## SOUTH FLORIDA NATIONAL CEMETERY



6501 South State Road 7 Lake Worth, FL 33449 Phone: (561) 649-6489

Thank you for your interest in the South Florida National Cemetery. South Florida will be a lasting memorial to the men and women who have selflessly served their country. Inside you will find answers to frequently asked general questions regarding burial within this National Cemetery. For additional information, please contact us at the above number or e-mail the South Florida National Cemetery Staff.



### SOUTH FLORIDA NATIONAL CEMETERY

The 313-acre South Florida National Cemetery will serve veterans' needs for the next 50 years. The cemetery is located in Palm Beach County in Lake Worth on U.S. 441, just South of Lantana Road and North of Hypoluxo Road.

The cemetery first opened on April 16th, 2007.

Burial in South Florida National Cemetery is an honor reserved for Armed Forces Veterans discharged under other than dishonorable conditions. The US Department of Veteran Affairs maintains this tradition on behalf of a grateful nation. Also entitled to burial in the National Cemetery are the veteran's spouses and/or eligible dependent children. Grave sites in the cemetery cannot be reserved in advance, although the submission of discharge information for Pre-Need Eligibility is now available. At the time of need, a funeral director or the next of kin should contact the National Scheduling Center at (800) 535-1117 for burial arrangements.

Any person who was discharged or released for disability or hardship is considered eligible for burial.

VA benefits associated with interment in the National Cemetery are provided at no charge. They include the following:

- Furnishing a grave space
- Opening and closing the grave
- Providing the interment site with perpetual care
- Supplying a suitable, upright headstone or niche cover
- At South Florida National Cemetery, grave liners for casket interments only are provided at government expense. At private expense, the use of vaults or other outer casket receptacles are allowed.

The family may choose to have a Military Honor Guard provide Military Honors for veterans only. Military Honors would include, but not limited to folding of the flag, presenting the flag to the next of kin and rendering of Taps. It is the responsibility of the family or the funeral home to contact the selected honor guard and make the arrangements. South Florida National Cemetery will provide a committal shelter for the service.

Contact the cemetery staff at (561) 649-6489 for additional information about burial and eligibility.

More information about VA's National Cemetery Administration is also available on its website, www.cem.va.gov.

Formal funeral services are not held at national cemeteries, but a final committal service may be performed at the cemetery. For safety reasons, these services are held in committal shelters located away from the gravesite. Burial will take place following the committal service. Immediate family members may be allowed to view the actual burial only if arrangements have been made in advance with the cemetery director.

# SOUTH FLORIDA NATIONAL CEMETERY Arranging a burial in a VA National Cemetery

Burial in a national cemetery is open to all members of the armed forces and veterans who have met minimum active service duty requirements and were discharge under conditions other than dishonorable. Their spouse, widow or widower, minor children, and, under certain conditions, unmarried adult children, may also be eligible for burial. Eligible spouses and children may be buried, even if they predeceased the veteran. Members of the reserve components of the armed forces who die while on active duty or while performing training duty, or were eligible for retired pay, may also be eligible for burial.

#### **Schedule a Burial**

To schedule a burial in all Department of Veterans Affairs National Cemeteries, please contact the National Cemetery Scheduling Office by following the instructions listed below:

#### Step 1: Submit Eligibility Documentation

## Fax Eligibility Documentation to 1-866-900-6417 or Scan and Email to NCA.Scheduling@va.gov.

It is requested to have all eligibility documentation available prior to calling the Scheduling Office, but not required. Burial in a national

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cemetery is based on military service. A copy of an official military discharge document bearing an official seal or other supporting documentation is usually sufficient to determine eligibility for burial. The document must show release from service was under conditions other than dishonorable. Discharge documentation is not usually needed for scheduling when a Veteran or eligible dependent is already interred in a national cemetery.

#### If you have no eligibility documentation...

Scheduling Office agents will assist you with the verification process. Requests for eligibility determination when no military discharge documents are available may require 48 hours or more for verification. Scheduling Office personnel will contact you within 48 hours of the initial process with verification results or an explanation of the delay.

