

# Norris

Funeral Services, Inc. and Crematory

## FUNERAL PLANNING GUIDE



SERVING FAMILIES WITH DIGNITY AND GRACE

Martinsville Chapel  
1500 Kings Mountain Road  
Martinsville, Virginia 24112  
Phone: (276) 638-2778

Stuart Chapel  
129 Howell Lane  
Stuart, Virginia 24171  
Phone: (276) 694-2012



## We understand commitment.

Having a plan to manage the financial consequences of losing a loved one allows you to focus on the emotional challenges that death can bring. You can rely on Edward Jones for one-on-one attention, a quality-focused investment philosophy and straight talk about your financial situation.

## We are here for you.



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MAKING SENSE OF INVESTING



Stuart Chapel

## WELCOME

# Norris

Funeral Services, Inc. and Crematory

When you have experienced the loss of a loved one, you can trust us to guide you through the arrangements necessary to create a meaningful ceremony that celebrates the unique life being honored. Our staff is committed to providing your family with the highest quality care and service in your time of need, and we take pride in our responsibility to lighten your burden as you take the first steps toward healing.

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# WHO WE ARE

## OUR STAFF'S COMMITMENT TO YOU

Staff members of Norris Funeral Services are caring and experienced professionals who understand that each family is unique and has personal requests and traditions. These requests and traditions are of utmost importance to our staff of licensed funeral directors.



David and Michelle Norris,  
Christian and Jenna Norris,  
Harrison and Kristen Norris



Haile L. "Butch"  
Gatewood, Jr.



Jay Norris



Lee Ashley



Wade Dove



Jerry Burton



David Deisher



David Schill



Marion Poytress



Debbie Schelling



Kenny Huff



Mac Gordon



Larry Vernon



Wayne Doss



Peggy Rogers



Tommy Adkins



Gage Meadors



## OUR SERVICES

### A VENUE LIKE NO OTHER IN THE AREA.

We designed this facility to be different from others in the area. From our spacious foyer to our three large chapel areas to our community and luncheon hall, you will discover a bright and accommodating atmosphere which can host any type of funeral service or celebration of life that you are seeking.

### OUR FACILITIES

Our funeral home offers a warm, comfortable, family-oriented environment with traditional architecture and tasteful interior decor. Our facilities accommodate all types of funerals and memorials, large and small, public or private. Stop by to take a tour of our facilities, meet with one of our experienced professionals, and see for yourself why we take such pride in our beautiful and unique accommodations.

### SERVICES WE OFFER

We're dedicated to providing personalized, professional and compassionate services to help lighten your burden and support you through the difficult times that follow the loss of a loved one. We're honored to assist you in your time of need, and would like to assure you that we'll do everything in our power to make your experience a meaningful and memorable one.



## CELEBRATING LIFE

Even the smallest touch can make a big difference in personalizing your funeral services. There's no right or wrong when it comes to celebrating your loved one and honoring their life, accomplishments, and individuality.

### **HONOR WHAT MADE THEM UNIQUE**

Personalization isn't just about honoring your loved one's individuality. It also allows family and friends to feel connected to the services and the life being honored. A memorable and meaningful service can be an important part of the healing process for those who are coping with a loss. We work closely with you to get to know your loved one's life story and brainstorm ways to represent your bond and pay tribute to their unique journey.

### **LIFE TRIBUTE VIDEOS**

We'll create a one-of-a-kind video tribute to your loved one by combining family photographs with cinematic introductions, music of your choice, and professional effects to share your loved one's special journey during the service and provide your family and friends with a meaningful keepsake after the ceremony is over.

### **PERSONALIZED PRINTING**

From the register book and memorial folders to prayer cards and thank-you notes, our high-quality stationery sets are available in over 500 themes to honor your loved one's hobbies, style, and unique life path. Let us help you explore the options and choose the perfect design to create treasured keepsakes for you and your guests.

### **TRIBUTE WALL**

Memorial sites not only allow you to share stories, photos, and videos of your loved one; they also allow you to connect with family and friends. When visiting the Celebration Wall, guests can leave text comments to share condolences, offer words of support and sympathy through video or audio messages, or leave a meaningful symbol when words just aren't enough. Guests can also view the obituary and service information, and order gifts and flowers directly through the site. This page serves as a permanent virtual tribute to your loved one, and a place you can return whenever you'd like to revisit memories and reconnect with messages of support and love.



## WHERE TO START

When you first begin the process of designing a funeral, the decisions you'll face might seem overwhelming at first. We're here to help you tackle the choices one by one and make the journey one of love, healing, and life celebration. The process can be broken down into two stages: decisions regarding the service and how you'd like to honor your loved one's life, and decisions regarding how you'd like to care for your loved one's physical remains.

### DESIGNING A SERVICE

Whether it's formal or informal, traditional or offbeat, a funeral provides an opportunity for family and friends to gather and support one another in taking the first steps of their healing journey. A service can take place in any setting - at your home, outdoors, or at our facilities, for example - and can incorporate music, poetry, or art in the celebration of a life well-lived. There are endless possibilities for what the service can be, and we're honored to go above and beyond in our duty to meet your personalized and specific requests.

Our staff is experienced in understanding and graciously accommodating the needs of all beliefs, faiths, lifestyles, and relationships. We're here to answer your questions and guide you through the decisions you'll need to make, and will encourage you to take your time to figure out the most meaningful and fitting way to honor your loved one and incorporate the elements that you and your family find meaningful.

### CARING FOR A LOVED ONE'S PHYSICAL REMAINS

Once you've chosen how you'd like to celebrate your loved one's life journey, the next decision you'll face is about how you'd like to care for their physical remains. This can be a difficult or emotional choice for you and your family, and we'll provide you with the information you need as we help you to consider your options and make the decision that is right for your loved one and for your family. Once you've chosen between burial and cremation, there are a few additional decisions you'll face:

- For a burial, you'll need to select a casket and a cemetery, and choose between a ground burial and entombment in a mausoleum.
- For cremation, you'll need to select an urn and choose whether to bury, entomb, or scatter the cremated remains, as well as where you'd like to do so.

