



Code of Ethics

Walker Funeral Home is an organization directly responsible for the care and service of the deceased and their families. We acknowledge that at such a time families place a great deal of trust in Walker Funeral Home regarding the ethical care and treatment of their loved one and their survivors. We further acknowledge our responsibilities and duties at such a time.

To ensure the ethical care and treatment of all with whom Walker Funeral Home shall deal, we promise to adhere to the following Code of Ethics.

Because of the multifaceted nature of the funeral care business we perceive the need for ethical treatment and obligations to:

- Families of the Deceased
- The Care of the Deceased
- The Public
- Government and Regulating Bodies
- The Staff at Walker Funeral Home
- Walker Funeral Home

At Walker Funeral Home we, the staff, believe and adhere to the following Ethical Principles:

1. Serve each family in a professional and caring manner, be respectful of their wishes and confidences, be honest and fair in all our dealings, and be considerate of those of lesser means.
2. Care for each deceased person with the highest respect and dignity, and to transport, prepare and shelter the remains in a professional caring and conscientious manner.
3. Offer services and operate the business in accordance with the highest principles of honesty, fair dealing and professionalism.
4. Maintain strict compliance with the letter and spirit of all governmental laws and regulations that impact the funeral consumer, the funeral profession, and the public health.
5. Provide a safe environment of employment, treat with dignity, respect, and fairly, and by providing the tools and training necessary for success.
6. Serve by holding ourselves to a higher standard and by applying ethical principles in conduct and action.

We believe that as we adhere to the ethical principles outlined, and the obligations set forth that we have the framework to respond to any ethical dilemma. We further believe these principles should guide us to a higher ethical treatment and response to any situation.



Code of Ethics

Obligations to the Family

Obligations for the Care of Decedent

Obligations to the Public

Obligations to the Government and Regulating Bodies

Obligations to Staff

Obligations to the Company

Service to Families

Ethical Principle: Walker Funeral Home and staff has an ethical obligation to serve each family in a professional and caring manner, be respectful of their wishes and confidences, be honest and fair in all our dealings, and be considerate of those of lesser means.

Code of Professional Conduct - Walker Funeral Home and staff shall:

1. Provide funeral services to families without regard to religion, race, color, national origin, sex, sexual orientation, or disability.
2. Comply with all applicable federal or state laws or regulations relating to the prearrangement, prepayment or pre-financing of funeral services or merchandise.
3. Release deceased persons to the custody of the person or entity who has the legal right to effect a release without requiring payment prior to the release.
4. Not use any funeral merchandise previously used and sold without prior permission of the person selecting or paying for the use of the merchandise.
5. Comply with the Federal Trade Commission's Funeral Industry Practices Regulation.
6. Protect confidential information pertaining to the deceased or the family of the deceased from disclosure.
7. Carry out all aspects of the funeral service in a competent and respectful manner.
8. Promptly account for and remit any monies, documents, or personal property that belong to others that come into the funeral home's possession.
9. Not engage in any unprofessional conduct of a character likely to deceive, defraud or harm the families we serve in the course of providing professional services.

Care of Decedent

Ethical Principle: Walker Funeral Home and staff has an ethical obligation to care for each deceased person with the highest respect and dignity, and to transport, prepare and shelter the remains in a professional caring and conscientious manner.

Code of Professional Conduct - Walker Funeral Home and staff shall:

1. Treat all deceased persons with proper care and dignity during transfer from the place of death and during subsequent transportation of the remains.
2. Allow only authorized personnel of the funeral home or those persons authorized by the family to be in attendance during the preparation of the remains.
3. Allow only embalmers, apprentices and interns, who are licensed to the extent required by state law, to embalm human remains.
4. Treat all deceased persons in the preparation room with proper care and dignity, including proper covering at all times.
5. Not transport, hold, or facilitate the disposition of human remains without all permits and authorizations required by law.
6. Not violate statutes, ordinances, or regulations affecting the handling, custody, care, or transportation of human remains.
7. Not knowingly dispose of parts of human remains that are received with the body in a manner different from that used for the final disposition of the body, unless the person authorizing the method of final disposition gives permission that the body part may be disposed of in a manner different from the disposition of the body.
8. Cremate one person at a time and avoid any co-mingling of cremated remains.

