



General Price List And Consumer Information

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December 1, 2023



*Trimble Funeral Home & Crematory
at Trimble Pointe, Moline*



Trimble Funeral Home, Coal Valley

This booklet presents an itemized listing of our service and merchandise offerings. It also lists several packages which offer a simplified way of selecting complete services at a single, discounted price. Our exclusive "Worry-Free Cremation Care"™ is also described in detail.

These prices are effective December 1, 2023, but are subject to change without notice. The goods or services shown below are those we can provide to our customers. You may choose only the items you desire. However, any funeral arrangements you select will include a charge for our basic services and overhead. If legal or other requirements mean you must buy any items you did not specifically ask for, we will explain the reason in writing on the statement we provide describing the funeral goods and services you selected.

Terms

Arrangements for payment of the total charges must be made prior to the services being scheduled. We do not contract with estates, only individuals. Preferred payment options include:

- **Assignment of life insurance:** Accepted provided that we are able to verify that the insurance policy is in force. All beneficiaries must sign the assignment forms. A 4.9% factoring fee will be paid by the insurance company to C & J Financial from the policy proceeds.
- **Cash or personal checks:** Accepted for payment of all charges.
- **Prepaid funeral agreement** made with our funeral home or any other funeral home: Accepted according to the terms of the agreement. We will arrange for the transfer of funds, and will honor all prior arrangements made with another funeral home.

Other payment option

- **Credit cards:** If other forms of payment are not available, credit cards may be accepted subject to a 3% handling fee.

A Word About Price Comparisons

We invite you to compare our entire offering of services, facilities, equipment, merchandise, and professional care with any other funeral home of your choice. We are proud to have a consumer-oriented pricing policy, and believe we provide superior quality services and facilities at reasonable prices. Comparisons between funeral homes, however, must be made with care. Some firms may appear at first glance to be less costly because their service charges are lower, yet the burial merchandise they provide is priced higher. Other firms may offer unremarkable services or facilities. Still other firms do not include crematory costs in the price they quote for cremation services. When you compare professional fees, merchandise, facilities and choices, you will find a Trimble service provides the best value in the area. We welcome the opportunity to discuss and compare our charges.

Four Simple Steps to Selecting a Funeral

Step One: Choose the disposition you prefer:

- Burial
- Entombment
- Cremation

Step Two: Choose the type of service you want:

- Funeral Service — with embalming and the body present for ceremonies
- Memorial Service — without embalming and the body not present for ceremonies

Step Three: Choose the visitation and ceremony you desire:

- Trimble Signature Funeral Service — visitation and ceremony with the body present
- Trimble Signature Memorial Service — cremation followed by visitation and ceremony

Step Four: Choose the products you need:

- Casket, cremation casket or container
- Vault or urn
- Stationery and tribute items

Our Signature Service Packages

These offerings represent the services most often selected by those arranging funerals. We have discounted the price of items included in these packages (exclusive of the basic services fee) to provide you simplicity and overall savings. No substitutions can be made and no credit will be given for unwanted items, but any combination of services may be selected from our General Price List on the following page.

TRIMBLE SIGNATURE SERVICES

Complete Ceremonial Services

Signature Funeral Service

Complete ceremonial funeral service with embalming and the body present followed by either burial or cremation

With graveside Interment \$6110 Without graveside interment \$5560

Signature Memorial Service

Complete ceremonial memorial service without embalming followed by either burial or cremation

Includes private time to say good-bye before cremation

With graveside Interment \$6110 Without graveside interment \$5560

(Packages represent savings of \$625 over itemized charges)

- | | |
|---|---|
| <ul style="list-style-type: none"> • Professional care of the deceased, transfer from a local hospital or nursing home, use of our care facility, and either embalming or sanitary care and refrigeration • Private family time to say good-bye, (including upgraded viewing container if cremation) • Public visitation or gathering, either prior or same day • Funeral or memorial ceremony • Cremation, if selected (in lieu of hearse) • Standard stationery package | <ul style="list-style-type: none"> • Memorial tribute video • Light snacks for up to 25 family members during visitation <p>Graveside interment includes:</p> <ul style="list-style-type: none"> • Graveside committal service • Hearse (if burial) • Limousine • Escort and clergy car <ul style="list-style-type: none"> • Add a Hospitality Visitation with food for 50 guests, 900 plus tax and service charge. (Additional guests, 18 per person) |
|---|---|

Remembrance Service

Either a funeral visitation or service followed by burial or Cremation followed by a gathering or memorial service.

