

## Washington State Funeral & Cemetery Board Meeting Transcript – May 3, 2022

00:00:00.000 --> 00:00:16.440

Rick Little (Guest)

Rick Little, chair of the Washington state you know and cemetery board and it is now approximately 10:02 AM Tuesday, May 3rd, 2022. And I'm calling this board meeting to order.

00:00:17.390 --> 00:00:27.800

Rick Little (Guest)

We will provide an opportunity for public comment later in the meeting and have posted information with the agenda on the website with a link to the meeting.

00:00:28.800 --> 00:00:37.250

Rick Little (Guest)

As a courtesy, we encourage everyone to mute their mics or or your phones if you're called in. If you called in.

00:00:38.280 --> 00:00:52.590

Rick Little (Guest)

When you're not speaking to reduce the background noise when others are speaking, also for board members to help us capture information correctly correctly, please state your name.

00:00:53.250 --> 00:00:55.660

Rick Little (Guest)

When making comments, thank you.

00:00:57.290 --> 00:01:00.420

Rick Little (Guest)

We'll start off 1.1 introductions. Kim.

00:01:01.730 --> 00:01:05.320

Hall, Kimberly (DOL)

Yes, good morning, everybody. So first Rick.

00:01:06.070 --> 00:01:06.550

Rick Little (Guest)

Yes.

00:01:07.520 --> 00:01:07.930

Rick Little (Guest)

Sleep here.

00:01:07.610 --> 00:01:09.320

Hall, Kimberly (DOL)

And Pete, thank you.

00:01:09.280 --> 00:01:09.620

Pete Cameron (Guest)

Here.

00:01:10.570 --> 00:01:12.330

Hall, Kimberly (DOL)

And not Dante, David.

00:01:15.210 --> 00:01:15.560

David Ittner

Present.

00:01:17.300 --> 00:01:17.870

Hall, Kimberly (DOL)

Cameron.

00:01:18.510 --> 00:01:19.060

Cameron Smock

Present.

00:01:19.720 --> 00:01:20.130

Hall, Kimberly (DOL)

Funny.

00:01:25.530 --> 00:01:27.770

Hall, Kimberly (DOL)

You're muted. I see you though, Angie.

00:01:27.050 --> 00:01:27.760

Constance LeSourd (Guest)

Yeah, here.

00:01:30.170 --> 00:01:30.640

Angie Ward

Here.

00:01:31.660 --> 00:01:33.590

Hall, Kimberly (DOL)

Perfect. Thank you. I'll move to staff.

00:01:35.770 --> 00:01:36.610

Hall, Kimberly (DOL)

Let's see.

00:01:37.150 --> 00:01:37.750

Rick Little (Guest)

Angie.

00:01:37.570 --> 00:01:40.960

Hall, Kimberly (DOL)

And ohh, I'm sorry did it but I thought I said Angie.

00:01:41.670 --> 00:01:42.140

Angie Ward

You did.

00:01:42.590 --> 00:01:43.960

Hall, Kimberly (DOL)

OK, since I'm I crazy.

00:01:42.710 --> 00:01:43.580

Rick Little (Guest)

OK, got it.

00:01:43.340 --> 00:01:44.070

Angie Ward

I'm here.

00:01:45.020 --> 00:01:45.810

Hall, Kimberly (DOL)

Elizabeth.

00:01:49.210 --> 00:01:50.120

Hall, Kimberly (DOL)

OK, I see you.

00:01:49.960 --> 00:01:52.020

Elizabeth Lagerberg (Guest)

I'm here, give myself off.

00:01:52.960 --> 00:01:53.530

Hall, Kimberly (DOL)

Bill.

00:01:55.790 --> 00:01:56.370

Dutra, Bill (DOL)

Present.

00:01:57.180 --> 00:01:59.020

Hall, Kimberly (DOL)

Perfect, Deb.

00:02:00.270 --> 00:02:00.820

Allen-Ba, Debra (DOL)

President.

00:02:01.330 --> 00:02:01.760  
Hall, Kimberly (DOL)  
Cam.

00:02:04.900 --> 00:02:05.410  
Griese, Pamela (DOL)  
I'm here.

00:02:06.490 --> 00:02:07.080  
Hall, Kimberly (DOL)  
Sherry.

00:02:13.620 --> 00:02:14.170  
Hall, Kimberly (DOL)  
I see you.

00:02:15.590 --> 00:02:16.190  
Hall, Kimberly (DOL)  
Jeannie.

00:02:17.520 --> 00:02:17.980  
Todd, Jeanne (DOL)  
Present.

00:02:19.010 --> 00:02:19.620  
Hall, Kimberly (DOL)  
Kathy.

00:02:20.950 --> 00:02:21.510  
Naegeli, Catharine (DOL)  
Present.

00:02:22.210 --> 00:02:23.220  
Hall, Kimberly (DOL)  
And darla?

00:02:24.770 --> 00:02:25.200  
Gehrke, Darla (DOL)  
President.

00:02:25.920 --> 00:02:27.450  
Hall, Kimberly (DOL)  
Alright, I think that's everybody.

00:02:28.110 --> 00:02:29.490  
Rick Little (Guest)  
OK. Thank you.

00:02:28.840 --> 00:02:29.610

Hall, Kimberly (DOL)

Tons of staff.

00:02:30.660 --> 00:02:31.480

Rick Little (Guest)

Ohh.

00:02:32.180 --> 00:02:37.080

Rick Little (Guest)

At 1.2, order of agenda need a motion for approval.

00:02:38.710 --> 00:02:41.690

Cameron Smock

I move that we approve as presented. This is Cameron smog.

00:02:42.820 --> 00:02:45.420

Rick Little (Guest)

It's been moved by Cameron Smock. Do we have a second?

00:02:45.990 --> 00:02:47.130

David Ittner

Second, David her.

00:02:48.220 --> 00:02:49.300

Rick Little (Guest)

Second by David.

00:02:49.940 --> 00:02:50.430

Rick Little (Guest)

Umm.

00:02:52.410 --> 00:02:53.950

Rick Little (Guest)

Are there any other questions?

00:02:55.050 --> 00:02:56.530

Rick Little (Guest)

All those in favor say aye.

00:02:57.810 --> 00:02:58.320

Cameron Smock

I.

00:02:58.090 --> 00:02:58.690

Pete Cameron (Guest)

Aye.

00:03:00.140 --> 00:03:01.460

Rick Little (Guest)

It closed.

00:03:03.220 --> 00:03:05.670

Rick Little (Guest)

And abstentions. So mood.

00:03:06.390 --> 00:03:12.750

Rick Little (Guest)

Ohh 1.3 approval of the minutes, February 1st 2022.

00:03:16.370 --> 00:03:19.260

Cameron Smock

This is Cameron smog. I moved that we approve as presented.

00:03:21.450 --> 00:03:23.270

Rick Little (Guest)

By Cameron. Is there a second?

00:03:24.910 --> 00:03:26.290

Pete Cameron (Guest)

This is PL 2nd.

00:03:27.310 --> 00:03:28.590

Rick Little (Guest)

And 2nd in by Pete.

00:03:30.420 --> 00:03:31.710

Rick Little (Guest)

All those in favor say aye.

00:03:32.830 --> 00:03:33.120

Angie Ward

Aye.

00:03:33.150 --> 00:03:33.810

Cameron Smock

Why?

00:03:33.470 --> 00:03:33.860

Pete Cameron (Guest)

Alright.

00:03:34.090 --> 00:03:34.360

David Ittner

I.

00:03:35.570 --> 00:03:36.290

Rick Little (Guest)

Opposed.

00:03:38.430 --> 00:03:39.480

Rick Little (Guest)

And abstentions.

00:03:40.890 --> 00:03:42.080

Rick Little (Guest)

OK, so mood.

00:03:43.150 --> 00:03:48.850

Rick Little (Guest)

All right, item 1.4 review communications there.

00:03:50.140 --> 00:03:51.300

Hall, Kimberly (DOL)

There's no communications.

00:03:51.970 --> 00:03:52.320

Rick Little (Guest)

OK.

00:03:53.180 --> 00:03:53.730

Rick Little (Guest)

Uh.

00:03:54.930 --> 00:03:59.740

Rick Little (Guest)

Item 2 new Business 2.1 election of officers Kim.

00:04:01.050 --> 00:04:07.890

Hall, Kimberly (DOL)

Yes, Umm. So as standard may meeting we do an auction of officers for the chair and Vice chair.

00:04:08.660 --> 00:04:16.240

Hall, Kimberly (DOL)

And for the for the upcoming year, so at at the if anybody has a motion to make for the chair.

00:04:18.380 --> 00:04:40.710

Cameron Smock

This is Cameron smock. I think, given the circumstances of the pandemic and the fact that we have been remote now for going on two years, I think having stability is important. So I will move that Rick Little Service chair for an additional term and that David Hittner serve as vice chair.

00:04:42.640 --> 00:04:48.080

Rick Little (Guest)

OK, there's been a motion before. Do we have a second?

00:04:50.010 --> 00:04:51.380

Pete Cameron (Guest)

This is Pete, I'll 2nd.

00:04:53.340 --> 00:04:56.330

Rick Little (Guest)

This is sweet, baby Cameron, seconded by Pete.

00:04:59.510 --> 00:05:01.220

Rick Little (Guest)

All those. Any other questions?

00:05:03.570 --> 00:05:05.640

Rick Little (Guest)

If not all those in favor say aye.

00:05:06.630 --> 00:05:07.250

Cameron Smock

I.

00:05:07.200 --> 00:05:07.840

Pete Cameron (Guest)

Hi.

00:05:07.430 --> 00:05:07.820

Angie Ward

Aye.

00:05:07.990 --> 00:05:08.340

David Ittner

I.

00:05:09.950 --> 00:05:10.700

Rick Little (Guest)

Opposed.

