



Communication you can rely on.

PAUSE Method - Funeral Home Communication Guidelines

Proactive Outreach - Reach out to your funeral home partner as soon as a donor family provides their information.

Accountable Communication - Be accountable to providing concise and accurate information to the funeral home representative.

Understanding Workflows - Be familiar with the timing considerations and other special requests that the funeral home has made.

Supply Resources - Reasonable accommodation should be provided for reconstruction and extra expense incurred.

Effort - Work to provide updates, coordination, and communication that serves our partners with dignity through recovery and beyond.

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