

MAKING THE SOUTH SHORE A BETTER PLACE



2017 Volume 3

COMMUNITY CONNECTIONS

www.Keohane.com

Quincy Weymouth Wellness Initiative Offers Free Wellness Programs for Quincy and Weymouth Residents

The goal of the Quincy Weymouth Wellness Initiative (QWWI) is to help prevent and control chronic diseases so that Quincy and Weymouth will be measurably healthier communities. Priority areas include diabetes, hypertension, falls prevention for senior adults, tobacco cessation and substance abuse. Programs are free for participants 18 years and older who live and work in Quincy and Weymouth.

The QWWI partners offer a variety of interventions and health education programs that are conducted by trained experts and held in a multitude of clinical and

community settings. Programs are scheduled on an ongoing basis at a various times and locations throughout Quincy and Weymouth. Classes are offered in English and Chinese.

"It's community and clinical partners at the same table working on their community's health in a much more substantive way than they have in the past," said Project Manager Janice Sullivan.

The QWWI was born from state healthcare reform which funded the Prevention and Wellness Trust Fund. The state required that each partnership have at least one clinical partner, one community partner and one municipality. The QWWI went into the grant process with nine partners, including Manet Community Health Center as the coordinating partner, along with the South Shore Hospital, the City of Quincy and the Town of Weymouth and five community partners.



Linda Delorey, a participant in the Quincy Weymouth Wellness Initiative, learns about managing chronic disease.

As required by state law, the program has been independently evaluated. Based on the data collected so far, the evaluator found that the program is making a difference. "They feel that it was a very sound investment from the point of view of improving

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Keohane
FUNERAL HOME
Quincy, MA

McDonald Keohane
FUNERAL HOME
Weymouth, MA

Pyne Keohane
FUNERAL HOME
Hingham, MA

WELLSPRING MULTI-SERVICE CENTER EXPANDED AS NEEDS IN COMMUNITY GREW

Wellspring Multi-Service Center started as a thrift shop over 30 years ago and has expanded both in services and in space as additional community needs were recognized. The need for Wellspring's services has continued to grow. In fact, Wellspring's services have more than doubled in the past five years. Today, Wellspring offers more than 30 programs to provide support and skills to help people facing challenges.

"We're in our thirty-second year now. We're located in Hull but we serve the entire South Shore. We don't have any geographic boundaries," said Executive Director/CEO Vinny Harte.



The expanded thrift shop at Wellspring tripled in size.

New Building Unifies Services and Expands Space Needs

Following a successful capital campaign, Wellspring [wellspringhull.org/web] expanded into a neighboring space to allow all of its programs to run under one roof.

"Last year we cut the ribbon on our new expanded and renovated facility," said Harte. "It was in response to overwhelming demand, a run-down facility and more useable space needed for staff and volunteers to serve their clients."

The new addition at 810 Nantasket Avenue in Hull is the education and job skills wing, including two classrooms and a job center.

Now that Wellspring has their new building, they're entering a strategic

development phase. "Right now we're planning new programs and new directions to further our scope and further help people," said Harte.

Offering a Hand Up Not a Hand Out for Over 29 Years

Most of Wellspring's clients struggle with more than one serious issue, so the multi-service center offers a variety of programs and services enabling clients to become independent and self-sufficient.

Thrift Shop/Furniture Shop

Wellspring's Thrift Shop [wellspringhull.org/web/thrift-shop] provides affordable clothing, household items, books, toys and furniture. It also serves as a gentle-entry point for people who might be interested in classes or services at Wellspring and provides funds supporting Wellspring's programs.

"The thrift shop is the original program of Wellspring which was designed to give people a place they could go and get a coat and someone to talk to," said Harte.

Following the renovation, the thrift shop tripled in size allowing Wellspring to receive donations of larger items such as furniture.

Food Pantry

Aunt Dot's Kitchen is Wellspring's food pantry [wellspringhull.org/web/wellsprings-programs/food-pantry] at 814 Nantasket Avenue in Hull. The Food Pantry is open three days a week and supplies both fresh and packaged food, as well as personal care items. During the growing season, they supply fresh, organic produce right from Wellspring's own on-site Judy's Garden as well as through Holly Hill Farm in Cohasset.

