

FIRST CONTACT

NOTIFICATION AND COMMUNICATION:

How do you communicate with the family, our facility, hospital or hospice throughout the process?

Initial communication with the family is handled through phone calls and an at-need arrangement conference, which takes place in person with a funeral director.

Who should the family contact if they have questions or need updates on the status of arrangements?

Downing & Lahey Mortuary staff.

East Wichita: 316.682.4553

West Wichita: 316.773.4553

INITIAL NOTIFICATION:

How and when will the family be notified that their loved one has been transferred into your care from the home, hospital or hospice?

If the family is present at the time of removal, a date and time for their at-need arrangement conference will be scheduled at that time. If the death occurs during daytime hours, and the family is not present, they will be contacted once the deceased is in the care of the funeral home. If the death occurs overnight, the family will be called between 8:00 am and 9:00 am the following morning.

Who will contact us and the family, and what information will they provide?

The family will be contacted by a member of the Downing & Lahey staff. The Downing & Lahey staff member will ask questions about the family's wishes and will go over what is needed at the at-need arrangement conference.

LOGISTICS AND TIMING:

What is the typical timeline for your team to arrive after we notify you that a death has occurred?

During business hours, a funeral director can be expected to arrive within 30 minutes of the death call. Any delay or extended timeframe will be communicated to the family, hospice or hospital at the time of notification. During evening or overnight hours, a funeral director can be expected to arrive within one hour of the death call.

Are there specific procedures we should follow to notify your team and arrange for pickup?

Our phone lines are answered 24/7.

East Wichita: 316.682.4553.

West Wichita: 316.773.4553.

When the death call is received, we will ask all necessary questions. You can expect to be asked for the following information:

- Name of the deceased
- Date of birth
- Date and time of death
- Location of the deceased, including any specific restrictions (e.g., upstairs, downstairs, narrow hallways, room number, etc.)
- Name, relationship, and phone number of the next of kin
- Name of the physician who will be signing the death certificate
- Whether any family members are present
- Weight of the deceased



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TRANSPORTATION DETAILS:

How is the loved one transported from the home, hospital or hospice to your facilities?

A funeral director or a member of the Downing & Lahey Removal Team will come to the place of death to take the deceased into our care. The deceased will then be transported to the funeral home location chosen by the family, Downing & Lahey East or West.

Do you use specific vehicles or equipment for transport, and are there any special considerations we should be aware of?

Transportation is completed using cots and black Honda minivans. If additional considerations are needed to safely complete the removal, please notify us at the time the death is called in (e.g., use of a sling, larger cot, etc.).

HANDLING AND PREPARATION:

What happens to the loved one once they are received into the care of Downing & Lahey?

Once in our care, each deceased individual is given an ankle identification tag, any jewelry being worn is cataloged, and the deceased is placed into refrigeration.

Can you describe the preparation process for viewing or cremation, if applicable?

The deceased's features are gently set to provide a more natural and comforting viewing experience. This includes cleaning the face, brushing the hair, closing the eyes and mouth, and positioning the body naturally. A viewing prior to cremation is required and may take place at the time of removal, during the at-need arrangement conference, or at a scheduled time. If embalming is chosen, the deceased will also be dressed and cosmetized and

made available for viewing at a time agreed upon by the family and funeral director.

DOCUMENTATION AND AUTHORIZATION:

What documentation do you require before you can take custody of the deceased?

No documentation is required prior to taking custody of the deceased.

Who typically signs the release forms, and what information should be included on these forms?

The funeral director or removal team member will sign any documentation required by the family, hospice or hospital at the time of removal. The funeral home does not require any documentation to be signed at that time.

LEGAL AND REGULATORY COMPLIANCE:

Are there any legal or regulatory requirements we or the family need to fulfill before or after you take custody of the loved one?

There are no legal requirements for the hospice facility. The family will need to meet with a funeral director to discuss final arrangements, during which the funeral director will guide them through all required documentation.

How do you handle cases where further investigation or paperwork is required by authorities?

If the the family, hospice or hospital believes the coroner or police should be notified, we ask that authorities are contacted before the funeral home is called. If, after the deceased comes into our care, we observe anything concerning (such as bruising or lacerations that could indicate a recent fall), we will report this information to the coroner's office, who will determine whether further involvement is necessary.



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COSTS AND BILLING:

What are the costs associated with your services, and how are they typically billed?

Costs vary depending on the services, merchandise, and cash advances selected by the family. If a family has questions regarding pricing, we encourage them to contact us directly so we can better understand their wishes and provide an appropriate estimate. Our general price list is available on our website at www.dlwichita.com.

Are there any additional charges or fees the family should be aware of?

Regardless of the funeral home selected, families should expect outside charges for third-party items such as death certificates, newspaper notices, cemetery fees, and similar expenses.

ARRANGEMENT PROCESS:

What is the process for scheduling a meeting to discuss funeral arrangements?

