



STATE OF WASHINGTON  
**DEPARTMENT OF LICENSING  
FUNERAL & CEMETERY BOARD  
MEETING MINUTES  
SPECIAL BOARD MEETING**

**DATE:** August 3, 2021

**TIME:** 10:00 a.m.

**LOCATION:** Virtual Meeting via Zoom

**BOARD MEMBERS PRESENT:** **Richard Little**, Funeral/Embalmer Member & Chair  
**David Ittner**, Cemetery Member & Vice Chair  
**Pete Cameron**, Funeral/Embalmer Member  
**Cameron Smock**, Cemetery Member  
**Angela Ward**, Public Member  
**Connie LeSourd**, Cemetery Member

**BOARD MEMBERS ABESENT:** **Dante Gutierrez-Zamora**, Funeral/Embalmer Member

**STAFF PRESENT:** **Rick Storvick**, Administrator  
**Kimberly Hall**, Administrative Assistant  
**Julia Manley**, Assistant Administrator  
**Pam Griese**, Investigator  
**Thomas Mowery**, Investigator  
**Elizabeth Lagerberg**, AAG

**1. Call to Order 10:00 a.m.**

- 1.1. Introductions  
Kim Hall conducted a roll call. All Board members and listed staff were present.
- 1.2. Order of Agenda  
The agenda was reviewed.
- 1.3. Approval of Minutes: May 4, 2021

MOTION: Mr. Ittner made a MOTION to approve the minutes, Mr. Cameron seconded, and it passed.

- 1.4. Review Communications  
None.

**2. New Business**

- 2.1. None.

**3. Old Business**

- 3.1. COVID-19 Update

Mr. Storvick provided a COVID update.

- 3.2. Review Master Action Items List

Ms. Hall updated on the action items.

**4. Complaint Cases for Review\***

- 4.1. 2021-03-0647-00CEM (Gutierrez-Zamora)

The complaint through an attorney alleges that the respondent committed a felony pursuant to RCW 68.60.040, by unlawfully mutilating, effacing, or otherwise injuring her husband's grave. The Complainant demanded \$50,000 for her suffering and \$3,000 in attorney fees. The findings were the complainants husband died in 2015. The Complainant submitted two undated photos of the damage done to her husband's grave. The complainant acknowledged the Rules and Regulations of the Respondent's cemetery on a contract. No further proof of damage was provided by the complainant when requested. The damages have reached the statute of limitation and would now be barred.

The case manager recommended the case be closed with no further action.

MOTION: Mr. Cameron made a MOTION to accept the case manager's recommendation for closure, Mr. Smock seconded the MOTION, and it passed.

- 4.2. 2021-03-0606-00CEM (Ittner)

The complaint, a visitor on-site to learn about the operations and facilities filed the complaint against the respondent. The complainant alleges the respondent utilizes a walk-in cooler off the kitchen for the storage of human remains. The complainant also alleges the respondent was disrespectful in handling and transporting human remains. The findings were the complainant uses an old commercial kitchen adjacent to a walk-in cooler where human remains are stored. The kitchen is no longer in service. The human remains are handled with care and transported across the 20-acre site with a truck and canopy. All families are aware of how transportation on the property is done. No violations were found.

The case manager recommended the case be closed with no further action.

MOTION: Mr. Smock made a MOTION to accept the case manager's recommendation for closure, Mr. Cameron seconded the MOTION, and it passed.

4.3. 2020-10-1352-00FDE (Cameron)

After taking custody of the deceased, the respondent worked with the next-of-kin who requested that the death certificate not be filed until an autopsy and other tests could be completed. These delays went on for weeks, then months, as communication with next-of-kin slowed. Vital Statistics contacted the respondent several times to file the death certificate so they could fulfill orders for certified copies, but the respondent refused, claiming they were following the directions of the person who had the right to control disposition. Seven months later at the request of Vital Statics, the respondent eventually filed the death certificate with date of disposition as "Unknown" and were instructed to file an affidavit for correction when that information was finally established. The respondent completed remediation counseling at the case managers recommendation.

The case manager recommended the case be closed with no further action.

MOTION: Mr. Smock made a MOTION to accept the case manager's recommendation for closure, Ms. LeSourd seconded the MOTION, and it passed.

