



DEPARTMENT OF VETERANS AFFAIRS  
Calverton National Cemetery  
210 Princeton Boulevard  
Calverton, NY 11933



Dear Funeral Director,

As the Director of Calverton National Cemetery, it is my privilege to partner with you to ensure Veterans are provided the dignified memorial services they deserve. Please take a few moments to review the reminders below, which are critical to customer service to Veterans and their families. Thank you.

- First interment requests must be made via the National Cemetery Scheduling Office (NCSO), 1-800-535-1117, no later than 2:00 p.m. Eastern Time the business day prior to interment.
- Subsequent interments and interments using private vaults require 48-hour notice. As the only exception, subsequent interments for Friday may be scheduled via NCSO on Thursday by noon Eastern Time.
- All decedents interred at national cemeteries must be determined eligible by the NCSO. Urns may not be placed in caskets unless the inurned decedent is included in the request to NCSO and determined eligible.
- Until you receive a confirmation e-mail from the NCSO, the interment has not yet been scheduled and you must follow up with the NCSO rather than the cemetery.
- Funeral Directors are responsible for requesting any desired military honors from the appropriate branch of the Department of Defense (DoD) in advance. Honor guard schedules are managed by DoD and their participation cannot be arranged on the day of service.
- Funeral Directors must provide exact dimensions of caskets over 28.5" wide including ornamentation and handles. Failure to do so may significantly delay burial and impose undue stress on bereaved families.
- When no one is in attendance for a committal service and a direct burial is arranged, Funeral Director arrival time must be scheduled between 9 a.m. and 12:00 p.m. Eastern Time.
- Please adhere to your scheduled arrival time and committal shelter time of 20-30 minutes to avoid delaying other bereaved families. For schedule clarification, please call us at (631) 727-5410.
- A Funeral Director license and corresponding photo ID are required to check in a casket.
- Every Veteran's casket is to be draped with the United States flag upon arrival. If you do not have a flag, please submit your request form at the dispatch booth (until our Administration building reopens).
- Prior to signing in at the dispatch booth, please visit the restroom area with your procession. Once the case is dispatched by the booth and assigned to a committal shelter, the service must proceed.
- Funeral home assistance is needed to transport caskets from the hearse to the casket carriage.
- Due to the COVID-19 pandemic, no more than 25 guests may attend a committal service (excluding clergy). A maximum of ten guests will be seated under the shelter and an additional 15 may stand outside.
- At this time cemetery staff may not handle floral arrangements. A single large floral piece is permitted in the committal shelter and must be removed by the funeral director following the service. Families may place floral pieces at the gravesite after 4:30 p.m. on the day of interment.
- To ensure the safety of your party, please remain in the committal area until the last car has departed.

If we can be of assistance, please contact us at (631) 727-5410. Thank you for partnering to ensure all Veterans and their families receive memorial services that honor their sacrifice with dignity and compassion.

Very sincerely,

  
Anne M. Ellis