



Message from John Keohane



The last year presented many challenges for our community and the families we serve. Funeral homes also faced challenges adjusting to the continually changing restrictions and limits on the number of guests we could allow at services, all while ensuring that our staff and visitors stayed safe.

Since March of 2020, the entire Keohane team has worked together to help

families know what they **could** do rather than what they **couldn't** do. As "essential workers" in funeral service, working remotely is not an option. We took safety protocols to help every family who had a death create a service that helped them honor their loved one and begin the grieving process.

Funerals in general have become smaller by the number of physical participants, while at the same time reaching more people throughout the world with technology. As a team, we brainstormed early to see how we could still make a difference in the lives of families who continue to place their trust in us.

We knew first and foremost we had to make sure our team and facilities were safe. We instituted safety protocols for the safe transfer of deceased individuals from private homes, hospitals, nursing homes, and hospice houses into our care at the funeral home. Our team was supplied with the proper PPE to help them do their job without sacrificing their health. We added social distance markers on the carpets, placed hand sanitizer throughout the buildings, required masks, and set up barriers between families and guests as a visual reminder that they should keep appropriate distance.

For families who were not comfortable making arrangements in person, we pivoted to add Zoom conferences to complete funeral arrangements online, added DocuSign for a way to sign contracts and authorizations, offered tribute videos that were added to our website, and started live-streaming of funerals which could be watched from our website in the comfort of your own home.

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FUNERAL HOME
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MANET COMMUNITY HEALTH OPENS COMMUNITY OUTREACH AND PREVENTION SERVICE LOCATION IN QUINCY

Manet Community Health recently opened its new Community Outreach and Prevention Services Office in Quincy, serving as the hub for the health center's expanding Outreach and Prevention programs. These programs provide infectious disease and overdose prevention services, including education, testing and referral into care, across the health center's service area which includes Norfolk, Plymouth and Bristol counties.

"We opened the office last summer at 549 Washington Street in Quincy, with support from the Massachusetts Department of Public Health, to serve as the hub for the health center's expanding Outreach and Prevention programs. **This new location near the border of Quincy and Weymouth is easily accessible for clients from across the health center's South Shore service area, including Quincy, Hull, Weymouth, Braintree and Hingham, and will enable the Prevention Staff to further expand their vital outreach efforts and assist more people,**" said Sandra McGunigle, Director of Marketing & Communications at Manet Community Health Center.

The goal of Manet's Outreach and Prevention Services program is to provide infectious disease, such as sexually transmitted infections, HIV, Hepatitis C, and overdose prevention services. Manet's Prevention Team, led by program manager Kim Kroeger, includes prevention specialists and community health workers, recovery coaches and a nurse. The team educates at-risk individuals on risk-reduction strategies, provides free and confidential HIV/STI and Hep C testing for individuals and distributes Narcan to anyone who may witness an overdose. A kiosk is available for safe syringe disposal, and as with all Manet locations, appropriate social distancing and sanitation practices are in place.

While the Prevention Team offers free walk-in testing hours at Manet's North Quincy, Hull and Taunton practice sites, and offers both walk-in hours and appointments at the new Community Outreach and Prevention Services Office,



The Manet Prevention team at the newly opened Community Outreach and Prevention Services Office in Quincy.

the bulk of the Prevention Team's work is done out in the community. They conduct street outreach in local communities, and in non-pandemic times provide on-site screening and education at local recovery homes, detox centers, homeless shelters; and community support services with local Housing Authorities, Norfolk County Sheriff's Office/Jail. The team also works alongside the police departments in Quincy, Hull, Braintree, Milton and other Norfolk county towns, visiting residences of drug overdose survivors to offer Narcan and resources for support and treatment. The program is based on a harm reduction model, which includes offering information about and referral to primary care, substance use disorder treatment and recovery services.

COVID-19 Testing and Vaccination

During the pandemic, the Prevention team has been instrumental in Manet's COVID-19 testing efforts, providing testing at numerous community venues, as well as weekly at 180 Old Colony Ave. in Quincy and 30 Olney street in Taunton. They are also now activated to assist with Manet's COVID-19 vaccination efforts across its service area.

Over the summer, Manet participated in the Commonwealth's Stop the Spread initiative, which placed free testing sites in communities with high rates of COVID-19. Manet, including Prevention Team staff, offered testing at several locations in Taunton, which was one of the communities in the red at the time. While

the Stop the Spread initiative in Taunton is over, Manet and the Prevention team are still providing testing and vaccine services in the community.

