



Cremation Assurance Program



Our Process is Your Assurance...
Our Process is Our Difference

*Take comfort in knowing your
loved one is cared for at all times.*



*Our staff is here to help and to answer
any questions you may have about cremation
and our trusted cremation program,
including how your individual wishes
can be planned ahead of time.*



Do you have questions about cremation that you've never asked?

For 75 years we have focused consistently on care and commitment to earn the trust of families and our community.

That care and attention to detail is reflected in the principles of our very own ***Cremation Assurance Program.***



Smith's has always taken measures to ensure the exceptional care of your loved one and to give you peace of mind.

As co-owners of our own crematorium, we can also promise you that detailed procedures are observed to ensure that the cremated remains returned to you are those of your loved one.

Using our own crematorium ~ one that we know and trust ~ allows us to uphold our code of ethics and high standards.

Our Process is Your Assurance

- A) Our unique, personalized identification disc is placed with your loved one the moment they enter into our care. This unique tracking system allows us to monitor each step of the cremation process, including dates, times and attending staff members.
- B) You will be given the opportunity to spend time with your loved one prior to cremation taking place. This time is offered to yet again validate your confidence in our procedures.
- C) All cremation paperwork and permits are reviewed and certified by internal and external authorities, prior to cremation taking place.
- D) One of our staff members will accompany your loved one to the crematorium, will witness the start of the cremation process, and will bring the cremated remains back to our funeral home.
- E) Family members are welcome to accompany our staff and your loved one to the crematorium; you may also choose to witness the beginning of the cremation process.
- F) Prior to the start of the cremation process, your loved one's personal identification is recorded in our cremation register book. This register verifies the name of the individual, date and time of the cremation, identification number and crematory operator's name.
- G) Prior to the cremation, a crematory checklist and an additional identification disc are placed on the outside of the cremation chamber.
- H) After the cremation is complete, the cremated remains are placed with the two identification discs into a temporary container. A permanent record is kept in our confidential files.
- I) Upon their return, your loved one's cremated remains are placed in our secure vault.

Our Process is Our Difference

We would be happy to assist you in selecting a container or keepsake of your choice, and in planning a personalized tribute to appropriately and meaningfully honour the life of your loved one. Doing so provides an opportunity for family and friends to share the memories of a lifetime, and to support one another.



Take comfort in knowing that we handle cremated remains with the utmost care and respect.

In the event that you wish your loved one's cremated remains to be transferred to another location, our internal procedures ensure they are accompanied and attended to at all times.

We will handle all of the transportation arrangements to give you peace of mind that the cremated remains will arrive safely at their final destination.

If you would like more information on any of the details covered in this brochure, please do not hesitate to contact us.

We also have resources available to explain cremation to children.

*Have confidence in knowing that
our Cremation Assurance Program
is an extension of our 75 years of
dedication and commitment to
those we have the honour of serving.*



Our Credo

- We believe that all of our staff members are caring professionals
- We believe in providing compassionate care to your loved one, with respect and dignity at all times
- We believe that cremation should be considered as preparation for memorialization, in whatever way is meaningful
- We believe in the memorialization of life

**Our promise gives
YOU peace of mind.**



Brant Street Chapel

485 Brant Street, Burlington, ON L7R 2G5
905-632-3333

Guelph Line Chapel

1167 Guelph Line, Burlington, ON L7P 2S7
905-632-3333

Stonehouse-Whitcomb Chapel

11 Mountain Street, Grimsby, ON L3M 3J7
905-945-2755

Stoney Creek Chapel

454 Highway #8, Stoney Creek, ON L8G 1G6
905-664-4222

info@smithsfh.com

www.smithsfh.com

Smith's Funeral Service (Burlington) Limited
Smith's Funeral Service (Grimsby) Limited
Smith's Funeral Service (Stoney Creek) Limited

Proudly Family Owned & Operated by Donald S. Smith

Proud member of the Cremation Association of North America,
and the International Cemetery, Cremation and Funeral Association.