



## What You Can Expect from an IAOPCC Member

- IAOPCC Members adhere to a strict Code of Ethics & Standards of Business Practices;
- IAOPCC Members have an open door policy providing a physical location for clients and/or visitors to see its operations;
- IAOPCC Members allow for pet parents to view their pet's body prior to cremation and/or burial and offer the opportunity to be present when the pet is being cremated and/or buried;
- IAOPCC Members provide full disclosure of the pet identification and tracking process;
- IAOPCC Member cemeteries provide for a deed restriction and perpetual care fund for continuation and maintenance of the cemetery;
- IAOPCC Members are required to meet EPA air quality standards and comply with local, state, provincial, and federal laws;
- IAOPCC Members will not misrepresent their services nor conduct their business in a fraudulent manner;
- IAOPCC Members offer the utmost in quality care and services providing pet parents and their pets compassionate care;
- IAOPCC Members have resources available for grief counseling services and grief education for families.