

IN THE DISTRICT COURT OF WAYNE COUNTY, NEBRASKA

REX MURRAY,)	CASE NO. CI _____
)	
Plaintiff,)	
)	
vs.)	COMPLAINT
)	
GREENWOOD CEMETERY)	
ASSOCIATION OF WAYNE)	
NEBRASKA, SCHUMACHER-)	
HASEMANN FUNERAL HOMES, INC.,)	
GREENWOOD CEMETERY)	
ASSOCIATION OF WAYNE)	
NEBRASKA BOARD OF TRUSTEES,)	
NANCY SUTTON, BETTY REEG,)	
JAY O'LEARY, WILLIS WISEMAN, and)	
AMY BOWERS,)	
)	
Defendants.)	

COMES NOW, Plaintiff, Rex Murray and for his causes of action against Defendants, Greenwood Cemetery Association of Wayne Nebraska, Schumacher-Hasemann Funeral Homes, Inc., Greenwood Cemetery Association of Wayne Nebraska Board of Trustees, Nancy Sutton, Betty Reeg, Jay O'Leary, Willis Wiseman and Amy Bowers, states and alleges as follows:

PARTIES AND JURISDICTION

1. Plaintiff, Rex Murray ("Plaintiff" or "Dr. Murray"), is a resident of Wayne, Wayne County, Nebraska.
2. Defendant, Greenwood Cemetery Association of Wayne Nebraska ("Defendant Association"), is a Nebraska association and was doing business in Wayne, Wayne County, Nebraska. Defendant Association manages and operates the Greenwood Cemetery located in Wayne, Wayne County, Nebraska.
3. Defendant Association's Board of Trustees is the governing board responsible for the Association's management and operation. Board of Trustees Members includes: Nancy

Sutton, Betty Reeg, Jay O’Leary, Willis Wiseman, Amy Bowers, and Marta Nelson (collectively, “Defendant Association Board Members”). All the aforementioned Board Members are residents of Wayne, Wayne County, Nebraska.

4. Defendant Schumacher-Hasemann Funeral Homes, Inc. (“Defendant Funeral Home”) is a Nebraska corporation. Defendant Funeral Home owns and operates a funeral home doing business in Wayne, Wayne County, Nebraska.

5. All incidents relevant to this matter occurred in Wayne, Wayne County, Nebraska.

6. This Court has original jurisdiction over the claims arising under state law.

7. Venue is proper as Plaintiff and Defendants reside and/or conducted business within this judicial district, and a substantial portion of the events giving rise to Plaintiff’s claims occurred within this judicial district.

FACTUAL ALLEGATIONS

8. Plaintiff’s mother, Ms. Marilyn Murray (“Mrs. Murray”), passed away on October 1, 2017. Plaintiff was Mrs. Murray’s only child.

9. In 1996, Plaintiff’s family entered into an agreement with Defendant Association to provide for the burial plot of Mrs. Murray, along with Plaintiff’s father and Plaintiff.

10. Defendant Funeral Home was contracted to provide for the funeral of Mrs. Murray, Defendant Funeral Home hired Defendant Association for \$500.00 to bury Plaintiff’s mother in her previously purchased burial plot.

11. Plaintiff’s mother’s funeral was on Saturday, October 7, 2017.

12. After the gravesite funeral and reception that followed, Plaintiff visited his mother’s grave and discovered that her gravesite had not been filled with dirt, but rather covered with boards. Plaintiff was devastated that his mother’s grave was not properly filled, and his

mother was not laid to rest in an appropriate manner. As a result, Plaintiff and his family were not able to properly mourn or obtain closure.

13. The following day, Sunday, October 8, 2017, Plaintiff visited his mother's grave to find the uncompleted grave covered with boards. At his mother's grave, Plaintiff contacted Defendant Funeral Home regarding the unfinished grave and left a voicemail.

14. On Monday, October 9, 2017, Plaintiff visited his mother's grave which was still unfilled, covered with boards and a horrendous site. Plaintiff contacted Defendant Funeral Home, but did not receive a response, but merely excuses for the uncompleted grave.

15. On Tuesday, October 10, 2017, Plaintiff visited his mother's grave which was still unfilled, covered with boards and a horrendous site. Plaintiff contacted Defendant Funeral Home, but did not receive a response, but merely excuses for the uncompleted grave.

