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# Cremation

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This close look at cremation (an alternative to burial or entombment) explores personal and family concerns, state and federal regulations, and costs.

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**T**hinking about the loss of a loved one or about our own mortality raises many emotional issues. In addition, there are many practical decisions that the survivors must make. Should a funeral or memorial service be conducted to honor the deceased? What were the wishes of the deceased regarding disposition of his or her body—earth burial, cremation (with burial or scattering of the ashes) or entombment? This MontGuide focuses on the option of cremation and explores personal and family concerns, state and federal regulations and costs.

## How many people chose cremation?

Cremation has continued to increase in acceptance in the United States since 1876 when the first crematory was built in Pennsylvania. In 2000, Montana was one of six states with a cremation rate above 50% (4,058 cremations out of 8,042 deaths). The rate in Hawaii and Nevada was 61%; Washington and Oregon 56%; and Arizona 51%. During the same year the national cremation rate was 25%.

## Why do people choose cremation?

In a national survey conducted by Wirthlin Worldwide in 1999 and

cited by the Cremation Association of North America, respondents who preferred to be cremated listed the following reasons: to save money (24%), to save land (17%), personal preference (11%), and because it is simpler and more convenient (9%). Other reasons that were given include concerns for the environment, cold-weather constraints and ease of transportation to distant burial sites.

## What questions do people ask about cremation?

Montana funeral directors indicate that people considering cremation often ask the following questions: Does my body have to be embalmed? Is a casket required? Is it better to have a cremation followed by a memorial service? Would it be best to have a traditional funeral with viewing and have the cremation afterwards? What is the cost for a cremation compared to other alternatives? If I have in writing my wish to be cremated, can my family disregard my request? What if my religion prohibits cremation? Should I have my cremated remains scattered, buried or entombed? If so, where?

Similar questions are often asked by family members or friends who are faced with making decisions about cremation when the deceased had not expressed a preference

prior to death.

The answers to some of these questions are determined by regulations established under the authority of state and federal statutes. The answers to other questions are influenced by the personal preferences of individuals planning cremation or by the people authorized to make decisions for the deceased. Finally, the services and options available from local crematories and funeral directors may be the deciding factors.

## Who regulates cremations?

The Montana Board of Funeral Service has established administrative rules and standards for cremations based on Montana statutes. The Board is under the auspices of the Montana Department of Labor and Industry. The Board licenses and governs crematories, crematory operators, and technicians, as well as mortuaries, morticians and privately owned for-profit cemeteries.

The Federal Trade Commission (FTC) has established trade regulation rules requiring that consumers be provided with itemized price information and other disclosures about funeral goods and services, including cremations.

## After I die, who can authorize the removal of my body to the crematory?

After a death occurs in Montana, the Vital Statistics Bureau of the Montana Department of Public Health and Human Services (DPHHS) requires the submission of a form, *Authorization for Removal, Transportation and Final Disposition of a Dead Body*. The form requires the signature of one of the following: the coroner having jurisdiction, a mortician, the physician in attendance at death or the physician's designee, or a certified advanced practice registered nurse. Typically, the mortician submits the form with the appropriate signatures to DPHHS. This form must be submitted no matter what method a person has chosen for disposition of his or her body.

## Where are crematories located in Montana?

In Montana, human remains may not be cremated except in a licensed crematory. As of January, 2002 there were 24 licensed crematories in Montana. Crematories are located in the following communities (*the number of crematories in each community is in parentheses when there is more than one*):

Billings (4), Bozeman (2), Butte, Columbia Falls, Great Falls (3), Hamilton (2), Havre, Helena, Kalispell (2), Livingston, Malta, Miles City (2), Missoula (2), and Polson.

## What are the costs of cremation?

The charge for cremation is somewhat less than a traditional burial. However, total costs depend on the additional services desired by the family and additional products

requested from the crematory. The national average cost in 2001 of a funeral that included embalming, casket, vault and other commonly selected services was \$6,130.<sup>1</sup>

The national cost for a cremation (with a container provided by the crematory) ranged from \$300 to \$3,000.<sup>1</sup> According to a survey by Refsland in 2001, the average cost in Montana of cremation with a fiberboard container provided by a mortuary was \$1,383 with a range of \$850 to \$2,299.<sup>2</sup>

State and federal rules require funeral homes to provide a disclosure form or contract itemizing the expenses for professional funeral services, facilities and equipment. Most crematories in Montana also provide similar information for cremation products and services.