Funeral Service (with graveside Interment), \$4720 Memorial Service (without graveside interment), \$4410

Professional care of the deceased, transfer from a local hospital or nursing home, use of our care facility, either embalming or sanitary care and refrigeration; private identification viewing; choice of a visitation/gathering or funeral/memorial service; cremation if selected (in lieu of hearse); and basic stationery package. Interment includes graveside service and hearse (if burial).

Basic Services of Funeral Director and Staff

This is the charge for the basic services of our professional staff and assistants in the supervision and management of all details connected with the care, planning, and arranging of final disposition.

This charge includes, but is not limited to:



- Staff to respond to initial requests for service
- Initial sheltering of the deceased
- Consultation and conference with family or responsible party and planning of funeral or memorial arrangements
- Preparation and filing of necessary authorizations and permits in Illinois
- Preparation and placement of obituary notices and other announcements
- Coordination with clergy, musicians, cemetery, honor guards, or airlines, and others involved in the arrangements

Also included in this charge are overhead expenses relative to our facility such as insurance, maintenance, and utility expenses, secretarial and administrative costs, and equipment and inventory expenses. This fee for our basic services and overhead will be added to the total cost of the funeral arrangements you select. (This fee is already included in our charges for direct cremations, immediate burials, forwarding or receiving remains, and service and value packages.)

Basic Services of Funeral Directors and Staff2890

Professional Care and Preparation of the Deceased

TRANSPORTATION

Transfer from local hospital or nursing home (*)	540
Transfer from local residence or scene (*)	680
Transfer to or from Iowa City or Peoria (*)	665
Transfer to or from Chicago O'Hare Int'l. Airport	740

Unless otherwise specified, transfer charges apply within a 30 mile radius. Mileage charges beyond this radius are \$3 per one-way mile.

() State law requires a licensed funeral director or intern to perform initial transfer from place of death.*

PROFESSIONAL PREPARATION

Embalming and use of care facility630
Embalming is the scientific preparation and sanitary care of the body by licensed professionals using universal precautions for the protection of public health. Except in certain special cases, embalming is not required by law. Embalming may be necessary, however, if you select certain funeral arrangements, such as a funeral with viewing. If you do not want embalming, you usually have the right to choose an arrangement that does not require you to pay for it, such as direct cremation or immediate burial. All embalming is performed by our licensed professional staff or agents, who may on occasion be assisted by licensed interns and mortuary students to the extent allowed by law. For both public health and aesthetic reasons, it is our policy to require embalming when it becomes a practical necessity. Such necessity will be determined by the specific circumstances in each individual case.



OTHER PREPARATION AND SERVICES

Standard cosmetic care, dressing, and casketing	290
Hairdressing by staff	55
Sanitation of unembalmed remains	175
Special care of autopsied remains	240
Special care of donor remains	440
Refrigeration, unembalmed remains (60 per day, 4 day minimum)	240
Removal of pacemaker, required for cremation if present	75
Special or extensive restorative care (per hour)	190
Extended care of embalmed remains (per day, after four days)	40
Licensed staff for special requests or needs, per hour	190

Visitation and Ceremonies

Page 3

These charges include staff, equipment and supplies, and use of facilities for events in our funeral home, or additional staff and transfer of equipment for events in another location.



Hospitality visitation, including light hors d'oeuvres and beverages for 50 people for two hours1600
Beer, wine and other alcohol available at additional cost. Additional guests, 18 per person

Visitation in our facility or other facility (*)	460
Visitation immediately prior to ceremony (up to 2 hours)	460
Private visitation (up to 2 hours) if no public visitation is held	295
Funeral or memorial ceremony in our facility or other facility (*)	560
Graveside committal following ceremony	145
Graveside committal only, meeting at funeral home	425
Graveside committal only, meeting at cemetery	310
Delayed graveside service if not immediately following service	120
Additional service charge for Saturday or Sunday events	330