#### Step 2: Call 1-800-535-1117

## To assist you, please have the following information readily available:

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- Cemetery of choice (Please don't get South Florida NC mixed up with Florida National)
- First or subsequent burial (Veteran or dependent already buried)
- If subsequent interment, who is already interred, section and site number (if known)
- Decedent's full name, gender, SSN, date of death, date of birth and relationship (Veteran or dependent)

- Contact Info (funeral director's name as well as the name, address, and E-mail address of the funeral home)
- Next of kin information (name, relationship to deceased, SSN, phone number, address)
- Type of religious emblem for headstone (if known)
- Did the decedent reside within 75 miles of requested cemetery?
- ZIP code of decedent at time of death
- County of decedent at time of death
- Type of burial (casket or cremation)
- Marital status of deceased (if Veteran is buried in a private cemetery, must provide documentation of marital status of spouse at time of death)
- Casket size/liner size/urn size/urn vault size
- Is surviving spouse a Veteran?
- Any disabled children for future interment (must provide name and date of birth). If requesting immediate interment (must provide marital status, doctor's statement stating type of illness, date of onset of illness and capability of self-support).
- Military Honors requested

#### **Scheduling Office Hours:**

The National Cemetery Scheduling Office is open 7 days a week from 7 a.m. to 6:30 p.m. Central Time. The Scheduling Office is closed Thanksgiving Day, Christmas Day, and New Year's Day. Interments at national cemeteries are conducted Monday thru Friday. When a federal holiday falls on a Monday or Friday, cemeteries will open for interments for one day over the holiday weekend or they may chose to inter on the holiday as a service to Veterans and their families. The Scheduling Office will have the most current schedule of available interment times for each cemetery.

#### When do I contact the National Cemetery directly?

There are instances when you should contact a national cemetery directly for scheduling support. They are:

- Active duty interment scheduling
- Interment cancellation or rescheduling
- Change to information initially provided to Scheduling Office
- Request for disinterment and/or relocation to another national cemetery
- Information pertaining to headstones, floral policy, hours of operation or other items unique to that cemetery.

Information gathered will only be used to determine eligibility and the National Cemetery Administration will, as needed, only disclose Personal Identifying Information to Department of Defense entities to determine eligibility for the coordination and conducting of interment honor ceremonies. The National Cemetery Administration will not give, sell or transfer any personal information outside the Department of Veterans Affairs and the Department of Defense.

# SOUTH FLORIDA NATIONAL CEMETERY FREQUENTLY ASKED QUESTIONS

#### What burial benefits are offered in a National Cemetery?

Burial benefits earned by the Veteran which are available <u>at no cost</u> to the family include a gravesite in any of our 135 national cemeteries with available space, opening and closing of the grave, perpetual care, a Government headstone or marker, a burial flag and a Presidential Memorial Certificate. Some Veterans may also be eligible for a burial allowance. Cremated remains are buried or inurned in national cemeteries in the same manner and with the same honors as casketed remains. Burial benefits available for spouses and dependents buried in a national cemetery include burial with the Veteran, perpetual care, and the spouse or dependents name and dates of birth and death will be inscribed on the Veteran's headstone, at no cost to the family. Eligible spouses and dependents may be buried in a national cemetery, even if they predecease the Veteran or if the Veteran is buried elsewhere.

#### What burial services does VA <u>not</u> provide?

VA does not make funeral arrangements or perform cremations. Families should make these arrangements with a funeral home or cremation provider. Any item or service obtained from a funeral home or cremation provider will be at the family's expense.

#### Can I make Pre-Need arrangements (reserve a grave space)?

While a gravesite cannot be reserved, we can assist you in finding out if you are eligible for burial at one of our National Cemeteries. When death occurs and interment in one of the national cemeteries is authorized, the gravesite is assigned in the name of that veteran. To determine Pre-Need eligibility, you can download the VA Form 40-10007 or stop by the National Cemetery and pick one up. Anyone can apply for pre-need burial eligibility determination for themselves by sending the form and all discharge documents by any of the following three;

- E-mail:Eligibility.PreNeed@va.gov
- Mail: NCA Pre-Need Eligibility Division, National Cemetery Scheduling Office, P.O. Box 510543, St. Louis, MO 63151
- Fax: (855) 840-8299

#### Who is responsible for arranging Military Funeral Honors for the Veteran?

Generally the funeral director (FD) is responsible for arranging military honors and you should confirm with your FD that honors have been scheduled. If you are making your own arrangements for a cremation burial without FD involvement, the cemetery will give you the contact number for the military branch in which your Veteran served. Military honors are provided by the Department of Defense and include folding and presenting the United States burial flag and the playing of Taps. The law defines a military funeral honors detail as consisting of two or more uniformed military personnel, with at least one being a member of the Veteran's parent service of the Armed Forces. A rifle salute for the Volley of Fire may or may not be available, so be sure to inquire if one can be provided.

