CFB Advocate

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Welcome New Advisory Committee Members

Please join the Cemetery and Funeral Bureau in extending a warm welcome to our new Advisory Committee members. Our current Advisory Committee comprises seven members: three public members and four industry members. In selecting the members, the Bureau attempted to create a diverse and representative mix of geographic regions, licensing and consumer advocacy backgrounds, and professional experience. The members are listed below in alphabetical order:

Terry DeWeese was appointed as an industry member, is from Northern California, and is the Manager at Sunset Lawn Chapel of the Chimes. Ms. DeWeese holds licenses as a Funeral Director, Cemetery Manager, Cemetery Broker, and Crematory Manager.

Darin Drabing was appointed as an industry member, is from Southern California, and is President and CEO of Forest Lawn Memorial Parks & Mortuaries. Mr. Drabing holds licenses as a Funeral Director, Embalmer, Cemetery Manager, and Cemetery Broker.

Victoria Emmons was appointed as a public member, is from Northern California, and is the CEO of HOPE Hospice, Inc. Ms. Emmons has many years of executive leadership experience in hospital, clinic, and hospice organizations.

Jolena Grande was appointed as an industry member, is from Southern California, and is a Professor in the Mortuary Science Program at Cypress College. Ms. Grande holds licenses as a Funeral Director, Embalmer, and Crematory Manager.

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New Committee Members *continued*

Tracy Hughes was appointed as a public member, is from Southern California, and is a Deputy District Attorney with the Consumer Protection Unit of the Office of the District Attorney, Orange County.

Cheryll Moore* was appointed as a public member, is from Northern California, and is a Professor of Gerontology for the Los Rios College District. Ms. Moore is also a board member of the Funeral Consumers Alliance of Northern California.

John Resich was appointed as an industry member, is from Southern California, and is a Corporate Officer at Green Hills Memorial Park. Mr. Resich holds a license as a Cemetery Salesperson and is a practicing attorney.

**Cheryll Moore is of no relation to Cemetery and Funeral Bureau Chief Lisa M. Moore.*

Funeral Service Education

The Cemetery and Funeral Bureau (Bureau) is excited to have Jolena Grande, Professor in the Mortuary Science Program at Cypress College, as a member of the new Advisory Committee. The Bureau has wanted to feature the mortuary science schools in California to introduce the program to those who are not familiar with the education and training required. With the generous contributions of Ms. Grande, we are pleased to feature Cypress College. In our next edition the Bureau hopes to showcase the Funeral Service Education Program offered at American River College.

There are thousands of colleges and universities across the United States offering an unimaginable number of certificates and degrees in a host of academic, professional, and vocational fields. In California alone, there are hundreds of institutions competing for student enrollment in a wide range of career and technical disciplines. Of the 112 community colleges located within the State[1], only two have met the rigorous standards of the American Board of Funeral Service Education (ABFSE) to offer a mortuary science/funeral service education curriculum. This prestige has not been afforded any other college or university in California. The ABFSE is the only nationally recognized accrediting agency for funeral service and mortuary science education programs by the U.S. Department of Education and the Council on Higher Education Accreditation[2], and less than 60 colleges and universities can claim ABFSE accreditation.

American Board of Funeral Service Education

The American Board of Funeral Service Education currently accredits 58 institutions nationwide[3]. When the ABFSE first began in

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[1] California Community Colleges Chancellor's Office, www.cccco.edu

[2] American Board of Funeral Service Education, www.abfse.org/index.html

[3] Ibid, www.abfse.org/html/directory.html

Funeral Service Education *continued*

the 1940s, the majority of programs were private, for-profit centers of instruction, and the course of study lasted six months or less. Through the years, a number of public colleges and universities have begun to offer funeral service degree majors and some private institutions have moved to publicly funded locations for the sake of continuity of instruction and open access. Today, the vast majority of mortuary science programs reside on state-sponsored college and university campuses (there are 45 public and 13 private ABFSE-accredited institutions). On the West Coast, there are only a handful of schools choosing to offer such a rigorous educational program, with two in California—one in the northern part of the State and one in the south. And so begins the story of both the California College of Mortuary Science (CCMS [originally named the Los Angeles College of Anatomy, Embalming, and Sanitation[4]]) and the San Francisco College of Mortuary Science. In 1976, Melvin Hilgenfeld, owner and President of CCMS, approached the North Orange County Community College District Board of Trustees with a unique gift — a fully functioning mortuary science education program with a rich history dating back to 1918. Mr. Hilgenfeld wanted to secure the future of his funeral service education program as well as increase accessibility for students interested in pursuing careers as embalmers and funeral directors. The San Francisco College of Mortuary Science, established in 1930, became part of the Los Rios Community College District in 2002, and now operates as the Funeral Service Education Program at American River College in Sacramento. Although there are several educational pathways within funeral service schools and colleges, most institutions offer associate degrees, with two programs offering certificates or diplomas of completion, and seven awarding baccalaureate degrees.

