



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

DATE: November 2, 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
Dante Gutiérrez-Zamora, Funeral/Embalmer Member

BOARD MEMBERS ABESENT: **Connie LeSourd**, Cemetery Member

STAFF PRESENT: **Rick Storvick**, Administrator
Shari Honeywell, Administrative Assistant
Deb Allen-Ba, Assistant Administrator
Pam Griese, Investigator
Jeanne Todd, Customer Service Specialist
Elizabeth Lagerberg, AAG

1. Call to Order 10:01 a.m.

1.1. Introductions

Ms. Honeywell 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: August 3, 2021

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

1.4. Review Communications

1.4.1. Joelle Brouner

Mr. Storvick told the board that Mr. Little was contacted by an individual regarding right to control laws. Mr. Little advised them the board is not involved in setting laws, but individuals can lobby the legislature for changes.

2. New Business

2.1. Meeting Schedule for 2022

Ms. Honeywell shared proposed dates with the Board. The board decided to go with the dates proposed which are February 1, 2022, May 3, 2022, August 2, 2022, and November 1, 2022. The meetings will be held at 10 am and will continue to be virtual through Microsoft Teams until further notice.

2.2. ICFSEB 118th Annual Meeting

The board would like Ms. LeSourd to attend the meeting as the board representative. Mr. Little will be an attendance as well.

2.3. Tacoma Mausoleum Request

Tacoma Mausoleum sent in a request to withdraw money from their endowment fund. Staff and Mr. Ittner did an evaluation of the request to withdrawal \$26,809.21 and after their reviews, found the request to be appropriate.

Mr. Smock made a MOTION that the Board does not have any objection to the request by Tacoma Mausoleum to withdraw \$26,809.21 for needed repairs. Mr. Cameron seconded the MOTION, and it passed.

Mr. Smock, Mr. Ittner and Ms. LeSourd will form a committee on Endowment Care Fund practices.

2.4. Complaint processing

Mr. Storvick suggested to the board that a committee needs to be formed regarding the complaint process and review delegations. Standard practice for complaints needs to be reviewed and possibly updated.

Mr. Cameron, Mr. Little and Mr. Gutiérrez-Zamora will form the complaint process committee.

2.5. Columbia Memorial Gardens Audit Closeout

Mr. Storvick provided an update on Columbia Memorial Gardens audit. Ms. Griese did an in-person audit in July 2021 for four days. She found the following shortage of funds: endowment care \$1,500, prearrangement/trust fund \$88,000, stored merchandise \$62,000, total \$151,661. Staff suggested the Board may need to work with the new owners to replenish the missing funds.

MOTION: Mr. Smock made a MOTION to approve the audit report of Columbia Memorial Gardens with the outcome being the shortfall equals \$151,661.50. Mr. Ittner seconded the MOTION, and it passed.

Action: Ms. Lagerberg suggested meeting with the new owner's attorney.

3. Old Business

3.1. COVID-19 Update

Mr. Storvick and Ms. Griese provided a COVID update. Employers can mandate vaccines and masks are required indoors. Masks are required outside when 500 or more are gathered.

3.2. Review Master Action Items List

Ms. Honeywell updated on the action items.

4. Complaint Cases for Review*

4.1. 2019-11-10029-00FDE (LeSourd)

The complainant filed a complaint for being charged more than the pre-arrangement contract stated. The complainant also stated the family was not allowed to pick up their urn until the total was paid. Remedial counseling was recommended and completed.

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

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

4.2. 2020-01-0031-00CEM (Ittner)

The complainant filed a complaint with the board due to not receiving a full refund. The facts were the complainant referenced a funeral law that does not apply to cemetery prearrangements and the respondent handled the transaction appropriately.

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. 2020-02-0108-00FDE (LeSourd)

The complainant filed a complaint that remains were released to the wrong next of kin. The facts were that the accused party represented herself to the funeral home as his wife. Washington State law does not require that a funeral home verify.

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

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

4.4. 2020-07-0456-00CEM (Ittner)

The complainant filed a complaint against the respondent due to poor customer service and made mistakes on a death certificate. The complainant was not happy with the package purchased. The facts were the complainant purchased the minimum cremation package. The errors to the death certificate were corrected. The Funeral Director involved was terminated and is no longer licensed and the complainant was refunded.

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. Gutiérrez-Zamora seconded the MOTION, and it passed.

4.5. 2020-10-12555-00FDE (Gutiérrez-Zamora)

The complainant alleges respondent funeral home transferred her husband from the hospital without her permission. The funeral home did transfer her husband without permission. The hospital was at fault for releasing the deceased without permission. The hospital and the funeral home were able to resolve the issue at no cost to the complainant. Per direction of the case manager staff met with the funeral home to provide remedial counseling.

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.

4.6. 2020-12-1945-00FDE (Smock)

The complaint was self-reported by funeral staff for burying a deceased one day prior to receiving the correct authorization from DOH. The facts were the deceased died on November 25, 2020, from complications of COVID. The death certificate was started. The death certificate was not accepted by the date of the burial. The funeral home tried to prevent the burial but was unable to stop it. Remedial counseling was recommended and completed.

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. Ittner seconded the MOTION, and it passed.

4.7. 2020-12-1982-00FDE (LeSourd)

The complainant filed a complaint against the respondent for fees regarding a third-party casket, removal, and Saturday graveside service. The price sheet was

accurate but not clearly understood by the complainant and all prices were agreed on before services received.

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.

4.8. 2020-12-2000-00FDE (Gutiérrez-Zamora)

The complainant alleges respondent did not comply with Right to Control RCW's. The complainant's brother passed away and the right to control fell to the majority of the next of kin but there were disagreements regarding disposition. One sibling secured a Superior Court Order, and the matter was resolved per the court order.

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.

4.9. 2021-02-0398-00FDE (Smock)

The complainant alleges the respondent cremated personal effects with their son without their permission. A portion of the personal belongings were received, and the funeral director recommended to the next of kin the items be cremated. The funeral director did provide the list of items that were recommended to be cremated. If the missing items had been cremated, there would be remains left and there were no sign of them. The personal effects that are missing have been looked for at all three locations. The case manager did not find any wrong doings but should have paid more attention to the personal effects. The funeral director received remedial counseling.

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

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

4.10. 2021-03-0630-00FDE (Cameron)

The complainant self-reported himself. He cremated remains before receiving the DOH approval. Fetal death certificates are done via paperwork, and it was not noticed until after the cremation.

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. Gutiérrez-Zamora 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

None.

9. Board Staff Report

- 9.1. Program Operations
Mr. Storvick shared current count of licensees.
- 9.2. Department of Licensing
Debra Allen-Ba is the new Assistant Administrator and Julia Manley moved to the Licensing and Customer Support Service. DOL is going under a realignment. Mr. Mowery has left DOL.
- 9.3. Other Items
None.

10. Other Business

- 10.1. Any Other Business
None.
- 10.2. Action Items from This Meeting
- Arrange travel for Ms. LeSourd
 - Email and setup meetings for committees
- 10.3. Agenda Items for Next Meeting
- Committee report outs

11. Public Comment Opportunity

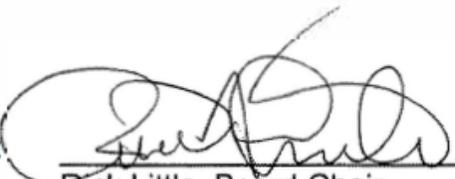
None.

12. Adjournment 11:34 AM

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

Submitted by: 
Rick Storvick, Administrator

2/2/22
Date

Approved by: 
Rick Little, Board Chair

2-2-2022
Date