

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

Funeral Home Dyer-Lake Funeral Home

Director(s) Michael S. Lake
Timothy R. Nay

Street address: 161 Commonwealth Avenue

City/Town North Attleboro, MA Zip Code 02760

Telephone 508-695-0200 Fax 508-699-7504

Email timothy@dyer-lakefuneralhome.com Website www.dyer-lakefuneralhome.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

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

Does your direct cremation listed price include:

Crematory fee yes no

Permits yes no

~~Other fees~~ Medical Examiners Fee yes no

Which crematory(ies) do you use for cremation: Swan Point Western Hills - R.I.
North Purchase - MA

Will you allow/use other crematories? yes no

(additional fee may apply)

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.

General Price List

Prices effective July 1, 2008 and subject to change without notice

Michael S. Lake
Funeral Director

Timothy R. Nay
Funeral Director



Dyer-Lake Funeral Home and Cremation Services

161 Commonwealth Avenue
Village of Attleboro Falls
North Attleboro, MA 02763

Phone:
(508) 695-0200

Toll Free:
(888) 393-7525

Fax:
(508) 699-7504

Our General Price List reflects our commitment to provide consumer information to each and every family we serve in order to assist them in making informed decisions.

A funeral is not the time to worry about costs, and we know that. That is why we offer a wide range of options... because it is what's in your heart that matters, not what's in your purse.

Don't assume all funeral homes charge the same prices – they don't!

SPECIAL ASSISTANCE

We believe that no one should be denied a funeral service due to limited financial resources.

If you do not have sufficient funds to pay for the service you prefer, let us know.

We will be pleased to detail available assistance and to discuss special arrangements.

Dyer-Lake Funeral Home and Crematory

General Price List



The goods and services shown below are those we can provide to our customers. You may choose only the 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.

The Funeral Directors and Staff of Dyer-Lake Funeral Home and Cremation Services

GENERAL SERVICES

NON-DECLINABLE SERVICES OF FUNERAL DIRECTOR(S) AND STAFF \$ 2,195

Our fee for services of our licensed funeral director(s) and staff includes, but is not limited to: twenty-four hour emergency availability; consultation with family; arrangements conference; preparation and filing of necessary authorizations and permits; recording vital statistics; staff assistance prior to, during and following the service selected, including coordination with those providing other portions of the funeral, e.g. cemetery, crematory and others. *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 direct cremations, immediate burials, and forwarding or receiving remains.)*

EMBALMING \$575

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 direct cremation or immediate burial.

LONG BONE ANATOMICAL DONATION(S) (in addition to other preparation fees) \$250

The family may be eligible to seek reimbursement directly from procurement organization.

AUTOPSIED REMAINS (in addition to other preparation fees) \$150

COSMETOLOGY and CASKETING \$125

Washing, disinfecting, pouch when necessary, dressing, casketing and cosmetizing.

SANITARY CARE (included in Direct Cremation Services) \$30

Minimal care and disinfecting of unembalmed remains when in our care and custody. Care and disposal of regulated medical waste and compliance with state and federal OSHA bloodborne pathogen requirements.

SHELTERING OF REMAINS \$10/day

If, for any reason, the embalmed remains are to be held at the funeral home beyond the initial 72-hour period beyond scheduled services.

This charge will be applied per day.

EXTENDED SHELTERING OF CASKETED REMAINS \$100/week

If the cemetery is not open during winter.

AUTOMOTIVE EQUIPMENT

Transfer of Deceased to Funeral Home (includes one removal personnel and vehicle)	\$395
Limousine and Driver	\$395
Hearse and Driver for Funeral Service	\$395
Traditional Open Flower Car and Driver	\$325
Funeral Service Vehicle and Driver	\$150
Funeral Procession Lead Vehicle	\$125
Bearer Vehicle	\$100
Service Vehicle to Obtain Legal Documentation	\$100

NOTE: All charges for automotive equipment reflect a distance of 20 miles or fewer. Travel beyond the 20 mile radius will be assessed an additional charge of \$2.00 per mile per vehicle.

Dyer-Lake Funeral Home and Cremation Services

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ADDITIONAL EXPENSES

Transfer from Facility or Residence (additional)	\$100
Transfer to/from a Boston Facility or Logan Airport	\$100
Transportation to Massachusetts National Cemetery in Bourne, MA	\$100 per vehicle
Securing Paperwork Beyond 20 Mile Radius	\$100
Refiling Paperwork due to Incorrect Information Provided by Family	\$100

FACILITIES AND EQUIPMENT

USE OF FACILITIES FOR VISITATION

This charge includes all fees for setting up the chapel for visitation, positioning floral arrangements, supervision and attendance of staff during visitation and parking lot assistance.

