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
January 12, 2016 at 10:00 a.m.

BOARD MEETING
AMENDED AGENDA

CALL TO ORDER

ORDERING OF AGENDA

ACCEPTANCE OF MINUTES – Tab 1

- Board Meeting – July 14, 2015

INFORMAL CONFERENCES HELD (INFORMATIONAL PURPOSES ONLY)

- (1) Informal Conference – July 14, 2015
- (4) Informal Conferences – October 15, 2015

PUBLIC COMMENT PERIOD

DIRECTOR'S REPORT – Dr. David Brown, D.C.

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

NEW BUSINESS

- Regulatory/Legislative Updates– **Elaine Yeatts - Tab 3**
- Revisions **- Lynne Helmick -Tab 4**
    - Appendix I General Price List
    - Appendix II Casket Price List
    - Guidance Document 76-21.3.1 Funeral Inspection Report
- Virginia Mortuary Schools Report – **Frank Walton**

Tab 1

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 14, 2015 at the Department of Health Professions, Perimeter Center, 9960 Mayland Drive, 2nd Floor, Board Room 2, Henrico, Virginia.

BOARD MEMBERS PRESENT
Connie B. Steele, FSL, Vice-President
J. Paul Welch, FSL, Secretary-Treasurer
Junius H. Williams, Jr., Citizen Member
Louis R. Jones, FSL
R. Thomas Slusser, Jr., FSL
Blair Nelsen, FSL
Frank Walton, FSL
Larry T. Omps, FSL

BOARD MEMBER ABSENT
Ibrahim A. Moiz, Esq., Citizen Member

DHP STAFF PRESENT FOR ALL OR PART OF THE MEETING
Lisa R. Hahn, Executive Director
Missy Currier, Deputy Executive Director, Licensing
Dr. David Brown, DC, Agency Director
Elaine Yeatts, Senior Policy Analyst

BOARD COUNSEL
Erin Barrett, Assistant Attorney General

QUORUM
With 8 members present a quorum was established.

GUESTS PRESENT
Dianne Rencsok
Paul Harris, Regulatory Support Services, Inc.
W. Scott Johnson, First Choice Consulting
Karen Howell McPherson
Abbey Shepperson, VFDA
Barry D. Robinson, VMA
Bruce Keeney, Sr., IFHV
Bo Keeney, IFHV

CALL TO ORDER

Connie Steele, Vice-President called the meeting of the Virginia Board of Funeral Directors and Embalmers to order at 10:35 a.m. and asked the members to introduce themselves.

ORDERING OF AGENDA

The agenda was accepted as presented.

ACCEPTANCE OF MINUTES

Upon a motion by Louis R. Jones and properly seconded by Tommy Slusser, the Board voted to accept the following Meeting Minutes:

- Board Meeting – April 14, 2015
- Formal Hearing – April 14, 2015

The motion passed unanimously.

INFORMAL CONFERENCES

The board acknowledged that three informal conferences were held on June 24, 2015.

PUBLIC COMMENT PERIOD

Dianne Rencsok from Christiansburg, Virginia and a member of the Funeral Consumers Alliance (FCA) of the Virginia Blue Ridge requested that the board repeal Guidance Document 65-8 Sale of Caskets. Ms. Rencsok explained that FCA seeks ways to improve their citizens' access to free choice concerning funerals and end of life decisions. She made reference to Virginia and National legal references in her commentary. The board thanked Ms. Rencsok for her comment.

W. Scott Johnson as General Counsel to the Medical Society of Virginia wanted to update the board on recent meetings he had with Janet Rainey from Vital Statistics on the EDRS Program which the following would hopefully be good news to the board:

- The redundancy in signing two enrollment agreements in paper form will finally be eliminated so that individuals can enroll in the program electronically.
- Hopefully by the end of July, the training module will be able to be completed on line and will last approximately 16 minutes.
- Ms. Rainey and Mr. Johnson have been traveling to hospitals to increase awareness and to get the doctors signed up for the program.
- Ms. Rainey has been pro-active in Educating Physicians having recently spoken at the Medical Group Managers and she is slated to speak to the Virginia Chapter of Emergency Physicians and attend the Medical Society Annual Meeting in October.
- If you run into problems, please let Mr. Johnson know as problems cannot be fixed if they are not aware of them.

The board thanked Mr. Johnson for his news.

AGENCY DIRECTORS REPORT– Dr. David Brown, DC

Dr. Brown welcomed Frank Walton, Larry Omps, and Blair Nelsen as the newly appointed members and thanked them for being on the board.

Dr. Brown then provided the following Agency news:

- The Governor's Task Force on Prescription Drugs met several times since November 2014 and made several recommendations which some have already been implemented. September 21st will be the last meeting followed by a big Conference in Roanoke in November 2015.
- Dr. Brown provided a brief update on the Health Practitioners Monitoring Program (HPMP) which helps impaired health professionals safely return to practice.
- Upcoming Meetings:
    - Board Member Training – Understanding Your Role – September 28th
    - New Board Member Orientation – October 16th

Board Member Tommy Slusser commented on what a great program the Board Member Training was.

EXECUTIVE DIRECTOR'S REPORT – Lisa R. Hahn

Expenditure and Revenue Summary

FY15 Budget

• Cash Balance as of June 30, 2014	$(242,833)
• YTD FY15 Revenue	776,255
• Less direct & In-Direct expenditure	**563,143**
• Cash Balance on May 31, 2015	**$ (29,721)**

Ms. Hahn highlighted that Dr. Brown had been extremely instrumental in getting the regulations for the fee increase approved. She thanked the work of the board members, administration and Dr. Brown for their hard work through a painful process.

Dr. Brown added that the budget deficit was not a result of poor management but rather great management as Ms. Hahn made several cost cutting measures during these times and has certainly helped to minimize the debt. He furthered that the deficit results were from expenses beyond the boards control such as high external technology costs and the high costs to adjudicate complicated cases.

Discipline Statistics (as of 07/14/2015)

- 29 open cases
- 19 are in Investigations
- 4 in Probable Cause
- 3 in APD
- 3 Informal
- 0 Formals
- 15 Orders are being monitored for Compliance

Ms. Hahn explained in detail the various disciplinary stages.

Licensee Statistics (as of 07/14/15)

- Branch Establishments –68
- Continuing Education Providers – 27
- Courtesy Card Holders -71
- Crematories – 105
- Embalmer only – 4
- Funeral Director –46 Funeral Supervisors - 447
- Funeral Establishment – 439
- Funeral Service Licensee's – 1,505
- Funeral Intern – 197
- Surface Transport and Removal Services – 45
- Total – 2,953

Virginia Performs

3rd Quarter 2015:

- Licensing Standard less than 30 days – 100%
- Clearance Rate-100% (rec'd 4 – closed 4)
- Pending Caseload older than 250 days- 14% (1 case)
- % of cases closed within 250 days- 75%
- Customer Satisfaction – 98.33% (Q3 FY 2015)

Ms. Hahn stated how she continues to be proud of her staff for all their hard work and dedication and high level of customer service.

Presentations

- Lynne Helmick – VMA Annual Conference in Hampton, VA, June 29th

Board Business

Ms. Hahn shared the following with the board:

- Board of Health Professions is conducting study on Bifurcation of licensure – a public hearing was held and Paul Welch will provide a report under New Business.
- Board Member Development Day – September 28th
  - Will provide more in-depth training on conducting meetings and hearings
- Board Member Orientation – October 16th
  - Particularly for new board members
- Meeting held with VDH
  - Erin Barrett-Board's counsel, Lynne Helmick and Ms. Hahn met with Janet Rainey and her Assistant Attorney General to discuss who can sign death certificates.
  - It was reiterated to VDH from the AG's office that only a VA licensed funeral director can sign, not out of state person unless they have a Courtesy Card. (or NOK taking custody of the body). Refer to Section 32.1-263B

Federal Trade Commission (FTC)

- Federal Trade Commission – changes two disclosures: www.business.ftc.gov (April 2015)
  - Embalming – "Except in certain special cases" must be deleted from the disclosure.
  - Outer Burial Containers –"In most areas of the country" must be deleted from the disclosure

We will discuss the Guidance Document to incorporate the changes during New Business

2015 Board Meeting Calendar

- October 20th – last meeting scheduled for 2015

NEW BUSINESS

Regulatory Report – Elaine Yeatts – Ms. Yeatts provided the status below and stated there were no issues for regulations other than they had not yet been approved.

Board of Funeral Directors and Embalmers

Chapter	Action / Stage Information	
Regulations of the Board of Funeral Directors and Embalmers [18 VAC 65 - 20]	Action:	Identification of human remains
	Stage:	Final - *At Secretary's Office – 53 days*
Regulations of the Board of Funeral Directors and Embalmers [18 VAC 65 - 20]	Action:	Change in requirement for cremation unit
	Stage:	Fast-Track – *DPB Review in progress;53 days*

§ 54.1-2819. Registration of Surface transportation and removal services

Ms. Yeatts explained to the board that they would need to approve regulations in order to conform to the new law requiring a Manager of Record for Surface and Transportation and Removal Services. **(Attachment #1)**

Upon a motion by Junius Williams and properly seconded by Louis Jones, the board voted to approved regulations in order to conform to the new law requiring a Manager of Record for Surface and Transportation and Removal Services. The motion carried unanimously.