No matter which path you decide to take, we'll be there to support you and assist you in exploring your options and making an informed decision that feels right for you and your loved one.



## FUNERAL SERVICES

Sometimes the thought of planning a funeral seems too difficult for those who've suffered a loss. We're here to help lighten your burden and remind you of the true value a ceremony can hold for you and your family.

### THE HEALING POWER OF MEMORIAL SERVICES

Coping with a loss is never easy, and services are an essential part of the recovery process. A funeral service provides those who are grieving with a supportive environment in which they can begin to find closure, say goodbye, and come to terms with the loss. Gathering with friends and family gives everyone the opportunity to connect, share memories, offer words of sympathy, and create a lasting network of comfort and support as they start the journey toward healing and peace. No matter the setting, style, or direction you choose, our professional staff are honored to assist you in creating a service that reflects your loved one's unique life journey.

### BURIAL SERVICES

There are different elements you can choose from when arranging a burial, depending upon your individual needs and preferences:

**Immediate Burial** means that your loved one's physical remains will be buried or entombed without a public service or gathering.

**Visitation** (also called a "viewing", "wake" or "calling hours") allows family and friends to gather in a room with the departed loved one (in an open or closed casket) and gives everyone the opportunity to say goodbye and offer their support and sympathy to the bereaved.

**Funeral or Memorial Services** can take place at a funeral home, in a church or even at your home. The service is a ceremony which serves to celebrate, honor, and remember the life of the deceased. Whether traditional or unique, both the visitation and the funeral service can be personalized to reflect the individuality of your loved one. For more information on personalization, visit our page on Celebrating Life.

**Graveside, Chapel, or Committal Services** are held at the cemetery, and allow family and friends to be present as their loved one is transferred to his or her final disposition through ground burial.





## FUNERAL SERVICES

### CREMATION SERVICES

The biggest misconception about cremation is that there can't be a funeral service or visitation. This is absolutely not the case - when you choose to care for the physical remains through cremation, we encourage you to consider holding a memorial service as well. There are many options open to you when it comes to honoring your loved one's life: you can provide a chance for friends and family to say goodbye through a final viewing before the cremation, and you can also hold a formal service either before or after the cremation occurs. After the cremation itself, there are a variety of choices for your loved one's final disposition:

**Interment** means that you'll bury or entomb your loved one's cremated remains. This can be in the family plot, a memorial site, a cremation niche or urn garden, or in a variety of other indoor and outdoor locations. Ask our staff for a detailed list of interment possibilities.

**Graveside Services** are similar to those celebrated alongside a traditional ground burial, in which loved ones are present at the burial of the cremated remains and honor the deceased through memorial prayers or other meaningful tributes.

**Scattering** allows you to spread your loved one's cremated remains in a memorial garden, a cemetery, over water, or across any other meaningful site. You can also choose to scatter some of the cremated remains and retain the rest in an urn for interment or another form of disposition.

**Placing cremated remains in multiple urns** allows family members who are separated by distance to each feel the comfort of having their loved one's final resting place in a nearby location.





## A PEACEFUL RESTING PLACE

No matter how you choose to care for your loved one's physical remains, we pride ourselves on our ability to help you select from a variety of peaceful and picturesque settings for their final resting place. Whether you prefer the calm serenity of a natural park or the stately grandeur of a mausoleum, our experts are here to understand your needs and concerns, answer your questions, and provide you with all of your options and the information you need to make an informed decision about your loved one's final resting place.

### GROUND BURIAL

When it comes to a traditional in-ground burial, your family can choose between the different estate lots, multiple space lots, or single space graves available at local cemeteries. We'll walk you through the different burial grounds that exist in our community, and assist you in finding an option that fits your needs, budget, and personal preferences.

### MAUSOLEUMS

Mausoleums are available at many local cemeteries and provide space for above-ground entombment of physical remains within a beautiful structure on cemetery grounds. A family might choose to use their own private structure, or may opt to share space in a community mausoleum. Though in the past a private family mausoleum was considered cost-prohibitive for many families, they've recently become a much more affordable option and a valuable investment for future peace of mind.

### CREMATION OPTIONS

There are a variety of ways to care for your loved one's cremated remains, whether you decide to keep them within your home, spread them in a cherished location, or inter them in a garden, statue, or other memorial property. We have a wide selection of elegant and beautiful urns you can choose from, and can also provide you with local options for the entombment of your cremation urn. Cremation niches are available within many local mausoleums, as well as in area cremation gardens and inurnment plots.

Contact us to connect with our staff, ask questions or request more information about your options.



## PERMANENT MEMORIALIZATION

After the funeral is over, a permanent memorial can provide family and friends with a dedicated place to continue their healing journey.

### A LASTING TRIBUTE

The grieving process doesn't end when the funeral does. Oftentimes, the services are just the first steps to healing and recovery. It can be hard for the bereaved to return to their regular routines so soon after the services are over, especially given the demands of the modern world and the limits that many employers place on allowed time for grieving.

Creating a lasting tribute can give family and friends a permanent place to visit when they need help feeling connected to the loved one who has passed. It serves as a focus for their memory, and provides a private space for reflection and peace. It can also serve as a location for family and friends to commemorate important occasions, and can help make it easier to cope on meaningful dates like birthdays or anniversaries. As the years pass, a permanent memorial can also become a link to the past for younger generations who may not have had the opportunity to meet the departed loved one during their lifetime.