People who are considering cremation can request price disclosures for services and products from the crematories in their areas or from a local funeral director. You can obtain the mailing addresses and phone numbers from the Montana Board of Funeral Service (*see Further Information, p. 6*).

## Does my body have to be embalmed?

Embalming is not a requirement for cremation or burial in Montana. However, embalming may be necessary under certain circumstances. If a family desires cremation after a funeral service with a private or public viewing, then the body may need to be embalmed. If the body is going to be en route more than eight hours or if the termination of common carrier transport occurs more than 36 hours after the time of death, the body must be embalmed or refrigerated at 35 degrees Fahrenheit or colder. If the body is being transported privately and will

not reach final destination within 48 hours after the time of death, the body must be embalmed or refrigerated at 35 degrees Fahrenheit or colder.

In 2001 the national average cost of embalming ranged from \$185 to \$990.<sup>1</sup> In Montana, during the summer of 2001, Refsland found that the average cost of embalming was \$335 and ranged from a low of \$175 to a high of \$575.<sup>2</sup>

## Is a casket required?

The State of Montana does not require a casket for cremation but does require a durable cremation container. According to the Cremation Association of North America, about 90 percent of cremations do not have a casket.

For health and safety considerations, however, Montana does require that deceased people being delivered for cremation be encased in an enclosed, rigid, and leak-proof container. Cremation containers are usually made of readily combustible substances such as fiberboard, pressed wood or cardboard. The casket or cremation container must be cremated with the body.

The Montana Board of Funeral Service has established standards regarding caskets and alternative containers for cremation (*see Definition of Terms, cremation container, p. 7*). In 2001, the typical cost of cardboard cremation containers in Montana ranged from \$45 to \$150. The purchase price for cremation caskets ranged from \$490 to \$8,300. At least one crematory in Montana provides a ceremonial (*rental*) casket for private or public viewing at a cost of \$500.

Under Federal Trade Commission rules, funeral directors who offer cremations:

- may not tell you that the state or local law requires a casket for direct cremations;
- must disclose in writing your right to buy an unfinished wood box or an alternative container for direct cremation; and

<sup>1</sup> The *national cost* information provided in this MontGuide includes ranges for services and products from the National Funeral Directors Association General Price List Survey conducted in January 2001. (See page 6 for web and mailing address).

<sup>2</sup> The *state cost* information was obtained from *Montana Mortuaries 2001: Funeral Service General Price List*, Gary A. Refsland, 2001. A manuscript in possession of the author, Bozeman, Montana.

- must make an unfinished wood box or other alternative container available for cremations.

### **Do all my family members have to sign a form to have my body cremated?**

Prior to cremation, Montana law requires that the crematory have a written cremation authorization that is signed by the authorizing agent. The authorizing agent is the person legally entitled to determine the final disposition of human remains.

Montana statute (35-21-810) states that the right for another person to control the disposition of the remains of the deceased, unless other directions have been provided by the deceased, is in the following order:

- a spouse;
- a majority of adult children;
- a parent;
- a close relative of the deceased, or
- in the absence of a person listed previously, a personal representative, a public administrator or others as designated by the Board of Funeral Service.

While the Montana Board of Funeral Service requires a *majority* of adult children's signatures on the authorization, some crematories in the state require *all* adult children's signatures.

To avoid misunderstandings within families, people who desire to be cremated should put their requests in writing and provide copies of the written directions to relatives.

Montana statutes also allow a person or an authorized individual on the person's behalf prior to death, to complete a pre-arranged authorization for cremation with a licensed funeral director or licensed mortician. The pre-need authorization must specify the ultimate disposition of the cremated remains and be signed by the authorizing agent.

### **What is done with the body before cremation?**

All personal possessions of value, such as jewelry or mementos, should

be removed by a family member or the authorizing agent before the body is taken to the crematory.

A crematory will not cremate the remains if the deceased was previously treated with nuclear medicine, because a hazardous condition could result when the body is subjected to heat.