16. On Wednesday, October 11, 2017, Plaintiff visited his mother's grave which was still unfilled, covered with boards and a horrendous site. Plaintiff contacted Defendant Funeral Home, but did not receive a response, but merely excuses for the uncompleted grave.

17. While at the gravesite on Wednesday, October 11, 2017, Plaintiff finally made direct contact with Defendant Association's employee and caretaker, Mr. Steve Gross ("Mr. Gross"), wherein Mr. Gross expressed that he did not want to be bothered with Mrs. Murray's unfilled grave because he was gardening at his home. Mr. Gross refused to apologize to Plaintiff for the insensitive comments or for leaving Plaintiff's mother's grave unfinished. Instead, Mr. Gross stated that he may be able to work on Plaintiff's mother's grave tomorrow after he finished digging another grave. Plaintiff was shocked and distraught at Mr. Gross's response and blatant disregard for Plaintiff's mother's recent death and right to be laid to rest in peace.

18. Finally, on October 12, 2017, five (5) days after Plaintiff's mother's funeral, Defendant Association completed filling the gravesite and Plaintiff's mother was finally laid to rest.

19. Plaintiff made various attempts to contact Defendant Association, Defendant Association Board Members and Defendant Funeral Home to discuss the grave insults and negligence of handling Plaintiff's mother's funeral and burial, but was completely ignored.

20. Finally, on January 15, 2018, Plaintiff met with Defendant Association Board Members and presented materials outlining the negligence and emotional suffering he endured as a result of Defendant Association's actions and/or lack thereof. Also present was Mrs. Murray's close family friends and honorary pallbearers, Ms. Toni Hytrek and Ms. Carrie Sutak, to express their emotional distress as a result of the negligence.

21. Instead of being greeted with sympathies and apologies, Defendant Association Board Members threatened to call the police and remove Plaintiff, Ms. Hytrek and Ms. Sutak from the meeting. Defendant Association Board Members also stated that Plaintiff should have picked a different day to bury his mother because there was a Nebraska Husker football game and the Wayne State College Homecoming, which was appalling and extremely upsetting to Plaintiff. This was further exacerbated by the Defendant Association Board Members belittling Plaintiff by relying on "policies" which it refused to produce to Plaintiff.

22. Defendant Association Board Members accepted the materials presented by Plaintiff, which included date-stamped photographs, articles regarding grave insults and an outline of events. Attached is a true and correct copy of the materials submitted to Defendant Association Board Members on January 15, 2018, marked Exhibit A, and is incorporated herein

by this reference. Defendant Association Board Members stated that they would review the materials and provide a response to Plaintiff.

23. Finally, six (6) months later, on or about June 9, 2018, Plaintiff received a response from Defendant Association Board Members, wherein they refused to accept any responsibility or apologize to Plaintiff or his family. Instead Defendant Association Board Members made a non-responsive and irrelevant assertion that Defendant Association may revisit its rule and regulations. Such “response” was condescending and caused further emotional distress to Plaintiff and his family.

24. Plaintiff suffered extreme emotional distress due to his mother’s grave insult and has sought professional counseling and medical treatment as a result.

BREACH OF CONTRACT

(Defendant Funeral Home and Defendant Association)

25. Plaintiff restates and re-alleges the allegations of Paragraphs 1 through 24.

26. Plaintiff, Plaintiff’s mother and Plaintiff’s father entered into a Contract with Defendant Association for the burial plots for their family.

27. Plaintiff entered into a Contract with Defendant Funeral Home for the funeral and burial of Plaintiff’s mother to occur on October 7, 2017.

28. Defendant Funeral Home contracted with Defendant Association to provide for the burial of Plaintiff’s mother on October 7, 2017.

29. Defendant Funeral Home and Defendant Association materially breached the terms of the contract by failing to properly bury Plaintiff’s mother.

30. Plaintiff has been damaged as a direct and proximate result of Defendant Funeral Home and Defendant Association’s breach.

31. WHEREFORE, Plaintiff respectfully requests this Court to enter judgment against Defendant Funeral Home and Defendant Association in an amount to be proved at trial, attorneys' fees and court costs, and such further and other relief as the Court deems just in the circumstances.

NEGLIGENCE

(Defendant Funeral Home and Defendant Association)

32. Plaintiff restates and re-alleges the allegations of Paragraphs 1 through 31.

33. Defendant Association was responsible for the burial of Plaintiff's mother as she was to be buried in its cemetery.

34. Defendant Association failed to properly fill Plaintiff's mother's grave and complete the burial on October 7, 2017.

35. It was Defendant Association's duty to use due care and properly fill and complete the burial of Plaintiff's mother in a reasonable time.

