



Virginia Board of Funeral Directors & Embalmers

Department of Health Professions

February 2013 – Issue 6

Dianne L. Reynolds-Cane, M.D., Director

Board Members:

Blair H. Nelsen, FSP
President

Junius H. Williams, Jr.
Citizen Member
Vice-President

Christopher P. Vincent, FSP
Secretary-Treasurer

Robert B. Burger, Jr., FSP

Michael J. Leonard, FSP

Randolph T. Minter, FSP

Robert "Bob" Oman, FSP

Eric V. Wray, II, FSP

Walter S. Ball
Citizen Member

Boards of Funeral Directors & Embalmers, Physical Therapy, & Long-Term Care Administrator Staff:

Lisa R. Hahn
Executive Director

Lynne Helmick
Deputy Executive Director

Annie B. Artis
Licensure Manager

Kathy Petersen
Discipline Manager

Missy Carrier
Board Operations Manager

Vicki Saxby
Licensing Specialist

Laura Mueller
Licensing Specialist

LETTER FROM THE BOARD PRESIDENT — BLAIR NELSEN

As we enter 2013, I am proud to say the Board worked very hard on behalf of funeral directors and the Commonwealth in 2012. President Bob Burger led our Board capably, with the invaluable assistance of our Executive Director, Lisa Hahn, and her staff. We have dealt with many significant issues, involving both establishment and individual licenses. I am proud of the impartial manner in which the Board has approached these cases, in all matters carefully evaluating the facts before us and rendering appropriate judgment. Your Board works very hard to represent the funeral profession, the Commonwealth and consumers, to ensure high professional standards are maintained.

Like many state agencies, your

Board seeks to work in the most efficient manner, in order to be good stewards of our budget. What you may not realize is the Board is self funding, raising its operating funds from the licensing and registration fees assessed upon our profession. We do not receive operating funds from the Commonwealth and any fines or penalties levied go to the Literary Fund, not the Board. Accordingly, Mrs. Hahn and her staff have worked hard to enact cost savings, wherever possible. One initiative, scanning versus photocopying of documents for distribution, yielded savings of approximately \$17,000. While this may not seem significant, given today's economic environment, it helps greatly. This is part of our initiative to reduce the amount of paper used and

move to more electronic transactions. Board members have agreed to bring personal laptops or iPads to meetings, to minimize the printed material distributed. Your assistance in using the internet to renew licenses is one small, but important, part of this effort.

Finally, I congratulate Junius Williams, Vice-President, and Chris Vincent, Secretary-Treasurer, on their election for 2013. Junius is a citizen member of the Board and the first such member to serve in this capacity. Chris, in the second year of his term, operates funeral homes in West Point and Providence Forge. Both bring unique experiences to the Board and we are fortunate to have their perspectives.

LISA R. HAHN, MPA, BOARD EXECUTIVE DIRECTOR



I have been pondering what main topic to address with you in this newsletter and kept coming back to the thought of just sharing my experience of working with you and your board through the decades. For those of you that might be too young to remember I have served two separate terms. I was appointed to serve my first term as your Executive Director in 1994. That was before I had my first child, and she is now a senior in high school. So needless to

say, I have been around for awhile!

I can honestly tell you that I have thoroughly enjoyed working with you over the years. I have been impressed with your professionalism and dedication to the families and communities that you serve. I have seen many unselfish acts of kindness demonstrated by you and your peers when families have endured crisis, homelessness and ultimate loss.

LISA R. HAHN, MPA, BOARD EXECUTIVE DIRECTOR – CONT'D



Don't forget to renew by March 31, 2013!

I have met many of you through the active associations you are involved with in Virginia. I have worked with others on regulatory and legislative efforts, attended many meetings, conferences, hearings, seminars, summits, cocktail parties and dinners. My favorite outing thus far has been crab picking on the Eastern Shore! Wow, I have never seen so much yummy seafood within arm's reach. You guys and gals certainly work hard but you play hard too!

I know your job is very demanding and stressful and

I understand the challenges you face daily.

The Board is here to protect the public. We license those that are qualified and discipline those that do not follow the laws and regulations.

We are here to help you and that is not a cliché! It is true. If you have a question regarding your inspection, or a regulation, law, licensure application, how to file a complaint, etc. Please call us. We are happy to serve you. And speaking of service...last year the Board of Funeral

Directors and Embalmers held 26 meetings which consisted of board meetings, informal and formal hearings. These members are not compensated for their time but yet fulfill a very important regulatory function. Next time you see one of your board members you might want to say thanks for their effort to ensure the safe and competent care by Funeral Directors and Embalmers in Virginia. Again, it is a pleasure to serve as your Executive Director.

