DATE: August 1, 2017
TIME: 9:00 am
LOCATION: Hotel RL by Red Lion
Rainier Room
2300 Evergreen Park Drive Southwest
Olympia, WA 98502

BOARD MEMBERS PRESENT: Jim Letson, Cemetery Member & Chair
Cameron Smock, Cemetery Member & Vice Chair
Ronald Messenger, Cemetery Member
Pete Cameron, Funeral/Embalmer Member
Richard Little, Funeral/Embalmer Member
Dante Gutierrez-Zamora, Funeral/Embalmer Member
Angela Ward, Public Member

STAFF PRESENT: Jill Short, Program Manager
Rick Storvick, Administrator
Sarah Crawford, Board Support Supervisor
Shanan Gillespie, Program Manager
Jenni Lingle, Administrative Assistant
July Simpson, AAG
Elizabeth Thompson-Lagerberg, AAG

Guests: Kathleen Drew, Department of Licensing
Megan Pilon, Department of Licensing
Tom Flintoft, Flintofts F.H.
Teresa Goen-Burgman, Woodlawn F.H.
Scott Sheehan, EW/WCCFA
Trent Nielsen, Funeral Alternatives
1. **Call to Order** 9:00 AM
   1.1. **Introductions**
       Board members, staff, and guests introduced themselves.

   1.2. **Order of Agenda**
       Recommendation to amend agenda to add 5.8 Case #2015-09-2601-00FDE, 5.9 Case #2015-12-2604-00FDE, and 5.10 Case #2017-04-2602-00FDE

       Mr. Little made a MOTION to approve the amended agenda as recommended. Mr. Messenger seconded the MOTION and it passed.

   1.3. **Approval of Minutes: May 2, 2017**

       Mr. Cameron made a MOTION to approve the minutes with a minor change to the heading. Special Board Meeting will be changed to Regular Board Meeting. Mr. Little seconded the MOTION and it passed.

2. **Public Comment Opportunity**

   Kathleen Drew gave a presentation on a new licensing system that is currently being researched. The proposed system replacement will provide enhancements to the current system and replace the failing back end software for Department of Licensing.

3. **New Business**

   3.1. **Outreach**

       Ms. Crawford asked the Board to consider holding a board meeting on the eastern side of the state in 2018. The Board agreed to consider holding a board meeting in Wenatchee, Yakima, or Spokane in 2018. Ms. Crawford informed the Board that two staff members will be attending the Washington State Funeral Directors Association (WSFDA) and Washington Cemetery, Cremation & Funeral Association (WCCFA) conference in Spokane in August. Mr. Letson informed the board he will also be attending as a speaker.

       **Action Item:** Ms. Crawford will look into possible meeting locations in Eastern Washington.

4. **Old Business**

   4.1. **Review Master Action Items List**

       The master action items list was reviewed by Ms. Crawford.

   4.2. **Statistical report regarding 3 day filing of death certificates**

       The report was reviewed and the board members felt it was good information.

5. **Complaint Cases for Review**

   5.1. 2017-01-2400-00CEM (Messenger)
The complaint alleged a cemetery containing cremated remains’ of the complainant’s mother failed to do enough to find lost urn. The case manager determined the urn was located and is now in the possession of the family. The case manager found no violation of law or rule and recommended closure.

Mr. Gutierrez-Zamora made a MOTION to accept the recommendation. Mr. Smock seconded the MOTION and it passed.

5.2. 2015-12-2400-00CEM (Messenger)
The complaint alleged the cemetery moved deceased wife’s remains next to the deceased husband without consent. The cemetery was directed to move the deceased wife back to her original location as directed by her “designated agent”. The case manager found no violation of law or rule but requested staff provide the entity with remedial training which has been completed. The case manager recommended closure with no further action.

Mr. Smock made a MOTION to accept the recommendation. Mr. Cameron seconded the MOTION and it passed.

5.3. 2015-08-2600-00FDE (Little)
The complaint alleged the Funeral Home did not embalm properly. The case manager found no violation of law or rule and recommended closure.

Mr. Messenger made a MOTION to accept the recommendation. Mr. Gutierrez-Zamora seconded the MOTION and it passed.

5.4. 2017-04-2400-00CEM (Messenger)
The complaint alleged the cemetery only acknowledged receipt for 2 interment rights and they claimed they paid for 4. The case manager found no violation of law or rule and recommended closure.