Pacemakers must be removed by licensed morticians prior to placement of the body in the chamber, because these items could damage the crematory during the process. If a crematory is not notified about pacemakers and not instructed to remove them, the authorizing agent could be held responsible for any damages caused to the crematory equipment or personnel.

Most prostheses and mechanical devices or mechanical implants are generally cremated with the body and removed before the remains are placed in an urn.

Human remains may not be cremated until 24 hours have passed after the time of death. The crematory must have a death certificate signed by the coroner and the cremation authorization signed by the authorizing agent. Human remains delivered to a crematory may not be removed from the cremation container, as the container is cremated with the body.

### **What happens during cremation?**

During cremation, the body is exposed to intense heat (1,400°F to 2,000°F). Cremation time varies with the size and weight of the body being cremated. A typical time span is one and one-half hours to four hours.

After the cremation is complete, the remains are allowed to cool and then are removed from the cremation chamber. All human remains are separated from non-human items. The remains are then pulverized and placed in a container selected by the authorizing agent. The cremated remains appear similar to crushed seashells or egg shells and can weigh between four and ten pounds depending upon the size of the body being cremated.

### **How can my family be assured that my ashes are the ones given to them?**

Montana law requires that an identifying metal disc be attached by the crematory operator or technician to each receptacle containing a body. Prior to cremation, the disc is mounted to the head end of the casket or alternate container. During the cremation process, the disc is secured on the control panel outside the chamber.

Once the cremation process is completed, the disc is placed with the cremated human remains inside a receptacle, such as an urn. The number of the identifying metal disc is written on the outside of the receptacle containing the remains.

### **Which survivors receive my ashes?**

Cremated human remains must be turned over to the individual specified by the authorizing agent on the cremation authorization form. If the deceased did not express a preference for the disposition of the cremated remains, the authorizing agent is responsible for making the decision.

If the authorizing agent has not specified the ultimate disposition or claimed the cremated remains after 90 days, the crematory has the authority for disposition. A record of the type of disposition must be made and kept by the crematory operator.

A representative of the crematory and the individual designated to receive the cremated remains sign a delivery receipt. The receipt indicates the name of the deceased and the date, time and place the remains were delivered. The crematory retains a copy of the receipt. The original is given to the authorizing agent. After the cremated remains are delivered to the person designated on the authorization form, they may be transported in Montana without a permit.

### **What should my family do with my ashes?**

There is no standard arrangement for the final disposition of cremated

human remains. People should make choices that provide comfort and feel right to them.

### **Urns**

The family may choose an urn for permanent containment of the cremated human remains. Urns range in style from classic and traditional designs to contemporary square, rectangular or cylindrical shapes. They may be made of hardwood, stone, marble, bronze, copper or other precious metals. Urns are sold by crematories and by companies on the Web. Urn prices in Montana ranged from \$5 to \$3,700 in 2001.

Some families prefer to retain the cremated remains at the family residence until weather permits the scattering or burial of the remains at a place that was significant to the deceased.

Other families prefer to place the urn in an outdoor columbarium niche that is located in an cemetery. A niche is a recessed compartment enclosed by glass to protect the engraved urn or with a metal ornamental front upon which the name and birth and death dates are placed. The cost of a columbarium niche depends on its size, location and quality. There may be additional charges for endowment care, a flower vase or a nameplate. During 2001 the cost of a niche in Montana ranged from \$400 to \$1,200.

Another option is a biodegradable urn. Some biodegradable urns are design to float in water for one to five minutes before descending. Others are designed to break down over time when left in the open. Biodegradable urns ranged in price from \$50 to \$310 in 2001.

### **Urn burial**

Burial of the urn in a family cemetery plot or urn garden are other alternatives. Many cemeteries have facilities ranging from simple to elaborate.

Some families prefer to hold the cremated remains for burial at a later date, so that they can be placed in the casket of the spouse or mingled

together with the cremated remains of a deceased spouse in a preselected urn.

### **Personal or keepsake memorials**

When several family members desire to have a remembrance, one option is jewelry, such as a pendant that holds a token amount of cremated remains. Another option is a miniature cast bronze keepsake urn that holds a small portion of the remains.

### **Scattering cremated human remains**

The Cremation Society of North America reports of those who prefer cremation, 59 percent said they planned to have their remains scattered. Of these, 30 percent responded that they preferred to be scattered over water, while 20 percent desired land. Regardless of the site chosen, scattering *should* be done in a manner that doesn't affect the rights of others.