36. Defendant Association breached that duty of care by failing to use due care by filling Plaintiff's mother's grave and instead placing boards on the grave until October 12, 2017.

37. Plaintiff has been damaged as a direct and proximate result of Defendant Association's negligence.

38. WHEREFORE, Plaintiff respectfully requests this Court to enter judgment against Defendant Funeral Home and Defendant Association in an amount to be proved at trial, attorneys' fees and court costs, and such further and other relief as the Court deems just in the circumstances.

MISHANDLING OF FUNERAL AND DISPOSITION ARRANGEMENTS

(Defendant Funeral Home and Defendant Association)

39. Plaintiff restates and re-alleges the allegations of Paragraphs 1 through 38.

40. Plaintiff made arrangements with Defendant Funeral Home and Defendant Association to provide for Plaintiff's mother's funeral and burial.

41. There was no surviving spouse as Plaintiff's father predeceased Plaintiff's mother. Plaintiff is the only adult child of Mrs. Murray.

42. Defendant Funeral Home and Defendant Association failed to provide a proper burial in accordance with its duties pursuant to Neb. Rev. Stat. § 38-1425.

43. Defendant Funeral Home and Defendant Association failed to complete Plaintiff's mother's burial for five (5) days after the funeral.

44. Defendant Funeral Home and Defendant Association failed to consult or inform Plaintiff of the delay in filling Plaintiff's mother's gravesite.

45. Defendant Funeral Home and Defendant Association breached its statutory duties as a licensed funeral director and a cemetery authority.

46. Plaintiff has been damaged as a direct and proximate result of Defendant Funeral Home and Defendant Association's mishandling of Plaintiff's mother's funeral and disposition arrangements.

47. WHEREFORE, Plaintiff respectfully requests this Court to enter judgment against Defendant Funeral Home and Defendant Association in an amount to be proved at trial, attorneys' fees and court costs, and such further and other relief as the Court deems just in the circumstances.

GRAVE DESECRATION

(Defendant Funeral Home and Defendant Association)

48. Plaintiff restates and re-alleges the allegations of Paragraphs 1 through 47.

49. Defendant Association manages and operates the public cemetery where Plaintiff's mother's gravesite is located, which is indicated as a cemetery and has identifiable boundaries and limits.

50. Plaintiff and Plaintiff's family purchased plots from Defendant Association for the purpose of providing their burial at said gravesite plots.

51. Defendant Association and Defendant Funeral Home had prior knowledge of the cemetery.

52. Plaintiff's mother is interred in the cemetery by property right.

53. Plaintiff is the next of kin with the right to assert a claim for desecration as he is the only adult child of Mrs. Murray.

54. Defendant Association desecrated Plaintiff's mother's grave by means of leaving the grave open by not filling the same with dirt and covering the grave with boards for over five (5) days.

55. Plaintiff has been damaged as a direct and proximate result of Defendant Funeral Home and Defendant Association's desecration of Plaintiff's mother's grave.

56. WHEREFORE, Plaintiff respectfully requests this Court to enter judgment against Defendant Funeral Home and Defendant Association in an amount to be proved at trial, attorneys' fees and court costs, and such further and other relief as the Court deems just in the circumstances.

INTENTIONAL INFLICTION OF EMOTIONAL DISTRESS

(Defendant Funeral Home, Defendant Association, and

Defendant Association Board Members, in their official and individual capacities

57. Plaintiff restates and re-alleges the allegations of Paragraphs 1 through 56.

58. Plaintiff had the right to be free from emotional distress and Defendant Funeral Home, Defendant Association, and Defendant Association Board Members, in their official and individual capacities, violated that right when it intentionally and/or recklessly inflicted severe emotional distress upon Plaintiff.

59. Defendant Funeral Home and Defendant Association intentionally failed to fill Plaintiff's mother's grave, and such constitutes willful and intentional acts of outrageous conduct to the Plaintiff.

60. Defendant Funeral Home, Defendant Association, and Defendant Association Board Members, in their official and individual capacities, intentionally and willfully ignored Plaintiff's requests for information and requests to properly care for his mother's grave.

