



Toll
Funeral Home
by Arbor Memorial



Guide to our services and merchandise

Funeral Home Manager: Diane Moniz-Alves

Toll Funeral Home
55 Charing Cross Street
Brantford, ON N3R 2H4
519-753-8655

Effective: December 1st, 2021

Proudly Canadian



Owned & Operated by Arbor Memorial Inc.



Whether it is elaborately coordinated or elegantly understated, Toll Funeral Home provides an opportunity for each family to create a highly personalized tribute that best reflects the wishes of the departed and the needs of the living.

Toll Funeral Home is your single location for all your final arrangement needs; which can simplify your decisions while saving time, money and emotional discomfort. Our staff is a highly trained and compassionate group of professionals who are pleased to answer your questions and concerns specific to your time of need or when planning ahead.

As part of the Arbor Memorial family, we share a proud heritage of providing interment rights, cremations, funerals and associated services to families across Canada.

If you have questions about final planning for yourself or a loved one, our staff and I are here to help.

Sincerely, -

Diane Moniz-Alves
Diane Moniz-Alves

Funeral Home Manager

Phone: 519-753-8655

Email: dmoniz@arbormemorial.com



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Introduction to Service Offerings

For your convenience, the funeral home has constructed a variety of service packages that reflect the most popular service styles that our client families have historically selected. The service packages have been constructed from this price list and include some discretionary items that may be declined.

Examples of declinable items are embalming, estate settlement papers, custom printing, limousines, and flower vehicles.

Please note:

- Declinable items are indicated with an asterisk (*).
- Embalming is not required by law; however, it is an important consideration as it allows us to provide you with the best possible experience for viewing your loved one at the funeral home during your private family reflection or visitation.
- Only one decedent care fee will be applicable and included in the total service fee.
- Merchandise, disbursements, and HST are additional to all service and funeral home fees.

Please see our itemized list of offerings starting on page 14

Service Offerings

TRADITIONAL SERVICE

The Traditional Service includes the supervision and co-ordination of all services requested during the arrangement conference, 1 day visitation (6 hours), funeral service and final disposition of the deceased. Included are items such as obtaining certificates and signatures, all necessary documentation, estate settlement documents, which includes estate portfolio and unlimited proof of death certificates, local transfer of deceased from place of death, preparation as required, and shelter of deceased. Also included is the full use of the funeral home during visitation and the funeral service, and areas such as offices, washrooms, public telephone, lounge, parking facilities, visitation suite, chapel and clergy room. Automotive equipment supplied in this service includes a sedan used for administrative purposes and clergy, a funeral coach (hearse), and a transfer vehicle. All vehicles are provided for a maximum three hour period. We will provide all government applications and documentation for estate purposes as made available to us by the agency involved.

Complete Professional Services	Code	Price
Arranging and administration of all details and services	55302	\$1,975
Preparation and filing of required permits and forms	55303	\$300
Transfer of decedent to funeral home (up to 40 km)	55304	\$275
Online Obituary Package*	60401	N/C
Preparation		
Decedent care and casketing—Embalming*	55306	\$595
OR		
Staff services for ceremony at chapel / church	55305	\$495
Professional Staff Services		
Supervision & attendants for visitation	55307	\$200
Staff services for ceremony at chapel / church	55308	\$200
Facilities		
General and service areas of funeral home	55309	\$600
Preparation room and shelter of decedent	55310	\$250
Facilities for visitation	55311	\$200
Facilities for ceremony	55312	\$200
Automobiles		
Lead / Administration Vehicle	55314	\$195
Funeral Coach	55315	\$400
Transfer Vehicle (up to 40 km)	55325	\$175
Custom Stationery		
Custom Premium Package with Video*	60282	\$495

Total Service Fee (HST not included)

\$6,060

Only one decedent care fee is included in the Total Service Fee

Service Offerings

Same Day/Memorial Service

The Same Day Service includes the supervision and co-ordination of all services requested during the arrangement conference, 1 hour visitation, funeral service and final disposition of the deceased. Included are items such as obtaining certificates and signatures, all necessary documentation, estate settlement documents, which includes estate portfolio and unlimited proof of death certificates, local transfer of deceased from place of death, preparation as required, and shelter of deceased. Also included is the full use of the funeral home during visitation and the funeral service, areas such as offices, washrooms, public telephone, lounge, parking facilities, visitation suite, chapel and clergy room. Automotive equipment supplied in this service includes a sedan used for administrative purposes and clergy, a funeral coach (hearse), and a transfer vehicle. All vehicles are provided for a maximum three-hour period. We will provide all government applications and documentation for estate purposes as made available to us by the agency involved.

