I. **Interment Verification:** The following protocol outlined shall be the practice of each cemetery employee when making an interment right sale of a full body grave whether it is an advanced sale or an at-need sale.

1. Metro receives an inquiry from the customer to procure an interment right. The cemetery coordinator should follow the application of service and corresponding check list depending on if the service will be "at-need" or if the customer is making an advanced purchase of a grave.
2. Ask the customer if they have any preferences as to location or if they have family members buried in one of our cemeteries etc.... This will allow the coordinator to select appropriate areas.
3. The Coordinator makes arrangements to meet the customer at a designated time if they want to choose a grave – this allows the coordinator time to locate the grave ahead of time.
4. The coordinator should control the selection at all times by using resources available to them which include:
   a. Greening map – check the greening map for graves that are "yellow" for availability, select several lots that indicate availability.
   b. Lot file and lot sheet information – pull the lot files of the corresponding lots shown available from the greening map. Look through the entire file folder and read through the documents to ascertain the ownership and occupancy of each grave. Review the front and back of the lot sheet for any indication of curbing, trees, notes, writing or "white out" of information. If there's any doubt that the grave may be owned or occupied mark it in pencil as unavailable with the date, make note of it for further research and verification.
   c. Manager review – the coordinator is to give the manager the lot file selection for review and sign off. The Manager follows step 4. b. above and either approves the selected graves or assigns follow up instructions to the coordinator to verify graves that are questionable. The manager is especially mindful of notes in the lot file that indicate curbing around a lot should there be available graves within the curbing. The presumption is that there may be an interment right for the entire lot. None of the graves within the curbing border should be used until the interment rights can be determined.
5. The coordinator should have 3-5 potential vacant graves lined up to field truth for the customer. Prior to meeting the customer take the preselected and approved files, probe, measuring tape, shovel and pin flag to the cemetery to ground truth and locate grave.
6. Measuring and marking the grave – all graves measure 40" x 9ft, the coordinator should make sure that there is enough room for the grave opening.

a. To Measure a Grave:
   i. Locate the corner marker for the lot where the grave is located.
   ii. Starting from the middle of the corner marker measure 40 inches in width for each grave space.
   iii. If a corner marker cannot be located, measure an adjacent grave from the middle of the headstone, measuring 40" in width, note the edge closest to area being located

and then measure every 40" of the adjacent graves to make sure that there is enough room for the grave that is needed.

iv. Note any issues that will make a dig impossible and/or difficult. Trees, shrubs, retaining walls on adjacent graves, tight digging spaces, etc.

b. Mark the grave with a pin flag for the family to select their grave(s).

7. At Need purchase:
   a. Follow Steps in section I, 1-6 with the customer selecting their grave, enter into a contract for purchase and follow the at need check list.
   b. Spray paint each side of the grave within the 40 inches that have been measured.
   c. The grave space should measure 9 feet from the top to the bottom.
   d. Measure 18 inches from the top of the grave to leave room for the headstone and put an "X" below the 18 inches which is where SI should begin digging, spray paint an arrow indicating the direction of the grave.
   e. Finally, place a flag in the middle of the "X" with the deceased's last name on it.
8. Advanced sale:
   a. Follow Steps in Section I, 1-6 with the customer selecting their grave, enter into a contract for purchase and follow the advanced sale check list.
   b. Issue a Certificate of Interment Right.

II. **Grave Space Issues -** the following protocol outlined shall be the practice of each cemetery employee.

1. Where there are burials prior to 1950 on either side of grave intended to be used care should be taken into determining if the grave can be used with consideration to trees and other foliage that may encroach into the area or if an outer burial container exists or not. If the tree or foliage is large with a large root system the coordinator should mark the grave as unusable for full body burial and the grave should be marked to be used only for inurnments.
2. If there is not enough room either at the width or the length of the grave the coordinator should mark the grave as unusable for full body burial and the grave should be marked to be used only for inurnments.
3. If the grave was an advance sale and is being used "at-need", notify the family and make them aware that their grave space will need to be switched with an available grave. Choose an available grave space as close to the original grave as possible. If there is ample time before services will take place, ask the family to bring the original Certificate of Interment Right to the cemetery and obtain the Certificate of Interment Right from them. Show them the new grave and have them sign a revised Contract of Purchase and. If the services are being held immediately, take care of this process at the time of burial. The new Interment Right Certificate will be issued in accordance with the Cemetery Program Procedures document.
4. Update the lot files and greening map as they are used– if there is a known issue with a grave – mark it on the file with detailed notes and if necessary write a "Memo to File" explaining the issues.

