VIRGINIA BOARD OF FUNERAL DIRECTORS AND EMBALMERS

Department of Health Professions
Perimeter Center
9960 Mayland Drive, Henrico VA 23233-1463
Board Room #4, Second Floor
October 29, 2013 at 10:00 a.m.

BOARD MEETING
AGENDA

CALL TO ORDER

ORDERING OF AGENDA

ACCEPTANCE OF MINUTES – **Tab 1**

- Virtual Funeral Home Adhoc Committee Meeting – July 15, 2013
- (2) Formal Hearings – July 15, 2013
- Board Meeting – July 16, 2013
- Formal Hearing – July 16, 2013

INFORMAL CONFERENCES HELD

- (2) – Held on July 15, 2013
- (2) – Held on September 11, 2013

PUBLIC COMMENT PERIOD

EXECUTIVE DIRECTOR'S REPORT – **Lisa R. Hahn - Tab 2**

NEW BUSINESS

- Definition of Embalming – **Chris Vincent - Tab3**
- Approval of NFDA Crematory Operator Training – **Tab 4**

Tab 1

UNAPPROVED

VIRGINIA BOARD OF FUNERAL DIRECTORS & EMBALMERS
FORMAL ADMINSTRATIVE HEARING
July 15, 2013

The Virginia Board of Funeral Directors and Embalmers convened on July 15, 2013, at the Department of Health Professions, 9960 Mayland Drive, 2nd Floor, Board Room 4, Henrico, Virginia.

BOARD MEMBERS PRESENT:	Blair Nelsen, President Christopher Vincent, FSL Bob Burger, FSL Eric Wray, FSL Randy Minter, FSL Walter S. Ball, Citizen Member Junius Williams, Citizen Member
DHP STAFF PRESENT:	Lisa R. Hahn, Executive Director Lynne Helmick, Deputy Executive Director Kathy Petersen, Discipline Operations Manager Peter Opper, Adjudication Specialist Gayle Miller, Senior Investigator - HQ
MEMBERS FROM THE OFFICE OF THE ATTORNEY GENERAL PRESENT:	Charis Mitchell, Assistant Attorney General, Board Counsel
COURT REPORTER:	Farnsworth & Taylor Reporting
CALL TO ORDER	The Formal Administrative Hearing of the Board was called to order at 10:08 a.m.
ESTABLISHMENT OF A QUORUM:	With seven (7) members of the Board present, a quorum was established.
MATTER SCHEDULED:	**Bennie Smith, FSP** **License Number: 0502-900252** **Case Number: 151005**
DISCUSSION:	Mr. Smith appeared before the Board in accordance with the Notice and Statement of Particulars dated July 1, 2013. Mr. Smith was present and was not represented. The Board received evidence and sworn testimony from the Commonwealth's witness regarding the matters as set forth in the

Statement of Particulars.

CLOSED SESSION: Upon a motion by Mr. Williams, and duly seconded by Mr. Vincent, the Board voted to convene a closed meeting pursuant to 2.2-3711.A(27) of the *Code of Virginia*, for the purpose of deliberation to reach a decision in the matter of Mr. Bennie Smith, FSL. Additionally, Mr. Williams moved that Ms. Hahn, Ms. Helmick, Ms. Petersen, Ms. Currier and Ms. Mitchell attend the closed meeting because their presence in the closed meeting was deemed necessary and would aid the Board in its deliberations. The Board convened into closed session at 10:35 a.m.

OPEN SESSION: Mr. Williams certified that the matters discussed in the preceding closed session met the requirements of § 2.2.-3712 of the *Code of Virginia;* Mr. Wray seconded the certification and the Board re-convened open session at 12:02 p.m.

ACTION: Upon a motion by Mr. Minter and duly seconded by Mr. Wray, the Board voted to reinstate the Funeral Service Licensee license of Mr. Smith. Mr. Smith will be placed on probation which shall run concurrent with his Maryland Board Order. He shall not serve as a Manager of Record during his probationary period. He shall provide the Board with proof of one remaining CE credit required for renewal.

VOTE: The vote was unanimous.

ADJOUNMENT: The Board adjourned at 11:00 a.m.

The decision shall be effective upon the entry by the Board of a written Order stating the findings, conclusions, and decision of this formal hearing panel.

Blair Nelsen, FSP, President	Lisa R. Hahn, Executive Director
Date	Date

UNAPPROVED

VIRGINIA BOARD OF FUNERAL DIRECTORS & EMBALMERS
FORMAL ADMINSTRATIVE HEARING
July 15, 2013

The Virginia Board of Funeral Directors and Embalmers convened on July 15, 2013, at the Department of Health Professions, 9960 Mayland Drive, 2nd Floor, Board Room 4, Henrico, Virginia.

BOARD MEMBERS PRESENT:	Blair Nelsen, FSL President Bob Oman, FSL Bob Burger, FSL Eric Wray, FSL Randy Minter, FSL Walter S. Ball, Citizen Member Junius Williams, Citizen Member
DHP STAFF PRESENT:	Lisa R. Hahn, Executive Director Lynne Helmick, Deputy Executive Director Kathy Petersen, Discipline Operations Manager Missy Currier, Board Operations Manager Shanice McCormick, Discipline Intern Peter Opper, Adjudication Specialist Leith Ellis, Senior Investigator
MEMBERS FROM THE OFFICE OF THE ATTORNEY GENERAL PRESENT:	Charis Mitchell, Assistant Attorney General, Board Counsel James Schliessmann, Assistant Attorney General, Prosecution
OTHERS PRESENT:	Erik Kather, Owner, Kather Removal Service James Hendrick, Commonwealth Removal & Mortuary Service Larry Corey, Morrissett Funeral & Cremation Catherine Baillargeon, MedCure – via telephone
COURT REPORTER:	Holly Bush, Certified Court Reporter Farnsworth & Taylor Reporting
CALL TO ORDER	The Formal Administrative Hearing of the Board was called to order at 1:03 p.m.
ESTABLISHMENT OF A QUORUM:	With seven (7) members of the Board present, a quorum was established.
MATTER SCHEDULED:	**Kather Removal Service** **Registration Number: 0509-000168** **Case Number: 146075**

DISCUSSION: Mr. Kather appeared before the Board in accordance with the Notice and Statement of Particulars dated June 14, 2013. Mr. Kather was present and was not represented by counsel.

The Board received evidence and sworn testimony from the Commonwealth's witnesses regarding the matters as set forth in the Statement of Particulars.

CLOSED SESSION: Upon a motion by Mr. Williams, and duly seconded by Mr. Oman, the Board voted to convene a closed meeting pursuant to 2.2-3711.A(27) of the *Code of Virginia*, for the purpose of deliberation to reach a decision in the matter of Kather Removal Service. Additionally, Mr. Williams moved that Ms. Hahn, Ms. Currier and Ms. Mitchell attend the closed meeting because their presence in the closed meeting was deemed necessary and would aid the Board in its deliberations. The Board convened into closed session at 3:20 p.m.

OPEN SESSION: Mr. Williams certified that the matters discussed in the preceding closed session met the requirements of § 2.2.-3712 of the *Code of Virginia;* Mr. Wray seconded the certification and the Board re-convened open session at 4:06 p.m.

ACTION: Upon a motion by Mr. Williams and duly seconded by Mr. Minter, the Board voted to revoke the Surface, Transport and Removal Registration of Kather Removal Services.

VOTE: The vote was unanimous.

ADJOUNMENT: The Board adjourned at 4:10 p.m.

The decision shall be effective upon the entry by the Board of a written Order stating the findings, conclusions, and decision of this formal hearing panel.

_____ _____

Blair Nelsen, FSP, President Lisa R. Hahn, Executive Director

_____ _____

Date Date

UNAPPROVED

VIRGINIA BOARD OF FUNERAL DIRECTORS AND EMBALMERS

Adhoc Committee Meeting Minutes
Virtual Funeral Homes

The Adhoc Committee of the Virginia Board of Funeral Directors and Embalmers convened for a meeting on Monday, July 15, 2013 at the Department of Health Professions, Perimeter Center, 9960 Mayland Drive, 2nd Floor, Board Room #4, Henrico, Virginia.

COMMITEE MEMBERS PRESENT
Christopher P. Vincent, FSL, Committee Chair
Blair Nelsen, FSL, Board President
Eric Wray, FSL

BOARD MEMBERS PRESENT
Junius H. Williams, Citizen Member
Robert B. Burger, FSL
Michael J. Leonard, FSL
Randolph T. Minter, FSL
Robert "Bob" Oman, FSL
Walter S. Ball, Citizen Member

DHP STAFF PRESENT
Lisa R. Hahn, Executive Director
Lynne Helmick, Deputy Executive Director
Missy Currier, Board Operations Manager

GUESTS PRESENT
None

CALL TO ORDER

Mr. Vincent called the Adhoc Committee meeting of the Virginia Board of Funeral Directors and Embalmers to order at 11:45 a.m.

DISCUSSION

The Board discussed looking into "Virtual Funeral Homes" and how it may affect Funeral Service Licensees.

After much discussion, the committee agreed that it was important to get the message out to Funeral Licensees' about the care they should take when dealing with out of state organizations.

Ms. Hahn suggested that the Adhoc Committee work on developing a Guidance Document to address that Funeral Service Licensees should ensure they are making arrangements with a

licensed out of state funeral service establishment and address the problems that may arise if they are dealing with an unlicensed organization and how the Virginia Funeral Service Licensee may be accountable if a situation should arise.

ADJOURNMENT:

With no further business before the Board, the meeting adjourned at 12:20 p.m.

Christopher P. Vincent, Chair	Lisa R. Hahn, Executive Director
Date	Date

UNAPPROVED

VIRGINIA BOARD OF FUNERAL DIRECTORS AND EMBALMERS BOARD MEETING MINUTES

The Virginia Board of Funeral Directors and Embalmers convened for a board meeting on Tuesday, July 16, 2013 at the Department of Health Professions, Perimeter Center, 9960 Mayland Drive, 2nd Floor, Board Room #4, Henrico, Virginia.

BOARD MEMBERS PRESENT
Blair Nelsen, FSP, President
Junius Williams, Citizen Member, Vice-President
Christopher P. Vincent, FSP, Secretary-Treasurer
Michael J. Leonard, FSP
Randolph T. Minter, FSP
Robert B. Burger, Jr., FSP
Robert Oman, FSP
Eric V. Wray, II, FSP
Walter Ball, Citizen Member

DHP STAFF PRESENT FOR THE MEETING
Lisa R. Hahn, Executive Director
Lynne Helmick, Deputy Executive Director
Elaine Yeatts, Senior Policy Analyst
Missy Currier, Board Operations Manager

BOARD COUNSEL
None were present

QUORUM
With 9 members present a quorum was established.