## HONORING VETERANS

We're proud to do our part in honoring our country's veterans, and giving back to those whose sacrifice and patriotism define our great nation. Our duty is to provide you and your family with professional and dignified assistance during your time of need, and to support you in honoring your loved one for their dedication and selfless service.

We would be honored to help you make arrangements for any combination of traditional military tributes.

### TRADITIONAL ELEMENTS & HONORS

Standard honor military funerals can include:

- A military chaplain for family members
- Flag Presentation Service by the chaplain of the American Legion
- A Final Salute at the gravesite

Full honor military funerals include all standard honors in addition to the following:

- Depending on their rank, general officers and flag officers receive a 16 gun salute
- The US flag draped over the casket, and given to the next of kin following the service
- The playing of Taps by a lone bugler or an audio recording



### OTHER VETERAN BENEFITS

In addition to coordinating honors related to the service itself, we can help you communicate with the US Department of Veterans Affairs (VA) to arrange for:

- A Presidential Memorial Certificate. This is a certificate expressing the nation's recognition of the veteran's service. The veteran's name is inscribed and the certificate bears the signature of the president. Certificates are issued in the name of honorably discharged, deceased veterans. Contact us for assistance in applying for a Presidential Memorial Certificate, and we would be happy to guide you through the process.
- Headstones or Markers. The VA provides headstones and markers for the graves of veterans anywhere in the world and for eligible dependents of veterans buried in national, state veteran or military cemeteries.
- Memorial Plots. If an eligible veteran's remains are not available for burial, the VA will provide a plot and headstone or marker in a national cemetery for memorialization. If you wish to place the memorial in a cemetery other than a national cemetery, the VA will provide the headstone or marker but not the plot itself.
- Burial in a VA National Cemetery. This includes the gravesite, opening and closing of the grave, a grave box, and perpetual care.
- Reimbursement of Burial Expenses. For information on eligibility and the different levels of potential reimbursement, please review their Guide to VA Burial Allowances.



## PRE-PLANNING

### WHY PLAN AHEAD?

#### **IT'S EASY.**

You can take your time creating arrangements that best suit your needs and preferences, and all you have to do is fill out a form or meet with a member of our staff to put your plan in place. Anyone can create a plan, at any stage in their life, and you can make changes at a later date if you wish.

#### **IT LETS YOU DECIDE HOW YOU'D LIKE TO BE REMEMBERED**

Creating your own unique life celebration allows you to make sure that your wishes and desires are respected upon your passing. However you decide to be memorialized, pre-planning and preparation gives you control over the personal decisions that must be made when a person moves on from this life. Planning can be meaningful for your family, as well, if you choose to include them in the process. It can help them to feel connected to you both in life and in death, knowing that your arrangements reflect exactly what you envisioned them to be.

#### **IT TAKES THE BURDEN OFF YOUR FAMILY AND FRIENDS**

When a loved one passes, the family faces an overwhelming number of tasks and decisions, all while struggling through grief and a range of difficult emotions. By taking care of your arrangements before the time of need, you're relieving them of that burden and giving them more time and energy to focus on healing and remembrance. They won't have to ask themselves, "Am I making the right choices?" and can instead focus on what matters: saying goodbye and celebrating your life journey with those who cared about you most.

#### **IT GIVES YOU THE ABILITY TO PRE-PAY, IF YOU WISH**

While pre-funding your funeral is certainly not required in order to pre-plan, pre-payment means that your funds will be set aside and protected against inflation and unforeseen increases in cost. Your family won't have to worry about payment, and can enjoy peace of mind knowing that everything has been taken care of. We'd be happy to provide you with more information and help you arrange for pre-funding of your services.

### WHAT IF I MOVE?

Once you create your pre-plan with us, we store it in our files as a record of your final wishes and decisions. Your plan is easily transferable to any funeral home in the United States, so it can be used wherever you might choose to relocate. No matter where you live at the time of your passing, or which funeral home's services you decide to use, we'll make sure that your plan follows you there.

### WHERE DO I START?

The first step is to review our Pre-Planning Checklist to help you consider all of your possibilities and gather all of the information you'll need. Then, you can use our Pre-Planning Form to begin creating your personalized arrangements. You can also contact us to schedule a time to meet with a member of our staff to discuss your options and design your plan in person.



## PRE-PLANNING CHECKLIST

There's a lot that goes into planning a funeral, but making those arrangements beforehand gives you time to consider all of your options and make sure that you're covering all of the necessary details. The following checklist will help you to make sure you've thought of everything when you begin creating your personalized plan.

### INFORMATION YOU'LL NEED TO ASSEMBLE:

- **VITAL STATISTICS**

- This includes your father's name, your mother's maiden name, your level of education, and your social security number.

- **AFFILIATIONS**

- This includes fraternal, service, or union membership, along with any special recognitions you might have.

If you're a veteran, you'll also need to include:

- Military service
- Branch rank
- Date of enlistment
- Date of discharge
- Name(s) of war/conflict(s) toured
- Serial number

### WAYS IN WHICH YOU CAN PLAN AHEAD:

- **GENERAL**

- Gather personal information for your obituary
- Choose a charity to direct donations to, if desired
- Choose a funeral home
- Make note of any special instructions you desire for your services and final disposition

- **PARTICIPANTS**

- Choose a clergy member or officiator to preside over the service
- Select any musicians whose talents you'd like to employ
- Select pallbearers
- Choose friends or family members to perform the eulogy, read scripture, or prepare a speech



## PRE-PLANNING CHECKLIST

### FUNERAL SERVICE

- Choose burial or cremation
- Select a casket or cremation container
- Choose the location and type of service
- Decide whether you'd like to have a viewing or visitation
- Choose a floral arrangement
- Select which photographs and memorabilia you'd like to display
- Consider any customs, traditions, or religious rites that are important to you and your family
- Choose the clothing you'd like to be dressed in
- Select music and hymns, if desired
- Select a style for your stationery and memorial register book
- Arrange transportation for your physical remains and your family
- Brainstorm any additional ways you'd like to personalize the services or pay tribute to your accomplishments, hobbies, personality, and life story

### CEMETERY

- Choose a cemetery
- Select a burial or cremation plot, or a mausoleum, if appropriate
- Decide between above- and below-ground burial
- Select a memorial or grave marker and inscription

Remember that there's no need to make all of the decisions right away, and that the purpose of pre-planning is to allow yourself to take the time you need when considering your options and making the choices that are right for you. For personalized assistance in creating your plan, consult one of our experts by contacting us to schedule a one-on-one meeting.

