

# 10 THINGS FUNERAL DIRECTORS WISH CHURCH LEADERS & FAMILIES KNEW



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## “Dear Churches and Church Leaders...” 10 Things Funeral Home Directors Wish Churches/Church Leaders New



1. **Points-of-Contact Communication is Key:** The funeral home needs points-of-contacts from the family and the church enabling the funeral director to receive and give funeral related information in a timely manner.
2. **Communication Between All Parties Involved (the family, church, & funeral home) is Generally the Main problem.** The funeral home is contracted and bound to the family to carry out funeral arrangements and not to the church. With exception to funeral service protocols of the church, the funeral home will abide by the family's wishes and preferences.
3. **Undecided Family Points-of Contact:** In the event that the family has multiple family members claiming the right/authority to make funeral related decisions, funeral homes will often acknowledge the person who has signed the contract and made payment on the funeral services as the Executor of the Estate.
4. **The Power-of-Attorney is not the same as the Executor of the Estate.** Power-of-Attorney ceases at the time of death. The Executor of the Estate or designee (must be in writing) and is considered the person who handles funeral arrangements.
5. **Cemeteries are not always available** for the times requested by the families. When times are requested for services, be aware that certain cemeteries have different guidelines and time restrictions.
6. **Each Church Cemetery Has Different Policies.** If the cemetery at the church, the funeral home needs to know the church's cemetery written guidelines as each church's cemetery requirements are different.
7. **The Funeral Home Needs the Church's Live Stream Information is Needed Even When the Service is Not at the Funeral Home.** Churches are asked to provide the funeral home with live stream links as funeral homes often get calls during funeral services requesting live streaming links and information enabling them to view the service.
8. **Open or Closed Casket:** Families need to be familiar with the policies of each church open/close casket requirements.
9. **Who's Responsible:** Death Certificates are applied for and provided by the Funeral Home, not the family.
10. **Updates Needed:** Churches should regularly update their funeral protocols and policies and forward the same to the funeral homes allowing the funeral home directors to know what can and cannot be done in each church.