

Funeral Consumers Alliance of Eastern Massachusetts

The Memorial Society, Inc.
66 Marlborough Street, Boston, MA 02116
www.fcaemass.org
Telephone 617-859-7990
Fax 617-245-9911

2009 Funeral Service Survey

(DORAN FUNERAL HOMES INC)

Funeral Home ACTON FUNERAL HOME

Director(s) Kathleen Doran Boyle

Street address: 470 Massachusetts Avenue (Box 88)⁸⁸²

City/Town ACTON Zip Code 01720

Telephone 978-263-5333 Fax 978-263-8193

Email ACTONFH@AOL.COM Website www.thoughtfulguidance.com

Non-Traditional Funeral Service Options

Are you willing to provide services for part of a funeral such as death registration and transportation with the family handling the rest? yes no

direct cremation package

Will you handle a wake at a residence instead of your funeral home? yes no

Do you provide refrigeration facilities? yes no

Is viewing without embalming available? yes no

within 48 hours depending on individual circumstances

Does your direct cremation listed price include:

Crematory fee yes no

Permits yes no

Other fees *medical examiner fee* yes no

Which crematory(ies) do you use for cremation? Newton Cemetery Corp, Newton Ma Crematory

Will you allow/use other crematories? yes no

Please attach your General Price List with this survey.

Fax: 617-245-9911 OR Mail: FCAEM, 66 Marlborough Street, Boston, MA 02116

Thank you for your cooperation in completing and returning this survey and your GPL by February 13, 2009 to the Funeral Consumers Alliance of Eastern Massachusetts. Please note that we cannot accept faxes over 9 pages in length.

Doran Funeral Homes, Inc.

PO Box 882

Acton, Massachusetts 01720

Phone: 978-263-5333

fax: 978-263-8193

e-mail: Actonfh@aol.com

web: www.thoughtfulguidance.com

doing business as the

Acton Funeral Home

470 Massachusetts Avenue

Acton, Massachusetts 01720

978-263-5333

Established 1961



THOUGHTFUL GUIDANCE

doing business as the

Martin & Doran Funeral Home

12 Lincoln Street

Maynard, Massachusetts 01754

978-897-2410

Established 1925

Kathleen Doran Boyle

Henry C. Boyle III

Directors

Family owned and operated for three generations

The following pages are the General Price List for Doran Funeral Homes, Inc., which includes the Acton Funeral Home, Acton, MA. and the Martin & Doran Funeral Home, Maynard, MA. Our General Price List, which outlines the costs of specific goods and services offered by our funeral homes, complies fully with the Federal Trade Commission regulations which are meant to help families when choosing a funeral home and services. The price list contains many details and options for services, and because we may discount some options depending on services selected, we encourage families to call the funeral home directly with questions about pricing and for an accurate estimate of expenses.

Be assured that we are dedicated to providing services according to your wishes in a professional, caring and personalized manner.

We appreciate your consideration and selection of our funeral homes.

Thank you,

Kathy & Henry

Martin & Doran Funeral Home
12 Lincoln Street
Maynard, Massachusetts 01754
978-897-2410



THOUGHTFUL GUIDANCE

Acton Funeral Home
470 Massachusetts Avenue PO Box 882
Acton, Massachusetts 01720
978-263-5333

General Price List

These prices are effective as of March 1, 2008 but are subject to change without notice. The goods and services shown below are those we can provide to our customers. You may choose only those items you desire. However, any funeral arrangements you select will include a charge for our basic services and overhead. If legal or other requirements mean you must buy any items you did not specifically ask for, we will explain the reason in writing on the Statement we provide describing the funeral goods and services you selected. This list does not include prices for certain items you may ask us to buy for you, such as but not limited to cemetery or crematory services, flowers and newspaper notices. The price of these items will be shown on your bill and/or Statement of Goods and Services you select. We may charge you for buying these items.

Services of Funeral Director and Staff:

Basic services of funeral director, staff and overhead.....\$ 1975.00

This fee for our basic services and overhead will be added to the total cost of the funeral arrangements you select. This fee is already included in our charges for immediate burial, direct cremation, forwarding and receiving remains, and anatomical gifts.