**Online Pre-Planning Form available at:**

**[www.norrisfuneral.com](http://www.norrisfuneral.com)**

# SOCIAL SECURITY BENEFITS

The following checklist is designed to help you file for your Social Security benefits correctly so that prompt payments may be made.

## ELIGIBILITY

The deceased worker must have credit for work covered by Social Security, ranging from 1 1/2 to 10 years depending on his or her age at death. Who may receive monthly benefits:

- A widow or widower age 60 or older (50 if disabled), or at any age if caring for an entitled child who is under 16 or disabled
- A divorced widow or widower age 60 or older (50 if disabled) if the marriage lasted 10 years, or if caring for an entitled child who is under 16 or disabled
- Unmarried children up to 18 (19 if they are attending a primary or secondary school full-time)
- Children who were disabled before reaching 22, as long as they remained disabled
- Dependent parent or parents 62 or older

## LUMP-SUM DEATH PAYMENT

A one-time payment of \$255 is paid in addition to the monthly cash benefits described above. The lump-sum death payment (LSDP) is paid in the following priority order:

- A surviving spouse who lived in the same household as the deceased person at the time of death
- A surviving spouse eligible for or entitled to benefits for the month of death
- A child or children eligible for or entitled to benefits for the month of death

## APPLYING FOR BENEFITS

You must apply in order to receive benefits. You may also apply at any Social Security office or, if you wish, you may apply by telephone or online at [www.ssa.gov](http://www.ssa.gov). Just dial the toll-free number 1-800-772-1213 and the operator will schedule an appointment for you or arrange for the local Social Security office to take your claim by telephone.

## CONTACT SOCIAL SECURITY

You may contact Social Security toll-free, 365 days a year, 24 hours a day. The number to use is 1-800-772-1213. You may visit the Social Security website at [www.ssa.gov](http://www.ssa.gov). To speak with a representative, call between the hours of 7:00am and 7:00pm on regular business days. At other times and on weekends and holidays, you may leave a message and they will call you back, in most cases, the next business day.

You may use the toll-free number to make an appointment either in a Social Security office or telephone to apply for benefits, transact other Social Security business, or just ask questions.





# GRIEF & HEALING

The wonderful thing about technology is that it can bring people together from all over the globe to make it easier for you to find information and support networks in your time of need.



## GRIEF SHARE

GriefShare is a friendly, caring group of people who will walk

alongside you through one of life's most difficult experiences. You don't have to go through the grieving process alone. GriefShare seminars and support groups are led by people who understand what you are going through and want to help. You'll gain access to valuable GriefShare resources to help you recover from your loss and look forward to rebuilding your life.



## THE COMPASSIONATE FRIENDS

Whether your family has had a child die, or you are

trying to help those who have gone through this life-altering experience, we exist to provide friendship, understanding, and hope to those going through the natural grieving process. The Compassionate Friends has been supporting bereaved families after the death of a child for four decades.



## WEB HEALING

Web Healing, the internet's first interactive grief website, has served

the bereaved on the net since 1995. It offers grief discussion boards where men and women can discuss issues related to grief and healing or browse recommended grief books. The site's originator, Tom Golden, LCSW, is an internationally known psychotherapist, author, and speaker on the topic of healing from loss.



## AARP

For more than fifty years, AARP has been serving its

members and society and creating positive social change. AARP's mission is to enhance the quality of life for all as we age, leading positive social change and delivering value to members through information, advocacy and service.



## 365 DAYS OF HEALING

With our daily email messages of comfort and hope, you will feel the support of knowing we are here to walk with you through this inevitable journey of grief. Each email will include advice, stories and other thoughts to help you address the challenges that come when you experience the loss of a loved one.

# WHEN A DEATH OCCURS

Handling the death of a loved one is never an easy task. We've put together some of the important information you'll need to make the initial decisions, reach out to the appropriate people, and begin the process of designing your loved one's final farewell. Remember that, as you begin to cope with your loss, it's often a good idea to enlist the help and support of a trusted friend in making the necessary arrangements.

If you have any questions about your next steps, the options available to you, or what the funeral arrangement process will entail, we'd be honored to walk you through this information in more detail and answer your questions. Don't hesitate to contact us for anything you might need.

## WITHIN HOURS

When a death occurs at home or in the workplace, you'll need to contact emergency personnel or your loved one's physician if he or she was under medical care. If no one else was present when the death occurred, you'll also need to notify the police before the deceased is moved to a secondary location.

When a death occurs while your loved one is in a hospital, care facility or hospice program, the professional staff will notify you and contact the appropriate authorities. If you've already given them the name of a funeral home, the facility will contact them as well.

The next steps involve registration of the death, and the processes and documentation involved depend upon the circumstances. The professionals you've contacted will help to guide you through obtaining a medical certificate and the appropriate registration procedures.

If you're ever unsure of whom you should notify or what your next steps should be, please call us for assistance in determining the appropriate course of action for your particular situation.