61. Defendant Association Board Members intentionally made demeaning and derogatory comments to Plaintiff in their January 15, 2018 meeting, as well as threatened to call the police. No reasonable person should be expected to endure the intentional and willful acts by Defendant Board Members.

62. Plaintiff suffered severe emotional distress that no reasonable person should be expected to endure.

63. Plaintiff has been damaged as a direct and proximate result of Defendant Funeral Home, Defendant Association, and Defendant Association Board Members' severe emotional distress caused to Plaintiff.

64. WHEREFORE, Plaintiff respectfully requests this Court to enter judgment against Defendant Funeral Home, Defendant Association and Defendant Association Board Members in an amount to be proved at trial, attorneys' fees and court costs, and such further and other relief as the Court deems just in the circumstances.

JURY DEMAND

Plaintiff hereby demands trial by jury in Wayne County, Nebraska, on all issues.

DATED this 9th day of October 2018.

REX MURRAY, Plaintiff

BY: 

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Attorneys for Plaintiff

IN THE DISTRICT COURT OF WAYNE COUNTY, NEBRASKA

REX MURRAY,)	CASE NO. CI _____
)	
Plaintiff,)	
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vs.)	PRAECIPE
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GREENWOOD CEMETERY)	
ASSOCIATION OF WAYNE)	
NEBRASKA, SCHUMACHER-)	
HASEMANN FUNERAL HOMES, INC.,)	
GREENWOOD CEMETERY)	
ASSOCIATION OF WAYNE)	
NEBRASKA BOARD OF TRUSTEES,)	
NANCY SUTTON, BETTY REEG,)	
JAY O'LEARY, WILLIS WISEMAN, and)	
AMY BOWERS,)	
)	
Defendants.)	

TO THE CLERK OF COURT:

PLEASE ISSUE SUMMONS, in the above-entitled matter, along with a copy of the Complaint, for service upon the Defendants by **certified mail, return receipt requested**, as follows:

Greenwood Cemetery Association of Wayne Nebraska
100 South Pearl Street
Wayne, NE 68787

Schumacher-Hasemann Funeral Homes, Inc.
Registered Agent: Scott Hasemann
302 Lincoln
Wayne, NE 68787

Nancy Sutton
220 Sherman Street
Wayne, NE 68787

Betty Reeg
1023 Hilcrest Road
Wayne, NE 68787

Jay O'Leary
112 Birch Street
Wayne, NE 68787

Willis Wiseman
1112 W. 3rd Avenue
Wayne, NE 68787

Amy Bowers
815 Pheasant Run Road
Wayne, NE 68787

DATED this 9th day of October 2018.

REX MURRAY, Plaintiff

BY: _____


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Attorneys for Plaintiff

MODE OF SERVICE: Certified Mail

4848-8625-4200, v. 1

What Should a Community Cemetery Be?

- 1) Servant Leadership Based (Staff and Trustees)
- 2) Communicative, Empathetic, and Respectful to the Families of Loved Ones Being Buried
- 3) Focus on the Urgent and Important: Plan and Conduct Timely Complete Burials
- 4) Trustees Directly Approachable with Grievances (Tear Down Walls)
- 5) Open to Improvements

Example: If for Any Reason a Burial Is Not 100% Completed on The Funeral Day (e.g. no unsightly hole-covering Boards: The Grave can't be Decorated), It is incumbent Upon the Trustees and Staff to

- a) Immediately Directly Communicate the Status to The Family
- b) Provide an Expedient Completion Plan to Avoid "Grave Insults" (See Philadelphia Enquirer Article)
- c) Failure to adhere to this Ethical behavior triggers a written apology by The Cemetery Trustees to the Family of the Aggrieved that is Published Publicly In the local archivable newspaper (Wayne Herald). This is retroactive for Marilyn Murray's Grave Insult!

Grievance: The Untimely Burial of Marilyn B. Murray by her Son, Rex E. Murray

Clearly: Leaving A Board across a Grave for 5 Days after the Funeral Without Completion Failed Just Treatment for me and my family. Greenwood Cemetery's Reluctance to provide burial timeline.