() Large visitations or services may incur charges for additional staff*

Cremation

Cremation and processing in our on-site crematory	385
Personal identification by next of kin, including preparation	115
Private time to say good-bye for immediate family, one hour	295
Cremation witnessing	95
Expedited cremation (overnight)	135
Solidification of cremated remains, plus shipment charge	2195
Shipment of cremated remains by US mail Priority Express	160
Storage of cremated remains, per month after 30 days	40

Automotive Equipment

Funeral coach (hearse)	385
Family limousine (*)	240
Bearer transportation (*)	240
Escort car and/or clergy transportation	95
Utility vehicle	70

Automobile charges apply within a 30 mile radius. Mileage charges beyond this radius are 3 per mile, one-way. () Due to the Illinois Child Passenger Protection Act, passengers in our vehicles must be at least eight years old.*

Our owned fleet includes matching Cadillac Hearse and Limousine



Cooperative, Direct and Immediate Services

FORWARDING REMAINS to another funeral home 2875
This charge includes basic staff services, transfer from local institution, embalming, transportation to local airport, and an air shipping container. It does not include any visitation or ceremony, or transportation to a non-local airport.

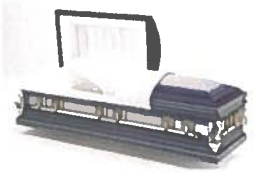
RECEIVING REMAINS from another funeral home 2015
This charge includes basic staff services, transfer from local airport, and transportation to any local cemetery. It does not include any visitation or ceremony, or transportation from a non-local airport.

WORRY-FREE CREMATION, including crematory charge 3190 to 4115
These charges for a direct cremation include basic staff services, transfer from local institution, shelterization or refrigeration, private viewing, witnessing, an alternative container, the cremation process using our "Worry-Free Cremation Care"™ protocol, and a temporary urn. It does not include any other viewing or ceremony. If you want to arrange a direct cremation, you can use an alternative container. Alternative containers encase the body and can be made of materials like fiberboard or composition materials (with or without an outside covering). The containers we provide are constructed of cardboard or fiberboard. See pages 6 and 7 of this booklet.
Worry-Free (direct) cremation, using container provided by you 3190
Worry-Free (direct) cremation, using alternative container 3190 to 4115

IMMEDIATE BURIAL 3190
These charges include basic staff services, transfer from local institution, shelterization or refrigeration, and transportation to local cemetery. Casket not included.

Casket Price List

Whether you are choosing for a loved one or pre-planning for yourself, a casket selection is a very personal decision and an expression of your feelings. A casket that reflects the personality and taste of your loved one can be your final tribute to their life. Trimble Funeral Home understands these needs and can provide a wide variety of caskets that to make your selection truly personal. This Casket Price List includes caskets which are generally available. In addition, many other caskets are available on special order. These prices are effective January 2, 2023



Premium Quality Caskets

Premium quality caskets include superior bronze and fine hardwood caskets. Exceptional craftsmanship and the best materials make these caskets the choice of those wanting the finest caskets made today.

Washington.....	Heavy Polished Bronze, Velvet Interior.....	51,195	Classic	Solid Bronze, Velvet Interior	18,175
Clinton	Polished Stainless Steel, Velvet Inter	27,970	Ambassador	Solid Bronze, Velvet Interior	11,150
Balmoral.....	Solid Mahogany, Velvet Interior.....	20,970	Ambassador	Solid Copper, Velvet Interior.....	9,250

Standard Quality Caskets

Standard quality caskets include good quality copper, stainless steel, steel, and hardwood caskets. This is the category most often chosen by families because of the value they offer in both quality and price.

Executive.....	<i>Solid Cherry, Velvet Interior</i>	9,735	Russet.....	<i>Medium Steel, Sierra Interior</i>	4,870
Regent.....	<i>Solid Copper, Velvet Interior</i>	8,560	Rockwell.....	<i>Hardwood Veneer, Eyelet Interior</i>	4,550
Chancellor.....	<i>Heavy Stainless Steel, Velvet Interior</i>	7,745	Treasure	<i>Medium Steel, Crepe Interior</i>	4,360
Diplomat.....	<i>Oak Hardwood, Velvet Interior</i>	6,230	Butler.....	<i>Hardwood Veneer, Woven Interior</i>	4,260
Counsel.....	<i>Stainless Steel, Velvet Interior</i>	5,780	Embers.....	<i>Medium Steel, Velvet Interior</i>	4,125
Diplomat.....	<i>Oak Veneer, Velvet Interior</i>	5,240	Camden	<i>Medium Steel, Woven Interior</i>	3,970
Barnett.....	<i>Reclaimed Hardwood, Duck Cloth Interior</i>	5,370	Osborn	<i>Medium Steel, Crepe Interior</i>	3,810
Harper	<i>Hardwood Veneer, Crepe Interior</i>	5,115	Morgan	<i>Lighter Steel, Crepe Interior</i>	3,330

Basic Caskets

Basic caskets include steel and select veneer caskets.