Mortuary Science Programs of Study

Mortuary science, or funeral service education as it is more commonly called, includes four major components in its comprehensive curriculum: courses in the realm of public health and technical skills; business management; social sciences; and legal, regulatory, and ethical concepts; in addition to general education classes[5]. Within the public health and technical area, curriculum content includes anatomy, chemistry, embalming, microbiology, pathology, public health, and restorative art. Business management course work consists of accounting, computer applications, funeral directing, funeral home management, marketing/merchandising, and small business management, along with computer applications. Social science content includes communication skills, funeral service counseling, dynamics of grief, history of funeral directing, psychology and sociology of grief, bereavement, and mourning. Most importantly, the legal/regulatory, and ethics section covers business law, ethical decision making, and funeral service laws, including the Federal Trade Commission Funeral Rule. The final component of accredited funeral service education programs includes those courses normally

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[4] Habenstein and Lamers, *The History of American Funeral Directing, 7th edition*, p. 329. Brookfield, WI: National Funeral Directors Association, 2010.

[5] ABFSE Standards: Standard 6 – Curriculum, www.abfse.org/docs/standards.pdf

Funeral Service Education *continued*

considered part of a well-rounded post-secondary education: art, English, humanities, math, science, and the like. Whether a student decides to pursue a certificate/diploma, associate or bachelor's degree, all graduates of ABFSE-accredited programs will have at least 60 semester units (90-quarter units) of college-level course work divided between technical and general education competencies.

The Funeral Service Education Major

The Mortuary Science Program at Cypress College has been in continuous operation since embalming courses began in 1977. Admitting students twice a year, in the spring and fall, allows those interested in a career in funeral service the opportunity to begin and end their educational journey as expeditiously as possible. The first funeral service education programs lasted only days and were many times held as seminars with traveling professors providing instruction that would afford the practitioner an ability to become licensed shortly thereafter. Once more permanent sites were established, the curriculum was increased from three months to six months, to nine months, and then one year. In 1997, the ABFSE curriculum was lengthened to two years or the equivalent of an associate degree. Today's funeral service education graduate is a well-rounded individual with a broad general education and a technically focused host of mortuary skills allowing him or her to practice as an embalmer or funeral director in almost any state. In addition to completing a rigorous course of instruction, students are also required to take the National Board Examination (NBE) administered by the International Conference of Funeral Service Examining Boards (ICFSEB) as a condition of graduation. With both a degree and passing NBE score, mortuary science students can practice in almost every conceivable location in the United States, provided they have also completed the required apprenticeship/residency/internship, and passed an examination on laws specific to that state. The Mortuary Science Program at Cypress College graduates almost 40 such individuals every year — many of whom are licensed funeral directors by the time they walk across the stage at commencement. These dedicated men and women come to funeral service with a strong desire to serve others and provide a level of dignified care that is second to none.

The Mortuary Science Program at Cypress College

Since its humble beginnings to present day, the faculty and staff at Cypress College have prided themselves in the quality of the Mortuary Science Program and the accomplishments of its graduates. Having educated multiple generations of funeral service practitioners in California, nationwide, as well as internationally, the testament of its effectiveness can be measured in its visibility. The Mortuary Science Program has been featured in numerous articles, books, television shows, and movies, and its graduates have been recognized around the world for their skills and abilities. The current tenured faculty are all licensed embalmers and funeral directors and hail from the ranks of Cypress College's prestigious alumni and include Program Director Glenn Bower, along with Damon de la Cruz, Lori Hopper, and Shun Newbern. The majority of business management and legal/regulatory curriculum is taught by Jolena Grande. Additionally, Ms. Grande is the only faculty member to have completed a mortuary science certificate program, and earned an associate degree in mortuary science from Cypress College, as well as a bachelor's degree in funeral service education from the University of Central Oklahoma — demonstrating to students the various funeral service education options in programs of study.

