

Policy and Procedures for Bereavement Committee

The purpose of this Committee is to extend comfort and support to the grieving family of a deceased Crane Lakes Homeowner.

The ideal Committee will consist of at least seven members with additional volunteers as needed.

An estimated budget should be presented to the Board of Directors for approval on an annual basis.

Bereavement Procedures:

1. Name of deceased resident is communicated to a Committee Chairperson.
 - a) Verification is noted from the *News Journal* or a call may be placed to the home of the deceased person to confirm the death and to obtain permission for his/her name to be noted on the HOA Bulletin Board and in the *Crane Courier*.
 - b) A letter is given to the family, offering condolences and assistance. Also included are
A Bereavement Notice to be completed and returned to the Committee Chair. (A sample letter and Bereavement Form are attached.)
2. The obituary notice from the paper is then posted next to the HOA bulletin board. Any additional information may be posted at the family's request.
3. If the family of the deceased requests assistance then the following needs to be done:
 - a) The family, not the Bereavement Committee, sets the date and time of the Reception with the management office. After the Bereavement Committee is contacted by the family, management will post a notice in the Ballroom stating the date and time the Ballroom will be closed.

- b) The family will receive a visit from the Committee Chairperson to discuss needs and give them the Bereavement Forms.
- c) If a reception will be held in the ballroom, immediately notify the Chairperson.
- d) The cleaning person must also be notified ASAP of the date and time she will be needed after the Celebration.
- e) The Chairperson must contact the management office at least three days prior to the Celebration, in order to designate employees to move the furniture. This service is only available Monday thru Friday. A Saturday set-up must be done on Friday morning. The Chairperson must be present at 7 a.m. in order for this to be done. The Chair will double check with management office to confirm all arrangements.
- f) Family and friends are responsible for replacing any tables and chairs to original settings. (Chairperson/Committee will direct them.)
- g) If an event is scheduled the evening prior to a celebration, the Chair will contact the Event Chair to insure that the Ballroom and kitchen will be cleaned up in a timely manner. (If a routine activity conflicts with the Celebration, the Bereavement Chair will contact the leader of the event regarding cancellation. .)
- h) Linen tablecloths will be used for the family tables only at no additional charge.
Disposable tablecloths are used for the food, beverages, and guest tables.
- i) The family will receive a bill for the use of the Pantry supplies and disposable tablecloths which is payable to the Crane Lakes HOA and one for clean-up, which will be payable to Crane Lakes or directly to the Cleaning Person

- j) The Chairperson will request keys for Ballroom front doors and the air conditioning.

- k) At the conclusion of the reception, the committee will clean the kitchen as needed,
clear off all tables and dispose of all garbage.

- l) The air conditioners will be reset to the proper setting, all lights will be turned off and
the front doors will be locked.

Updated

11/22