

## Member Profile: Memories Chapel

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### **What exactly does your organization do?**

Memories Chapel is a full-service funeral home offering funeral, cremation and reception services at the time of need as well as complete pre-arrangement services.

### **What are the goals for your organization?**

Since our opening in 1998, our goal has been to take care of families as though they were our own, and not just a number, in a caring and compassionate manner. We want to be known in the community for this caring, as well as for giving back through our Community Christmas Service, Grief Seminars or our Mother's Day Rose Tribute among others.



### **What is your favourite part of working with Memories Chapel and Pre-Planning Centre?**

We love serving people and taking care of families at one of the most difficult times in their lives. Our staff is an incredible team with knowledge and expertise you won't find anywhere else. Being called upon and having the trust of our client families at such a sensitive time is something we don't take for granted.

### **What is the most challenging part of your job?**

With the internet at our fingertips, we find that people have scoured the web and are more knowledgeable than ever. They are asking for new and innovative approaches as they work through their loss and find different ways of expressing their grief. We need to stay abreast of all of these services and products so that we are knowledgeable in what works and how to implement these methods.

### **What is a product or service your organization provides that people might not know about?**

One of the most recent offerings available is keepsake jewelry. We now have the ability to take an impression of a fingerprint and have it etched on a variety of jewelry items. Many families have found great comfort to have their loved one's touch close by. Some have even taken this print and had a tattoo artist work with it! Other items available are pet keepsakes taking a photo and having it engraved on a dog tag necklace or keychain.

### **What are the most important issues facing your organization today?**

Adaptability has to be the most important issue. Funeral Service has seen unbelievable changes in the past 50 years. To adapt to these changes requires staff that understand, with resources and a facility that fulfills these demands. While we offer our services in any facility; those that choose to have a service at our location will find that it is completely accessible without stairs or ramps. A modern chapel with comfortable seating, and a large parking lot all in a location that is easy to find for out of town family and guests are a few of the ways we have adapted to changing needs.

### **Why is your organization a member of the Chamber?**

We appreciate the resource and the strong voice for business that the chamber represents. We enjoy the interaction and networking opportunities that the Chamber coordinates also.