Complete Professional Services

	Code	Price
Arranging and administration of all details and services	55302	\$1,975
Preparation and filing of required permits and forms	55303	\$300
Transfer of decedent to funeral home (up to 40 km)	55304	\$275
Online Obituary Package*	60401	N/C

Preparation

Decedent care and casketing—Embalming*	55306	\$595
OR		
Staff services for ceremony at chapel / church	55305	\$495

Professional Staff Services

Staff services for ceremony at chapel / church	55307	\$200
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Facilities

General and service areas of funeral home	55309	\$600
Preparation room and shelter of decedent	55310	\$250
Facilities for visitation / service	55311	\$200

Automobiles

Lead / Administration Vehicle	55314	\$195
Funeral Coach	55315	\$400
Transfer Vehicle (up to 40 km)	55325	\$175

Custom Stationery

Custom Premium Package with Video*	60282	\$495
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Total Service Fee (HST not included)

\$5,660

Only one decedent care fee is included in the Total Service Fee

Service Offerings

REMEMBRANCE/MEMORIAL SERVICE

The Remembrance Service includes the supervision and co-ordination of all services requested during the arrangement conference, memorial service (no body present) and final disposition of the deceased. Included are items such as obtaining certificates and signatures, all necessary documentation, estate settlement documents, which includes estate portfolio and unlimited proof of death certificates, local transfer of deceased from place of death, preparation for identification purposes, removal of jewellery (if requested), and shelter of deceased. Automotive equipment supplied in this service includes a sedan used for administrative purposes, a funeral coach (hearse), and a transfer vehicle. All vehicles are provided for a maximum three-hour period. We will provide all government applications and documentation for estate purposes as made available to us by the agency involved. We will provide all government applications and documentation for estate purposes as made available to us by the agency involved.

Complete Professional Services

	Code	Price
Arranging and administration of all details and services	55302	\$1,975
Preparation and filing of required permits and forms	55303	\$300
Transfer of decedent to funeral home (up to 40 km)	55304	\$275
Online Obituary Package*	60401	N/C

Preparation

Decedent care and casketing—Embalming*	55306	\$595
OR		
Staff services for ceremony at chapel / church	55305	\$495

Professional Staff Services

Staff services for ceremony at chapel / church	55307	\$200
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Facilities

General and service areas of funeral home	55309	\$600
Preparation room and shelter of decedent	55310	\$250
Facilities for visitation / service	55311	\$200

Automobiles

Lead / Administration Vehicle	55314	\$195
Transfer Vehicle (up to 40 km)	55325	\$175

Custom Stationery

Custom Premium Package with Video*	60282	\$495
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Total Service Fee (HST not included)

\$5,260

Only one decedent care fee is included in the Total Service Fee

Service Offerings

GRAVESIDE SERVICE

The Graveside Service includes the supervision and co-ordination of all services requested during the arrangement conference, graveside service and internment of the deceased. Included are items such as obtaining certificates and signatures, all necessary documentation, estate settlement documents, which includes estate portfolio, and unlimited proof of death certificates, local transfer of deceased from place of death, preparation as required, and shelter of deceased. Automotive equipment supplied in this service includes a sedan used for administrative purposes, a funeral coach (hearse), and a transfer vehicle. All vehicles are provided for a maximum three-hour period. We will provide all government applications and documentation for estate purposes as made available to us by the agency involved.