Because some people may find it difficult to scatter the remains of a loved one, people who wish to have their cremated remains scattered by friends or relatives should discuss their wishes with them. In addition, those planning cremation may consider whether they want a permanent memorial to the cremated person.

### **Where can I have my ashes scattered?**

Montana's abundance of land, rivers and lakes provides many opportunities for the scattering or burial of cremated human remains. However, there may be city, county, state and federal regulations.

#### **Privately owned lands –**

Scattering cremated remains on land a person owned prior to death is legal. Families should consider whether the land might be sold in the future.

**Church-owned lands –** Contact the church where the cremated remains are to be scattered or buried to determine specific rules for that church.

#### **City lands, parks, and lakes –**

Most Montana cities do not have specific regulations against the scattering of cremated human remains. Check with the city attorney or city commission to determine if permission is required and whether you must complete any forms before the scattering.

#### **County lands, parks and lakes –**

Most Montana counties do not have specific regulations against the scattering of human cremated remains on county-owned lands. People who want to scatter cremated remains on county-owned property should check with the county attorney or county commission about possible regulations.

#### **School trust lands –**

The spreading of cremated human remains may be permitted on state school trust lands administered by the Montana Department of Natural Resources and Conservation (DNRC) with the permission of the Department. Typically, these lands are located in sections 16 and 36 in each township. Contact the Helena office (406-444-2074) to be directed to the appropriate DNRC unit or area office. A land use license must be obtained with a \$25 minimum application fee. An additional fee will be charged by the area office that administers the land on which the ashes are to be scattered.

#### **State rivers and lakes –**

The Montana Department of Environmental Quality does not require a permit for spreading cremated human remains in state creeks, rivers or lakes.

#### **State lands and parks –**

The Fish, Wildlife and Parks (FWP) Commission has an interim policy that does *not* allow for the spreading of cremated human remains or burials within state parks unless authorized by the commission. The commission accepts petitions for exceptions to the rule in the case of family ties to the property.

*Montana Fish, Wildlife & Parks*  
1420 E. Sixth Ave.  
PO Box 200701  
Helena, MT 59620-0701  
Phone: 406-444-2535  
Fax: 406-444-4952  
fwpgen@state.mt.us

***Tribal Trust Lands*** – While there are no regulations under the Bureau of Indian Affairs that dictate disposal of cremated human remains, the Native American Grave Protection and Repatriation Act dictates that the Tribes have ownership of reservation lands and may set code regulations. Non-tribal members should seek authority from the appropriate tribal council before attempting to scatter the ashes of human remains on tribal lands within any of the seven reservations in Montana.

*Blackfeet Reservation*  
Blackfeet Nation  
PO Box 850  
Browning, MT 59417  
Phone: 406-338-7276

*Crow Reservation*  
Crow Tribal Council  
PO Box 159  
Crow Agency, MT 59022  
Phone: 406-638-2601  
Fax: 406-638-7283

*Flathead Reservation*  
Confederated Salish & Kootenai Tribes  
PO Box 278  
Pablo, MT 59855  
Phone: 406-675-2700  
Fax: 406-275-2806

*Fort Belknap*  
Ft. Belknap Community Council  
RR1, Box 66  
Harlem, MT 59526  
Phone: 406-353-2205  
Fax: 406-353-2797

*Fort Peck*  
Ft. Peck Tribal Executive Board  
PO Box 1027  
Poplar, MT 59255  
Phone: 406-768-5155  
Fax: 406-768-5478

*Northern Cheyenne*  
Northern Cheyenne Tribal Council  
PO Box 128  
Lame Deer, MT 59043  
Phone: 406-477-6284  
Fax: 406-477-6210

*Rocky Boy's Reservation*  
Chippewa Cree Tribal Council  
RR 1, Box 544  
Box Elder, MT 59521  
Phone: 406-395-4282  
Fax: 406-395-4497

***Bureau of Land Management lands*** – There are no federal permits necessary for the scattering of cremated remains on Bureau of Land Management lands unless the process becomes a commercial enterprise.

***Federal waters*** – The scattering or burial of cremated remains at sea must take place at least three nautical miles from land. The typical cost for a scattering of cremated remains along U.S. coastal waters by private businesses was approximately \$395 in 2001.