Current Regulatory Action

Chapter	Action/Stage Information
Regulations for the Board of Funeral Directors & Embalmers 18VAC65-20	Action: Identification of human remains Stage: Emergency/NOIRA - Register Date: 10/8/12
Regulations for the Board of Funeral Directors & Embalmers 18VAC65-20	Action: Fee Increase – NOIRA -- submitted 9/15/10 Proposed regulations – submitted 11/12/10 Re-proposed (at request of Secretary) – submitted 5/8/12 Stage: At Secretary's office since 7/26/12



The Popularity of Personalization

As baby boomers age and find themselves having to plan funerals for loved ones and themselves, they are making funeral choices based on values that are different than previous generations. Baby boomers see funerals as a valuable part of the grieving process and are seeking ways to make them meaningful. Today, funeral service

consumers are planning funeral services that are as unique as the person who died. The idea of personalization has resulted in an explosion of unique services that reflect the hobbies, passions and interests of someone who has died. Through personalization, funeral services can be more meaningful. Funeral

directors can offer ideas on how families can personalize their loved one's funeral and are open to family suggestions and creativity. NFDA encourages all funeral service consumers to discuss their ideas with the funeral director to ensure an individualized ceremony fitting of the person who died.



*CE's are due by
March 31, 2013!*



**U.S. Department
of Veterans Affairs**

VA Announces New Online Resources for Funeral Directors {January 14, 2013}

WASHINGTON – The Department of Veterans Affairs announced today the availability of the new online funeral directors resource kit. Funeral directors nationwide may use the kit when helping Veterans and their families make burial arrangements in VA national cemeteries.

“We recognize that Veterans and their families need compassion when they approach funeral directors for help,” said Secretary of Veterans Affairs Eric K. Shinseki. “We want to assist directors by giving them the information and tools they need to aid these families.”

The website was created to enable funeral directors to find the most pertinent information to help families plan burials and apply for VA memorial benefits quickly. It has links about eligibility, benefits and services plus videos and information regarding services offered with and without military funeral honors. The videos are available in English and Spanish. The website is available at <http://www.cem.va.gov/cem/funeraldirector.asp>.

VA maintains 3.2 million gravesites in 131 VA national cemeteries and interred more than 118,000

Veterans and family members in fiscal year 2012. Information on VA burial benefits can be obtained from national cemetery offices, from the Internet at www.cem.va.gov or by calling VA regional offices toll-free at 800-827-1000. To make burial arrangements at the time of need at a VA national cemetery, call the National Cemetery Scheduling Office at 800-535-1117.

Letter to Virginia Funeral Directors From Susan K. Ulrich, Burial Operations Manager Albert G. Horton, Jr. Memorial Veterans Cemetery

Subject: Identification of unclaimed remains of veterans

The Virginia Department of Veterans Services (DVS) requests the assistance of funeral homes in identifying and interring the unclaimed remains of Virginia's veterans, in order to provide these

Veterans the honor, dignity, respect, and remembrance they have earned through service and sacrifice.

To implement the legislation passed by the 2012 General Assembly, DVS stands ready to assist

funeral directors in determining if unclaimed remains in their cemetery, and, if so, in transferring the remains to a veterans cemetery for an honorable burial.

Funeral directors are asked to send the name and other identifying information to me at:

Susan K. Ulrich
Burial Operations Manager
Albert G. Horton, Jr. Memorial
Veterans Cemetery
5310 Milners Rd
Suffolk VA 23434

DVS will determine if the remains are those of a veteran eligible for burial in a veterans cemetery and will notify you as soon as a determination is made.

DVS operates three state veterans cemeteries – in Amelia, Dublin, and Suffolk. For each eligible veterans, we will work with you to arrange

transfer of the cremains to one of these cemeteries.

Upon transfer, we will schedule and conduct a memorial service with appropriate military honors. Veterans groups such as the Marine Corps League and the Virginia Patriot Guard Riders will participate in the memorial service.

If we may be of assistance in compiling a list of your unclaimed remains, we will be happy to send someone to your facility to help. If I may provide further information or answer any questions, please do not hesitate to contact me.