Observations: Decline in Caretaking 1996 versus 2017

- 1) Change in Servant Philosophy (Douglas Cole Caretaker 1996 versus Steve Gross 2017)
- 2) Doug Called to discuss Raymond Murray's Burial Plan (Completed Funeral Day July 10, 1996)
- 3) Steve Gross didn't communicate (and left an incomplete grave for Marilyn Murray October 7, 2017). Was WSC Homecoming or the Nebraska Football game more important?
- 4) I have pictures of the grave as evidence! See the time-stamped photo exhibits.
- 5) My daily calls to the Funeral home (burial fees paid to them) failed to get any direct communication results from Steve Gross. I did not want excuses, I wanted a finished grave!
- 6) On Wednesday October 11, 2017 I finally got the phone number of Steve Gross and called him directly while I was at grave side. I have a picture of the unfinished grave then. He said he couldn't be bothered with that he was doing some gardening at home. He said he would not apologize for my Mother's "Grave Insult". He said he might complete it tomorrow when "we are digging another grave" (Dick Carlson's). Nasty and insulting experience-Not Servant Leadership. He said if you have complaints contact someone (I didn't have a pen and paper must have been Accounting Plus). Why are complaints deflected to non-Trustees? Not a Transparent or Servant Leadership situation. I am sure he did not handle his sister in laws burial this way!
- 6) Who knows how long Steve Gross would have continued the "Grave Insult" without that call.
- 7) This Wayne, NE Organization has lost any dutiful identity it had in the past.
- 8) It is and has been an emotionally damaging experience for me. Change is warranted!

My Expectations: Prompt acceptable outcomes today, not lip service!



[News \(Http://Www.philly.com/News\)](http://www.philly.com/news)

A cemetery's grave insult

Updated: APRIL 24, 2016 — 3:01 AM EDT



([http://philly.reprintmint.com/006-default.html?](http://philly.reprintmint.com/006-default.html?src=http%3A%2F%2Fmedia.philly.com%2Fimages%2F250*250%2FPOLA23C1)

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News columnist Ronnie Polaneczky attempts to tidy up Mrs. Hyatt's gravesite.) Buy Photo

The columnist at Mrs. Hyatt's grave at Har Zion Cemetery.

by **Ronnie Polaneczky**, STAFF COLUMNIST

[@RonniePhilly](https://twitter.com/@RonniePhilly) (<http://twitter.com/@RonniePhilly>) |

polaner@phillynews.com (<mailto:polaner@phillynews.com>)

I SHOULD STOP being surprised where this job takes me.



A cemetery's grave insult

(<http://www.philly.com/philly/news/2016/viewGallery=y>)

But I still can't believe it took me to a skinny little cemetery tucked behind an Aldi market where, shovel in hand, I was determined to bring some dignity to the grave of Susan Hyatt.

Mrs. Hyatt was 86 when she died on April 1. She was laid to rest on April 3 at Har Zion Cemetery on MacDade Boulevard in Collingdale.

Mrs. Hyatt's parents are buried at Har Zion, a Jewish burial ground in a part of Delaware County so crammed with cemeteries, more people reside under the ground than above it. Mrs. Hyatt's husband's remains are also at Har Zion, as are those of his parents and sister. So Mrs. Hyatt's family buried her there, too, on that cool, dry Sunday morning.

Two days later, her son, Glenn Hyatt, visited the grave with an out-of-town niece who had been unable to make it to the hastily arranged burial.

He was made heartsick by what he saw.

Two sheets of battered plywood were atop his mother's grave, weighted down with a cinder block and bricks. He could see, through a gap beneath the wood, that his mother's grave was only partially filled in (although the casket was not visible). A mound of excavated dirt remained next to it, atop the graves of other Hyatt loved ones.

The following Saturday, when the family returned, the mess was worse, muddied by that day's heavy rain. Water drizzled off of the plywood, into the grave.

"Needless to say, it was distressing emotionally," says Glenn Hyatt, a physician who practices in Willow Grove. "I had just lost my mother. To find her gravesite in such a state was overwhelming."

He said as much in a subsequent phone conversation with Har Zion's owner, Robert Feldman, a lawyer who inherited the cemetery from his parents. Feldman lives in Miami, and travels north twice a month to check the site and meet with staff.

Feldman assured Hyatt that his mother's grave was receiving standard care. The practice at Har Zion is to fill in a grave, he explained, then cover it with wood to protect it from the elements while the dirt and casket settle into the ground. The caretakers then add dirt as needed and let it settle naturally.

Depending on the weather, the final settling could take weeks or months. So, Feldman said, what Hyatt observed at his mother's grave was not the disgrace that he believed it to be. It was just a natural settling process.

