

Maryland Mortuary Support Service



EDITOR'S
EDITION

THE TRANSPORTER

AVAILABLE NOW: (410) 718-9910

www.MortuaryTransit.com



Greetings,

I am delighted that you have taken the time to explore the wonderful world of Maryland Mortuary Support Service. Inside this packet, you will discover a wealth of information about our pricing, procedures, philosophies, and other foundational aspects of our company. It is our privilege to introduce you to the groundbreaking technologies, logistics systems, communication strategies, and other exceptional standards that differentiate us from industry norms and enable us to provide unparalleled service to our clients.

We are genuinely excited about the opportunity to have you as a long-term client of Maryland Mortuary Support Service. Our unique approach to the industry is bound to bring value to your business and empower you to thrive in new and exciting ways. We simply can't wait to embrace you into our system with open arms and provide unwavering support in all your endeavors.

Once again, thank you for your valuable time and consideration. We eagerly anticipate the opportunity to work with you and establish a flourishing partnership.

Warm regards,

Jamil Pope



About Us Our Team

Maryland Mortuary Support Service is dedicated to providing comprehensive assistance to funeral establishments. We offer a wide range of services and support 24 hours a day, seven days a week.

Our team is committed to being there for you whenever you need us, whether for mortuary transportation, workforce support, emergency fill-ins, or any other assistance required to ensure smooth operations at your funeral establishment.

With our reliable and responsive services, we aim to be a dependable partner in helping you meet the needs of your clients and community.

Our Mission Our Goal

Our aim is to provide compassionate and reliable mortuary support services to funeral homes throughout the region. Through a range of supportive services, we aim to ease the difficulties of funeral preparations and ensure dignified and respectful additions to any funeral establishment. Our commitment to professionalism, integrity, and empathy drives us to deliver exceptional service and support to our clients.

ESTABLISHED

2017

BALTIMORE-WASHINGTON

5 mi.

INTERNATIONAL AIRPORT

OFFICE OF CHIEF

7 mi.

MEDICAL EXAMINER



Scan
for more
information
about MMSS



410-718-9910



Info@MortuaryTransit.com

Dress Code: **WHY** *Simple* **WHY**
SUITS? ANSWER: **NOT?!**

Professionalism

Traditional Values

Confidence

Identity

Versatility

Trust





THE CREED

EACH TASK ENTRUSTED, A SACRED VOW
TO DELIVER EXCELLENCE, HERE AND NOW.
WITH DEDICATION UNWAVERING AND TRUE,
WE PLEDGE TO SERVE, FOR WE VALUE YOU.

TO PROVIDE QUALITY SERVICE, A NOBLE
QUEST, AN HONOR WE HOLD TO THE HIGHEST
CREST.

IN EVERY ACTION, IN EVERY DEED WE DO,
WE STRIVE TO SERVE WITH INTEGRITY SO TRUE.

“THOUGHTS BECOME WORDS, WORDS BECOME ACTIONS,
ACTIONS BECOME HABITS, HABITS BECOME CHARACTER,
CHARACTER BECOMES DESTINY”

LAOZI



FIRST OUR PROCESS IMPRESSION

The key responsibility of a transporter is to provide an exceptional experience for the families who entrust your facility with their loved ones. Our role as transporters is critical in establishing strong relationships with clients. Effective communication is not simply a concept; it's how connections are built and why we consider it our fundamental belief.

Our process is straightforward. We begin by introducing ourselves and the services we offer to the family. Then, the transporter gathers the necessary information and briefly examines the deceased, affixing an identification tag and completing our personal effects form.

This information is then stored in our database and shared with your facility. In such situations, bidding farewell can be challenging, so we ensure that the family is able to share those final moments with their loved one.

Over the years, we've come to realize that while the transfer may be uncomplicated, the surrounding factors will impact the reputation of your facility.

**“DEATH CAN BE A DIFFUCULT
THING, BUT THE CARE THAT
WAS SHOWN , I KNEW SHE WAS
IN GOOD HANDS.”**

Thomas Family -Howard County Maryland

“CONSISTENT”

Forensic Investigator -Cecil County Maryland

**“ THEY ALWAYS PICK UP QUICKLY, SHOW UP ON TIME,
AND PROVIDE TOP-NOTCH SERVICE. WE'VE RECEIVED
NUMEROUS COMPLIMENTS ABOUT HOW
PROFESSIONAL THEY ARE.”**

Funeral Director -NorthEast Baltimore

NIGHT COVERAGE

Zzz



PHRASES THAT
WILL HAVE YOU WELL
RESTED

**"WE'VE
GOT YOU
COVERED"**

**"COPY
THAT, WE
ARE
ENROUTE"**

**"TRANSFER
COMPLETE"**

**"SMOOTH
TRANSITION"**

**"EVERYTHING
WENT WELL"**

**"THE FAMILY
WAS PLEASED"**

**"PAPERWORK
ATTACHED"**

**"HEAD BACK TO
THE FACILITY"**

**"SEE YOU IN THE
MORNING"**

ONE OF THE KEY FEATURES OF OUR SERVICE IS OUR NIGHT COVERAGE. WE RECOGNIZE THAT GETTING A GOOD NIGHT'S SLEEP CAN BE CHALLENGING WHEN RUNNING A BUSINESS, SO WE ARE HERE TO PROVIDE YOU WITH SOME MUCH-NEEDED RELIEF.





