



STATE OF WASHINGTON
DEPARTMENT OF LICENSING
FUNERAL & CEMETERY BOARD
MEETING MINUTES
REGULAR BOARD MEETING

DATE: May 3, 2022

TIME: 10:00 am

LINK: [Click here to join the meeting](#)

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
Dante Gutierrez-Zamora, Funeral/Embalmer Member

STAFF PRESENT: **Kimberly Hall**, Program Specialist
Deb Allen- Ba, Assistant Administrator
Bill Dutra, Assistant Administrator
Cathy Naegeli, Administrator
Shari Honeywell, Program Specialist
Pam Griese, Investigator
Jeannie Todd, Customer Service Specialist
Darla Gehrke, Management Analyst
Elizabeth Lagerberg, AAG

1. Call to Order 10:00 AM

1.1. Introductions

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

1.2. Order of Agenda

MOTION: Mr. Smock made a MOTION to approve the agenda as presented and Mr. Ittner seconded the motion and it passed.

1.3. Approval of Minutes: February 1, 2022

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. Election of Officers

Mr. Cameron made a MOTION to nominate Mr. Little as Chair and Mr. Ittner as Vice-Chair, the board voted, and it passed.

2.2. ICFSEB 118th Annual Report out

Ms. LeSourd provided a report out for the ICFSEB annual meeting. The meeting covered the ongoing issue of declining number of licensed funeral staff. It is a nationwide issue. Younger generation is not interested in attending or having funerals. The industry might need to change their standards of what funerals look like.

3. Old Business

3.1. Review Master Action Items List

Ms. Hall updated on the action items.

4. Complaint Cases for Review*

4.1. 2021-09-2213-00CEM (Gutierrez-Zamora)

The complainant alleges their deceased brother's nose was askew and put a stop payment on the cremation. The facts were the funeral home said the decedent was not wrapped in anything that would have caused disfigurement to his face. The complainant was issued a full refund. 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. Ittner seconded the MOTION and it passed.

4.2. 2021-11-2857-00FDE (Gutierrez-Zamora)

The complainant alleges the respondent funeral home did not show for the viewing and memorial service. The facts were that there was miscommunication, but the service was held at a later date. 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. Smock seconded the MOTION and it passed.

4.3. 2021-10-2586-00FDE (LeSourd)

The complainant alleges the respondent cemetery did not honor their 100% service satisfaction guarantee. The complaint states that the respondent did not maintain the grave of her father properly. They also stated that the respondent will

not fulfill her request to disinterring her father's remains for cremation. The facts were the respondent cannot legally disinter the complainant's father without the consent of all the next of kin. 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. Gutierrez-Zamora seconded the MOTION and it passed.

4.4. 2021-10-2671-00FDE (LeSourd)

The complainant alleges the respondent funeral director/embalmer was an intern acting as a funeral director with an expired license. The facts were the license expiration date was extended due to COVID; she is in good standing with her license. 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. Ittner seconded the MOTION and it passed.

4.5. 2020-11-1612-00CEM (Ittner)

The complainant alleges the respondent cemetery refused to disclose the setting fee for a marker that was purchased through a third party. The facts were a price was given but the complainant's sister did not like it. The marker was placed with an upgraded vase. 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. Gutierrez-Zamora seconded the MOTION and it passed.

4.6. 2020-08-0640-00CEM (Ittner)

The complainant alleges the respondent cemetery provided poor customer service. The respondent did not refund the amount paid for a grave maker. The facts were the complainant became aggressive towards staff and did not show up to scheduled appointments. The General Manager did a full refund of the grave marker. 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.

4.7. 2020-02-0099-00FDE (Little)

The complainant alleges the respondent funeral director made a mistake on the death certificate and refused to correct it. The facts were the complainant was not the person with the right to control disposition. The case manager recommends the case be closed with no further action.

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

4.8. 2021-05-1229-00FDE (Little)

The complainant alleges the respondent funeral home refused to refund the prearrangement cost. The facts were the prearrangement cost included non-refundable merchandise. After the complaint the funeral home provided a full refund. 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. Smock seconded the MOTION and it passed.

4.9. 2021-07-1758-00FDE (Little)

The complainant alleges the respondent funeral home did not provide an itemized statement of the disposition of her parent and the person who signed the funeral home contract was not a relative. The facts were the funeral home followed the decedents directions which was an irrevocable trust for the funeral home and cemetery. The signer of the contract was accompanied by the other children of the deceased. The complainant did not receive the itemized statement since she was not a part of the arrangement conference. The case manager recommends the case be closed with no further action.

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

4.10 2021-11-2816-00FDE (Little)

The complainant alleges the respondent funeral director would not provide an ETA to pick up from the hospital and was disrespectful attitude. The facts were the funeral director was unable to provide an ETA and the phone cut out which the complainant assumed they were hung up on. 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

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

None.

7. Assistant Attorney General's Report

None.

8. Committee/Task Force Reports

None.

9. Board Staff Report

9.1. Program Operations

Ms. Hall discussed the recruitment of three new staff. The hope is for them to begin in June. Mr. Storvick's last board meeting will be the August meeting. All board meetings will continue to be virtual for the remaining of the year. Starting next year, we will possibly be able to offer a hybrid meeting of in person and virtual.

9.2. Department of Licensing

Mr. Dutra introduced himself and the new Centralized Investigations and Audits Unit (CIAU) that will make investigations and audits more efficient and effective. He informed the board of recruiting for more assistance with supporting the boards. Ms. Naegeli introduced herself as the Administrator over the unit, and seconded what Mr. Dutra said. Ms. Manley-Rodriguez introduced herself as well.

9.3. Other Items

None.

10. Other Business

10.1. Any Other Business

Mr. Smock spoke to the ongoing challenges of finding quality, licensed staff to hire. In the next 5-7 years the death rate will increase significantly. The ask is to form a committee to look at regulations and how to be proactive on getting more staff licensed.

Committee: Mr. Smock, Mr. Ittner, and Mr. Cameron.

10.2. Action Items From This Meeting

- Email new committee to schedule meeting.

10.3. Agenda Items For Next Meeting

- None.

11. Public Comment Opportunity

None.

12. Adjournment 10:55 am

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

Next Meeting:

August 2, 2022
10:00 am, Virtual

Submitted by:



Rick Storvick, Administrator

8/2/22

Date

Approved by:



Rick Little, Board Chair

8/2/2022

Date