00:05:12.950 --> 00:05:13.920

Rick Little (Guest)

Extensions.

00:05:15.220 --> 00:05:35.390

Rick Little (Guest)

OK, it's passed alright. Item 2.2, the International Conference at funeral service. Examining boards. We have a report, please. I've asked Connie to give a kind of sense. This is their first year coming to kind of give a a rundown on how things went.

00:05:36.250 --> 00:05:37.380

Rick Little (Guest)

I'll turn it over to you, Connie.



00:05:37.800 --> 00:06:03.710

Constance LeSourd (Guest)

OK, thank you. This is Connie, Lizard and I I wrote something up and first of all, I was so honored to go and enjoy everything and it was I. It was so nice to be around. So many funeral directors and registers and and it was from all over the country. It was wonderful. So the conference 118th annual meeting.

00:06:03.830 --> 00:06:11.630

Constance LeSourd (Guest)

International Conference of funeral service examining February 22nd to the 24th, 2022 and Houston, TX.

00:06:12.500 --> 00:06:31.500

Constance LeSourd (Guest)

What I learned is that all of us in the USA are experiencing similar obstacles in funeral business at the at the time in history 2022, there is a shortage of funeral directors, and then it educational trends enrolled students for funeral director.

00:06:32.600 --> 00:06:36.160

Constance LeSourd (Guest)

Funeral directors career have increased in the past five years.

00:06:37.240 --> 00:06:47.750

Constance LeSourd (Guest)

And it was discussed that for the funeral profession, individuals to promote the funeral profession in our communities, many of the younger generation do not know what a funeral is.

00:06:49.020 --> 00:06:59.800

Constance LeSourd (Guest)

Electronic funerals live streaming are here to stay. The younger generation does not want to come into the Funeral Home. They want to watch the funeral on their computer computers or phone.

00:07:00.460 --> 00:07:10.670

Constance LeSourd (Guest)

The eye CFS EB recommends that themselves, other boards, funeral directors and the monitors work together to promote the funeral profession.

00:07:11.420 --> 00:07:16.510

Constance LeSourd (Guest)

Open your Funeral Home for receptions, baptisms and weddings and realize.

00:07:18.000 --> 00:07:30.790

Constance LeSourd (Guest)

And be open to the fact that the new funeral director is individuals with with tattoos, piercings in many places, and purple hair. Don't shut the door on the new generate and the new younger generation.

00:07:32.450 --> 00:07:44.580

Constance LeSourd (Guest)

And and that's I mean there was a lot more there, but it was very well organized and done and I was so glad that I was able to go.

00:07:46.030 --> 00:07:47.130

Rick Little (Guest)

Thank you so much.

00:07:47.670 --> 00:07:48.030

Constance LeSourd (Guest)

Mm-hmm.

00:07:49.040 --> 00:07:50.760

Rick Little (Guest)

I appreciate your comments on that.

00:07:52.310 --> 00:07:52.760

Rick Little (Guest)

Alright.

00:07:55.210 --> 00:07:59.710

Rick Little (Guest)

OK, so I'm 3 old business 3.1.

00:08:02.310 --> 00:08:04.430

Rick Little (Guest)

Review master action items list.

00:08:05.450 --> 00:08:13.800

Hall, Kimberly (DOL)

So we only had two from last meeting and it was to review the complaint process and delegation. We did meet the one time.

00:08:14.620 --> 00:08:33.710

Hall, Kimberly (DOL)

And we do need to set up, I believe, another meeting to go over that further and the other item was the historic licensing numbers, which we will go over further in the packet. We have the numbers provided and then to touch base off more of what Connie just reported out as well.

00:08:35.160 --> 00:08:35.500

Rick Little (Guest)

That's OK.

00:08:36.390 --> 00:08:37.460

Rick Little (Guest)

Thank you very much.

00:08:38.570 --> 00:08:41.130

Rick Little (Guest)

Item 4 complaint cases for review.

00:08:42.080 --> 00:08:44.030

Rick Little (Guest)

Let's start off with what's.

00:08:42.700 --> 00:08:43.250

+15\*\*\*\*\*55

Hey.

00:08:45.210 --> 00:08:53.130

+15\*\*\*\*\*55

This is Dante, and I'm actually here at audio only. Apologize. We had a a total tech collapse here. Plus the link on the website didn't work.

00:08:45.380 --> 00:08:45.620

Rick Little (Guest)

Hello.

00:08:51.370 --> 00:08:52.150

Rick Little (Guest)

Ohh jeez.

00:08:53.730 --> 00:08:54.300

Rick Little (Guest)

Oh no.

00:08:55.030 --> 00:08:55.810

Rick Little (Guest)

I'm glad you're here.

00:08:55.370 --> 00:09:00.240

+15\*\*\*\*\*55

Yeah. So anyway, I'm here and I'm I'm audio. I could. I can do my cases if you want.

00:09:00.830 --> 00:09:04.860

Rick Little (Guest)

That's right that we're right there. So item 4.1 go for it.

00:09:05.900 --> 00:09:22.580

+15\*\*\*\*\*55

Alright, so this will be case number 2020 109221300. FDE complaint alleges that the respondent Funeral Home is handled the remains of her deceased brother. The complainants brother died? Yep.

00:09:19.980 --> 00:09:21.050

Hall, Kimberly (DOL)

Hey, Dante.

00:09:22.870 --> 00:09:24.510

Hall, Kimberly (DOL)

I think we have a different case number up.

00:09:23.860 --> 00:09:24.280

+15\*\*\*\*\*55

Yeah.

00:09:25.360 --> 00:09:25.800

Rick Little (Guest)

Sorry.

00:09:25.720 --> 00:09:27.740

+15\*\*\*\*\*55

OK, I'm sorry. Which one?

00:09:27.010 --> 00:09:27.880

Rick Little (Guest)

This is.

00:09:29.010 --> 00:09:32.070

Hall, Kimberly (DOL)

The one before the different one. Your other case first.

00:09:39.330 --> 00:09:39.840

Cameron Smock

No.

00:09:39.640 --> 00:09:40.120

Hall, Kimberly (DOL)

No.

00:09:39.660 --> 00:09:45.920

Rick Little (Guest)

It's no, it's a 2020 1092213.

00:09:47.130 --> 00:09:47.920

Cameron Smock

Yeah, he's right.

00:09:47.350 --> 00:09:49.940

+15\*\*\*\*\*55

I don't think I have that one in the packet I.

00:09:48.610 --> 00:09:50.780

Rick Little (Guest)

That's right. OK. OK.

00:09:48.640 --> 00:09:49.150

Cameron Smock

Yeah.

00:09:50.800 --> 00:09:51.030

Cameron Smock

But.

00:09:52.400 --> 00:09:52.740

Rick Little (Guest)

OK.

00:09:53.620 --> 00:09:54.730

Rick Little (Guest)

All right, go for it.

00:09:56.020 --> 00:09:56.640

+15\*\*\*\*\*55

I don't have it.

00:09:57.080 --> 00:09:57.820

Rick Little (Guest)

You don't have that.

00:09:57.150 --> 00:09:59.510

Cameron Smock

No, you do. That's the one you started with, I thought.

00:10:01.550 --> 00:10:03.460

+15\*\*\*\*\*55

Which one what? Which one do you want?

00:10:05.800 --> 00:10:06.920

Cameron Smock

The one you started with.

00:10:05.870 --> 00:10:07.080

Hall, Kimberly (DOL)

Is a cemetery one?

00:10:06.130 --> 00:10:07.150

+15\*\*\*\*\*55

I'm looking at.

00:10:07.320 --> 00:10:08.900

Rick Little (Guest)

December, the cemetery.

00:10:08.300 --> 00:10:08.730

+15\*\*\*\*\*55

Yeah.

00:10:10.230 --> 00:10:10.700

Rick Little (Guest)

Just.

00:10:11.370 --> 00:10:11.880

Cameron Smock

I'm sorry.

00:10:12.190 --> 00:10:12.670

+15\*\*\*\*\*55

Listen.

00:10:12.630 --> 00:10:13.050

Honeywell, Shari (DOL)

Wait, what?

00:10:13.750 --> 00:10:18.640

+15\*\*\*\*\*55

So 2021. Eleven 28 fifty 700 FDE.

00:10:14.390 --> 00:10:15.080

Rick Little (Guest)

Just a minute.

00:10:19.500 --> 00:10:20.950

+15\*\*\*\*\*55

Page 17 of the packet.

00:10:22.290 --> 00:10:23.290

Rick Little (Guest)

But OK.

00:10:24.610 --> 00:10:25.760

+15\*\*\*\*\*55

No. Is that the one you have?

00:10:24.930 --> 00:10:25.230

Rick Little (Guest)

Because.

00:10:27.250 --> 00:10:37.720

Rick Little (Guest)

We've we first have the 2020 109221300 FDE.

00:10:37.770 --> 00:10:38.360

Cameron Smock

No.

00:10:37.780 --> 00:10:38.970

+15\*\*\*\*\*55

That's what I was reading.

00:10:39.180 --> 00:10:39.570

Rick Little (Guest)

OK.

00:10:39.320 --> 00:10:40.230

Cameron Smock

Yeah, I I.

00:10:39.750 --> 00:10:40.840

+15\*\*\*\*\*55

That's what I was reading.

00:10:40.660 --> 00:10:43.100

Rick Little (Guest)

That looks like there's a the the.

00:10:42.120 --> 00:10:47.840

Cameron Smock

Yeah, it's it's a typo, it's it's C EM and he has FDE. So that's the right one, Dante.

00:10:44.730 --> 00:10:45.060

Rick Little (Guest)

OK.

00:10:46.550 --> 00:10:47.090

Rick Little (Guest)

OK, got it.