Residential Removal Essentials

Items Required for In-Home End-of-Life Care

1

GREETINGS

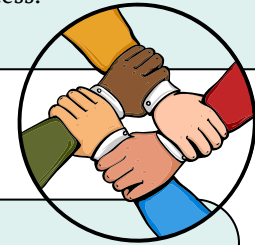


"A warm "Hello!" can make all the difference. At our core, we believe that "how you start is how you finish." Establishing a strong rapport with a family can truly make or break the entire experience. The key to success lies in maintaining a clear and open line of communication, as it sets the tone for the entire removal process.

2

DUAL TRANSPORTERS

Our company's standard practice is to dispatch two (2) transporters for residential removals, which has consistently proven to be more effective and efficient over the years..



3

PRIORITY PROTOCOL



Residential death calls are often delicate situations, especially when family members are present. That's why we consistently prioritize and handle these calls with the utmost care and urgency. Transitioning through such circumstances can be challenging, particularly within a home setting, which is why we make it a priority to address these situations promptly.

4

RELIABILITY

In our book, reliability is a cornerstone value; this includes punctuality, dependability, and trustworthiness. Fulfilling commitments, meeting obligations, and executing tasks promptly and consistently all contribute to a successful residential transfer.



ATTENTION!
PLEASE!

5

SITUATIONAL AWARENESS

Attention to detail is crucial during residential transfers, which involve both physical and emotional awareness. Understanding the challenges of moving loved ones is vital; every detail matters. These skills, developed through experience, require empathy, communication, and planning. Addressing concerns, providing comfort, and ensuring a smooth transition can reduce family stress. The ultimate goal is to create a compassionate and efficient process that meets all emotional and practical needs of those involved.

Digital DATABASE

How Does Digital Improve Our System?

Join The Future

It is crucial to gather accurate and up-to-date information at the start of a transfer to ensure a smooth and efficient transfer process. Our team relies on our online cloud platform to access this information in one centralized and easily accessible location. This helps us streamline our workflow, prevent oversight of details, and provide a higher level of service to our clients during their time of need. The technology also enables us to maintain the confidentiality and security of sensitive information, control access to documents, and track changes and updates. Overall, our online cloud platform is a valuable tool that enhances our ability to effectively manage the removals and provide a seamless experience for our clients.

Advantages

The Benefits of Going Paperless

Compliance Tracking

Customer Experience

Version Control

Enhanced Security

Backup Recovery

Instant Pdf Download

Customization

Accesability

Improved Efficiency

Index System

Shared Documents

Improved Communication

Scan

Here!



Learn more about our process





General Price List

LICENSED FUNERAL ESTABLISHMENTS

PLEASE EMAIL US FOR A PRICE LIST

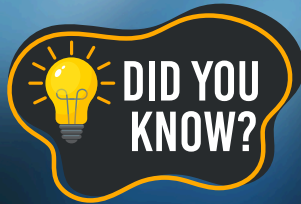
INFO@MORTUARYTRANSIT.COM

The IDENTIFICATION GUIDELINES

Identifying a deceased individual correctly is crucial and goes beyond knowing their name. Over the years, correct identification has become an industry standard that should always be emphasized, and we wholeheartedly agree.

Vital information found on identification tags includes the decedent's full legal name, which serves as the primary identifier. Additionally, the date of birth is provided as a secondary identifier, ensuring that the correct individual is recognized. The date of death is also included, offering a third form of identification.

Lastly, the identification tag lists the funeral home establishment responsible for handling the remains. This information is printed clearly to ensure legibility and accuracy, underscoring the importance of respect and proper identification in such sensitive circumstances.



Identification bands or tags, known as dog tags, became popular during WWII for quickly identifying soldiers. Many veterans continued to wear them as a symbol of their service and dedication. Today, dog tags are still worn by military personnel and serve as a vital identification tool in emergencies.



IMPORTANCE

We have a strict policy when it comes to identifying and tagging. We tag all deceased individuals before they enter our vehicle.



ECO SYSTEM

WE DONT WELCOME CLIENTS, WE GROW OUR COMMUNITY

COMMUNITY

/kə'myōnədə/

(N) feeling of fellowship with others, as a result of sharing common attitudes, interests, and goals.

In the business realm, the notion of community plays a crucial role in driving success for everyone involved. When all stakeholders - including employees, customers, suppliers, and partners - collaborate and share, it benefits everyone.