A burial/scatter at sea notification form must be filed within 30 days after the scattering with the appropriate Environmental Protection Agency Regional Office. The form is available at: <http://www.epa.gov>. The form can also be obtained by writing:

*Environmental Protection Agency*  
Ariel Rios Building  
1200 Pennsylvania Avenue, NW  
Washington, DC 20460  
Phone: 202-260-2090

***National cemeteries*** – Veterans are eligible to be buried in a national cemetery. In addition, the spouses and dependent children of honorably discharged veterans may be buried in one of the 129 national cemeteries. Cremated remains may be interred in an in-ground grave site, placed in a garden niche or placed in a columbarium. Also, the remains may be scattered in specifically designated cremation gardens.

A listing of the cemeteries maintained by the Department of Veterans Affairs is available on the web at <http://www.cem.va.gov/nmc.htm>. The list is also available from the VA office in Montana:

*VA Medical and Regional Office Center*  
PO Box 188  
Fort Harrison, MT 59636  
Phone: 1-800-827-1000

***National Forests*** – The Forest Service does *not* authorize the scattering or interment of cremated human remains on National Forest System lands except in existing cemeteries.

***National Parks*** – Each national park has its own conditions for granting permission to scatter cremated remains. People who want to scatter human remains in a national park should contact the superintendent of the park where the deceased requested to be scattered. A list of national parks is available on the web at: [www.nps.gov/parks.html](http://www.nps.gov/parks.html). The list is also available from:

*National Park Service*  
1849 C Street, NW  
Washington, DC 20240

*Yellowstone National Park*  
A special use permit for \$25 must be obtained to scatter cremated human remains in Yellowstone National Park. Contact the Yellowstone Visitor Services Office at 307-344-2107 or write:  
PO Box 168  
Yellowstone National Park, WY  
82190-0168  
Email: [Yell\\_visitor\\_services@nps.gov](mailto:Yell_visitor_services@nps.gov)

*Glacier National Park*  
In Glacier National Park cremated human remains may be scattered only in underdeveloped areas. The remains cannot be scattered near any developed location such as a road, trail, building, parking lot, boat ramp, swimming beach, campground, lake, and so on. The cremated remains must be scattered

and not deposited in any type of container. No marker or memorial of any type may be placed at the site. Glacier Park provides a form letter requesting that the Chief Rangers Office (406-888-7820) be notified of the exact area where the cremated human remains were scattered and the day and time the scattering took place.

**Air** – The Federal Aviation Administration regulates the disposal of cremated human remains in the air. As long as there is no hazard to persons or property, scattering of cremated human remains is permitted in the skyways.

### **Can I have my ashes shipped to another town or state?**

Cremated human remains may be mailed. If the cremated remains are to be shipped out of state, a copy of the cremation authorization form should be included in the shipment. The U.S. Postal Service requires that the package be sent as registered mail with return receipt services. Cremated remains cannot be sent by overnight express mail, regular mail, or certified mail.

The remains must be packed in a sift-proof container or other type of container that is sealed in a durable outer container. Crematories have shipping containers for human remains. During 2001 the typical charge by most Montana crematories to ship cremated human remains was approximately \$25.

United Parcel Service (UPS) and Federal Express prohibit the shipping of cremated human remains.

### **Summary**

People who desire cremation should place their requests in writing and provide copies of the written instructions with relatives. Price disclosures for services and products for cremation can be obtained from Montana crematories and funeral directors. Contact the Montana Board of Funeral Service for mailing

addresses and phone numbers.

Regardless of whether cremation is the method of final disposition chosen, one member of the Montana Funeral Directors Association suggests that:

*“When planning to honor and memorialize a person who has died, the family should plan a funeral, memorial, celebration of life or gathering that best suits their religious beliefs, traditions, lifestyle and budget.”*

### **Acknowledgment**

This MontGuide has been reviewed by representatives from the following agencies and professional organizations:

Montana Board of Funeral Service  
Montana Funeral Directors Association  
Montana Department of Public Health and Human Services  
Montana Department of Environmental Quality  
Montana Department of Fish, Wildlife and Parks

### **References**

*Consumer Information About Funerals*, Montana Board of Funeral Service, 2001.