## WITHIN THE FIRST FEW DAYS

After you've taken care of the initial necessary arrangements, you'll want to notify friends and relatives of the death. If it is too painful for you to do this yourself, it's absolutely okay for a trusted friend to make the call in your place. Now is the time to review any prearranged wishes or plans your loved one may have put in place, and meet with the professionals at your chosen funeral home to discuss your options and begin designing a funeral. You'll also write a death notice or obituary to notify those in the community of your loved one's passing.

Don't hesitate to contact us with any questions you might have about what you need to do, even if your concerns aren't directly related to the funeral. We're well-versed in all topics relating to the loss of a loved one, and we'd be honored to provide you with answers, advice, and guidance in your time of need.

## A NETWORK OF SUPPORT

Your initial call with our funeral director will allow us to inquire about any prearrangements and gather the information we need to transport your loved one to the funeral home, but you can also feel free to ask any questions you may have and resolve any of your initial concerns. At later meetings you'll be able to discuss your arrangements in greater detail, but we're always available in your time of need to provide emotional support, a sympathetic ear, and careful guidance.

Know that, during your time of loss, your greatest resource will be loved ones who want to offer their assistance in any way they can. We encourage you to get in touch with relatives, neighbors, friends, clergy members or other spiritual advisors, and other trusted members of your community. They are often more than happy to prepare food, look after children, help with arrangements, or simply offer a kind word and open arms.

# WHEN A DEATH OCCURS

## WHAT IF THERE AREN'T ANY PREARRANGEMENTS?

If your loved one has not specified any arrangements or preferences beforehand, there are some initial questions you will likely need to answer when you consult with your funeral home:

- Should I choose embalming?
- Do I need to purchase a casket?
- Will I care for my loved one's physical remains through burial or cremation?
- What sort of funeral or memorial service should I plan?
- Are there any religious traditions or customs I need to plan for? Should I engage the services of a clergy member or spiritual leader?

These questions are just a starting point, and you don't need to know the answers right away. Start thinking about your decisions, and contact us to gain a better understanding of your options and discuss what might be the most appropriate solution for your situation. We're here to make this process easier for you, and we can start by making sure that you have all of the information and guidance you'll need.

## WHAT TO EXPECT WHEN YOU MEET WITH US

When you meet with a member of our staff to discuss your arrangements, we'll first provide you with a general price list to give you a basic idea of what our services cost. We'll then walk you through the entire arrangement process, and ask you about your loved one to gain an understanding of the person the services will honor. Use this time to communicate your ideas and preferences, share your loved one's life story, revisit memories and highlight their accomplishments. Our professionals will use this information to guide you in the creation of a personalized, meaningful celebration of your loved one's unique journey.

This process may include:

- Preparing and filing the official death certificate
- Scheduling the services and events
- Selecting a casket, urn, or other products you may need
- Drafting an obituary
- Arranging necessary transportation
- Selecting pallbearers

To help express your loved one's personality and life story, feel free to bring any memorabilia - like photos, videos, music, crafts, or treasured items - that might give us a better understanding of how you envision paying tribute to your loved one. Even if you're not sure how a particular aspect of their life might be incorporated, don't hesitate to ask; we can often make unique suggestions on a way to add that element as a special touch to their service.

We'd like to make this process as smooth and stress-free for you as we can, and you can come prepared for your meeting by making sure that you have the following information about your loved one on hand when you meet with our professionals to discuss your arrangements:

- Full legal name & home address
- Social Security number
- Date of birth
- Place of birth
- Father's name
- Mother's maiden name
- Veteran's discharge papers (DD-214), if applicable
- Highest education
- Occupation
- Chosen place of burial, if applicable
- Clergy name and phone number, if applicable
- Names and relationships of survivors
- Insurance policy information, if applicable

\*\*Please also bring a recent photograph and any clothing you'd like us to use when dressing them for the service.\*\*



## TALKING TO CHILDREN & TEENS

When a loved one dies, it can be difficult to know how to help kids cope with the loss, particularly as you work through your own grief. By being open and honest, encouraging communication, and sharing your own feelings, you and your children can cope with painful times and begin your healing journey together.

### CHILDHOOD AND GRIEF

**A child's ability to understand death varies according to his or her age.**

**Infants and Toddlers** feel a loss through the absence of a loved one, interruption in their regular routine, and through the grief and stress they sense in their parents or other family members. Make sure to spend extra time holding and cuddling the child, and try to keep them on a regular schedule as much as possible.

**Younger children** might have trouble understanding the permanence of death or differentiating between fantasy and reality. They also might believe the death of a loved one is a form of punishment for something the child did. When you talk to young children about death, make sure to use concrete language, avoid euphemisms, and reassure the child that the death is not a consequence of something he or she did.

**Older children** are beginning to understand the permanence of death, and might associate it with old age or personify it in terms of frightening images or a cartoonish boogeyman. They often know more about how the body works, and have more specific questions. It's important to answer their questions to the best of your ability, and provide as much specific, factual information as possible. Try to keep them to regular routines, and give them opportunities for the constructive venting of feelings and grief.

**Teenagers** process grief more like adults, experiencing anger and sadness as they begin to cope. Don't feel disappointed if it seems that they may want to talk more to their friends than to parents, this is normal and can help them to share their feelings and heal. Because their grief is similar to that of an adult, a teenager may take longer to recover from a loss than a younger child. Questions may come up about mortality and vulnerability, and your role is to empathize with them, listen to their concerns, and remind them that their feelings are normal and things will get better with time.