Potter.....	<i>Light Steel, Crepe Interior</i>	2,760	Spark	<i>Light Steel, Crepe Interior</i>	2,010
Leon.....	<i>Select Veneer, Crepe Interior</i>	2,760	Galaxy.....	<i>Light Steel, Crepe Interior</i>	1,730
Arcade	<i>Light Steel, Crepe Interior</i>	2,405	Aster.....	<i>Light Steel, Crepe Interior</i>	1,485

Cremation Caskets

Cremation caskets, made from all-combustible materials, are required when public viewing is held.

Premium (Parker)....	<i>Hardwood, Crepe Interior</i>	2,860
Standard (Lance)	<i>Hardwood, Crepe Interior</i>	1,855
Basic (Hartley).....	<i>Fiberboard, Crepe Interior</i>	1,245
Rental (requires basic insert).....	<i>Hardwood</i>	585

Cremation Containers

Illinois law requires a rigid, leak-proof container for cremation if a cremation casket is not selected.

Premium (Nova) .	<i>Wood composite, Crepe Interior</i>	915
Standard (Anders).....	<i>Cardboard, Simple Interior</i>	785
Basic.....	<i>White Cardboard, Pillow and Sheet</i>	375
Utility.....	<i>Kraft Cardboard, No Lining</i>	125



Outer Burial Container Price List

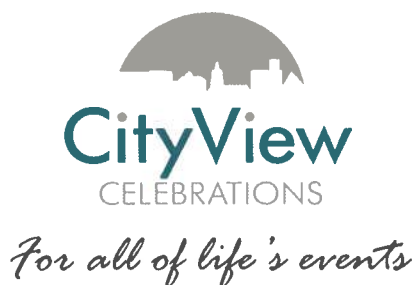


In most areas of the country, state or local law does not require that you buy a container to surround the casket in the grave. However, many cemeteries require that you have such a container so that the grave will not sink in. Either a grave liner or a burial vault will satisfy these requirements. These prices are effective January 2, 2023, and do not include vault company service and delivery charges of 310 to 470, depending on the cemetery.

Premium: Clark Custodian	<i>Solid Copper</i>	24,200	Standard: Veteran.....	<i>Heavy Concrete/Stainless</i>	4,220
Premium: Wilbert Bronze	<i>Bronze over Concrete</i>	19,720	Basic: Tribute	<i>Concrete/High-impact Plastic exterior and interior</i>	3,100
Premium: Bronze Triune.....	<i>Heavy Concrete/Bronze</i>	5,200	Basic: Venetian	<i>Medium Concrete/Marbelon</i>	2,190
Premium: Copper Triune.....	<i>Heavy Concrete/Copper</i>	4,580	Basic: Continental.....	<i>Medium Concrete/Plastic</i>	1,880
Standard: SST Triune.....	<i>Heavy Concrete/Stainless</i>	4,220	Economy: Monticello.....	<i>Light Concrete/Plastic</i>	1,790
Standard: Cameo Rose	<i>Heavy Concrete/Stainless</i>	4,220	Utility: Grave Liner.....	<i>Cement/unlined and unsealed</i>	960

With the complete event facilities afforded by CityView Celebrations at Trimble Pointe, we can offer families many types of hospitality gatherings and catering with a variety of menus:

- Hospitality visitations or gatherings, serving your choice of tea and cookies, beer and pretzels, or wine and cheese
- Family dinners following visitation, from pizza and pasta to casual buffet to formal dinner
- Funeral luncheons following services
- Family breakfasts prior to morning gatherings or services
- Post-funeral events catered in your home or church
- Coffee, tea, and soft drinks are always available in the café
- Snack trays for family and friends during visitation. Because we have a food license, city ordinance prohibits us from serving food brought in, but we are happy to cater any snacks or refreshments you may desire



Popular funeral luncheon options are a cold-cut buffet for 15 per person, a hot buffet for 17-19 per person, and a pizza or taco buffet for 16 per person. All buffets include coffee, iced tea or lemonade, and dessert. There is a 40 guest minimum, and tax and 20% service charge will be added. Bar service is available with a \$100 minimum, and can be either a hosted bar or a cash bar. Please ask to see our CityView Catering Menu and Selection Guide.