Legislative Report – Elaine Yeatts

Ms. Yeatts shared a 2016 legislative DHP proposal which would add to the definition of "Practice of Funeral Services" by including The practice of funeral services includes the sale of caskets to the public.

Bifurcation of Licensure – Paul Welch, II

Mr. Welch reported that the Board of Health Professions held a public hearing on May 28th regarding bifurcation of licensure. He stated that approximately 20 people spoke to share whether or not they were for or against dual licensure. Because Frank Walton is involved in mortuary science within the Virginia Community College System (VCCS), Mr. Welch asked if he would briefly explain the process and the various levels of approval that would be required in order to establish curriculum for a new level of licensure through the VCCS. Mr. Walton provided a brief synopsis.

The board agreed that they would wait for the completion of the study conducted by the Board of Health Professions before they made comment.

BREAK

The board recessed at 11:35 a.m. and reconvened at 11:45 a.m.

Amended Agenda

Connie Steele, Chair of the meeting announced that the Agenda was being amended to add Guidance Document 65-8 Sale of Caskets.

Federal Trade Commission (FTC) Disclosure Changes – Lisa R. Hahn

Ms. Hahn reviewed the following April 2015 FTC disclosure changes with the board.

- **Appendix I (General Price List) and Appendix II (Casket Price List)**

  Upon a motion by Paul Welch, II and properly seconded by Blair Nelsen, the board approved the changes to Appendix I and Appendix II provided Board Counsel verified the language was correct. The motion carried unanimously.

- **Funeral Inspection Report 76.21.3.1**

  Upon a motion by Louis Jones and properly seconded by Frank Walton, the board approved the changes to the Funeral Inspection Report 76.21.3.1 provided Board Counsel verified the language was correct. The motion carried unanimously.

Guidance Document 65-8 Sale of Caskets

Following discussion and upon a motion by Blair Nelsen and properly seconded by Tommy Slusser, the board voted to remove Guidance Document 65-8 Sale of Caskets. The motion carried unanimously.

Election of Officers:

Upon a motion by Junius Williams and properly seconded by Blair Nelsen, the board voted on the nomination of Connie Steele as Board President. The motion carried unanimously.

Upon a motion by Junius Williams and properly seconded by Blair Nelsen, the board voted to elect Connie Steele as the new Board President. The motion carried unanimously.

Upon a motion by Junius Williams and properly seconded by Blair Nelsen, the board voted on the nomination of Tommy Slusser as Board Vice-President. The motion carried unanimously.

Upon a motion by Junius Williams and properly seconded by Blair Nelsen, the board voted to elect Tommy Slusser as the new Board Vice-President. The motion carried unanimously.

Upon a motion by Junius Williams and properly seconded by Blair Nelsen, the board voted on the nomination of Paul Welch, II as Secretary-Treasurer. The motion carried unanimously.

Upon a motion by Junius Williams and properly seconded by Blair Nelsen, the board voted to re-elect Paul Welch, II as the new Secretary-Treasurer. The motion carried unanimously.

ADJOURNMENT:

The board concluded the meeting at 12:00 noon.

Connie B. Steele, President	Lisa R. Hahn, Executive Director
Date	Date

ATTACHMENT #1

CHAPTER 110

*An Act to amend and reenact § **54.1-2819** of the Code of Virginia, relating to surface transportation or removal service; manager of record.*

[H 1803]
Approved March 16, 2015

Be it enacted by the General Assembly of Virginia:

1. That § **54.1-2819** of the Code of Virginia is amended and reenacted as follows:

§ **54.1-2819**. Registration of surface transportation and removal services; penalty.

Any person or private business, except a common carrier engaged in interstate commerce, the Commonwealth and its agencies, or an emergency medical services agency holding a permit issued by the Commissioner of Health pursuant to § **32.1-111.6**, shall apply for and receive a registration as a transportation and removal service in order to be authorized to engage in the business of surface transportation or removal of dead human bodies in this Commonwealth.

Surface transportation and removal services shall not arrange or conduct funerals, provide for the care or preparation, including embalming, of dead human bodies, or sell or provide funeral-related goods and services without the issuance of a funeral service establishment license.

The Board ~~of Funeral Directors and Embalmers~~ shall promulgate regulations for such registration including proper procedures in the handling of all dead human bodies being transported, *the* application process for registration, and *the* establishment of registration fees. These regulations shall not require the use of a casket for transportation. No licensed funeral service establishment shall be required to receive such registration in addition to its funeral service establishment license. However, such establishment shall be subject to the regulations pertaining to transportation and removal services.

Every applicant for registration as a surface transportation and removal service shall include the name of a manager of record on any application for registration and shall notify the Board within 30 days of any change in the manager of record. Such notice shall include the name of the new manager of record of the surface transportation and removal service.

All registrations as a surface transportation and removal service shall be renewed annually and no person, private business, or funeral service establishment shall engage in the business as a surface transportation and removal service without holding a valid registration.

Any surface transportation or removal service ~~which~~ *that* is not registered or persons who knowingly engage in transportation or removal services without registration shall be subject to the disciplinary actions provided in this chapter.

This section shall not be construed to prohibit private individuals from transporting or removing the remains of deceased family members and relatives either by preference or in observation of religious beliefs and customs.

Tab 2

Virgina Department of Health Professions
Cash Balance
As of November 30, 2015

	104- Funeral Directors and Emba
Board Cash Balance as of June 30, 2014	$ (40,742)
YTD FY16 Revenue	38,015
Less: YTD FY16 Direct and In-Direct Expenditures	233,206
Board Cash Balance as November 30, 2015	(235,933)

Virginia Department of Health Professions

Revenue and Expenditures Summary

Department 10400 - Funeral Directors and Embalmers

For the Period Beginning July 1, 2015 and Ending November 30, 2015

Account Number	Account Description	Amount	Budget	Amount Under/(Over) Budget	% of Budget
4002400	Fee Revenue				
4002401	Application Fee	22,525.00	49,580.00	27,055.00	45.43%
4002406	License & Renewal Fee	8,440.00	728,235.00	719,795.00	1.16%
4002407	Dup. License Certificate Fee	345.00	-	(345.00)	0.00%
4002409	Board Endorsement - Out	850.00	3,720.00	2,870.00	22.85%
4002421	Monetary Penalty & Late Fees	950.00	4,650.00	3,700.00	20.43%
4002430	Board Changes Fee	3,000.00	5,910.00	2,910.00	50.76%
4002432	Misc. Fee (Bad Check Fee)	105.00	-	(105.00)	0.00%
	Total Fee Revenue	36,215.00	792,095.00	755,880.00	4.57%
4003000	Sales of Prop. & Commodities				
4003020	Misc. Sales-Dishonored Payments	400.00	-	(400.00)	0.00%
	Total Sales of Prop. & Commodities	400.00	-	(400.00)	0.00%
4009000	Other Revenue				
4009060	Miscellaneous Revenue	1,400.00	2,915.00	1,515.00	48.03%
	Total Other Revenue	1,400.00	2,915.00	1,515.00	48.03%
	Total Revenue	38,015.00	795,010.00	756,995.00	4.78%
5011110	Employer Retirement Contrib.	5,006.11	11,845.00	6,838.89	42.26%
5011120	Fed Old-Age Ins- Sal St Emp	2,537.01	6,372.00	3,834.99	39.81%
5011140	Group Insurance	439.91	992.00	552.09	44.35%
5011150	Medical/Hospitalization Ins.	8,079.55	18,526.00	10,446.45	43.61%
5011160	Retiree Medical/Hospitalizatn	388.21	875.00	486.79	44.37%
5011170	Long term Disability Ins	243.96	550.00	306.04	44.36%
	Total Employee Benefits	16,694.75	39,160.00	22,465.25	42.63%
5011200	Salaries				
5011230	Salaries, Classified	34,917.90	83,295.00	48,377.10	41.92%
5011250	Salaries, Overtime	368.42	-	(368.42)	0.00%
	Total Salaries	35,286.32	83,295.00	48,008.68	42.36%
5011300	Special Payments				
5011380	Deferred Compnstn Match Pmts	291.50	840.00	548.50	34.70%
	Total Special Payments	291.50	840.00	548.50	34.70%
5011530	Short-trm Disability Benefits	859.65	-	(859.65)	0.00%
	Total Disability Benefits	859.65	-	(859.65)	0.00%
5011930	Turnover/Vacancy Benefits		-	-	0.00%
	Total Personal Services	53,132.22	123,295.00	70,162.78	43.09%
5012000	Contractual Svs				
5012100	Communication Services				
5012110	Express Services	-	200.00	200.00	0.00%
5012140	Postal Services	632.88	3,500.00	2,867.12	18.08%
5012150	Printing Services	33.83	1,500.00	1,466.17	2.26%
5012160	Telecommunications Svcs (VITA)	194.34	300.00	105.66	64.78%
5012170	Telecomm. Svcs (Non-State)	173.36	-	(173.36)	0.00%
5012190	Inbound Freight Services	7.94	-	(7.94)	0.00%
	Total Communication Services	1,042.35	5,500.00	4,457.65	18.95%
5012200	Employee Development Services				
5012210	Organization Memberships	250.00	1,200.00	950.00	20.83%
5012220	Publication Subscriptions	-	600.00	600.00	0.00%
5012240	Employee Trainng/Workshop/Conf	-	1,000.00	1,000.00	0.00%