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Funeral Service Education *continued*

The wealth of experience and breadth of knowledge of the Cypress College faculty and staff benefits Mortuary Science Program students in several ways. Not only do these future funeral service practitioners learn from a variety of individuals with unique mortuary experiences, students are provided with unparalleled access to information about funeral operations outside of California and the United States. For those individuals interested in becoming a licensed funeral director or embalmer, who have decided to pursue their mortuary science education, the program at Cypress College is accepting applications every September and February for classes beginning in spring and fall semesters respectively. Students are required to complete 25 units of prescribed general education course work and graduation requirements in addition to 50 units within the mortuary science major. Most students complete the program within three semesters, if they have completed all other graduation and general education requirements. Visit **www.cypresscollege.edu** for a schedule of course work for Cypress College's Mortuary Science Program.

Common Auditing Myths About the Death Care Industry

Myth: Funeral establishments (FDs) and cemeteries (COAs) can request an extension for filing their annual report.

Fact: The law does not allow filing date extensions for FDs. A COA may submit a request for an extension. The request must be in writing and must be received by the Cemetery and Funeral Bureau (Bureau) or postmarked by the final date that the annual reports are due. The Bureau, at its discretion, may grant an extension of up to 30 days.

Myth: FDs in a common trust or master trust do not have to report preneed funds held in their name with trustees, as they are not controlling or investing the trust monies.

Fact: The Preneed Funeral Trust Fund Declaration of Non-Reporting Status (DNR) form is designed for those FDs that do not hold trust monies. A DNR form must be filed annually by a FD that does not have reportable preneed arrangements. Conditions of non-reportable preneed funeral arrangements are published on the DNR form. The DNR must be filed on or before May 1 or 120 calendar days after year end for each year and upon the transfer of ownership or the cessation of business.

Myth: It is acceptable for COAs with no internment sales not to file an annual audit report.

Fact: Business and Professions Code (B&P) section 9650 requires a COA to submit an annual audit report to be accompanied by an endowment care and special care fund report. The audit report must be signed by a certified public accountant or public accountant that performed the audit (licensed or with privilege to practice in the State of California).

Myth: Any employee of an endowment care COA can sign and verify the annual endowment care and special care fund trust report.

Fact: As prescribed in B&P section 9650(b) only the current president or vice president and at least one other officer of the COA can verify the report.

Myth: The annual audit report is not public information.

Fact: B&P section 9650.3 requires that a copy of each annual audit report shall be a public record. It shall be open for public inspections at the offices of the COA during normal business hours. If the COA does not have offices in the county in which it is located, then a copy of the annual audit report shall be filed with the county clerk and becomes subject to public inspection.

If you have questions, please call the Bureau at (916) 574-7870 and ask to speak with an Auditor in our Audit Unit.

Avoid Common Funeral Establishment Violations

The Cemetery and Funeral Bureau (Bureau) currently licenses approximately 1,007 funeral establishments throughout the State of California. Business and Professions Code (B&P) section 7607 gives the Bureau authority to inspect funeral establishments, and the Bureau strives to inspect them annually depending upon budget and staffing. During these inspections, Bureau staff look for any violations of laws and regulations governing the establishment's operation. If a violation is found, California Code of Regulations (CCR) section 1240 authorizes the Bureau to issue citations containing orders of abatement and assess administrative fines. Fines can range from $100 to $2,500 with B&P section 125.9 capping the total fine assessment per citation at $5,000. Here are the five most commonly found violations found during funeral establishment inspections and how you can avoid being cited.

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Avoid Common Funeral Establishment Violations *continued*

CCR section 1214: Authorization for Disposition With or Without Embalming

This section references the form the person with the legal right to control disposition of the remains of the deceased person signs to accept or decline embalming.

Avoid violations of this section by ensuring you are using the most current form (available on the Bureau's Web site) and make sure it's fully completed by the person with the legal right to control the disposition under Health and Safety Code section 7100, and the funeral establishment representative.