III. **Soil Management:** The following protocol outlined shall be the practice of each cemetery employee and the burial services contractor for grave openings and handling Metro cemetery soil.

1. Metro shall supply Contractor a Burial Service Schedule. Said schedule shall be updated and sent to Contractor by email each time Metro schedules a new burial. Metro will schedule burials at least 24 hours in advance, with the exception of burials occurring Multnomah and Lone Fir Cemeteries, for which Metro will schedule burials more than 48 hours in advance. The Burial Service Schedule shall include the cemetery name, grave location, decedent's name, time of burial and the name of the Metro representative.
2. Contractor shall supply Metro with a Daily Grave Opening Schedule by 8:30am that includes Contractor's employees cell phone numbers, this schedule shall correspond to Metro's Burial Service Schedule. Said schedule shall include all grave openings in a 24 hour period, 8:30am to 8:30am the following day.
3. Contractor will verify that the grave has been measured 40 inches by 9 feet and survey the grave for any encroachments that may cause issues in opening the grave prior to the grave opening. Should the Contractor encounter any issues with the grave marked they are to contact Metro immediately.
4. Contractor shall excavate graves with shovels and backhoe and complete the appropriately dimensioned grave at least two (2) hours, but no more than 24 hours prior to scheduled casket delivery or service with the exception of Multnomah and Lone Fir Cemeteries. Grave openings at Multnomah and Lone Fir cemeteries shall occur the day before the scheduled burial.
5. Contractor shall mark the perimeter of opened graves at Multnomah and Lone Fir cemeteries with safety "CAUTION" tape and cover the open grave as outlined in item 7 of the Scope of Work.
6. Contractor shall cover open graves with 1/2 inch to 3/4 inch plywood prior to scheduled casket delivery or service. Contractor shall maintain the plywood covers in good, safe condition. During wet weather, Contractor shall exert best efforts to avoid causing muddy conditions at the graveside.
7. To enable Metro to inspect grave openings, Contractor shall notify Metro by mobile telephone by calling 503-797-1709 and leaving a message whenever the excavating crew first enters a Metro cemetery.
8. When opening graves, Contractor shall carefully remove sod by hand and set aside for closing and then place sod back onto all graves that are within grassy areas.
9. At grave opening, Contractor shall first remove from the ***top half of the grave*** an amount of soil roughly equivalent to the soil to be displaced by the outer burial container, and place it in the Contractor's maintenance vehicle for removal. The Contractor shall reserve the remainder of the excavated soil for backfill, place it adjacent to the grave, and must cover the soil with greens prior to and during interment services. ("Backfill Soil").
10. Contractor shall employ a two person crew for all soil excavating, loading and unloading activities. During excavation and soil loading, one crew member must at all times be

performing a diligent visual inspection of the soil for human remains, casket parts, or other funerary objects ("Remains or Funerary Objects"), while the other crew member operates the excavator. If the presence of Remains or Funerary Objects is suspected as a result of the inspection, Contractor shall stop immediately and investigate the soil by hand. If Remains or Funerary Objects are discovered during the excavation and loading process, Contractor shall implement the measures set forth in Section 12.