Memorial Options and Stationery



Our Memorial Options Gallery offers many choices in stationery designs, accessory selections, and other helpful aids. Personalization is an important part of the services we offer, and we provide many opportunities for families to choose appropriate designs.

Premium Stationery Package	310
<i>The Premium Stationery Package consists of your choice of one theme register book, up to 200 full-size customized remembrance folders with up to seven pictures, up to 100 personalized acknowledgment cards, up to 50 memorial envelopes, all in designs chosen by the family from our standard selections, in a presentation case.</i>	
Standard Stationery Package	220
<i>The Standard Stationery Package consists of your choice of one theme register book, up to 200 personalized remembrance folders, up to 100 personalized acknowledgment cards, up to 50 memorial envelopes, all in designs chosen by the family from our standard selections, in a presentation case.</i>	
Basic Stationery Package	130
<i>The Basic Package includes a standard register book, 50 remembrance folders and 25 acknowledgement cards with limited options.</i>	
Additional or individual items:	
Register books	65 to 135
Personalized remembrance folders	30 per 100*
Crane's Engraved® acknowledgments	275 per 100
Personalized acknowledgment cards	30 per 50*
Laminated obituary bookmark	12 for 4
Personalized prayer cards	25 per 50*
Memorial tribute video (production and one flashdrive)	110
Additional memorial video flashdrives	15 each
Livestreaming and recording of service	210
*A set-up charge of 25 per order is required where marked.	

Prefunded Funeral Arrangements

We place 100% of prepaid funds in an insurance policy or annuity in your name. If you wish, we will guarantee the price of our services and merchandise in the future. Our fee for a fixed-price contract varies by age and is a percentage of the current cost of the items guaranteed. Ask a Funeral Director or Preplanning Specialist for more information

Urns ~ www.TrimbleUrns.com

We offer over 700 urns in all styles and quality. Many are on display in our Memorial Store at Trimble Pointe, and many more are available on our online store, www.TrimbleUrns.com. Urns can be found in many styles as well as Keepsake and Memento versions.



Worry-Free Cremation

Worry-Free Cremation provides for the dignified disposition of the body without any funeral or memorial ceremonies or public visitation or gathering. A casket is not required for a Simple Cremation, but a cremation container must be selected (see page 4). A memorial service or hospitality gathering can follow a Simple Cremation at an additional charge. We have the area's only **private, interior, on-site crematory**, and as the exclusive local provider of **Worry-Free Cremation Care™**, Trimble Funeral Home & Crematory can assure those we serve of the highest level of care for their loved ones.

WORRY-FREE CREMATION including crematory charge..... 3190

Offering more than other funeral firms do with their "direct cremation", our **Worry-Free Cremation** includes our exclusive "Worry-Free Cremation Care"™ protocol (see page 7), and sanitary care and dressing of the deceased, as needed. This allows for immediate adult family members to have an identification viewing in our Reflection Room. Or, if desired, families may schedule a private "Time to Say Good-bye" in the Horizon Room, for up to one hour, prior to cremation at no charge.

Our licensed funeral directors will transfer the deceased from a local hospital or nursing home into our care^(*). We will provide shelter in our secure on-site climate-controlled facility while we obtain all authorizations and permits, and our Cremation Specialists will perform the cremation in our on-site crematory. Included at no additional charge is an alternative container, an identification viewing (required by us if the responsible party is not present when we take custody of the deceased), a private time for the immediate family to say good-bye in our Horizon Room with a lined alternative container and use of our Chaise-Bed Viewer®, cremation witnessing by immediate family if desired, and a temporary urn. In addition, we will prepare and submit the obituary to local newspapers, publish the obituary on our internet media-site, and provide full staff services to coordinate with clergy, cemeteries, florists, and others who may be involved.

^(*) If death occurs in a residence or other non-institutional location, an additional charge of 140 will apply due to additional staff required.