Obligations to the Public

Ethical Principle: Walker Funeral Home and staff has an ethical obligation to the public to offer their services and to operate their business in accordance with the highest principles of honesty, fair dealing, and professionalism.

Code of Professional Conduct - Walker Funeral Home and staff shall:

1. Not engage in any unprofessional conduct which is likely to defraud or deceive the public.
2. Not engage in false or misleading advertising.
3. Not personally or through an agent or employee solicit deceased human remains, whether the solicitation occurs after death or while death is imminent: provided, however, that general advertising directed to the public at large would not constitute a violation of this section.
4. Not pay or offer to pay a commission or anything of value to third parties, such as medical personnel, nursing home and hospice organizations or employees, clergy, government officials or others, to secure deceased human remains for funeral or disposition services.
5. Not use alcohol or drugs to the extent that such use adversely impacts the ability to carry out their obligation as a funeral professional.

6. Not be convicted of a felony or any crime involving immoral conduct.
7. Not offer to sell or arrange the sale of funeral goods or services on a preneed basis in violation of any applicable federal or state laws or regulations.

Obligations to the Government and Regulating Bodies

Ethical Principle: Walker Funeral Home and staff have an ethical obligation to maintain strict compliance with the letter and spirit of all governmental laws and regulations that impact the funeral consumer, the funeral profession, and the public health.

Code of Professional Conduct - Walker Funeral Home and/or staff shall:

1. Hold all necessary licenses to engage in the profession of funeral directing, preneed sales or embalming.
2. Require any person in our employ or under our control who serves as a funeral director or embalmer, or as an apprentice or intern, to have all appropriate licenses.
3. Require any person in our employ who sells prefunded funerals to have all appropriate licenses and appointments.
4. Not knowingly make a false statement on a death certificate.
5. Not knowingly make or file false records or reports in the practice of funeral services.
6. Comply with all federal, state, or local laws, rules or regulations governing or impacting the practice of funeral service.
7. Comply with all federal, state, or local laws, rules or regulations that were enacted to protect consumers.
8. Comply with all federal, state, or local laws, rules or regulations that were enacted to protect the environment.
9. Comply with the Constitution and Bylaws of the National Funeral Directors Associations and the Utah Funeral Directors Association.
10. Conduct ourselves in a proper and appropriate manner while attending or participating in NFDA and UFDA sponsored events and in all communications with NFDA and UFDA.
11. Cooperate in a timely, professional, and respectful manner in all phases of an investigation, hearing, and resolution of a complaint brought before the Professional Conduct Committee.

Obligations to the Staff

Ethical Principle: Walker Funeral Home has an ethical obligation to the staff and employees of the business, to provide a safe environment of employment, treat with dignity, respect, and fairly, and by providing the tools and training necessary for success.

Code of Professional Conduct - Walker Funeral Home shall:

1. Offer employment without regard to religion, race, color, national origin, sex, sexual orientation or disability.
2. Provide a safe workplace free (to the extent of their ability) of harm or hazard, discrimination, violence, and harassment.
3. Abide by the statutes and laws of the State of Utah regarding employment, hiring, and termination practices.
4. Act ethically and professionally in the treatment of employees.
5. Provide the tools and training necessary for employees to complete their jobs professionally.
6. Provide growth opportunities for employees in order to be able to continue to grow and develop and be a part of the future of Walker Funeral Home.

Obligations to the Company

Ethical Principle: Walker Funeral Home and staff have an ethical obligation to the Funeral Home and those they serve by applying ethical principles in the conduct, action, and holding themselves to a higher standard.

Walker Funeral Home staff shall:

1. Adhere to the highest standard of personal and professional ethical principles.
2. Adopt the Walker Funeral Home Code of Ethics.
3. Bring professional aptitude and attitude to work everyday.
4. Be proactive in their work ethic and contribute positively (without prompting) to the success of Walker Funeral Home.
5. Bring suggestions for improvement to Walker Funeral Home leadership in order to improve upon and strengthen the service Walker Funeral Home provides to its customers.