GUESTS PRESENT
Paul Harris, Regulatory Support Services, Inc.
Karen McPherson, Virginia Morticians Association
Bo Keeney, Independent Funeral Homes of Virginia
Lacy Whittaker, Virginia Funeral Directors Association
Scott Johnson, SCI
Barry D. Robinson, Virginia Morticians Association
Robert Baker, Virginia Morticians Association
Curtis L. Cunningham, Virginia Morticians Association
Sasha Bonet, VSAP
Wesley Gregory, DHP, Finance Division

CALL TO ORDER

Blair Nelsen, President, called the meeting of the Virginia Board of Funeral Directors and Embalmers to order at 10:04 a.m.

ORDERING OF AGENDA

The agenda was accepted as written.

ACCEPTANCE OF MINUTES

Upon a motion by Mr. Leonard and properly seconded by Mr. Oman, the Board voted to accept the following Meeting Minutes:

- Board Meeting – April 23, 2013
- Formal Hearing – April 24, 2013

The motion carried unanimously.

INFORMAL CONFERENCES HELD

Mr. Nelsen shared that informal conferences were held and that the minutes are located on the board's website and on regulatory Townhall.

- (2) – held on April 24, 2013

PUBLIC COMMENT PERIOD

Mr. Barry Robinson, President of the Virginia Morticians Association (VMA) thanked Ms. Hahn and Ms. Helmick for their participation and sharing of information at the VMA Conference held in Short Pump.

Mr. Robinson also mentioned the confusion in the usage of Funeral Service Licensee (FSL) and Funeral Service Provider (FSP).

EXECUTIVE DIRECTOR'S REPORT – Lisa R. Hahn

Expenditure and Revenue Summary

Ms. Hahn then gave the most recent financial numbers for FY13 beginning with the cash balance as of June 30, 2012 of $(64,321); revenue received YTD FY 13 was $529,105; less the direct and In-Direct expenditures of $616,140; leaving the cash balance as of May 31, 2013 of $(151,356).

Discipline Statistics

Ms. Hahn stated the board has 44 open cases; 26 of the cases are in the Enforcement Division at the Investigative stage; 10 cases are in the Probable Cause stage, 5 cases at the APD level; 1 case is in the informal stage; and 2 cases were at the formal stage. Ms. Hahn added that 20 funeral board Orders are being monitored for compliance by Missy Currier.

Licensee Statistics

Ms. Hahn reported that there are 1,479 Funeral Service Providers, 159 Funeral Interns, 444 Funeral Establishments, 5 Embalmers, 58 Funeral Directors, 371 Funeral Service Supervisors, 63 Branch Establishments, 99 Crematories, 27 Continuing Education Providers, 68 Courtesy Card Holders and 48 Surface Transportation and Removal Services.

Ms. Hahn provided the following historical statistics regarding "new" licenses issued:

New Licenses Issued Report	CY2009	CY2010	CY2011	CY2012	YTD 2013
Branch Establishment	**0**	**9**	**40**	**5**	**2**
CE Providers	**2**	**1**	**3**	**1**	**1**
Courtesy Card	**5**	**6**	**10**	**6**	**5**
Crematories	**4**	**5**	**3**	**5**	**2**
Funeral Establishment	**4**	**5**	**4**	**5**	**2**
Funeral Service Intern	**27**	**35**	**50**	**62**	**38**
Funeral Service Provider	**50**	**43**	**41**	**60**	**26**
Funeral Supervisor	**38**	**51**	**41**	**41**	**26**
Surface Transport & Removal	**11**	**4**	**7**	**7**	**6**
Total	**141**	**159**	**199**	**192**	**108**

Virginia Performs

Ms. Hahn gave the following report for the 3rd Quarter 2013:

- Licensing Standard less than 30 days – 100%
- Customer Satisfaction (Goal is 95%) – 100%
- Clearance Rate-125%

- Pending Caseload older than 250 days- 8% (patient care cases)
- % of cases closed within 250 days- 100%
- Caseloads Qtr1 2013:
    - Received = 4, Closed = 5
    - Pending over 250 days = 1
    - Closed within 250 days - 5

Presentations

Ms. Hahn reported on the following presentations:

- **January:**
    - VFDA Summit Meeting– Omni Richmond –Lisa Hahn
- **February:**
    - VFDA Traveling Caravan -Tidewater District – Eric Wray
- **March:**
    - VFDA Traveling Caravan –Fredericksburg & John Tyler CC, Chester - Lynne Helmick
    - Career Fair at John Tyler – Vicki Saxby
- **June:**
    - VMA Conference – Short Pump – Lisa Hahn, Lynne Helmick
- **July:**
    - VFDA Convention – VA Beach – Lisa Hahn, Lynne Helmick

BOARD BUSINESS

Virtual Funeral Homes

Ms. Hahn shared that the Virtual Funeral Homes Committee began their initial work yesterday and did not have anything to report at this time.

Next of Kin & Surface and Transportation

Ms. Hahn reiterated from her last meeting that this subject needs to be reviewed and addressed to broaden the regulations and that the committee plans to meet during the October meeting.

Randolph Lane Appeal

Ms. Hahn stated that the Circuit Court upheld the board's decision made during the formal hearing however; we have been notified that he is appealing the matter to the Court of Appeals.

Calendar

Ms. Hahn concluded her report by stating that the next board meeting was scheduled for October 22, 2013.

NEW BUSINESS

Legislative/Regulatory Reports – Elaine Yeatts

Status of Regulations

Ms. Yeatts reported on the status of the following Regulatory Actions:

18VAC65-20:

- Fee Increase – re-proposed remain at the Secretary's Office.
- Identification of human remains – Emergency regulations are in effect from 10/1/12 to 9/30/13. Ms. Yeatts explained that the board needed to adopt a request to the Governor for an extension of 6 months.

Proposed Regulations on Identification of Human Remains (Attachment #1)

Upon a motion by Mr. Burger and properly seconded by Mr. Leonard, the board voted to request to extend the Emergency Regulations regarding Identification of Human Remains for a period of up to 6 months. The motion passed unanimously.

Funeral Service Licensee (FSL) vs. Funeral Service Provider (FSP)

Ms. Yeatts and Ms. Hahn followed up on Mr. Robinson's public comment regarding Funeral Service Licensee (FSL) vs. Funeral Service Provider (FSP). They pointed out that Virginia Law defines a "Funeral Service Licensee" but does not define a "Funeral Service Provider".

The Board requested that staff make changes to all printed references and materials from Funeral Service Provider (FSP) to Funeral Service Licensee (FSL). The Board also wanted the record to reflect that any materials already printed with FSP including licenses, renewals, funeral brochures and the like, would be acceptable to the board.

Change in Branch Establishment Regulations

Ms. Yeatts reminded the Board that the new law regarding the change in distance from 35 to 50 miles or less for a branch establishment went into effect on July 1, 2013.

Definition of Embalming

Ms. Hahn stated that she had received an email from Rick Sikon indicating that many funeral homes are not refrigerating bodies but sprinkling them with disinfection instead and saying that it fits the current definition of embalming. Ms. Hahn stated that a change in defintion would have to be legislative. Mr. Nelsen appointed Chris Vincent and Bob Oman to research the issue and bring information to the next meeting.

Alternate Embalming/Training Sites – Lisa R. Hahn

Ms. Hahn shared that Mr. Leonard, Mr. Oman, Ms. Currier and she worked on developing a draft guidance document at the board's recommendation to establish standards to the proposed regulatory change in section B. of 18VAC65-40-220. Ms. Hahn further stated that this was just a working draft following the April 2013 board meeting and that no further action is necessary until the Governor approves the following proposed regulation:

18VAC65-40-220. Qualifications of training site.

A. The board shall approve only an establishment or two combined establishments to serve as the training site or sites which:

1. Have a full and unrestricted Virginia license;

2. Have complied in all respects with the provisions of the regulations of the Board of Funeral Directors and Embalmers; and

3. Have 50 or more funerals and 50 or more bodies for embalming over a 12-month period for each person to be trained. This total must be maintained throughout the period of training. If the establishment does not meet the required number of funerals or embalmings, the funeral service intern may seek approval for an additional training site.

B. The board may grant approval for a resident trainee to receive all or a portion of the embalming training at a facility of state or federal government or an accredited educational institution.

Probable Cause Review – Lisa R. Hahn, Executive Director

Ms. Hahn provided guidance in the process involved when reviewing cases for Probable Cause and the elements involved in making sound decisions. Key points Ms. Hahn discussed in her review included:

- Probable Cause Determination
- Who Conducts the Review
- Review of the Probable Cause Form & How to Complete it
- 5 Probable Cause Elements
- Making Recommendations

Ms. Hahn emphasized that in order for there to be a violation there must be a citation and how important it is to ensure that evidence exists in order to make the determination.

Election of Officers

Upon a motion by Mr. Leonard and properly seconded by Mr. Minter, the board nominated the election of Eric V. Wray, II as Board Secretary-Treasurer effective July 16, 2013. The motion carried unanimously.

Upon a motion by Mr. Oman and properly seconded by Mr. Wray, the board nominated the election of Christopher P. Vincent as Board Vice-President effective July 16, 2013. The motion carried unanimously.

Upon a motion by Mr. Leonard and properly seconded by Mr. Minter, the board nominated the election of Junius H. Williams, Jr. as Board President effective July 16, 2013. The motion carried unanimously.

Congratulations

Mr. Nelsen congratulated Mr. Williams on his new board position and handed over his board gavel and chair to him.

Mr. Leonard and Ms. Hahn thanked Mr. Nelsen for all his hard work as Board President.

ADJOURNMENT:

Mr. Williams closed the meeting by thanking the members for the great opportunity, how much he had learned and how ready he was to learn more.

With no further business before the Board, the meeting adjourned at 11:30 a.m.

Blair Nelsen, President	Lisa R. Hahn, Executive Director
Date	Date

ATTACHMENT #1

Proposed Regulations

BOARD OF FUNERAL DIRECTORS AND EMBALMERS

Identification of human remains

18VAC65-20-436. Standards for registered crematories or funeral establishments that operate a crematory.

A. Authorization to cremate.

1. In accordance with § 54.1-2818.1 of the Code of Virginia, a crematory shall require a cremation authorization form executed in person or electronically in a manner that provides a copy of an original signature of the next-of-kin or his representative, who may be any person designated to make arrangements for the decedent's burial or the disposition of his remains pursuant to § 54.1-2825 of the Code of Virginia; an agent named in an advance directive pursuant to § 54.1-2984; or a sheriff, upon court order, if no next-of-kin, designated person, or agent is available.

2. The cremation authorization form shall include an attestation of visual identification of the deceased from a viewing of the remains or a photograph signed by the person making the identification. Visual identification my be made by viewing unique identifiers or markings on the remains. The identification attestation shall either be given on the cremation authorization form or on an identification form attached to the cremation authorization form.

