

What To Expect

CSV

Cremation Society of Virginia

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What to Expect

A Guide On Next Steps After the Death of a Loved One

After the death of a family member or friend, there are many details to take care of. It is our goal to help make this difficult time as simple as possible, to provide you with peace of mind and to answer questions about what to expect throughout the cremation process.

Once your loved one is in our care, our team will reach out to you to discuss next steps and schedule an arrangement meeting to review all of your options, finalize planning and documentation.

Cremation Process and Final Resting Place

Death Certificate: In order to put your loved one's financial affairs in order, it is important to obtain a certified death certificate. You may need a certified or photo copy of the death certificate to access financial accounts, life insurance, property, retirement, Department of Motor Vehicles, trusts, income tax, probate court, Social Security, veterans benefits, employment compensation, and other records. We will guide you in this process, which includes:

- ***Vital Statistics information:***
  - *There are key pieces of information needed to complete this legal document.*
  - *Ensuring that this information is accurate is essential. We will ask you questions and verify information such as;*
    - *Your loved one's full legal name, birthdate, place of residence, race, education, occupation, and social security number.*
    - *Parents' full names, mother's maiden name.*
      Next of Kin information.
  - *It is critically important that you double check this information for accuracy as amendments are costly to your family and delay the receipt of the corrected death certificate.*

- *We will submit the death certificate information to the Medical Provider for their signature on cause of death and will file with the Office of Vital Records.*

- ***Third-party fees charged by the local government** for certified death certificates and any additional copies may apply. We will order your certified death certificates for you, or you may order them directly from the county clerk of vital records division.*

Cremation Permit and Fee: Once the death certificate has been signed and filed by the state or county, the permit is issued to proceed with the cremation process. Depending on the state, some coroners or medical examiners may charge a fee. The permit, along with the required legal documents from the next of kin or authorized representative, allows us to schedule the cremation.

Once the permit is finalized and all necessary family documents have been obtained, the cremation will be scheduled. The process of obtaining all necessary documents and completing the cremation can take up to 15 business days. Should there be any delays, we are committed to keeping you informed and working diligently to complete the cremation process in a timely manner.

Payment for our services, the cremation process, Death Certificates, State fees, and cremation permit, where applicable, are due at the time of the arrangement conference, and prior to the cremation.

Social Security and Veterans Benefits: Your funeral arranger will guide you through the process of notifying the Social Security Administration. Social Security benefits may be available to the widow or dependent children, and your Funeral Arranger will assist you with the process. If your loved one is a veteran, we will help with entitled burial and cremation benefits.

Identification Verification Process: From the moment your loved one is in our care, until we release their ashes back to you, a strict identification verification process is in place. We use a Positive Identification System that exceeds state mandates to secure the integrity of your loved one. Your loved one is identified with a specialized ID band and titanium ID tag as required by each individual state. In addition, as part of this process, we may ask you for a recent photograph.



Final Resting Place: There are many options for a final resting place of your loved one's ashes:

- ***Home:*** *One of the most common choices for families is bringing your loved one's ashes home.*
- ***Interment:*** *Ashes may be placed in a permanent location, such as a wall niche, an urn garden, or a cemetery. By contacting your cemetery of choice, you will have a better understanding of what they require. We can then help you choose an urn or container that meets their specific requirements.*
- ***Veterans cemetery:*** *Veterans burial benefits can help veterans and their family members plan for a burial in a state or national veteran's cemetery. Your funeral arranger will guide you through the process about veteran's death benefits.*
- ***Traveling:***
  - ***Interstate:*** *When traveling within the United States, you must have the burial transit permit or record of cremation along with the urn at all times. If traveling by plane, a suitable container (plastic or wood) is required to carry on your loved one's ashes. Please call your airline ahead of time to gather specific details and restrictions.*
  - ***Abroad/Overseas:*** *Please reach out to the country's consulate of your destination for proper traveling requirements if you choose to send or take your loved one's ashes overseas.*
- ***Shipping:*** *If you desire to have your loved one's ashes mailed to you within the United States, the U.S. Postal Service is the only legal option for shipping. We will provide you with tracking information and a signature will be required at the time of delivery. We are unable to ship internationally.*

Choosing an Urn

We have urns, keepsakes and jewelry available for holding or interring your loved ones ashes.

Engraving Options



Personalization is such an important part of the memorial process. There are several meaningful ways to memorialize an urn, keepsake or jewelry piece.

Please ask us about the complete selection.

Keepsakes and Jewelry



Keepsakes and jewelry offer a meaningful way to share a tangible remembrance of a loved one, and provide an enduring symbol of the special relationship you shared. Whether we find comfort in a lock of hair, small portion of ashes, or floral petals from the service, each of these suggestions can be performed with these special memorial products.