4.4. 2018-05-2601-00FDE (Little)

The next -of-kin was upset with the customer service they received from the Funeral Director. The Funeral Director would not disclose the whereabouts of the deceased. When the legal next of kin decided to move the deceased to another facility, the Funeral Director charged the family \$400 for entering the deceased into "their system" and for two death certificates. The findings show the mother of the deceased made the initial arrangements with the Funeral Director. The father of the deceased called to ask a few questions. After several attempts to call the Funeral Director, the director returned the calls. The father asked where his son was, and the Funeral Director explained that he was in storage. The legal next of kin then went to the business the following day and found out the deceased was still at the Medical Examiners Offices. The next of kin then decided to change to another facility because of the unprofessional conduct of the Funeral Director. The funeral home charged the family \$300 for a basic service fee.

The case manager recommended the case be closed with no further action.

MOTION: Mr. Smock made a MOTION to accept the case manager's recommendation for closure, Mr. Cameron seconded the MOTION, and it passed.

4.5. 2018-05-2600-00FDE (Little)

The legal next of kin was upset with the Funeral Home for not disclosing the location of the deceased. The findings were when the legal next of kin called the funeral home, the Funeral Director was vague to the whereabouts of the deceased. The lack of communication from the Funeral Director caused distress with the next of kin. The next-of-kin called other Funeral homes and finally found where the deceased was.

The case manager recommended the case be closed with no further action.

MOTION: Mr. Cameron made a MOTION to accept the case manager's recommendation for closure, Ms. LeSourd seconded the MOTION, and it did NOT pass.

4.6. 2018-04-2601-00FDE (Little)

The Representative of the deceased was upset by the unprofessional conduct of the Funeral Director. The Funeral Director would not provide the location of the deceased or whether the deceased had been cremated. The Funeral Director would not release the cremated remains to the son of the deceased. The findings were after several attempts by the representative of the deceased to the Funeral Director the representative was told the deceased was cremated three weeks prior. The Funeral Director mailed the cremated remains to the legal next of kin. There was a lack of communication between the Funeral Director and the next of kin regarding the prearrangements of the deceased.

The case manager recommended the case be closed with no further action.

MOTION: Mr. Smock made a MOTION to accept the case manager's recommendation for closure, Mr. Cameron seconded the MOTION, and it did NOT pass. The board would like the funeral home to receive remediation/counseling.

4.7. 2017-11-2600-00FDE (Little)

The complaint alleged the respondent did not pay fees owed to the County Vital Statistics over an eight-month period. The findings were the funeral establishment collected monies from the families served. The county restricted the funeral establishment to cash only and repayment was taken care of over time.

The case manager recommended the case be closed with no further action.

MOTION: Mr. Smock made a MOTION to accept the case manager's recommendation for closure, Ms. LeSourd seconded the MOTION, and it passed.

## **5. Legal Issues for Deliberation\***

### **5.1. Orders to Be Presented**

None.

**6. Disciplinary & Investigation Items**

6.1. Closed Session Deliberation Report

None.

6.2. Disciplinary Cases Report

Mr. Storvick discussed the complaint status report.

**7. Assistant Attorney General's Report**

None.

**8. Committee/Task Force Reports**

Mr. Cameron provided an update on the Committee for updating Law Exam questions. All questions have been reviewed and updated. The test will now be 50 questions, all graded. The test questions have now been passed on for final review and then will be sent to ICFSEB.

**9. Board Staff Report**

9.1. Program Operations

Mr. Storvick went over the budget report. He also provided an update on remote work. DOL is currently planning for a functional alignment.

9.2. Department of Licensing

None.

9.3. Other Items

None.

**10. Other Business**

10.1. Any Other Business

None.

10.2. Action Items from This Meeting

- None

10.3. Agenda Items for Next Meeting

- 2022 Board meeting schedule

Ms. Lagerberg joined the meeting at 11:10

**11. Public Comment Opportunity**

Ms. Thomas from the Conference: She thanked the board for their work. The Conference is providing 1 travel grant to each board for the February Annual meeting in Texas.

**12. Adjournment 11:17 AM**

\*The Board may enter into closed session to discuss disciplinary proceedings.

Submitted by:   
Rick Storvick, Administrator

11/8/21  
Date

Approved by:   
Rick Little, Board Chair

11-08-2021  
Date