Our fee for the basic services of funeral director and staff includes, but is not limited to, staff to respond to initial request for service which requires year-round 24 hour on-call availability; the arrangement conference with family and/or responsible parties; recording vital statistics; arrangement of final disposition, funeral and/or services selected; obtaining, preparing and filing the death certificate; obtaining, preparing and filing of the disposition permit and necessary authorizations for final disposition or transit; preparation and placement of the obituary and/or death notice; coordination with those providing other portions of the services, such as but not limited to, the cemetery, crematory, clergy, musicians, florists, vault companies and others as required. Also included in this charge are overhead expenses relative to our facilities such as local, state and federal taxes; utilities; professional licensing and licensing requirements; continuing education as required by state regulations; music licensing agreements; legal, accounting and professional answering service fees; insurance; building and parking lot maintenance, equipment; furnishings; inventory; federal OSHA requirements; record keeping; and secretarial, administrative expenses and other unallocated overhead.

Embalming.....\$ 490.00

Except in certain special cases, embalming is not required by law. Embalming may be necessary however, if you select certain funeral arrangements such as a funeral with viewing. If you do not want embalming, you usually have the right to choose an arrangement that does not require you to pay for it, such as a direct cremation or immediate burial. This fee includes the use of the preparation room, the equipment and materials necessary for the process, and licensed staff. **Please note: It is our policy that embalming may be necessary if final disposition will not be complete immediately after a 48 hour period has elapsed.**

Services of Funeral Director and Staff continued:

Other preparation of the body:

Dressing, casketing and cosmetizing.....	\$ 225.00
Washing and disinfecting unembalmed remains.....	\$ 75.00
Hairdressing.....	\$ 75.00
* Additional preparation for organ donation, bone and/or skin donations & autopsy cases.....	\$ 180.00
* In cases of organ, bone and/or skin donations and autopsy cases, an additional fee of \$180.00 may be added to the cost of embalming as needed at the discretion of the funeral director.	

Additional Services, Facility and Transportation Fees:

A. Use of Facilities and Staff for Viewing; Visitation at the funeral home:

Our services include visitation setup, use of visitation room, placement of casket, arranging flowers for display, supervision and attendance during the visitation. We also have available up to three easels for collage display, and the use of a flat screen television and DVD player for video tributes.

1. One day visitation; up to four hours.....	\$ 600.00
2. Two day visitation; up to four hours each day.....	\$ 900.00
3. Private family visiting; or public visitation prior to the funeral service, limit of 2 hours.....	\$ 350.00

B. Visitation at other facility:

Our services include local (within 15 miles) transportation of casketed remains to facility; additional staff for setup and removal of the equipment needed for visiting area; setting flowers for display; placement of casket; supervision and attendance during the visitation for a one day visitation for up to 4 hours.....

	\$ 975.00
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C. Use of Facilities and Staff for Funeral Ceremony;

Funeral service at the funeral home:

Our services include coordinating the funeral with clergy, musicians and florists where necessary; staff for placement of casket, setup of facility, and supervision of funeral ceremony and to organize a procession if necessary; and equipment needed for the service. We also have available up to three easels for collage display, and the use of a flat screen television and DVD player for video tributes. This fee does not include automotive equipment.....

	\$ 525.00
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D. Funeral services at other facility:

Our services include coordinating the funeral with clergy, musicians and florists where necessary; staff for placement of the casket at the other facility; staff and equipment necessary for supervision, attendance and assistance to facility staff for funeral service. This fee does not include automotive equipment.....

	\$ 500.00
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Additional Services, Facility and Transportation Fees continued:

E. Use of Facilities and Staff for Memorial Service at funeral home:

Our services include coordination with clergy, musicians and florists where necessary; staff and equipment needed for the service; supervision of the service. We also have available up to three easels for collage display, and the use of a flat screen television and DVD player for video tributes.....\$ 525.00

F. Memorial service at other facility:

Our services include coordination with clergy, musicians and florists; staff and equipment needed and supervision of the service
 Per staff member necessary to provide service.....\$ 75.00