"Manet is also actively reaching out to our patients who are eligible for vaccination, and we are working with our local communities to support their vaccination efforts. For example, Manet and the City of Quincy have partnered to offer vaccination for Phase 1 and Phase 2 eligible individuals at 180 Old Colony Ave. Manet has also offered vaccination clinics in Taunton and Hull," said McGunigle.

Manet offers testing at the North Quincy (100 West Squantum Street) and Hull (180 George Washington Blvd) practice locations for people who have symptoms or who have been exposed. Testing is done by appointment only — in North Quincy, Monday through Saturday, and in Hull on Wednesdays from noon to 4:00 pm. Appointments can be scheduled online at manetchc.org or by calling (617) 376-3000 (North Quincy) or (781) 925-4550 (Hull).

Manet also offers free walk-in testing at 180 Old Colony Avenue in Quincy Tuesdays from Noon to 4:00 pm. Testing is free, does not require insurance information, and is open to any Quincy resident. Pre-registration is not required.

In Taunton, Manet offers testing at the Department of Human Services offices at 30 Olney Street on Mondays from Noon to 4:00 pm. Appointment required and can be scheduled online at manetchc.org. For questions, call: (508) 822-5500 (Taunton).

Quincy Memorials Creates Lasting Tributes for Loved Ones

Quincy Memorials Inc. is a family-owned business that has been providing Eastern Massachusetts with high-quality memorial tributes for over 70 years. Their primary goal is to make the process of choosing a proper memorial for a loved one as simple and straightforward as possible during a difficult time.

"A memorial is the link or connection from one person to another loved one that has passed. Like music can connect to memories and people we care about, the memorial is that connection for a family after a death," said Bryan J. Poirier, Co-Owner and General Manager.

There are many [reasons to memorialize a loved one](#), even if cremated. Cremation is a method of preparing a body and does not take the place of a funeral service or a proper monument. A person may choose to be cremated, but that does not mean they do not wish to be honored and memorialized. Remains can still be buried in a family plot, interred in a family columbarium or placed in a communal columbarium.

"Memorialization is a very important part of the human experience. We name streets, buildings and even towns after people so that we can remain connected to them. When someone we love dies, most people look for some way to permanently acknowledge that person's life and it is often through a stone monument or marker," said Joe Reardon, Vice President for Community Development and Advance Planning at Keohane Funeral Home.

Due to public safety protocols during the pandemic, Quincy Memorials is open to the public by appointment only at this time. Please call **(617) 471-0250** to schedule an appointment to meet in person, over the phone, or via virtual meeting. Quincy Memorials is following state guidelines to keep employees and families safe. Locations include Quincy, Kingston and Abington.

"I would like to thank everyone who supported us during such a crazy year. It is tough being a small business in

this environment and people were very supportive and patient. We have worked very hard over this last year to be able to work remotely, more efficiently and still be able to serve our families in a timely manner," said Poirier.

About Quincy Memorials

[Quincy Memorials](#) was founded in 1950 by The Ricciardi Family. Thirty years later in 1979, the business was purchased by Yves and Donna Poirier. Both grew up in the Granite Industry in Barre, Vermont and Donna's father, Lucien Rouleau, and his father Rudolph were owners of the second largest granite and memorial manufacturing business in Barre.

Quincy Memorials began as a family tradition and continues to be a family passion with the introduction of the next generation of family members. Bryan and Jeffrey Poirier, the oldest sons of Yves and Donna, have grown up in this industry as well and have joined the company. Jeffrey with a degree in Management from the Isenberg School of Management at UMASS Amherst began working for Quincy Memorials full-time in 2005 and is currently the Vice President. Bryan earned his degree in Marketing at Bentley College and has proven to be a substantial asset to the company with his knowledge of marketing and customer care. He started full time for the family business in late 2007 and is now the current President of the company.



Quincy Memorials ten-step guide takes a person from the first decision to the last decision they need to make when designing an everlasting memorial for a loved one.

How to Choose a Memorial

Quincy Memorials has identified the steps that you need to take, decisions you need to make, and things you should know so that you have all the information and options available to choose a memorial that's right for you or a loved one.

By using their [10 KEY STEPS](#) in the process of designing a memorial, you'll be able to identify the information needed by the cemetery; choose the type, size and material of the monument; determine the shape, finish and design of the memorial, including lettering and layout; as well as choose any additional features, such as medallions, photographs and flag holders.

