



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

**DATE:** February 1, 2022

**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

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

**STAFF PRESENT:** **Rick Storvick**, Administrator  
**Kimberly Hall**, Administrative Assistant  
**Deb Allen- Ba**, Assistant Administrator  
**Shari Honeywell**, Administrative Assistant  
**Pam Griese**, Investigator  
**Jeannie Todd**, Customer Service Specialist  
**Darla Gehrke**, Management Analyst

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

1.1. Introductions

Kim Hall conducted a roll call, and all Board members and listed staff were present.

1.2. Order of Agenda

The agenda was reviewed.

1.3. Approval of Minutes: November 2, 2021

MOTION: Mr. Smock made a MOTION to approve the minutes and Mr. Cameron seconded the motion and it passed.

1.4. Review Communications

None.

**2. New Business**

### 2.1. Year In Review

Mr. Storvick provided the year in review for 2021 and mentioned two inadvertent omissions were the board orders concerning Dayspring and Fitch and Zane Fitch.

### 2.2. ICFSEB 118th Annual Meeting & Virtual Regulation Roundup

Mr. Storvick reminded the board of the upcoming ICFSEB conference taking place in Houston, TX. The board will have a chance to attend an additional virtual training in March for anyone who was unable to attend the February meeting.

Motion: Mr. Cameron made a MOTION to have Mr. Little be the voting delegate and Ms. LeSourd the alternate voting delegate for the board. Ms. Ward seconded the MOTION, and it passed.

## 3. Old Business

### 3.1. COVID-19 Update

Mr. Storvick and Ms. Griese provided an update on COVID restrictions and refrigeration shortages. Ongoing discussions with hospitals and Washington State Department of Health (DOH) are taking place to explore solutions to the problem. Solutions proposed by the hospitals and coroners have included mobile crematories and utilizing ambulances for transportation within hospital systems.

### 3.2. Review Master Action Items List

Ms. Hall updated on the action items.

## 4. Complaint Cases for Review\*

### 4.1. 2020-11-1541-00FDE (Little)

The complainant alleged a Funeral home only allowed 15 minutes for an ID viewing of their loved one. The findings of the case were the person with the right to control deposition arranged an ID viewing of the un-embalmed remains, and the funeral home's policy was to only allow 15 minutes. The situation created distress to the family due to the conflict of time allowed for the viewing. Remedial counseling was done January 26, 2022. The case manager recommends the case be closed with no further action.

MOTION: Mr. Smock made the MOTION to close the case with no further action. Ms. LeSourd seconded the MOTION and it passed.

### 4.2. 2020-12-1764-00CEM (Smock)

The complainant requested cancellation of their cemetery prearrangement contract with the cemetery and requested a reimbursement of the amount paid. The owner of the cemetery at the time did not respond to the complainant's request. Findings of the case were while there was a delay in issuing a refund due

to a change in ownership of the cemetery, the refund was sent. The case manager recommends the case be closed with no further action.

MOTION: Mr. Cameron made the MOTION to close the case with no further action. Ms. LeSourd seconded the MOTION and it passed.

#### 4.3. 2021-04-0801-00FDE (Cameron)

The complainant alleges the respondent funeral home and cemetery took directions and signed contracts for the disposition and final memorialization for her husband's remains from someone who did not have the legal right to control the disposition. The findings were the complainant agreed with the arrangements until the point of finalizing the memorialization. The complainant did not approve of the headstone design for her husband but was told that since the deceased's sister owned the plot, the sister was the one who could approve the memorialization. The respondent cemetery has placed a hold on the monument order, and at the time of this investigation all parties were working to come to a resolution.

Board staff completed remedial counseling on January 28, 2022, in which the Funeral Home and Cemetery provided updated policies and procedures to clarify right to control issues in all future arrangements. The case manager recommends the case be closed with no further action.

MOTION: Ms. LeSourd made the MOTION to close the case with no further action. Mr. Ittner seconded the MOTION and it passed; Mr. Smock abstained.

#### 4.4. 2021-05-1237-00CEM (Ittner)

The complainant alleges the respondent was extremely rude during a telephone conversation. The respondent took exception to an article posted in a newsletter, of which the complainant is associated with. The findings were this is not under board jurisdiction. The case manager recommends the case be closed with no further action.

MOTION: Mr. Smock made the MOTION to close the case with no further action. Mr. Cameron seconded the MOTION and it passed.

#### 4.5. 2021-05-1301-00CEM (Gutierrez-Zamora)

An anonymous complaint was received to report that a fetus under 20 weeks was released with the body of a deceased individual in with her personal effects. The remains of the fetus were discovered during a ceremony. The fetal remains were returned to the funeral home and subsequently placed with the deceased individual. The findings were that the respondent funeral home has addressed and revised their policy on how personal effects are inventoried and released. The case manager recommends the case be closed with no further action.