00:10:47.810 --> 00:10:50.570

Rick Little (Guest)

OK, looks like it. OK, let's go for it.

00:10:48.930 --> 00:10:49.460

+15\*\*\*\*\*55

Alright.

00:10:50.420 --> 00:10:52.020

+15\*\*\*\*\*55

Alright, so I can I can go back.

00:10:52.540 --> 00:10:52.790

Rick Little (Guest)

Yep.

00:10:53.120 --> 00:11:00.470

+15\*\*\*\*\*55

So Miss mishandled the remains of the season's brother, the Complaint's brother died October 6th, 2020. We're all in the same page.

00:10:56.490 --> 00:10:56.650

Rick Little (Guest)

Yep.

00:11:01.240 --> 00:11:01.630

Rick Little (Guest)

Yes.

00:11:01.630 --> 00:11:01.970

Cameron Smock

Yeah.

00:11:02.440 --> 00:11:02.720

Honeywell, Shari (DOL)

Yes.

00:11:02.660 --> 00:11:28.970

+15\*\*\*\*\*55

On October 15th, the complaint the sister was located and contacted the respondent Funeral Home to by the respondent Funeral Home. To make this position arrangements, the complainant sister met with the staff with the Responder Funeral Home on October 20th, 2022. Weeks after the death. After the death of his death, boy that was a bad day. The complaint and sister requested to view her brothers remains. She took a photo and shared the photo with the complaint.

00:11:30.460 --> 00:11:59.660

+15\*\*\*\*\*55

The expense for direct Cremation Services was shared by the complainant and the complainant sister. No complaint was made with the respondent Funeral Home until March of 2021, in which the complainant disputed the charges for cremation with her credit card company. The respondent Funeral Home issued a credit to the complainant and the complainant. Sister paid the balance of the respondent Funeral Home, asserts that there was no trauma to the disease and that he was not.

00:11:59.730 --> 00:12:21.500

+15\*\*\*\*\*55

Yeah, tightly wrapped in anything that would cause disfigurement to his face. The photo shows the deceased nose is slightly Askew. It does not show that there was any harm or mistreatment of his remains. The complainant has been refunded all monies she paid for services, so I'm gonna go ahead and recommend that this be closed with no further action.

00:12:22.580 --> 00:12:26.710

Rick Little (Guest)

There's a big gonna recommendation of closures. Do you have?



00:12:28.320 --> 00:12:28.890

Rick Little (Guest)

The motion.

00:12:29.670 --> 00:12:31.190

Cameron Smock

This is Cameron, so move.

00:12:32.580 --> 00:12:33.550

Rick Little (Guest)

Do we have a second?

00:12:34.660 --> 00:12:35.660

David Ittner

Second, Dave agner.

00:12:37.800 --> 00:12:38.740

Rick Little (Guest)

Any questions?

00:12:40.520 --> 00:12:42.360

Rick Little (Guest)

If not all those in favor say aye.

00:12:43.670 --> 00:12:44.200

Cameron Smock

I.

00:12:44.370 --> 00:12:45.110

Pete Cameron (Guest)

Aye.

00:12:45.070 --> 00:12:45.460

Angie Ward

Hi.

00:12:45.410 --> 00:12:45.770

Constance LeSourd (Guest)

OK.

00:12:47.690 --> 00:12:48.360

Rick Little (Guest)

Opposed.

00:12:50.630 --> 00:12:51.700

Rick Little (Guest)

Any tensions?

00:12:53.030 --> 00:13:01.380

Rick Little (Guest)

OK, no, glad we got that one corrected, but the beginning this let's do item 4.2.

00:12:53.800 --> 00:12:54.070

+15\*\*\*\*\*55

OK.

00:12:57.270 --> 00:12:57.790

+15\*\*\*\*\*55

Alright.

00:13:02.850 --> 00:13:34.020

+15\*\*\*\*\*55

Alright, this is 2021. Eleven, 28 fifty 700. FDE complaining the ledges. Disrespectful mistreatment and improper handling of her husband's body. The complainant's husband was murdered on September 17th, 2021 responded. Funeral Home was contacted September 23rd 2021 and identification viewing was scheduled for October 12th, 2021. The complete with husband was not dressed for the viewing of viewing and memorial service was scheduled for Saturday October 30th.

00:13:34.200 --> 00:14:05.990

+15\*\*\*\*\*55

2021 The complete met with the Responder Funeral Home on October 28, 2021 and was asked to pay Saturday fees and additional fees for viewing. She did not pay in the respondent states that the next Saturday, November 6th, 2021 was agreed on for no additional fees. The complaint and arrived for viewing and memorial service on October 30th, 2021 and no one was present at the Funeral Home. The respondent accommodated. The complaint was on Sunday, October 31st, 2021.

00:14:06.170 --> 00:14:17.730

+15\*\*\*\*\*55

At no additional cost, although there appears to be some miscommunication and unrealized assumptions, there is no indication of disrespect, mistreatment, or improper handling of remains.

00:14:18.350 --> 00:14:21.790

+15\*\*\*\*\*55

So I recommend that this one be closed with no funeral or with no further actions.

00:14:22.540 --> 00:14:25.770

Rick Little (Guest)

Yeah, there's been a written recommendation given to us.

00:14:28.090 --> 00:14:30.000

Rick Little (Guest)

Do I have my motion?

00:14:32.680 --> 00:14:33.980

Cameron Smock

This is Cameron I move.

00:14:33.220 --> 00:14:34.000

Pete Cameron (Guest)

This is Pete.

00:14:38.360 --> 00:14:39.170

Rick Little (Guest)

So which one?

00:14:40.250 --> 00:14:42.320

Rick Little (Guest)

That they heard a couple voices there, Cameron.

00:14:43.580 --> 00:14:44.000

Cameron Smock

Camera.

00:14:44.080 --> 00:14:46.030

Cameron Smock

And we'll second it, Pete made the motion.

00:14:46.440 --> 00:14:46.960

Rick Little (Guest)

OK.

00:14:48.490 --> 00:14:53.650

Rick Little (Guest)

The motion made by Pete second of my Cameron. Any other questions?

00:14:56.190 --> 00:14:58.160

Rick Little (Guest)

Without all those in favor, say aye.

00:14:59.180 --> 00:14:59.810

Cameron Smock

I.

00:14:59.390 --> 00:14:59.700

David Ittner

I've.

00:15:00.000 --> 00:15:00.410

Pete Cameron (Guest)

Alright.

00:15:00.500 --> 00:15:00.910

Angie Ward

Hi.

00:15:01.400 --> 00:15:02.290

Rick Little (Guest)

And he opposed.

00:15:03.860 --> 00:15:04.740

Rick Little (Guest)

The abstentions.

00:15:12.540 --> 00:15:22.590

Constance LeSourd (Guest)

This is Connie Lee Seward, and this is case number 2021, Dash 10 dash 2586-O, OFDE.

00:15:23.360 --> 00:15:39.550

Constance LeSourd (Guest)

That come late, complainant summary uh is the complaint alleged that the respondent did not honor their 100% service satisfaction guarantee? The complaint states that the respondent did not maintain the grave for her father's property.

00:15:40.250 --> 00:15:49.070

Constance LeSourd (Guest)

And that complaint states that the respondent will not fulfill her request of disinterring her father's remains for reason of performing cremation.

00:15:49.740 --> 00:15:54.550

Constance LeSourd (Guest)

That complainant also states that the respondent would not respond to her complaints.

00:15:55.350 --> 00:16:08.120

Constance LeSourd (Guest)

And the facts the respondent cannot legally disinter the complainants father without the consent of all of the next of kin. And the complaint did not respond when she was told that.

00:16:09.610 --> 00:16:31.860

Constance LeSourd (Guest)

The cemetery had properly compact. If the cemetery had properly compacted the grave while the initial burial took place, the settling problem would probably not have taken place. The upper management needs to keep in better contact with the complaints of their customers, and I moved to close this with no further action.

00:16:33.910 --> 00:16:34.920

Rick Little (Guest)

So OK.

00:16:36.420 --> 00:16:38.060

Rick Little (Guest)

It's been moved. Do I have a motion?

00:16:42.150 --> 00:16:43.650

Cameron Smock

This is Cameron. I will move.

00:16:45.110 --> 00:16:46.160

Rick Little (Guest)

Do I have a second?

00:16:49.910 --> 00:16:51.300

Pete Cameron (Guest)

This is Pete, I'll 2nd.

00:16:50.000 --> 00:16:51.400

+15\*\*\*\*\*55

Dante, I'll go ahead and check it.

00:16:53.580 --> 00:16:54.550

Rick Little (Guest)

Does it, Dante?

00:16:55.980 --> 00:16:56.430

Rick Little (Guest)

OK.

00:16:56.240 --> 00:16:56.810

+15\*\*\*\*\*55

Either way.

00:16:57.230 --> 00:16:57.640

Rick Little (Guest)

All right.

00:16:57.330 --> 00:16:59.240

Cameron Smock

Don't you, Dante by the wire?

00:16:59.540 --> 00:17:03.970

Rick Little (Guest)

Yep, there you go. So it moved and seconded. Any other questions?

00:17:05.130 --> 00:17:18.110

Pete Cameron (Guest)

Yeah, this is Pete. Actually, this is Pete. I got a question on this one. Do we know if that grade was fixed after the fact, if the settling had been taken care of and everything had been repaired properly?

00:17:06.610 --> 00:17:06.970

Rick Little (Guest)

What?

00:17:08.440 --> 00:17:08.680

Rick Little (Guest)

Yeah.

00:17:18.710 --> 00:17:21.820

Constance LeSourd (Guest)

Yes, I I read that in the report that it was.

00:17:23.620 --> 00:17:24.090

Pete Cameron (Guest)

OK.

00:17:26.890 --> 00:17:28.340

Rick Little (Guest)

OK. Any other questions?