"The ten-step guide to designing a memorial is our easy to navigate and understand process. It takes a person from the first decision to the last decision they need to make when designing an everlasting memorial for a loved one. Our brand new 28-page catalog also highlights these steps so people can decide exactly what they like and don't like," said Bryan J. Poirier, Co-Owner and General Manager.

Along with upright memorials and flat markers, Quincy Memorials offers a range of other types of memorials, including benches, cremation memorials and columbariums, mausoleums, and bronze dedication plaques. The professionals at Quincy Memorials can help you determine what styles are allowed at your cemetery.

"There is an old adage that the most important character on a monument is the dash between the date of birth and the date of death. This is because the dash represents all the person did and who he or she was during life. Years ago, many people added identifying language to monuments like 'mother' or 'farmer' to help frame an image of the person. With today's technology, an actual photographic image of the person can be etched onto the stone for further personalization. Not every person goes to that level of memorialization, but there are many options available to really help focus on the dash that was the person's life," said Reardon.

THE WHIPPLE SENIOR CENTER HELPS SENIORS STAY CONNECTED IN WEYMOUTH

Located in the McCulloch Building at 182 Green Street in North Weymouth, the Whipple Senior Center offers virtual and socially distanced programs, provides limited transportation, and continues to make food deliveries in partnership with the Weymouth Food Pantry. The building remains closed to the public for the time being. "We do not have a definite date for reopening, but we are anticipating opening by fall," wrote Samantha Beaton in an email.

The center continued their popular Grab n' Go program catered by Bob's Muffin Shop and Fasano's Catering. Seniors picked up their drive-thru order at the back of the senior center. Grab n' Go also continued for St Patrick's Day. Fasano's Catering provided a delicious family style traditional Irish fare of corned beef, cabbage, carrots, potatoes, boiled onions, Irish soda bread, rolls and butter. Staying with tradition there was also a little something green from Mayor Hedlund as well as a gift from Representative Murphy.

Tax Aide

Although tax appointments will be a little different this year, the center will still be able to provide this valuable service. There are limited socially distanced appointments available for the AARP Tax-Aide Program for free tax preparation assistance. At the scheduled appointment time, seniors will remain in their cars while a runner picks up their forms for the tax advisors. Seniors will be given a number card to place on their dashboard that will identify their car to match paperwork. Once the returns have been completed, they will be returned to the seniors in their car. **Please call (781) 682-3814 to make an appointment for March or April.**

Transportation

The senior center is providing limited rides for medical appointments and shopping. Availability for these services is limited due to social distancing measures for the protection of passengers and drivers alike. **Call to schedule your shopping trip or**

medical appointment at (781) 682-3824.

Shopping Hours: Wednesday morning pickups begin at 8:30 am to ensure arrival at the Middle St. shopping center by 9:00 am. Shoppers will have until 10:00 am to return to the bus. Tuesday and Thursday afternoon pickups will begin at 4:00 pm and shoppers will be given an hour to return to the bus for transportation home. Seniors must receive verbal confirmation to attend as headcounts are important to maintain social distancing

Medical Transportation for Scheduled Appointments: Please call 72 hours in advance to schedule transportation for a medical appointment. Weymouth Elder Services contracts with South Shore Community Action to provide trips outside of Weymouth and into Boston and the surrounding areas. Donations for rides are essential to maintaining this valuable service.

GoGoGranparent: GoGoGranparent helps bridge the gap between widely available

rideshare services and senior citizens who aren't familiar with the apps those services use. With GoGoGranparent, seniors can take an Uber or Lyft from their home without a smartphone. They suggest calling for a ride 15 minutes ahead of the desired pickup time. GoGoGranparent can also automatically update your family members, letting them know you got there safe. Call 1-855-464-6872 to register.

Exercise Classes

WETC/WCA and Weymouth Elder Services are teaming up again to stream programs by their very own instructors. There are two ways to access the classes. Programs can be watched on Channel 9 which is only available in the town of Weymouth. There will be set days and times which are subject to change. Seniors can watch online anytime and from anywhere! Go to Weymouth.tv and click "on demand" choose "playlist" and scroll down to "WCA-9 At Home Exercises."

Classes include Muscles in Motion with Dee Lyon; Balance Heart and Stretch with Sue Thomas; and Line Dancing with Sue Dargan. A Robo call will go out as soon as the exact monthly schedule is determined. Please do not call the center for the exercise schedule.

