

Catholic Cemeteries – Caretaker Notes

SERVICES OFFERED OR REQUESTED

Catholic Cemeteries have continued to modernize the Cemeteries since their inception. As changes in burial customs took place so did the development of the Cemeteries. The fruits of careful planning and wise building are evident in the Catholic Cemeteries of the Rockville Centre Diocese. These facilities are integral to the life and mission of the Catholic Church and significantly contribute to the ministries of comfort, catechesis, and evangelization as delineated in the Mission Statement for Catholic Cemeteries.

Catholic cemeteries recognize three entities involved in the area of funeral service, the parish, the cemetery and the funeral home. Catholic Cemeteries are committed to offering only those products and services that are indigenous to the cemetery itself.

A complete staff of Operations & Maintenance personnel are employed by Catholic Cemeteries to prepare graves, crypts and niches for burial services, to maintain the grounds and buildings of the Catholic Cemeteries, to do the installations of certain memorials and various plantings and to offer a variety of other services that care for the interment spaces in the cemeteries and those who either have custody of them or come to visit and pray at the cemeteries. This work is performed at reasonable and competitive prices, and owners of Burial Rights are invited to obtain an estimate on any work they may require.

There are generally four categories for service:

Individual Work Orders (A Complaint or a Request for Service)

Service by Area or Section

Service by Timing or Season

Service by Budget or Scope of Work Involved

This guide is intended to be a general summary of Catholic Cemeteries program and services offered. Statements contained within may or may not imply care defined as permanent maintenance (perpetual care) or as an additional paid service to be performed by Catholic Cemeteries or its designated agents. Dates and statements of actions stated within are a schedule subject to change due to weather conditions, burial activity, financial and labor budgetary goals. No statement presented here represents a stated contract, implied service or an agreement to perform a service.

Catholic Cemeteries – Caretaker Notes

Individual Work Orders (A Complaint or a Request for Service)

From your Home Computer via the internet or by visiting or telephoning or writing to the cemetery office you can complete a Request For Service Form. It's helpful to provide exact information. The cemetery name, the Section, Range, and Lot (or Mausoleum, Corridor, Tier and Crypt/Niche) of the burial space and the deceased name(s) are essential for complete and accurate service.

Sometimes we have questions for you!

Your name and contact information such as address and a day-time telephone number assist us in assisting you in the event there are additional questions regarding the service requested.

What happens to my request?

Often the Individual Order Work is recorded then taken and distributed to the appropriate department or personnel for action and/or response. Sometimes the response is immediate other times the request requires personnel, equipment or materials currently not available. This requires scheduling the work. Sometimes the weather or work, such as a burial service, requires postponing the request for service for completion at a later date or time. At times the not so obvious situation dictates actions other than expected or planned for by the customer or even the cemetery's customer service personnel.

For example – a simple request for seed is postponed. Why?

Anticipated irrigation repair work to that immediate supply system. It's counter productive to seed the area when we are aware that the irrigation service will not work.

For example – another request for seed is postponed again. Why?

It's April or May (maybe its September or early October) we are doing this work practically everywhere at this time or season. It's smarter management of resources such as personnel, seed, soil, and tools to service an entire area or section rather than move throughout the cemetery following requests in a chronological order. It's possible to complete today's request before last month's request due to the circumstance of timing with season, material, and personnel in a given area as part of a larger plan in action.

This guide is intended to be a general summary of Catholic Cemeteries program and services offered. Statements contained within may or may not imply care defined as permanent maintenance (perpetual care) or as an additional paid service to be performed by Catholic Cemeteries or its designated agents. Dates and statements of actions stated within are a schedule subject to change due to weather conditions, burial activity, financial and labor budgetary goals. No statement presented here represents a stated contract, implied service or an agreement to perform a service.

Catholic Cemeteries – Caretaker Notes

For example – repeated requests for seed seemed to be disregarded. You may assume it's being ignored. Why?

The request was placed at the end of the seeding season or perhaps in the dormant stages of mid-Summer or Winter. You've waited a long time. You've called to confirm that order was placed you now see seeding down the next row and across the roadway but not here where you are standing. all around you is soil and seed but not here where its needed right now. Sometimes that area was scheduled to be worked on. The material, the personnel, and equipment were right there yet it was skipped. Why? Because adjacent to this grave or at the head or foot of this gravesite was a burial service taking place, or scheduled that day or the next when all the other components for a completed task were in place. It's a great example of the famous expression called Murphy's Law. It can happen, it does happen at times, we are aware of it, we do note it, and we do follow through with it.

For example – Your request for seed went unanswered. You were told it was completed by the customer service personnel that looked up the request. You visited the site and it seems like nothing was done. Why?