00:17:30.590 --> 00:17:32.310

Rick Little (Guest)

If not all those in favor say aye.

00:17:39.270 --> 00:17:41.470

Rick Little (Guest)

And any abstentions, OK.

00:17:43.140 --> 00:17:43.920

Rick Little (Guest)

Alrighty.

00:17:45.030 --> 00:17:45.840

Rick Little (Guest)

Uh, Connie.

00:17:46.540 --> 00:17:47.410

Constance LeSourd (Guest)

OK.

00:17:46.820 --> 00:17:48.100

Rick Little (Guest)

You know 4.4.

00:17:49.440 --> 00:18:09.050

Constance LeSourd (Guest)

OK, this is case number 2021, dash 10 dash 2671-O OFDE. The complaint and summary is the intern was acting as a funeral director and embalmer intern, even though her license expired August 21st, 2021.

00:18:09.900 --> 00:18:22.710

Constance LeSourd (Guest)

Also, her husband and daughter work for a a county coroner office and that is a severe conflict of interest due to extreme harassment. The complainant remains anonymous.

00:18:23.830 --> 00:18:26.520

Constance LeSourd (Guest)

And this is the fax that I.

00:18:29.340 --> 00:18:43.460

Constance LeSourd (Guest)

Came up with this in turn is on track to finish your education. The new extension for her internship as of December 23rd 2021 is good until June 12th, 2022.

00:18:44.240 --> 00:19:06.330

Constance LeSourd (Guest)

As for the severe conflict of interest for her and her family working for the Corners Office, I don't see it that way. Her family has the right to work where they want to and also the Funeral Home where she works has a contract with the coroner's office, the Funeral Home where she works is on schedule to do removals every other month for that office.

00:19:07.160 --> 00:19:10.300

Constance LeSourd (Guest)

And I moved to close this with no further action.

00:19:11.270 --> 00:19:11.940

Rick Little (Guest)

OK.

00:19:14.100 --> 00:19:14.990

Rick Little (Guest)

Do I have a motion?

00:19:19.900 --> 00:19:21.230

Cameron Smock

This is Cameron I'm of.

00:19:22.490 --> 00:19:24.200

Rick Little (Guest)

OK. Is there a second?

00:19:26.220 --> 00:19:27.210

David Ittner

Dave, I'll 2nd.

00:19:28.830 --> 00:19:31.170

Rick Little (Guest)

Moved and seconded. Is there any questions?

00:19:32.720 --> 00:19:38.550

Cameron Smock

I guess my question is, did the license expire on August 21st or not?

00:19:33.070 --> 00:19:33.420

David Ittner

Calling.

00:19:42.460 --> 00:19:44.880

Constance LeSourd (Guest)

You know, I'd have to look into that more, Cameron.

00:19:46.700 --> 00:19:47.100

Cameron Smock

OK.

00:19:51.560 --> 00:19:53.410

Griese, Pamela (DOL)

I can answer that this is Pam.

00:19:55.520 --> 00:19:55.870

Constance LeSourd (Guest)

Thanks.

00:19:56.560 --> 00:19:57.790

Constance LeSourd (Guest)

Thank you, Pam.

00:19:56.670 --> 00:19:57.000

Griese, Pamela (DOL)

Umm.

00:19:58.580 --> 00:20:21.990

Griese, Pamela (DOL)

Yeah. So the yes, the UM, the five year expiration was on August 21st. However, the boards extension during the pandemic was in effect. And so this intern has been given the extensions as per the board's directive to allow interns to continue during the pandemic.

00:20:27.370 --> 00:20:30.650

Rick Little (Guest)

OK. Any other questions? Any other questions at all?

00:20:28.080 --> 00:20:28.870

Cameron Smock

Thank you, Brian.

00:20:28.420 --> 00:20:28.730

Constance LeSourd (Guest)

Thanks.

00:20:33.310 --> 00:20:35.300

Rick Little (Guest)

If not all those in favor say aye.



00:20:36.640 --> 00:20:37.110

+15\*\*\*\*\*55

I.

00:20:37.180 --> 00:20:37.670

Cameron Smock

Bye.

00:20:37.350 --> 00:20:37.810

Pete Cameron (Guest)

Aye.

00:20:37.850 --> 00:20:38.140

David Ittner

Alright.

00:20:38.510 --> 00:20:38.850

Angie Ward

Aye.

00:20:39.700 --> 00:20:40.670

Rick Little (Guest)

Any opposed?

00:20:42.750 --> 00:20:43.750

Rick Little (Guest)

Any abstentions?

00:20:45.960 --> 00:20:46.450

Rick Little (Guest)

OK.

00:20:47.630 --> 00:20:48.430

Rick Little (Guest)

Item.

00:20:49.280 --> 00:20:52.150

Rick Little (Guest)

4.5 divided, didn't it?

00:20:55.140 --> 00:20:55.630

David Ittner

OK.

00:20:58.690 --> 00:21:00.080

David Ittner

Alright, thank you.

00:21:01.350 --> 00:21:07.890

David Ittner

This is case number 2020, dash 11 Dash 1612 Dash 00, CEM.

00:21:09.490 --> 00:21:25.240

David Ittner

The complaint summary is as stated, the complainant sent an email to the Department of Licensing in July 16th 2020 asking for assistance to get a head stone set at the respondent location. Complaining alleges the cemetery refused to disclose the setting fee for a marker that was purchased from a third party.

00:21:26.050 --> 00:21:39.330

David Ittner

The complaint it sent a second email on July 23rd, 2020, alleging additional problems with the with the family graves in the cemetery, including missing vases and a sinking marker. The complaint also alleged the respondent cemetery staff would not return phone calls.

00:21:41.280 --> 00:21:52.930

David Ittner

The facts are that the respondent center written response stated in December 8th 2021, which which indicates she talked to the complainant sister and asked for a signed proof to the marker before the setting. An inspection fees could be determined.

00:21:53.770 --> 00:21:58.550

David Ittner

The complainant sister returned with the sign proof several weeks later but did not like the price quote she was given.

00:21:59.520 --> 00:22:02.930

David Ittner

Responded claims she did not hear from the complainants family for over a year.

00:22:03.620 --> 00:22:16.370

David Ittner

However, the complaints emails, complaining that the cemetery was unresponsive to the request for information were dated July 16th, 2020, July 23rd, 2020, the 28th, and then I'll also August 3rd.

00:22:17.250 --> 00:22:47.080

David Ittner

The complaining went to the cemetery office on March 18th and paid the \$650 fee for the setting and inspection. The marker was delivered to the respondent cemetery on April 15th and set on the grave on the 19th, according to the respondent. The respondent also claimed the base on the family grave sites are placed how they wanted them and even gave them an upgrade to what they originally purchased. Photos of the family burial plot were then provided by the respondent on December 7th, so I thought I believe this is a a case of.

00:22:53.470 --> 00:22:56.020

Rick Little (Guest)

OK, there's been a recommendation.

00:22:57.340 --> 00:22:58.890

Rick Little (Guest)

The I have a motion.

00:23:01.370 --> 00:23:02.860

Pete Cameron (Guest)

This is Pete, so move.

00:23:04.320 --> 00:23:05.290

Rick Little (Guest)

Do you have a second?

00:23:06.650 --> 00:23:07.950

+15\*\*\*\*\*55

Don't tell. Go ahead and 2nd.

00:23:08.550 --> 00:23:13.240

Rick Little (Guest)

OK, don't do second to move the second. Any of the questions on this?

00:23:16.460 --> 00:23:18.840

Rick Little (Guest)

Not none. All those in favor say aye.

00:23:20.080 --> 00:23:20.550

+15\*\*\*\*\*55

I.

00:23:20.640 --> 00:23:21.110

Pete Cameron (Guest)

Aye.

00:23:21.300 --> 00:23:21.680

Cameron Smock

Where?

00:23:21.410 --> 00:23:21.830

Angie Ward

Alright.

00:23:22.710 --> 00:23:23.360

Rick Little (Guest)

Any opposed?

00:23:22.990 --> 00:23:23.600

Constance LeSourd (Guest)

Aye.

00:23:24.100 --> 00:23:26.970

Rick Little (Guest)

OK. Sorry. And he opposed.

00:23:29.460 --> 00:23:31.260

Rick Little (Guest)

Any abstentions? OK.

00:23:33.000 --> 00:23:33.700

Rick Little (Guest)

So moved.

00:23:35.140 --> 00:23:38.170

Rick Little (Guest)

Item 4.6.

00:23:39.090 --> 00:23:39.410

Rick Little (Guest)

Do it.

00:23:40.490 --> 00:23:47.460

David Ittner

All right. Thank you. Case number 2020, Dash 08, Dash 0640 Dash 00, CEM.

00:23:49.220 --> 00:23:59.490

David Ittner

The complainant said a complaint to the Washington Attorney General on July 29th, 2020, which was forwarded to the Department of Licensing. The complaint alleged poor customer service that respond at cemetery location.

00:24:00.140 --> 00:24:18.520

David Ittner

The complaint complain it alleges Respondent refused to refund the amount paid for a grave marker contract that was cancelled on July 6th, 2020. Complaint also alleges symmetry staff failed to order the grave marker in a timely manner, refused to provide information regarding penalties for cancelling the contract and refused to quote additional fees if the marker was purchased by a third party.

00:24:20.750 --> 00:24:27.620

David Ittner

Facts are that the complaints mother passed in October 2nd, 2019, the complaint of purchased a marker from the respondent on the October 4th.

00:24:28.680 --> 00:24:38.080

David Ittner

Which was promised to be set on the grave by spring of 2020. Excuse me, responded staff told the

family a temporary marker would be set on the grave and they would receive three proofs within two weeks.

00:24:39.110 --> 00:24:42.080

David Ittner

The complaint indicates the temporary marker was never placed on his mother's grave.