When clients come into Aunt Dot's Kitchen they can choose what they want and need, rather than pick up pre-bagged groceries. "They come in and their able to make those choices which we think is a more dignified and

compassionate way of doing it but also eliminates any waste," said Harte.

Community Outreach

Wellspring has a Community Outreach Director onsite who helps clients with application programs such as food stamps, fuel assistance, and Mass Health. They also have an opioid abuse group and other outreach programs, such as the Sober Parenting Journey.

Adult Learning

The Wellspring Adult Learning Program offers educational opportunities for residents 16 years and older and all classes are free of charge. Free transportation and babysitting is also offered to remove any obstacles from attending classes. Many students are studying for their high school credentials through the HiSet (G.E.D) programs. Other programs include Secondary School Diploma; Literacy Programs; and PATH (Positive Achievement Through Hard Work).

Career Development

Wellspring offers Career Counseling and Job Development services at no cost. While clients are studying toward their GED or HiSET exam, they also receive job skills training to move onto paid internships. "Our overall goal is to get them a permanent full-time job or get them into college," said Harte.

An in-house print shop, furniture store and food pantry provide an opportunity to gain job skills experience under the watchful eye of the Wellspring staff before moving out into the community for an outside internship.

Volunteer Opportunities

Over the course of a year, Wellspring uses 120-140 volunteers. While the Thrift Shop provides the biggest opportunity for volunteer help, there are other ways to volunteer your time in the food pantry, tutoring, babysitting, administration, or becoming involved in committees, the all-volunteer Board of Directors or fundraising events.

For information on volunteering [wellspringhull.org/web/volunteer], please contact the Volunteer Coordinator, Richard Keif 781-925-3211 Ext. 118 or richard@wellspringhull.org to arrange an introductory appointment.

Quincy Weymouth Wellness Initiative Offers Free Wellness Programs for Quincy and Weymouth Residents

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outcomes and controlling costs and recommended that we keep going," said Sullivan.

But that may be easier said than done. The grant funding which is administered by the Department of Public Health runs for four years and the program, which was launched in 2014, is nearing the end of its fourth year in December. The QWWI hopes to find additional resources to keep its successful programs up and running.

A Matter of Balance

The majority of the patients that benefit from the programs offered by the QWWI are seniors. One of the biggest risks for seniors is falling which is one of the identified high-cost, high prevalence yet preventable conditions.

When an elderly patient comes into Manet Community Health Center, a falls risk assessment is conducted using a tool called STEADI which stands for Stopping Elderly Accidents, Deaths and Injuries. Based on a patient's score and a clinical assessment by a physician, the patient may be referred to one of the community programs run by QWWI partners, such as a program called "A Matter of Balance" or Tai Chi—which is having amazing results.

"We do Tai Chi at various locations all over the community. We've had people walk in with canes and walkers and are getting to the point that they don't need them anymore," said Sullivan.

Sullivan talked about a patient at Manet who lived in senior housing in Quincy. She had so many falls that her doctor wanted to put her on a walker, which she didn't want. She took the Matter of Balance class and liked it so much she took it a second time. Part of the benefit of the class was the sense



Tai Chi classes being held in Webb Memorial State Park in Weymouth.

of community and camaraderie with the other participants.

"She's not only not on a walker, but she decided that she liked it so much, she got herself trained to be a leader herself and she's now leading classes in her senior housing," said Sullivan.

If patients are at higher-risk, they can be referred for an at-home safety assessment in which one of the partners sends a staff person to go into the home and identify risks for falling within the home. They then send an electronic feedback report to the physician, so the patient's doctor is aware of what's going on in the home.

Chronic Disease Management

The QWWI also offers programs in chronic disease health management. These six-week courses are evidence-based programs that help both patients and caregivers to learn skills to prevent, manage and cope with the disease, such as diabetes and hypertension.

"It really is a way for patients to understand their disease and to feel that they have some control over it,"

said Sullivan. "Plus, it's a group, and people really enjoy learning together and supporting each other."

Additional programs include nutrition education and tobacco cessation. You don't have to be referred by a physician, but QWWI asks for permission to provide feedback to your physician. "That's been a good thing because more physicians in the community know that their patients are doing this and that has grown support for it," said Sullivan.

