains, or **(c)** the cremains will be held in safekeeping at Blue Hill Crematory to await permanent placement in a niche or earth burial at Blue Hill Cemetery. Regardless of which option is selected by the authorizing agent(s), BHCC Doc-1.B *Departure of Cremains from the Care of Blue Hill Crematory* will need to be signed by the party taking custody of the decedent's cremains. If cremains in the custody of Blue Hill Cemetery remain unclaimed or if arrangements for permanent placement at Blue Hill Cemetery have not been made within sixty (60) days following the decedent's cremation due to the inaction of a party other than Blue Hill Cemetery and Crematory, Blue Hill Cemetery and Crematory

reserves the right to deliver the cremains into the custody of licensed funeral personnel at the designated funeral home. If licensed personnel at the designated funeral refuse to take custody of said cremains, Blue Hill Cemetery and Crematory reserves the right to provide dignified and respectful care of the cremains in accordance to Massachusetts General Law, Chapter 114, Section 43M which states – “Notwithstanding any general or special law to the contrary, a funeral establishment in possession of the cremated remains of a human body which is not claimed by a next-of-kin or duly authorized representative within twelve (12) months after the date of cremation may have the remains interred or placed in a common grave, niche, or crypt in a cemetery, or scattered in an area of the cemetery designated for that purpose.” Furthermore, “There shall be no liability for a funeral establishment, cemetery or crematory, or any employee of agent thereof that disposes of unclaimed cremated remains in accordance with this section.” It is the policy of Blue Hill Cemetery and Crematory to collect, retain, and provide a place of interment for comingled incidental residual cremains and cremains dust generated during retrieval, processing, and packaging. Collection of comingled incidental residual cremains and cremains dust is accomplished as part of the routine cleaning of air filters and general maintenance procedures. As the comingled incidental residual cremains and cremains dust are collected, they are placed in dignified containers and held in a safe and secure location within the crematory facility until such time that enough have been gathered for an interment at Blue Hill Cemetery. The containers holding the comingled incidental residual cremains and cremains dust are placed inside a concrete grave liner and interred in an unmarked grave.

PART G

► Participation in Cremation Care and Post-Cremation Care Procedures

To the extent permitted by Blue Hill Crematory, participants may be present ***only in the designated public area of the crematory facility*** for any or all of the following cremation care and post-cremation care procedures, **(a)** witnessing the cremation start sequence, **(b)** remaining present until cremation of the decedent is complete, **(c)** remaining present during the retrieval, processing and placement of the decedent’s cremains in utility or ornamental container(s). The cremation start sequence commences when the container for cremation encasing the decedent’s remains is placed into the chamber of the cremation machine. The three-step start sequence includes, **(a)** opening the door of the cremation chamber, **(b)** moving the container for cremation encasing the decedent’s remains into the cremation chamber, and **(c)** closing the door of the cremation chamber. The entire start sequence takes less than a minute. Witnessing the start sequence is done from a public area of the crematory facility that is adjacent to the cremation machine. Witnessing is done through a large plate glass window that is at an angle perpendicular to the cremation machine. While it is a respectful and dignified process, witnessing the start sequence of cremation can be an emotional experience. Upon approval of the authorizing agent(s), each individual witnessing the cremation start sequence or remaining present during subsequent cremation care and / or post-cremation care procedures will be required to sign BHCC Doc-2.B *Acknowledgement and Indemnification for Participation in Cremation Care and Post-Cremation Care Procedures at Blue Hill Crematory* and to comply with the rules and regulations set forth therein.