

Thank you for participating in the roundtable discussions on interments. The ideas were excellent and the feedback from the surveys couldn't have been more positive. You really deserve the credit for your willingness to share both your triumphs and your challenges. May God continue to Bless the great work that you all do.



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Merendino Cemetery Care

Results

1. Name three or more things cemeteries do well in the burial process and should continue to do?
 - Good appearance of cemetery
 - Grave—opening timely & safe—back to original state
 - Accurate record keeping (site locations)
 - Crew to give family privacy
 - Safety in lot—stone & sod—clean—safe
 - Proper communication—family—funeral director—crew
 - Neat & clean at site—set up/ tent—chairs
 - Safe transfer of casket & flowers
 - Employee professionalism—uniform—name tags
 - Inspection of site—records/ photos
 - Representatives to lead funerals
 - Quite time—staff safe distance—respectful—no equipment in area
2. What are three or more major challenges of opening & closing a grave?
 - Weather conditions
 - Cave ins
 - Proper back filling
 - Water in grave—high water table
 - Correct grave location
 - Cooperation of funeral director
 - Over scheduling / funeral directors late
 - Inventory of graves
 - Pricing of graves
 - Not enough space between vaults
 - Pre-need sales
 - Safety of employees & visitors
 - How employees treat customers
 - Employees respecting customers privacy
3. How do you protect employees, visitors, monuments or turf from the burial process?
 - Communication between funeral director & cemetery
 - Accommodating different cultural services
 - Families want to carry casket
 - Greens—plywood over grave & turf
 - Yellow tape around monuments that have been moved
 - Shoring of graves
 - Caution tape around open graves
 - Lowering devices
 - Safety equipment for employees—on going training
 - Pallbearers to sign release
 - Clear path to grave
 - Families to leave grave site
4. How do you restore a grave after the burial process?
 - Back-fill
 - Level or add water
 - Tamp - refill -tamp again
 - Top soil
 - Seed with pen mulch (starter Fertilizer)
 - Hydro seed/ sod
 - Water or mother nature
 - Pre-flag for reseeding or sodding old graves
 - Record date of repair
 - Flag graves after sod
 - Recheck grave after 6 months
5. What are some of the details of the burial process that show families that your staff cares?
 - Appearance of burial site—no dirt pile
 - Staff in uniforms
6. What are some innovative equipment or processes that make burials easier, or safer?
 - No noise, distractions or equipment during burial
 - Follow up cards—sympathy, grave photo, location
 - Inclement weather—artificial grass—use of chapel—blankets for immediate family
 - Give land marker to locate
 - Personal greeter
 - Help those who need it—i.e., golf cart
 - Accommodate special requests
 - Take as much time as necessary—no rushing lot selections
 - Explain process
 - Be flexible if late
 - Escort—direct traffic—on to highway at exit
 - Provide list of local restaurants
 - Carry casket if needed
 - Provide extra help for large burial
 - Be really available
 - Right size backhoe—extended arm
 - Shoring equipment (aluminum)
 - Power tamper
 - Golf cart
 - Mudtrax—fiberglass
 - Stabilizer pads
 - Pocket PC—for information
 - Two way radios
 - Accordion chairs
 - Wheelchair for handicap
 - Astroturf—cover grave area
 - Caution tape around open grave area
 - Casket carrier—church truck or hand-carry
 - Cocoa mats for walkways
 - Soil carts/dump