Classes are offered at various locations such as the YMCA in Quincy and Hanover; the libraries in Weymouth; and senior centers and churches in Quincy and Weymouth.

For more information,
visit the website

[quincyweymouthwellness.org]
or call Janice Sullivan at (617) 690-6397. Weymouth residents can call the Town of Weymouth at (781) 340-5008 and Quincy residents can call the YMCA at (617) 479-8500 ext. 4760.

PLANT.GROW.SHARE. BRINGS FRESH PRODUCE TO OUR LOCAL FOOD PANTRIES



YOU CAN HELP

It's not too late! Donations from your garden or supermarket can be dropped off at the following locations:

INTERFAITH SOCIAL SERVICES
at 105 Adams Street in Quincy
8:30 am – 3:30 pm, Monday-Friday,
and until 7:00 pm on Tuesdays

IMMACULATE CONCEPTION CHURCH at 1203 Commercial Street in Weymouth
8:30 – 10:30 am, Tuesdays and Thursdays

OLD SOUTH UNION CHURCH
at 25 Columbian Street in Weymouth
9:00 – 11:00 am 1st and 3rd Saturday of each month

For information regarding drop offs to their pop-up pantry sites in Weymouth, please visit the Weymouth Food Pantry website. [www.weymouthfoodpantry.org/contact]

Monetary donations to the Plant. Grow.Share. program are also always welcomed and can be made online [interfaithsocialservices.org/donate].

**To volunteer or for more information contact
Joe Reardon at (617) 773-3551
or joe@keohane.com.**

Keohane Funeral Home has partnered with Interfaith Social Services and the Weymouth Food Pantry for the past six years to encourage local gardeners to donate fresh vegetables through our Plant. Grow.Share. program. The goal is to encourage local gardeners and the community to donate fresh vegetables for the hungry by planting an extra row or a container of produce. Donations are welcome at food pantries in Quincy and Weymouth, and donations of store-bought produce are welcome as well.

"We started this initiative with Interfaith Social Services and the Weymouth Food Pantry several years ago to provide fresh and healthy food to our local food pantries and to encourage people in our community to help feed their hungry neighbors," said Joe Reardon, Vice President for Community Development and Advance Planning at Keohane Funeral Homes.

Rick Doane, Director of Interfaith Social Services reported that donations have been coming in for their food pantry,

the Pantry Shelf. "Zucchinis always pour in to our pantry from backyard gardeners. It is nice to see the tomatoes starting to be donated as well. One of the largest sources of donations this year has been Norwell Farms. They have been donating bushels of produce weekly, beautiful greens and radishes. It has been awesome."

Clients at the Weymouth Food Pantry are grateful for the healthy food choices and moved by the fact that someone took the time to grow food to help them.

"First, people are delighted by the home-grown produce. Produce from a backyard can look different from what you get in a store. And when we tell our clients that someone grew those tomatoes or cucumbers and shared them with the Pantry, they're touched. It means a neighbor really cared enough to spend the time and effort it took to grow that food to share with them. I think it helps people feel less alone in their financial struggles," said Cas Casados, Director of the Weymouth Food Pantry.



Fresh kale from the gardens at Interfaith Social Services that has been picked, washed and donated to clients at the Pantry Shelf.



HUNDREDS OF SENIORS AND FAMILIES HAVE BEEN GIVEN PEACE OF MIND THROUGH THE "ARE YOU OK?" PROGRAM



A phone call a day provides seniors in 27 communities in Norfolk County with the comfort and security needed to maintain personal independence and assures family and friends that their loved ones are safe. Each morning, 365 days a year, the Norfolk County Sheriff's Office places a phone calls to check on the well-being of people who have signed up for the program.

From a call center in Dedham, Deputy Sheriff Cheryl Bamberg listens to seniors answer daily automated well-being calls. When Bamberg is off-duty on weekends and holidays, the calls are monitored by Fallon Ambulance to provide coverage every day of the year. Unlike other programs, there is no expensive equipment, no special codes and no cost to participants.

"It's a free program for anyone that's at home whether they are disabled or a senior, and they just need someone to check on them every day," said Cheryl. "And it works."