00:24:43.060 --> 00:24:47.150

David Ittner

In the cemetery only provided two proofs of the marker on October 31st, 2019.

00:24:49.350 --> 00:24:58.760

David Ittner

The complainant claims the proofs were unsatisfactory and deemed to be almost identical. There were several attempts made by the complainant and family by email, telephone and in person to communicate with cemetery staff.

00:24:59.430 --> 00:25:10.520

David Ittner

The guiding the grave marker, the complaint of the legs of staff were rude and failed to follow through the correct with corrections noted on the proofs. The complaint that emailed a request to cancel the marker contract on July 6th, 2020.

00:25:12.250 --> 00:25:32.150

David Ittner

General manager for the respondents and written response in August 10th, 2020 alleging the complaint was harassed, harassing the cemetery staff. The respondent also noted that the complainant made two appointments to stop by the cemetery to sign off on the marker design but never showed up at the cemetery. Respond to claim the complaint became aggressive and demanded a cancellation of the marker contract.

00:25:32.880 --> 00:25:34.820

David Ittner

The respondent indicated the cemetery staff.

00:25:35.620 --> 00:25:41.590

David Ittner

Told the complaint they would only refund 50% of the amount paid, citing language on the back of contract concerning cancellations.

00:25:42.330 --> 00:25:47.450

David Ittner

The respondent general manager decided to authorize it a full refund that she feared for the safety of her staff.

00:25:48.710 --> 00:26:00.140

David Ittner

So again, I I feel like this is a significant customer service issue but doesn't rise to the the the level of taking taking action.

00:26:01.440 --> 00:26:04.620

David Ittner

So I recommend in this particular case we close with no further action.

00:26:05.770 --> 00:26:07.690

Rick Little (Guest)

OK, letter recommendation.

00:26:09.240 --> 00:26:09.880

Rick Little (Guest)

Their motion.

00:26:10.760 --> 00:26:12.090

Cameron Smock

This is Cameron I move.

00:26:13.580 --> 00:26:15.290

Rick Little (Guest)

No, but Cameron is there a second?

00:26:18.610 --> 00:26:19.910

Pete Cameron (Guest)

Those peed all second.

00:26:21.060 --> 00:26:24.750

Rick Little (Guest)

Is that gonna by Pete? And are there any questions?

00:26:26.130 --> 00:26:26.650

David Ittner

Yeah.

00:26:29.560 --> 00:26:31.610

Rick Little (Guest)

None. All those in favor say aye.

00:26:32.990 --> 00:26:34.480

+15\*\*\*\*\*55

Aye, aye.

00:26:33.210 --> 00:26:33.660

Cameron Smock

I.

00:26:33.300 --> 00:26:33.870

Pete Cameron (Guest)

Aye.

00:26:33.720 --> 00:26:33.940

David Ittner

I.

00:26:35.720 --> 00:26:36.530

Rick Little (Guest)

The opposed.

00:26:38.420 --> 00:26:40.140

Rick Little (Guest)

Any observations?

00:26:42.180 --> 00:26:42.420

Rick Little (Guest)

OK.

00:26:44.010 --> 00:26:49.340

Rick Little (Guest)

Are you still turn it over to our vice chair, David, in there.

00:26:50.860 --> 00:26:52.540

Rick Little (Guest)

For the next several.

00:26:51.340 --> 00:26:51.670

David Ittner

Thanks.

00:26:53.010 --> 00:26:54.200

David Ittner

Alright. Thank you, Mr Little.

00:26:54.680 --> 00:26:55.100

Rick Little (Guest)

Yeah.

00:26:55.440 --> 00:26:59.940

David Ittner

So we are on item number 4.7, Mr Little.

00:27:00.640 --> 00:27:24.590

Rick Little (Guest)

Item 4.7 is case number 2020, Dash 02, Dash 0099 Dash 00 FDE with the complaint stated that the funeral director making arrangements made mistakes on the death certificate and refused to have them corrected. They also excluded family members. The family member from making the Funeral arrangements themselves.

00:27:25.670 --> 00:27:37.210

Rick Little (Guest)

The complaint was not the person with the right to control disposition. They were late to the appointment. They did not. They did pay for the service rendered, but stopped the check before it was deposited.

00:27:38.100 --> 00:27:47.440

Rick Little (Guest)

Because the Funeral Home was not going to make their changes to the death certificates, the person who had the right to control disposition then paid for the services.

00:27:50.200 --> 00:27:53.100

Rick Little (Guest)

I just recommend that to speak clothes with no further action.

00:27:55.200 --> 00:27:56.930

+15\*\*\*\*\*55

Also move, this is Dante.

00:27:57.920 --> 00:27:58.410

Rick Little (Guest)

OK.

00:27:58.200 --> 00:28:00.650

David Ittner

Yeah, there is a OK. We have the 1st.

00:27:59.450 --> 00:27:59.820

Cameron Smock

This was.

00:28:03.430 --> 00:28:04.810

Cameron Smock

This is Cameron I 2nd.

00:28:03.700 --> 00:28:04.210

David Ittner

Is there a second?

00:28:06.080 --> 00:28:07.610

David Ittner

OK. It's been first and seconded.

00:28:08.290 --> 00:28:09.680

David Ittner

Any comments or questions?

00:28:12.870 --> 00:28:14.060

David Ittner

There being none.



00:28:18.010 --> 00:28:20.400

David Ittner  
Is there all sorry.

00:28:22.460 --> 00:28:23.040

Cameron Smock  
Aye.

00:28:23.840 --> 00:28:24.430

Constance LeSourd (Guest)  
Aye.

00:28:24.090 --> 00:28:24.510

Pete Cameron (Guest)  
Alright.

00:28:24.520 --> 00:28:25.150

+15\*\*\*\*\*55  
I.

00:28:25.070 --> 00:28:25.780

Angie Ward  
Aye.

00:28:25.920 --> 00:28:26.670

David Ittner  
Any opposed?

00:28:29.960 --> 00:28:33.840

David Ittner  
Any abstentions? Nope, they're being done. So moved.

00:28:35.310 --> 00:28:36.810

David Ittner  
Sorry I'm a little rusty at this.

00:28:39.940 --> 00:28:44.250

David Ittner  
Alright, thank you. Moving on to item 4.8, Mr Little.

00:28:44.580 --> 00:28:50.040

Rick Little (Guest)  
OK, this is case number 2021, dash 05 dash.

00:28:50.120 --> 00:28:56.810

Rick Little (Guest)  
So 1222 two 9 dash 00 FD&E.

00:28:58.070 --> 00:29:18.460

Rick Little (Guest)

The complaint wanted their prearranged Funeral Home contract transferred to an another Funeral Home or to cancel the contract to get a refund. The Funeral Home offered to give the complaint the refund, less than what the complaint the complainant was trusted.

00:29:19.300 --> 00:29:40.190

Rick Little (Guest)

The facts are with the prearrangement. The Funeral Home was not obligated to return the whole amount, since a few items were unrefusable, which was merchandise selected and a travel package. After the complaint. The Funeral Home did issue a full refund of and quoted as a customer service gesture.

00:29:41.370 --> 00:29:43.970

Rick Little (Guest)

I just recommend this to be closed and no further action.

00:29:47.380 --> 00:29:48.690

David Ittner

Is there a motion to that effect?

00:29:50.770 --> 00:29:52.280

Pete Cameron (Guest)

This is Pete. So moved.

00:29:51.020 --> 00:29:51.920

Cameron Smock

This is clear.

00:29:53.000 --> 00:29:54.100

Cameron Smock

Cameron's second?

00:29:55.180 --> 00:29:55.670

David Ittner

Thank you.

00:29:58.830 --> 00:30:01.060

David Ittner

Are there any comments or questions?

00:30:01.940 --> 00:30:02.610

David Ittner

She is.

00:30:05.440 --> 00:30:07.090

David Ittner

No. OK, all in favor.

00:30:08.290 --> 00:30:09.990

Cameron Smock

Aye.

00:30:08.960 --> 00:30:09.430

+15\*\*\*\*\*55

I.

00:30:09.210 --> 00:30:09.810

Constance LeSourd (Guest)

Aye.

00:30:09.440 --> 00:30:09.930

Pete Cameron (Guest)

Aye.

00:30:10.770 --> 00:30:11.640

David Ittner

Any opposed?

00:30:14.390 --> 00:30:15.340

David Ittner

Any abstentions?

00:30:16.900 --> 00:30:19.040

David Ittner

They're being none. The motion passes.

00:30:20.070 --> 00:30:20.500

Rick Little (Guest)

OK.

00:30:21.640 --> 00:30:25.950

David Ittner

Moving on to item 4.9, Mr Little.

00:30:22.040 --> 00:30:22.320

Rick Little (Guest)

No.

00:30:26.620 --> 00:30:26.890

Rick Little (Guest)

OK.

00:30:27.880 --> 00:30:29.990

Rick Little (Guest)

Item 4.9.

00:30:30.950 --> 00:30:58.570

Rick Little (Guest)

This is a case number 2021 dash 07 Dash 1758 Dash 00 FD&E. The complaint wanted a Funeral Home to give an itemized statement of the disposition of her of her parent, and that and that the person who signed the Funeral Home contract was not a relative.

00:30:59.970 --> 00:31:21.230

Rick Little (Guest)

The facts were the Funeral Home took care of the deceit and and followed the directions of the decedents wishes that were wasn't in irrevocable trust. For for the Funeral Home and cemetery, the signer of the contract presented themselves as a child of the deceased and was accompanied by other children of the deceased.

00:31:22.250 --> 00:31:46.180

Rick Little (Guest)

There was no concern with the other family members as you at the arrangement conference that the individual representing themselves as a child was not a child. There was nothing additional added to the contract and the payment was made in full by the trust. The Funeral Home did not give out the item. A statement to the complaints since she was not part of the arrangement conference.