Virginia Department of Health Professions
Revenue and Expenditures Summary
Department 10400 - Funeral Directors and Embalmers
For the Period Beginning July 1, 2015 and Ending November 30, 2015

Account Number	Account Description	Amount	Budget	Amount Under/(Over) Budget	% of Budget
5012250	Employee Tuition Reimbursement	-	1,000.00	1,000.00	0.00%
5012270	Emp Trning- Trns, Ldgng & Meals	-	800.00	800.00	0.00%
	Total Employee Development Services	250.00	4,600.00	4,350.00	5.43%
5012400	Mgmnt and Informational Svcs				
5012420	Fiscal Services	16.99	9,520.00	9,503.01	0.18%
5012440	Management Services	40.82	120.00	79.18	34.02%
5012470	Legal Services	175.00	150.00	(25.00)	116.67%
	Total Mgmnt and Informational Svcs	232.81	9,790.00	9,557.19	2.38%
5012500	Repair and Maintenance Svcs				
5012510	Custodial Services	9.91	-	(9.91)	0.00%
5012530	Equipment Repair & Maint Srvc	-	40.00	40.00	0.00%
	Total Repair and Maintenance Svcs	9.91	40.00	30.09	24.78%
5012600	Support Services				
5012630	Clerical Services	-	5,500.00	5,500.00	0.00%
5012640	Food & Dietary Services	249.01	2,100.00	1,850.99	11.86%
5012660	Manual Labor Services	7.51	1,200.00	1,192.49	0.63%
5012670	Production Services	37.47	1,120.00	1,082.53	3.35%
5012680	Skilled Services	-	3,910.00	3,910.00	0.00%
	Total Support Services	293.99	13,830.00	13,536.01	2.13%
5012800	Transportation Services				
5012820	Travel, Personal Vehicle	1,364.48	5,100.00	3,735.52	26.75%
5012830	Travel, Public Carriers	-	700.00	700.00	0.00%
5012850	Travel, Subsistence & Lodging	179.01	1,600.00	1,420.99	11.19%
5012880	Trvl, Meal Reimb- Not Rprtble	102.00	750.00	648.00	13.60%
	Total Transportation Services	1,645.49	8,150.00	6,504.51	20.19%
	Total Contractual Svs	3,474.55	41,910.00	38,435.45	8.29%
5013000	Supplies And Materials				
5013100	Administrative Supplies				
5013120	Office Supplies	209.07	1,500.00	1,290.93	13.94%
5013130	Stationery and Forms	-	675.00	675.00	0.00%
	Total Administrative Supplies	209.07	2,175.00	1,965.93	9.61%
5013200	Energy Supplies				
5013230	Gasoline	(7.05)	-	7.05	0.00%
	Total Energy Supplies	(7.05)	-	7.05	0.00%
5013300	Manufctrng and Merch Supplies				
5013350	Packaging & Shipping Supplies	-	85.00	85.00	0.00%
	Total Manufctrng and Merch Supplies	-	85.00	85.00	0.00%
5013600	Residential Supplies				
5013620	Food and Dietary Supplies	-	30.00	30.00	0.00%
5013630	Food Service Supplies	-	90.00	90.00	0.00%
	Total Residential Supplies	-	120.00	120.00	0.00%
5013700	Specific Use Supplies				
5013730	Computer Operating Supplies	2.06	15.00	12.94	13.73%
	Total Specific Use Supplies	2.06	15.00	12.94	13.73%
	Total Supplies And Materials	204.08	2,395.00	2,190.92	8.52%
5014000	Transfer Payments				
5014100	Awards, Contrib., and Claims				

Virginia Department of Health Professions

Revenue and Expenditures Summary

Department 10400 - Funeral Directors and Embalmers

For the Period Beginning July 1, 2015 and Ending November 30, 2015

Account Number	Account Description	Amount	Budget	Amount Under/(Over) Budget	% of Budget
5014130	Premiums	180.00	-	(180.00)	0.00%
	Total Awards, Contrib., and Claims	180.00	-	(180.00)	0.00%
	Total Transfer Payments	180.00	-	(180.00)	0.00%
5015000	Continuous Charges				
5015100	Insurance-Fixed Assets				
5015160	Property Insurance	-	36.00	36.00	0.00%
	Total Insurance-Fixed Assets	-	36.00	36.00	0.00%
5015300	Operating Lease Payments				
5015340	Equipment Rentals	1.39	-	(1.39)	0.00%
5015350	Building Rentals	4.86	-	(4.86)	0.00%
5015360	Land Rentals	-	15.00	15.00	0.00%
5015390	Building Rentals - Non State	3,826.55	8,733.00	4,906.45	43.82%
	Total Operating Lease Payments	3,832.80	8,748.00	4,915.20	43.81%
5015500	Insurance-Operations				
5015510	General Liability Insurance	-	135.00	135.00	0.00%
5015540	Surety Bonds	-	8.00	8.00	0.00%
	Total Insurance-Operations	-	143.00	143.00	0.00%
	Total Continuous Charges	3,832.80	8,927.00	5,094.20	42.93%
5022000	Equipment				
5022200	Educational & Cultural Equip				
5022240	Reference Equipment	72.00	-	(72.00)	0.00%
	Total Educational & Cultural Equip	72.00	-	(72.00)	0.00%
5022600	Office Equipment				
5022610	Office Appurtenances	-	132.00	132.00	0.00%
	Total Office Equipment	-	132.00	132.00	0.00%
	Total Equipment	72.00	132.00	60.00	54.55%
	Total Expenditures	60,895.65	176,659.00	115,763.35	34.47%
	Allocated Expenditures				
20600	Funeral\LTCA\PT	41,545.88	102,198.95	60,653.08	40.65%
30100	Data Center	34,136.40	98,102.82	63,966.42	34.80%
30200	Human Resources	1,251.77	5,064.34	3,812.57	24.72%
30300	Finance	11,186.57	16,693.41	5,506.84	67.01%
30400	Director's Office	5,307.52	9,679.54	4,372.03	54.83%
30500	Enforcement	60,854.23	159,656.91	98,802.68	38.12%
30600	Administrative Proceedings	10,212.20	35,346.82	25,134.62	28.89%
30800	Attorney General	2,359.84	5,371.10	3,011.26	43.94%
30900	Board of Health Professions	3,011.18	5,360.49	2,349.31	56.17%
31100	Maintenance and Repairs	-	474.46	474.46	0.00%
31300	Emp. Recognition Program	51.06	204.15	153.09	25.01%
31400	Conference Center	43.86	249.47	205.60	17.58%
31500	Pgm Devlpmnt & Implmentn	2,349.46	5,645.90	3,296.44	41.61%
	Total Allocated Expenditures	172,309.96	444,048.36	271,738.40	38.80%
	Net Revenue in Excess (Shortfall) of Expenditures	$ (195,190.61)	$ 174,302.64	$ 369,493.25	111.98%

License Count Report for Funeral Directors
January 12, 2016

Branch Establishment	68
Continuing Education Provider	23
Courtesy Card	79
Crematories	107
Funeral Establishments	438
Funeral Service Interns	210
Embalmer	3
Funeral Service Director	47
Funeral Service Licensee's	1,547
Funeral Service Supervisors	465
Surface Transportation & Removal Services	47
Total	3,034

Data as of 06/29/2015

Disciplinary Case Report for Funeral Directors
January 12, 2016

Investigations	27
Probable Cause	6
APD	0
Informal Stage	1
Formal Stage	2
Total	**36**

FDE Orders being monitored for Compliance - **14**

Data as of 12/22/2015

Virginia Department of Health Professions

Patient Care Disciplinary Case Processing Times: Quarterly Performance Measurement, Q1 2012 - Q1 2016

David E. Brown, D.C.
Director

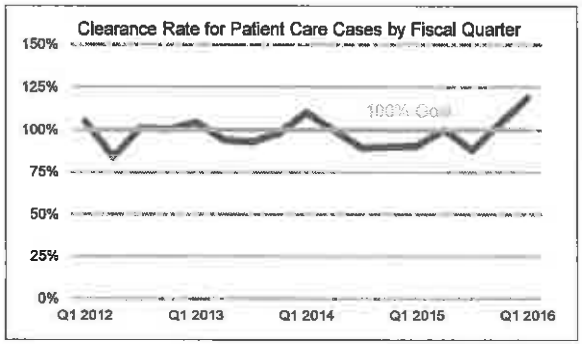
"To ensure safe and competent patient care by licensing health professionals, enforcing standards of practice, and providing information to health care practitioners and the public."
DHP Mission Statement

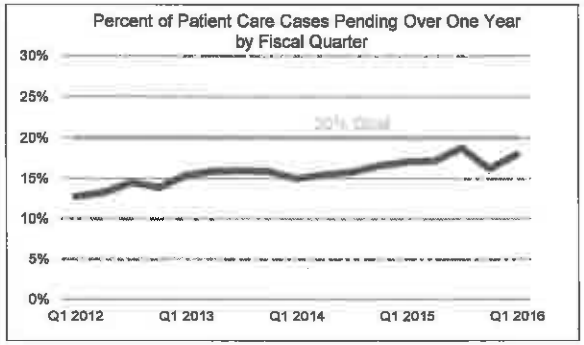
In order to uphold its mission relating to discipline, DHP continually assesses and reports on performance. Extensive trend information is provided on the DHP website, in biennial reports, and, most recently, on Virginia Performs through Key Performance Measures (KPMs). KPMs offer a concise, balanced, 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.