G. Use of Equipment and Staff for Graveside Service; (for a casket or an urn)

Our services include coordination with cemetery personnel, clergy and the vault company where necessary; supervision of the graveside service and interment; necessary equipment including up to one dozen (12) chairs upon request. Use of a hearse or family car is additional. **Please note: Tents are not routinely provided.** Tents may or may not be available for inclement weather through the cemetery department or vault company at an additional charge. Because charges will vary depending on the provider, and the date and time of the service, the fee will be obtained by the funeral home from the cemetery or vault company personnel at time of arrangements and will be added to the final funeral home statement or to the cemetery bill.....\$300.00

H. Casket Bearers; Additional Attendants

Additional staff to carry the casket for visiting hours at another facility, funeral and/or graveside service or for visiting and/or services which will require more than the usual provided staff of up to 6 men; and/or transfer of remains to the funeral home if more than the usual two man staff is required. Each additional person.....\$ 75.00

I. Transfer of remains to the funeral home: within 15 mile local radius; \$2.75 added per mile beyond 15 miles.

Up to two (2) licensed staff members and vehicle to provide transportation from the place of death to the funeral home.....\$ 350.00

J. Automotive Equipment: within 15 mile local radius; \$ 2.75 added per mile beyond 15 miles.

- 1. Funeral Casket Coach (hearse).....\$ 350.00
- 2. Family Car/Limousine (accommodates up to 7 passengers).....\$ 285.00
- 3. Service Vehicle for leading procession; transport of flowers, clergy and staff.....\$ 250.00

Merchandise:

A. Caskets.....\$ 800.00 - \$21,000.00

A complete price list will be provided at the funeral home. A wide variety of styles are available in various price ranges. Not all styles available are in our showroom at all times, but may be special ordered for services time permitting.

B. Outer burial containers.....\$ 780.00 - \$ 2260.00

A complete price list will be provided at the funeral home.
Outer burial containers, also commonly often referred to as liner and/or vaults, are placed inside of the grave opening prior to the burial. The casket or urn is then lowered into the outer container prior to interment. Outer containers are not required by Massachusetts state law, but are usually required by the cemetery department. You will be advised if an outer container is required by the cemetery, and if so, which types of outer containers are acceptable.

C. Urns.....\$ 50.00 - \$ 5,000.00

A list will be provided at the funeral home.
Urns, which contain the cremated remains, are made of different materials, and are available in many sizes and styles. The type of urn selected should best match the intended use: for burial, scattering, transportation, display, placement in a niche, and/or keepsake.

D. Clothing.....\$ 75.00 - \$ 175.00

A selection of suits and dresses are available at the funeral home.

E. Other Merchandise:

1. Basic Service Item Package; no substitutions:.....\$ 185.00

This package contains the three most popular service items:

- a. Register Book (1)
- b. Standard package of 100 prayer cards with 20 laminated cards for the family, with choice of card, verse, imprinted name and dates.
- c. Standard package of 100 acknowledgement cards printed with name, choice of one of three styles, included plain envelopes

Availability of prayer cards for the service may vary. Please inquire at time of arrangements.

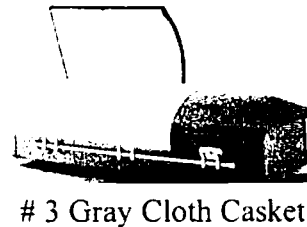
Other Service Items may be available and are itemized on the included Addendum, "Service Items Page 1 and Page 2." We also have access to many memorial products, too numerous to list. Please inquire about specific items by phone or at the funeral home.

Basic Services with No Funeral Services: Basic services are offered to those who wish services at a minimum cost. Payment in full is due at time services are arranged.