00:31:47.430 --> 00:31:49.960

Rick Little (Guest)

I recommend this to be closed with no further action.

00:31:52.020 --> 00:31:53.730

David Ittner

Thank you. Rick. Is there a motion to that effect?

00:31:56.260 --> 00:31:57.350

+15\*\*\*\*\*55

Dante so moved.

00:31:58.790 --> 00:32:00.140

David Ittner

Dante the 1st.

00:32:01.260 --> 00:32:02.410

Pete Cameron (Guest)

Pedal 2nd.

00:32:01.310 --> 00:32:01.930

David Ittner

Is there a second?

00:32:02.900 --> 00:32:03.450

David Ittner

Thank you, Pete.

00:32:05.040 --> 00:32:06.020

David Ittner

Any discussion?

00:32:10.010 --> 00:32:12.140

David Ittner

All right, all in favor.

00:32:13.630 --> 00:32:14.090

Cameron Smock

Aye.

00:32:14.310 --> 00:32:14.890

Pete Cameron (Guest)

Aye.

00:32:14.470 --> 00:32:15.020

Constance LeSourd (Guest)

I.

00:32:14.790 --> 00:32:15.140

Angie Ward

Aye.

00:32:15.040 --> 00:32:15.370

+15\*\*\*\*\*55

I.

00:32:16.100 --> 00:32:17.070

David Ittner

Any opposed?

00:32:19.280 --> 00:32:20.270

David Ittner

Any abstentions?

00:32:21.750 --> 00:32:23.870

David Ittner

There being none, the motion passes.

00:32:24.540 --> 00:32:24.880

Rick Little (Guest)

OK.

00:32:26.250 --> 00:32:26.930

Rick Little (Guest)

Alrighty.

00:32:26.450 --> 00:32:29.760

David Ittner

Moving moving forward to item 4.10, Mr Little.

00:32:30.490 --> 00:32:41.060

Rick Little (Guest)

Well, four point 10, we have case number 2021, dash 11, Dash 2816 Dash 00, FDE.

00:32:34.670 --> 00:32:35.110

David Ittner

The lights.

00:32:37.270 --> 00:32:37.870

David Ittner

Background.

00:32:40.730 --> 00:32:41.190

David Ittner

For this.

00:32:43.020 --> 00:32:52.200

Rick Little (Guest)

The summary, the complaint claims the funeral director would not give them an ETA to pick up the at the hospital and.

00:32:52.870 --> 00:32:55.550

Rick Little (Guest)

How did disrespectful attitude?

00:32:56.390 --> 00:33:12.420

Rick Little (Guest)

The facts from the time of the call from the hospital to the actual removal was 16 hours in the eighth hour was when the complainant called for an ETA. Since they were full and had limited space.

00:33:13.180 --> 00:33:18.060

Rick Little (Guest)

The funeral director was not able to give a time when their staff would arrive.

00:33:18.750 --> 00:33:24.980

Rick Little (Guest)

The cell phone cut out which which to the complainant was thought to be a hang up.

00:33:26.760 --> 00:33:32.930

Rick Little (Guest)

This has been a struggle throughout our our state with COVID hospitals get.

00:33:34.150 --> 00:33:41.130

Rick Little (Guest)

And a lot of decedents in there that they have to care for and it's just.

00:33:42.110 --> 00:33:51.150

Rick Little (Guest)

This particular Funeral Home took a I mean, they're from a different area, so it took a while to get there, so I just would like the others closed with no further action.

00:33:54.190 --> 00:33:57.570

David Ittner

All right. Thank you. Rick, is there a motion to that effect?

00:33:59.120 --> 00:33:59.530

David Ittner

I don't think.

00:34:01.390 --> 00:34:02.740

Pete Cameron (Guest)

The speed, so move.

00:34:04.380 --> 00:34:05.040

David Ittner

And Pete?

00:34:06.150 --> 00:34:06.600

David Ittner

Is there a second?

00:34:07.750 --> 00:34:09.480

Constance LeSourd (Guest)

This is Connie I seconded.

00:34:10.340 --> 00:34:10.930

David Ittner

Thank you, Connie.

00:34:12.970 --> 00:34:15.300

David Ittner

Is there any discussion about this case?

00:34:17.780 --> 00:34:28.390

Pete Cameron (Guest)

So this is Pete. I guess my follow-up question to that would be, was the decedent actually picked up and taken care of? Was that family served properly after that?

00:34:21.000 --> 00:34:21.200

David Ittner

OK.

00:34:25.110 --> 00:34:25.710

David Ittner

Daniel.

00:34:29.990 --> 00:34:33.820

Rick Little (Guest)

Good. There wasn't specified. It was not a family that complained.

00:34:34.940 --> 00:34:37.100

Rick Little (Guest)

It was the the hospital.

00:34:39.060 --> 00:34:40.020

Pete Cameron (Guest)

So OK.

00:34:39.300 --> 00:34:41.840

Rick Little (Guest)

It was. It was. Yeah. Sorry about that.

00:34:42.680 --> 00:34:43.350

Pete Cameron (Guest)

OK. Thanks.

00:34:43.830 --> 00:34:44.040

Rick Little (Guest)

Yep.

00:34:45.550 --> 00:34:47.520

David Ittner

Recommending any further questions.

00:34:50.510 --> 00:34:52.000

David Ittner

All right, all in favor.

00:34:53.660 --> 00:34:54.100

Cameron Smock

5.

00:34:53.780 --> 00:34:54.350

+15\*\*\*\*\*55

I.

00:34:54.400 --> 00:34:54.890

Pete Cameron (Guest)

Aye.

00:34:54.570 --> 00:34:54.980

Constance LeSourd (Guest)

Aye.



00:34:55.340 --> 00:34:55.680

Angie Ward

Aye.

00:34:56.460 --> 00:34:57.410

David Ittner

Any opposed?

00:34:59.690 --> 00:35:00.880

David Ittner

Any abstentions?

00:35:02.420 --> 00:35:04.530

David Ittner

There being none, the motion passes.

00:35:05.690 --> 00:35:08.090

David Ittner

And now I will turn it back over to Mr Little.

00:35:09.110 --> 00:35:11.170

Rick Little (Guest)

Well, thank you. That's good there. Good job.

00:35:12.090 --> 00:35:17.140

Rick Little (Guest)

I will. OK, item 5 legal issues to deliver.

00:35:18.940 --> 00:35:19.890

Rick Little (Guest)

The liberation there.

00:35:22.510 --> 00:35:24.390

Elizabeth Lagerberg (Guest)

To my knowledge, there aren't any but.

00:35:26.610 --> 00:35:29.170

Elizabeth Lagerberg (Guest)

I will if any if anybody has any let me know.

00:35:31.110 --> 00:35:31.700

Rick Little (Guest)

OK.

00:35:33.650 --> 00:35:38.630

Rick Little (Guest)

Item number 6. Disciplinary and investigation items.

00:35:41.260 --> 00:35:41.910

Hall, Kimberly (DOL)

We don't have any.

00:35:42.290 --> 00:35:42.590

Rick Little (Guest)

No.

00:35:43.880 --> 00:35:48.570

Rick Little (Guest)

OK, item number 7, assistant Attorney General's report. Elizabeth.

00:35:51.490 --> 00:35:58.190

Elizabeth Lagerberg (Guest)

Yes. Again, I don't think there are any unless somebody has anything that they want me to address.

00:36:04.390 --> 00:36:04.810

Rick Little (Guest)

No.

00:36:05.830 --> 00:36:06.240

Rick Little (Guest)

Hey.

00:36:07.020 --> 00:36:07.540

Elizabeth Lagerberg (Guest)

Thank you.

00:36:08.020 --> 00:36:09.400

Rick Little (Guest)

Item number 8.

00:36:10.390 --> 00:36:14.330

Rick Little (Guest)

Committee Task Force reports we have none.

00:36:15.680 --> 00:36:16.070

Hall, Kimberly (DOL)

Correct.

00:36:16.610 --> 00:36:19.950

Rick Little (Guest)

OK, item 9 for staff reports.

00:36:21.570 --> 00:36:21.880

Rick Little (Guest)

Kim.

00:36:22.940 --> 00:36:23.770

Hall, Kimberly (DOL)

All right. Thank you.

00:36:25.050 --> 00:36:45.460

Hall, Kimberly (DOL)

So for program operations, as of right now, we are hoping that we'll have three new board or not board members, but staff members come on in June. We are hiring for an assistant administrator of three position, which is basically a mine and Shari's old position. We are now program specialists.

00:36:46.210 --> 00:36:54.320

Hall, Kimberly (DOL)

And then we are hoping to hire two programs, specialist fives and they will support the boards more directly.

00:36:55.040 --> 00:36:59.330

Hall, Kimberly (DOL)

And become the leads and then work with committees more directly with them as well.

00:37:10.120 --> 00:37:13.490

Hall, Kimberly (DOL)

As a deal employee and then.

00:37:14.280 --> 00:37:17.830

Hall, Kimberly (DOL)

Just to update you guys on where we are for virtual.

00:37:18.630 --> 00:37:24.660

Hall, Kimberly (DOL)

We are going to continue being virtual for the rest of the year. We're trying to still work out the rest to a hybrid.

00:37:26.670 --> 00:37:43.580

Hall, Kimberly (DOL)

Situation where we can do both in person and virtual. They are trying it out with staff right now and it's not working as well as we'd like, so we are hoping that that will be done by the end of the year so we can move on to next year and have the opportunity to meet in person.

00:37:44.680 --> 00:37:46.550

Hall, Kimberly (DOL)

And that's that's all I have.

00:37:48.810 --> 00:37:49.070

Rick Little (Guest)

OK.