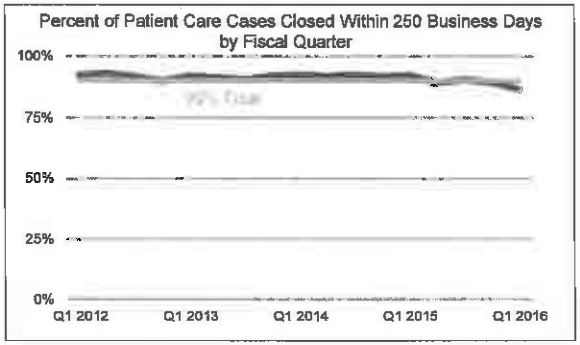
Clearance Rate - the number of closed cases as a percentage of the number of received cases. A 100% clearance rate means that the agency is closing the same number of cases as it receives each quarter. DHP's goal is to maintain a 100% clearance rate of allegations of misconduct through the end of FY 2016. The current quarter's clearance rate is 119%, with 859 patient care cases received and 1,021 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 20% through the end of FY 2016. The current quarter shows 18% patient care cases pending over 250 business days with 2,405 patient care cases pending and 438 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 2016. The current quarter shows 87% percent of patient care cases being resolved within 250 business days with 997 cases closed and 862 closed within 250 business days.







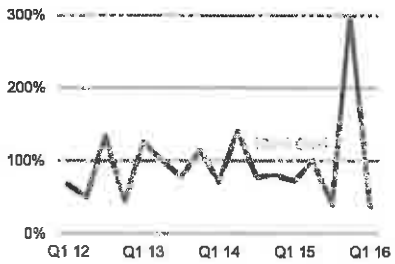
Submitted: 11/2/2015

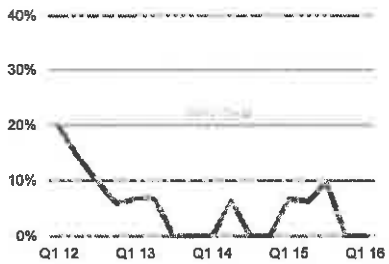
Prepared by: VisualResearch, Inc.

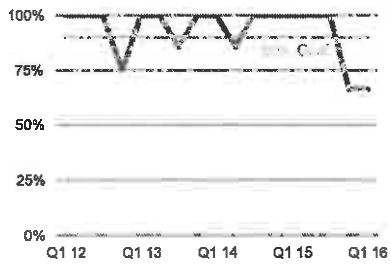
Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

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

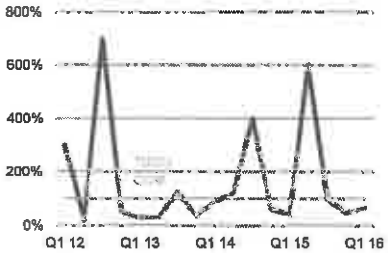
Physical Therapy - In Q1 2016, the clearance rate was 38%, the Pending Caseload older than 250 business days was 0% and the percent closed within 250 business days was 67%.
Q1 2016 Caseloads:
Received=8, Closed=3
Pending over 250 days=0
Closed within 250 days=2

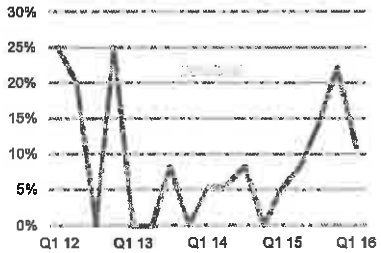


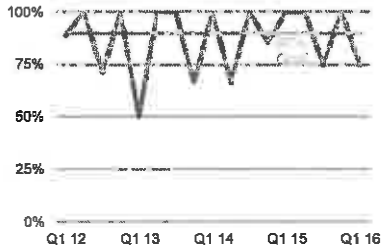




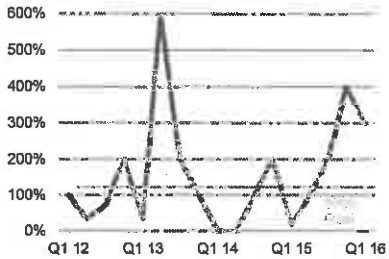
Funeral - In Q1 2016, the clearance rate was 67%, the Pending Caseload older than 250 business days was 11% and the percent closed within 250 business days was 75%.
Q1 2016 Caseloads:
Received=6, Closed=4
Pending over 250 days=2
Closed within 250 days=3

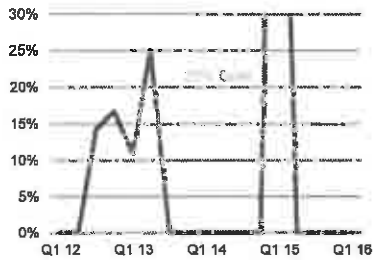


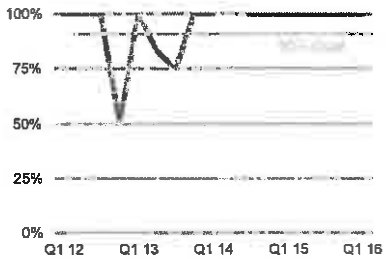




Audiology - In Q1 2016, the clearance rate was 300% the Pending Caseload older than 250 business days was 0% and the percent closed within 250 business days was 100%.
Q1 2016 Caseloads:
Received=1, Closed=3
Pending over 250 days=0
Closed within 250 days=3







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

Submitted: 11/2/2015

Prepared by: VisualResearch, Inc.

Virginia Department of Health Professions

APPLICANT SATISFACTION SURVEY RESULTS

APPROVAL RATE*

LAST FIVE FISCAL YEARS

Quarter Breakdown	
Quarter 1	July 1st - September 30th
Quarter 2	October 1st - December 31st
Quarter 3	January 1st - March 31st
Quarter 4	April 1st - June 30th

*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. "N/A" indicates that no response was received for that board during the specified timeframe.

Board	FY11	Change Between FY12 & FY11	FY12	Change Between FY13 & FY12	FY13	Change Between FY14 & FY13	FY14	Change Between FY15 & FY14	FY15
Audiology/Speech Pathology	91.8%	-1.4%	90.5%	9.1%	98.7%	-4.8%	94.0%	-7.6%	86.9%
Counseling	75.7%	-1.8%	74.3%	-2.4%	72.5%	17.1%	84.9%	-1.1%	83.9%
Dentistry	95.7%	-2.9%	92.9%	2.0%	94.8%	-3.2%	91.8%	0.3%	92.1%
Funeral Directing	95.2%	5.0%	100.0%	0.0%	100.0%	-3.0%	97.0%	1.4%	98.3%
Long Term Care Administrator	94.4%	2.0%	96.3%	-100.0%	n/a	100.0%	98.5%	-0.5%	98.0%
Medicine	94.1%	2.6%	96.5%	-6.4%	90.3%	1.9%	92.0%	-3.3%	89.0%
Nurse Aide	97.5%	0.4%	97.9%	-0.1%	97.8%	0.5%	98.3%	-1.0%	97.3%
Nursing	94.8%	1.6%	96.3%	-1.1%	95.2%	-0.3%	94.9%	1.2%	96.0%
Optometry	100.0%	0.0%	100.0%	-7.1%	92.9%	7.6%	100.0%	-8.3%	91.7%
Pharmacy	97.7%	-0.9%	96.8%	1.1%	97.9%	0.1%	98.0%	1.0%	98.9%
Physical Therapy	95.3%	2.4%	97.6%	-0.8%	96.8%	0.4%	97.2%	-0.9%	96.3%
Psychology	88.1%	-4.0%	84.6%	7.9%	91.3%	0.2%	91.5%	-8.3%	83.9%
Social Work	90.6%	-5.6%	85.5%	3.2%	88.2%	1.0%	89.1%	3.1%	91.9%
Veterinary Medicine	97.7%	-0.1%	97.6%	-1.8%	95.8%	3.7%	99.3%	-4.0%	95.4%
Agency Total	94.6%	0.7%	95.3%	-1.8%	93.6%	0.8%	94.3%	-0.6%	93.8%