If the family is present at the time of removal, a date and time for the at-need arrangement conference will be scheduled then. If the death occurs during daytime hours, and the family is not present, they will be contacted once the deceased is in the care of the funeral home. If the death occurs overnight, the family will be called between 8:00 am and 9:00 am the following morning. If a family wishes to discuss arrangements prior to the death, we ask that an appointment be scheduled to ensure a funeral director is available.

Are there specific times or days that are preferable for these meetings?

We are open seven days a week. At-need arrangement conferences are scheduled with start times between 9:00 am and 2:30 pm.

UPDATES AND PROGRESS:

How frequently will the family receive updates on the progress of arrangements and preparations?

Families can expect near-daily communication with their funeral director or a member of the Downing & Lahey staff from the time of the arrangement conference through the funeral or service.

Who should the family contact if they have questions or want to check on the status?

Their funeral director is the best point of contact. Families are also welcome to call either location (East Wichita: 316.682.4553 West Wichita: 316.773.4553) and will be directed to someone who can assist them.

DOCUMENTATION AND LEGALITIES:

What paperwork and documentation will you handle on the family's behalf, and when can the family expect the completion of these tasks?

We will notify Social Security on the family's behalf, file and obtain copies of the death certificate, notify the church and cemetery, and publish an obituary on our website and in any newspapers upon the family's request.

Are there any legal aspects or permits the family needs to be aware of during this process?

Yes. Legal permits are required for cremation and for transporting a body across state lines. If cremation is chosen, a copy of the deceased's Durable Power of Attorney for Healthcare may be requested.

How can families access any necessary documents or certificates after the arrangements are finalized?

All completed documentation will be provided directly to the family.



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OPTIONS AND DECISIONS:

Can you walk us through the options available for services and ceremonies?

We are a full-service funeral home and can accommodate a wide range of wishes for cremation and/or burial. Both our East and West facilities have on-site chapels, and we can also coordinate services at churches or other locations in and outside of Wichita. Our East facility includes two on-site crematories.

How do you guide families through decisions regarding caskets, urns, and other necessary items?

Families receive clear explanations of all services and merchandise required for their chosen arrangements. They are shown our selection rooms and supported in making choices that best reflect their loved one's wishes, their preferences, and their budget.

Personalization and Requests:

How can the family communicate specific requests or personal touches they'd like for the service?

Families are encouraged to work closely with their funeral director to personalize the service as much or as little as they wish.

Are there ways the family can be involved in planning or preparing for the ceremony?

Yes. We encourage family involvement and can help coordinate meetings with the officiant to collaboratively plan service details such as music, speakers, personal artifacts and shared memories.

Do families have the option to personalize the transportation or preparation process in any way?

Yes. If a family wishes to assist with dressing, applying cosmetics, or styling hair, we can help facilitate that experience.

Are there options for families to be involved or to visit your facilities before final arrangements are made?

Yes. Families are welcome and encouraged to call or visit us to ask questions or make prearrangements prior to a death occurring.

VISITATION AND VIEWING:

Can the family schedule a visitation or viewing of their loved one before the service?

Yes. An identification viewing is required and encouraged for all cremations. For embalmed individuals, viewings typically occur closer to the service date, after dressing and cosmetizing are complete.

How are arrangements made for families who wish to spend time with their loved one in a private setting?

Each of our facilities has private staterooms where families can spend time alone with their loved one.

FINALIZING DETAILS:

How will the family confirm the final details of the service and ensure everything is in place for the scheduled date?

The family and funeral director will work together to coordinate all service details, including date and time. We also coordinate with churches, cemeteries, and other locations as needed.

Is there a point person they can contact if they have last-minute changes or concerns?

The funeral director is the primary point of contact. Our phones are answered 24/7, and after-hours messages can always be left.



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COSTS AND FINANCIAL INFORMATION:

Will the family receive a breakdown of costs associated with the services and merchandise chosen?

Yes. Families will review an itemized funeral contract with the funeral director during the at-need arrangement conference.

Are there payment plans or financial assistance options available?

Our payment policy requires 25% at the time of arrangements, with the remaining balance due within 30 days.

What happens after the funeral or cremation process is complete?

After services are complete, we remain available to provide compassionate guidance, answer questions, and offer continued care and support. Families can rely on us for assistance and direction as they move forward in the weeks, months, and even years ahead.

What support services do you offer to families after the funeral or memorial service?

We utilize a digital aftercare program that sends a series of supportive emails to family members. These emails include both practical next steps and grief support resources. Funeral directors and staff are always available.

Are there resources you recommend for grief support or counseling?

Yes. Families are provided with a brochure of local grief support groups during the at-need arrangement conference.

AFTER THE SERVICE

AFTERCARE AND FOLLOW-UP AND SUPPORT SERVICES:

Do you offer any additional support services for families or caregivers during this transition period?

Yes. During the at-need arrangement conference, families are provided with a brochure listing local grief support groups.

Are there resources or contacts you can provide for grief support or further assistance?

Yes. Families receive information about local grief support groups at the at-need arrangement conference.

Locally owned and operated for five generations.

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East Wichita
6555 E. Central | Wichita, KS 67206
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West Wichita
10515 W. Maple | Wichita, KS 67209
(316) 773-4553