CCR section 1258.1: Casket Price Lists, Price Tags, Price Ranges, and Display

This section references the requirements for the Casket Price List (CPL) which establishments must provide to persons who inquire about funeral arrangements or the prices of funeral goods or services.

Avoid violations of this section by ensuring that your CPL includes complete descriptions of adult caskets, infant/child caskets, rental caskets, and alternative containers offered for sale. All casket offerings must be physically or photographically displayed. In addition, the CPL and General Price List (GPL) must include adult casket, infant/child casket, rental casket, and alternative container price ranges. Price ranges on the CPL must be listed at the beginning of the CPL, and all price ranges in both the CPL and GPL must match the respective offerings. If there is a change in price for any of the caskets offered for sale make sure to update the information on the CPL and GPL.

CCR section 1277.5: Disclosure of Preneed Funeral Agreement

This section references the Disclosure of Preneed Funeral Agreement form which funeral establishments must complete and provide to the survivor or responsible party of a decedent.

Avoid violations of this section by ensuring you are using the most current form (available on the Bureau's Web site) and make sure the form is fully completed. The form must be signed by the person with the legal right to control the disposition under Health and Safety Code section 7100 or the person contracting for funeral goods and/or services, and the funeral establishment representative.

B&P section 7680: Display; Form and Content

The section references the license issued by the Bureau which must be displayed conspicuously in the place of business or employment of the licensee.

Avoid violations of this law by ensuring that an original wall license, and applicable renewal license, is posted in a public area at the place of business or employment of the licensee. Renewal licenses must be posted with the original license. If you need to order a duplicate original or renewal license, you may do so by submitting a written request and the required duplicate license fee to the Bureau.

B&P section 7685.1: Price tags for caskets; Display and availability of caskets for advertised services; Caskets supplied by customers; Diseased bodies

The most common violation of this section references the requirement that caskets have individual price tags displayed in a conspicuous manner with a description of the casket.

Avoid violations of this law by ensuring that all adult caskets, infant/child caskets, rental caskets, and alternative containers physically or photographically displayed have a price card/tag which includes the casket price and a complete description (the card/tag information should match the price and description provided on the CPL).

If you have questions about the laws and regulations please visit the Bureau's Web site at www.cfb.ca.gov or contact the Bureau at (916) 574-7870.

ATTENTION ALL APPLICANTS

When applying for licensure with the Cemetery and Funeral Bureau, it is important that the Request for Live Scan Service form (for fingerprinting) is filled out completely and accurately. This will help avoid unnecessary delays in processing your information.

The Bureau only has authority to collect background information based on certain license types. If the form is not completed accurately, the FBI may reject the Live Scan. If your Live Scan is rejected, you will need to return to a Live Scan facility to have your fingerprints submitted again. This will cause a delay in processing your application and issuance of a license.

Below is the top section from the Request for Live Scan Service form. In this section, under Job Title or Type of License, Certification or Permit (*), the acceptable job titles to use are:

Funeral Establishment, Cemetery, Crematory, Funeral Director, Embalmer, Apprentice Embalmer, Cemetery Manager, Crematory Manager, Cemetery Broker, Cemetery Salesperson, and Cremated Remains Disposer. Using other titles, such as Memorial Counselor or Corporate Officer, may cause the Live Scan to be rejected as the Bureau is not authorized to receive background information for these titles. Please be sure that the Live Scan operator also understands the importance of entering the information correctly.

The Request for Live Scan Service form and instructions for completion are available on the Bureau's Web site at **www.cfb.ca.gov** under Forms and Publications. If you have difficulties completing the form, or have questions, please call the Bureau at (916) 574-7870 and ask to speak to an Analyst in our Licensing Unit.

REQUEST FOR LIVE SCAN SERVICE
Applicant Submission

ORI: A0557 (Code assigned by DOJ) Type of Application: License or Certification

Job Title or Type of License, Certification or Permit: *

Agency Address Set Contributing Agency:

Cemetery and Funeral Bureau (Agency authorized to receive criminal history information) 06538 (Mail Code (five digit code assigned by DOJ))

1625 North Market Blvd., Suite S-208 (Street No. Street or P.O. Box) Licensing Unit (Contact Name (Mandatory for all school submissions))

Sacramento (City) CA (State) 95834 (Zip Code) (916) 574-7870 (Contact Telephone No.)