A. Private Family Viewing – Maximum One Hour	\$250
B. Viewing for One Hour or Less	\$250
C. Two Hour Scheduled Visitation Period	\$600
D. Three Hour Scheduled Visitation Period	\$700
E. Four Hour Scheduled Visitation Period	\$800

The above time frames provide the family with 1/2 hour of private visitation prior to the commencement of the published start of visitation and allows 15 minutes following the conclusion of the published end of visitation. If the time frame selected exceeds the original visitation period, an adjustment may be made to reflect the additional time. Included in visitation periods of two or more hours is one copy of our personally created “Memorial Tribute” DVD. The “Memorial Tribute” is created in lieu of memorial/picture boards. If a family elects to use up to two memorial/picture boards a “Memorial Tribute” will not be created.

EQUIPMENT AND STAFF FOR CHURCH SERVICE \$450

This charge includes all fees for coordinating funeral arrangements, supervision of service, attendance of staff and parking lot assistance.

USE OF FACILITIES FOR FUNERAL CEREMONY OR MEMORIAL SERVICE \$600

This charge includes all fees for coordinating funeral arrangements, supervision of service, attendance of staff and parking lot assistance. Included in funeral home ceremonies or memorial services is a copy of our personally created “Memorial Tribute” DVD, if prior visitation was omitted.

EQUIPMENT AND STAFF FOR SERVICE AT OTHER FACILITY \$450

This charge includes all fees for coordinating funeral arrangements, supervision of service, attendance of staff and parking lot assistance.

EQUIPMENT AND STAFF FOR GRAVESIDE SERVICE \$400

This charge includes all fees for accompaniment of remains to cemetery, supervision of graveside service and staff to attend service.

MERCHANDISE

CASKETS

Dyer-Lake Funeral Home and Cremation Services offer many different styles and prices of caskets and alternative containers from which to make a selection. Since many caskets are similar in appearance but may differ in quality and construction, we offer the following description in order to better assist you in making an informed decision that meets your specific needs.

Protective: A protective casket is designed by the manufacturer to resist the entrance of air, water and other outside elements. They are usually constructed of varying gauges of metal, including copper and bronze. No implied warranties are applicable.

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MERCHANDISE (continued)

Non-Protective: A non-protective casket is not designed by the manufacturer to resist the entrance of air, water and other outside elements. They are usually constructed of varying gauges of metal, hardwood, or wood products covered with metal.

CASKET SELECTIONS \$6,495 - \$595

A complete price list will be provided at the funeral home.

URN SELECTIONS \$2,395 - No Charge

A complete list of all urns available for sale, and their corresponding prices, will be provided at the funeral home prior to selection.

OUTER BURIAL CONTAINERS FOR CASKETS \$7,000 - \$695

A complete price list will be provided at the funeral home.

OUTER BURIAL CONTAINERS FOR URNS \$695 - \$95

A complete list of all outer burial containers for urns available for sale, and their corresponding prices, will be provided at the funeral home prior to selection.

OTHER MERCHANDISE

Visitor's Register Book	Starting at \$50
Personalized Acknowledgement Cards (per 25 cards)	\$20
Personalized Laminated Prayer Cards (per 100 cards)	\$100
Personalized Memorial Folders (per 100 folders)	\$100
Church Programs (per 100 programs)	\$100
Laminated Obituary	\$10 each
"Family Care" Package - ask for details	\$95
CD Recording of Funeral Home Service	\$25 each
"Memorial Tribute" Program	Prices vary
Cemetery Tent and Chairs for Graveside Service	Prices vary
Mailing of Cremated Remains - via USPS or Personal Delivery to Family, Cemetery, etc.	\$100
Air Tray/Shipping Tray	\$195
Cross/Crucifix	\$40
Shiva Candle	\$30
Jewish Burial Shroud	Starting at \$95
Flag Cases	\$395 - \$65
Woman's Dress and Full Undergarments	\$145 - \$85
Man's Suit, Shirt, Tie and Full Undergarments	\$175 - \$125
Temporary Grave Marker	\$30
Casket Nameplate (required by some cemeteries)	\$45
Personalized Casket Engraving	\$200 - No Charge
Heavy Duty Pouches	\$40

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CREMATION SERVICES

There are several options available in regards to cremation, from direct cremation to a traditional funeral service followed by cremation. Selections may include direct cremation, public or private visitation, a memorial service or a funeral service. The greatest misunderstanding about cremation is the belief that there is no funeral service. Actually, cremation is just an alternative to burial. All cremated remains are returned to the family in the cardboard box the funeral home receives from the crematory. Although not required another urn or receptacle may be purchased at the funeral home.