Creating a sense of community within a business fosters a shared feeling of collaboration and focus toward the same goals. Consistent communication, actions, and values are key to establishing and nurturing robust relationships within the business community. When all parties are aligned and working towards a common objective, challenges can be tackled more effectively, leading to collective accomplishments.

We firmly believe that teamwork is the cornerstone of success in any organization. We understand the importance of individuals working together towards a common goal, leveraging their unique strengths and skills to achieve collective success. We see each member of our team as a valuable asset, no matter how small their role may seem. We recognize and appreciate the diverse contributions of our team members, as we believe that every task, no matter how minor, is integral to the smooth functioning of our team. By fostering a culture of inclusivity and collaboration, we create a strong sense of unity and purpose among our team members, leading to enhanced communication, trust, and mutual support.



TEAM

/tēm/

(V) come together as a team to achieve a common goal.



Much MORE THAN A VEHICLE

Beyond the appearance of the transporter, the vehicle itself plays a crucial role in making a lasting first impression. Our fleet of vehicles are designed with a modern aesthetic, featuring a sleek black satin finish that exudes professionalism and sophistication.

Each vehicle is board-approved and comes equipped with all necessary equipment to ensure high-quality transfers. This commitment to excellence in both appearance and functionality guarantees that our clients receive a premium experience every time they use our services.

NOTABLE EQUIPMENT

items inside every transport vehicle



QUALITY COT COVERS



DUAL FERNO STRETCHERS



DISPOSABLE GLOVES



**QUALITY TRANSFER
POUCHES**



PORTABLE REEVES



DURABLE I.D. BANDS



SCAN HERE!

**TAKE A PEEK INSIDE
OUR VEHICLE**

RESPONSE TIME



LIVE UPDATES

- 1 CALL DISPATCHED
- 2 GPS LINK DEVELOPED
- 3 GPS TEXT LINK SENT TO FUNERAL STAFF
- 4 LIVE ARRIVAL STATUS

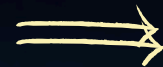
Time plays a pivotal role in our profession, serving as both a valuable ally and a potential adversary. Finding the right balance is important and can be influenced by specific circumstances.

While timely and early responses are often perceived as enthusiasm in many fields, such haste might be deemed rushed or insensitive in our work. Conversely, excessive time could be interpreted as a lack of care and diligence.

The thorough gathering of information during the First Call is critical in determining how we approach interactions with the family. We want you to know that we aim to acquire sufficient details to determine when they are prepared to bid farewell to their loved ones.



AVAILABLE UPON REQUEST
Learn More
on our live update system



HOLIDAY PRICING

Our Holiday Rates

We value our employees and their family values. In the same way we pride ourselves on adding positive experiences to families who experience a loss during the holidays, we also value and respect our employees during their family time. In an effort to maintain a family-friendly work culture and to maintain a positive work-life balance, we have holiday pricing. This means that during the holiday's our pricing increases. Outside of these holidays, transfers are subject to our normal pricing structure.

Starting at \$375.00

NOVEMBER
28TH 2024
27TH 2025
26TH 2026

Thanksgiving

DECEMBER
25TH

Christmas Day

DECEMBER
31ST

New Year's Eve

JULY
4TH

Independence Day

FREQUENTLY ASKED QUESTIONS



1. Are you available during inclement weather emergencies?

Yes, we are a 24 hour, 7 day a week transport company which means that we are available rain, sleet, snow or shine to support your business needs.

2. Do you charge for travel pouches (disaster pouches)?

The State of Maryland mandates that transport companies utilize travel pouches for all transfers. The pouch fee is **\$15.00 - \$22.00**

3. Is there special pricing on bariatric transfers?

Yes. These transfers require additional staff and pose additional safety concerns. The additional fee ranges between \$100-\$200.

4. Do you charge for additional mileage, and if so how does it work ?

Yes, we charge \$3.00 per loaded mile. We offer 5 courtesy miles. This applies to establishments that are under 15 miles from our home base or zip code **21227**. Funeral facilities over the 15 mile threshold will have another base rate but the same mileage fee.

5. What is your contact information?

Primary phone : 410-718-9910

Secondary Phone: 410-210-7650

Email: Info@MortuaryTransit.com

Address: 4367 Hollins Ferry Rd. Suite 3f

Halethroe, MD. 21227



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QUICK | AFFORDABLE | RELIABLE | QUALITY PRINT



PROGRAM DESIGN & PRINT



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MEMORIAL EASELS



PRAYER CARDS



DIGITAL MEMORIALS



CUSTOM WRAPS & MORE...

FIND OUT MORE

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SCAN HERE!



MARYLAND

MORTUARY SUPPORT

SERVICES



"LEAVE YOUR FAMILIES KNOWING THEY
HAVE MADE THE RIGHT CHOICE."

410-718-9910

WE WILL ALWAYS OFFER OUR SUPPORT