3. In the event visual identification is not feasible, a crematory may use other positive identification of the deceased in consultation with law enforcement, a medical examiner or medical personnel as a prerequisite for cremation pursuant to § 54.1-2818.1 of the Code of Virginia.

B. Standards for cremation. The following standards shall be required for every crematory:

1. Every crematory shall provide evidence at the time of an inspection of a permit to operate issued by the Department of Environmental Quality (DEQ).

2. A crematory shall not knowingly cremate a body with a pacemaker, defibrillator or other potentially hazardous implant in place.

3. A crematory shall not cremate the human remains of more than one person simultaneously in the same retort, unless the crematory has received specific written authorization to do so from the person signing the cremation authorization form.

4. A crematory shall not cremate nonhuman remains in a retort permitted by DEQ for cremation of human remains.

5. Whenever a crematory is unable to cremate the remains within 24 hours upon taking custody thereof, the crematory shall maintain the remains in refrigeration at approximately 40° Fahrenheit or less, unless the remains have been embalmed.

C. Handling of human remains.

1. Human remains shall be transported to a crematory in a cremation container and shall not be removed from the container unless the crematory has been provided with written instructions to the contrary by the person who signed the authorization form. A cremation container shall substantially meet all the following standards:

a. Be composed of readily combustible materials suitable for cremation;

b. Be able to be closed in order to provide complete covering for the human remains;

c. Be resistant to leakage or spillage; and

d. Be rigid enough for handling with ease.

2. No crematory shall require that human remains be placed in a casket before cremation nor shall it require that the cremains be placed in a cremation urn, cremation vault or receptacle designed to permanently encase the cremains after cremation. Cremated remains shall be placed in a plastic bag inside a rigid container provided by the crematory or by the next-of-kin for return to the funeral establishment or to the next-of-kin. If cremated remains are placed in a biodegradable container, a biodegradable bag shall be used. If placed in a container designed for scattering, the cremated remains may be placed directly into the container if the next-of-kin so authorized in writing.

3. The identification of the decedent shall be physically attached to the remains and appropriate identification placed on the exterior of the cremation container. The crematory operator shall verify the identification on the remains with the identification attached to the cremation container and with the identification attached to the cremation authorization. The crematory operator shall also verify the identification of the cremains and place evidence of such verification in the cremation record.

D. Recordkeeping. A crematory shall maintain the records of cremation for a period of three years from the date of the cremation that indicate the name of the decedent, the date and time of the receipt of the body, and the date and time of the cremation and shall include:

1. The cremation authorization form signed by the person authorized by law to dispose of the remains and the form on which the next-of-kin or the person authorized by § 54.1-2818.1 of the Code of Virginia to make the identification has made a visual identification of the deceased or evidence of positive identification if visual identification is not feasible;

2. The permission form from the medical examiner;

3. The DEQ permit number of the retort used for the cremation and the name of the retort operator; and

4. The form verifying the release of the cremains, including date and time of release, the name of the person and the entity to whom the cremains were released and the name of the decedent.

UNAPPROVED

VIRGINIA BOARD OF FUNERAL DIRECTORS & EMBALMERS
FORMAL ADMINSTRATIVE HEARING
July 16, 2013

The Virginia Board of Funeral Directors and Embalmers convened on July 16, 2013, at the Department of Health Professions, 9960 Mayland Drive, 2nd Floor, Board Room 4, Henrico, Virginia.

BOARD MEMBERS PRESENT:	Blair Nelsen, FSL, President Christopher Vincent, FSL Mike Leonard, FSL Bob Burger, FSL Bob Oman, FSL Eric Wray, FSL Randy Minter, FSL Walter S. Ball, Citizen Member
DHP STAFF PRESENT:	Lisa R. Hahn, Executive Director Lynne Helmick, Deputy Executive Director Kathy Petersen, Discipline Operations Manager Peter Opper, Adjudication Specialist Joyce Shelton-Jones, Senior Investigator - HQ
MEMBERS FROM THE OFFICE OF THE ATTORNEY GENERAL PRESENT:	Ishneila Moore, Assistant Attorney General, Board Counsel Lauren Maxey, Office of the Attorney General – Intern
RESPONDENT:	Fenton L. Bland, Jr.
RESPONDENT'S COUNSEL :	Charles Cuthbert, Jr., Esq.
OTHERS PRESENT:	Mitchell Colvin Billie Watson-Hughes, FSL – via telephone Scott S. Johnson Fontaine L. Bland
COURT REPORTER:	Wanda Blanks, Certified Court Reporter Farnsworth & Taylor Reporting
CALL TO ORDER	The Formal Administrative Hearing of the Board was called to order at 1:03 p.m.

ESTABLISHMENT OF A QUORUM:	With eight (8) members of the Board present, a quorum was established.
MATTER SCHEDULED:	**Fenton L. Bland, Jr., FSL – Reinstatement Applicant** **License Number: 0502-860051 - Revoked** **Case Number: 149194**
DISCUSSION:	Mr. Bland appeared before the Board in accordance with the Notice and Statement of Particulars dated June 14, 2013. Mr. Bland was represented by Charles Cuthbert, Jr., Esq. The Board received evidence and sworn testimony from the Commonwealth and Respondent's witnesses regarding the matters as set forth in the Statement of Particulars.
CLOSED SESSION:	Upon a motion by Mr. Oman, and duly seconded by Mr. Vincent, the Board voted to convene a closed meeting pursuant to 2.2-3711.A(27) of the *Code of Virginia*, for the purpose of deliberation to reach a decision in the matter of Mr. Fenton L. Bland, Jr. Additionally, Mr. Oman moved that Ms. Hahn, Ms. Helmick, Ms. Petersen, Ms. Currier and Ms. Moore attend the closed meeting because their presence in the closed meeting was deemed necessary and would aid the Board in its deliberations. The Board convened into closed session at 2:19 p.m.
OPEN SESSION:	Mr. Oman certified that the matters discussed in the preceding closed session met the requirements of § 2.2.-3712 of the *Code of Virginia;* Mr. Leonard seconded the certification and the Board re-convened open session at 3:16 p.m.
ACTION:	Upon a motion by Mr. Oman, and duly seconded by Mr. Burger, the Board voted to reinstate the Funeral Service Licensee license of Mr. Bland upon successfully passing the Virginia State Board Examination. Mr. Bland's license will be reinstated and placed on probation for not less than three (3) years from the date of reinstatement. He shall not serve as a Manager of Record and shall not take part in consultation, preparation or writing of any preneed contracts. He shall provide the Board with quarterly self reports, evidence of Federal restitution payments, and evidence that any future employer(s) have been given a copy of his Board Order. A roll call was taken.

VOTE:

Mike Leonard	Yes
Eric Wray	Yes
Randy Minter	No
Bob Burger	Yes
Blair Nelsen	Yes
Walter Ball	Yes
Bob Oman	Yes
Chris Vincent	Yes

The motion requires the affirmative vote of three-fourths of the members present at the hearing as noted in §54.1-2408.2 of the *Code of Virginia.* The vote of seven affirmative votes and one negative vote, therefore the motion carries.

ADJOUNMENT: The Board adjourned at 3:20 p.m.

The decision shall be effective upon the entry by the Board of a written Order stating the findings, conclusions, and decision of this formal hearing panel.

Blair Nelsen, FSP, President

Lisa R. Hahn, Executive Director

Date

Date

Tab 2

Virgina Department of Health Professions
Cash Balance
As of June 30, 2013

	104- Funeral Directors and Emba
Board Cash Balance as of June 30, 2012	$ (64,321)
YTD FY13 Revenue	542,255
Less: YTD FY13 Direct and In-Direct Expenditures	650,055
Cash Balance as of June 30, 2013	(172,121)

Virginia Dept. of Health Professions
Revenue and Expenditures Summary
July 1, 2012 through June 30, 2013

	104- Funeral Directors and Emba			
	Jul '12 - Jun 13	Budget	$ Over Budget	% of Budget
Revenue				
2400 · Fee Revenue				
2401 · Application Fee	34,825.00	25,425.00	9,400.00	136.97%
2402 · Examination Fee	0.00			
2406 · License & Renewal Fee	478,020.00	489,470.00	-11,450.00	97.66%
2407 · Dup. License Certificate Fee	180.00	240.00	-60.00	75.0%
2408 · Board Endorsement - In	0.00			
2409 · Board Endorsement - Out	3,850.00	3,850.00	0.00	100.0%
2421 · Monetary Penalty & Late Fees	4,955.00	3,270.00	1,685.00	151.53%
2430 · Board Changes Fee	5,550.00	3,875.00	1,675.00	143.23%
2432 · Misc. Fee (Bad Check Fee)	175.00	35.00	140.00	500.0%
Total 2400 · Fee Revenue	527,555.00	526,165.00	1,390.00	100.26%
2600 · Fees for Miscellaneous Services				
2660 · Administrative Fees	0.00			
Total 2600 · Fees for Miscellaneous Services	0.00			
3000 · Sales of Prop. & Commodities				
3002 · Overpayments	0.00			
3007 · Sales of Goods/Svces to State	0.00			
3020 · Misc. Sales-Dishonored Payments	400.00			
Total 3000 · Sales of Prop. & Commodities	400.00			
9000 · Other Revenue				
9060 · Miscellaneous Revenue	14,300.00	3,900.00	10,400.00	366.67%
9084 · Refund- Prior Yr Disb	0.00			
Total 9000 · Other Revenue	14,300.00	3,900.00	10,400.00	366.67%
Total Revenue	542,255.00	530,065.00	12,190.00	102.3%
Expenditures				
1100 · Personal Services				
1110 · Employee Benefits				
1111 · Employer Retirement Contrib.	5,311.77	5,311.00	0.77	100.01%
1112 · Fed Old-Age Ins- Sal St Emp	4,411.23	4,810.00	-398.77	91.71%
1113 · Fed Old-Age Ins- Wage Earners	0.00	0.00	0.00	0.0%
1114 · Group Insurance	725.47	721.00	4.47	100.62%
1115 · Medical/Hospitalization Ins.	14,203.75	18,410.00	-4,206.25	77.15%
1116 · Retiree Medical/Hospitalizatn	613.74	606.00	7.74	101.28%
1117 · Long term Disability Ins	287.08	285.00	2.08	100.73%
Total 1110 · Employee Benefits	25,553.04	30,143.00	-4,589.96	84.77%
1120 · Salaries				
1123 · Salaries, Classified	61,410.56	60,628.00	782.56	101.29%
1125 · Salaries, Overtime	0.00	0.00	0.00	0.0%
Total 1120 · Salaries	61,410.56	60,628.00	782.56	101.29%
1130 · Special Payments				
1131 · Bonuses and Incentives	1,671.62	2,239.00	-567.38	74.66%
1138 · Deferred Compnstn Match Pmts	449.50	696.00	-246.50	64.58%