## TALKING TO CHILDREN & TEENS

### TIPS FOR TALKING TO CHILDREN ABOUT DEATH

- **Use concrete terms when talking about death.** Don't shy away from the words "death" and "dead". While it might seem gentler to use phrases like "passed away" or "went to sleep", this can be confusing for a child and lead to difficulty understanding the finality of death.
- If your child doesn't understand what death means, **try explaining it in terms of the body**, such as "Aunt Rachel's body stopped working".
- Encourage questions, and answer them to the best of your ability.
- **Be honest when you don't know the answer.** An honest, "I just don't know the answer to that one", can be more comforting than a made-up answer or an answer you don't believe.
- Your child will probably be dealing with a lot of difficult emotions, some of which he or she may not have experienced before. **Give your child a safe space to express his or her emotions**, and spend time talking openly about his or her feelings and thoughts.
- **Remember that recovery is an ongoing process.** Young children often experience periods of normality which interrupt their intense grief, and the alternating periods might shift over the course of hours, days, or even years.
- **Listen to their fears and reassure them.** Children can develop fears as the result of a loved one's death. Whether it's an irrational fear linked to the cause of death, a fear of losing you or another family member, or a fear that something they did caused the death to happen, spend time comforting your children and helping to assuage their fears.
- If your family holds particular **religious beliefs** about what happens after you die, you can share them with your child as a source of comfort (but don't introduce it too soon, as it might be too abstract for kids under age 5). An alternate approach is to let them decide for themselves, by saying something like, "No one knows for sure. Some people think you go to heaven, while others believe people come back on earth as different creatures. What do you think?"
- **Don't hide your own grief.** It's important for children to know that adults cry when they're very sad, too, and that their feelings of grief are normal and shared by others. Let them know that you're okay, and find comfort together by sharing your feelings and remembering the loved one who is gone.
- If your child seems to be struggling especially hard with a loss, or if grief is seriously interfering with their day-to-day activities, routines, and outlook on life, **don't be afraid to seek professional help** or therapy when it's needed.

# COMMON QUESTIONS

We've provided a list of answers to questions we frequently receive regarding our services and other activities related to funerals. If you don't see the answer to your question here, feel free to contact us. We'd be happy to give you more information and clarify any of your concerns.

## WHAT IS A FUNERAL?

A funeral is a ceremony for celebrating, honoring, and remembering the life of a person who has passed away. While specific customs, traditions, and practices differ across different cultures and religions, all funerals serve the key purpose of giving the bereaved a special time and place to say goodbye and find comfort and healing in one another.

## WHY HAVE A VIEWING?

A viewing—also known as “visitation,” a “wake,” or “calling hours”—can involve an open or closed casket, and is seen as a vital part of the grieving process. Having their loved one present often helps family and friends to accept the reality of their loss, especially for those who may not have seen him or her in a while. The opportunity to come to terms with the death and say a final farewell is an important step on the road to closure and healing.

## WHAT IS THE PURPOSE OF EMBALMING?

Embalming is a process used to sanitize and temporarily preserve the body of a person who has passed away. It can also enhance the appearance of a person that has suffered damage from an accident or illness. By preserving the body through embalming, we can give you and your family time to make personalized and meaningful arrangements, including a viewing if desired.

## IS EMBALMING REQUIRED BY LAW?

No. Except in rare circumstances, embalming is not required by law. However, most funeral homes do not permit public viewing without embalming. If you opt to not use embalming, oftentimes we can offer families the opportunity for a private viewing prior to burial with minimal preparation excluding embalming.

## WHAT SHOULD I SAY WHEN I RUN INTO THE BEREAVED IN PUBLIC?

If you've already offered your condolences, or attended the visitation or service, simply greet the bereaved warmly and express an interest in their well-being. If this is your first meeting since the death and you're in a public setting, it's kinder not to bring up the death directly. Instead, say something like, “I understand these must be difficult days for you,” and perhaps ask about when might be a good time to visit, or suggest that you meet for lunch.

## WHAT CAN I DO TO HELP LATER?

The grieving process doesn't end with the funeral, and it will take time for the bereaved to heal. The family will need your support for months to come, so make sure to check in on a regular basis. Drop a note, make a phone call, and continue to invite them when you make social plans; they'll let you know if and when they are ready to participate. Reach out to the family on special occasions, like birthdays or anniversaries, especially during the first year following their loss.

## SHOULD I BRING MY CHILDREN TO THE FUNERAL?

You should use your judgment to determine whether your child is old enough to comprehend death, whether attending the funeral will be meaningful to them. It's important for children to be allowed to express their grief and share in this important ritual. If you bring young children, explain beforehand what they will see and experience, and make sure that they know the importance of being on their best behavior. If your child becomes cranky or noisy, remove them promptly to avoid disturbing those who are mourning.

## CAN I PERSONALIZE MY SERVICE?

Absolutely! Our staff has years of experience getting to know families and incorporating their loved one's hobbies, activities, interests, and unique requests into meaningful and memorable services. Don't hesitate to make a request because you think it might be too “out there”—we're honored to work with you to create a service that truly reflects and celebrates your loved one's individual life journey.

# COMMON QUESTIONS

## WHAT DO FUNERAL DIRECTORS DO?

A funeral director is a licensed professional who specializes in all aspects of funerals and related services. They provide support to the family, guide the arrangement of visitations and funeral ceremonies, prepare the deceased according to the family's wishes, and ensure that everything goes according to plan. They also arrange for the removal and transportation of the deceased throughout the process, and assist families with any legal or insurance-related paperwork they might need to file. They're experienced at recognizing when an individual is having an extremely difficult time coping with a loss, and can provide extra support and recommendations for professional help if needed.

## CAN I STILL HAVE VIEWING AND FUNERAL SERVICES WITH CREMATION?

Definitely! In fact, we encourage you to do so. Choosing cremation only indicates how you'd like to care for your loved one after the service and doesn't exclude you from celebrating and honoring their life in any way. Whether you'd like to have visitation beforehand, arrange a funeral service before cremation, or wait and hold the service after the cremation, we're happy to help you design a meaningful service to accompany the cremation.