#### Who provides the burial flag?

The FD is generally responsible for providing the burial flag and should ensure that the casket will be properly draped with the flag or that the urn is accompanied by a burial flag. In the event you are bringing the urn to the cemetery yourself and you have requested military honors, it is your

responsibility to provide the burial flag. If you do not have one, you may obtain a burial flag at any VA Regional Office or U.S. Post Office by completing VA Form 27-2008 "Application for United States Flag for Burial Purposes" and providing a copy of the Veteran's military discharge document.

#### Who determines what a committal service will include and who conducts the service?

The family will make that determination. Viewing facilities are not available and funeral services cannot be held at VA national cemeteries, but a brief committal service not to exceed 20 minutes may be performed. If clergy is desired, it is the family's responsibility to make the arrangements. In some cases the military branch of service will provide a chaplain as part of the funeral honors detail or a local veteran's organization may provide a volunteer chaplain. Committal services are held in a designated shelter and not at the grave. A cemetery representative will accompany you during your service. Burial will take place following the committal service after attendees have departed the cemetery. In favorable weather conditions, families may visit the grave after 4 PM the day of the burial. Floral arrangements will be placed on the grave by cemetery staff after the grave is finished. Floral arrangements will be removed two to three days after burial, or sooner if they become unsightly due to weather conditions.

#### Do I have any say as to what information appears on the headstone or marker?

You will be given a Monument Data/Additional Inscription form to complete so that you can specify how the decedent's name should appear, as well as to express your preferences for an emblem of belief and any special language you wish to have inscribed (terms of endearment, etc.). We have up to 5 days following the burial to order the headstone or marker, but if the cemetery receives the form on the day of burial, the headstone or marker will be ordered that day.

#### When will the headstone or marker be placed on the grave?

It normally takes less than 30 days following burial for the headstone or marker to be completed, delivered and set in place. Rarely, transportation damage or inscription errors make it necessary to order a replacement and it could take longer than 30 days. You are welcome to call the cemetery before you visit to inquire if the headstone or marker has been set. A temporary marker will remain on the grave until the permanent headstone or marker is set.

#### What is inscribed on the marker?

Mandatory items on the marker for a veteran are: name of decedent, branch(es) of service, date of birth and death (columbarium will use years of birth and death). Optional items inscribed at Government expense may include: religious emblem, grade, rate or rank and war service(s). The following awards are also inscribed at government expense: Medal of Honor, Distinguished Service Cross, Navy Cross, Air Force Cross, Silver Star and Purple Heart. Space permitting, an additional inscription is available at government expense. Additional inscriptions are terms of endearment, for example "Beloved Husband" or "Gone but not forgotten".

#### Who should I call if I have additional questions or want to learn more?

You may call the cemetery office Monday through Friday from 8:00 AM to 4:30 PM. You may also visit our website at www.cem.va.gov for more information.

# SOUTH FLORIDA NATIONAL CEMETERY FLORAL REGULATIONS

- Cemetery policies are conspicuously posted and readily visible to the public.
- Floral arrangements accompanying a casket or urn at the time of burial will be placed on the completed grave. On the day of the interment there should be no more than three arrangements for caskets and one for cremations interments left on the gravesite. Flowers placed on the gravesite will be removed three days after the interment or before if they interfere with cemetery operations.
- Fresh cut flowers may be placed on graves at any time.
- Bins are located in front of the administration building and throughout the grounds with recycled containers for your use.
- All items will be removed from graves when they become withered, faded or otherwise unsightly or to facilitate cemetery operations.
- Potted plants, wreaths and artificial flowers are permitted on graves from Dec 1st Jan 20th and 5 days before through 5 days after Easter Sunday and Memorial Day. However, flowers and wreaths can still be removed by cemetery personnel as they become unsightly.
- Unauthorized decorations including permanent plantings, statues, vigil lights, breakable objects of any kind, and similar commemorative items are not permitted at any time. In addition, nothing is to be attached or placed on the headstone. The Department of Veteran Affairs does not permit adornments which are considered offensive, inconsistent with the dignity of the cemetery or considered hazardous to cemetery personnel. For example, items incorporating beads or wires may become entangled in mowers or other equipment and cause injury.
- Permanent items and/or items of value removed from graves will be placed in an inconspicuous holding area for one month prior to disposal. Decorative items removed from graves remain the property of the donor but are under the custodianship of the cemetery. If not retrieved by the donor, they are then governed by the rules for disposal of federal property.

## SOUTH FLORIDA NATIONAL CEMETERY GENERAL INFORMATION

The South Florida National Cemetery is open to visitors every day. The suggested visiting hours are dawn to dusk. The office is open Monday through Friday from 8:00 AM to 4:30 PM except for federal holidays.