"Are you OK?" provides safety and security for elderly people living alone. An automated system places calls to

seniors at the same time each day. Seniors can choose the time of the call for their own convenience between 6 am and noon. When the well-being call is received, the person may answer "yes" and simply hang up. If the person says "no" or indicates that emergency aid is needed, Bamberg summons help immediately.

If the person fails to answer, the computer automatically places a second call in five minutes. If there is no answer to the second call, Bamberg tries to reach an emergency contact—a friend, relative or neighbor. Often the person is away from home and forgot to notify the Sheriff's office or is out on an errand or doctor's appointment. But if the person cannot be tracked down, Bamberg sends an officer to the residence to check on the senior's well-being.

"What I normally do is call the local hospitals or senior centers, or if I know where they go a lot, I'll try one of those places. And if I can't find them or no one knows where they are or heard from them within thirty minutes, then I will call the police as a last resort," said Bamberg.

Police try to find out if the senior has left a key or if a neighbor has a key to get access to the residence. Sometimes a person has fallen and can't answer the phone or her or she is immobilized for some other reason. In that case, the officers onsite call for emergency services to aid the patient.

But not all problems are immediately apparent. Sometimes, a person will answer the phone and say he or she isn't feeling well. Bamberg has become familiar with the people she contacts every day, and can often tell when there is a problem even if the

person answering the phone cannot verbalize it.

If the client is scheduled to be away for a day, a week, or any length of time, they simply have to call the hotline at 1-866-900-7865 (RUOK) to let the Sheriff's Office know when they will be away. The well-being calls will be resumed when the client returns.

Sheriff Michael G. Bellotti introduced the program into Norfolk County in 2001, and Fallon Ambulance Service became a partner in administering the program in 2009. **Since that time, officers have registered over 100 "saves" by calling for help for seniors who suffered falls or a variety of other medical problems. "Are You OK?" has the capacity to call up to 1,600 seniors a day, but the number of seniors signed up at any one time is around 200.**

"By the way, the peace of mind isn't limited to the people receiving the calls each morning. Loved ones often wrestle with the dilemma of wanting their elderly parents or relatives to maintain their independence while simultaneously worrying about their health and welfare. 'Are You OK?' is like a good neighbor looking in on them each morning just to make sure everything is fine," Sheriff Bellotti stated on the program's website [www.norfolksheriff.com/are_you_okay.html].

Those interested in learning more about "Are You OK?" or signing up for the free-of-charge program should call the Norfolk County Sheriff's Office toll-free at 1-866-900-7865 (RUOK). It's reliable and flexible.

Clients can subscribe permanently or for periods of time, such as after a hospital stay or while recuperating from an illness or surgery.

SOUTH SHORE HABITAT FOR HUMANITY BUILDS HOUSES AND HOPE FOR FAMILIES



The Avalon Bay Communities build team at the South Shore Habitat for Humanity site in Stoughton.

South Shore Habitat for Humanity partners with families in need to improve their housing and make their dreams of homeownership a reality. South Shore Habitat for Humanity was founded in Norwell as an affiliate of Habitat for Humanity International by a group of dedicated volunteers who recognized a need for affordable housing in the area. They serve 35 cities and towns across the South Shore.

"We're building strength, stability and self-reliance for families on the South Shore when it comes to the dream of homeownership, putting them in a better position and filling the need that they have for shelter," said Community Relations Manager Sarah Amaral.

Founded in 1986, South Shore Habitat for Humanity [sshabitat.org] has delivered 57 homes in 21 towns south and southwest of Boston. In 30 years, they've provided affordable homes for more than 102 adults and 200 children with 10 homes built in Quincy and one home in Weymouth. Their current construction project is on Stoddard Street in Stoughton and there are fourteen projects in the pipeline,

including Duxbury, Westwood and three sites in Hingham.

South Shore Habitat for Humanity partners with people and organizations in the community to build or improve a place families can call home. Habitat homeowners help build their own homes alongside many volunteers and they also pay an affordable mortgage.