Please ask us about the complete selection.

Eco-Friendly



The eco-friendly cardboard urn is designed for families wanting to memorialize their loved one by scattering their cremated remains in a sentimental location or designated place in a cemetery.



Please ask us about the complete selection.

Timeless Touch®

Timeless Touch® jewelry offers remembrances of your loved one in a powerful way: with a tangible imprint that captures the unique impression every life makes on our own.

Captured from an inked/digital fingerprint, each one is both unique and everlasting, preserving in precious metal every line and contour for countless generations to come. Any number of Timeless Touch® Keepsakes can be customized from the same impression.

Timeless Touch® keepsakes are available in Stainless Steel. We offer a beautiful variety of keepsakes to fit every need and lifestyle, including:

- **Pendants**
- **Charms**
- **Key Rings**
- **Bracelets**
- **Cremation Keepsakes**
- **Armed Services Dog Tags**
- **Cuff Links**
- **Buck Knives**
- **Money Clips**



Each Timeless Touch® Keepsake includes engraving options on each piece. Character limits depend on the specific options.

Authorization to collect fingerprints must be given by the next of kin prior to cremation. Please ask us about the complete selection. Since these items are unique and/or handmade, it can take up to 4-6 weeks.

Memory Glass



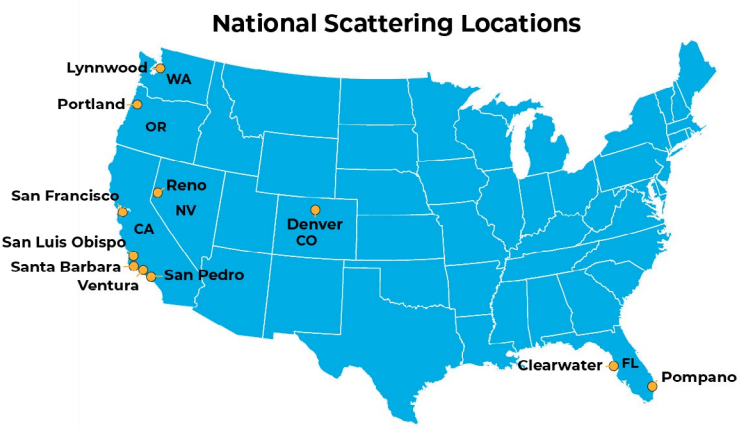
MEMORY GLASS®

Each Memory Glass keepsake is a unique, handcrafted work of art, created by blending colors of your choice with your loved one's ashes within the Memory Glass. Because of the artistic process, the appearance and color variations may differ from piece to piece.



Please ask us about the complete selection.

Scattering Ashes



For families who choose scattering, we can provide you with guidance on scattering service options. Once the scattering is complete, your family will receive a commemorative Scattering Certificate containing the exact coordinates where your loved one's ashes were scattered.

Pacific Ocean - California

- San Francisco
- San Pedro
- Santa Barbara
- Atascadero/San Luis Obispo(Morro Bay)
- Thousand Oaks/Ventura

Pacific Ocean - Washington or Oregon

- Lynnwood - Washington
- Portland - Oregon (Depoe Bay)

Truckee River - Nevada

- Reno

Rocky Mountain National Park - Colorado

- Denver

Gulf of Mexico - Florida

- Clearwater

Atlantic Ocean - Florida

- Pompano

The NAIAD Experience: Scattering Ashes at Sea



Cremation Society of Virginia offers families a unique and meaningful way to honor their loved one's memory.

We offer personalized memorial services aboard our 56 ft. yacht, The NAIAD, to create a dignified and stunning tribute to your loved one with the support of our trusted, first-class crew. Our caring and attentive team will be present on the boat.

Sea scatterings take place in designated areas throughout San Francisco Bay, including locations near the Golden Gate Bridge.

Ask us for more details.

Celestis Memorial Space Flights

(where permissible and available)

A final celestial journey awaits your loved one - into orbit, to the moon, or beyond.



Earth Rise Spaceflight

The Earth Rise Spaceflight affordably launches to space a personalized flight capsule carrying a symbolic portion of ashes. After experiencing the zero gravity environment, the flight capsule is returned to Earth.



Earth Orbit Spaceflight

The Earth Orbit Spaceflight places a personalized flight capsule carrying a symbolic portion of ashes into orbit where it remains for years or decades until it re-enters the atmosphere, harmlessly vaporizing like a shooting star in final tribute.