Telephone (757) 255-7217
Susan.Ulrich@dvs.virginia.gov



2012 DISCIPLINE STATS

- Cases Received - 90
- Cases Closed - 102
- Formal Hearings Held - 7
- Informal Conferences Held - 13
- Telephonic Conferences Held - 1
- Consent Orders Issued - 40
- Licenses Suspended/Revoked - 5

DISCIPLINARY CASES

- We are pleased to report a continued decrease in death certificate forgery cases.
- We hope that the changes in the law broadening who can sign a death certificate has helped reduce the difficulty that you face when problems arise with a DC.
- Reference letters from Dr. Remley, VDH, Former State Health Commissioner are included on our website and can be helpful to you when you are dealing with a physician that may need a reminder about the law and their final act of patient care.
- The board understands the issues FD's face but do not jeopardize your license when faced with a delay in the filing of the DC.



Be made aware of Regulatory changes as they happen!
Sign up today for the Virginia Regulatory Townhall!

Visit: <http://townhall.virginia.gov/>

Funeral Board Goes "GREEN"

A year ago, the board agreed to cut costs of holding meetings by reducing the use of voluminous stacks of paper. Since then, many Board members bring in their personal laptops and others are following the agenda on the overhead projector screen. If you have not already noticed, the board now attaches the entire agenda package on the website for convenience to the

public. There will be a very limited supply of agenda packages available at the meetings for the public; however, meeting agenda's are posted two weeks in advance of a scheduled meeting on both the website and the Regulatory Town Hall. Please check for any changes or additions to the agenda prior to the day of the meeting.



We need your email address!

fanbd@dhp.virginia.gov

2012 BOARD HIGHLIGHTS

■ Guidance Document 65-17

On January 17, 2012, the Board adopted Guidance Document 65-17 – related to disciplinary action for failure to submit corrective action within the 14 days. To see the entire document go to:

http://www.dhp.virginia.gov/funeral/fun_guidelines.htm.

■ 2012 change in laws regarding Disposition of Cremains §54.1-2808.1 & 54.1-2808.2

Effective July 1, 2012 except as otherwise provided in §54.1-2808.2, after 120 days from date of cremation, a funeral director may dispose of the cremains if not claimed or instructed as to final disposition.

54.1-2808.2 now requires you to provide a list of names of your unclaimed cremains to the Department of Veteran Services.

No disposition of unclaimed cremains can be made until you receive notification back from Veteran Services.

■ New Continuing Education Law 54.1-2816.1

New law took effect on July 1, 2012 which changed the CE requirement back to 5 hours annually with 1 hour in regulations (including federal and state law & regulations) and 1 hour in Preneed.

You will be asked to attest to this for each renewal.

■ Alkaline Hydrolysis & Virtual Funeral Homes

The board is currently collecting information regarding Alkaline Hydrolysis as well as Virtual Funeral Homes and watching to see what other states do. If you have any information that you would like to share, please send an email to:

fanbd@dhp.virginia.gov



2012/2013 Election of Officers

Congratulations to the following members whom were elected as new officers:

- Blair Nelsen, FSP – President
- Junius H. Williams – Vice-President
- Christopher P. Vincent, FSP, Secretary-Treasurer

We look forward to working diligently throughout the next year with the newly elected officers!

Current Board Members

<p>Blair Nelsen, FSP President 2nd Term expires 6/30/2014 Richmond, VA</p>	<p>Junius H. Williams, Jr. Vice-President Citizen Member 1st Term expires 6/30/2014 Norfolk, VA</p>	<p>Christopher P. Vincent, FSP Secretary-Treasurer 1st Term expires 6/30/2015 West Point, VA</p>
<p>Michael J. Leonard, FSP 2nd Term expires 6/30/2013 Norfolk, VA</p>	<p>Walter S. Ball Citizen Member 2nd Term expires 6/30/2013 Warsaw, VA</p>	<p>Randolph T. Minter, FSP 2nd Term expired 6/30/2012 Warrenton, VA</p>
<p>Robert "Bob" Oman, FSP 1st Term expires 6/30/2015 Chesapeake, VA</p>	<p>Eric V. Wray, II, FSP 1st Term expires 6/30/2015 Virginia Beach, VA</p>	<p>Robert B. Burger, Jr., FSP 2nd Term expired 6/30/2012 Moneta, VA</p>



2012 Board Terms Expired

Thank You!