Complete Professional Services

	Code	Price
Arranging and administration of all details and services	55322	\$1,000
Preparation and filing of required permits and forms	55303	\$300
Transfer of decedent to funeral home (up to 40 km)	55304	\$275
Online Obituary Package*	60401	N/C

Preparation

Decedent care and casketing—Embalming*	55306	\$595
OR		
Staff services for ceremony at chapel / church	55305	\$495

Facilities

Preparation room	55310	\$250
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Automobiles

Lead / Administration Vehicle	55314	\$195
Funeral Coach and Staff at Graveside	55315	\$400
Transfer Vehicle (up to 40 km)	55325	\$175

Custom Stationery

Keepsake Selection*	93304	\$95
Choice of: 20 Memorial Cards or 12 Laminated Bookmarks or 1 Video Tribute or 1 Keepsake Jewellery Piece		

Total Service Fee (HST not included)

\$3,285

Only one decedent care fee is included in the Total Service Fee

Service Offerings

DIRECT SERVICE

The Direct Service includes the supervision and co-ordination of the services required for a direct burial/cremation. Included are items such as obtaining certificates and signatures, all necessary documentation, estate settlement documents, which include estate portfolio, credit bureau notification and unlimited proof of death certificates, local transfer of deceased from place of death, preparation for identification purposes, removal of jewellery (if requested), and shelter of deceased. Automotive equipment supplied in this service includes a sedan used for administrative purposes, and a transfer vehicle. All vehicles are provided for a maximum three-hour period. We will provide all government applications and documentation for estate purposes as made available to us by the agency involved.

Complete Professional Services

Arranging and administration of all details and services	55322	\$1,000
Preparation and filing of required permits and forms	55303	\$300
Transfer of decedent to funeral home (up to 40 km)	55304	\$275

Preparation

Decedent care and casketing—Embalming*	55306	\$595
OR		
Staff services for ceremony at chapel / church	55305	\$495

Facilities

Preparation room	55310	\$250
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Automobiles

Lead / Administration Vehicle	55314	\$195
Transfer Vehicle (up to 40 km)	55325	\$175

Custom Stationery

Keepsake Selection*	93304	\$95
Choice of: 20 Memorial Cards or 12 Laminated Bookmarks or 1 Video Tribute or 1 Keepsake Jewellery Piece		

Total Service Fee (HST not included)

\$2,885

Only one decedent care fee is included in the Total Service Fee

Service Offerings

TIME TO REMEMBER

The Time to Remember includes the supervision and co-ordination of the services required for a direct burial/cremation at the funeral homes convenience with use of our reception lounge for an informal gathering of family and friends for one and a half hours without a service or cremated remains present. Included are items such as obtaining certificates and signatures, all necessary documentation, estate settlement documents, which include estate portfolio, credit bureau notification and unlimited proof of death certificates, local transfer of deceased from place of death, preparation for identification purposes, removal of jewellery (if requested) and shelter of deceased and a 15 minute ID/Time of Reflection for up to 5 family members.

Automotive equipment supplied in this service includes a sedan used for administrative purposes, a transfer vehicle, and a service vehicle.

Complete Professional Services	Code	Price
Arranging and administration of all details and services	55322	\$1,000
Preparation and filing of required permits and forms	55303	\$300
Transfer of decedent to funeral home (up to 40 km)	55304	\$275
Online Obituary Package*	60401	N/C
Preparation		
Decedent care and casketing—Embalming*	55306	\$595
OR		
Staff services for ceremony at chapel / church	55305	\$495
Professional Staff Services		
Staff services for visitation or informal gathering	55307	\$200
Host / Hostess per 50 people	55413	\$200
Facilities		
General and service areas of funeral home	55309	\$600
Preparation room	55310	\$250
Reception Facilities	55229	\$300
Automobiles		
Lead / Administration Vehicle	55314	\$195
Transfer Vehicle (up to 40 km)	55325	\$175
Custom Stationery		
Custom Premium Package with Video*	60282	\$495

Total Service Fee (HST not included)

\$4,585

Only one decedent care fee is included in the Total Service Fee

Casket Selection

There are four main categories used to determine the value of a casket:

1. Metal/Wood Species (High to Low)

- Mahogany, Walnut, Cherry, Maple, Pecan, Oak, Poplar, Select Wood
- Bronze, Copper, Stainless Steel, 16 GA, 18 GA, 20 GA.