00:37:51.220 --> 00:37:51.860

Rick Little (Guest)

Thank you.

00:37:53.670 --> 00:37:56.730

Rick Little (Guest)

So are there any 10.2?

00:37:58.680 --> 00:38:00.040

Rick Little (Guest)

Excuse me. Sorry about that.

00:37:58.860 --> 00:38:00.250

Hall, Kimberly (DOL)

At one I'm sorry.

00:38:00.810 --> 00:38:03.580

Rick Little (Guest)

Then 9.2 department licensing.

00:38:04.100 --> 00:38:33.530

Hall, Kimberly (DOL)

Yes, I will. Uh, Mr Dutra will speak to that, but I did want to share these numbers as well. These are the numbers that I think P asked for last meeting. But these are the old historic numbers for the funeral director and all of those. And as you look at them, you can see that it looks like funeral director has actually stayed pretty steady. The funeral, the intern embalmer has gone down a lot, but.

00:38:09.620 --> 00:38:09.850

Rick Little (Guest)

Good.

00:38:35.430 --> 00:38:38.370

Hall, Kimberly (DOL)

Because I I just found that interesting. After what Connie had said.

00:38:39.040 --> 00:38:41.620

Hall, Kimberly (DOL)

From them saying the funeral directors have gone down.

00:38:44.460 --> 00:38:45.930

Hall, Kimberly (DOL)

But that is for your review.

00:38:48.300 --> 00:38:48.640

Rick Little (Guest)

OK.

00:38:51.650 --> 00:38:53.160

Rick Little (Guest)

Alrighty, thank you.

00:38:55.950 --> 00:38:58.090

Rick Little (Guest)

They have 9.2.

00:38:59.140 --> 00:39:00.770

Rick Little (Guest)

From a licensing was there?

00:39:04.490 --> 00:39:07.270

Hall, Kimberly (DOL)

Yeah. Mr Dutra will speak so well.

00:39:08.530 --> 00:39:39.110

Dutra, Bill (DOL)

Good morning and thank you. Thank you for inviting us to your board meeting today. My name is Bill Dutra. I am currently the assistant administrator for our centralized investigations and audit unit. As I'm sure the board is aware that the division of the Department of Licensing has gone through an alignment to where we have put lines of business together. The line of business that we are over is all investigations and audits, which includes the work that Pam Greiss and her team conducts and works.

00:39:39.200 --> 00:40:08.970

Dutra, Bill (DOL)

And supports the board. The one thing I wanna make sure there's really clear is that a lot of people, when they hear alignment and things of that nature, they there's this fear that we're just going to kind of put everybody in. Anybody involved with this type of work. I'm here to let you know, is that the subject matter experts that you are used to working with, Pam Greiss and others will continue to support the board and support the efforts of supporting our licensees and the residents of Washington. Our job is to support Pam as.

00:40:09.310 --> 00:40:40.750

Dutra, Bill (DOL)

Bringing this all together into one unit as we're able to give more support and stability and help to the board and to Pam and to others as we look through this, we are going to be here. We're going to be here to support you as part of that. We are in the process. Not only are we partnering with the board on hiring some program specialist fives to support for our end complaint intake, but we are also in the process of hiring an investigation supervisor that will focus on supporting the boards and commissions work.

00:40:40.870 --> 00:41:04.320

Dutra, Bill (DOL)

That is, in the process most recently, and I'll be she'll be introducing yourself in a few minutes. We've hired also some other management that will be directly related to supporting this line of business as well. So at this time, I will have some other people introduce themselves starting with Kathy, Nathan Negley, who is my boss.

00:41:07.230 --> 00:41:30.700

Naegeli, Catharine (DOL)

Hello, I'm Kathy Nagley. I'm the administrator of our centralized investigations and audits unit. Thank you for having us here today. To be able to introduce ourselves, we are like Bill said, we're here to support you. We're not here to change things, but really support and give support to those that support you such as Pam and others.

00:41:32.000 --> 00:41:52.090

Naegeli, Catharine (DOL)

So with that being said, please feel free to reach out. Umm, you know? Let us know how we can help you. And like Bill said, we are going to have more people being able to support Pam and and you all here very soon. With that being said Bill, do we have Evelyn here today?

00:41:53.300 --> 00:41:57.250

Dutra, Bill (DOL)

Yes. In fact, I'll have Evelyn introduced herself to the board.

00:42:03.960 --> 00:42:17.460

ManleyRodriguez, Evelyn (DOL)

Hi, good morning. My name is Evelyn Manley Rodriguez and I'm the program manager for the uh centralized investigation in the audits unit and will be supporting him and others with this work and it's a pleasure to be here.

00:42:24.750 --> 00:42:32.600

Dutra, Bill (DOL)

It and again thank you very much if you have any questions for us, please feel free to reach out to us and we will do what we can to answer your questions.

00:42:33.420 --> 00:42:35.600

Rick Little (Guest)

Thank you very much for your comments.

00:42:37.420 --> 00:42:38.050

Rick Little (Guest)

No, no.

00:42:40.430 --> 00:42:43.980

Rick Little (Guest)

Item the 93 and the other items.

00:42:48.700 --> 00:42:49.370

Rick Little (Guest)

So good there.

00:42:48.980 --> 00:42:55.690

Pete Cameron (Guest)

Actually this is this is Pete. In just A tag on to all the introductions we just heard.

00:42:57.170 --> 00:43:01.460

Pete Cameron (Guest)

Are we still looking or in the process of hiring another investigator?

00:43:02.340 --> 00:43:22.510

Dutra, Bill (DOL)

To assist Pam so I can thank you, Sir. I can answer that question. Since Bill, due to. So we're always looking, we need to see what that workload is going to look like, how we're going to continue moving forward with addressing those issues. As we all know and we've done some work and I've worked with Rick for many years.

00:43:23.270 --> 00:43:53.890

Dutra, Bill (DOL)

That was difficult to find qualified candidates that are coming out of the professions that are licensed like Pam, but I believe we are going to be revisiting this. We continue to look at this now that we have some other staff in place to help us look at the workload that we have for that unit. So that's we are not abandoning that position. We're not eliminating that position, but we will be working with Pam and the board also to think about what it is that that we really want for that position.

00:43:53.970 --> 00:43:54.590

Dutra, Bill (DOL)

Going forward.

00:43:56.800 --> 00:43:57.790

Pete Cameron (Guest)

OK. Thanks.

00:43:58.890 --> 00:43:59.180

Rick Little (Guest)

No.

00:44:01.170 --> 00:44:02.020

Rick Little (Guest)

Thank you.

00:44:03.590 --> 00:44:05.170

Rick Little (Guest)

And the other items, Kim.

00:44:05.850 --> 00:44:06.220

Hall, Kimberly (DOL)

No.

00:44:06.790 --> 00:44:07.140

Rick Little (Guest)

OK.

00:44:09.340 --> 00:44:18.170

Rick Little (Guest)

Ten other business 10.1 I will have Cameron smock take over this portion of the meeting.

00:44:19.570 --> 00:44:20.720

Cameron Smock  
Thank you, Mr. Chair.

00:44:22.100 --> 00:44:36.470

Cameron Smock  
So we've already heard today a couple of times one is Connie's comments about the conference that she attended earlier this year and then bill just made some comments as well.

00:44:22.160 --> 00:44:22.970

Hall, Kimberly (DOL)  
The next page.

00:44:37.950 --> 00:44:52.270

Cameron Smock  
I think it's no surprise to to any of us and and we've even talked about this over the last couple of years that trying to find qualified licensed staff is becoming increasingly difficult.

00:44:53.640 --> 00:45:19.530

Cameron Smock  
Just anecdotally, my company we have four open license positions that we've had open for several months now, which represents over 50% of my license staff. And I have yet to find a qualified candidate to extend an offer to. And so I think that's just emblematic of the larger challenges we have as an industry.

00:45:20.780 --> 00:45:25.900

Cameron Smock  
Trying to recruit a licensed staff.

00:45:26.760 --> 00:45:32.630

Cameron Smock  
And that's, that's where we are currently just based on what our current volumes are.

00:45:33.620 --> 00:45:37.470

Cameron Smock  
One of the things I've done is I've looked at census track data.

00:45:38.630 --> 00:45:43.460

Cameron Smock  
That dates back to the 20s and the 30s.

00:45:44.260 --> 00:45:48.490

Cameron Smock  
And if you look at the number of live births.

00:45:50.510 --> 00:45:52.180

Cameron Smock  
Going that far back.



00:45:53.180 --> 00:45:57.550

Cameron Smock

Were about to see an A significant increase.

00:45:59.520 --> 00:46:09.500

Cameron Smock

In in death associated the the average life expectancy now is around 78 years and change and so.

00:46:11.350 --> 00:46:18.460

Cameron Smock

We've done some forecasting and we're we're predicting pretty conservatively that over the next 5 to 7 years.

00:46:19.870 --> 00:46:22.380

Cameron Smock

We're going to double, if not triple.

00:46:23.200 --> 00:46:24.570

Cameron Smock

In the number of deaths.

00:46:25.820 --> 00:46:29.230

Cameron Smock

And if we're having a difficult time now.

00:46:30.550 --> 00:46:33.650

Cameron Smock

Finding staff just to serve our existing.

00:46:35.040 --> 00:46:36.110

Cameron Smock

Clientele.

00:46:37.220 --> 00:46:38.780

Cameron Smock

I can't imagine what.

00:46:39.460 --> 00:46:49.760

Cameron Smock

Predicament. We're gonna be in as a profession over the next several years. If if the number of deaths increase to the degree that I believe they will so.

00:46:51.190 --> 00:46:57.050

Cameron Smock

I think this is something as a board again we've talked about in the past. I think we need to move beyond.

00:46:57.800 --> 00:47:00.470

Cameron Smock

Just the talking stage and really.