All of our cremation packages include the opportunity for a family to have a private viewing prior to cremation. This gives close family an opportunity for a scheduled time to say good-bye, up to one hour, in our Horizon Room. A lined alternative container and use of our Chaise-Bed Viewer® are included at no additional charge.



Our Value Funeral Plans

Trimble Funeral Home & Crematory is the only local funeral home to offer the community a selection of value-priced funeral plans. Each plan includes a choice of casket and all of the basic services needed for a dignified funeral. And because it's Trimble, you can be assured of the highest level of care for your loved ones. While not for every family, these plans provide basic dignified funeral care for an affordable price. Many families who cannot afford a traditional funeral are selecting one of these plans as an alternative to simple cremation.

The Church Funeral Plan™

Includes choice of quality casket, all professional services, embalming, open-casket viewing, funeral service at your church with visitation period immediately prior to the service, hearse or cremation, and stationery.

Three options, depending on the casket chosen:
Basic, 7095 • Standard, 7595 • Premium, 8495



The Family Comfort Funeral Plan™

Includes all traditional services, amenities, and accompaniments, visitation and funeral service at our funeral home or your church, with your choice of quality caskets and everything needed, for one simple price.

Four options, depending on the casket chosen:
Basic, 8,190 • Standard, 9,490

Premium Stainless, 11,290 • Premium Copper, 13,990



The Veterans Funeral Plan™

Trimble is the exclusive local provider of



Dignified funeral services at your church, our funeral home, or at the cemetery for one simple price...

...because you've earned it.

Four options, depending on the casket chosen:
Basic, 6895 • Standard, 7395 • Premium, 8295
Full Honors, 9,995



For complete information, ask for our free funeral plan brochures or visit our internet media-site: **TrimbleFuneralHomes.com**

Trimble Funeral Home & Crematory
is the exclusive local provider of
Worry-Free Cremation Care™

Trimble's Worry-Free Cremation Care™ begins as one of our Licensed Funeral Directors assumes custody of the deceased. If the death has occurred in a health care facility, all identification bands are checked and identity is confirmed with nursing personnel. Should death occur at home or other location, the identity is confirmed with the next-of-kin, responsible family member, coroner or other authority.

Unless circumstances dictate otherwise, we require a personal identification by the next-of-kin, or his or her representative. This can be done at the time we assume custody of the deceased or in the comfort of our Reflection Room in our Care Center.

A **non-combustible identification tag** is placed on the deceased, and information is logged into our record system. This tag stays on the deceased through the cremation process and is then placed with the cremated remains in the urn.

The deceased is transferred to our on-site climate-controlled secure Care Center for shelterization while we obtain authorizations and permits, and the cremation casket or cremation container selected by the family is clearly labeled for identification.

By Illinois law, cremation cannot take place until 24 hours after death, nor before the next-of-kin, attending physician, coroner or medical examiner, and registrar have all given their respective certifications or authorizations. This can sometimes take three or four days, especially over a weekend.

One of our Licensed Funeral Directors reviews the cremation documents to insure that all required authorizations and permits have been received, and schedules the cremation with our Crematory. All cremations are performed in our private, interior, on-site crematory, so the deceased never leaves our care.

One of our Cremation Specialists (all of whom are Certified Cremation Operators) assists in placing the cremation casket or container into the cremation chamber and begins the cremation process.



If you wish, you are welcome to view our crematory at any time for a pre-cremation inspection where you will have the opportunity to see that the cremation chamber is clean and empty. If desired, immediate family members, from the comfort of our Reflection Room, may witness the cremation casket or container enter the cremation chamber. A Cremation Specialist will be available to answer any questions you may have.

Following cremation and processing, the cremated remains along with the identification tag are placed in the permanent urn the family has chosen, or placed in a clearly labeled temporary container. The urn is ready for committal services, if any, or it may be picked up by the family, or delivered or mailed by us as instructed.

Our Code of Good Practice



**SELECTED
Independent
FUNERAL HOMES®**
Member by Invitation

Trimble Funeral Home & Crematory is the only local funeral home to be invited into membership in Selected Independent Funeral Homes. 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 and cremation services.