*All of the caskets in our selection room are suitable and available for any style of visitation and service, bearing in mind that for cremation, a combustible casket is required. **Metal caskets do not meet this requirement and are not suitable for cremation.***

2. Amount of Material Required

- Amount of board feet used based on the size/thickness of the casket.

3. Interior (High to Low)

- Velvet, Crepe, Satin, Rayon. Full interior verse half interior.

4. Craftsmanship, Features & Finish

- Memory Drawer, Time Capsule, LifeStyle Corners, Medallions, Living Memorial Program.

Casket Type	Code	Supplier	Price
Wood / Cloth Caskets			
Batesville Cabernet	94394	269191	\$5,695
Batesville Camden Oak	33819	246688	\$4,995
Batesville Eleanor Oak	33874	195908	\$4,595
Batesville Hayden Select	33503	195866	\$4,195
Batesville Weyburn Last Supper	61051	251853	\$4,095
Batesville Novack	94633	279580	\$3,995
Batesville Montgomery Select	33818	249223	\$3,895
Batesville Clifton	61177	263630	\$3,395
Batesville Gurnet	60136	146825	\$2,888
Batesville Paloma Brown	93840	274526	\$1,795
Batesville Blue Streel Cloth	33289	179356	\$1,095
Batesville Columba Amber	93839	274528	\$995.00
Batesville MDF Full Top	56346	245439	\$495
Metal Casket			
Batesville A60 Merlot	60133	239723	\$4,995
Batesville QMR Aires Silver	56349	234318	\$3,595
Rental Caskets			
Batesville Brockton Ceremonial	60485	246588	\$2,095
Brockton Ceremonial-Brockton ID/ Time of Reflection	61261	246588	\$1,395

Urns

Selecting an urn for a loved one is a very important choice for one to make. With various colors and material choices an urn can reflect the personality of the loved one. As the focal point of a memorial service your chosen urn will send a message of love and caring to everyone in attendance. The urns available are ideal for ground interment, outdoor niche interment and as a loving memorial tribute in an indoor glass front niche. Personalization, engraving and take home keepsake options can enhance selected urns even further. We offer a variety of choices combined with your selected urn to help you with your needs and desires.

Urn Type	Code	Supplier	Price
2 Piece Heart Companion (Fabhaven)	42075		\$695
1 Piece Cylinder Companion (Fabhaven)			\$695
Unity Companion (Batesville)		148358	\$675
Monarch Jali (Commemorate)		A250	\$395
Mother of Pearl (Commemorate)		A230	\$395
Majestic Rose (Commemorate)		A220	\$395
Mahogany Rose Vine (Northern)		202 - MRO	\$350
Maple Canoe (Northern)		202 -M	\$350

Vaults

Many families today purchase an outer container or burial vault to protect a loved one from the ongoing maintenance and care of the cemetery. To protect from the heavy equipment used, some cemeteries have implemented a mandatory vault requirement. We offer many burial vaults with multiple levels of protection to provide peace of mind.

Vault Type	Code	Supplier	Price
Reinforced Burial Vaults			
Seville Marble	31044		\$3,500
Burial Vaults			
Monticello Standard (Century Wilbert)	31052		\$1,550
Concrete Liner			\$875
Urn Vaults			
Bronze Triune Standard (Century Wilbert)	31034		\$1,195
Copper Triune Standard (Century Wilbert)	31050		\$1,195
Cameo Rose Standard (Century Wilbert)	31043		\$995
Stainless Steel Standard (Century Wilbert)	31056		\$995
Venetian Standard (Century Wilbert)	31058		\$895
Monticello Standard (Century Wilbert)	31053		\$795
Sand Spun Standard (H.S Eckels & Co)	32111		\$595