Weymouth Food Pantry

"We are very thankful to be one of their pop-up locations and able to help our most frail seniors. Our staff and volunteers were able to deliver sixteen boxes of food on Friday January 8th. How wonderful is that?" stated the February newsletter

In conjunction with the Weymouth Food Pantry, the senior center is offering food deliveries open to anyone who cannot get to the food pantry pop ups during the week. Every week Weymouth residents can call and select which items they want from the list. Then each Friday, food bundles are delivered personally to one's front door ensuring distance and safety.

"We do not have a definite date for reopening, but we are anticipating opening by fall," wrote Samantha Beaton.

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The Whipple Senior Center Helps Seniors Stay Connected in Weymouth

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If you or someone you know may benefit from the food pantry, please call the Weymouth Food Pantry at (781) 331-7682 or Weymouth Elder Services at (781) 682-6140. If you wish to receive food delivery, please call (781) 682-6140 before 4:00 pm on Thursday.

Additional Services

"Project: iPad for Seniors" provides a FREE Apple 8th Generation iPad for 500 underserved seniors age 62+ residing in Weymouth. iPad awards will be made on a first come first serve basis for those who meet all the requirements. Training for eligible awardees will be provided, subject to COVID Restrictions. Project iPad is designed to help isolated seniors who cannot or will not leave home due to COVID. Many seniors have been in isolation since last March with limited contact with friends and families. Doctors are even scheduling appointments via WebEx and Zoom. "We are very fortunate to receive this funding to bring our seniors one step closer to their friends and families and doctors, albeit via technology," stated the newsletter.

"Project: Care Pack for Seniors" is a FREE care pack designed to help isolated seniors who cannot or will not leave home due to COVID. Many seniors also have limited financial resources and can't purchase these items. To be eligible for this senior care pack, you must be at least

62 years old and a resident of Weymouth. One care pack per household. The care pack includes cold and flu remedies, personal care items, first aid items, sanitation items, cleaning products, food and more. The goal is to deliver the care packs to the first 350 applicants.



Lou Rizzo from Senator Patrick O'Connor's office helps to hand out hot soup on a cold day during the Grab n' Go drive-through at the Whipple Senior Center.

For upcoming events sponsored by The Whipple Center, read the [March newsletter](#) online or check their [Facebook](#) page for live updates. You can also find more information under [Weymouth Elder Services](#).

Message from John Keohane

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The inability to gather has been the most challenging change in funeral services over the past year. People want to reach out, give a hug, shake a hand, place an arm around a shoulder and many of these physical signs of comfort were taken away.

But there are also some things that never changed and that includes creating beautiful rituals and services. We have had

visitations, church services, funeral home services, private services and graveside and cremation services.

The need to properly honor a loved one and say goodbye also has not changed — if anything the importance of coming together has become even more apparent. The power of a community coming together to support those they love. The need for people to congregate in person to share in a ritual that allows us to safely laugh, cry, share a story and give and receive hugs will never go away. We've

realized how important these rituals are in our lives and the life of a community.

To the entire team at Keohane, we thank you for your professionalism, compassion and remarkable effort during the pandemic. Thank you for trusting us and having the best interests in mind for every family we served. And special thanks to all the first responders who are the true heroes.

John Keohane

AUNT DOT'S KITCHEN FIGHTS FOOD INSECURITY IN HULL AND BEYOND

Food insecurity has grown throughout the pandemic, and Wellspring's food pantry, Aunt Dot's Kitchen, works hard to serve those in need in their community. In fact, the number of people served by the food pantry has risen 86 percent since last March. Aunt Dot's Kitchen, named for the aunt of a donor who generously provided kindness and charity to all in her community, opened when Wellspring completed their newly renovated building in 2016.

"The food budget is truly the only budget line item that people can manipulate. Therefore, in order to pay for other necessities such as heat, lights and rent, folks will reduce their food budget and go without and go hungry. That only begins the cycle of decline and poorer health. Plus remember, the most nutritious, healthiest food, is the most expensive. Try eating healthy when food stamps only gives you \$3.00 a day to live on!" said Pat Martin, Vice President of Program Development at Wellspring.

Before social distancing, [Aunt Dot's Kitchen](#) served residents of Hull onsite in a self-select shopping model. "We have had to discontinue in-person shopping and have gone to a delivery only model while we wait for infection rates to decrease in Hull. **Community support and donations have grown immensely as our community has been so supportive of their neighbors in need.** Our numbers have grown, and we are seeing many first-time users who have found themselves adversely affected by the pandemic," said Martin.