## HOW LONG DOES THE CREMATION PROCESS TAKE?

This usually depends upon two things: the size of the individual and the type of casket or container used. A thin person in a cardboard container will take approximately 3 to 4 hours while a heavier person in a wooden casket could take approximately 4.5 to 5 hours.

## HOW CAN I BE SURE THAT THE REMAINS I RECEIVE ARE THOSE OF MY LOVED ONE?

First of all, cremation of multiple people at the same time is illegal in the US and many other countries, so the cremation chamber is not designed to hold more than one person at a time. In addition, cremation is a regulated process with

strict procedures we follow to ensure we're holding our services to the highest standard possible. All necessary paperwork and fees must be completed with local authorities, and then a checklist is completed at the crematory. A metal disk with a unique ID number accompanies your loved one from the time we receive the person throughout the cremation process, and after cremation occurs we attach the metal disk to the bag containing the ashes. Knowing the level of respect and meticulous care with which we treat your loved one, you can rest assured that you are receiving only your loved one's ashes.

## WHERE CAN I SCATTER MY LOVED ONE'S CREMATED REMAINS? ARE THERE ANY RESTRICTIONS OF CREMATED REMAINS?

In general, the government does not regulate the scattering. Make sure you check with your local regulations beforehand, but most locations are usually okay as long as you are considerate and dispose of the container properly. If you wish to scatter on private land, it's good practice to consult the landowner first.

## CAN WE HAVE A VIEWING IF MY LOVED ONE HAS DONATED ORGANS OR HAD AN AUTOPSY?

Yes. Autopsies and organ donation do not affect your ability to have an open-casket visitation.

## WHAT IS A COLUMBARIUM?

A columbarium is a place for the interment of urns containing cremated remains. They're often located in mausoleums, chapels, or memorial gardens, and contain numerous small compartments, or niches, designed to hold urns.



## FUNERAL ETIQUETTE

When attending a visitation or funeral, you might find yourself uncertain of what you should wear, what to say, or what to do. We've put together a short guide to the basics of funeral home etiquette to help you pay your respects with courtesy and consideration.

### WHAT TO WEAR

Try to find out the dress code before you attend, so that you can be sure you'll fit in and look appropriate. If you aren't sure, simply try to dress in a conservative way that shows respect for the family and other mourners. This doesn't necessarily mean you must wear black (in fact, some families specify "no black" for their services), but try to avoid overly bright colors. For men, a suit and a conservative tie is usually a safe bet. Women should generally wear a conservative dress, skirt, or pants with a tasteful blouse.

### RELIGIOUS & ETHNIC CUSTOMS

Traditions and customs differ among various communities, ethnic groups and religions, and it's often helpful to ask beforehand about any special considerations you need to take into account. We can answer many of your questions, and can also point you toward resources that offer specific and detailed guides.

### EMOTIONS

A funeral is an emotional time, and grieving is a natural part of the healing process. Don't feel uncomfortable if you or the bereaved begins to cry. However, if you find yourself becoming extremely upset, it is kinder to excuse yourself to avoid increasing the strain on the family.

### GREETING THE FAMILY

Upon arrival, approach the family and express your sympathy with an embrace or by offering your hands. Don't feel that you should avoid talking about the person who has died...in fact, talking can help the grieving process to begin.

### WHAT TO SAY

Express your sympathy in your own words, however it feels right to you. Kind words about the loved one who has passed are always appropriate, and a simple "I'm sorry for your loss" or "My thoughts and prayers are with you" can be meaningful and comforting for the bereaved.





## FUNERAL ETIQUETTE

### WHAT NOT TO SAY

Don't ask the cause of death; if the family wants to discuss it, let them bring it up. Avoid giving unsolicited advice, or making comments that might unintentionally diminish the importance of the loss, such as "I've been through this before."

### PAYING RESPECT

At a service with an open casket, it's customary to show your respect by viewing the deceased and, if you wish, spending a few moments in silent prayer. The family may escort you to the casket, or you might approach on your own. Viewing the deceased is not mandatory, however, and you should act according to what is comfortable to you.

### HOW TO ACT

After you've offered your condolences to the family, it's perfectly appropriate to engage in quiet conversation with friends and other associates of the deceased who attend the visitation. Don't feel that you have to stay longer than you feel comfortable; your presence means a lot to the family, no matter how long or short the visit.

### SIGNING THE REGISTER

Be sure to add yourself to the register book, using your full name so that the family can identify you in the future. It's also helpful to add information about how you knew the deceased—through work, social clubs, school, etc.

### FLOWERS AND GIFTS

Sending flowers, making a donation, or giving a memorial gift are all meaningful gestures to let the bereaved know that they are in your thoughts. The simplest of tributes can be of great comfort to the family, and can express your sympathy when words just aren't enough.

### TURN OFF YOUR CELLPHONE

This one should go without saying. If you choose to bring your phone into the funeral home, take a moment to make sure you've turned it off.



## CEMETERY ETIQUETTE

When visiting a cemetery, there are a number of basic rules you should keep in mind in order to show respect to both the living and the dead. These tips will help to keep you out of trouble and make sure you and your fellow visitors enjoy a courteous, peaceful experience.

### **FOLLOW THE RULES**

Most cemeteries have a sign posted near the entrance listing rules specific to the property. Follow the rules and observe any floral regulations they might have set.

### **OBEY THE HOURS**

Most cemeteries are open from dawn until dusk. Try not to remain in the cemetery after dark to avoid being charged with trespassing.

### **DRIVE WITH CARE**

Make sure to follow the roadways and remain off the grass. Drive slowly, and watch out for people who might not be paying attention. If the lane is narrow and another car approaches, offer to move your car until the other driver can get through.

### **RESPECT THE GRAVES**

Don't touch any monuments or headstones; this is not only disrespectful, but may cause damage to the memorials, especially older ones. Never remove anything from a gravestone, such as flowers, coins, or tributes that have been left by family.