DIRECT CREMATION	\$895 to \$845
With direct container provided by purchaser	\$845
With alternative container provided by funeral home	\$895
With casket purchased by family at the funeral home	\$845

This option includes the services of the funeral director and staff*, single person transfer of the remains to the funeral home, use of facilities for the mandatory state waiting period, washing and disinfecting, securing a death certificate and filing the certificate with the appropriate city or town, transportation to crematory via hearse, medical examiner's fee as required by law, crematory charges and cardboard container with ashes. If you want to arrange a direct cremation, you can use an alternative container. Alternative containers encase the body and can be made out of materials like fiberboard or composition materials (with or without an outside covering). The containers we provide are constructed of cardboard materials and are leakproof.

* Limited to a one-half hour arrangement conference at the funeral home. Additional fee(s) assessed for additional time.

ADDITIONAL CHARGES THAT MAY BE APPLICABLE OR SELECTED

Placement of Newspaper Notices (no edits allowed once submitted)	\$300
Cost of Published Death/Obituary Notices	Prices Vary
Newspaper charges vary greatly depending on the particular publication. Many newspapers charge for an obituary and death notices and are billed on a per-line basis. A family member will be required to approve the text and costs associated with any out-of-town publications and may be required to pay costs in advance with a family member's credit card.	
Second Person for Transfer from Facility or Residence	\$100
Securing Paperwork Beyond 30 mile Radius	\$100
Refiling Paperwork due to Incorrect Information Provided by Family	\$100
Visitor's Register Book	\$50
Personalized Acknowledgement Cards (per 25 cards)	\$20
Personalized Laminated Prayer Cards (per 100 cards)	\$100
Personalized Memorial Folders (per 100 folders)	\$100
Delivery of Urn to Family via USPS	\$100
Washing and Dressing Prior to Cremation Process	\$100
Urn Selections	\$2,395 to \$75
Additional Mileage (beyond 20 mile radius from our facility)	\$2.00 per loaded mile
Cremated Remains Committal Fees	
For scheduled committal of cremated remains within 20 miles of funeral home	\$400
For unscheduled committal of cremated remains within 20 miles of funeral home	\$200
For unscheduled scattering of cremated remains (signed, notarized release required from all immediate family members)	\$150

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ADDITIONAL CHARGES THAT MAY BE APPLICABLE OR SELECTED (continued)

Private Viewing - including use of facilities, equipment and minimal attendant staff for a brief private immediate family viewing. Limited to a maximum of 1/2 hour use and up to 10 persons in attendance..... \$250

Private Viewing/Identification viewing at the funeral home
Includes brief use (maximum of 10 minutes) in mortuary viewing area for the purposes of viewing of the remains prior to services or disposition. Limited to several designated/qualified persons, with no preparation of the remains done and no rites or ceremonies conducted. \$250

Cremated Remains Storage - for storage of cremated remains, commencing on the 5th day after cremation \$10/day
A government-issued photo ID is required when picking up cremated remains at the funeral home.

The funeral home may maintain the custody of cremated remains for 180 (one hundred and eighty) days. After those consecutive days, the funeral home is required to mail a certified letter to the informant who arranged the funeral or cremation services informing him/her that the cremated remains are still in the funeral home's possession and the informant has extended the legal length of time in which the cremated remains may stay at any Massachusetts funeral home establishment. The family needs to obtain ownership of the cremated remains immediately. If after 60 (sixty) days the family has not claimed ownership by picking up the cremated remains, the cremated remains will be disposed of at the discretion of the funeral home (being buried, scattered, etc.) who will have no further obligation to the informant or the family of the deceased.

CUSTOMIZED FUNERAL SERVICES

All Complete Traditional Services include the services of the funeral director(s) with administrative and professional staff for coordinating and directing the funeral service; obtaining legal documents and other paperwork necessary to complete the arrangements; removal of the deceased from the place of death to the funeral home (within a 30 mile radius); embalming, dressing, casketing and cosmetizing; use of facilities visitation period for three (3) hours; use of the facilities prior to or for the funeral service; automotive equipment (funeral coach, limousine, flower and service vehicle); register book; personalized prayer cards, personalized memorial folders and personalized acknowledgement cards as noted. *These services do not include merchandise to be selected such as a casket or outer burial container. Other additional costs, such as cash advances for cemetery charges, newspaper notices, certified copies of death certificates, etc. are not included.*

IMMEDIATE BURIAL \$2,690 to \$2,295

This charge includes removal of remains, necessary services of funeral directors and staff, washing and disinfecting, securing a death certificate, and transportation to cemetery.