Name of Applicant: (please print) Last First MI

Alias: Last First Driver's License No.

Cemetery and Funeral Bureau Advisory Committee Meeting Minutes

Tuesday, March 5, 2013
Department of Consumer Affairs
1625 North Market Boulevard, El Dorado Room
Sacramento, CA 95834

1. Introduction and Opening Remarks

Bureau Chief Lisa M. Moore called the meeting to order at approximately 10:10 a.m. and welcomed those in attendance. She thanked the Advisory Committee members (members) for being in attendance on their own time and their own money. Ms. Moore stressed that it is an Advisory Committee (Committee) and is not mandated in statute but the Cemetery and Funeral Bureau believes this is a good way to do business. She then asked the members to go around the table and introduce themselves. Members in attendance included: Phyllis Montero, Fred Belt, Merrill Mefford, Robert Mull, and John Resich. (Members Cheryll Moore and Caroline Flanders were not in attendance at this meeting.) Bureau staff members Joy Korstjens, Chip Bane, and Cheryl Steurer introduced themselves, as well as Gary Duke, DCA Legal Counsel.

Ms. Moore asked the public members in the audience to introduce themselves. After the introductions, Ms. Moore emphasized that she considers the Committee to be a working committee and that their input and interaction during the meeting was both expected and appreciated. As the Committee moved through the agenda, Ms. Moore encouraged anyone who had comments to feel free to make them and provide any suggestions.

Ms. Moore provided a brief update on Bureau staffing, including the employment of part-time Auditor Rachel Zhen who works three days a week. The Bureau is also in the process of recruiting for a Permanent-Intermittent General Auditor II. Recruitment efforts are under way and the Bureau is working with Personnel on finalizing documents for that. Ms. Steurer just started and is taking Ms. Korstjens' previous position as the Legislative Analyst. Ms. Korstjens has been working in the capacity of both Deputy Chief and Legislative Analyst since July and will be working closely with Ms. Steurer as she learns about the Bureau to transfer the legislative work to her. Last, the Bureau is recruiting for a Field Representative for Northern California. After the Field Representative position is filled the Bureau will be fully staffed.

2. Discussion of Proposed Regulations for Limited Liability Companies (LLC) in accordance with SB 1225 (Harman, Chapter 114, Statutes of 2008)

Ms. Moore began the discussion on the proposed LLC regulations by stating the Bureau held a workshop on August 16, 2012, to put the proposed regulations out for everyone to review. The only suggestion received from the workshop was to change California Code of Regulations (CCR) section 2326.5 (c) language of "60 mile radius" to "60 mile driving distance" in regard to sharing of cemetery managers. The proposed regulations were also an agenda item at the Committee meeting held on November 15, 2012, and no comments were received at that time. Ms. Moore indicated she wanted to put the proposed regulations on the agenda this last time for any additional comments before the Bureau began the formal rulemaking process. Ms. Moore also clarified that after the formal rulemaking process is initiated public comments can still be submitted; however the process goes much smoother if any substantive issues can be addressed prior to beginning the process. No

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Advisory Committee Meeting Minutes *continued*

comments were made on this agenda item and Ms. Moore stated the Bureau will move forward with the rulemaking file for these regulations.

3. Discussion of Proposed Changes to Funeral Regulations Enforcement

Ms. Moore stated the draft changes for "enforcement" related funeral regulations [CCR sections 1240, 1241, 1242, 1246, 1280, 1281, 1282, 1283, 1284, 1285, 1286, 1287, 1288, 1289, 1290, 1291] were discussed at the workshop held on August 16, 2012, and there were no suggestions for any changes to the draft language. The proposed changes were also discussed at the Committee meeting held on November 15, 2012, and no comments were made at that meeting. Ms. Moore asked if anyone had comments or suggested changes on the proposed language before the Bureau began the formal rulemaking process. Ms. Korstjens explained that the changes are consistent with the direction the Department is going in. The proposed changes to citation and fine regulations will make any violation citable rather than limiting the Bureau to only the sections listed. This change will eliminate the need to update these regulations each time a law changes. Mr. Duke added that the current regulations limit the Bureau's authority to only the sections that are enumerated so the changes will provide the Bureau more flexibility. There was no discussion or comments made on this agenda item.