Virginia Department of Health Professions

APPLICANT SATISFACTION SURVEY RESULTS

APPROVAL RATE

FISCAL YEAR 2016, QUARTER ENDING 9/30/2015

Quarter Breakdown	
Quarter 1	July 1st - September 30th
Quarter 2	October 1st - December 31st
Quarter 3	January 1st - March 31st
Quarter 4	April 1st - June 30th

***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. An "n/a" is used if no response was received for that board during the specified timeframe.**

Board	Q2 FY2013	Q3 FY2013	Q4 FY2013	Q1 FY2014	Q2 FY2014	Q3 FY2014	Q4 FY2014	Q1 FY2015	Q2 FY2015	Q3 FY2015	Q4 FY2015	CURRENT Q1 FY2016
Audiology/Speech Pathology	100.0%	100.0%	100.0%	94.8%	85.7%	100.0%	100.0%	89.6%	83.3%	100.0%	86.7%	76.7%
Counseling	78.0%	69.9%	76.3%	80.1%	83.2%	87.7%	92.8%	83.3%	91.1%	83.9%	80.8%	79.6%
Dentistry	94.1%	98.7%	94.7%	90.9%	95.9%	92.3%	88.9%	86.3%	91.7%	100.0%	93.3%	96.4%
Funeral Directing	100.0%	n/a	100.0%	100.0%	100.0%	88.9%	100.0%	N/A	100.0%	100.0%	97.0%	88.9%
Long Term Care Administrator	100.0%	100.0%	n/a	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	96.3%	100.0%
Medicine	86.2%	94.4%	87.5%	91.1%	91.8%	92.2%	95.0%	92.2%	81.2%	84.8%	89.6%	80.8%
Nurse Aide	96.8%	97.6%	99.1%	97.2%	99.7%	96.5%	100.0%	95.6%	97.3%	88.9%	98.9%	100.0%
Nursing	93.7%	94.4%	96.5%	94.3%	96.4%	94.5%	94.5%	95.6%	94.9%	98.1%	97.2%	92.4%
Optometry	n/a	n/a	100.0%	100.0%	100.0%	N/A	N/A	100.0%	100.0%	N/A	66.7%	100.0%
Pharmacy	98.8%	97.5%	97.3%	97.7%	98.1%	97.6%	99.1%	98.8%	98.3%	100.0%	99.5%	96.3%
Physical Therapy	96.6%	100.0%	98.6%	96.9%	98.7%	100.0%	90.5%	94.3%	97.3%	100.0%	100.0%	96.9%
Psychology	78.7%	89.6%	99.1%	88.6%	92.6%	88.9%	96.0%	89.6%	76.8%	90.0%	84.9%	83.3%
Social Work	87.3%	84.7%	94.9%	86.6%	90.7%	95.8%	88.5%	92.0%	92.0%	90.7%	92.6%	90.7%
Veterinary Medicine	100.0%	83.3%	93.3%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%	N/A	91.7%	100.0%
AGENCY	*91.9%*	*93.5%*	*93.5%*	*93.6%*	*95.0%*	*94.2%*	*95.1%*	*94.2%*	*92.5%*	*95.1%*	*93.9%*	*90.6%*

Tab 3

Information will be provided at meeting

Tab 4

VIRGINIA BOARD OF FUNERAL DIRECTORS AND EMBALMERS
Perimeter Center
9960 Mayland Drive, Suite 300 – Henrico, Virginia 23233-1463
E-Mail: FanBd@dhp.virginia.gov Website: www.dhp.virginia.gov Phone: 804-367-4479

APPENDIX I

GENERAL PRICE LIST

Note to Establishments: The following General Price List has been prepared as a guideline. All General Price Lists must contain at least the following content if you offer the goods and services for sale at your establishment. You may use any format arrangement you choose and may add to this information to fit your establishment's services.

This sample form has notes throughout that are for your information only and are not intended to be included on the form when you prepare the form for use at your establishment. The board has marked these notes with asterisks (*).

The statements in italics are required by the Federal Trade Commission and the Board. The FTC disclosure requirements must be placed under the appropriate category as indicated on this sample form.

APPENDIX I

Any Funeral Home

Main Street

Anytown, Virginia

Telephone Number

GENERAL PRICE LIST

These prices are effective as of _____ (Date)

(Prices are subject to change without prior notice)

I. General Information:

Required Disclosure: *"The goods and services shown below are those we can provide to our customers. You may choose only the items you desire. However, any funeral arrangements you select will include a charge for our basic services and overhead. If legal or other requirements mean you must buy any items you did not specifically ask for, we will explain the reason in writing on the statement we provide describing the funeral goods and services you selected."*

"Certain funeral services may be provided off-premises by other funeral service providers."

Optional Disclosure: "This list does not include prices for certain items that you may ask us to buy for you such as cemetery or crematory services, flowers, and newspaper notices. The prices for these items will be shown on your bill or the statement describing the funeral goods and services you selected."

II. Professional Services of Funeral Director and Staff

A. Basic Services of Funeral Director and Staff $ _____

"This fee for our basic services and overhead will be added to the total cost of the funeral arrangements you select. (This fee is already included in our charges for direct cremations, immediate burials, and forwarding or receiving remains.)" OR

Please note that a fee of $_____ for the use of our basic services and overhead is included in the price of our caskets. This same fee shall be added to the total cost of your funeral arrangements if you provide the casket."

Our services include: (*Note: List what charge for basic services includes)

III. Funeral Home Facilities

A. Facilities and staff for visitation and viewing $ _____

Our charge includes:

B. Facilities and staff for funeral ceremony $ _____

Our charge includes:

C. Facilities and staff for memorial service $ _____

Our charge includes:

D. Equipment and staff for graveside service $ _____

Our charge includes:

(*Note: If you have additional charges such as facilities and staff for home/church viewing, of a charge for additional staff per person or through calculation of manhours, etc., add here as extra items. If you have a charge for interment, add here. Describe what charges include.)

IV. Embalming

"Embalming is not required by law. Embalming may be necessary, however, if you select certain funeral arrangements such as a funeral with viewing. If you do not want embalming, you usually have the right to choose an arrangement that does not require you to pay for it, such as direct cremation or immediate burial."

A. Normal remains. $_____

B. Autopsy remains. $_____

(*Note: If the cost for embalming is the same for normal and autopsied remains, only one price may be listed)

V. Other Preparation of the Deceased

(*Note: List below each preparation service that you offer and the price. If you do not charge for other preparation, remove this section.)

A. $_____

B. $_____

C. $_____

VI. Immediate Burial (*List price range) $ _____

(*Note: A price range must be given for this service. Your prices should range from your immediate burial package with container provided by purchaser to your immediate burial package plus your highest priced casket.)

Our charges include: (*Note: List under each category what the charge includes)

A. Immediate burial with container provided by purchaser $_____

B. Immediate burial with lowest priced alternative container $_____

(*Note: If an alternative container is not offered, this line item may be omitted; if an alternative container is offered, include a brief description.)

~~C. Immediate burial with highest priced casket $_____~~

VII. Direct Cremation (*List price range) $_____ to $_____

"State and local laws do not require a casket for direct cremation. If you want to arrange a direct cremation, you can use an alternative container. Alternative containers encase the body and can be made of materials like fiberboard or composition materials (with or without an outside covering). The containers we provide are [specify containers]."

(*Note: A price range must be given for a direct cremation. Your prices should range from direct cremation with a container provided by the purchaser to the price for direct cremation plus the highest priced wooden casket acceptable for cremation or highest priced cremation casket. Describe the services included for each category listed below.)

A. Direct cremation with container provider by the purchaser. $_____

B. Direct cremation with (list each alternative container specified in the above disclosure) $_____

(*A price and description for alternative container should be provided)

~~C. Direct cremation with highest priced wooden casket acceptable for cremation or highest priced cremation casket $_____~~

VIII. Transfer of Remains to Funeral Establishment $_____

(*Note: This is added only when it is not included under professional services. You must explain what this charge includes if listed separately.)

IX. Forwarding Remains to Another Funeral Establishment $_____

Our charge includes:

X. Receiving Remains from Another Funeral Establishment

Our charge includes: $_____

XI. Automotive Equipment and Services

(*Note: Specify a range of miles for local service. If a fee is charged beyond local miles, please specify the fee per mile. The cost of any vehicle that you must rent should be included on the itemized statement as a cash advance item.)

A. Use of hearse $_____

B. Use of limousine $_____

C. Other automotive equipment and services $_____

(*Note: You should provide a description and price for each automotive equipment and service listed.)