ReStore in Hanover

South Shore Habitat for Humanity opened a ReStore [sshabitat.org/restore] at 357 Columbia Road in Hanover, a community donation center that sells new and gently used furniture, appliances, home accessories and building materials to the public at a fraction of the retail price. The proceeds support South Shore Habitat for Humanity and fund their mission of ensuring that local families have a decent place to live. ReStore also makes home improvement projects affordable and keeps perfectly good items out of landfills.

By shopping, donating or volunteering at the Habitat ReStore, you are helping your community provide shelter, safety and hope to those in need. Donating items to ReStore is a great way to rid

your home of unwanted items and all donations are tax-deductible. ReStore is looking for appliances, furniture, building materials, home décor, lighting, doors, windows and cabinets. To schedule a pick up, call the donation hotline at (781) 826-3139.

How You Can Help

Volunteers are integral to the work at South Shore Habitat for Humanity which relies on volunteers to manage nearly every aspect of its operation from construction, to office help, to donating items for ReStore. South Shore Habitat for Humanity welcomes volunteers of all ages and abilities. The opportunities are numerous:

- **Construction:** the usual construction day includes members of congregations, civic groups, youth groups, retirees, business people, college students and trades people working together with a local family in need. Construction is typically done on Saturdays but weekday builds can be scheduled.
- **Non-construction:** South Shore Habitat for Humanity utilizes volunteers to support activities such as community outreach and marketing; volunteer coordination; development and fundraising; site selection and more.
- **ReStore:** at the ReStore, volunteers perform a variety of retail tasks, such as operating a cash register, receiving donations and arranging product on the sales floor.
- **Fun Fundraisers:** attend the High Heels and Hard Hats gala in the spring or participate in the annual bike ride for Habitat in Hingham. Proceeds benefit affordable housing for families on the South Shore.

To volunteer, visit the volunteer portal on the website [sshabitat.org/volunteer] or contact Sarah Amaral at (781) 337-7744, ext. 12; or samaral@sshabitat.org.

OUR TEAM

Kathy Loud



Kathy Loud, the office manager at Keohane Funeral Home.

Our Office Manager Kathy Loud keeps the office running smoothly and the administration process operating efficiently. She started at Keohane in April of last year after 18 years as the office manager at a manufacturing company. In a short time, she has become invaluable to not only the funeral directors, but the whole team at Keohane.

"I like how there's a sense of family here at Keohane and a sense of community," said Kathy. "I like how we reach out to the community. We do a coat drive every year for people in need and we do other programs with Interfaith Social Services with the needy."

Kathy worked as the office manager and bookkeeper of a manufacturing company for 18 years, but when the company was bought out she was ready for a change. Ed Keohane was on the advisory board of the company and let Kathy know that the office manager position was open at Keohane Funeral Home.

"I was on the board of directors of a local metal treatment company that had financial difficulties. Kathy was the bookkeeper at that time and

I worked very closely with her to help the company. She was always pleasant to work with and had the utmost respect for her boss. I've heard Kathy deal with the creditors with professional courtesy and compassion for their troubles with dealing with this company. Kathy never lost her cool during a very difficult time giving loyalty to her company. After working with Kathy for some time, I realized that she had the attributes to be successful to work with us," said Chairman Ed Keohane.

Kathy's duties involve dealing with the public as well as supporting the funeral directors and apprentices in their responsibilities. She answers most of the phone calls that come into the funeral home, and she helps set up the initial appointments for funeral directors to meet with new families. She also processes death certificates and cremation paperwork; schedules workers and equipment for funerals and visiting hours; and provides overall assistance to funeral directors as needed.

While the funeral director apprentices are responsible for the funeral stationary, such as prayer cards, acknowledgment books, and mass programs, Kathy oversees the process and makes sure it all runs smoothly—including printing all the items in-house. "Some funeral homes send it out, but we print it on the premises ourselves," said Kathy.

After the funeral directors meet with a family and gather all the necessary information from the family for the death certificate, Kathy is the one who processes all the necessary paperwork. She also gathers the cause of death from the doctors or the hospital for the death certificate. She then enters the government computer system and imports all the pertinent information. The death certificates are issued by the town in which the deceased died. "We pick the death certificates up from the town halls and deliver them to the family at the time of the funeral services," Kathy explained.

In the case of cremation, she processes the authorization form that must be signed by a family member and sends it to the crematory.