4. Discussion of Proposed Changes to Funeral Regulations General

Ms. Moore next moved to the draft changes for "general" related funeral regulations [CCR sections 1209, 1214, 1216, 1221, 1255, 1258, 1258.1, 1258.2, 1258.3, and 1258.4]. Before beginning discussion on the proposed changes, Ms. Moore stated that at the workshop held on August 16, 2012, this item had the most discussion. The proposed changes from the workshop were then discussed at the Committee meeting held on November 15, 2012. The current changes are a result of both of these meetings and the comments that were discussed there. Ms. Korstjens then reviewed each section and the proposed changes, if any.

A comment regarding "and" versus "or" under 1209 led to changing "noxious and deleterious" to "noxious or deleterious." For 1214 there was discussion regarding the title of "Exhibit 1" at the top of the page being changed to a form number at the bottom of the page. On the form, the definition of embalming was moved up and placed above the line to accept or decline embalming. There was a question regarding whether the form name needed to be updated on the forms used in the industry. Ms. Korstjens confirmed that the form number must be updated and current since the form itself is published in the regulations. Ms. Korstjens commented that some put the form on their letterhead which is acceptable as long as the form itself is unaltered. A suggestion was made for 1258, to change "including a gasket" to "which may include a gasket." This suggestion was made due to the use of chemical seals rather than gaskets in some caskets. In 1258.2 it was suggested to remove "rental casket" from in front of "insert" in the last part of the last sentence. This change would be consistent with a similar suggestion made for the first sentence in this section. Sections 1216, 1221, 1255, 1258.1, 1258.3, and 1258.4 received no suggestions or comments during the meeting.

Ms. Moore stated the next step on the three regulations packages will be making any changes discussed today as appropriate. Afterwards the regulations may be sent out to Bureau staff for review one last time. Next the regulations will go through a Departmental review. If the Bureau is advised to make changes by the Department, we will do so as appropriate. Ms. Moore indicated the Bureau will start with moving the LLC regulations forward first and then follow with the two separate funeral regulations.

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Advisory Committee Meeting Minutes *continued*

5. Discussion of Revisions to the Preneed Q & A Pamphlet

Ms. Moore stated that there were very few suggested changes received for the preneed pamphlet. One consumer group commented and Bureau staff commented. Ms. Moore asked all present to keep in mind this is only a guide; it is not intended to replace the laws or regulations. Additionally, as a one-page guide, it is not meant to be all inclusive.

Changes made to the pamphlet include: rewriting the introduction; referencing the *Peace of Mind* brochure under question 1; and adding organ and tissue donation as options to consider under question 2 along with indicating that the Bureau's *Consumer Guide to Funeral & Cemetery Purchases* is available for free. There were no comments or suggestions received in relation to these proposed changes.

Under question 3 the Bureau changed "many" cemeteries to "private and fraternal" cemeteries to clarify who is licensed by the Bureau. In the last sentence the pamphlet refers to funeral consumer alliances; it was brought to Ms. Moore's attention that this is a term for a specific consumer group. Ms. Moore indicated that, as the State does not recommend or refer consumers, the Bureau will reword this and any other reference to include all consumer groups. Member John Resich suggested adding a brief list of what the Bureau does not license or regulate (i.e. religious and public cemeteries).

Under question 4 the Bureau changed the first sentence to "Create a written preneed plan of your wishes." Member John Resich asked if advanced medical directives or other similar terms should be included. Gary Duke stated he believed adding "or other legal device" would be appropriate.

Under question 5 the Bureau added emphasis to the word "you." Members Fred Belt, Merrill Mefford, and John Resich commented and discussion ensued regarding when funeral arrangements can be changed by the family. It was agreed that the Bureau would add "unclear" to the last sentence which will now read "or if the arrangements are incomplete, unclear, or not fully funded."

Member Merrill Mefford commented that in question 6 the Bureau uses the term "costs" but in other areas uses the term "prices." Mr. Mefford believes the term "costs" is the more appropriate term as the costs would be guaranteed not the prices. The Bureau agreed to change "prices" to "costs" for consistency and clarity in the pamphlet.

Member Fred Belt commented that in the closing paragraph we use the word "firms" and it is unclear who we are referring to by firms. After discussion it was agreed to change firms to licensees.