XII. Funeral Merchandise

A. Caskets $_____ to $_____

"A complete price list will be provided at the funeral establishment."

B. Outer Burial Container $_____ to $ _____

"A complete price list will be provided at the funeral establishment."

~~*"State or local law does not require you to buy a container to surround the casket in the grave. However, many cemeteries require that you have such a container so that the grave will not sink in. Either a grave liner or a burial vault will satisfy these requirements."*~~

C. Other funeral merchandise

(*Note: List all other merchandise that you offer including acknowledgment cards, register book, memorial folders, etc. and include the price.)

VIRGINIA BOARD OF FUNERAL DIRECTORS AND EMBALMERS
Perimeter Center
9960 Mayland Drive, Suite 300 – Henrico, Virginia 23233-1463
E-Mail: FanBd@dhp.virginia.gov website: www.dhp.virginia.gov Phone: 804-367-4479

APPENDIX II

CASKET PRICE LIST

OUTER BURIAL CONTAINER PRICE LIST

Note to Establishments: The following Casket Price List and Outer Burial Container Price List has been prepared as a guideline. You must have lists that are identified separately for each or the Casket Price List may be included in the General Price List. All Casket Price Lists and Outer Burial Price Lists must contain at least the following content if you offer the goods and services for sale at your establishment. You may use any format arrangement you choose and may add to this information to fit your establishment's services.

These sample forms have notes throughout that are for your information only and are not intended to be included on the form when you prepare the form for use at your establishment. The board has marked these notes with asterisks (*).

The statements in italics are required by the Federal Trade Commission and the board. They may be placed in any location on the price lists.

Any Funeral Home

Main Street

Anytown, Virginia

Telephone Number

CASKET PRICE LIST

(* This price list may accompany or be included in the General Price List)

These prices are effective as of _____(Date)

(Prices are subject to change without prior notice)

Manufacturer	Description	Retail Price
*List Manufacturers	*Describe Casket or Alternative Containers	$_____

(*Note: You are required to list sufficient identifying information in order that your families can tell the difference between one casket or alternative container over another.)

Any Funeral Home

Main Street

Anytown, Virginia

Telephone Number

OUTER BURIAL CONTAINER PRICE LIST

(* This price list ~~must~~ may accompany or be included in the General Price List)

These prices are effective as of _____(Date)

(Prices are subject to change without prior notice)

"S~~s~~tate or local law does not require you to buy a container to surround the casket in the grave. However, many cemeteries require that you have such a container so that the grave will not sink in. Either a grave liner or a burial vault will satisfy these requirements."

[Note:If your locality has an ordinance requiring an outer burial container, the above disclosure must start with the phrase, *"In most areas of the country,"*]

Manufacturer	Description	Retail Price
*List Manufacturers	*Describe Containers	$_____

(*Note: You are required to list sufficient identifying information in order that your families can tell the difference between outer burial container over another.)

Revised: ~~July 15, 2015~~ January 12, 2016

Commonwealth of Virginia - Department of Health Professions
Funeral Inspection Report

www.dhp.virginia.gov
804-367-4400

Date	Time	Inspection Hours

Name of Funeral Establishment or Branch	☐ Establishment: License No 0501		☐ PENDING	Exp:
	☐ Branch: License No 0511		☐ PENDING	Exp:
Street Address	City	State VIRGINIA	ZIP	Telephone
Manager	License No 0502	Expiration Date		Fax
Type of Inspection ☐ New/COL ☐ Routine ☐ Reinspection ☐ Change of Owner ☐ Other (Describe)				Email

C = Compliant NC = Not Compliant N/A = Not Applicable or Not Reviewed

ESTABLISHMENT LICENSE & MANAGER OF RECORD			
C	NC	NA	LAW/REGULATION	
☐	☐	☐	§54.1-2800	FOR NEW OR CHANGE OF LOCATION INSPECTIONS ONLY: A Certificate of Occupancy (CO) issued by the local building official. (The Board needs a copy of the CO)
☐	☐	☐	18VAC65-20-50	Each licensee shall post an original or photocopy of his license in a place conspicuous to consumers of funeral services in each establishment or branch where he is employed.
☐	☐	☐	18VAC65-20-50	The establishment license shall be posted in a place conspicuous to consumers of funeral services.
☐	☐	☐	18VAC65-20-170	Except as provided in §54.1-2810 of the Code of Virginia, every funeral service establishment and every branch or chapel of such establishment, regardless of how owned, shall have a separate manager of record who has responsibility for the establishment as prescribed in 18VAC65-20-171.
☐	☐	☐	18VAC65-20-171	Every funeral establishment shall have a manager of record who is employed full time by and in charge of the establishment. The manager shall be fully accountable for the operation of the establishment. The MOR's duties include but are not limited to: • Maintenance of facility • Retention of reports and documents as prescribed by the board in 18VAC65-20-700 • Reporting to the board of any changes in information as required by 18VAC65-20-60
STANDARDS FOR EMBALMING				
C	NC	NA	LAW/REGULATION	EMBALMING REPORT & DOCUMENTATION OF EMBALMING
☐	☐	☐	18VAC65-20-510	Every funeral establishment shall record and maintain a separate, identifiable report for each embalming procedure conducted, which shall at a minimum include the following information: 1. The name of the deceased and the date of death; 2. The date and location of the embalming; 3. The name and signature of the embalmer and the Virginia license number of the embalmer; and 4. If the embalming was performed by a funeral service intern, the name and signature of the supervisor.
☐	☐	☐	§54.1-2811.1	A dead human body shall be maintained in refrigeration and shall not be embalmed in the absence of express permission by a next of kin of the deceased or a court order.
C	NC	NA	LAW/REGULATION	PREPARATION ROOM REQUIREMENTS
☐	☐	☐	18VAC65-20-540	Every funeral service establishment at which embalming of dead human bodies is performed shall have at least one room used exclusively for embalming or preparation of the body.
☐	☐	☐	18VAC65-20-540	All functions connected with embalming shall be performed within the preparation room.
☐	☐	☐	18VAC65-20-540	The following are required of the preparation room or rooms: 1. The walls shall extend floor to ceiling; 2. The floor and wall surfaces shall be of a material or covered by a material impervious to water; and 3. The material shall extend from wall to wall with all joints tight and sanitary.
☐	☐	☐	18VAC65-20-570	The preparation room or rooms shall be kept in a clean and sanitary condition at all times, subject to inspection.

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STANDARDS FOR EMBALMING			
C	NC	NA	LAW /REGULATION	CONDITIONS OF PREPARATION ROOM
☐	☐	☐	18VAC65-20-570	Inventories of embalming and preparation materials shall be stored in a container and in a manner that makes them impervious to water and protects them from contamination.
☐	☐	☐	18VAC65-20-570	Any items or supplies not directly used in an embalming procedure shall not be stored in the preparation room.
C	NC	NA	LAW / REGULATION	PREPARATION ROOM EQUIPMENT
				The preparation room or rooms shall be equipped with
☐	☐	☐	18VAC65-20-580	A ventilation system which operates and is appropriate to the size and function of the room
☐	☐	☐	18VAC65-20-580	Running hot and cold water
☐	☐	☐	18VAC65-20-580	Flush or slop sink connected with public sewer or with septic tank where no public sewer is available
☐	☐	☐	18VAC65-20-580	Metal, fiberglass or porcelain morgue table
☐	☐	☐	18VAC65-20-580	Covered waste container
☐	☐	☐	18VAC65-20-580	Instruments and apparatus for the embalming process
☐	☐	☐	18VAC65-20-580	A means or method for the sterilization of reusable instruments by chemical bath or soak; autoclave (steam); or ultraviolet light
☐	☐	☐	18VAC65-20-580	Disinfectants and antiseptic solutions
☐	☐	☐	18VAC65-20-580	Clean gowns or aprons, preferably impervious to water
☐	☐	☐	18VAC65-20-580	Rubber gloves for each embalmer or intern using the room
☐	☐	☐	18VAC65-20-580	An electric aspirator or hydroaspirator equipped with a vacuum breaker
☐	☐	☐	18VAC65-20-580	An eye wash station that is readily accessible
☐	☐	☐	18VAC65-20-580	A standard first aid kit which is immediately accessible, either in the preparation room or outside the door to the preparation room
C	NC	NA	LAW / EGULATION	DISPOSAL OF WASTE MATERIALS
☐	☐	☐	18VAC65-20-590	Disposal of all waste materials shall be in conformity with local, state, and federal law and regulations to avoid contagion and the possible spread of disease. Upon inspection, the establishment shall provide evidence of compliance, such as a copy of a contract with a medical waste disposal company.
RETENTION OF DOCUMENTS				
C	NC	NA	LAW /REGULATION	The following retention schedule shall apply to retention of embalming reports, price lists, and itemized statements
☐	☐	☐	18VAC65-20-700	Price lists shall be retained for three years after the date on which they are no longer effective
☐	☐	☐	18VAC65-20-700	Itemized statements shall be retained for three years from the date on which the arrangements were made
☐	☐	☐	18VAC65-20-700	Embalming reports shall be retained at the location of the embalming for three years after the date of the embalming
☐	☐	☐	18VAC65-20-700	Documents shall be maintained on the premises of the funeral establishment and made available for inspection.
C	NC	NA	LAW / REGULATION	HANDLING & STORAGE OF HUMAN REMAINS
☐	☐	☐	§54.1-2811.1	Upon taking custody of a dead human body, a funeral service establishment shall maintain such body in a manner that provides complete coverage of the body and that is resistant to leakage or spillage, except during embalming or preparation of an unembalmed body for final disposition; restoration and dressing of a body in preparation for final disposition; and viewing during any visitation and funeral service.
☐	☐	☐	§54.1-2811.1	If a dead human body is to be stored for more than 48 hours prior to disposition, a funeral services establishment having custody of such body shall ensure that the dead human body is maintained in refrigeration at no more than approximately 40 degrees Fahrenheit or embalmed. A dead human body shall be maintained in refrigeration and shall not be embalmed in the absence of express permission by a next of kin of the deceased or a court order. **NOTE: Guidance Document 65-11 Rev 4-13-10:** **The Board agreed to accept a 10% variance of the required temperature.**
☐	☐	☐	§54.1-2811.1	If a dead human body is to be stored for more than 10 days prior to disposition at a location other than a funeral service establishment, the funeral service establishment shall disclose to the contract buyer the location where the body is to be stored and the method of storage.
☐	☐	☐	§54.1-2811.1	Funeral services establishments, crematories, or transportation services shall not transport animal remains together with dead human bodies. Further, animal remains shall not be refrigerated in a unit where dead human bodies are being stored.