*Cremation Society of North America*. “1999 Study Shows 46% of Americans Will Choose Cremation” .http://www.cremationassociation.org

Montana Codes Annotated 2001 (MCA 37-19-101 through 37-19-202; MCA 35-21-802 through 35-21-812)

“1999 Study of American Attitudes Towards Ritualization & Memorialization, Part 1” *The Cremationist of North America*, Vol 36. No. 1, 2000.

“1999 Study of American Attitudes Towards Ritualization & Memorialization, Part 2” *The Cremationist of North America*, Vol 36. No. 2, 2000.

### **Further Information**

You can obtain additional information about cremations and the options available from the following state and federal government agencies, businesses and professional groups:

## **Montana**

### **Montana Board of Funeral Service**

301 South Park, 4th Floor  
PO Box 200513  
Helena, MT 59620-0513  
Voice: 406-841-2393  
Fax: 406-841-2305  
Email: dlibsdfnr@state.mt.us.  
Web site: [www.discoveringmontana.com/dli/fnr](http://www.discoveringmontana.com/dli/fnr)

The Montana Board of Funeral Service has produced a brochure, *Consumer Information About Funerals*, that can be obtained from the address above.

### **Montana Funeral Directors Association (MFDA)**

PO Box 4267  
Helena, MT 59604-4267  
Voice: 406-449-7244  
Fax: 406-443-0979

The MFDA is dedicated to providing programs, services, and resources to help members care for the families they serve. The association is also available as a resource to the public.

## **National**

### **AARP Fulfillment**

601 E Street, NW  
Washington, DC 20049  
Phone: 1-800-424-3410  
Web site: [www.aarp.org](http://www.aarp.org)

AARP is a nonprofit, nonpartisan organization dedicated to helping older Americans achieve lives of independence, dignity and purpose. *Funeral Goods and Services* and *Pre-Paying for Your Funeral* are available free by writing to the above address. Both contain information about cremations.

### **Cremation Association of North America**

401 North Michigan Avenue  
Chicago, IL 60611  
Phone: 312-644-6610  
Fax: 312-321-4098  
Email: [CANA@sba.com](mailto:CANA@sba.com)

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## Definitions of Terms in the Cremation Industry

**At-need arrangements** – arrangements made by an authorized person on behalf of a deceased person.

**Authorizing agent** – the person legally entitled to order the final disposition of human remains, including burial, cremation, entombment, donation to medical science, or other means. The order of preference for an authorizing agent is (unless prior directions were provided by the decedent):

- a. a spouse;
- b. a majority of adult children;
- c. a parent;
- d. a close relative of the deceased; or,
- e. in the absence of a person listed above, a personal representative, or a public administrator.

**Closed container** – a container in which cremated remains can be placed and enclosed in a manner that prevents leakage or spillage of cremated remains or entrance of foreign material.

**Columbarium** – structure with niches for placement of cremated remains in urns or other approved containers. It may be outdoors or part of a mausoleum or mortuary.

**Cremaains** – cremated human remains.

**Cremated remains** – human remains recovered after the completion of the cremation, including pulverization that leaves only bone fragments reduced to unidentifiable dimensions.

**Cremation** – technical process, using heat, that reduces human remains to bone fragments. The reduction takes place through heat and evaporation.

**Cremation chamber** – enclosed space within which the cremation process takes place. Cremation chambers of crematoriums licensed by the Montana Board of Funeral Service must be used exclusively for the cremation of human remains.

**Cremation container** – the container in which the human remains are placed in the cremation chamber for a cremation. A cremation container must meet substantially all of the following standards:

- a. be able to be closed to provide a complete covering for the human remains;
- b. be composed of readily combustible materials suitable for cremation;
- c. be resistant to leakage or spillage;
- d. be rigid enough for handling with ease; and
- e. be able to provide protection for the health and safety of crematory personnel.

**Cremation vault** – container for an urn made of concrete, metal, fiberglass, or durable plastic.

**Crematory** – building or portion of a building that houses the cremation chamber and the holding facility.

**Crematory operator** – person in charge of the licensed crematory facility.

**Crematory technician** – employee of a crematory facility who is trained to perform cremations and is licensed by the Montana Board of Funeral Service.