6. Discussion of Revisions to the Consumer Guide to Funeral & Cemetery Purchases

Ms. Moore began the discussion by informing attendees that member John Resich took the lead on this project and solicited comments on revisions from industry and several consumers. The Bureau also received information and input directly from licensees and consumer organizations requesting specific changes. The changes clarify existing information as well as add additional information that may be helpful for consumers. Ms. Moore stressed that this is a guide and is not intended to replace the laws and regulations nor will it answer every question consumers may have. The *Consumer Guide to Funeral & Cemetery Purchases* does provide reliable information and a host of resources.

Member John Resich suggested adding to page 1 a note stating who the Bureau does not license since the paragraph prior states who is licensed by the Bureau.

Changes on page 2 focused on updating information from section 7100. George Prather questioned

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Advisory Committee Meeting Minutes *continued*

if "agent under a power of attorney for health care" should say "agent under a California power of attorney for health care" since the laws and regulations are very specific. Gary Duke concurred that this would be a good change.

On page 3 the last bullet under "Details" was changed to add "followed by conservator of person, conservator of estate, or public administrator" at the end of the last sentence which is straight from the law. Joy Korstjens offered to add public administrator to the glossary and requested member Robert Mull send a definition for her to use. Under "Prices," language was added regarding the new requirements for posting information about goods and services on the business Web site if they have one.

On page 4 under "Embalming," member John Resich suggested including reference to the form for accepting or declining embalming. Under "Burial," Mr. Resich suggested adding the term "outer burial containers" to describe vaults or grave liners.

Also under "Burial," the Bureau added a paragraph about natural burials as this is a growing trend in the industry. A suggestion was made to add "typically" in front of not embalmed and change "vaults or grave liners" to "outer burial container."

On page 6 member Merrill Mefford suggested changing funeral consumer alliance to a general reference to consumer groups like was agreed for the *Preneed Q & A* pamphlet. Ms. Moore agreed that all references will be updated to consumer groups. Member John Resich stated that "or fraternal" should be added under "Check License Status." Currently it only refers to private cemeteries, and private cemetery managers.

On page 7 member John Resich commented that "visit the Web sites and facilities of several funeral establishments" was misleading since the funeral establishment facilities may not be open to the public (i.e. prep room, etc.). After discussion it was agreed to remove "facilities."

On page 9 the Bureau will change "price" to "cost" to mirror changes made in the *Preneed Q & A* pamphlet and maintain consistency in information from the Bureau to consumers.

On page 10, under "Multiple-Depth Graves," member Merrill Mefford suggested adding "Depending on the rules and regulations of the cemetery" at the beginning of the paragraph.

On page 11, in the second to last paragraph under "Cremation," member Merrill Mefford suggested adding "and/or will permit it" to the end of the last sentence.

Under the "Glossary of Terms," the Bureau will modify the funeral consumer alliance to consumer groups. The Bureau will add a definition for cemetery which will define private and fraternal cemetery. The Bureau will also add a definition for public administrator.

Ms. Moore stated that after all revisions are made, the revised *Consumer Guide to Funeral & Cemetery Purchases* will be reviewed internally and formatted for printing. The Bureau will need to get a contract to have the *Consumer Guide to Funeral & Cemetery Purchases* translated into Spanish. After it is translated both the English and Spanish versions will be posted on the Bureau's Web site. A limited number of the *Consumer Guide to Funeral & Cemetery Purchases* will also be printed.

7. Future Advisory Committee

Ms. Moore stated the current Committee members' term is up on March 30, 2013. The Bureau hopes to establish a new Committee in April.

Ms. Moore took the time to thank the current members for volunteering their time to participate on

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the Committee, and stated that the Bureau would not be able to get through things like the *Consumer Guide to Funeral & Cemetery Purchases* and be better at what the Bureau does without their invaluable input.

8. Public Comment on Items Not on Agenda

Member Robert Mull wanted to thank the Bureau on behalf of the California Association of Public Administrators, Public Guardians, and other conservators. Field Representative Dan Redmond presented at their association and with Mr. Redmond's guidance and assistance they were able to successfully resolve some issues.