00:47:01.320 --> 00:47:06.560

Cameron Smock

Do a deep dive on this issue to see what steps we can take to.

00:47:07.850 --> 00:47:18.600

Cameron Smock

I have qualified people that can serve in our funeral homes to serve the families that experience the death of a loved one.

00:47:19.450 --> 00:47:34.090

Cameron Smock

So my recommendation would be that we form an ad hoc committee. I would certainly be willing to be one of the Members on it. That really does a thorough analysis of this situation and explores.

00:47:35.910 --> 00:47:53.210

Cameron Smock

Different steps that we can take, whether it's changing some of our existing regulations, whether it's other options that we have, but really coming up with a list of action steps we can take proactively as a board.

00:47:54.080 --> 00:48:17.310

Cameron Smock

Obviously we are there to represent the public and make sure that the public is not harmed by our actions and I think we need to be proactive or we're going to find ourselves in a situation where we're unable to serve, that the deaths in our communities and.

00:48:18.850 --> 00:48:22.000

Cameron Smock

The families and the communities are going to be harmed as a result.

00:48:25.300 --> 00:48:31.330

David Ittner

Cameron, this is Dave. And I, I completely agree with everything you're saying and I I'd love to be a part of that committee if.

00:48:32.720 --> 00:48:33.350

David Ittner

If possible.

00:48:34.600 --> 00:48:34.990

Rick Little (Guest)

OK.

00:48:37.230 --> 00:48:43.210

Rick Little (Guest)

I would say that's it's very important to to look at that. And I would, I would definitely.

00:48:44.070 --> 00:48:46.410

Rick Little (Guest)

Want to have a committee formed?

00:48:48.230 --> 00:48:53.260

Rick Little (Guest)

If you and Dave and maybe a third person would be part of that, that would be great.

00:48:54.810 --> 00:48:58.260

Pete Cameron (Guest)

Yeah, this is Pete. I'd be interested in. We're in the same boat as Cameron.

00:48:58.800 --> 00:49:06.030

Pete Cameron (Guest)

Uh, we have vacancies all over and no end insight. Can't find anybody qualified to work.

00:49:08.320 --> 00:49:08.650

Rick Little (Guest)

OK.

00:49:09.890 --> 00:49:20.220

Angie Ward

And this is Angie. I just wanted to chime in as the public member and say that I too think that this is highly necessary and.

00:49:10.200 --> 00:49:10.570

Rick Little (Guest)

Well.

00:49:21.640 --> 00:49:23.700

Angie Ward

Considering changes or or.

00:49:24.420 --> 00:49:27.600

Angie Ward

And you know, it changes that we've seen in recent times.

00:49:28.410 --> 00:49:58.940

Angie Ward

Legislatively, in regards to natural organic reduction aquamation, it just seems it's ripe and then you add COVID on top of that. So I just really commend that we're trying to be forward thinking about this. And while it, I would love to be on the committee, I know I wouldn't bring what you guys, what what what that committee would need as far as the expertise. But man, I look forward to hearing what you all come up with and I am always out here.

00:49:59.050 --> 00:50:11.480

Angie Ward

Like me to you know, the other wanted to run anything by me. Maybe that's not appropriate for a committee to do, but I am. I really look forward to hearing. What? What you all discuss and and what you might bring to the table.

00:50:12.110 --> 00:50:12.600

Angie Ward

Thank you.

00:50:13.070 --> 00:50:15.790

Rick Little (Guest)

Thank you for your comments, Angie. Appreciate that.

00:50:17.680 --> 00:50:18.290

Rick Little (Guest)

So let's.

00:50:20.180 --> 00:50:21.800

Rick Little (Guest)

Let's go ahead can.

00:50:22.850 --> 00:50:23.300

Rick Little (Guest)

Uh.

00:50:24.610 --> 00:50:30.820

Rick Little (Guest)

Because it's something we would need to vote on. Like I just formed the connect. I think we just formed the committee knowing.

00:50:30.630 --> 00:50:42.030

Hall, Kimberly (DOL)

Yeah. And as of right now, I have David Cameron and Pete all down and I will reach out to you guys after the meeting and we can set up when we wanna meet. So I'll email you.

00:50:31.650 --> 00:50:31.840

Rick Little (Guest)

Yeah.

00:50:43.570 --> 00:50:43.800

Rick Little (Guest)

Right.

00:50:44.890 --> 00:50:58.710

Rick Little (Guest)

I really appreciate you bringing this to, I mean we, I know we've talked about this for years. I mentioned to Cameron couple weeks ago that we even talked about this and Mortuary college 30 years ago that this is gonna be happening in the future, so.

00:51:00.060 --> 00:51:08.280

Rick Little (Guest)

But this the future is now, so I just. I'm glad that we're taking these steps to look and see where we go from here.

00:51:09.120 --> 00:51:09.890

Rick Little (Guest)

Thank you again.

00:51:11.130 --> 00:51:11.700

Cameron Smock

Thank you.

00:51:11.330 --> 00:51:11.580

Rick Little (Guest)

Alright.

00:51:12.910 --> 00:51:13.580

Rick Little (Guest)

OK.

00:51:14.840 --> 00:51:16.790

Rick Little (Guest)

Item 10.2.

00:51:18.250 --> 00:51:19.870

Rick Little (Guest)

Jim and the action items.

00:51:20.280 --> 00:51:37.410

Hall, Kimberly (DOL)

The only action items, the one you guys just gave me, and that's to email out for the new formed committee and for agenda items, I haven't captured anything, but that's pretty standard for August meeting. We don't really have a lot on the agenda.

00:51:23.950 --> 00:51:24.190

Rick Little (Guest)

OK.

00:51:37.920 --> 00:51:38.200

Rick Little (Guest)

OK.

00:51:39.210 --> 00:51:43.460

Hall, Kimberly (DOL)

I will request any suggestions that you may have for the agenda.

00:51:44.340 --> 00:51:44.590

Rick Little (Guest)

OK.

00:51:45.880 --> 00:51:50.220

Rick Little (Guest)

Thank you very much and I I do I do appreciate this.

00:51:51.280 --> 00:52:00.100

Rick Little (Guest)

That we're actually taking a step to looking at the future of our industry because there's clearly something we have to talk about.

00:52:01.300 --> 00:52:03.530

Rick Little (Guest)

Item 11, public comment.

00:52:05.220 --> 00:52:10.220

Rick Little (Guest)

This is an opportunity for the board to receive comments from the public.

00:52:10.940 --> 00:52:23.920

Rick Little (Guest)

And then individual comments will be limited to three minutes each. If you'd like to make a comment, please unmute your line, state your name and share your comments with the board.

00:52:24.690 --> 00:52:28.470

Rick Little (Guest)

As a reminder, please mute your line once you have finished.

00:52:30.300 --> 00:52:32.330

Rick Little (Guest)

Very comments. Anybody else?

00:52:35.530 --> 00:52:38.210

Hall, Kimberly (DOL)

I don't even know if we have anybody from the public.

00:52:38.910 --> 00:52:39.220

Rick Little (Guest)

OK.

00:52:42.200 --> 00:52:44.130

Hall, Kimberly (DOL)

No, we don't have any public.

00:52:45.750 --> 00:52:46.400

Rick Little (Guest)

Alright.

00:52:47.120 --> 00:52:49.340

Rick Little (Guest)

So I'm 12.

00:52:50.250 --> 00:52:56.270

Rick Little (Guest)

German. We're gonna turn this meeting at 10:55 AM.

00:52:59.170 --> 00:52:59.930

Hall, Kimberly (DOL)

Perfect.

00:53:01.090 --> 00:53:01.880

Hall, Kimberly (DOL)

Thank you all.

00:53:02.330 --> 00:53:05.760

Rick Little (Guest)

Thank you. Thank you, Kim. No thank you.

00:53:03.620 --> 00:53:04.120

Hall, Kimberly (DOL)

Do you?

00:53:04.530 --> 00:53:05.020

+15\*\*\*\*\*55

Yeah.

00:53:04.830 --> 00:53:07.130

Rick Little (Guest)

You. You're amazing, as always.

00:53:05.470 --> 00:53:05.800

Hall, Kimberly (DOL)

Thank you.

00:53:08.210 --> 00:53:10.980

Rick Little (Guest)

Appreciate you appreciate everybody here.

00:53:09.130 --> 00:53:09.640

Hall, Kimberly (DOL)

Thank you.

00:53:11.600 --> 00:53:12.120

Constance LeSourd (Guest)

Yeah.

00:53:11.670 --> 00:53:12.430

Rick Little (Guest)

So.

00:53:11.750 --> 00:53:13.060

Hall, Kimberly (DOL)

See y'all in August.

00:53:13.440 --> 00:53:15.120

Constance LeSourd (Guest)

Thank you, Rick, and thank you, Kim.

00:53:13.480 --> 00:53:13.920

Rick Little (Guest)

Yes.

00:53:14.730 --> 00:53:15.270

Allen-Ba, Debra (DOL)

Thanks.

00:53:14.760 --> 00:53:18.330

Pete Cameron (Guest)

Thanks everybody. Have a great day. Take care. Bye.

00:53:15.910 --> 00:53:16.580

Rick Little (Guest)

Hmm. Yes.

00:53:16.130 --> 00:53:17.500

Allen-Ba, Debra (DOL)

Thanks everyone. Bye bye.

00:53:16.170 --> 00:53:16.370

Honeywell, Shari (DOL)

Yeah.

00:53:17.480 --> 00:53:18.360

Honeywell, Shari (DOL)

Hi everybody.

00:53:18.480 --> 00:53:18.910

+15\*\*\*\*\*55

You know.

00:53:19.020 --> 00:53:19.320

Rick Little (Guest)

But.



00:53:19.540 --> 00:53:20.100

Constance LeSourd (Guest)

Hi.