Lunar Spaceflight

The Lunar Spaceflight places a personalized flight capsule carrying ashes to the surface of our nearest neighbor, the Moon, creating a permanent memorial on a distant, but constantly viewable world.



Voyager Spaceflight

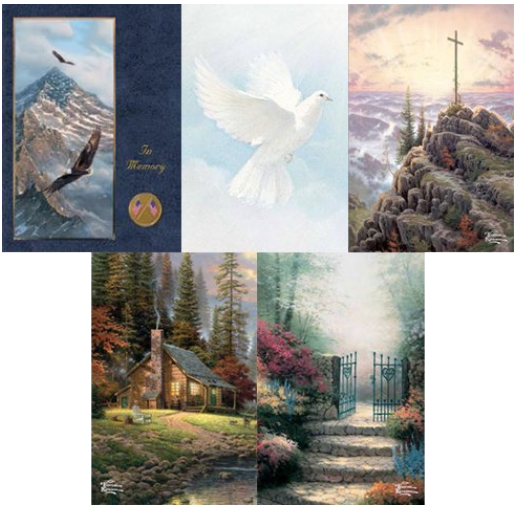
The Voyager Spaceflight is a true mission of exploration, sending a personalized flight capsule carrying ashes on a permanent celestial journey, well beyond the moon.

Please ask us about the complete selection.

Personalized Memorial Stationery

If you are planning a memorial service, we have a variety of themes and elegant options of the following:

- Memorial Register Books
- Memorial Folders
- Prayer Cards
- Thank You Cards
- Laminated Bookmarks



Please ask us about the complete selection.

Celebration of Life Services

(where permissible and available)

If you are planning to have a celebration of life or other memorial service, some of our locations have **memorial facilities**, such as a chapel or affiliated funeral home to host a service.

If you wish to have a memorial service with your loved one's ashes present, please do not schedule the service until ashes have been returned to our office.

Please speak with our team for further guidance on setting up a celebration of life service.

Additional fees will apply for the use of the facility, staffing, memorial stationery, and other requested services.



Online Obituary

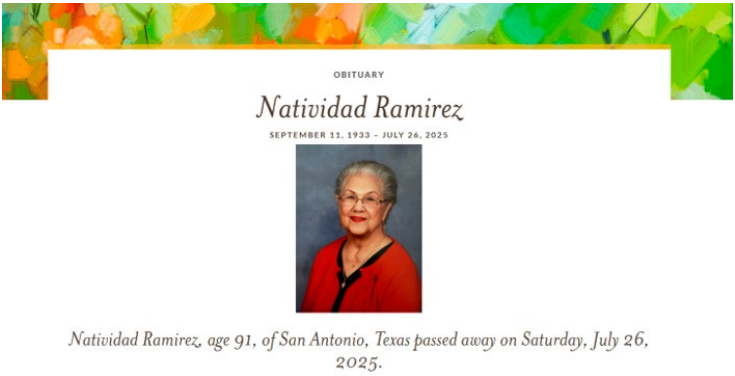
We are proud to offer you an online obituary template free of charge (additional fees may apply). Once you have completed the documentation with us, a simple online obituary will be automatically posted.

This obituary will include your loved one's name, date of birth, and date of passing. We welcome you to add to this obituary, making it more personal with your loved one's photo, their accomplishments, and any memorial services that are being held.

Friends and family can find the obituary by doing a simple online search of your loved one's name or your funeral arranger will provide you with a direct link to share.

If you choose to have a full obituary, please let your funeral arranger know for more assistance on customizing the obituary.

We hope this helps you create a lasting tribute for your loved one.



OBITUARY

Natividad Ramirez

SEPTEMBER 11, 1933 - JULY 26, 2025

Natividad Ramirez, age 91, of San Antonio, Texas passed away on Saturday, July 26, 2025.

12 Weeks of Peace

A Free Resource for You and Your Family

This complimentary bereavement program will be emailed to you once a week for 12 weeks.

The 12 Weeks of Peace includes:

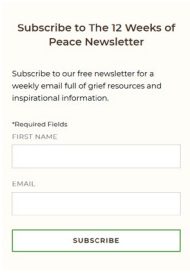
- **Resources on support groups and websites**
- **Helpful tips and information**
- **Poems and stories**
- **Creative ideas to support your journey on the path of recovery**

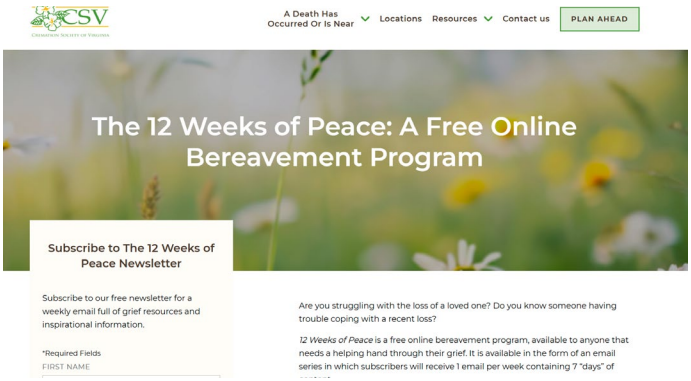
We understand how difficult it is to lose a loved one, and we hope that The 12 Weeks of Peace can provide some measure of comfort.