TOTAL SERVICE WITH CLOTH-COVERED CASSET \$2,690

TOTAL SERVICE WITH CASSET PROVIDED BY CONSUMER \$2,295

FORWARDING REMAINS TO ANOTHER FUNERAL HOME

This charge includes removal of remains, necessary services of funeral director and staff, embalming, attainment of necessary authorizations and local transportation (within a 30 mile radius).

With no container \$1,895

With casket selected by family at funeral home (*not including air tray, if required, for air transportation*) \$1,895

With minimum shipping container provided by funeral home \$2,195

RECEIVING REMAINS FROM ANOTHER FUNERAL HOME \$1,895

This charge includes temporary shelter of the remains, fees associated with the transportation of the remains to the cemetery or crematory, associated services of funeral director and staff, attainment of necessary authorizations and local transportation (within a 30 mile radius).

This service does not include the additional services of staff; use of facilities for viewing or funeral service; additional automotive charges; or the purchase of any additional merchandise selected such as casket, outer burial container, visitor's register book, prayer cards, memorial folders, acknowledgement cards, etc.

ANATOMICAL DONATION \$695

This charge includes the removal of the remains from the place of death, necessary authorizations and delivery of the body to an area medical school (within 20 miles). It does not include any additional staff services, use of facilities, additional mileage, etc.

Payment allowance from medical school in addition to above fee.

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CASH ADVANCES

The following are examples of items that you may ask Dyer-Lake Funeral Home and Cremation Services to purchase on your behalf and for which we require a cash advance. We do not charge a fee or a commission to purchase these items for you.

CEMETERY CHARGES Prices Vary

Cemetery charges vary greatly depending on the particular cemetery. In some instances it may be necessary to purchase a plot at the time of need; in others, burial may take place in a previously purchased lot. Regardless of the time of purchase, the cemetery will charge for the opening and closing of the grave. Additional fees may also be assessed by the cemetery for burials after regular hours or on a holiday, or requests for grave openings on short notice, among other reasons.

CREMATORY CHARGES Prices Vary

Crematory charges vary depending upon the crematory chosen. A family's crematory selection may increase the charges for any cremation service selected.

NEWSPAPER CHARGES Prices Vary

Newspaper charges vary greatly depending on the particular publication. Many newspapers charge for an obituary and death notices and are billed on a per-line basis. A family member will be required to approve the text and costs associated with any out-of-town publications and may be required to pay costs in advance with a family member's credit card.

HAIRDRESSER/BARBER

- Hair Styling \$50
- Hair Coloring additional \$40

FLORAL ARRANGEMENTS Prices Vary

Dyer-Lake Funeral Home and Cremation Services will be glad to assist you in ordering floral arrangements that meet your specific needs. We can recommend several local florists upon your request and we would be glad to contact the florist of your choice to coordinate matching colors and styles.

CERTIFIED COPIES OF DEATH CERTIFICATES Prices Vary

Municipalities within the Commonwealth of Massachusetts charge varying amounts for a certified copy of a death certificate. Certified copies are necessary for various banking activities or when filing insurance claims or pension benefits, etc. In Rhode Island, certified copies are \$20 for the first copy and \$15 for each additional copy ordered at the same time.

CLERGY/CHURCH FEES Prices Vary

Churches may charge a set amount or ask for a donation for the use of their facilities for a funeral service or for the services of the clergy at a service held elsewhere. These honoraria vary greatly, and we will be glad to provide you with an appropriate range at the time you select your church and/or clergyperson.

ORGANIST/SOLOIST FEES Prices Vary

As with the church fees, these charges may vary greatly. We will be glad to provide you with an appropriate range at the time you select your specific organist and/or soloist.

PROFESSIONAL CASKET BEARERS \$75 each

Should the family choose not to serve as casket bearers from the funeral home to the location of the funeral service and/or cemetery, professional bearers can be hired.

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PAYMENT OPTIONS

Payment in full is required prior to the scheduled start of services.

The following methods of payment are available:

- Personal Check
- Certified or Bank Check
- Equity or Credit Line Check
- Payment by MasterCard, VISA, Discover or American Express

We are willing to accept full payment via credit card even though, in most cases, a large portion of the funeral bill is "cash advances" and we are then "penalized" by the fee our processing company charges. We do this as a convenience to the families we serve and never charge a service fee for obtaining any of the cash advance items listed on a Statement of Funeral Goods and Services Selected contract.

Due to the unforeseen circumstances that can arise when an estate is being probated, we are unable to bill an estate for funeral expenses. Typically, a family member will pay for the expenses when services are rendered and will later be reimbursed by the decedent's estate when it is settled.

Dyer-Lake Funeral Home and Cremation Services is always available to answer questions you may have regarding the arranging and funding of any type of funeral service. We take great pride in servicing our community and want to earn your trust and confidence while providing dignified, caring and professional service.