

# Cemetery Professionals Code

Cemetery Professionals are the Keepers and Protectors of the dead that shall adhere to the following Cemetery Professionals Code in order to protect loved ones left in their care forever:

- Cemetery Professionals shall be responsible to train their staff to professionally service families and to treat all human remains with dignity and respect.
- Cemetery Professionals shall never intentionally charge for services or goods they cannot provide or deliver.
- Cemetery Professionals shall never pay a commission to any Funeral Director as an incentive to send funerals to their cemetery.
- Cemetery Professionals shall always strive to provide a contract or receipt to the consumer for all goods and services purchased from the cemetery.
- Cemetery Professionals shall not deny burial services to any person for reasons of race, color, religion, sex, handicap, familial status, sexual preference, or national origin.
- Cemetery Professionals shall strive to apply the Golden Rule when servicing all consumers. "Do unto others as you would have them do unto you."
- Cemetery Professionals shall strive to provide understanding and sympathy for any family member making burial arrangements or while mourning at the cemetery. This shall include times of visitation.
- Cemetery Professionals shall strive to abide by the laws of the Federal Government and State of Illinois pertaining to cemeteries and the protection of human remains.
- Cemetery Professionals shall never intentionally disparage a competitor.
- Cemetery Professionals shall apply all fees uniformly to their consumers.
- Cemetery Professionals shall comply with the terms of all sales agreements.
- Cemetery Professionals shall strive for excellence in the maintenance of their cemetery.
- Cemetery Professionals shall strive to protect confidential information relating to all decedents and family members.
- Cemetery Professionals shall not intentionally participate in any manner or action to deceive or defraud a consumer.
- Cemetery Professionals shall never intentionally inter, entomb or inurn any human remains without the proper burial permit.
- Cemetery Professionals shall strive to not permit the use of alcohol or illegal drugs in the cemetery by their employees or allow any employee who is affected by the use of drugs or alcohol to perform work or come in contact with any family member.
- Cemetery Professionals shall only enact reasonable rules and regulations.
- Cemetery Professionals shall never intentionally make false statements to a consumer.