We offer a **complimentary online bereavement resource** to the families we serve. We hope that ***The 12 Weeks of Peace*** will serve as a valuable resource for you and your family members during this difficult time.

Signing up is easy:

1. Go to https://www.virginiacremate.com/12-weeks-of-peace.
2. Type your email address into the form.
3. Click Submit.





Compassion Helpline



The Compassion Helpline is a valuable resource that offers support and guidance from professionally trained grief counselors through a toll-free number. As a provided benefit, family members can call the number 24 hours a day, seven days a week for up to 13 months after a loved one's service. The Compassion Helpline is provided by Charles Nechtum Associates, Inc.

Tender Loving Care

Our mission is to provide peace of mind through end of life planning, offering families dignified and affordable cremation services.



Our pre-arrangement package ensures that at the most difficult time, your family will only have to make simple decisions guided by our caring staff. As a family member or friend of the loved one, you can receive a discount by joining the hundreds of thousands of families currently covered by our pre-arrangement plan. To discuss this option further, please ask for more details.

THANK YOU FROM ALL OF US

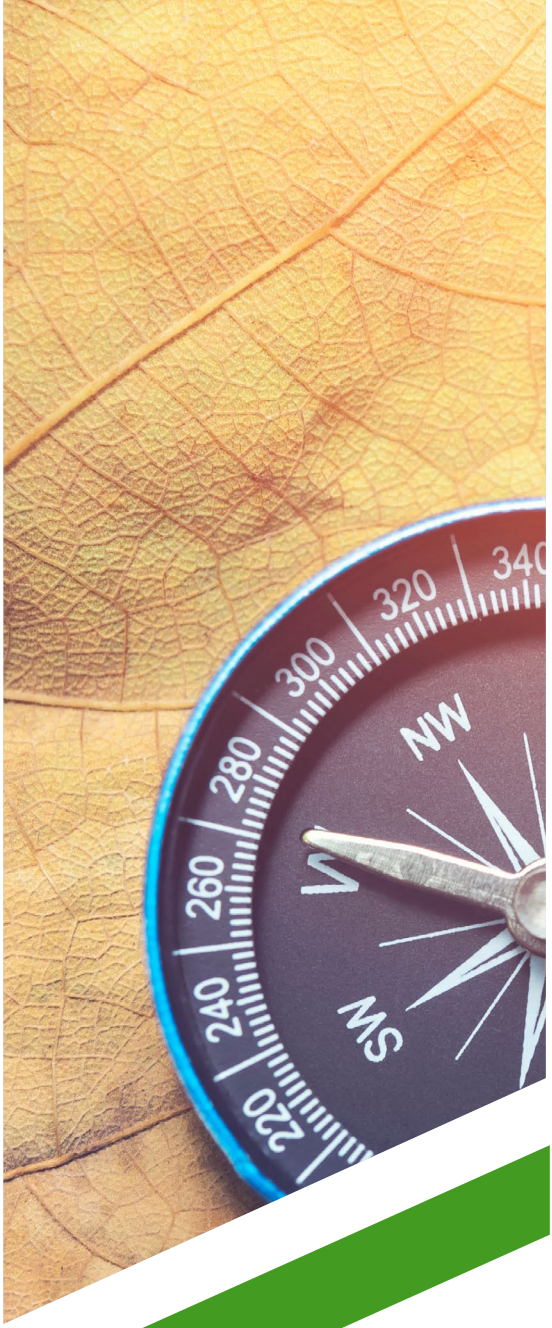
You placed a great responsibility in our hands, by choosing us to take your loved one into our care.

We understand how important it is for you to receive outstanding service during this difficult time. Thank you for allowing us to be there in your time of sorrow, and for the trust and confidence you have placed in us.

In the next few weeks, you will receive a survey. We would be grateful if you could take a few minutes to complete it. Your feedback will allow us to continually provide outstanding services to families in their time of need.

If for any reason you are unable to award us with a service rating of 10, please contact us with your concerns before submitting the survey. We will do everything we can to assure your complete satisfaction.





Thank You

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