Additional Items

Item Type	Code	Price
Arranging, Administration & Local Transfer		
Arranging and administration Traditional / Same Day	55302	\$1,975
Arranging and administration Remembrance / Memorial	55302	\$1,975
Arranging and administration Direct Burial / Cremation	55322	\$1,000
Prepare & File Documents	55303	\$300
Estate Settlement & Credit Bureau Notification	60325	\$440
Proof of Death Certificates	55458	\$100
Online Obituary Package	60401	N/C
Remove / Transfer from place of death	55304	\$275
International Shipping Fee	55348	\$1,095
After hour decedent transfer 8 p.m.– 7 a.m.	56478	\$275
Professional Services		
Professional Pallbearers (each)	55232	\$150
Attendance per 10 people at chapel/church/graveside	55305	\$200
Preparation		
Decedent care and casketing—Embalming	55306	\$595
Decedent care and casketing—Basic preparation only	55305	\$495
Direction & Staffing		
Staff services for Visitation	55307	\$200
Staff services for Ceremony	55308	\$200
Staff for Graveside	55380	\$400
Saturday Staff Supervision	93756	\$200
Sunday Staff Supervision		\$350
Statutory Holiday Charge	55431	\$495
Facilities		
General and Service Areas	55309	\$600
Preparation Room	55310	\$250
Facilities for Visitation	55311	\$200
Facilities for Ceremony	55312	\$200
Additional Visitation	55313	\$200
Family Reflection-1 Hour	55337	\$405
Shelter Fee per day (after 5 days)	55424	\$55
Automobiles		
Lead / Administration vehicle	55314	\$195
Funeral Coach	55315	\$400
Limousine	55316	\$400
Flower Car	55317	\$170
Transfer Vehicle	55325	\$175
Additional Limousine Fee per half hour after 3 hours	55426	\$50
Additional mileage fee (\$1.50 km one way)	55277	Variable

Additional Items

Item Type	Code	Price
Reception & Catering * 2 hours		
Reception Lounge / Wine Served	55488	\$495
Reception Lounge	55229	\$395
Host / Hostess fee (per 30 people)	55413	\$100
Catering	55226	Variable
LCBO Permit		\$25
Alcohol (beer / wine)		Variable
Custom Printing & Memorial Offerings		
Premium All Inclusive Stationery Package	60282	\$495
<i>- Legacy register book, 200 memorial cards, 50 custom thank you cards, 1 custom tribute candle, 1 DVD tribute (40-60 photos) & Calendar</i>		
Standard Stationery Package	55251	\$295
<i>- Standard register book, 50 memorial cards, 25 thank you cards & DVD tribute(40-60 photos)</i>		
Keepsake Selection	93304	\$95
<i>Choice of: 20 Memorial Cards or 12 Laminated Bookmarks or 1 Video Tribute or 1 Keepsake Jewellery Piece</i>		
Memorial Offerings		
Candles	16006	\$40
Laminates	16012	\$5
Keepsake Jewellery	16010	Variable

In House Catering with multiple menu options are available to suit your needs, please speak with your Funeral Professional.

Applicable taxes are not included.

Additional information available upon request
Insurance and Trust Agreements are available.
Please speak with your Funeral Professional for information on our many financing and payment options.

Disbursements

When budgeting for a funeral it is important to consider all components. Disbursements are non-funeral home charges that are added to the contract, alleviating a family from having to pay numerous organizations at the time of need. To help ease a difficult time the funeral home will pay all outside costs up front. Below is a list of possible disbursements that may be applicable:

- Newspaper Notice
- Cremation Fee
- Cemetery Opening / Closing
- Coroners Certificate
- Coroners Fee
- Clergy or Celebrant Honorarium
- Police Escort
- Soloist Honorarium
- Monument Inscription
- Piper Honorarium
- Provincial Registration Permit
- Cemetery Canopy / Tent
- Organist Honorarium

Payment Terms at Time of Need

The PURCHASER promises to pay the balance due to the COMPANY in full within fifteen (15) days from the date of this Agreement. If payment in full is not received in fifteen (15) days a charge of 2% compounded per month (26.82% per annum) will be applied to any balance due, until full payment is received. Cash, cheque, credit, debit, and online banking payment options are accepted methods of payment. Taxes as applicable.