9. Future Meetings

Ms. Moore stated that she hopes to have the new Committee selected by April 2013 and is planning to schedule the next meeting for sometime in June 2013. Once the next meeting is scheduled, the agenda will go out via e-mail to our ListServ and will be posted on the Bureau's Web site.

10. Adjournment

Ms. Moore thanked everyone for attending. The meeting was adjourned around noon.

Disciplinary Actions

Below are the Cemetery and Funeral Bureau enforcement actions from September 2012 – April 2013. Publicly releasable administrative actions are viewable in the licensing record accessed through the Web site's "License Verification" feature under "Disciplinary Actions" for the individual/business named below. Please contact Bureau staff at (916) 574-7870 with any questions.

LICENSEE / APPLICANT	CASE #	DECISION TYPE	DECISION	EFFECTIVE DATE
Kathryn S. Carter CEM 110	A1 2011 19	Accusation	Stipulated Revocation	10.26.12
Kathryn S. Carter FDR 219	A1 2011 37	Accusation	Stipulated Revocation	10.26.12
David E. Whalin CRM 56	A1 2011 19	Accusation	Revoke Stay 3-Year Probation	10.26.12
David E. Whalin CEM 364	A1 2011 19	Accusation	Revoke Stay 3-Year Probation	10.26.12
David E. Whalin FDR 792	A1 2011 37	Accusation	Revoke Stay 3-Year Probation	10.26.12
Inspiration Chapel & Napa Valley Memorial Park, Inc. COA 588	A1 2011 19	Accusation	Stipulated Revocation	10.26.12
Inspiration Chapel & Napa Valley Memorial Park, Inc. FD 1156	A1 2011 37	Accusation	Stipulated Revocation	10.26.12
Napa County Crematory CR 224	A1 2011 19	Accusation	Stipulated Revocation	10.26.12
Richard Pierce Funeral Service FD 364	A1 2011 37	Accusation	Stipulated Revocation	10.26.12

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Disciplinary Actions *continued*

Joshua Alpert FDR Applicant	A1 2011 486	Statement of Issues	Stipulated 3-Year Probation	10.26.12
Japanese Benevolent Society COA 213	A1 2006 307	Petition to Reinstate	Approved / 2-Year Probation	11.19.12
David A. Perlman CES 42495	A1 2011 28	Accusation	Stipulated Surrender	12.18.12
Gregory I. Smith CEM 219	A1 2011 242	Accusation	Stipulated Revocation	12.18.12
Soquel Cemetery COA 357	A1 2011 242	Accusation	Stipulated Revocation	12.18.12
John M. Jackson AE 13103	A1 2011 480	Accusation	Default Revocation	12.18.12
Robert L. Adams EMB 6777	A1 2012 107	Petition to Reinstate	Denied	3.1.13
Michael K. Davis CRM 199	A1 2011 97	Accusation	Default Revocation	3.22.13
Michael K. Davis FDR 1762	A1 2011 367	Accusation	Default Revocation	3.22.13
Rose Crematorium CR 126	A1 2011 97	Accusation	Default Revocation	3.22.13
Dewey J. Stafford FDR 266	A1 2011 367	Accusation	Default Revocation	3.22.13
Jennifer Maxwell CES Applicant	A1 2012 162	Statement of Issues	Applicant Withdrew Request for Statement of Issues	3.22.13
Melanie McCloskey FDR 324	A1 2011 250	Accusation	Stipulated Surrender	4.12.13
Atlantis Cremation & Burial Service FD 1494	A1 2011 250	Accusation	Stipulated Surrender	4.12.13
Erik F. Kaiser FDR Applicant	A1 2012 9	Statement of Issues	Default Denial	4.13.13

COA = Cemetery CEM = Cemetery Manager CES = Cemetery Salesperson CR = Crematory AE = Apprentice Embalmer

CRM = Crematory Manager FD = Funeral Establishment FDR = Funeral Director EMB = Embalmer

New Addition to Bureau Staff

In late February, the Bureau welcomed Cheryl Steurer as its newest staff member. Cheryl has taken over the position of Legislative Analyst previously held by Deputy Chief Joy Korstjens. Cheryl has ten years of State service, having worked at the California Highway Patrol and the Department of Education before joining the Bureau. Cheryl holds an associate degree in anthropology from American River College in Sacramento. In her free time, she enjoys spending time with family and reading.

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