Mr. Smock made a MOTION to accept the recommendation. Mr. Cameron seconded the MOTION and it passed.

5.5. 2017-02-2400-00CEM (Messenger)
The complaint alleged the cemetery sold a plot already containing a burial, and moved daughter’s headstone without authorization. The case manager found no violation of law or rule and recommended closure.

Mr. Little made a MOTION to accept the recommendation. Mr. Smock seconded the MOTION and it passed.

5.6. 2016-10-2600-00FDE (Messenger)
The complaint alleged the Funeral Home did not provide a timely response for removal at the passing of her husband even though they prearranged the service several years prior. The case manager found no violation of law or rule and recommended closure.
Mr. Gutierrez-Zamora made a MOTION to accept the recommendation. Mr. Little seconded the MOTION and it passed.

5.7. 2017-03-2602-00FDE (Little)
The complaint alleged the Funeral Director was rude when next of kin came to the Funeral Home to pick up death certificates and found a mistake. The case manager found no violation of law or rule, and recommended closure with no further action.

Mr. Smock made a MOTION to accept the recommendation Mr. Cameron seconded the MOTION and it passed.

5.8. 2015-09-2601-00FDE (Letson)
The complaint alleged the Funeral Home cremated the remains of an individual without first notifying the complainant. The case manager found no violation of law or rule, and recommended closure with no further action.

Mr. Cameron made a MOTION to accept the recommendation Mr. Gutierrez-Zamora seconded the MOTION and it passed.

5.9. 2015-12-2604-00FDE (Letson)
The complaint alleged unprofessional conduct in misleading the complainant to the location of her husband’s remains, delaying cremation, using a container that was too small for his remains, and failing to provide the merchandise provided on a pre-need basis. The case manager found no violation of law or rule, and recommended closure with no further action.

Mr. Little made a MOTION to accept the recommendation Mr. Cameron seconded the MOTION and it passed.

5.10. 2017-04-2602-00FDE (Messenger)
The complaint alleged improper appointment of insurance beneficiary by respondent caused delay for complainant closing estate of deceased. The case manager found no violation of law or rule, and recommended closure with no further action.

Mr. Smock made a MOTION to accept the recommendation Mr. Cameron seconded the MOTION and it passed.
6. Legal Issues for Deliberation*
   6.1. Orders To Be Presented
       No Business

7. Disciplinary & Investigation Items
   7.1. Closed Session Deliberation Report (only necessary if closed session is held)
       Mr. Letson announced the purpose and estimated duration for Closed Session, which was to address a litigation matter. At the conclusion of Closed Session, the Board took a short break and invited visitors back for Open Session.

   7.2. Disciplinary Cases Report
       Packet item; no action.

8. Assistant Attorney General’s Report
   No business.

9. Committee/Task Force Reports
   9.1. Cemetery Committee
       Mr. Storvick explained that the Draft Chapter 98-12 WAC Endowment Care Cemeteries document was sent out to the committee members prior to the board meeting. The committee will meet after the board meeting to gather feedback from the industry. It was stated that 5-7 states have already adopted a similar rule. Mr. Storvick requested the Board make a motion to file the CR-101 to officially start the rule making process.

       Ms. Gillespie provided the rule making flow chart and explained the rule writing process.

       Mr. Cameron made a MOTION to approve filing the CR-101 as recommended. Mr. Messenger seconded the MOTION and it passed.

   9.2. Guidelines/Laws-Rules Review Committee
       Ms. Short explained to the Board they are working on cleaning up laws and rules for the 2019 legislative session.

10. Board Staff Report
    10.1. Program Operations
       Ms. Short informed the board that Regulatory Boards staff will be moving back into the Black Lake building the beginning of September. Ms. Short also informed the Board of a processing change for board pay. Case Managers should no longer wait until a case is closed to report it on their time sheet. Record the case number and amount of hours worked on the case for each month as appropriate.
11. Other Business
11.1. Action Items From This Meeting
   - Filing CR-101 for Chapter 98-12 WAC Endowment Care Cemeteries

11.2. Agenda Items For Next Meeting
   - Cemetery Committee Update
   - Guidelines/Rules Review Committee Update
   - 2018 Calendar Planning
   - WSFDA/WCCFA Conference Report Out

11.3. Any Other Business
   No business.

Adjournment 10:17 AM

Submitted by: ___________________________  ______________________
   Jill Short, Program Manager   Date

Approved by: ___________________________  ______________________
   Jim Letson, Board Chair   Date