

**Funeral Consumers Alliance of Eastern Massachusetts**  
**The Memorial Society, Inc.**  
 66 Marlborough Street, Boston, MA 02116  
 www.fcaemass.org  
 Telephone 617-859-7990  
 Fax 781-973-0626

**2006 Funeral Service Survey**

Funeral Home Chapman Cole & Gleason, 5 Canton Ave, Milton, MA 02186

Director(s) William B Chapman; MARK L Chapman  
William J Coughlin

Street address: \_\_\_\_\_

City/Town \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone 617 696 6612 Fax \_\_\_\_\_

Email milton.ccgfuneralhome.com Website www.ccgfuneralhome.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

Is viewing without embalming available?  yes  no

Does your direct cremation listed price include:

Crematory fee  yes  no

Permits  yes  no

Other fees  yes  no

Which crematory(ies) do you use for cremation? Frazer Hills, Duxbury, Mt. Auburn

Will you allow/use other crematories?  yes  no

if family REQUESTS, & charge for EXTRA distance may apply

**Please attach your General Price List with this survey.**

**Fax: 781-973-0626 or**

**Mail: FCAEM, 66 Marlborough Street, Boston, MA 02116**

Thank you for your cooperation in completing and returning this survey and your GPL to the  
 Funeral Consumers Alliance of Eastern Massachusetts.



# Chapman Cole & Gleason

FUNERAL HOMES & CREMATION SERVICES  
Family Owned and Operated Since 1862

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**5 Canton Avenue  
Milton, Massachusetts 02186**

575

**TEL: (617) 696-6612    FAX: (617) 696-0143**  
**www.ccgfuneralhome.com**  
**milton@ccgfuneralhome.com**

Other Locations:

**WAREHAM 626**  
2599 Cranberry Highway (Rt. 28)  
Wareham, MA 02571  
(508) 295-0060

**FALMOUTH 624**  
475 Main Street  
Falmouth, MA 02540  
(508) 540-4172

**WEST FALMOUTH 642**  
584 Route 28A  
West Falmouth, MA 02574  
(508) 540-4172

**MARTHA'S VINEYARD 575**  
56 Edgartown Vineyard Haven Road  
P.O. Box 2281  
Oak Bluffs, MA 02557  
(508) 693-1495

**MASHPEE ?**  
74 Algonquin Avenue  
Mashpee, MA 02649  
(508) 477-4025

## **GENERAL PRICE LIST**

(Prices effective as of January 1, 2006 and subject to change without notice.)

*To the Families We Serve:*

*This General Price List reflects our commitment to provide consumer information to each and every family we serve.*

*It is our intention to provide each family with the highest quality of professional service and facilities. If there are particular desires or requests to fulfill individual needs, please feel free to discuss them with us. We will always be available for consultation on these matters.*

*Sincerely,*

*Chapman, Cole & Gleason Funeral Home*

The goods and services shown below are those we can provide to our families. 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 merchandise and services you selected.

The list does not include prices for certain items you may ask us to purchase or order for you; such as cemetery or crematory charges, clergy or church fees, flowers, newspaper notices and death certificates. The prices for those items will be shown on your bill and the Statement of Funeral Goods and Services. It is the policy of the funeral home to ask that all cash advance items are paid prior to the funeral.

**BASIC SERVICES OF FUNERAL DIRECTOR, STAFF AND OVERHEAD.....\$ 2,750.**

Our fee for services of funeral director and staff includes, but is not limited to, twenty-four hour availability; consultation with family; preparation and filing of necessary authorizations and permits; recording vital statistics; preparation and listing of necessary notices; coordination with those providing other portions of the funeral, e.g. cemetery, crematory or others. This fee also covers overhead; including facility and ground maintenance, equipment, inventory costs, insurance, real estate taxes, employee benefits, administration expense and governmental compliance.

This fee for our basic services and overhead will be added to the total costs of the funeral arrangements you select. (A portion of this fee is included in our charges for direct cremation, immediate burials and forwarding and receiving remains.)

**EMBALMING, COSMETOLOGY, DRESSING AND CASKETING.....\$ 620.**

Except in certain 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.

**OTHER PREPARATION OF THE BODY**

- Washing, disinfection, (pouch when necessary), dressing and casketing of unembalmed body..... \$ 320.
- Cosmetology, grooming, dressing and casketing when receiving remains from another funeral home..... \$ 250.
- Hairdressing..... \$ 75.

**AUTOMOTIVE EQUIPMENT**

- Transfer of remains from place of death to funeral home..... \$ 325.
- Hearse..... \$ 375.
- Limousine..... \$ 325.
- Flower Car..... \$ 325.
- Service Vehicle..... \$ 200.

Charges are based on local distance. (15 mile radius)  
Additional mileage, if applicable, will be charged at a rate of \$ 2.25 per mile, one way.

**USE OF FACILITIES AND RELATED STAFF SERVICES**

- A. Use of facilities and staff services for funeral service or additional staff services for funeral service in another facility. (Our services include coordinating the funeral arrangements, supervision of funeral and additional staff to assist with funeral ceremony.)..... \$ 775.
- B. Use of facilities and staff services for viewing per day. (Our services include set-up of visitation area, placement of casketed remains, display of floral arrangements, supervision of and attendance during the visitation.)..... \$ 325.
- C. Use of facilities and staff services for memorial service without remains present. (Our services include coordinating memorial service arrangements, supervision of the memorial service and additional staff to assist with the memorial service.)..... \$ 775.
- D. Staff services for graveside service. (Our services include accompaniment of remains to cemetery, supervision of graveside service and additional staff to assist with service.)..... \$ 475.