Martin hopes to be able to re-open for appointments soon. "Food Pantry workers are eligible for the COVID vaccine toward the end of Phase two. We are anxiously awaiting our time to get vaccinated and then we can go back to full service and transportation!"

The food offered at Aunt Dot's Kitchen is the same food available on grocery store shelves. The food pantry not only works to address food insecurity but strives to increase the nutritional health of their



Robert Stevenson helps out at Aunt Dot's Kitchen, part of Wellspring Multi-Service Center in Hull.

clients while helping them to economize their budgets. They are also climate conscious and have succeeded in reducing food waste through food rescue and composting.

Fresh Organic Produce

Aunt Dot's Kitchen offers fresh produce all year round provided by local grocery stores, the [Greater Boston Food Bank](#), local gardeners and [Holly Hill Farm](#). They now have fresh milk provided every two weeks by [Hornstra Farms in Norwell](#).

Fresh organic produce from Holly Hill Farm makes Aunt Dot's Kitchen so very special to their patrons. Holly Hill Farm both provides fresh organic produce during the growing season as well as maintains an on-site garden which produces more fresh produce for patrons.

Serving Hull and Beyond

Wellspring's efforts to fight food insecurity is expanding its reach beyond Hull through several new programs. In a partnership

with [South Shore Health](#), they are now delivering to patients they have identified as needing added nutrition. "We are also preparing to launch our very own mobile food kitchen/truck that will excitingly take our upscaled food on the road to areas of need throughout the South Shore. The mobile kitchen will be sourced by an on-site certified kitchen whose plans are underway for inside our building. It is our hope to use the onsite kitchen to develop both a culinary and nutrition program in the community while creating exciting new menus to take on the road to those hesitant to come to a food pantry. We are excited!" said Martin.

Donations of both non-perishable food and cash are always welcome and relied upon. **Please call (781) 925-3211 x112 to get involved** with their efforts to combat food insecurity.

OUR TEAM

Mary Gallagher



Mary Gallagher is a certified Life Celebrant who works with families at Keohane to provide personalized ceremonies that celebrate the life of an individual. Life Celebrants, also called Funeral Celebrants, are specially trained professionals who provide meaningful funeral ceremonies regardless of religious affiliation. At Keohane Funeral Home, we have certified Life Celebrants on our staff, such as Mary, to serve our families in the way that is most meaningful to them.

"Mary has been a welcome addition to our team for many years. She has an immediate connection with families, and they respond to her genuine concern for helping them begin the grieving process," said Co-President, John Keohane. "Mary has also been an integral part of our Candlelight Memorial Service each year during the holiday season."

Prior to the year 2000, funerals in the United States were led by clergy only, although non-clergy celebrants began leading funerals in Australia around 1975. From there, the opportunity to engage non-clergy Funeral Celebrants eventually spread to the United States when it became clear there was a growing need for a different way to honor the death of a loved one that was authentic for those not connected to a religious tradition.

"My own path to certification as Funeral Celebrant grew from years of work in church settings as a pastoral associate in which facilitating ritual services, conducting bereavement workshops, and accompanying people as they integrate spirituality in their lives was a dominate part. It led me to a conversation with key members of Keohane Funeral Home who opened my eyes to the role of Funeral Celebrant for which I am very grateful! Many of the funeral directors at Keohane have also gone through Celebrant Training which promotes a great collaborative atmosphere," said Mary.

Professional training for the role of Celebrant centers on understanding the grief process, emphasizing listening skills, and honing an ability to create personalized services for families using music, poetry,

prose, remembrances, and more that connects with the deceased's life and those left behind in a way that highlights the meaning and value of that life.

"As is true for clergy, the Funeral Celebrant is aware that she or he is approaching families at a very fragile and important time in their lives and must be treated with the utmost sensitivity and care, recognizing the importance of beginning a family's grieving process compassionately and personally," said Mary.

"Funeral Celebrants have the freedom and honor to support the bereaved by advising, co-creating, coordinating, providing resources, facilitating, and leading services that respect the uniqueness and healing needs of different families and friends," shares John Keohane.



Mary Gallagher, certified Life Celebrant, helps our families celebrate the life of a loved one.

