

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



Crane Lakes Homeowners' Association, Inc.
1648 Taylor Road
Box #249



Port Orange, Florida 32128-2542

(Date)

To the Family of

On behalf of the Crane Lakes Homeowners' Association, we wish to extend to you and your family our deepest sympathy on the loss of your loved one.

If you will be having a reception in your home or at the clubhouse immediately following a memorial service, our Bereavement Committee can provide assistance. We can identify and direct individuals to family members, have the guests sign a memorial book, and assist in the set up for any food which is provided by family and friends. The committee will also assist in the packaging of leftover foods.

If you plan to use the Ballroom, you must contact the Crane Lakes Management Office to set the time and date for your reception. See the attached page for you financial responsibilities regarding HOA Pantry use and Ballroom cleanup.

Do we have your permission to post a notice of your loss on the HOA Bulletin Board? If so, please complete the attached form.

Please call me to answer any questions you might have, and how we might be able to help in your time of need.

Sincerely,

(Name of Chairperson}

Chairperson

Crane Lakes HOA Bereavement Committee

(Phone #)

TO BE RETURNED TO BEREAVEMENT COMMITTEE

BEREAVEMENT NOTICE

The Passing of: _____

Date: ____/____/____

Memorial Service:

Date: ____/____/____

Time: _____

NUMBER OF GUESTS ANTICIPATED: _____

NUMBER OF FAMILY TABLES NEEDED: _____

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Financial Responsibilities

- A. The family will be responsible for the cost of any foods that will be served at the reception. Food must be delivered on the day of the reception, as no foods can be left overnight in the clubhouse.

- B. A fee may be charged for the cleanup of the Ballroom and will be presented at the conclusion of the reception. This fee will be payable directly to Crane Lakes or the cleaner as has been agreed upon.

- C. A meeting with the Bereavement Chair before the Celebration is requested to confirm all plans and discuss any necessary changes.



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Please make checks payable to the “Crane Lakes HOA” and submit it to the committee chairperson

The cost for the cleaning the Ballroom is \$ _____, Please contact the Crane Lakes Management Office to settle the bill.

If you have any questions, don't hesitate to speak with the committee chair person.

The Crane Lakes Bereavement Committee is honored to assist you in your time of need

BEREAVEMENT NOTES

COMMITTEE CHECKLIST

Updated 11/22

INTRODUCE YOURSELF AS A MEMBER OF THE CRANE LAKES BEREAVEMENT COMMITTEE. (WE HAVE HEARD OF YOUR LOSS AND WONDERED IF WE CAN BE OF ANY ASSISTANCE TO YOU.

EXPLAIN WHAT WE CAN DO IF THEY PLAN TO USE THE CLUBHOUSE.

INQUIRE IF THE DEATH CAN BE POSTED.

ASK IF THE FAMILY WANTS A MEMORIAL TABLE (PICTURES ETC.) AND A TABLE FOR THE RECORD BOOK AND A BASKET FOR CARDS.

IF FOOD IS PROVIDED, ARRANGE THE FOOD TABLE AND SEE THAT ITEMS ARE REFILLED AS NEEDED, FOOD MUST BE DELIVERED THE DAY OF THE MEMORIAL AS FOOD CAN NOT BE LEFT IN THE CLUBHOUSE OVERNIGHT.

PROVIDE COFFEE, TEA AND ICE WATER, IF REQUESTED.

COVER ALL TABLES OR AS MANY AS NEEDED, USING RESERVED SIGNS AND LINEN TABLECLOTHS FOR THE FAMILY TABLES.

HAVE PEOPLE AT THE FRONT DOOR TO GREET AND DIRECT GUESTS TO THE FAMILY AND GUEST BOOK.

CONTACT THE PANTRY KEY KEEPER FOR THE KEYS IN ORDER TO HAVE ACCESS TO THE SUPPLIES NEEDED.

CLEAN ALL TABLES, PUT KITCHEN IN THE ORDER, TAKE OUT GARBAGE AND REPLACE LINERS.

SET IF SPEAKERS, PODIUM AND MICROPHONE, IF REQUESTED.

THE FAMILY MAY USE THE EQUIPMENT, BUT MUST SET UP ANY VIDEOS AND/OR MUSIC.

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