

## JMG INFORMATION

### Contact Information

The main phone number for Jewish Memorial Gardens is **613-688-3530**, then, you will be directed to select options for general inquiries.

#### **Q: What are the responsibilities of Jewish Memorial Gardens?**

**A:** Jewish Memorial Gardens Executive Director, Tammy Torontow, is available to handle general inquiries during business hours from 9:00 a.m. – 5:00 p.m. at 613-688-3530, select 'Option 1' to reach her directly or e-mail her at [executivedirector@jewishmemorialgardens.org](mailto:executivedirector@jewishmemorialgardens.org).

**In the event of a death or an impending death, call Tammy Torontow at 613-688-3530, select “Option 1”. She is the first person to call in time of need** and is well equipped to provide the necessary information required to advise you of the procedures surrounding the preparation for the funeral, burial, and Shiva process.

She is available at all hours (with the exception of Shabbat and Yom Tov.) JMG does not answer calls or return calls on Shabbat/Yom Tov. Once Shabbat/Yom Tov is over, messages will be returned in priority sequence.

Once you reach the Executive Director, she will ask you for the following information:

1. Name of the deceased. (English and Hebrew if known)
2. Where the deceased is currently located.
3. If the deceased has interment rights, and if yes, in the section of which synagogue.  
(Each synagogue has its own section and exercise halakhic control over that section.)
4. If there has been a pre-arrangement with a funeral home.
5. Contact information for next of kin, or person responsible for the deceased.

The Executive Director will then assist you in dealing with the following items:

- **TAHARA** – This is the ritual purification of the body, which is generally carried out by members of the Chevra Kadisha. It fulfills the Biblical verse: *“As we come forth so shall we return.”* The Executive Director will assist you in determining if the Tahara is necessary.
- **SHOMER** – The Shomer is a person who sits with the deceased until the time of the funeral. Should you wish to have a Shomer, and don't have a relative or family friend to perform this observance, the Executive Director can help to arrange for one through the Chevra Kadisha.
- **TALLIT** – The Executive Director will ask if the family has possession of a tallit (Prayer Shawl) that will travel with the deceased to the funeral location. A tallit can be provided by the Chevra Kadisha if necessary.
- **SHIVA** – The Executive Director will provide advice on the observance of the Shiva period which follows the burial.
- **FUNERAL HOME** – The Executive Director can provide information on the two funeral homes normally used by our community, Hulse, Playfair & McGarry at 613-233-1143 and Kelly Funeral Home at 613-828-2313 and can arrange the appointment with the funeral home to complete the death registration, select a kosher casket, and decide on funeral package choices. You are not obligated to use either of these funeral homes, but they are the ones with the most experience with Jewish funerals in Ottawa.

- **FINANCIAL** – The Executive Director will advise the family member of what fees will be collected by the funeral director for the following items where applicable: Opening and Closing of Grave, Tahara (performed by the Chevra Kadisha), Shomer, Interment rights, Synagogue membership fees. There will also be the cost of the funeral home's services, which cover items such as the price of the casket and transportation. JMG has a list of typical charges for these items, and can advise family members of pricing before they go to the funeral director's office.
  - **FINANCIAL ASSISTANCE** - If the family requires financial assistance they are to contact the City of Ottawa at 613-580-2424, Press #1 for 'English', then choose 'Option 4' for "Community and Social Services". JMG does not contact or apply to the City of Ottawa on the family's behalf. This must be taken care of prior to the Burial. Families requiring financial assistance for basic funeral services will not be permitted to erect Monuments. Instead, the grave site will have a marker provided by JMG and priced at \$734.50. (\$650 plus HST.) Price subject to change at any time.
- **SCHEDULING** – The Executive Director will work with the family and the clergy to schedule the time of the funeral
- **LOCATION** - The Executive Director will provide information on locations where the funeral may be held. Possible locations are the Cwinn Chapel at the Osgoode Cemetery, 6549 Herberts Corners Road, Graveside, or at the synagogue.
- **CLERGY & SYNAGOGUE** – The Executive Director will notify the synagogue rabbi of the death, and will determine with the synagogue Executive Director if the deceased had interment rights, and has maintained their membership status.
- **CHEVRA KADISHA** – The Executive Director will notify the Chevra Kadisha of the death and the requirement for their services

The Executive Director of Jewish Memorial Gardens is here to serve you. She will answer your questions and will assist you with all of the details associated with the funeral and burial. She is also available to pre-arrange, which will minimize the stress at the time of death.