Pre-Planning Payment Options

Please speak with your Funeral Director about funding payment and financing options, i.e. Trust or Insurance when arranging a funeral in advance of need. Cash, cheque, credit, and debit are accepted methods of payment. Taxes as applicable. A finance charge will only be applicable when a purchaser opts for an installment payment plan. This charge represents an annualized percentage rate of prime + 1.5%. Taxes as applicable.

Additional information regarding all payment options and terms is available upon request.

Glossary

Arranging and Administration

The arrangement conference consultation with a licensed Funeral Director to gather all statistical/logistical and service related information and family requests. On average the funeral director will require 8 hours of communication and follow up with Doctor's/ Coroner, Clergy/Celebrant, Musicians, Crematorium/Cemetery and other related service providers.

Automobiles

The **lead/administration** vehicle is used for administrative errands related to services including registration of death, clergy transportation and funeral processions.

The **Funeral Coach** is used to transfer the casket/cremation container or Ceremonial Urn Ark to a church, cemetery or other facility.

Limousine(s) accommodate up to 7 passengers to transport family, pallbearers or friends to/from the funeral home, church or another facility.

A **Transfer Vehicle** is used to transfer the deceased into the care of the funeral home.

Please note: All vehicle costs are subject to overtime and/or mileage charges if the vehicle's usage exceeds the maximum time and/or km radius allotted and determined in this price list.

Casket Personalization

LifeSymbol designs: Added to the corner of any LifeStyle casket, or displayed on a memory table. LifeSymbol designs are a touching expression of the spirit, personality and/or interests of a loved one. These casket enhancements can also be used as an individual keepsake for family and friends. Four original corners are included with casket purchase.

Catering

Catering menus are available to suit your family's needs by our in-house chef, please speak with your Funeral Professional to select your options from our specialized menu.

Celebrant

A **Funeral Celebrant** will speak with family representatives/friends to explore the deceased's life and the family's wishes to develop a tribute for the ceremony or gathering honouring a deceased person.

Death Notice/Obituary

A Death notice is a paid announcement in a newspaper that gives the name of the person who died, family particulars, and details of the funeral or memorial service, as well as where donations can be made. An Obituary is an article that offers a detailed biography of the person who has died and can be published in a local or national paper at an additional cost. Most newspapers charge by the word or line.

Decedent Care and Casketing

Our licensed professional will assess post mortem conditions and restore your loved one's dignity by washing, disinfection, removal of medical implements; dressing and casketing the body.

Embalming includes the additional restoration, preservation, cosmetics and hairdressing that allows us to provide you with the best possible experience for viewing your loved one at the funeral home during visitation or private family reflection.

DNA Legacy

DNA contains the genetic blueprint of an individual and preserving DNA gives families an opportunity to capture this information. Please speak with your funeral director about the various DNA options that are available such as preservation services, molecular diagnostics, and ancestry testing.

Glossary

Estate Settlement and Getting Organized Kits (AFTERCARE)

Both kits contain valuable information to assist estate representative(s) to facilitate closing affairs in an organized manner. Unlimited Funeral Director's Proof of Death Certificates are included as well as application forms related to estate settlement (CPP, Survivors Benefits, cancellation of specific government documents, etc.). These kits are utilized and explored during our complimentary AfterCare service that will be scheduled and conducted by our professional AfterCare representative.

Facilities for Visitation

Comfortable climate controlled visitation suite; furnishings, audio visual and related equipment to facilitate your private family reflection and public visitation experience.

Fingerprint Keepsakes

Personalized Fingerprint Jewellery and Keepsakes options are available. If direction is provided to do so, the funeral director will digitally capture and archive the fingerprint of the deceased so that it may be displayed on jewellery or other keepsakes.

General and Service Areas of Funeral Homes

Includes the provision and maintenance of equipment and public areas of the funeral home that facilitate arrangements, visitation and services, restrooms, telephones, Wi-Fi, multi-media services and equipment, private meeting areas, a lounge, coffee/tea service. Includes a designated receiving area for floral deliveries and general equipment required for offsite services.

Online Memorial

The creation of an online memorial page that indicates Visitation/Service details and facilitates receiving online condolences, pictures, videos from family and friends.