**Holding facility** – area within or adjacent to the crematory facility designated for the retention of human remains prior to cremation that must:

- a. comply with any applicable public health law;
- b. preserve the dignity of the human remains;
- c. recognize the health, safety, and integrity of the crematory operator and crematory personnel; and
- d. be secure from access by anyone other than authorized personnel.

**Interment** – lawful disposition of cremated remains or human remains.

**Mausoleum** – community-type room or space in a building or structure used or intended to be used for the interment of human remains in crypts or niches.

**Mausoleum-columbarium** – building or structure containing both a mausoleum and a columbarium.

**Niche** – space in a columbarium, mausoleum, or niche wall used for interment of cremated remains or human remains of one or more deceased persons.

**Preneed authorization** – arrangement made prior to the death of the person. A person can make a preneed arrangement with a licensed funeral director or licensed mortician. A person can also authorize another individual to make preneed arrangements on his/her behalf.

**Retort** – cremation chamber.

**Temporary container** – receptacle for cremated remains that is usually made of cardboard, plastic film, or similar material designed to hold the remains until an urn or other permanent container is acquired.

**Urn** – receptacle designed to encase human cremated remains.

**Urn garden** – specially designed area in a cemetery for the burial of urns. Some gardens offer individual urn burial plots that will accommodate a marker. Others offer unmarked areas for interment of the urn, with adjacent walls or sculptures for memorial plaques.

Web site:  
[www.cremationassociation.org](http://www.cremationassociation.org)

CANA is an association of crematories, cemeteries and funeral homes that offer cremation.

#### **Funeral Consumers Alliance**

PO Box 10  
Hinesburg, VT 05461  
Phone: 1-800-458-5563  
Email: [info@funerals.org](mailto:info@funerals.org)  
Web site: [www.funerals.org](http://www.funerals.org)

FCA, a nonprofit, educational organization that supports increased funeral consumer protection, is affiliated with the Funeral and Memorial Society of America (FAMSA).

#### **Funeral Service Consumer Assistance Program**

PO Box 486  
Elm Grove, WI 53122-0486  
Phone: 1-800-662-7666  
Fax: 414-789-6977  
Email: [fsef@fsef.org](mailto:fsef@fsef.org)  
Web site: [www.fsef.org](http://www.fsef.org)

FSCAP is a nonprofit consumer service organization designed to help people understand funeral service and related topics and to help them resolve funeral service concerns. FSCAP service representatives and an intervener

assist consumers in identifying needs, addressing complaints and resolving problems. Free brochures on funeral related topics are available.

#### **Funeral Service Educational Foundation**

13625 Bishop's Drive  
Brookfield, WI 53005  
Phone: 1-877-402-5900  
Email: [nfda@nfda.org](mailto:nfda@nfda.org)  
Web site: [www.nfda.org](http://www.nfda.org)

FSEF is a nonprofit foundation dedicated to advancing professionalism in funeral service and to enhancing public knowledge and understanding through education and research. Cremation statistics and educational brochures on making funeral arrangements are available.

#### **International Cemetery and Funeral Association**

1895 Preston White Drive, Suite 220  
Reston, VA 20191  
Phone: 1-800-645-7700  
Fax: 703-391-8416  
Web site: [www.icfa.org](http://www.icfa.org)

ICFA is a nonprofit association of cemeteries, funeral homes, crematories and monument retailers

that offers informal mediation of consumer complaints through its Cemetery Consumer Service Council. There is an informative section on cremation on the web site.

#### **National Funeral Directors Association**

13625 Bishop's Drive  
Brookfield, WI 53005  
Phone: 1-800-228-6332  
Fax: 262-789-6977  
Email: [nfda@nfda.org](mailto:nfda@nfda.org)  
Web site: [www.nfda.org](http://www.nfda.org)

NFDA has cremation statistics on its web site as well as information on funeral pricing and tips on prepaying for funerals.

#### **National Selected Morticians**

5 Revere Drive, Suite 340  
Northbrook, IL 60062-8009  
Phone: 1-800-323-4219  
Email:  
[info@selectedfuneralhomes.org](mailto:info@selectedfuneralhomes.org)  
Web site: [www.nsm.org](http://www.nsm.org)

NSM is a national association of funeral firms that have agreed to comply with its Code of Good Funeral Practice. The web site contains information about cremation under funeral options.

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