The following board members continue working diligently on the board until their successors are appointed by the governor:

Robert B. Burger, Served 2 Full Terms

Randolph T. Minter, Served 2 Full Terms



Common Inspection Violations

The most common inspection violations are related to [General Price List \(GPL\) price ranges](#). Many funeral home inspections would result in no violations if the prices ranges were correct.

Please Remember:

- **Immediate Burial:** Your prices should range from your immediate burial package with container provided by purchaser to your immediate burial package plus your most expensive casket from your Casket Price List.
- **Direct Cremation:** Your prices should range from direct cremation with a container provided by the purchaser to the price for direct cremation plus the most expensive wooden casket acceptable for cremation or the most expensive cremation casket from your Casket Price List.
- **Funeral Merchandise:** The casket and outer burial container price range shall match the Casket and Outer Burial Price Lists. The price does not include tax on the merchandise.

Additional guidance regarding the GPL may be found at http://www.dhp.virginia.gov/funeral/fun_guidelines.htm. Look for “Appendix I – General Price List”. Please call us if you have any questions.

Inspection Deficiencies ~ What Should We do?



You must respond to the deficiencies within 14 days of inspection informing the board of your corrective action. If you are not able to correct everything within the 14 days, correct what you can; and inform the board of the reason of the delay of the outstanding item. You must submit proof of your corrections, so if you had a deficiency cited regarding your GPL, you must submit a revised GPL. If you had a deficiency cited regarding your price ranges on the GPL, submit the corrected GPL and casket price list or outer burial container price list. Please take time to make sure your submissions are correct. We will review your corrective action and will notify you if further corrections are required.

The inspectors are the eyes and ears of the Board and are taking only a snapshot of your funeral home on the day of the inspection. If you disagree with the inspector regarding an aspect of the inspection, it is recommended that you first talk to the inspector about your concern. The inspectors are willing to listen to your point of view and if there is still disagreement the inspector will recommend you contact the Board office. Please contact Lynne Helmick at 804 786-4094 or email her at lynne.helmick@dhp.virginia.gov. If you fail to respond with corrective action, you may be subject to disciplinary action.



BLAIR NELSEN, PRESIDENT - BIO

Virginia Board of Funeral Directors & Embalmers

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Henrico, VA 23233

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FAX:
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E-MAIL:
fanbd@dhp.virginia.gov



We're on the Web!
Visit us at:
www.dhp.virginia.gov

Blair Nelsen, former owner of Nelsen Family Funeral Services, Inc., is a fourth generation Funeral Director. Mr. Nelsen expanded his company from one location in 1992 into one with 6 locations including funeral homes, crematories, cremation societies and a pet crematory.

He is now affiliated with Service Corporation International. Mr. Nelsen served 10 years in the Air Force as a KC-135 pilot and instructor pilot and earned the rating of command pilot. In 1990, he left the Air Force to fly for Continental Airlines and

joined the Virginia Air National Guard as a C-26 pilot, retiring in 1998 with the rank of Major. In 1992, he left Continental to join his family firm, after the death of his father.

Mr. Nelsen holds a Bachelor of Arts in Russian Studies from the University of Virginia, a Master of Aeronautical Science from Embry-Riddle Aeronautical University and an Associate of Funeral Science from John Tyler Community College.

Mr. Nelsen is a Past President of Preferred Funeral Directors International and was

recently elected a Director of the International Cemetery, Crematory and Funeral Association. He has presented at numerous professional conferences, including the ICCFA University.

He also serves on numerous civic and charitable boards, including the Hanover County Humane Society and the Henrico County Police Foundation.

Married to the former Darcie Ziemkiewicz, Mr. Nelsen has two daughters, Mary Stuart, a sophomore at Virginia Tech, and Elizabeth, a senior at St. Catherine's School.

Help Us Help You!!

Please take a moment and send us your email address. We realize that email addresses change from time to time and we want to have your most current information. Email is the most efficient way to communicate and one way to ensure that you receive the information that the Board sends to you.

You may send your email address to: fanbd@dhp.virginia.gov

2013 Calendar:

January 15: Board Meeting/Canceled

April 23: Board Meeting

July 23: Board Meeting

October 22: Board Meeting



Please Note: Meetings may be canceled due to a light agenda or for fiscal reasons.

Public Comment is received at the beginning of each board meeting.

Register today on the **Virginia Regulatory Town Hall** which provides convenient access to detailed information regarding regulatory processes; automated notifications for specific events and meetings; and the ability to participate in the process via public comment forums. Register at: www.townhall.virginia.gov