



North Central Washington
Chelan, Douglas, Okanogan & Grant Counties
2014 Funeral Home Price Survey
Conducted by the PMA Education Fund

Provider (by city)		<u>Direct Cremation</u>	<u>Direct Burial</u>	<u>Full Funeral Service</u>
<u>DOUGLAS COUNTY:</u>				
<u>EAST WENATCHEE:</u>				
Telford's 711 Grand Rd 509-884-3561	(Phillips)	\$1,230	\$1,855	\$3,060
<u>GRANT COUNTY:</u>				
<u>MOSES LAKE:</u>				
Kayser's 831 S Pioneer Way 509-765-7848	(Kayser)	1,195	3,120	4,320
* Contracted funeral homes where People's Memorial Association members pay this price:				
People's Memorial Association www.peoplesmemorial.org 1-866-325-0489	(Nonprofit)	\$699	\$1,099	\$2,399

Abbreviations: AC = Alternative Container U = Urn C = Casket VC = Venue Charges

Your Rights as a funeral consumer:

- a) *To receive a printed price list when you visit a funeral home.*
- b) *To get price information on the telephone regarding your choice of arrangements.*
- c) *To buy only the funeral arrangements you want.*
- d) *To choose a funeral arrangement that does not include embalming.*
- e) *To make or to purchase elsewhere an urn or casket. The funeral home cannot charge a handling fee to use a casket or urn which they did not sell you.*
- f) *To use an alternative container instead of a casket for cremation.*
- g) *To get a written explanation for any charges which are required by a cemetery, crematory or by law.*
- h) *To receive a written, detailed statement of charges after you have made arrangements and before you pay.*

*The **PMA Education Fund** is a 501(c)(3) non-profit foundation, affiliated with People's Memorial Association. The purpose of the PMA Education Fund is to provide educational information to enable consumers to make informed choices regarding their final arrangements. Tax-deductible contributions to the PMA Education Fund to support these efforts are most welcome and appreciated.*

***People's Memorial Association (PMA)** is a 501(c)(4) non-profit organization which was founded in 1939. It is the oldest and largest non-profit funeral consumer organization in the country. PMA has contracts with more than 20 funeral homes in Washington state to provide simple, dignified, economical cremation and burial services to its members.*

2014 PRICE SURVEY METHODOLOGY

The mission of People's Memorial is to enable all consumers to choose final arrangements that are consistent with their values and within their budget. Keep in mind that price is one of many factors to consider in selecting a funeral home. You should also consider the reputation, quality and ownership of the business, how long they have been in business as well as whether they offer facilities, products and services that are right for you. One factor that can cause actual prices to be much higher than what is quoted is whether or not a business will try to upsell you. Ask family, friends, social workers, attorneys and clergy for their recommendations of reputable funeral providers. Visit the funeral home yourself and talk to the staff, to get your own impressions. Trust your gut. As the saying goes "If something seems too good to be true, then it probably is."

In compiling data for the 2014 funeral home price survey, volunteers with the PEOPLE'S MEMORIAL Education Fund searched for all Washington state funeral homes that handled at least 5 or more cases in 2013. The volunteers then conducted internet searches for each funeral home, recording whether the funeral home did or did not have a website. Then the volunteers looked for a posted General Price List (GPL) or other pricing for 3 common types of final arrangements. The volunteers collected and recorded the prices on a standardized worksheet. If the GPL or the prices were not available, the volunteers sent emails requesting the pricing information. Our goal was to calculate the minimum "out the door" price for these services at each funeral home.

We calculated total prices based on what was printed in each mortuary's most recent GPL. While all funeral homes are required to comply with the Federal Trade Commission's Funeral Rule of 1984 regarding disclosure of costs, the reality is that some price lists are more complete and readable than others. If it was unclear whether costs such as refrigeration, after-hours removal or crematory fee were included in package prices, we added them into the total we used for comparison purposes. For calculating the cost of direct burial or a complete funeral service we included the price of a simple cloth-covered casket, if offered or otherwise, the least expensive burial casket listed on the printed GPL or casket price. While a few funeral homes offer a simple plywood box as a casket, we do not consider that in calculating burial prices, since it is not an industry standard. A funeral establishment may change its prices at any time and the actual price you pay for services and merchandise at any of these funeral homes may vary.

For comparison purposes, the descriptions of the services and merchandise included in each of the three plans compared in this survey are as listed below. Included in the cost calculation for each of the three plans are the following:

Basic Services: **1)** Removal of the deceased 24 hours a day from either a home or health care setting and delivery to the funeral home within a service area of no more than 30 miles; **2)** Arrangements conference with the survivors; **3)** Filing of necessary permits and death certificate; **4)** Procuring death certificates for family, filing notice of death to social security, securing veteran's flag and interment rights at veteran's cemetery; **5)** Sheltering and refrigeration of the body for at least 3 days; **6)** Non-declinable fee for funeral home overhead.

- **Direct Cremation:**

Basic services listed above, plus: **1)** delivery of the body to the crematory (if not performed onsite); **2)** the cost of the actual cremation; **3)** basic alternative container; and **4)** basic plastic urn to hold the cremated remains for pickup by survivors.

- **Direct Burial:**

Basic services listed above, plus: **1)** minimum cloth covered casket or; **2)** preparation of the body; **3)** delivery to a local cemetery for burial at an unscheduled time. No ceremonies are included.

- **Full Funeral Service:**

Basic services listed above, plus: **1)** minimum cloth covered casket; **2)** embalming, dressing, cosmetology, and casketing; **3)** ½ day visitation and chapel service at funeral home, Monday thru Friday during regular business hours. Also included are **4)** handling of flowers; **5)** delivery of casketed remains to a local cemetery, but not a procession or graveside ceremony.

After the volunteers calculated total costs for each of the three types of services, it was reviewed by staff of PEOPLE'S MEMORIAL Association and the final worksheet was emailed to each funeral home for verification. We updated our numbers in cases where the funeral home could justify, based on their GPL, that our calculations were inaccurate. In situations where the funeral home disputed pricing based on numbers which were different than the printed price list, we stayed with the printed numbers in calculating our totals. According to the FTC Funeral Rule, the prices or price range for all merchandise and services offered are to be listed on the General Price Lists.

Our staff and volunteers have made a good-faith effort to assure that these numbers are accurate and comparable; however we cannot guarantee that the actual price you would pay at any of these funeral homes is exactly as listed on the price survey. The price survey is a starting point to help you make funeral arrangements that are consistent with your values and beliefs as well as within your budget.