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C	NC	NA	LAW/REGULATION	STANDARDS FOR REGISTERED CREMATORIES OR FUNERAL ESTABLISHMENTS RELATED TO CREMATION
				Authorization to cremate
☐	☐	☐	18VAC65-20-436 (A)	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, 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.
☐	☐	☐	18VAC65-20-436 (A)	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.
☐	☐	☐	18VAC65-20-436 (A)	The identification attestation shall either be given on the cremation authorization form or on an identification form attached to the cremation authorization form.
☐	☐	☐	18VAC65-20-436 (A)	In the event visual identification is not feasible, a crematory may use other positive identification of the deceased as a prerequisite for cremation, pursuant to §54.1-2818.1.
C	NC	NA	LAW/REGULATION	Handling of Human Remains
☐	☐	☐	18VAC65-20-436 (C)	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.
☐	☐	☐	18VAC65-20-436 (C)	A cremation container shall substantially meet all the following standards: • Be composed of readily combustible materials suitable for cremation • Be able to be closed in order to provide complete covering for the human remains • Be resistant to leakage or spillage • Be rigid enough for handling with ease
☐	☐	☐	18VAC65-20-436 (C)	The identification of the decedent shall be physically attached to the remains and appropriate identification placed on the exterior of the cremation container.
				DISCLOSURES
C	NC	NA	LAW/REGULATION	18VAC65-20-630 Funeral providers shall make all required disclosures and provide accurate information from price lists pursuant to the rules of the Federal Trade Commission. Price lists shall comply with requirements of the FTC and shall contain the information included in Appendices I, II, and III of this chapter.
				GENERAL PRICE LIST
☐	☐	☐	APPENDIX I	Caption identifying the list as the General Price List.
☐	☐	☐	APPENDIX I	Name, address & telephone number of funeral establishment.
☐	☐	☐	APPENDIX I	Effective date of the pricelist.
C	NC	NA	LAW/REGULATION	SECTION I – GENERAL INFORMATION
☐	☐	☐	APPENDIX I	**Required Disclosure:** *"The goods and services shown below are those we can provide to our customers. You may choose only the items you desire. However, any funeral arrangements you select will include a charge for our basic services and overhead. If legal or other requirements mean you must buy any items you did not specifically ask for, we will explain the reason in writing on the statement we provide describing the funeral goods and services you selected."*
☐	☐	☐	§54.1-2806 (24)	"Certain funeral services may be provided off-premises by other funeral service providers."
C	NC	NA	LAW/REGULATION	SECTION II - PROFESSIONAL SERVICES OF FUNERAL DIRECTOR AND STAFF
☐	☐	☐	APPENDIX I	Basic Services of Funeral Director and Staff $ _____ *"This fee for our basic services and overhead will be added to the total cost of the funeral arrangements you select. (This fee is already included in our charges for direct cremations, immediate burials, and forwarding or receiving remains.)"* OR *Please note that a fee of $_____ for the use of our basic services and overhead is included in the price of our caskets. This same fee shall be added to the total cost of your funeral arrangements if you provide the casket."*
☐	☐	☐	APPENDIX I	Our services include: (*Note: List what charge for basic services includes)

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	LAW / REGULATION	SECTION III – FUNERAL HOME FACILITIES
☐ ☐ ☐	APPENDIX I	Price list includes charge and description for: 1. Facilities and staff for visitation and viewing 2. Facilities and staff for funeral ceremony 3. Facilities and staff for memorial service 4. Equipment and staff for graveside service
☐ ☐ ☐	APPENDIX I	(*Note: If you have additional charges such as facilities and staff for home/church viewing, or a charge for additional staff per person or through calculation of manhours, etc., add here as extra items. If you have a charge for interment, add here. Describe what charges include.)
C NC NA	LAW / REGULATION	SECTION IV - EMBALMING
☐ ☐ ☐	APPENDIX I	"Embalming is not required by law. Embalming may be necessary, however, if you select certain funeral arrangements such as a funeral with viewing. If you do not want embalming, you usually have the right to choose an arrangement that does not require you to pay for it, such as direct cremation or immediate burial.
☐ ☐ ☐	APPENDIX I	Embalming charge for normal and autopsy remains. (*Note: If the cost for embalming is the same for normal and autopsied remains, only one price may be listed)
C NC NA	LAW / REGULATION	SECTION V - OTHER PREPARATION OF THE DECEASED
☐ ☐ ☐	APPENDIX I	Description and price of other preparation if provided. (*Note: List below each preparation service that you offer and the price. If you do not charge for other preparation, remove this section.)
C NC NA	LAW / REGULATION	SECTION VI – IMMEDIATE BURIAL
☐ ☐ ☐	APPENDIX I	Price range for immediate burial and what is included in the charge. (*Note: A price range must be given for this service. Your prices should range from your immediate burial package with container provided by purchaser to your immediate burial package plus your most expensive casket.)
☐ ☐ ☐	APPENDIX I	Our charges include: (*Note: List under each category what the charge includes) • Immediate burial with container provided by purchaser • Immediate burial with lowest priced alternative container (*Note: If an alternative container is not offered, this line item may be omitted; if an alternative container is offered, include a brief description.)
C NC NA	LAW / REGULATION	SECTION VII – DIRECT CREMATION
☐ ☐ ☐	APPENDIX I	Price range for direct cremation and what is included in the charge. Note: A price range must be given for a direct cremation. Your prices should range from direct cremation with a container provided by the purchaser to the price for direct cremation plus the highest priced casket acceptable for cremation.
☐ ☐ ☐	APPENDIX I	*"State and local laws do not require a casket for direct cremation. If you want to arrange a direct cremation, you can use an alternative container. Alternative containers encase the body and can be made of materials like fiberboard or composition materials (with or without an outside covering). The containers we provide are [specify containers]."*
☐ ☐ ☐	APPENDIX I	Describe the services included for each category listed below. • Direct cremation with container provider by the purchaser. • Direct cremation with each alternative container specified in the disclosure (*A price and description for alternative container should be provided)
C NC NA	LAW / REGULATION	SECTION VIII - TRANSFER OF REMAINS TO FUNERAL ESTABLISHMENT
☐ ☐ ☐	APPENDIX I	Charge and description for transfer of remains to a funeral establishment. (*Note: This is added only when it is not included under professional services. You must explain what this charge includes if listed separately.)
C NC NA	LAW / REGULATION	SECTION IX - FORWARDING REMAINS TO ANOTHER FUNERAL ESTABLISHMENT
☐ ☐ ☐	APPENDIX I	Charge and description for forwarding remains to another funeral establishment.
C NC NA	LAW / REGULATION	SECTION X - RECEIVING REMAINS FROM ANOTHER FUNERAL ESTABLISHMENT
☐ ☐ ☐	APPENDIX I	Charge and description for receiving remains from another funeral establishment.