A. Direct Cremation.....\$ 2350.00 - 3300.00

The Direct Cremation package includes a discounted basic service charge of funeral director, staff & overhead which includes obtaining, completing & filing the death certificate; up to a two person staff & a licensed vehicle to transfer remains to the funeral home; medical examiner notification & coordination of the medical examiner viewing as required by the Commonwealth of Massachusetts law, & payment of the medical examiner viewing fee; scheduling the cremation with Newton Cemetery Crematory, Newton, MA. & payment of the crematory fee for a weekday cremation; up to a two person staff & licensed vehicle for transportation to the crematory: a staff member & vehicle to transport of the cremains to the funeral home to return to the family. We do not offer storage of the cremains. Viewing of the deceased is limited to a basic identification at the funeral home as soon as possible following the death at a mutually convenient time for all concerned. **Please note:** It is our policy that embalming may be necessary if cremation is delayed beyond the 48 hour mandatory waiting period required by the Commonwealth of Massachusetts. If an autopsy or organ/skin/bone donation has been performed we cannot offer the basic identification viewing unless the family or responsible party gives permission for embalming, for which there is an additional charge. The Direct Cremation package does not include the use of facilities, staff or equipment for additional visiting, viewing, rites or ceremonies (public or private), the cost of certified copies of the death certificate, newspaper publication fees, service items, or an urn. There is an overtime fee for the crematory for Saturday cremation and pickup of the cremains which will be added to the cost if that service is requested. If you want to arrange a direct cremation you can use an alternative container. Alternative containers encase the body and can be made of materials such as fiberboard or composition materials, with or without an outside covering. The alternative container we use is made of wood and heavy cardboard.

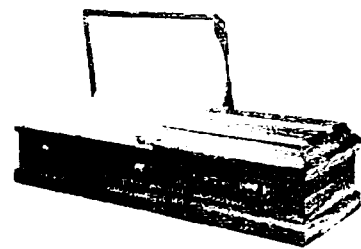
1. With a container provided by the purchaser\$ 2350.00
2. With alternative container made of wood and heavy cardboard provided by the funeral home.....\$ 2500.00
3. With gray cloth covered fiberboard casket provided by the funeral home.....\$ 2600.00
4. With casket choice: a.Bretton Pine b.Newport Hardwood c.Lyndon Hardwood from funeral home.. \$ 3300.00
5. With another style wood casket provided by the funeral home in addition to the casket.....\$ 2350.00



4a. Bretton Pine



4b. Newport Hardwood



4c. Lyndon Hardwood

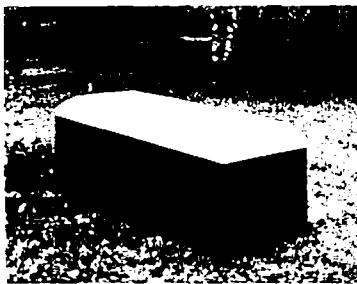
Basic Services with No Funeral Services: continued from Page 5; These basic services are offered to those who wish services at a minimum cost. Payment in full is due at time services are arranged.

B. Immediate Burial.....\$ 2025.00 - \$ 4085.00

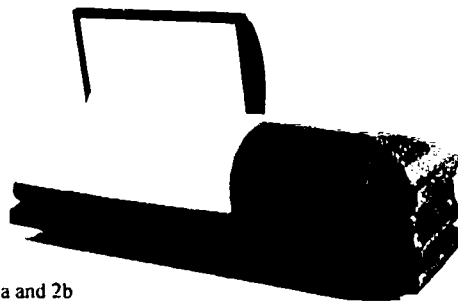
The charge for immediate burial includes a discounted basic service charge of funeral director, staff and overhead which includes obtaining, completing and filing the death certificate; up to a two person staff and a licensed vehicle to transfer remains to the funeral home from the place of death.; up to a two person staff and licensed vehicle for transportation of casketed remains to a cemetery within a 25 mile radius of the Acton-Maynard area for interment. Viewing of the deceased is limited to a basic identification at the funeral home as soon as possible following the death at a mutually convenient time for all concerned.

Please note: It is our policy that embalming may be necessary if the interment is delayed beyond a 48 hour period. Also, if an autopsy or organ/skin/bone donation has been performed we cannot offer basic identification viewing unless the family or responsible party gives permission for embalming, for which there is an additional charge. This charge also does not include the use of facilities, staff or equipment for additional visiting, viewing, rites or ceremonies (public or private) the cost of certified copies of the death certificate, newspaper publication fees, and /or service items. It also does not include the cost of a cemetery plot or mausoleum space, the cemetery interment/burial fees. An outer container to encase the casket is not required by the Commonwealth of Massachusetts law, but may be required by the cemetery. If required, an outer container may be purchased at additional cost from the funeral home, or cemetery where available.