Prepare and Filing

The preparation and gathering of all necessary information to complete documents required to permit a cremation or burial (including the time involved in retrieving documents related to the authority of the Coroner and registration of a death with Provincial Registrar General).

Pallbearer (Active)

6 family members or friends are given the honour by the estate representatives to carry the casket at the funeral service and graveside.

Alternatively, estate representatives may ask the Funeral Director to provide professional staff pallbearers for an additional fee.

Pallbearers (Honourary)

In some circumstances Honourary Pallbearers are invited with representation from societies, lodges, career connections or long-time friends.

Honourary Pallbearers are not required to assist in carrying the casket.

Possession of cremated remains and refundable deposit:

When cremation is selected and the purchaser has requested that the funeral home retain the cremated remains, the funeral home can request that the purchaser pay a refundable deposit of \$350. The funeral home will retain the cremated remains for an agreed period of time from the date of cremation. If the cremated remains are not claimed within one year, the funeral home may inter the cremated remains in a cemetery, including in a common lot for which the cemetery is the interment rights holder, and the funeral home may retain the deposit referred to in this section. If the cremated remains are claimed before they are interred, the operator will refund any deposit paid as required circumstances permitted by the Act.

Preparation Room

A private and secure room that is used for the shelter and preparation of the deceased until service time or date of disposition.

Glossary

Pre-planning

Please speak with your Funeral Director about funding payment and financing options, i.e. Trust or Insurance when arranging a funeral in advance of need. Additional information available upon request. Cash, cheque and Visa are accepted methods of payment. Taxes as applicable. A Finance charge will only be applicable when a purchaser opts for an installment payment plan. This charge represents an annualized percentage rate of prime + 1.5%.

Professional White Dove Release

A professional company will coordinate a ceremony involving a flock of white doves that is designed to honour the memory of the person who has passed. The release provider is usually prepared to provide a professional release with short notice. Please speak with your funeral director regarding the various packages available.

Staff for Service

Licensed Funeral Director(s) and assistants, including vehicle drivers, casket attendants, cleaners, ushers and parking lot attendants for Service day.

Staff for Visitation

The presence and attention of licensed funeral director(s) and/or professional attendants before, during and after a visitation period.

Staff will manage cleaning and disinfection, monitor and refresh coffee/tea service, attend to placement of floral tributes, assist with personalization of the visitation suite/chapel, assist family and guests with In Memoriam Donations and visitation protocols as required.

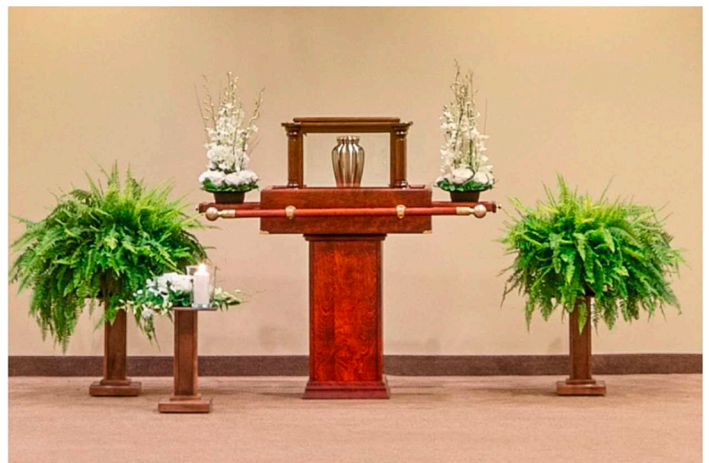
Transfer of Deceased

Professional staff, PPE and safe handling equipment required (excluding transfer vehicle) for the local transfer of deceased from place of death into the care of the funeral home. Subject to mileage charges.

Urnbearer/

Ceremonial Funeral Urn Ark Pallbearers

An **Urnbearer** may participate in a formal memorial service by bearing the urn in a ceremonial aspect at a church/chapel or graveside. Trending is **The Funeral Urn Ark**, a contemporary furnishing that permits family and friends to participate in the formal services. Requiring 4 pallbearers to carry the urn ark down the aisle in a chapel/church or to the plot or niche at the cemetery. A fitting tribute to a deceased who has been cremated.