The great thing about business is there is a human element involved in the process. It is amazing with all the information and technology available to us we can still make mistakes or assume things that are not complete or true. Even with the best of intentions. What happened? You asked us to seed John Smith's grave. We said we did. You say we did not. How did that happen? There could be a number of explanations. For example, there are four people named John Smith here at the cemetery. The site was visited and seed was needed. We did the job. That family just assumed we did it because it was needed. We're happy. They are happy. You're not so happy. A simple misunderstanding or a failure to communicate or receive the request completely and accurately is a reality. Something did go wrong but now we understand it. Let's correct it and move onward. Thank you for telling us and please accept our apology for not getting it right the first time around.

Service by Area or Section

Tree trimming, tree removal, roadway resurfacing, foundation work, and re-grading of an area are good examples where individual requests for work are either pooled together or set aside for completion at a later date. Sometimes the work involves contractors and a process of bid solicitation, bid review, awarding the work, then scheduling and monitoring the work as it progresses. Often a definitive time frame for completion is not available until late in the process. Depending on the scope of the work, it may impact on a budget and may require approval months in advance before the real work can begin. "When?" Sometimes a staff member states "They don't know." Although it is not the

This guide is intended to be a general summary of Catholic Cemeteries program and services offered. Statements contained within may or may not imply care defined as permanent maintenance (perpetual care) or as an additional paid service to be performed by Catholic Cemeteries or its designated agents. Dates and statements of actions stated within are a schedule subject to change due to weather conditions, burial activity, financial and labor budgetary goals. No statement presented here represents a stated contract, implied service or an agreement to perform a service.

Catholic Cemeteries – Caretaker Notes

desired response it can be an appropriate and truthful answer under these circumstances and conditions.

Service by Timing or Season

Inclement weather can delay a request for service. Frozen weather can impact on many arrangements including: setting a bouquet holder, raking, soil placement, foundation work, monument cleaning, as well as grass seeding. Sometimes wet soil conditions require waiting several days before simple work can be completed. Often a simple requested is detained to avoid additional turf damage to the adjoining areas. The most difficult times are burials in late May and late October. Due to the process of ground settlement thus tamping and area restoration with soil and seed, the work seems incomplete or if completed viewed as a failed effort whereas it requires the next lawn care season (as much as 4 to 6 months away) to produce meaningful or effective results. As a result these areas are generally prepared for good appearance then revisited and worked upon with the appropriate materials (topsoil/seed) during optimal weather conditions for germination. *(It's a wrongful conclusion to assume nothing has been done or will be done. Scheduled work or not, the area will be inspected and improvement action taken at the appropriate season or time).*

Service by Budget or Scope of Work Involved

In a separate document, Catholic Cemeteries explains the difference between restoration and renovation work projects. These size projects involve large budgetary issues and can span the scope of several weeks, months, and years to complete. For example – replacement of a foundation beam in a range within the cemetery or in several ranges in a section. The scope of this work impacts on many lots and consumes a large amount of labor resources and can be a bid interruption to normal visitation in a given area. These projects can take lots of careful planning and preparation work and time before seeing the tangible results. Often an extended period of time passes before normal operation standards return to the area.

This guide is intended to be a general summary of Catholic Cemeteries program and services offered. Statements contained within may or may not imply care defined as permanent maintenance (perpetual care) or as an additional paid service to be performed by Catholic Cemeteries or its designated agents. Dates and statements of actions stated within are a schedule subject to change due to weather conditions, burial activity, financial and labor budgetary goals. No statement presented here represents a stated contract, implied service or an agreement to perform a service.

Catholic Cemeteries – Caretaker Notes

In a separate document, Catholic Cemeteries offer a full range of paid services including but not limited to:

Some of our Pay for Services include:

Opening/Closing of Graves, Crypts, Niches
Memorial Foundations
Installation of Bronze Markers
Religious & Military Crypt and Niche Front Emblem Installations
Urns and Floral vase holders Installations
Monument (Family Mausoleum) Cleaning Services
Seasonal placement of selective decorations
Palm Crosses, Mother's Day Plants Father's Day Plants, and
Winter (Christmas) Blankets/ Wreaths
Trimming and Bush Removal Service
Tree Plantings as Memorials

The purchase of these services through Catholic Cemeteries supports the ministry and mission of Catholic Cemeteries and the Diocese of Rockville Centre.

Because of the variety and complexities involved in the selection of appropriate services, Catholic Cemeteries retains the services of carefully trained and competent personnel to explain the implications of the various alternatives.

Family Service Counselors are the individuals who assist in their immediate need environment. Pre-Need Counselors, by appointment at one of the cemetery offices, are available for consultation about future cemetery arrangements.

This guide is intended to be a general summary of Catholic Cemeteries program and services offered. Statements contained within may or may not imply care defined as permanent maintenance (perpetual care) or as an additional paid service to be performed by Catholic Cemeteries or its designated agents. Dates and statements of actions stated within are a schedule subject to change due to weather conditions, burial activity, financial and labor budgetary goals. No statement presented here represents a stated contract, implied service or an agreement to perform a service.