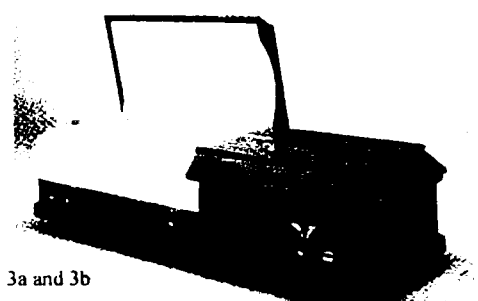
1. a. With casket provided by purchaser or casket from our selection room.....\$ 2025.00
 - b. With casket provided by purchaser or casket from our selection room and Doric Classic vault provided by the funeral home to fulfill cemetery outer container requirement.....\$ 2725.00
2. a. With 20 gauge steel non-gasketed casket in a gray or brown color provided by funeral home.....\$ 2985.00
 - b. With 20 gauge steel non-gasketed casket in a gray or brown color; and Doric Classic vault to fulfill cemetery outer container requirement, both provided by the funeral home.....\$ 3685.00
3. a. With hardwood casket with a light pecan finish provided by the funeral home.....\$ 3385.00
 - b. With hardwood casket with a light pecan finish and a Doric Classic vault to fulfill the cemetery outer container requirement, both provided by the funeral home..... \$ 4085.00



1b, 2b and 3b:
Classic Doric Vault



2a and 2b:
20 gauge steel casket



3a and 3b:
Hardwood casket

Basic Services with No Funeral Ceremonies: Continued from page 6. The following basic services are offered to those who wish services at a minimum cost. Payment in full is due at time services are rendered.

C. Medical School Donation.....\$ 800.00

This charge includes a discounted basic service charge of funeral director, staff and overhead which includes obtaining, completing & filing the death certificate; obtaining the disposition permit; up to a two person staff & licensed vehicle to transfer the remains from place of death within a 15 mile radius to the funeral home; coordination with the medical school facility for the donation & documentation; all to be done in an expedited manner required by the medical schools. This fee does not include the charge for transfer from the funeral home to the medical school, which is traditionally paid by the medical school directly to the funeral home. This option does not include any viewing; rites or ceremonies; the costs involved in the final disposition of the remains when released from the medical school; and/or costs for services provided by others.

D. Forwarding Remains to Another Funeral Home:.....\$ 950.00 - \$ 1100.00

This service includes a discounted basic service charge of funeral director, staff and overhead which includes obtaining, completing & filing the death certificate, & obtaining the transportation/disposition permit; up to two person staff & licensed vehicle to transfer from place of death within a 15 mile radius to the funeral home; embalming & preparation for transport; coordination with the receiving funeral home & up to a two person staff & licensed vehicle for transportation to Logan Airport in Boston, MA. This charge does not include any viewing, visiting hours, rites or ceremonies. Forwarding remains to a foreign country may involve additional charges for translation of documents, and services in order to comply with consular and government rules and regulations.

1. With minimum shipping container specifically for transportation.....\$ 1100.00

2. With casket selected from the funeral home, in addition to the cost of the casket.....\$ 950.00

E. Receiving Remains from Another Funeral Home:.....\$ 1800.00

This service includes a discounted basic service charge of funeral director, staff and overhead; up to a two person staff & licensed vehicle for transportation of casketed remains from local airport, Logan Airport in Boston, MA, to the funeral home; coordination with the cemetery or crematory, and vault company where necessary; two staff members & licensed vehicle for transportation to a cemetery in within 15 miles of the Acton-Maynard area for burial or interment. This fee does not include any viewing, rites or ceremonies; or the cemetery plot, mausoleum space, and/or grave opening/interment fees. An outer container may have to be purchased at additional cost to fulfill cemetery requirements.

F. Receiving Cremains from Another Funeral Home:.....\$ 100.00

This service includes the receipt of the cremains from another funeral home, crematory or family, & delivery to a cemetery within a 15 mile radius of Acton-Maynard for interment. It does not include any rites or ceremonies, the cemetery plot or niche, and/or grave opening or interment fees. An urn/vault may have to be purchased at an additional cost to fulfill cemetery requirements. Please be advised many New England cemeteries do not provide earth burials for cremains during winter months. It is our policy not to store cremains sent from others for more than two weeks while awaiting interment without specific permission from our funeral directors.



