



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



December 8, 2022

Dear Funeral Director,

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

- First interment requests must be made via the National Cemetery Scheduling Office (NCSO), 1-800-535-1117, no later than 12:00 p.m. Eastern Time the business day prior to interment.
- Subsequent interments require notice of two business days. The only exceptions are subsequent interments for Friday, which may be scheduled via NCSO until Thursday at 12:00 p.m. Eastern Time. Subsequent interments for Monday may be scheduled via NCSO until Friday at 12:00 p.m. Eastern Time.
- Interments using private vaults require notice of two business days.
- 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.
- Please adhere to your scheduled arrival time and keep time at the committal shelter under 20 minutes to avoid delaying other bereaved families. For any schedule clarification, please call us at (631) 727-5410.
- 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. Honor guards serve multiple services, so you must be here at your scheduled time to ensure the appropriate honor guard will be available.
- 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.
- 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. If you do not have a flag, please submit your request form at the dispatch booth until our Administration building reopens in spring 2023.
- Prior to signing in at the dispatch booth, please visit the restroom area with your procession. Parking is limited until the Administration building reopens.
- Check in with the dispatch booth only when all attendees are present. 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.
- 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