**GRAVE LOCATION**: The grave location is furnished to assist you in locating your loved one. A map of the cemetery is furnished to assist you in locating the section. Each headstone has the section and grave number on the back. A directory of all gravesite locations can be obtained by using the gravesite locator located in front of the Administration Building to the left of the main entrance. If you have internet, you may also look up your loved ones gravesite by visiting <a href="http://m.va.gov/gravelocator/">http://gravelocator.cem.va.gov/</a>. (Mobile Gravesite Locator) or <a href="http://gravelocator.cem.va.gov/">http://gravelocator.cem.va.gov/</a>.

**GRAVE MARKER**: The burial takes place immediately after your committal service. A temporary grave marker is used to marker the grave following the burial. The cemetery will collect the additional inscription from the Next of Kin within 2-4 business days. The cemetery will then order a permanent upright marble headstone or niche marker and every effort is made to place the marker on the grave within 30 days, weather permitting.

**BURIAL OF A SURVIVING SPOUSE**: The veteran and their spouse are buried in the same gravesite, unless extenuating circumstances occur. On a typical casketed gravesite, the first burial will be at 7 feet and the subsequent will be at 5 feet. During a cremation burial in-ground, depending on the size and shape of the urn, they would be placed side by side or top to bottom.

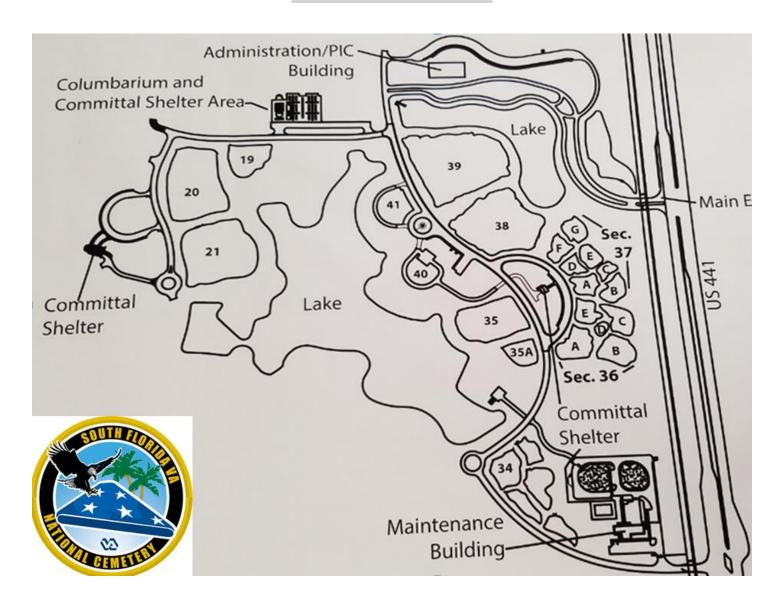
**GROUNDS MAINTENANCE**: Immediately after each burial, the grave is filled and leveled. The cemetery staff asks for your patience until the turf in the section is completed. Every effort is made to have the gravesite up to our high standards by the time the marker is set!

**FLAGS**: The United States Flags is flow over the South Florida National Cemetery every day. The flag is flown at half-staff on the morning of Memorial Day. In addition, it is also flown at half-staff 30 minutes before the beginning of interments thru 30 minutes after the last interment of the day. The Avenue of Flags, which consists of casket flags are donated to the cemetery, is displayed on Memorial Day, 4th of July, Veteran's Day and other special occasions. Individual flags are placed at each gravesite the Saturday before Memorial Day by a volunteer group. If you wish to donate a flag for the Avenue of Flags, please contact the cemetery office.

**Gift Fund**: It is an Honor for us to work here at South Florida National Cemetery and our employees do not take gifts or tips. Although, if you really feel the need to give back to the cemetery, you may give to our gift fund for either beautification of the cemetery or specific items such as Avenue of Flags. Please write checks out to South Florida National Cemetery Gift Fund. A receipt will be mailed along with an acknowledgment letter.