**CASKETS** \* .....\$ 495 to \$ 9,995.

*\* A complete casket price list will be provided by the funeral home prior to selection.*

**OUTER BURIAL CONTAINERS** \* ..... \$ 850. to \$ 3,995.

*\* A complete outer burial container price list will be provided by the funeral home prior to selection.*

**PERSONALIZATION AND OTHER MERCHANDISE**

**Personalized Packages:**

- **Premium Protestant Merchandise Package:**  
Includes register book, 100 premium prayer cards, 100 personalized acknowledgement cards and VideoTributes™..... \$ 390.
- **Premium Catholic Merchandise Package:**  
Includes register book, 100 premium prayer cards, 100 personalized acknowledgement cards, Crucifix and VideoTributes™..... \$ 400.
- **Veterans Tribute Package:**  
Includes military themed register book, flag case, 100 premium prayer cards, 50 personalized acknowledgement cards and VideoTributes™..... \$ 515.

**Standard Packages:**

- **Catholic Merchandise Package:**  
Includes crucifix, register book, 100 prayer cards and 50 acknowledgement cards..... \$ 125.
- **Protestant Merchandise Package:**  
Includes register book, 100 prayer cards and 50 acknowledgement cards..... \$ 105.
- **Jewish Merchandise Package:**  
Includes register book, Shiva candle and 50 acknowledgement cards..... \$ 80.

**Other Merchandise:**

- **Video Tributes™:**  
Up to 35 photos combined with music to create a touching, quality DVD video presentation that can be played at the service, on the Internet and on the family's home computer or television. Includes 2 copies of video.....\$ 195.
- Register Book.....\$ 45.
- Personalized Acknowledgements (50)..... \$ 40.
- Acknowledgment Cards (25).....\$ 10.
- Premium Prayer Cards – color photo (100)....\$ 110.
- Prayer Cards – no photo (100).....\$ 60.
- Service Folders (100).....\$ 175.
- Laminating Services (100 pieces).....\$ 85.
- Crucifix..... \$ 20.
- Clothing.....\$ 95. to \$ 175.
- Flag Cases.....from \$ 125.
- Cremation Urns.....from \$ 95.
- Life Symbols® Keepsake Plaque..... \$ 75.

**DIRECT CREMATION (WITHOUT FUNERAL CEREMONY).....\$ 1,850. to \$ 6,100.**

The charge for direct cremation includes removal of the remains, shelter of the remains at the funeral home prior to cremation, local transportation to crematory, necessary authorizations and basic services of staff. The charge does not include the crematory fee, medical examiner's fee or the use of facilities and staff for visitation or ceremony, public or private, prior to the cremation. If you want to arrange direct cremation, you can use an alternative container. Alternative containers encase the body and can be made of materials like fiberboard or heavy cardboard. The containers we provide are heavy cardboard with wood bottom.

- **Direct Cremation with container provided by purchaser.....\$ 1,850.**
- **Direct Cremation with alternative container provided by funeral home.....\$ 2,025.**
- **Direct Cremation with cremation casket selected from our funeral home –  
(See Cremation Casket Price List for cremation casket prices)..... \$ 2,535 to \$ 6,100.**

*A full list of cremation service options will be provided by the funeral home upon request.*

**IMMEDIATE BURIAL (WITHOUT FUNERAL CEREMONY)..... \$ 3,770. to \$ 13,765.**

Our charge for immediate burial without any attended rites or ceremonies includes local removal and shelter of remains, local transportation to cemetery, necessary services of staff and authorizations.

- **Immediate Burial with container provided by purchaser..... \$ 3,770. \***
- **Immediate Burial with casket selected from our funeral home –  
(See Casket Price List for casket prices).....\$ 4,265. to \$ 13,765. \***

*\* This charge does not include, outer burial container (which may be required by cemetery) and cash advances.*

**FORWARDING REMAINS TO ANOTHER FUNERAL HOME..... \$ 2,025. \***

Our charge for forwarding remains includes local removal, necessary services of staff, embalming, shipping container and transportation to designated airport.

*\* This charge does not include casket, cash advances, visitation or other rites and ceremonies prior to forwarding.*

**RECEIVING REMAINS FROM ANOTHER FUNERAL HOME..... \$ 2,075. \***

Our charge for receiving remains includes temporary shelter of remains, removal of remains from common carrier, local transportation to cemetery and necessary services of staff.

*\* This charge does not include casket, outer burial container, cash advances, visitation or other rites or ceremonies.*

**MEDICAL SCHOOL DONATIONS**

- A. Our charge for medical school donation includes local removal of remains to funeral home, necessary services of staff, recording of vital statistics and securing proper permits.....\$ 1,050.
- B. Same as Plan A, but includes making arrangements for memorial services and/or placing newspaper notices and obituaries..... \$ 1,250.
- C. Same as Plan B, but includes use of the funeral home for memorial service..... \$ 2,025.

*Medical School will reimburse funeral home for transportation to their facility.*