### **LOWER THE VOLUME**

If you choose to bring it with you, take a moment to ensure that your cellphone is turned off. Avoid having phone conversations, as voices tend to carry in open spaces. Make sure to turn off your car stereo while driving or parking in the cemetery.

### **LOOK AFTER YOUR CHILDREN**

If you bring children, make sure to keep a close eye on them and keep them from running, yelling, and playing or climbing on graves and monuments. Teach them to act in a respectful and considerate manner.

### **SPEAK SOFTLY & POLITELY**

Be respectful to other mourners: remember to keep your voice down when having conversations, and avoid using bad language.

### **BE RESPECTFUL OF SERVICES AND OTHER MOURNERS**

If a funeral is occurring, take care not to get in the way of processions. Never take photos of strangers at a funeral or visiting a gravesite; it is extremely disrespectful to them in their time of grief. Respect their privacy and give them their space.

### **DON'T LEAVE TRASH BEHIND**

Litter creates extra work for the caretakers, and is disrespectful to both other visitors and those who are buried there. Use designated receptacles, if they are provided, or hang onto your trash and take it with you when you leave.

### **LEASH YOUR PETS**

Some cemeteries allow pets on their grounds. Before you bring your pet along, check to make sure it's not against the rules, and keep them on a leash at all times.



## TO MY LOVED ONES:

I wanted to spare you as much anxiety, doubt and confusion as possible at the time of my death, so in this booklet I have suggested some arrangements in advance.

This booklet includes vital statistics, funeral service guidelines and cemetery requests, which are all important to the funeral director while assisting you to plan the details of my service.

I've also included some personal material for eulogies, obituaries and other remembrances.

Please accept these arrangements in the spirit in which they are given; with love, hoping to give you comfort and helping you to remember the times we shared.

Signature: ..... Date:.....

Witness: ..... Date:.....

## FIRST PERSON TO BE NOTIFIED UPON MY DEATH:

Name:.....

Address: .....

Telephone:.....

Relationship:.....

Notes:

# VITAL STATISTICS ABOUT ME:

Name:.....

Address: .....

City: .....

State: ..... Zip Code:.....

Social Security Number: .....

Date of Birth: ..... Gender:.....

Place of Birth: .....

Occupation:.....

Employer: .....

Business/Industry:.....

Military Service: .....

Marital Status:.....

Maiden Name:.....

Name of Spouse:.....

Father's Name: .....

His Place of Birth: .....

Mother's Name: .....

Her Place of Birth: .....

## MY PREFERENCE FOR THE LOCATION OF THE VISITATION, SERVICE OR CELEBRATION OF LIFE:

Norris Funeral Services: .....

Place of Worship  
Address of Place of Worship: .....

Other  
Address of other location: .....

# MY PREFERENCES FOR THE SERVICE:

Clergy or Officiant: ..... or  Funeral Home to Recommend

Name: .....

Contact Information: .....

Notes:

### Personal Items:

Eyeglasses: .....  Remove  Leave On

Jewelry: .....  Remove  Leave On

Clothing: .....  Purchase at the time  Selected

### Pallbearers (Six are required):

1..... 4.....

2..... 5.....

3..... 6.....

Musical Tributes: .....

Soloist: .....

Organist/Pianist: .....

Congregational Hymns: .....

.....

Favorite Genre or Artist: .....

Community Organizations or Clubs that may participate: .....

.....

# CEMETERY INSTRUCTIONS

The following are my wishes regarding my final resting place.

Name of Cemetery: .....

Address: .....

City: .....

State: .....

Property, crypt or niche owned?

If yes, specify location written on Cemetery Purchase Agreement:

.....  
.....

Final Resting Place:  Earth Burial  Mausoleum  
 Interment following Cremation  Other

Marker or Monument: .....

Purchased: .....  Yes  No

Monument company name: .....

If no, inscription instructions:.....

Reception Location:  Reception Room  Place of Worship  Other

Reception to follow Cemetery

Reception to follow Service

Notes:

# INFORMATION FOR NEWSPAPERS - A GUIDELINE:

Place of Death: .....

Date of Death: .....

Spouse, Widow or Widower of: .....

Married for (number of years): .....

Children, their spouses and their places of residence:

.....  
.....  
.....

Grandchildren, their spouses and their places of residence:

.....  
.....  
.....

Siblings, their spouses and their places of residence:

.....  
.....  
.....

Education: .....

Clubs and Lodges: .....

Military Service: .....

Special Interests, hobbies and pets, etc: .....

Memorial Donations: .....

.....

# A PERSONAL LIFE REVIEW FOR THE FUNERAL AND EULOGY:

I would like the following religious beliefs expressed: .....

.....

Favorite poem, verse or scripture:.....

.....

Some significant accomplishments in my life: .....

.....

One of my fondest memories:.....

.....

One of the greatest inspirations in my life: .....

.....

If I could live my life over again, I would change: .....

.....

Favorite places: .....

.....

Favorite color, flower, food, etc:.....

.....

I want my family to remember me for: .....

.....

A message to my family and friends: .....

.....

Special notes: .....

.....

.....



# IMPORTANT NOTES

A series of 25 horizontal dotted lines for taking notes.

# IMPORTANT NOTES

A large section of the page is filled with horizontal dotted lines, providing space for handwritten notes and observations. The lines are evenly spaced and extend across most of the width of the page.

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## *In Memory*

It broke our hearts to lose you,  
but you did not go alone.

A part of us went with you,  
the day God took you home.

If tears could build a stairway,  
and heartaches make a lane,  
we'd walk our way to heaven,  
and bring you back again.

In life we loved you dearly,  
in death we loved you still,  
in our hearts you hold a place  
no one could ever fill.

*Author Unknown*

# Norris

Funeral Services, Inc. and Crematory