Kathy likes helping people in her position at Keohane. "I like helping people and being part of the team here," said Kathy. "It's very gratifying to hear at the end of the services how our team helped somebody during the hardest thing they've ever had to face in their life and made it a little bit easier for them."

Kathy is from Hingham but currently lives in North Quincy with her cat, Daisy. She loves arts and crafts, such as painting and crochet. She enjoys decorating her house and making wreaths for her church at Christmas time. She also loves the beach and snow, and spending time with her friends and family, especially her nephew, Nicholas.

Kathy is very active in her church, Glad Tidings Church in Quincy which is affiliated with Assemblies of God. She works on the women's ministry and teaches Sunday school there. The women's ministry supports the needs of women both in the church and in the outside community. They support DOVE which stands for Domestic Violence Ended. DOVE is a multi-service organization providing direct services and support for victims of domestic violence, including a 24-hour hotline and emergency shelter. Kathy also helps organize a two-day retreat for women in New Hampshire each year.

Kathy has traveled with her church missions team to Haiti to a remote village called Marbial. They bring food, supplies and love to the children in an orphanage there.

"Courtesy and compassion are the two high standards that Kathy has. We all are thrilled that Kathy has become a valuable member of our team and it seems that she has been with us for a short period yet she is totally knowledgeable of helping families in a kind and caring manner," said Chairman Ed Keohane.

Kathy values the family atmosphere at Keohane and appreciates the support from the team. "I think the employees are like a family to each other," said Kathy. "Everybody supports each other and cares about each other, both personally and in the business."

FREQUENTLY ASKED QUESTION

Why do People Pre-Plan Funerals?



Discussing funeral arrangements may be difficult, but sitting down with your funeral director to pre-plan brings peace of mind.

The number one reason people plan in advance for a funeral is peace of mind. Those who preplan achieve this knowing that they will not be a burden to their families, that their arrangements balance their wishes with their family's needs, that it fits into their estate plan and to achieve financial savings.

Increasingly people are choosing to pre-plan as they understand the many benefits. "In 2016, approximately 25 percent of the families we cared for at the time of need had benefitted from advance planning. This number has been steadily increasing as more and more families learn the value of doing so," said Joseph Reardon, Vice President for Community Development and Advance Planning at Keohane.

Why is Pre-Planning Important?

"I learned first-hand the value of advance planning when we lost my mother-in-law," said Reardon. "Although she did not do her own planning, my wife and I did it for her as her health began to fail. We wanted to be prepared. Unfortunately, she needed long term care and lived in a nursing home for almost a year and a half. With the advance planning in place, we were comfortable knowing that the funds used toward her arrangements protected us financially. When she died however, we realized that most important benefit of advance planning

for survivors is the fact that their attention at the time of need is focused solely on how to make the ceremonies more personal and meaningful. Funerals are for the living, so, not having to worry about logistics or finances allowed us to get the most of what is one of the few unduplicated experiences in life."

What Do I Need to Know About Pre-Planning

One of the most frequently asked questions about our program is: "What if you go out of business?"

"First, we are fortunate to have the trust of many families on the South Shore so Keohane is a firm that is growing not shrinking. That being said, we live in a very mobile society so it is not unusual for people to move out of the area. All funds for advance funeral planning are made payable to an independent financial partner which holds it in trust for the purchaser. This allows the purchaser to transfer the contract to any other funeral home. Advance funeral planning is a very smart and safe way to protect one's family, wishes and money," said Reardon.

Advance planning can save money through our cost protection program and through the irrevocability option protecting the funds from the high costs of long term healthcare.

Keohane has been on the forefront of the advance planning movement for many years. We are fortunate to be the only funeral home on the South Shore offering a full time Certified Preplanning Consultant who has extensive experience with long term care and Medicaid issues. Through community surveys, seminars and smaller education sessions, our hope is to be able to provide as much information as people need to make the best decisions for their families. Discussing funeral arrangements may be difficult, but we believe that those who do are helping themselves and their families so we want to assist them in any way we can.

To discuss pre-planning or our cost protection program with one of our knowledgeable funeral directors, please contact Joe Reardon, Vice President for Community Development and Advance Planning at Keohane Funeral Homes at (617) 773-3551.