



NATIONAL CREMATION —PLACEMENT DAY—

A FINAL RESTING PLACE.  A LIFETIME OF REMEMBRANCE.

REGISTERED BY  CALDSRING

DAY-OF-SERVICE CHECKLIST

1. BEFORE THE SERVICE



**LEADERSHIP &
STRUCTURE**
(Before Doors Open)



**FACILITY &
GROUNDS
PREPARATION**
(2–4 Hours Before)



**STAFF READINESS
& ETHICAL
BRIEFING**
(60–90 Minutes Before)

2. ARRIVAL & SERVICE



**FAMILY
ARRIVAL & WELCOME**
(30–45 Minutes Before)



**COMMUNITY MEMORIAL
SERVICE**
(Mandatory Core)



**PLACEMENT
MOMENT**
(Pre Arranged Only)

3. CLOSURE & SUPPORT



TRANSITION & CLOSURE
(Post Service)



**EMOTIONAL SUPPORT &
SAFETY**



EVENT CLOSE OUT
(Same Day)

4. FOLLOW UP & DOCUMENTATION



**COMPASSIONATE
FOLLOW UP**
(Critical Program Element)



**METRICS &
DOCUMENTATION**
(Post Event)



STAFF REMINDER



**TODAY IS NOT ABOUT DECISIONS.
TODAY IS ABOUT DIGNITY, WITNESS, AND BELONGING.**

When families leave feeling lighter, honored, and supported—this day has done its work.



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1. BEFORE THE SERVICE



LEADERSHIP & STRUCTURE (Before Doors Open)

Assign

- Event Lead
- Service Lead
- Family Care Lead
- Operations & Grounds Lead
- Records & Placement Lead

Confirm

- Alignment for prearranged placement including urn arrival time and respectful display
- Day-Of Decision Authority
- Reaffirm: no sales, consultations, or placement discussions

Distribute

- Role assignments to staff



FACILITY & GROUNDS PREPARATION (2–4 Hours Before)

Service Area

- Chairs set
- Seating signage placed
- Podium and audio tested
- Music cues tested
- Weather backup ready

Symbolic Station

- Items staged (candles/flowers/stones)
- Lighters tested
- Fire safety checked
- Table coverings secured

Placement Sites

- Preselected placement locations verified
- Grounds prepared
- Markers staged/installed
- Paths clear and accessible



STAFF READINESS & ETHICAL BRIEFING (60–90 Minutes Before)

Staff Huddle

- Full staff huddle conducted
- Purpose: Honor → Witness → Place → Support
- Review service flow

Communication & Language

- Approved language only:
 -  “We’re honored you’re here.”
 -  “Please take your time.”
 -  “If you’d like to look at options today...”

Roles & Protocols

- Emotional support staff identified
- Media/press protocol confirmed
- Staff attire checked



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2. ARRIVAL & SERVICE



FAMILY ARRIVAL & WELCOME (Before Doors Open)



COMMUNITY MEMORIAL SERVICE (Mandatory Core)



PLACEMENT MOMENT (Pre Arranged Only)

Greeters & Guides

- Positioned at entrances/parking
- Warm, quiet welcome
- Direct to seating or remembrance area
- Assist with accessibility
- No placement discussions or paperwork distributed

Check-In (if used)

- Attendance + pronunciation list ready
- Memorial book available
- Reminder: service begins shortly (~25–30 min)

Service Flow (Do Not Rush)

- Welcome and purpose shared
- Remembrance reading
- Names read slowly and clearly
- Guide symbolic act (one family at a time)
- Reflection on continuing bonds
- Closing words of honor
- Invitation to remain, reflect, or depart quietly

Critical Rules

-  placement conversations
-  business discussions
-  silence and emotion are respected

Families guided respectfully to placement location

- Families guided respectfully to location
- Staff assist with wayfinding, ceremonial support, accessibility/safety
- No contracts signed
- No decisions discussed
- No alternatives presented

Key framing:

This is a moment of honor, not a transaction.



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3. CLOSURE & SUPPORT



TRANSITION & CLOSURE (Post Service)

Closing & Departure

- Officiant/Service Lead offers soft closing language
 - Thank you for trusting us with this moment. If today brings up thoughts or questions, we will follow up with you in the days ahead
- Families may remain, visit site, or leave when ready
- Staff only provides comfort and support (no additional conversation initiation)



EMOTIONAL SUPPORT & SAFETY

Reflection & Support Area

- Quiet reflection area staffed throughout
- Water, tissues, seating available
- Staff monitor for signs of distress
- Families never rushed or redirected
- Emergency protocol known to designated leads

FINAL STAFF REMINDER



EVENT CLOSE OUT (Post Service)

Post-Service Wrap-Up

- Candles extinguished safely
- Symbolic items handled respectfully
- Grounds restored
- Placement sites secured
- Attendance fully recorded
- Notes logged for families requiring follow up
- Staff debrief completed: what worked + improvements for next time



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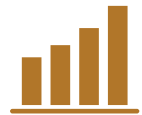
4. FOLLOW-UP & DOCUMENTATION



COMPASSIONATE FOLLOW UP (Critical Program Element)

Post-Service Follow-Up (3–7 Days)

- Thank-you sent to all attendees
- Targeted outreach to families:
 - Who attended without a pre-arranged placement
 - Who appeared emotionally overwhelmed
- Language used:
 - Thank you for being with us. If you'd like to talk about a permanent place for your loved one, we're here when you are ready.
- Private consultations offered separately from event
- Follow-ups scheduled only upon family request



METRICS & DOCUMENTATION (Post Event)

Post-Event Records & Reporting

- Attendance recorded
- Placements completed logged
- Follow-up requests noted
- Feedback/satisfaction sent
- Metrics dashboard updated



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