

<b>Funeral Homes</b> with the latest General Price List (GPL) published April 2011	<b>Direct Cremation</b> Add Alternative casket \$25-150, M.E. fee add \$52, June price hike \$100	<b>Immediate Burial</b> Bring a casket or buy one from Funeral Home	<b>Forwarding</b> Includes: Paperwork, 1 <sup>st</sup> call pick up, embalming. \$52 M.E.permit extra	<b>Price List Problems</b> Ethical and otherwise
<b>Southern Utah</b>	<b>Choose the least you need, do the rest yourself</b>			<b>Explained On Next page</b>
Fausett 2/11 Price, Castle Dale 435-637-1181	1475	1795	1695	14,16, 17
Magleby & Sons 1/09 Richfield, Salina 435-529-3840	The requested GPL was never received.			
McMillan 4/11 St George 435-688-8880	795+crematory fee?	1195	950	2,8,13,14,16
Metcalf 1/11 St George, Hurricane 435-673-4221	1595	2380	1676	14, 16, 17
Mitchell 10/08 Price 435-637-6963	The requested GPL was never received.			
Pine View 2/11 St George 435.986.4222	795	1195	1095	10,13, 14,16, 17
Serenicare/Affordable 1/10 801-255-2801 Draper, Ogden, Orem, StGeorge	795	950	950	8,14,16,17
Southern Utah 4/11 Beaver, Cedar City, Parowan 1-877-586-4040	1475	2885	1450	☺
Spilsbury & Beard 1/10 St George, Hurricane 435-673-2454	1650	1820	1965	14, 17
Spanish Valley Mortuary 8/07 Moab 435-259-3980	The requested GPL was never received.			
<b>Compare Lowest in State</b>				
Premier Funeral 4/11 SLC/Midvale 801-930-9822	750 includes alt container and ME fee	895	795	☺
<b>Other Compelling Options</b>				
Utah Department of Health <a href="http://health.utah.gov/vitalrecords/">health.utah.gov/vitalrecords/</a>	When planning to care for your own dead go to this website for a worksheet to help you gather the information needed for a Death Certificate.			
UofU School of Medicine Body Donor Program 801-581-6728	The U of U picks up a body for free within 50 miles. Eventually the body is cremated and ashes returned to the family or buried in the Salt lake Cemetery for free. Call them for brochure.			

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## Understanding This Survey

This year we chose not to list the “Standard” Funeral Package since it’s really a product of funeral business culture developed in the U.S. over the last century which often includes things that are not needed or wanted by those interested in simplicity, economy and natural family-centered funerals. **(Things not usually needed in red)** **(Things family can do themselves in blue):**

-procuring paperwork,

-**embalming** or other body prep,

-**hearse**

-directing movements of people and casket at viewing and funeral,

-making a recording of the ceremony,

-**a service vehicle/flower truck**

-Bringing it all graveside and

-final lowering of the casket into the grave.

The traditional package price **usually does not include:** Casket, obituaries, flowers, burial clothing, more hours of viewing or visitation, extra certified copies of the death certificate, Cemetery fees (an additional \$2K): plot, vault or grave liner, graveside chairs, awning, fake grass, opening/closing, grave marker, and other things not specifically listed.

**Direct Cremation package:** Cemetery costs are MUCH reduced when burying ashes. A memorial service following cremation is simplest to arrange. A funeral (body present) followed by a direct cremation is accomplished when the family acts as the dispositioners until transport to crematory.

**Immediate Burial:** Add the casket (\$200-800) and cemetery (usually \$2K) costs to the Immediate Burial price. A memorial service may be held after burial. A memorial is different from a funeral only in that the body is not present.

**Forwarding of Remains:** In Utah this is an economical way to purchase retrieval of the body, death certificate and other permits PLUS embalming. Then the Funeral Home turns the body over to the family to: care for, hold meetings and ceremony and delivery to final resting place on their own at their own timing.

## Compiler’s Personal Interpretation of Price List Problems

The guidebook for funeral directors called “Complying with the Funeral Rule” was republished in June 2004 by the Federal Trade Commission. It’s free to anyone and can be ordered by calling 1-877-FTC-HELP. It teaches how an easy-to-understand price list should read and is the law. All page #'s below refer to this guide.

1. The disclosure didn’t state that you don’t have **to pay** for embalming that you did not consent to. Pg7,32. (You also don’t have to pay for body prep just because you want a private moment to see the unembalmed body before disposition Pg 23. (2<sup>nd</sup> para pg 12 –identification of body should be included in basic fee)
2. Did not disclose what alternative container option the mortuary provides. Ex) “The containers we offer are made of...”pgs7,43,44. An alt container must be made available. Item 453.4 (a)(1,2)
3. There is no state law regarding acceptable caskets. If price list implies that only a certain type of container is acceptable or authorized, the price list must to state what type of container that is instead of just implying that what you bring may or may not be acceptable. See Disclosures on pg 20,24(#2) and See section 453.4 (A)(B)why it is not acceptable must be given in writing.
4. Package prices must include what products or services are included in it. pg 9 ,10 pg 19
5. **Misquoting law:** For example) If the price list states the need for embalming to cross state lines or excludes refrigeration as one of the options the law allows instead of embalming they are misrepresenting the law. See pgs. 23 (entire page) & 28 (near bottom of 1<sup>st</sup> column)
6. Confusing Price List See pg 12-13. Utah State R156-9-502 (13).
7. Memorial and/or Graveside and/or Viewing option(s) missing. Pg9
8. Did not include whether or not the cremation fee is included in the price of cremation or if they did state it they buried the cremation fee in an obscure place on another page. See pg10 and 19 of Rule.
9. Must list the price range of caskets and vaults offered. pgs 8, 13. AND the prices must be true.
10. Illegal Handling charge for bringing your own casket. **Continued on next page →**

11. The cost of the “alternative” or “shipping” container could not be deduced. Bottom of Pg 9-10 and pg 27 “free items”
12. Filing and documentation fee, of what? Consultation with another funeral home? These fees are included in basic services. Specify if you mean death certificate if no other services are purchased? Pg 11
13. Under Immediate Burial and Cremation there must also be included the prices if you 1) bring your own casket, 2) buy one from the funeral business or 3) buy an alt. container. See pg 13, 24, 33,34.
14. Listing “staff...during the funeral” in the basic services charge, then charging families for staff again during the funeral is double billing. **pg 12 2<sup>nd</sup> & 5<sup>th</sup>** paragraphs, and pg 13. See sample GPL’s pgs 32-38. (If the charge for funeral/memorial or graveside service explains, “Additional Staff” then the charge is ok.
15. The basic service should include shelter of remains when it is “a usual” # of days (typically 3-7). See Rule pg 11 item5. When embalming is not purchased, refrigeration should be included as normal sheltering.
16. Not revealing how much buying a package (requiring you to purchase a casket) saves over itemizing. Is the FH actually expecting you to get out a pencil and figure this out in front of them? (see end of pg 8&11-12). Only offering cremations that include an urn purchase. Utah State R156-9-502(13).
17. Charging customers for organ donor repair. They should be charging Intermountain Donor Services. IDS refuses to survey families to see if they were billed by the funeral home. At the time of donation the family was promised that they would not be charged for donating organs so this is an improper charge that should go to IDS. Check your receipt. If you have been charged call 1-800-366-6744.
18. Does not have refrigeration facilities as required by state law: 58-9-302(3)(c)(ii)

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To report any errors in this survey please call or email.

If you are a mortuary and want to improve your GPL and have your listing updated we are glad to do it.

**Price lists are subject to change without notice.  
To determine any changes contact the mortuary.**

*April 2011*