11. If Remains or Funerary Objects are discovered during the excavation and preparation of a grave, Contractor shall handle the Remains and Funerary Objects with dignity and respect. Contractor shall stop and notify the Cemetery Coordinator immediately. At a minimum, in the absence of further instruction by Metro, Contractor shall cease excavation and cover the Remains and Funerary Objects with a layer of soil and a tarp and continue to attempt to contact Metro. Contractor shall not leave the grave site until Metro has been contacted. No known Remains or Funerary Objects shall be removed and transported from the area of the cemetery in which they are discovered.
12. The Contractor shall record the discovery of Remains or Funerary Objects as outlined in the Inadvertent Discovery Log set forth Exhibit B.
13. If the inspection of the soil set forth above reveals no Remains or Funerary Objects, the Contractor shall transport the soil to St. Johns Restoration Area, 9387 North Columbia Boulevard, Portland, OR (the "Area"). Only soil from Metro Pioneer Cemeteries may be deposited in the Area. Said soil deposition shall only occur between the time of 7:00am and 3:30pm, Monday through Friday, for hours outside of this schedule Contractor will make arrangements with Metro to access the site. A Metro employee must be present to direct the disposition of the soil by the Contractor.
14. During soil unloading at the Area, the Contractor must at all times be performing a diligent visual inspection of the soil for Remains or Funerary Objects. If the presence of Remains or Funerary Objects is suspected as a result of the inspection, Contractor shall stop immediately and investigate the soil with a shovel by hand.
15. If Remains or Funerary Objects are discovered during the soil unloading process, Contractor shall contact Metro, follow Section 12 and repatriate the Remains or Funerary Objects to the grave from which the excavation occurred.
16. Contractor shall log grave openings, in the form attached as Exhibit B, identifying the personnel who conducted the opening/closing, their initials, day, time and log the day/time that the excess soil was deposited at St. Johns Restoration Area located at 9387 North Columbia Boulevard, Portland, OR. The Contractor shall provide the Metro employee at St. Johns Restoration Area the grave opening log for signature.
17. The completed grave opening logs and Inadvertent Discovery logs will be maintained at Metro's administrative offices.
18. Contractor shall close the grave by backfilling the grave with the Backfill Soil immediately following the lowering of the casket in the outer burial container and after the service has been performed.
19. Contractor shall compact soil as the grave is being filled; every two (2) feet around edge of liner, and by machine every two (2) feet above the liner. Sod shall be tamped and left level

with the surrounding area. If the family fills the grave, Contractor shall assist and compact during filling. Metro shall supply top soil at each of the cemetery locations for backfilling sunken graves to grade. The Contractor shall fill all graves that settle within 12 months following closure. Contractor shall repair the graves by lifting the sod and refilling to grade, with sod replaced and/or seeded, top dressed and tamped. Such repairs must be completed within one (1) week of notification by Pioneer Cemeteries and be approved by Pioneer Cemeteries.

20. Upon receipt of the form Metro cemetery staff shall verify the form against the burial schedule and save the form into Metro's TRIM archival system.
21. Should staff at St. John's discover any remains in the excess soil stored at the Area they are to contact the Cemetery Manager and the Cemetery Manager shall contact the state of Oregon Medical Examiner to determine whether or not the remains are human.
22. Should the cemetery staff or St. John's staff find any discrepancies with the transported soil and the burial schedule they should contact the Cemetery Manager immediately.

EXHIBIT A

Record of Grave Excavation

Upon arrival, phone Metro at 503-797-1709

Grave Excavation and Soil Delivery Summary

Date of Excavation: _____ **Decedents Name:** _____

Cemetery: _____

Block: _____ **Lot:** _____ **Grave #:** _____

Weather: _____ **Time:** _____ AM/PM

Excavation Crew Names:
1 _____
2 _____

Grave Measurement/ Encroachment Verification: YES NO

**If no, call Metro for immediate attention*

Metro immediate assistance phone 503-797-1890

Remove soil from the top half of the grave, the amount roughly equivalent to the soil to be displaced by the outer burial container:

YES NO

**Only this top portion of soil from the grave is allowed for relocation to St. Johns storage area*

Date of Delivery to St. John's		**Time of Delivery to St. John's**	AM/PM

Description of any foreign material found in excavated soil:

Soil deposited by: Soil Received by:

Suhor Industries Representative **Time/Date** **Metro Representative** **Time/ Date**

EXHIBIT B

Record of Inadvertant Discovery

Location of Discovery

Date of Excavation: _____ **Decedents Name:** _____

Cemetery: _____

Block: _____ **Lot:** _____ **Grave #:** _____

Discovered at St. John's? YES NO

Weather: _____ **Time Discovered:** _____ AM/PM

Step 1, inspect objects: _____
Step 2, cover with tarp: _____
Step 3, call Metro: _____
Step 4, stay on site until
Metro representative arrives _____

Metro assistance priority level:
Cemetery Office 503-797-1709
Emma Russac: 503-806-3206
Noel Seats: 503-890-1505
Rachel Fox: 503-867-7808
Metro Main Line: 503-797-1890
ask for a Parks manager or director

Excavation Crew Names:
1 _____
2 _____

Description of objects found and actions taken:

_____ _____

Suhor Industries Representative **Time/Date** **Metro Representative** **Time/ Date**