Virginia Dept. of Health Professions
Revenue and Expenditures Summary
July 1, 2012 through June 30, 2013

	104- Funeral Directors and Emba			
	Jul '12 - Jun 13	Budget	$ Over Budget	% of Budget
Total 1130 · Special Payments	2,121.12	2,935.00	-813.88	72.27%
1140 · Wages				
1141 · Wages, General	0.00	0.00	0.00	0.0%
1143 · Wages, Overtime	0.00			
Total 1140 · Wages	0.00	0.00	0.00	0.0%
1150 · Disability Benefits				
1153 · Short-trm Disability Benefits	0.00			
Total 1150 · Disability Benefits	0.00			
1160 · Terminatn Personal Svce Costs				
1162 · Salaries, Annual Leave Balanc	0.00			
1165 · Employee Retirement Contributio	0.00	0.00	0.00	0.0%
Total 1160 · Terminatn Personal Svce Costs	0.00	0.00	0.00	0.0%
Total 1100 · Personal Services	89,084.72	93,706.00	-4,621.28	95.07%
1200 · Contractual Services				
1210 · Communication Services				
1211 · Express Services	22.58	200.00	-177.42	11.29%
1212 · Outbound Freight Services	0.00			
1213 · Messenger Services	0.00			
1214 · Postal Services	4,033.01	3,500.00	533.01	115.23%
1215 · Printing Services	49.65	1,500.00	-1,450.35	3.31%
1216 · Telecommunications Svcs (DIT)	288.21	600.00	-311.79	48.04%
1219 · Inbound Freight Services	0.00			
Total 1210 · Communication Services	4,393.45	5,800.00	-1,406.55	75.75%
1220 · Employee Development Services				
1221 · Organization Memberships	0.00	1,200.00	-1,200.00	0.0%
1222 · Publication Subscriptions	0.00	600.00	-600.00	0.0%
1224 · Emp Trning Courses, Wkshp & Cnf	250.00	1,000.00	-750.00	25.0%
1225 · Employee Tuition Reimbursement	0.00	1,000.00	-1,000.00	0.0%
1227 · Emp Trning- Trns, Ldgng & Meals	0.00	800.00	-800.00	0.0%
Total 1220 · Employee Development Services	250.00	4,600.00	-4,350.00	5.44%
1230 · Health Services				
1236 · X-ray and Laboratory Services	0.00			
Total 1230 · Health Services	0.00			
1240 · Mgmnt and Informational Svcs				
1242 · Fiscal Services	5,446.97	9,520.00	-4,073.03	57.22%
1243 · Attorney Services	0.00			
1244 · Management Services	9.54	120.00	-110.46	7.95%
1246 · Public Infrmtnl & Relation Svcs	8.02			
1247 · Legal Services	525.00	150.00	375.00	350.0%
1248 · Media Services	0.00			
1249 · Recruitment Services	0.00			
Total 1240 · Mgmnt and Informational Svcs	5,989.53	9,790.00	-3,800.47	61.18%

Virginia Dept. of Health Professions
Revenue and Expenditures Summary
July 1, 2012 through June 30, 2013

	104- Funeral Directors and Emba			
	Jul '12 - Jun 13	Budget	$ Over Budget	% of Budget
1250 · Repair and Maintenance Svcs				
1252 · Electrical Rep & Maintenance	0.00			
1253 · Equip Repair & Maintenance	0.00	40.00	-40.00	0.0%
1256 · Mechanical Rep & Maint Svcs	0.00			
1257 · Plant Rep & Maintenance Svcs	0.00			
Total 1250 · Repair and Maintenance Svcs	0.00	40.00	-40.00	0.0%
1260 · Support Services				
1263 · Clerical Services	0.00	5,500.00	-5,500.00	0.0%
1264 · Food & Dietary Services	1,017.86	2,100.00	-1,082.14	48.47%
1266 · Manual Labor Services	286.74	1,200.00	-913.26	23.9%
1267 · Production Services	1,056.25	1,120.00	-63.75	94.31%
1268 · Skilled Services	0.00	3,910.00	-3,910.00	0.0%
Total 1260 · Support Services	2,360.85	13,830.00	-11,469.15	17.07%
1280 · Transportation Services				
1282 · Travel, Personal Vehicle	3,220.68	5,100.00	-1,879.32	63.15%
1283 · Travel, Public Carriers	0.00	700.00	-700.00	0.0%
1284 · Travel, State Vehicles	0.00			
1285 · Travel, Subsistence & Lodging	1,040.69	1,600.00	-559.31	65.04%
1288 · Trvl, Meal Reimb- Not Rprtble	446.00	750.00	-304.00	59.47%
Total 1280 · Transportation Services	4,707.37	8,150.00	-3,442.63	57.76%
1297 · Late Payment Penalties	0.00			
Total 1200 · Contractual Services	17,701.20	42,210.00	-24,508.80	41.94%
1300 · Supplies And Materials				
Personal Care Supplies	0.00			
1310 · Administrative Supplies				
1311 · Apparel Supplies	6.03			
1312 · Office Supplies	300.66	1,500.00	-1,199.34	20.04%
1313 · Stationery and Forms	16.99	675.00	-658.01	2.52%
Total 1310 · Administrative Supplies	323.68	2,175.00	-1,851.32	14.88%
1320 · Energy Supplies				
1323 · Gasoline	0.00			
Total 1320 · Energy Supplies	0.00			
1330 · Manufctrng and Merch Supplies				
1335 · Packaging and Shipping Suppl	9.06	85.00	-75.94	10.66%
Total 1330 · Manufctrng and Merch Supplies	9.06	85.00	-75.94	10.66%
1340 · Medical and Laboratory Supp.				
1342 · Medical and Dental Supplies	9.99			
Total 1340 · Medical and Laboratory Supp.	9.99			
1350 · Repair and Maint. Supplies				
1352 · Custodial Rep & Maint Mat'ls	0.00			
1353 · Electrical Repair and Maint	0.00			
Total 1350 · Repair and Maint. Supplies	0.00			

Virginia Dept. of Health Professions
Revenue and Expenditures Summary
July 1, 2012 through June 30, 2013

	104- Funeral Directors and Emba			
	Jul '12 - Jun 13	Budget	$ Over Budget	% of Budget
1360 · Residential Supplies				
1362 · Food and Dietary Supplies	1.47	30.00	-28.53	4.9%
1363 · Food Service Supplies	0.90	90.00	-89.10	1.0%
1364 · Laundry and Linen Supplies	0.00			
Total 1360 · Residential Supplies	2.37	120.00	-117.63	1.98%
1370 · Specific Use Supplies				
1373 · Computer Operating Supplies	6.54	15.00	-8.46	43.6%
Total 1370 · Specific Use Supplies	6.54	15.00	-8.46	43.6%
Total 1300 · Supplies And Materials	351.64	2,395.00	-2,043.36	14.68%
1400 · Transfer Payments				
1410 · Awards, Contrib., and Claims				
1413 · Premiums	120.00			
1415 · Unemployment Compnsatn Reimb	0.00			
Total 1410 · Awards, Contrib., and Claims	120.00			
Total 1400 · Transfer Payments	120.00			
1500 · Continuous Charges				
S Purch Ch. Card Check Fee	0.00			
1510 · Insurance-Fixed Assets				
1512 · Automobile Liability	0.00			
1516 · Property Insurance	35.74	0.00	35.74	100.0%
Total 1510 · Insurance-Fixed Assets	35.74	0.00	35.74	100.0%
1530 · Operating Lease Payments				
1534 · Equipment Rentals	1.51			
1535 · Building Rentals	9.72			
1539 · Building Rentals - Non State	7,843.46	7,568.00	275.46	103.64%
Total 1530 · Operating Lease Payments	7,854.69	7,568.00	286.69	103.79%
1550 · Insurance-Operations				
1551 · General Liability Insurance	128.27	0.00	128.27	100.0%
1554 · Surety Bonds	7.57	0.00	7.57	100.0%
Total 1550 · Insurance-Operations	135.84	0.00	135.84	100.0%
Total 1500 · Continuous Charges	8,026.27	7,568.00	458.27	106.06%
2200 · Equipment Expenditures				
Electronic & Photo Equip Impr	0.00			
2210 · Computer Equipment				
2217 · Other Computer Equipment	6.74			
2218 · Computer Software Purchases	286.00			
Total 2210 · Computer Equipment	292.74			
2220 · Educational & Cultural Equip				
2224 · Reference Equipment	0.00	0.00	0.00	0.0%
2228 · Educational & Cultural Equip Im	0.00			

Virginia Dept. of Health Professions
Revenue and Expenditures Summary
July 1, 2012 through June 30, 2013

	104- Funeral Directors and Emba			
	Jul '12 - Jun 13	Budget	$ Over Budget	% of Budget
Total 2220 · Educational & Cultural Equip	0.00	0.00	0.00	0.0%
2230 · Electrnc & Photographic Equip				
2233 · Voice & Data Transmissn Equip	0.00			
2238 · Electrnc & Phtgrphc Equip Imprv	0.00			
Total 2230 · Electrnc & Photographic Equip	0.00			
2240 · Medical and Laboratory Equip				
2242 · Medical and Dental Equipment	10.36			
Total 2240 · Medical and Laboratory Equip	10.36			
2260 · Office Equipment				
2261 · Office Appurtenances	0.00	132.00	-132.00	0.0%
2262 · Office Furniture	0.00	0.00	0.00	0.0%
2263 · Office Incidentals	0.37			
2264 · Office Machines	0.00			
2268 · Office Equipment Improvements	14.74			
Total 2260 · Office Equipment	15.11	132.00	-116.89	11.45%
2270 · Specific Use Equipment				
2271 · Household Equipment	0.00			
Total 2270 · Specific Use Equipment	0.00			
Total 2200 · Equipment Expenditures	318.21	132.00	186.21	241.07%
Total Direct Expenditures	115,602.04	146,011.00	-30,408.96	79.17%
9001 · Allocated Expenditures				
9201 · Behavioral Science Exec	0.00			
9202 · Opt\VM\ASLP Exec Dir	0.00			
9204 · Nursing / Nurse Aid	0.00			
9206 · Funeral\LTCA\PT	90,783.93	91,801.18	-1,017.25	98.89%
9301 · DP Operations & Equipment	108,244.57	133,297.80	-25,053.23	81.21%
9302 · Human Resources	10,484.90	12,906.72	-2,421.82	81.24%
9303 · Finance	19,360.99	22,531.80	-3,170.81	85.93%
9304 · Director's Office	11,012.33	13,005.84	-1,993.51	84.67%
9305 · Enforcement	209,875.45	131,100.36	78,775.09	160.09%
9306 · Administrative Proceedings	31,698.36	21,921.48	9,776.88	144.6%
9307 · Impaired Practitioners	0.00	38.16	-38.16	0.0%
9308 · Attorney General	39,978.92	40,622.16	-643.24	98.42%
9309 · Board of Health Professions	7,363.77	8,834.76	-1,470.99	83.35%
9310 · SRTA	0.00			
9311 · Maintenance and Repairs	0.00	442.20	-442.20	0.0%
9313 · Emp. Recognition Program	58.28	374.88	-316.60	15.55%
9314 · Conference Center	174.07	286.44	-112.37	60.77%
9315 · Pgm Devlpmnt & Implmentn	5,319.46	5,886.36	-566.90	90.37%
Total 9001 · Allocated Expenditures	534,355.03	483,050.14	51,304.89	110.62%
987900 · Cash Trsfr Out- Appr Act Pt. 3	98.04	1,580.16	-1,482.12	6.2%
Total Direct and Allocated Expenditures	650,055.11	630,641.30	19,413.81	103.08%
Net Cash Surplus\Shortfall	-107,800.11	-100,576.30	-7,223.81	107.18%