MOTION: Mr. Smock made the MOTION to close the case with no further action. Ms. LeSourd seconded the MOTION and it passed.

4.6. 2021-05-1311-00CEM (Gutierrez-Zamora)

The Complainant alleged poor customer service on the part of the Respondent. The Complainant's father had pre-paid services with the Respondent. The grave was not opened and there was not a setup for the graveside service at the time of the service. A mock setup was put together for the service on the sidewalk at the Respondent cemetery. The design for the marker that was selected or designed at the time of pre-arrangement was apparently lost. The findings were that the Respondent has written a letter of apology for the poor service and has refunded the professional service fee for the service. The employee who was responsible for the error has been let go. The case manager recommends the case be closed with no further action.

MOTION: Mr. Cameron made the MOTION to close the case with no further action. Mr. Ittner seconded the MOTION and it passed.

4.7. 2021-06-1346-00CEM (Ittner)

The Complainant alleged the Respondent cemetery was not properly maintaining the cemetery and the conditions had declined over the years. The Respondent indicated they mowed following a conversation with the Complainant. The case manager recommends the case be closed with no further action.

MOTION: Mr. Smock made the MOTION to close the case with no further action. Ms. LeSourd seconded the MOTION and it passed.

4.8. 2021-06-1415-00FDE (LeSourd)

A crematory self-reported they cremated a decedent prior to obtaining the appropriate burial-transit permit. The findings were the situation was the result of paperwork processing errors in their operation. The crematory has stated the procedure has been revised to avoid a repeat of the error. The case manager recommends the case be closed with no further action.

MOTION: Mr. Smock made the MOTION to close the case with no further action. Mr. Cameron seconded the MOTION and it passed.

4.9. 2021-07-1647-00FDE (LeSourd)

The Complainant alleged the Respondent held his mother's remains hostage for \$40,000 and would not forward his mother to California. The findings were the Respondent did not hold the remains hostage, did not charge \$40,000 and the remains were sent to California. The case manager recommends the case be closed with no further action.

MOTION: Mr. Smock made the MOTION to close the case with no further action. Mr. Cameron seconded the MOTION and it passed.

4.10. 2021-09-2231-00CEM (Gutierrez-Zamora)

The Complainant alleged the Respondent's cemetery buried her son in the wrong grave and failed to properly maintain the grave. The Complainant also alleged the Respondent constantly damages the gravesite and the memorial marker. The findings were that the Complainant's son died in 2017 and the Complainant signed a contract with the Respondent indicating the location of the grave. Neither party contends that the Complainant's son is not buried in the location indicated on the contract signed by the Complainant. The Respondent states a maintenance request was made in September 2020 to level the marker. The Respondent submitted photos showing the condition of the grave marker. No damage or improper maintenance is apparent. The case manager recommends case closure with no further action.

MOTION: Mr. Cameron made the MOTION to close the case with no further action. Mr. Ittner 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 (only necessary if closed session is held)

None.

6.2. Disciplinary Cases Report

Mr. Storvick shared the disciplinary report.

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

None.

**8. Committee/Task Force Reports**

8.1. Endowment Care Committee

Mr. Ittner reported the Endowment Care Committee met and reviewed RCWs on endowment care. Their conclusion is the Board does not need to approve endowment care withdrawals at the time of withdrawal, it is a transaction reviewed during audits. Mr. Storvick indicated the committee may be consulted in the future to assist with any audit questions.

**9. Board Staff Report**

9.1. Program Operations

Mr. Storvick reminded the Board of any reappointments needed for the year. He also spoke to the functional realignment. Ms. Griese is no longer in the same section (Boards and Commissions) but is still working full time on the Board's investigation, audit, and inspection work.

9.2. Department of Licensing

Mr. Storvick provided current licensing numbers.

9.3. Other Items

Mr. Storvick discussed projections of budget numbers and possible fee increases. For fee increases to take place, a rule change would need to be done.

**10. Other Business**

10.1. Any Other Business

Mr. Storvick announced he will be retiring later in the year.

10.2. Action Items From This Meeting

- Report historical numbers for licensees.

10.3. Agenda Items For Next Meeting

- Election of Officers
- Report out from those attending The Conference Annual Meeting

**11. Public Comment Opportunity**

**12. Adjournment**

Submitted by:  5/3/22  
 Rick Storvick, Administrator Date

Approved by: *Rick Little* 5/3/22  
 Rick Little, Board Chair Date