"I felt his response was inadequate," says Hyatt, whose son had contacted me for help in getting Mrs. Hyatt's grave fully filled and groomed.

I visited Mrs. Hyatt's grave on April 13, 10 days after the burial. I brought a shovel. Because if anyone deserved to be fully buried in a tidied-up resting place, it was Mrs. Hyatt.

Her son describes her as a dignified, lovely, and strong mother and grandmother whose life had been defined by her faith and guided by love for her family. She had been shattered by the sudden death of a daughter in an accident in 2002, and had handled with duty and grace the long illness of her husband, who died in 2012. Her greatest joy in her final years was in her grandchildren and their accomplishments.

"She was a wonderful woman," he says.

By the time I got to Har Zion on the 13th, caretakers had filled her grave. In fact, the dirt was

mounded a foot above, and spilled around it in clumps. The plywood had been moved to the side.

It all looked really sloppy.

It was in close to the same condition when I returned on Monday. I attempted to break up the clumps with my shovel, to smooth things out. But the Delaware Valley was in the midst of a glorious stretch of sunny weather, and the dirt had baked too hard for me to dig into and scatter.

Next time, I'll bring a better tool. Or stronger biceps.

When I caught up by phone with Feldman - an affable, charming man - he was at a loss as to what the fuss was about.

He reiterated to me what he'd told both Hyatt and Rabbi Greg Marx of Maple Glen's Congregation Beth Or, who had overseen Mrs. Hyatt's services and also spoke with Feldman about the grave site's messy condition.

"I don't understand what the issue is," Feldman said, sounding puzzled after his recent visit to the gravesite. "This is not a case where a grave has been neglected. I do not understand how anyone can say it was not attended to after the funeral. When I look at it, I see a grave that looks like it had a recent burial and the dirt is naturally settling."

Yes, I said, but other cemeteries handle settling differently.

At historic Laurel Hill Cemetery, for example, grounds foreman Frank Rausch described the pains his workers take to make sure a grave is filled in and raked off immediately after a burial. Debris is removed, dirt is trucked away, and a green, Astroturf-like tarp is laid atop the burial site so it looks presentable. As the ground settles, the workers return with more dirt, but continue to keep the spot tidy.

They do it for loved ones of the deceased.

"The families often return to the cemetery the next day," says Rausch, who has worked at Laurel Hill for 15 years. "They might even come back the same day, if the burial was early in the morning. It's all part of the grieving process. There's a certain closure for the family when they come back to the cemetery."

For him, he says: "It's all a matter of how you want to present yourself as far as this business is concerned. We want to make everything as nice as possible for families at a very difficult time."

When I described Laurel Hill's process to Feldman, he shrugged.

"I don't know what other cemeteries do and I don't discuss with them what we do," he said. "I can tell you it's been done this way at Har Zion for as long as I can remember. And I've seen piles of dirt at other cemeteries, too."

I wondered if there were official aesthetic standards in the state burial industry, so I contacted the Pennsylvania Cemetery Cremation and Funeral Association. But no one returned my many requests for comment.

Maybe there was a death in the family.

I don't think Feldman is a bad guy. But I think there's a bad misunderstanding between him and the Hyatt family.

Feldman repeatedly mentioned to me a past-due bill that Mrs. Hyatt never paid for some kind of ongoing care on the plot she now shares with her husband. I saw the bill - Hyatt shared it with me, along with a copy of an outraged letter Mrs. Hyatt wrote to Feldman when she received it. She wrote that she never agreed to the services she was being charged for.

That was four years ago, and it appears nothing got resolved before her death.

But that's a separate issue from the practice of allowing a grave to look as bad as Mrs. Hyatt's did two weeks after the burial.

Let's allow Mrs. Hyatt's rabbi, Greg Marx, to break it down for us. He says he's often dismayed by

the appearance of many of the region's older cemeteries.

"In the Jewish faith, we have standards of *kavod hamet*" - respect for the dead, he says. "Great effort is made to treat the dead with respect, dignity and reverence, from the moment of death until interment. It's tragic when, at the last stage of that process, you arrive at a cemetery that looks like a dumping ground. The emotional distress this places on a family is tremendous."

Feldman promised to reinspect Mrs. Hyatt's grave again on an upcoming visit. Not because he thinks it didn't look right the last time he saw it. But to accommodate the family's wishes.

If he needs a shovel, I have one in my trunk.

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