Code of Good Funeral Practice

As funeral directors, our calling imposes upon us special responsibilities to those we serve and to the public at large. An important obligation is to provide information so that everyone can make knowledgeable decisions about funeral services and funeral firms. Our Code of Good Funeral Practice To provide the public with information about funerals, including prices, and the functions, services and responsibilities of funeral directors To afford an ongoing opportunity to all persons to discuss or arrange funerals in advance To make funerals available in as wide a range of price categories as necessary to meet the needs of all segments of our community, and to affirmatively extend to everyone the right of inspecting and freely considering them all To quote conspicuously in writing the charge for every funeral offered, and to clearly identify the services, facilities, equipment and merchandise included in such quotations To furnish each family, at the time funeral arrangements are made, with a written memorandum of charges and to make no additional charge without the approval of the purchaser To make no representation, written or oral, which may be false or misleading and to apply a standard of honesty in all dealings. To respect all faiths, creeds and customs; and to give full effect to the role of the clergy To maintain qualified and competent staff, complete facilities and suitable equipment required for comprehensive funeral service To assure those we serve the right of personal choice and decision in making funeral arrangements To be responsive to the needs of the financially strained, serving them within their means