"Recently, after meeting with the family of a 90-year-old woman, listening to stories filled with love and laughter, one word kept repeating in my thoughts: joy. That one word became the theme and the tone for her graveside service, bringing much comfort to her family. This dear woman had told her family for years that she wanted them to play 'Jeremiah Was a Bullfrog' at her funeral service...why? Because the refrain is this: Joy to the World, All the Boys and Girls, Joy to the Fishes in the Deep Blue Sea, Joy to you and Me. It was a song that she had loved dancing to at her daughter's wedding and she wanted the joy she felt then and throughout her life to be remembered in her death. And so, they joined hands and bounced to the music as they laid their mother to rest," said Mary.

Depending on a variety of factors surrounding family desires, Funeral Celebrants can lead these personalized

services in a variety of locations, including the funeral home, the graveside, or a hall. It's also certainly possible to hold a Funeral Celebrant service in addition to a traditional religious service or to combine some aspects of a faith tradition within the Funeral Celebrant service, including the presence of clergy alongside the Funeral Celebrant.

"What I have discovered in eight years of work as a Funeral Celebrant is the beauty and depth of life and love of all kinds planted in all sorts of situations. I have been enriched each and every time I sit with a family to hear the stories of a cherished one and witness how much joy memories shared can bring to people even as they carry deep sorrow. I walk away from the family meetings in awe of how much healing happens there and how much I learn from each person's life and legacy," said Mary. "It reminds me that our reach in life does not end in death."

"The families that have chosen Mary as their celebrant can truly feel how much she listened to them as individuals and incorporated those discussions into the funeral service," shares John Keohane. "Both the family and guests walk away from her services feeling comforted and hopeful. It is a humbling experience for all."

Mary and her husband of forty years live in Hanover. They have two sons, two daughters, two daughters-in-law, one son-in-law, and five grandchildren. Mary's 94-year-old mother still lives independently.

"This year's pandemic has certainly provided me lots of time to look at the meaning of our lives from a new place... much like the death of a loved one does. And much like death, it is clear that while we all share much in common, we each have a perspective on these moments that are unique to us. From my own place, it's certainly brought a change that can feel like a heavy loss at times," said Mary. "But, the memories and reminders of past days spent together have brought much joy to my heart as I cull through memorabilia saved in the basement. And so, once again I am reminded of the power and energy of memories. Even this expanse of time we're spending in the house can be enlivening! Memories of volunteer efforts in a variety of community situations; remembrances unearthed in notes saved; fun, hard work, tragedies, celebrations... they all still have something to teach me. And so, this pandemic time of upheaval has its worth and depth of meaning, too."



FREQUENTLY ASKED QUESTION

What Funeral Services Can be Planned When Choosing Cremation?

Photo credit: Quincy Memorials



Families who choose cremation as the method of disposition have a range of options for creating unique and personalized services to honor the memory of their loved one and to celebrate the life that was lived, the relationships that were enjoyed, and the special contributions of that person to their community.

Cremation offers the flexibility to choose the ceremonies that are right for you and the time that is right for you. **Even during the pandemic, Keohane Funeral Home has been able to offer complete funeral services for families who choose cremation by providing safe and meaningful adaptations to the rituals that families rely on, including video conferencing for social distancing and live streaming funeral services.** Funeral services may be conducted either prior to cremation or following cremation, depending on the timing that works best for you and your family.

Most families find it important to create a lasting memorial and our expert directors will help you

choose whether earth burial or columbarium inurnment is right for you, or if another option would be more appropriate. Cremated persons can be shared amongst family members, turned into jewelry, stored in keepsakes and more. Some families will choose a location that was special to the deceased and hold a socially distanced scattering ceremony at that special place.

Technology has become the foundation upon which we have been able to build our strategy for caring for families during the pandemic. By livestreaming ceremonies and offering videoconferencing and electronic document signing, we have been able to offer families safe opportunities for them to navigate the entire process and invite others to join with them even though they could not be present in person. The single most impactful use of technology, however, has been the live streaming and recording of funeral ceremonies.

We also adapted the use of the condolence message feature of our website to help support families by encouraging relatives and friends to connect with them by leaving messages of support or loving memories.

Our practices have evolved and adapted to follow the guidelines of the Commonwealth of Massachusetts for businesses. As we ease social restrictions in a way to minimize the health impacts of COVID-19, we remain steadfastly resolute in our commitment to caring for those who have died and, equally important, to those who survive them.

There are many options for honoring a loved one who has been cremated that both pay tribute and give comfort, even in these trying times. Our job is to help you find the solution that provides healing for your family and honors that life that has passed.

Please call us at **1-800-KEOHANE** to find out which of the many options available are right for your family concerns. *We are here to help.*