In accepting our responsibilities, and as a condition of our affiliation with Selected Independent Funeral Homes, we affirm the following standards of good practice and hereby pledge:

- 1. To provide the public** with information about funeral and cremation services, including prices, functions and the responsibilities of funeral directors.
- 2. To make services 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 to inspect and freely consider them all.
- 3. To quote conspicuously in writing** the charge for every arrangement offered, and to clearly identify the services, facilities, equipment and merchandise included in such quotations.
- 4. To adhere to the highest standard** of conduct in all aspects of business.
- 5. To afford an ongoing opportunity** to all persons to discuss or arrange funerals in advance.
- 6. To ensure** that pre-need contracts fully disclose those items which are guaranteed and those which are non-guaranteed, in terms that are clear and easy to understand.
- 7. To manage prepaid funds** responsibly, ensuring that promises are honored and expectations are met, within the letter and spirit of the law.
- 8. To make no representation**, written or oral, which may be false or misleading and to apply a standard of honesty in all dealings.
- 9. To furnish each family**, at the time arrangements are made, with a written memorandum of charges and to make no additional charge without their approval.
- 10. To respect all faiths**, creeds and customs, and to give full effect to the role of the clergy/celebrant.
- 11. To maintain qualified and competent staff**, appropriate facilities and suitable equipment required for comprehensive funeral and cremation services.
- 12. To assure those we serve** the right of personal choice in making service arrangements.

We pledge to conduct ourselves at all times in a manner deserving of the public trust, and to provide a copy of this Code of Good Practice to the families we serve.

Important Information for Families We Serve

Steps to Take at the Time of Death

Depending on the circumstances, the following steps should be taken when death occurs:

Death in an Institution: When the death occurs at a hospital or nursing home, the medical staff should take care of all necessary legal steps. You just need to notify the medical staff that **Trimble Funeral Home & Crematory** is the funeral home serving you so they can have you sign any necessary release paperwork.

Anticipated Death at Home: Today, more people with terminal illnesses are electing to die at home under the care of hospice. In this situation, notify your hospice provider that **Trimble Funeral Home & Crematory** is the funeral home of your choice. They will then take care of all necessary legal requirements and contact us when death occurs. If hospice is not involved, contact us directly and we will assure that all requirements are met. Many times when someone has a terminal illness, the family will elect to make prearrangements with us so that they are not overwhelmed with the many important decisions at the time of death.

Unanticipated Death at Home or Elsewhere: In these situations, immediately call 911. The Coroner will be notified and will then determine the appropriate steps to be taken. Tell the Coroner that you want **Trimble Funeral Home & Crematory** to assist you. Often, the Coroner can release the deceased directly to us. However, in certain cases, we may be instructed to transport the deceased for autopsy so the cause of death can be determined.

Death Away from Home or Out of State: If a death occurs outside of your home area, you should first call **Trimble Funeral Home & Crematory** on our 24-hour telephone number, 309-764-1144. We will coordinate with a local funeral director at the place of death. We are a member of several national associations and can often save families money by having our firm make the arrangements. If you travel often, it would be wise to let us tell you about our **Travel Protection Plan**, which will cover most of the additional costs associated with a death away from home.

Funeral Arrangement Conference

After we have been notified of the death, we will call to schedule a mutually convenient time to begin discussing and planning funeral arrangements. Although the majority of funeral conferences are held at one of our funeral centers during normal business hours, we are available to come to your residence or meet in the evenings or weekends. At least one of our funeral directors is on duty 24 hours a day, every day of the year.

When you come to the conference, you will want to bring the following items with you:

- Biographical information for use in compiling the obituary.
- Recent photograph for newspaper and preparation purposes. A group picture can be used, but the larger and clearer the face, the better it will reproduce.
- Life insurance policies - we will assist you with claim forms and filing procedures
- Clothing - all normal items including undergarments, other than shoes. For women, an outfit closed at the neckline with long sleeves is preferred.
- Jewelry and personal items - these items can either be brought to the arrangement conference, or we can get them from you later. You will be given a receipt for such items which will also list instructions for either the return or burial of the items.
- Personal address book and wallet to be used for verifying information for forms and memberships for the obituary, and to insure that close friends and relatives are notified of the death.
- Military Discharge and Separation Record (Form DD-214), if applicable.
- Cemetery information, if applicable.

To assist you in these steps, we offer a free **Essential Information Form and Funeral or Memorial Celebration Planner** which is available at our offices and on our website, www.TrimbleFuneralHomes.com.