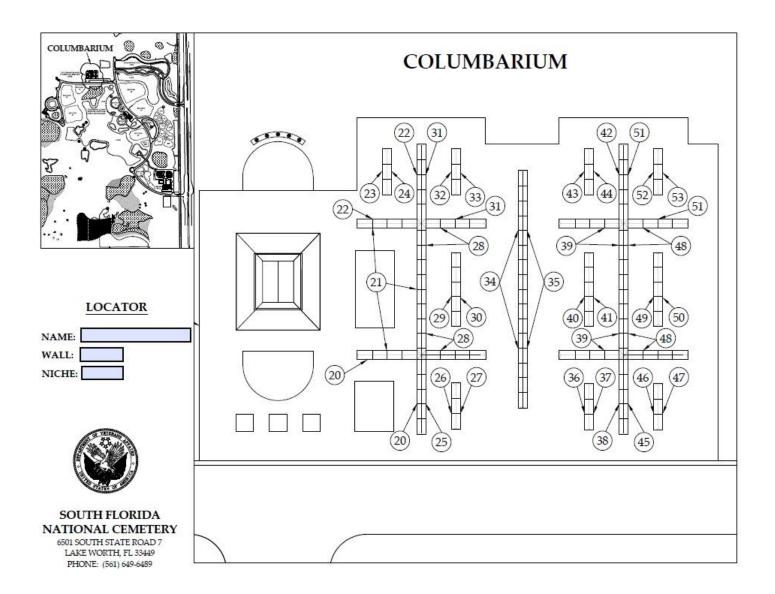
### SOUTH FLORIDA NATIONAL CEMETERY

## **GROUNDS MAP**



### SOUTH FLORIDA NATIONAL CEMETERY

## **COLUMBARIUM MAP**



## SOUTH FLORIDA NATIONAL CEMETERY PRESIDENTIAL MEMORIAL CERTIFICATES

A Presidential Memorial Certificate (PMC) is an engraved paper certificate, signed by the current President, to honor the memory of honorably discharged deceased Veterans.

#### **History**

This program was initiated in March 1962 by President John F. Kennedy and has been continued by all subsequent Presidents. Statutory authority for the program is Section 112, Title 38, of the United States Code.

#### **Administration**

The Department of Veterans Affairs (VA) administers the PMC program by preparing the certificates which bear the current President's signature expressing the country's grateful recognition of the Veteran's service in the United States Armed Forces.



#### **Eligibility**

Eligible recipients include the next of kin and loved ones of honorably discharged deceased Veterans. More than one certificate may be provided.

#### **Application**

Eligible recipients, or someone acting on their behalf, may apply for a PMC in person at any VA regional office or by U.S. mail or toll-free fax. Requests cannot be sent via email. Please be sure to enclose a copy of the Veteran's discharge and death certificate to verify eligibility, as we cannot process any request without proof of honorable military service. Please submit copies only, as we will not return original documents.

VA Form 40-0247 Application for Presidential Memorial Certificate

Instructions for Ordering a PMC Using Our Toll Free Fax Line

If you have any questions about a certificate you have received, a request you have already sent in, or about the program in general, please use the "Contact Us" link at the top of the page.

#### **Check the Status**

If you have already requested a PMC more than sixteen (16) weeks ago and have not received it yet, please call 1-202-565-4964 to find out the status of your request. Please do not send a second application unless we request you to do so. Veteran Service Officers and Funeral Homes: If you have questions about the status of a request please contact us at 1-202-565-4964. You may also send request for status by email to pmc@va.gov. Our application form (VA Form 40-0247) is shown above. Please save this form to your computer and make as many copies as you might need.

### SOUTH FLORIDA NATIONAL CEMETERY VA MEDALLIONS



The Department of Veterans Affairs provides a medallion, by request, to be affixed to an existing, privately purchased headstone or marker to signify the deceased's status as a Veteran. This device is furnished in lieu of a traditional Government headstone or grave marker for those Veterans whose death occurred on or after Nov. 1, 1990, and whose grave in a private cemetery is marked with a privately purchased headstone or marker.

**Sizes:** The medallion is available in three sizes: **Large** (6-3/8"W x 4-3/4"H x 1/2"D), **Medium** (3-3/4"W x 2-7/8"H x 1/4"D) and **Small** (2"W x 1-1/2"H x 1/3"D). Each medallion is inscribed with the word "VETERAN" across the top and the branch of service at the bottom.

Once a claim for a medallion is received and approved, VA will mail the medallion along with a kit that will allow the family or the staff of a private cemetery to affix the device to a headstone, grave marker, mausoleum or columbarium niche cover.

**Important:** This benefit is only applicable if the grave is marked with a privately purchased headstone or marker. In these instances, eligible Veterans are entitled to either a traditional Government-furnished headstone or marker, or the new medallion, but not both.

For family members of eligible Veterans interested in submitting a claim for the medallion, instructions on how to apply for a medallion are available. Please use: VA Form 40-1330M, Claim for Government Medallion for Placement in a Private Cemetery