Disciplinary Case Report for Funeral Directors
October 29, 2013

Investigations	37
Probable Cause	5
APD	1
Informal Stage	0
Formal Stage	1
Total	**44**

FDE Orders currently being monitored by Compliance Manager - **23**

Data as of 10/11/2013

License Count Report for Funeral Directors
October 29, 2013

Branch Establishment	63
Continuing Education Provider	21
Courtesy Card	71
Crematories	100
Funeral Establishments	447
Funeral Service Interns	168
Embalmer	5
Funeral Service Director	58
Funeral Service Licensee's	1,501
Funeral Service Supervisors	381
Surface Transportation & Removal Services	51
Total	2,866

Data as of 11/11/2013

Virginia Department of Health Professions

Patient Care Disciplinary Case Processing Times: Quarterly Performance Measurement, Q4 2009 - Q4 2013

Dianne Reynolds-Cane, M.D.
Director

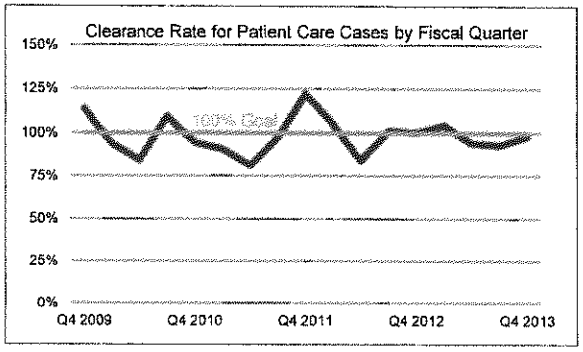
"To ensure safe and competent patient care by licensing health professionals, enforcing standards of practice, and providing information to health care practitioners and the public."
DHP Mission Statement

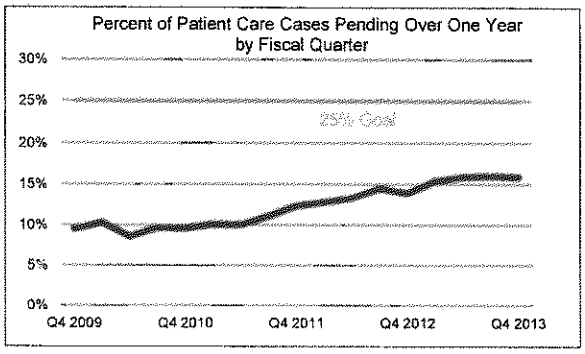
In order to uphold its mission relating to discipline, DHP continually assesses and reports on performance. Extensive trend information is provided on the DHP website, in biennial reports, and, most recently, on Virginia Performs through Key Performance Measures (KPMs). KPMs offer a concise, balanced, and data-based way to measure disciplinary case processing. These three measures, taken together, enable staff to identify and focus on areas of greatest importance in managing the disciplinary caseload; Clearance Rate, Age of Pending Caseload and Time to Disposition uphold the objectives of the DHP mission statement. The following pages show the KPMs by board, listed in order by caseload volume; volume is defined as the number of cases received during the previous 4 quarters. In addition, readers should be aware that vertical scales on the line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

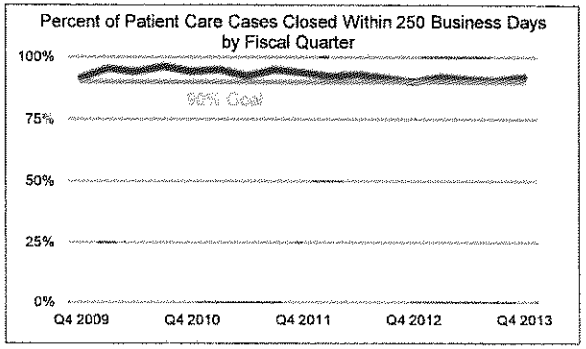
Clearance Rate - the number of closed cases as a percentage of the number of received cases. A 100% clearance rate means that the agency is closing the same number of cases as it receives each quarter. DHP's goal is to maintain a 100% clearance rate of allegations of misconduct through the end of FY 2012. The current quarter's clearance rate is 98%, with 979 patient care cases received and 959 closed.

Age of Pending Caseload - the percent of open patient care cases over 250 business days old. This measure tracks the backlog of patient care cases older than 250 business days to aid management in providing specific closure targets. The goal is to maintain the percentage of open patient care cases older than 250 business days at no more than 25% through the end of FY 2012. That goal continues to be achieved with the percent of cases pending over 250 business days maintaining an average of 16% for the past 4 quarters. For the last quarter shown, there were 2,090 patient care cases pending, with 332 pending over 250 business days.

Time to Disposition - the percent of patient care cases closed within 250 business days for cases received within the preceding eight quarters. This moving eight-quarter window approach captures the vast majority of cases closed in a given quarter and effectively removes any undue influence of the oldest cases on the measure. The goal is to resolve 90% of patient care cases within 250 business days through the end of FY 2012. That goal continues to be acheived with 92% percent of patient care cases being resolved within 250 business days this past quarter. During the last quarter, there were 941 patient care cases closed, with 866 closed within 250 business days.







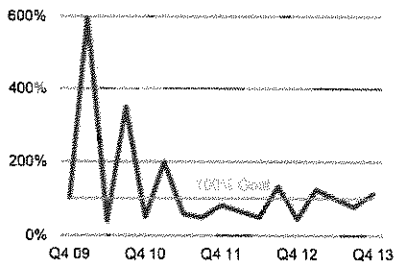
Submitted: 7/17/2013

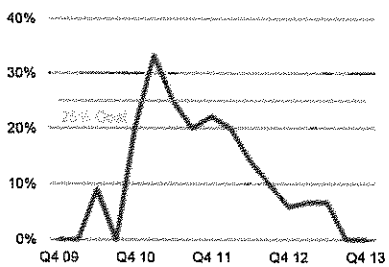
Prepared by: VisualResearch, Inc.

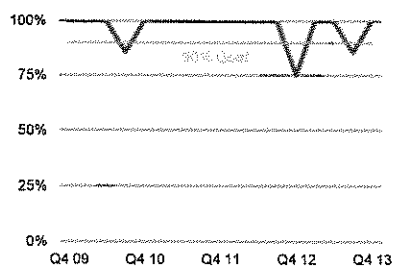
Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

Clearance Rate | **Age of Pending Caseload** (percent of cases pending over one year) | **Percent Closed in 250 Business Days**

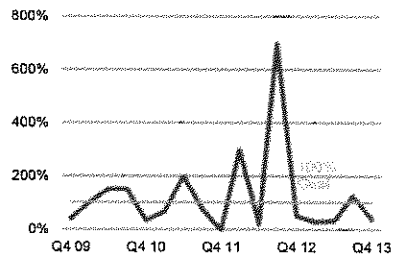
Physical Therapy - In Q4 2013, the clearance rate was 114%, the Pending Caseload older than 250 business days was 0% and the percent closed within 250 business days was 100%.
Q4 2013 Caseloads:
Received=7, Closed=8
Pending over 250 days=0
Closed within 250 days=8

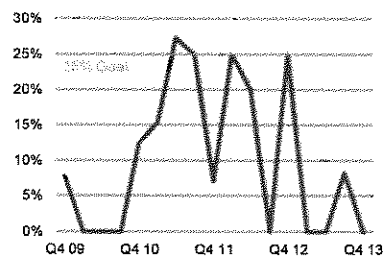


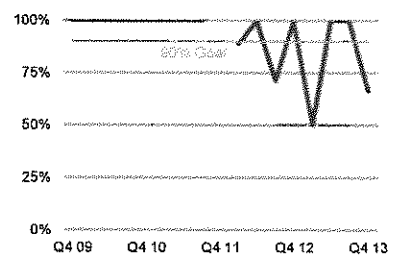




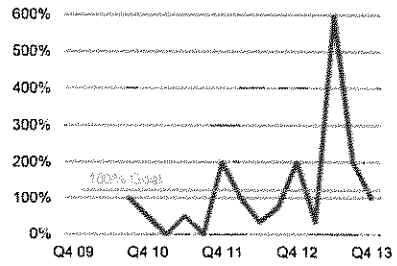
Funeral - In Q4 2013, the clearance rate was 38%, the Pending Caseload older than 250 business days was 0% and the percent closed within 250 business days was 67%.
Q4 2013 Caseloads:
Received=8, Closed=3
Pending over 250 days=0
Closed within 250 days=2

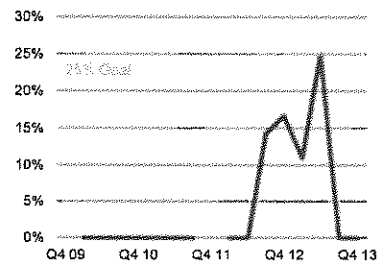


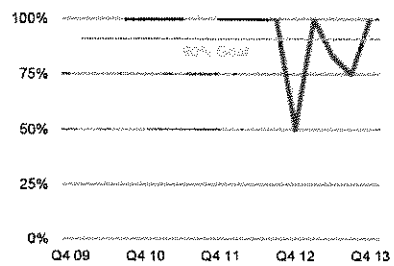




Audiology - In Q4 2013, the clearance rate was 100%, the Pending Caseload older than 250 business days was 0% and the percent closed within 250 business days was 100%.
Q4 2013 Caseloads:
Received=3, Closed=3
Pending over 250 days=0
Closed within 250 days=3







Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

Submitted: 7/17/2013

Prepared by: VisualResearch, Inc.