Staff Listing

Funeral Home Manager

Diane Moniz-Alves | 519-753-8655

Funeral Directors

Gary Callitsis

Jackie Rosati

John McEvoy

Hugh Devereux

Gerry Byrne

Darcy Davies

Patrick Church

Holly Vickovich

Andree Meunier

Administrator

Brenda Scott

Support staff

Jim Murphy

Erika Hinterberge

MaryAnne Davies

Barb Macaulay

Advanced Planning & Aftercare Specialist

Jennifer Csele | jscele@arbormemorial.com

Affiliated Businesses

Ajax

McEachnie Funeral Home
Pineridge Cemetery

Amherstburg

James H. Sutton Funeral Home

Ancaster

Dodsworth & Brown Funeral Home Ancaster Chapel

Barrie

Adams Funeral Home

Belle River

Melady Funeral Home

Belleville

Burke Funeral Home

Brampton

Brampton Funeral Home & Cemetery
Scott Funeral Home Brampton Chapel

Brantford

Toll Funeral Home

Burlington

Burlington Memorial Gardens
Dodsworth & Brown Funeral Home Burlington Chapel

Etobicoke

Glendale Funeral Home & Cemetery

Fonthill

Pleasantview Funeral Home & Cemetery

Glenburnie (Kingston)

Glenhaven Memorial Gardens
Kingston Cataraqui Cremation Services

Goderich

McCallum & Palla Funeral Home

Gormley

Highland Hills Funeral Home & Cemetery

Hamilton

Dodsworth & Brown Robinson Chapel
L.G. Wallace Funeral Home
White Chapel Memorial Gardens

Kanata

Kelly Funeral Home Kanata Chapel

Kingston

Gordon F. Tompkins Funeral Home Central Chapel
Gordon F. Tompkins Funeral Home Township Chapel
Robert J. Reid & Sons Funeral Home

Kitchener (Breslau)

Memory Gardens Funeral Home & Cemetery

London

Forest Lawn Funeral Home & Cemetery
Memorial Funeral Home

Markham

Highland Funeral Home Markham Chapel

Midland

Nicholls Funeral Home
LeClair Cremation Centre

Mississauga

Scott Funeral Home Mississauga Chapel

Nepean

Kelly Funeral Home Barrhaven Chapel

Newmarket

Taylor Funeral Home

North York

Highland Memory Gardens

Affiliated Businesses

Oakville

Glen Oaks Cemetery & Funeral Home
Oakview Funeral Home

Oldcastle

Greenlawn Memorial Gardens
Victoria Memorial Gardens
Victoria Greenlawn Funeral Home

Orleans

Kelly Funeral Home Orleans Chapel

Ottawa

Capital Funeral Home & Cemetery
Kelly Funeral Home Carling Chapel
Kelly Funeral Home Somerset Chapel
Kelly Funeral Home Walkley Chapel

Penetanguishene

Penetanguishene Funeral Home

Peterborough

Nisbett Funeral Home
Peterborough Cremation services
Rosemount Memorial Gardens

Scarborough

Highland Funeral Home Scarborough Chapel
McDougall & Brown Funeral Home
Scarborough Chapel
Resthaven Memorial Gardens

St. Catharines

Butler Funeral Home Niagara Chapel

Stoney Creek

Chapel Hill Memorial Gardens

Stouffville

O'Neill Funeral Home

Tecumseh

Marcotte Funeral Home

Thunder Bay

Harbourview Funeral Centre
Jenkins Funeral Home
Sunset Memorial Gardens

Toronto

Lynett Funeral Home
Scott Funeral Home West Toronto Chapel

Welland

J.J. Patterson & Sons Funeral Residence
Welland Cremation Service

Whitby

Mount Lawn Funeral Home & Cemetery

Windsor

Janisse Funeral Home
Morris Sutton Funeral Home

Woodbridge

Glenview Memorial Gardens
Scott Funeral Home Woodbridge Chapel



Toll
Funeral Home
by Arbor Memorial

Funeral Home Manager: Diane Moniz-Alves
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