**Q: What are the JMG fees that must be paid prior to the funeral?**

**A:** The following are standard costs; if there are unusual requirements (e.g., the additional needs associated with an oversize casket), there may be additional costs. Prices subject to change at any time.

**Purchase of a Burial Lot: (If required)**

Osgoode Cemetery: \$2400.00

**Opening/Closing of the Grave:**

Summer (April – November): \$2,200.00

Winter (December – March): \$2,700.00

**Additional Charges:**

Opening/Closing of the Grave on a Sunday: \$150.00

Opening/Closing of the Grave on a Statutory Holiday: \$250.00

**Refundable Security Deposit for Monument:**

There is a refundable security deposit for the Monument of \$734.50. (\$650 plus HST.) Price subject to change at any time. This deposit will be refunded in full if a grave site monument (marker) is erected within a two-year period. If such a monument is not erected, the deposit will be spent to purchase and erect a small marker such that the location of the grave will be properly identified.

All payments are to be made by cheque made payable to Jewish Memorial Gardens.

## **MEMORIALIZATION**

At present, Jewish Memorial Gardens recommends the following monument companies. They are familiar with JMG By-Laws and have been serving our community for years:

- George Brown & Sons (613-235-8969)
- Grace Monuments (613-836-5000)
- Laurin Monuments (613-789-0417)
- Martel & Sons (613-744-1080)

Monuments/markers are deemed to be the property of the next of kin of the deceased. Accordingly, damage due to vandalism, repairs to the monument will be the responsibility of the next of kin.

No monument, footstone, marker or memorial of any description shall be placed, moved, altered, removed, erected or permitted on a lot without written permission from the Jewish Memorial Gardens.

Minor scraping of the monument base of an upright monument due to grass/lawn maintenance is considered to be normal wear.

The Jewish Memorial Gardens will take reasonable precautions to protect the property of interment rights holders, but it assumes no liability for the loss of, or damage to, any monument, marker, or other structure, or part thereof.

The Jewish Memorial Gardens has specified the maximum size of monuments, their number and their location on each lot or plot. You can find the monument specifications on their website at <http://www.jewishmemorialgardens.org/in-time-of-need/266-2/> under "Planning and Installing a Monument".

All foundations and monuments and markers shall be contracted to be built at the expense of the interment rights holder. The quality of the foundation is the responsibility of the contracted maker and installer, not the Jewish Memorial Gardens. Faulty foundations / monuments / markers in need of repair shall be the joint responsibility of the contractor / supplier and the purchaser.

Should any monument or marker present a risk to public safety because it has become unstable, the Jewish Memorial Gardens shall do whatever it deems necessary by way of repairing, resetting, or laying down the monument or marker or any other remedy so as to remove the risk.

The Jewish Memorial Gardens reserves the right to remove, at its sole discretion, any marker, monument, or inscription which is not in keeping with the dignity and decorum of the Jewish Memorial Gardens as determined by the Directors.

A monument or other structure shall be erected only after the specific inscription has been approved by the synagogue within whose area of control the lot is located.

Jewish Memorial Gardens must approve choice of decorative symbols, dimensions, material of structure, construction details, and proposed location.

## **PLANTING OF FLOWERS**

No person shall plant trees, flower beds or shrubs in the cemetery. Any flower planting at a grave site by anyone other than an agent of the Jewish Memorial Gardens shall be removed.

Flower planting services are available, at a fee, from Jewish Memorial Gardens. For more information, check out the following link on their website, <http://www.jewishmemorialgardens.org/flowers/>