FISCAL YEAR 2013, QUARTER ENDING 6/30/13

*APPLICANT SATISFACTION SURVEY RESULTS: APPROVAL RATE**

Board	Quarter Ending 6/30/13 Percent Approval	Quarter Ending 6/30/12 Percent Approval	Percent Change	Fiscal Year 2013 Percent Approval	Fiscal Year 2012 Percent Approval	Percent Change	Biennial 7/1/012 - 6/30/13 Percent Approval	Prior Biennial 7/1/10 - 6/30/11 Percent Approval	Percent Change
Audiology/Speech Pathology	100.0%	86.7%	15.3%	98.7%	90.5%	9.1%	98.7%	91.8%	7.5%
Counseling	76.3%	74.5%	2.4%	72.5%	74.3%	-2.4%	72.5%	75.7%	-4.2%
Dentistry	94.7%	93.7%	1.1%	94.8%	92.9%	2.0%	94.8%	95.7%	-0.9%
Funeral Directing	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%	100.0%	95.2%	5.0%
Long Term Care Administrator	n/a	81.0%	-100.0%	n/a	96.3%	-100.0%	n/a	94.4%	-100.0%
Medicine	87.5%	95.4%	-8.3%	90.3%	96.5%	-6.4%	90.3%	94.1%	-4.0%
Nurse Aide	99.1%	97.5%	1.6%	97.8%	97.9%	-0.1%	97.8%	97.5%	0.3%
Nursing	96.5%	94.7%	1.9%	95.2%	96.3%	-1.1%	95.2%	94.8%	0.4%
Optometry	100.0%	100.0%	0.0%	92.9%	100.0%	-7.1%	92.9%	100.0%	-7.1%
Pharmacy	97.3%	98.1%	-0.8%	97.9%	96.8%	1.1%	97.9%	97.7%	0.2%
Physical Therapy	98.6%	98.2%	n/a	96.8%	97.6%	-0.8%	96.8%	95.3%	1.6%
Psychology	99.1%	90.2%	9.9%	91.3%	84.6%	7.9%	91.3%	88.1%	3.6%
Social Work	94.9%	86.9%	9.2%	88.2%	85.5%	3.2%	88.2%	90.6%	-2.6%
Veterinary Medicine	93.3%	98.7%	-5.5%	95.8%	97.6%	-1.8%	95.8%	97.7%	-1.9%
Agency Total	***93.5%***	***94.5%***	***-1.1%***	***93.6%***	***95.3%***	***-1.8%***	***93.6%***	***94.6%***	***-1.1%***

*Applicant Satisfaction Surveys are sent to all initial applicants. The survey includes six categories for which applicants rate their satisfaction on a scale from one to four, one and two being degrees of satisfaction, three and four being degrees of disatisfaction. This report calculates the percentage of total responses falling into the approval range.

Board of Funeral Directors & Embalmers

2014 Board Meeting Schedule

January 14

April 8

July 15

October 7

Conferences:

IFHV – 1 Day CE Conference March 14

VMA – June 18 – 21

VFDA – Annual Convention June 22-25; VA Beach

NFDA Meeting – October 15-21

IFHV – Annual convention July 18-20; VA Beach

Tab 3

Hahn, Lisa R. (DHP)

Subject: FW: Definition

From: Hahn, Lisa R. (DHP)
Sent: Thursday, May 02, 2013 10:06 AM
To: Yeatts, Elaine J. (DHP)
Cc: Helmick, Lynne (DHP); Currier, Missy (DHP)
Subject: Definition

Definition of Embalming – We need to amend the definition because our current definition could be interpreted to mean that someone is embalmed if they are sprinkled with disinfection externally on a body.

I just got off the phone with Rick Sikon and he says we have lots of funeral homes not refrigerating bodies but sprinkling them with disinfection instead and saying that it fits the current definition of embalming.

Lisa R. Hahn, Executive Director
Department of Health Professions
Board of Physical Therapy
Board of Long Term Care Administrators
Board of Funeral Directors and Embalmers
9960 Mayland Drive, Suite 300
Henrico, VA 23233
804 367-4400

Current Definition:

§ 54.1-2800. Definitions.

"Embalming" means the preservation and disinfection of the human dead by external or internal application of chemicals.

Proposed Definition:

Embalming is the process of chemically treating the dead human body by arterial injection and cavity treatment or when necessary hypodermic tissue injection to reduce the presence and growth of microorganisms as to temporarily retard organic decomposition as per accepted standards by the American Board of Funeral Service Education.

Tab 4

NFDA NATIONAL FUNERAL DIRECTORS ASSOCIATION

FDE
SEP 30 2013

Informs • Educates • Advocates

NFDA Continuing Education Provider Application to the Board of Funeral Directors and Embalmers
Commonwealth of Virginia
Department of Health Professions

01. Title of Course, Objective, Number of Continuing Education Hours (1 page)

Title: **NFDA Certified Crematory Operator Program™**

Objective

The objective of the NFDA CCO program is to provide employees of a funeral home that operates its own crematory, a funeral home that uses the services of a third party crematory or the employees of a stand-alone crematory establishment with current information and guidelines meeting basic state training requirements for cremator operators and for the ethical, safe, correct, and proper operation of a crematory establishment. Much of the content reflects the funeral service point of view regarding service to cremation families with the objective of ensuring that everyone involved in the continuum of care for a family that has chosen cremation for a loved one understands his or her obligation to offer extraordinary service at every step in the process, from first call to delivering the cremated remains into the hands of the family. In states that do not require operator certification, the program provides an overview of best practices and compliance requirements for the safe, correct, and proper operation of a cremator and of a crematory establishment.

CE Hours: **7 CE hours applied for**

NFDA NATIONAL FUNERAL DIRECTORS ASSOCIATION

Informs ▪ Educates ▪ Advocates

FDE
SEP 30 2013

NFDA Continuing Education Provider Application to the Board of Funeral Directors and Embalmers
Commonwealth of Virginia
Department of Health Professions

02. Syllabus of Course (2 pages)

Title: **NFDA Certified Crematory Operator Program™**

Syllabus

Note: Presentation begins with overview of the program purpose and of the manual as the primary training resource and basis of the take-home certification test.

01. Preface
02. How to Use Manual

1. Introduction
1.1 Cremation Ethics
1.2 Serving Cremation Families
1.3 Cremation History, Trends, and Statistics
1.4 Cremation and Funeral Service Terminology

2. Principles of Combustion and Incineration
2.1 Principles of Combustion
2.2 Principles of Incineration
2.3 Incinerator Terminology

3. Basics of Crematory Equipment Operations
3.1 Design Requirements
3.2 Operating Requirements
3.3 Maintenance and Troubleshooting
3.4 Recordkeeping

4. Cremation and Disposition Authorization
Introduction
4.1 Written Authorization and Disposition Form
4.2 Receipt of Decedent Remains by Crematory from Funeral Home
4.3 Authorization to Witness Cremation
4.4 Request to Commingle Cremated Remains
4.5 Receipt of Cremated Remains by Authorized Agent
4.6 Disposition of Unclaimed Cremated Remains
Right of Disposition Scenarios

FDE
SEP 30 2013

5. Cremation Procedures
5.1 Importance of Identification Prior to Cremation
5.2 Due Diligence Prior to Taking Custody
5.3 Cremation Caskets and Containers
Federal Trade Commission (FTC) Funeral Rule
5.4 Identification System
5.5 Time Lapse between Death and Act of Cremation
5.6 Recordkeeping

6. The Cremation Process
6.1 Identification Prior to Cremation
6.2 Pre-Cremation Assessment of Human Remains
6.3 Simultaneous Cremations
6.4 Operation Sequence under Normal Conditions
6.5 Processing/Pulverization Cremated Remains
6.6 Transferring/Packing Cremated Remains
6.7 Successive Cremations
6.8 Disposition of Accumulated Residue of Cremated Remains
6.9 Special Cremation Procedures/Case Studies

7. Shipping Cremated Remains
7.1 Packaging and Labeling
7.2 Domestic Shipping
7.3 International Shipping
7.4 Hand Carrying Cremated Remains
7.5 Mortuary Shipping Companies

8. Cremation Safety and Compliance
8.1 State Laws and Regulations
8.2 Environmental Laws and Regulations
8.3 Safe Crematory Operations: OSHA

9. Liability
9.1 Introduction to Liability
9.2 Operations Liability and Risk Avoidance
9.3 Contract Liability and Risk Avoidance
9.4 Environmental Liability and Risk Avoidance
9.5 Due Diligence for Funeral Homes Using Third Party Crematories

10. Public Relations
10.1 Public Relations and Your Community
10.2 New Crematory Construction Zoning Issues

©2013 NFDA CCO Program

NFDA NATIONAL FUNERAL DIRECTORS ASSOCIATION

FDE
SEP 30 2013

Informs • Educates • Advocates

NFDA Continuing Education Provider Application to the Board of Funeral Directors and Embalmers
Commonwealth of Virginia
Department of Health Professions

03. Instructional Plan (1 page)

Instructional Goals

Nicodemus and Watkins share instructional tasks, based on specific areas of expertise. Mutual instructional goal is to help course attendees know and understand factual knowledge and skills required to ethically, correctly, and properly operate a crematory establishment and cremator equipment, based on the information presented in the *NFDA CCO Standard Manual,* which is the basis of the summative test assessment.

Instructional Materials

NFDA CCO Standards Manual
PowerPoint presentation linked to content sections of manual

Learning Experiences

Question and answer sessions
Break-out sessions using prompts to encourage understanding, interaction, and application of content. Small groups required to report out to class.
Meaningful case studies introduced by instructors to demonstrate application of knowledge.
Students encouraged to share insights, examples, etc.

Test Procedures

Required to pass NFDA Certified Crematory Operator test; minimum score that must be attained is 70%.

When the course ends, each participant who has attended the full number of required seminar hours is given a written take-home test, consisting of 50 questions. The completed test must be returned to NFDA no later than within 10 business days by either mail or fax, or the completed and signed test may be scanned and emailed to NFDA by the candidate. *Candidates must retain a copy of the submitted test.* They will be notified whether they have passed or failed; individual scores are not released.

Procedure to Verify Course Attendance

Students receive an attendance form at the beginning of the course to verify attendance times by written signature. All attendance forms are collected by an NFDA instructor; forms are maintained at NFDA to meet applicable operator certification and continuing education requirements. *The Academy of Professional Funeral Service Practice (APFSP) has approved this course for 7 CE hours; many state funeral licensing boards have approved up to 7 CE hours for licensed funeral directors and/or embalmers for course completion.*

© 2013 NFDA CCO Program

NFDA NATIONAL FUNERAL DIRECTORS ASSOCIATION

FDE
SEP 30 2013

Informs • Educates • Advocates

NFDA Continuing Education Provider Application to the Board of Funeral Directors and Embalmers
Commonwealth of Virginia
Department of Health Professions

04. Course Instructor Credentials (1 page)

Michael Nicodemus, NFDA Vice President, Cremation Services

Funeral Director Licenses

PA	FD011541L	02/01/14
VA	0502800009	03/31/14
NC	1168	12/31/13

Michael Nicodemus is a licensed funeral director and former vice-president of cremation operations at Hollomon-Brown Funeral Homes & Crematory (with 8 locations in Tidewater, Virginia) a position he held for more than 34 years. Mike is licensed to practice in the states of Virginia, North Carolina and Pennsylvania. He is a graduate of the Pittsburgh Institute of Mortuary Science and a member of the Pittsburgh Institute of Mortuary Science Board of Directors. He served as President of the Cremation Association of North America (CANA) from October 2011-August 2012, and was Chair of the CANA Operators Certification Program for 7 years. Mike has written articles for funeral industry trade publication and frequently presented cremation educational sessions at national conferences for funeral service professionals and via distance learning (e.g., NFDA webinars).