Doran Funeral Home, Inc
Addendum To General Price List
Service Items Page 1

Additional Service Items

This is a list of many of the most popular service items requested by families and friends. These items may be provided, where time allows, for visiting and services. These prices are effective as of January 1, 2008, but are subject to change without notice.

1. **Memorial/Prayer Cards: Standard Package**.....\$ 75.00

Families may choose from many standard designs for the front of the card. On the other side is printed the name and dates of birth and death, along with a verse, poem or prayer of the family's choice. There is no additional charge for typesetting a custom verse, poem or prayer provided by the family. The standard package includes 20 laminated cards for the family, and an additional 100 plain cards for distribution.

Additional plain cards: 25 cards for \$ 10.00; 50 cards for \$ 15.00; 100 cards for \$ 25.00

Additional laminated cards: \$.75 each

2. **Color Portrait Memorial Cards**.....\$ 200.00

This package includes 100 fully laminated color portrait cards from a photo provided by the family. The name, dates and verse are on the reverse side.

There is a one time charge of \$ 50.00 for a second photo on the card.

Additional cards are \$ 1.00 each. Color photo cards must be laminated in order to guarantee longevity of the printed card.

3. **Black and White Portrait Cards**.....\$ 125.00

This package includes 100 black and white portrait cards from a photo provided by the family. The name, dates and verse are on the reverse side.

There is a one time charge of \$ 50.00 for a second photo on the card.

Additional cards are \$ 1.00 each. Lamination is available for an extra fee of \$.75 per card.

4. **Acknowledgement (thank-you) cards; package of 100**.....\$ 75.00

Printed on feathered edge cream stock, families may choose from one of 5 styles with person's name on each card. Envelopes are included.

Additional acknowledgements in increments of 25; 25 for \$ 15.00

5. **Color Custom Acknowledgement Cards, package of 100**.....\$ 200.00

Printed on quality notecard stock, the front of these cards match the memorial card selected by the family. A verse may be printed on the inside, or left blank for a personal note.

Additional Service Items Page 2

5. **Custom Designed Bookmarks:**

A. Fully laminated bookmarks with color photo; your choice of verse.....\$ 250.00

Additional laminated bookmarks for \$ 1.75 each

B. 100 plain bookmarks; design on front with obituary or verse on back.....\$ 195.00

6. **Pre-Printed Bi-Fold Cards**.....\$ 100.00 - \$ 150.00

This package offers a choice of one of four selections: Rainbow over Ocean, Corona Series, Creation Series or Durer's Hands. Families may choose two verses to be printed, along with the name and dates of birth and death.

These cards are not laminated. For a black and white photo, add \$ 50.00

7. **Color Portrait Bi-Fold Cards**.....\$ 300.00 - 350.00

This package is for 100 fully laminated custom designed color portrait cards. Families may choose up to two verses along with the name and dates of birth and death. A second photo may be added for an additional \$ 50.00

8. **Custom DVD**.....\$ 150.00

Custom DVD Service is provided by Ann Bertolino

A DVD for the visiting hours, service and personal use is created using up to thirty photos chosen by the family, along one or two songs selected by the family for background. In order to have the project done in time, photos and music must be provided 48 hours in advance. Additional photos and music may be added for an extra fee, if time permits. Families may also make additions to the DVD for a more expanded version of the DVD after the services for an extra fee.

9. **Custom Photo Collages**.....\$ 75.00 and up

Custom Photo Collages are provided by Mirelle Nicolson, Anderson Photo and Imaging

Collages can be printed at any size and contain as many photos as as much text as space will allow. The basic collage is 18x24" and allows up to 8 scans and a a minimal amount of text for \$ 75.00. Prices increase to \$ 84.00 for 24x30"; \$ 109.00 for 30x40"; The price includes a preliminary consultation, and proofing can be done in person or by e-mail. Detailed brochures are available at the funeral home or by calling the following:
Days: 978-369-9530 or Mirelle Nicolson, evenings 978-394-2333.

11. **Service Programs**

Custom service programs feature a photo or design on the front, with service information on the inside pages. Additional text is added where space allows.

100 color photo service programs.....\$ 100.00

100 black and white service programs.....\$ 75.00

Additional copies color service program \$.30 each

Additional copies black and white service program \$.10 each