Michael Watkins, CFSP, NFDA Senior Vice President, Operations

Funeral Director License

NV	820	12/31/13

Michael Watkins is a licensed funeral director and embalmer who has been involved in various capacities in funeral service for more than 25 years. Prior to joining NFDA in 2009, he served as executive vice president of Palm Mortuary, Las Vegas, as executive director of Maximum Living Consultants, and as vice president of operations for Carriage Services. Of Palm's 7,000 annual client families, 54% selected cremation. Mike helped provide oversight in all facets of the operation, including training and development of Palm's 265 employees. He worked closely with prep room and crematory operations management to ensure all processes were properly documented and that staff received the necessary training to remain in compliance and minimize liability. As part of his NFDA responsibilities Mike speaks to national and state funeral director associations on a wide variety of topics, including cremation. In recent years he ahs presented programs to help funeral professionals better serve the needs of families selecting cremation in IL, IN, KS, PA, MI, NY, ND, UT and WV.

NFDA NATIONAL FUNERAL DIRECTORS ASSOCIATION

Informs • Educates • Advocates

FDE
SEP 30 2013

NFDA Continuing Education Provider Application to the Board of Funeral Directors and Embalmers
Commonwealth of Virginia
Department of Health Professions

05. Evaluation Forms to Be Used with Program (8 pages)

Evaluation Form attached

Test and Answer Key attached

NFDA Evaluation form follows.

FDE

SEP 30 2013

Certified Crematory Operator (CCO) Program Evaluation

Location and Date

To help improve the effectiveness of the CCO certification seminar, please complete the following survey, and hand it in when the seminar ends. If you prefer, fax the completed survey to 262-789-6977. **Your assistance is invaluable. Thank you!**

1. Overall quality of the seminar:
O Excellent O Very Good O Good O Fair O Poor
O Poor

2. Overall content of CCO manual: met?
O Excellent O Very Good O Good O Fair O Poor

3. Overall quality of seminar materials: seminar?
O Excellent O Very Good O Good O Fair O Poor

4. Overall quality of the presentation:
O Excellent O Very Good O Good O Fair O Poor

5. Effectiveness of PowerPoint presentation program?
O Excellent O Very Good O Good O Fair O Poor

6. Time allowed for questions and discussion:
O Excellent O Very Good O Good O Fair O Poor

7. Pace of the program:
O Excellent O Very Good O Good O Fair

8. Expectations for a certification seminar

O Yes O No

9. How did you learn about this CCO

O NFDA Website O Mailing O *Director*
O Other FS Magazine O Colleague O Fax
O NFDA *Bulletin* O NFDA Employee
O Email O Other _____

10. How likely are you to recommend this

Very Likely	Somewhat Likely	Somewhat Unlikely	Very Unlikely
O	O	O	O

11. Briefly state any suggestions you may have to improve the content of the *CCO Standards Manual* (for example: specific topics to be expanded or minimized).

_____
_____
_____

12. Please share any suggestions you may have to improve the presentation of the seminar.

_____
_____
_____

13. What one thing will you do differently to serve families as a result of this seminar?

_____
_____
_____

14. What do you see as the greatest value of earning professional certification in your field?

_____
_____
_____

15. State where you practice: _____

16. Does your state require certification to operate a cremator (crematory equipment)? O Yes
ONo

©2013 NFDA CCO Program

FDE
SEP 30 2013

17. What type of funeral organization do you work for?

O Funeral home/crematory
O Funeral home only
O Crematory only
O Other _____

18. Please list your current position AND area of responsibility. Please select all that apply.

O Owner/Principal/Partner
O CEO/President
O Vice President
O Manager
O Employee
O Apprentice
O Student
O Funeral director/embalmer (dual license)
O Funeral director only
O Embalmer only
O Cremator Operator
O Other _____

19. Additional comments (optional):

_____
_____
_____
_____
_____
_____

Name (optional, but appreciated):

_____

Please hand this evaluation in when the seminar ends. If you forget, fax to NFDA at 262-789-6977

Thank you for spending time on this evaluation. Your comments will be carefully considered and will assist with future CCO seminars.

NFDA CCO Test and Answer Key follow.

©2013 NFDA CCO Program

FDE
SEP 30 2013

NFDA NATIONAL FUNERAL DIRECTORS ASSOCIATION

Certified Crematory Operator Program™

NFDA Certified Crematory Operator Certification Test

Due [enter date 2 weeks from seminar]

Instructions

- You have 10 working days to complete this 50-question open-book certification test.
- Circle T or F for True or False questions; type or print answers to fill-in-the-blank questions.
- Your signature must appear on each page of the test for it to be scored.
- Complete all identification information on the last page before submitting your test.
- Fax completed test to NFDA at 262-789-6977 or email a scanned version to NFDA at nfda@nfda.org. Do not include this cover sheet with your test.
- Retain a copy of the completed test for your records.
- The passing score is 70%. You will receive pass/fail notification from NFDA within one week of submitting your test. Test scores are not published.
- NFDA notifies state licensing/certification boards/departments of test results and/or submits CE verification to state licensing boards, as applicable.

NFDA CCO Certification Test

Due Date, 2013/2014

1. T F Identification of the decedent prior to cremation is required in all 50 states.

2. T F The reduction of identifiable bone fragments after completion of the cremation by mechanical or manual means is known as processing or pulverizing.

3. T F The three major factors affecting the cremation combustion process are time, temperature, and texture.

4. T F Wet scrubbers are commonly used in the U.S. because they are inexpensive.

5. T F Opacity is defined as the degree to which the transmission of light is reduced or the degree to which visibility of a background as viewed through the diameter of a plume is reduced.

6. T F It is not necessary to keep dated maintenance records for each cremator unit.

©2013 NFDA CCO Program

FDE
SEP 30 2013

7. T F Every state requires a written authorization form for cremation.

8. T F Pacemakers are not a problem and may be left in the decedent during cremation.

9. T F Cremated remains may be released to anyone as long as they provide identification.

10. T F High polished caskets should be the first cremation of the day.

11. T F The crematory has the right to refuse human remains if they are not embalmed.

12. T F Every decedent can be cremated the same way, just as every decedent can be embalmed the same way.

13. T F The cremator operator is permitted to remove pacemakers.

14. T F Generally speaking, the cremation process might be completed in as little as 60 minutes or up to about three hours.

15. T F Typically, cremated remains weigh between 9 to 12 pounds.

16. T F Any "overage" of cremated remains may be disposed of according to state law.

17. T F Successive cremations normally can be made without additional heat from the burner since there is already sufficient heat within the chamber.

18. T F With infant cremations, you should begin with a warm retort, after two or three cremations have been performed.

19. T F It is advisable to place cremated remains directly into a keepsake urn.

20. T F UPS, Fed-Ex, DHL, and all other major shipping companies are approved, along with USPS, for shipping cremated remains.

21. T F Your crematory should have an open-door policy allowing anyone, including an official or inspector, to inspect it at any time, even if a cremation is being performed.

22. T F While there are no specifically designated OSHA crematory regulations or standards, crematory operators are encouraged to review in detail the OSHA standards and regulations applicable to each step of their operation.

23. T F Generally speaking, solutions of diluted common household bleach with proper mixing of a 10:1 ratio (10 parts water to 1 part bleach) made up daily are considered appropriate for disinfection of environmental surfaces and for decontamination of sites following initial cleanup.

24. T F Safety checks should be done every three years by factory certified technicians.

25. T F Every funeral home should have written policies and procedures in place to properly handle cremation cases.

©2013 NFDA CCO Program

FDE
SEP 30 2013

26. T F Phone calls are acceptable if the authorizing agent wishes to change the disposition or delivery instructions in the authorization form.

27. T F An unannounced inspection of your third-party cremation provider should be conducted every two years.

28. It is predicted that by 2025 the national cremation rate will be nearly _____%.

29. A/n _____ is a person who is legally entitled to order and direct the cremation and final disposition of specific human remains.

30. _____, _____, and _____ are needed for the process of combustion to occur.

31. Crematories are classified as Class _____ incinerators.

32. A/n _____ changes the direction of flow of the products of combustion.

33. A/n _____ is a thermoelectric device for measuring temperature.

34. PPE, also known as_____, must be maintained in a sanitary and reliable condition and readily accessible when necessary.

35. A/n _____is an unfinished wood box or other non-metal receptacle or enclosure without ornamentation or a fixed interior lining which is designed for the encasement of human remains.

36. Following cremation, the cremated remains should be packaged with the identification disc secured on the outside of the bag using a _____.

37. During all operations, proper worker protection methods must be followed in accordance with _____ safety standards.

38. The first _____ minutes of the cremation process are the most critical. Do not leave the immediate area of the cremator.

39. The target temperature in the afterburner chamber should typically be between _____ to _____ degrees F.

40. The proper terminology for the skeletal framework that is reduced to bone fragments is known as _____ and not cremains.

41. Cremated remains should be _____ in color.

©2013 NFDA CCO Program

FDE
SEP 30 2013

42. A body of size must be the _____ cremation of the day.

43. Inspections are for the purpose of verifying that the crematory is in _____ with all applicable local, state, and federal laws and regulations.

44. Under the _____ Act, states may enact more stringent requirements than the EPA, and most have enacted regulations applicable to crematories

45. The interior of the cremator may be considered a _____ if an employee has to enter it for maintenance.

46. _____ is a Staph infection and is spread by skin contact.

47. The crematory, like other funeral service businesses, should have a written _____ policy to inform employees of the risks of acquiring and transmitting preventable infectious diseases and to identify precautionary measures.

48. _____ is responsibility for wrongful acts and omissions.

49. The most effective method to avoid environmental violations is to hire a/n _____ to examine crematory operations against current environmental requirements that are imposed.

50. Funeral homes should consider purchasing a/n _____ policy, which could cover you in the event of a catastrophic court judgment.

Please complete the following before submitting test to NFDA. Thank you.

Last Name		First Name/Initial			
Title					
Name of Company					
Address					
City		State		Zip	
Email Address			Telephone		
Signature					

© 2013 NFDA CCO Program

FDE
SEP 30 2013

KEY: NFDA Certified Crematory Operator (CCO) Test

	Answer	Page		Answer	Page
1	F	7	26	F	117
2	T	23	27	F	119
3	F (turbulence)	27	28	60%	15
4	F	34	29	authorizing agent	20
5	T	42	30	oxygen, heat, fuel	25
6	F	49	31	VI	28
7	F (45)	54	32	baffle	35
8	F	56	33	thermocouple	39
9	F	58	34	personal protective equipment	45
10	T	68	35	alternative container	67
11	F	74	36	lock strap	70
12	F	75	37	OSHA	74
13	F	76	38	30	77
14	T	82	39	1400 to 1800	78 & 80
15	F	82	40	cremated remains	79
16	F	84 & 85	41	milky white	84
17	T	85	42	first	87
18	T	86	43	compliance	95
19	F	89	44	Clean Air	98
20	F	90	45	confined space	103
21	F	95	46	MRSA	104
22	T	99	47	Infectious disease	104
23	T	103	48	Liability	111
24	F (yearly)	112	49	Independent third-party auditor	115
25	T	116	50	umbrella	117

© 2013 NFDA CCO Program

©2013 NFDA CCO Program

NFDA NATIONAL FUNERAL DIRECTORS ASSOCIATION

Informs • Educates • Advocates

FDE
SEP 30 2013

NFDA Continuing Education Provider Application to the Board of Funeral Directors and Embalmers
Commonwealth of Virginia
Department of Health Professions

06. Sample Certificate of Completion for CE Program

NFDA NATIONAL FUNERAL DIRECTORS ASSOCIATION

Thank you for participating in one of NFDA's continuing education offerings. We hope the program provided you with practical and valuable information to help you succeed in your profession.

The Certificate of Participation below indicates the number of continuing education credits approved by your state licensing board(s). NFDA has notified the state licensing board(s) of your participation as applicable. If this process does not meet your state's requirements, you are responsible for contacting the board to ensure that you are in compliance with your state's directives.

Please keep this certificate on file as proof of your participation in an NFDA continuing education program. If you have any questions, feel free to contact the Professional Development Division at 800-228-6332.

Certificate of Participation

This Verifies That

Participant Name

Firm Name
Address
City, State, Zipcode

has successfully completed the following course/s at the:

National Funeral Directors Association

NFDA Certified Crematory Operator Course

9/20/2013 8:00:00 AM - 9/20/2013 4:00:00 PM

Continuing Education Units Received:

License Number	License Type	State	CEUs/Hours	Credit Category	Provider # Course #

Attested: [NFDA Staff Reviewer]

NFDA NATIONAL FUNERAL DIRECTORS ASSOCIATION

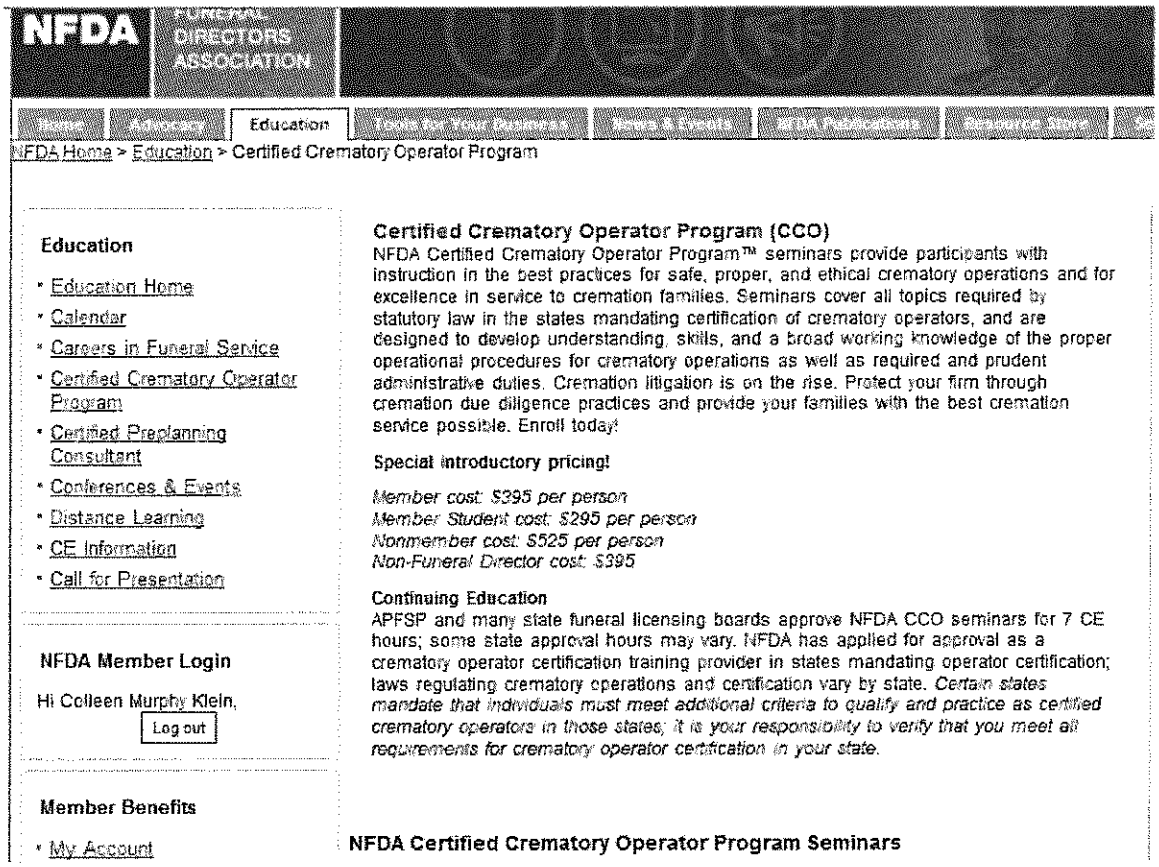
FDE
SEP 30

Informs ▪ Educates ▪ Advocates

NFDA Continuing Education Provider Application to the Board of Funeral Directors and Embalmers
Commonwealth of Virginia
Department of Health Professions

07. Advertising Brochure for Program (2 pages)

Website Ad
http://nfda.org/continuing-education/certified-crematory-operator-program.html



NFDA FUNERAL DIRECTORS ASSOCIATION

Home | Advocacy | Education | Tools for Your Business | News & Events | NFDA Publications | Resource Store

NFDA Home > Education > Certified Crematory Operator Program

Education

- Education Home
- Calendar
- Careers in Funeral Service
- Certified Crematory Operator Program
- Certified Preplanning Consultant
- Conferences & Events
- Distance Learning
- CE Information
- Call for Presentation

NFDA Member Login

Hi Colleen Murphy Klein,

Log out

Member Benefits

- My Account

Certified Crematory Operator Program (CCO)

NFDA Certified Crematory Operator Program™ seminars provide participants with instruction in the best practices for safe, proper, and ethical crematory operations and for excellence in service to cremation families. Seminars cover all topics required by statutory law in the states mandating certification of crematory operators, and are designed to develop understanding, skills, and a broad working knowledge of the proper operational procedures for crematory operations as well as required and prudent administrative duties. Cremation litigation is on the rise. Protect your firm through cremation due diligence practices and provide your families with the best cremation service possible. Enroll today!

Special introductory pricing!

Member cost: $395 per person
Member Student cost: $295 per person
Nonmember cost: $525 per person
Non-Funeral Director cost: $395

Continuing Education

APFSP and many state funeral licensing boards approve NFDA CCO seminars for 7 CE hours; some state approval hours may vary. NFDA has applied for approval as a crematory operator certification training provider in states mandating operator certification; laws regulating crematory operations and certification vary by state. *Certain states mandate that individuals must meet additional criteria to qualify and practice as certified crematory operators in those states; it is your responsibility to verify that you meet all requirements for crematory operator certification in your state.*

NFDA Certified Crematory Operator Program Seminars

Promotional Flyer follows on next page.

NFDA NATIONAL FUNERAL DIRECTORS ASSOCIATION

Certified Crematory Operator Program™

FDE
SEP 30 2013

- The NFDA Certified Crematory Operator (CCO) course is approved by the Academy of Professional Funeral Service Practice (APFSP) for 7 CE hours and by most state licensing boards for up to 7 CE hours.
- The basic state training requirements are met for cremator operators. It is the obligation of individual certification candidates to ensure they are in compliance with all state training requirements. If required by state laws and regulations, NFDA provides supplementary state-specific material. CCO course instructors: Michael Nicodemus, NFDA VP, Cremation Services, Michael Watkins, CFSP, NFDA Senior VP, Operations. *Crematory operator training is required in 23 states.*
- It is the obligation of the individual to obtain, reference, and follow the complete instructions published and provided by the manufacturer of the cremation equipment that is operated.
- NFDA verifies course attendance for CE purposes. CCO certification requires passing a 50-question take-home test (passing score is 70%). All tests are graded by NFDA; pass/fail results are reported to candidates.
- **For information about hosting an NFDA Certified Crematory Operator Program™, call 800-228-6332.**

NFDA Member $395 (CE)
Nonmember Funeral Director $525 (CE)
Non-Funeral Director $395 (No CE)
NFDA Student Member $295 (No CE)
(Introductory Offer all Fees through March 31, 2014)

NFDA CCO Course Outline

1. **Introduction**
   Cremation Ethics
   Serving Cremation Families
   Cremation History, Trends, and Statistics
   Cremation and Funeral Service Terminology
2. **Principles of Combustion and Incineration**
   Principles of Combustion
   Principles of Incineration
   Incinerator Terminology
3. **Basics of Crematory Equipment Operations**
   Design and Operating Requirements
   Maintenance and Troubleshooting
4. **Cremation and Disposition Authorization**
   Right of Disposition Scenarios
5. **Cremation Procedures**
   Due Diligence
   Cremation Caskets and Containers
   Federal Trade Commission (FTC) Funeral Rule
   Recordkeeping
6. **The Cremation Process**
   Identification Prior to Cremation
   Pre-Cremation Assessment of Human Remains
   Operation Sequence under Normal Conditions
   Special Cremation Procedures/Case Studies
7. **Shipping Cremated Remains**
8. **Cremation Safety and Compliance**
   State Laws and Regulations
   Environmental Laws and Regulations
   Safe Crematory Operations: OSHA
9. **Liability**
   Operations Liability and Risk Avoidance
   Contract Liability and Risk Avoidance
   Environmental Liability and Risk Avoidance
   9.5 Due Diligence for Funeral Homes Using Third Party Crematories
10. **Public Relations**
    Public Relations and Your Community
    Zoning Issues

© 2013 NFDA CCO Program