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C	NC	NA	LAW / REGULATION	SECTION XI - AUTOMOTIVE EQUIPMENT AND SERVICES
☐	☐	☐	APPENDIX I	Charge and description for automotive equipment and services (*Note: Specify a range of miles for local service. If a fee is charged beyond local miles, please specify the fee per mile. The cost of any vehicle that you must rent should be included on the itemized statement as a cash advance item.) • Use of hearse • Use of limousine • Other automotive equipment and services (*Note: You should provide a description and price for each automotive equipment and service listed.)
C	NC	NA	LAW / REGULATION	SECTION XII – FUNERAL MERCHANDISE
☐	☐	☐	APPENDIX I	Caskets: Price range and *"A complete price list will be provided at the funeral establishment."*
☐	☐	☐	APPENDIX I	Outer Burial Container: Price range and *"A complete price list will be provided at the funeral establishment."* ~~*"State or local law does not require you to buy a container to surround the casket in the grave. However, many cemeteries require that you have such a container so that the grave will not sink in. Either a grave liner or a burial vault will satisfy these requirements."*~~
☐	☐	☐	APPENDIX I	Other Funeral Merchandise: (*Note: List all other merchandise that you offer including acknowledgment cards, register book, memorial folders, etc. and include the price.)
C	NC	NA	LAW / REGULATION	CASKET PRICE LIST OUTER BURIAL CONTAINER PRICE LIST (If not included in the general Price List)
☐	☐	☐	APPENDIX II	Effective date of Casket Price List
☐	☐	☐	APPENDIX II	Effective date of Outer Burial Container Price List
☐	☐	☐	APPENDIX II	Name, address & telephone number of funeral establishment.
☐	☐	☐	APPENDIX II	Caption identifying price list as casket or Outer Burial Container Price list.
☐	☐	☐	APPENDIX II	Price Lists include manufacturer, price of casket, and sufficient information to describe the casket, alternative container, or outer burial container.
☐	☐	☐	APPENDIX II	Outer Burial Price Container List includes the statement : *State or local law does not require you to buy a container to surround the casket in the grave. However, many cemeteries require that you have such a container so that the grave will not sink in. Either a grave liner or a burial vault will satisfy these requirements."* NOTE: If the funeral home services a locality that has an ordinance requiring an outer burial container in its cemeteries, this disclosure should start with the phrase, *"In most areas of the country,"*.
C	NC	NA	LAW / REGULATION	ITEMIZED STATEMENT OF FUNERAL GOODS AND SERVICES
☐	☐	☐	APPENDIX III	Itemized Statement is provided to the party contracting for funeral arrangements.
☐	☐	☐	APPENDIX III	Name, address & telephone number of funeral establishment.
☐	☐	☐	APPENDIX III	Itemized Statement is signed by Licensed Funeral Director or Funeral Service Provider and party contracting for funeral arrangements.
☐	☐	☐	APPENDIX III	*"If you selected a funeral that may require embalming, such as a funeral with viewing, you may have to pay for embalming. You do not have to pay for embalming that you did not approve if you selected arrangements such as direct cremation or immediate burial. If we charged for embalming, we will explain why below."*
☐	☐	☐	APPENDIX III	*"We charge you for our services in obtaining:"* (List each cash advance item. If you do not charge for your services and do not receive a commission or rebate from the third party, you do not have to use this disclosure.)
☐	☐	☐	APPENDIX III	*"Charges are for those items that you selected or that are required. If we are required by law or by a cemetery or crematory to use any items, we will explain the reason in writing below:"*
☐	☐	☐	APPENDIX III	*"The only warranty on the casket or outer burial container, or both, sold in connection with this service is the express written warranty if any, granted by the manufacturer. This Funeral Home makes no warranty, express or implied, with respect to the casket or outer burial container."*
C	NC	NA	LAW / REGULATION	PRENEED RECORDS - GENERAL
☐	☐	☐	18VAC65-30-60	Preneed contracts and reporting documents shall be retained on the premises of the establishment for one year after the death of the contract beneficiary
☐	☐	☐	18VAC65-30-60	All preneed records shall be available for inspection by the Department of Health Professions.
☐	☐	☐	18VAC65-30-70	A contract provider shall keep a chronological or alphabetical listing of all preneed contracts. The listing shall include the following: 1. Name of contract buyer; 2. Name of contract beneficiary; 3. Date of contract; 4. How contract was funded; 5. Whether up to 10% of funds are retained by the contract provider for contracts funded through trust; and

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		6. Whether funeral goods and supplies are stored for the contract buyer.

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	LAW / REGULATION	PRENEED CONTRACTS
☐ ☐ ☐	18VAC65-30-80	In addition to requirements of §54.1-2820 of the Code of Virginia, the contract shall contain the following: 1. The date of the contract; 2 Whether or not the price of the supplies and services purchased is guaranteed; 3. The appointee agreement when applicable; and 4. Signatures of the contract seller and the contract buyer.
☐ ☐ ☐	§54.1-2820	It shall be unlawful for any person residing or doing business within this Commonwealth, to make, either directly or indirectly by any means, a preneed funeral contract unless the contract: 1. Is made on forms prescribed by the Board and is written in clear, understandable language and printed in easy-to-read type, size and style. 2. Identifies the seller, seller's license number and contract buyer and the person for whom the contract is purchased if other than the contract buyer 3. Contains a complete description of the supplies or services purchased 4. Clearly discloses whether the price of the supplies and services purchased is guaranteed; 5. States if funds are required to be trusted pursuant to § 54.1-2822, the amount to be trusted, the name of the trustee, the disposition of the interest, the fees, expenses and taxes which may be deducted from the interest and a statement of the buyer's responsibility for taxes owed on the interest; 6. Contains the name, address and telephone number of the Board and lists the Board as the regulatory agency which handles consumer complaints; 7. Provides that any person who makes payment under the contract may terminate the agreement at any time prior to the furnishing of the services or supplies contracted for except as provided pursuant to subsection B of §54.1-2820; if the purchaser terminates the contract within 30 days of execution, the purchaser shall be refunded all consideration paid or delivered, together with any interest or income accrued thereon: if the purchaser terminates the contract after 30 days, the purchaser shall be refunded any amounts required to be deposited under 54.1-2822, together with any interest or income accrued thereon. 8. Provides that if the particular supplies and services specified in the contract are unavailable at the time of delivery, the seller shall be required to furnish supplies and services similar in style and at least equal in quality of material and workmanship and the representative of the deceased shall have the right to choose the supplies or services to be substituted 9. Discloses any penalties or restrictions, including but not limited to geographic restrictions or the inability of the provider to perform, on the delivery of merchandise, services or prearrangement guarantee
C NC NA	LAW / REGULATION	PRENEED CONTRACTS
☐ ☐ ☐	18VAC65-30-200	**Supplies & Services:** If the contract seller will not be responsible for furnishing the supplies and services to the contract buyer, the contract seller shall attach to the preneed funeral contract a copy of the contract seller's agreement with the contract provider
☐ ☐ ☐	§54.1-2820 18VAC65-30-230	Complies with all disclosure requirements imposed by the Board. (Question and answer format required.)
☐ ☐ ☐	18VAC65-30-120	**Escrow account:** Within five banking days after the day of receipt of any money from the contract buyer and until the time the money is invested in a trust, life insurance, or annuity policy, the contract seller or the contract provider shall deposit the money into an escrow account in a bank or savings institution approved to do business in the Commonwealth.
☐ ☐ ☐	18VAC65-30-130	**Real Estate** 1. The preneed contract shall be recorded as an attachment to the deed whereby the real estate is conveyed; and 2. The deed shall be recorded in the clerk's office in the circuit court of the city or county in which the real estate being conveyed is located.
☐ ☐ ☐	18VAC65-30-140	**Personal Property** 1. Personal property shall be transferred by: a. Actual delivery of the personal property; or b. Transfer of the title to the personal property. 2. Within 30 days of receiving the personal property or the title to the personal property, the licensee or person delivering the property shall: a. Execute a written declaration of trust setting forth the terms, conditions, and considerations upon which the personal property is delivered; and b. Record the trust agreement in the clerk's office of the circuit court of the locality in which the person delivering the property is living; or c. Record the preneed contract in the clerk's office of the circuit court of the locality in which the person delivering the property or trust agreement is living provided that the preneed contract sets forth the terms, conditions, and considerations of the trust.
☐ ☐ ☐	§54.1-2820 18VAC65-30-170	States if funds are required to be trusted pursuant to § 54.1-2822, the amount to be trusted, the name of the trustee, the disposition of the interest, the fees, expenses and taxes which may be deducted from the interest and a statement of the buyer's responsibility for taxes owed on the interest If funds are to be **trusted**, the following information shall be disclosed in writing to the contract buyer: 1. The amount to be trusted; 2. The name of the trustee; 3. The disposition of the interest; 4. The fees, expenses, and taxes which may be deducted from the interest; 5. Whether up to 10% is retained by the contract provider; and

		6. A statement of the contract buyer's responsibility for taxes owed on the interest.
☐ ☐ ☐	18VAC65-30-180	If a **life insurance or annuity policy** is used to fund the preneed funeral contract, the contract shall contain the following information: 1. Name of the contract provider; 2. Name and funeral license number of contract seller; 3. Place of employment of contract seller; 4. Name of insurance agent and agent's insurance license number; 5. Insurance agent's employer and insurance company represented by insurance agent; and 6. Identification as to whether the insurance agent is a funeral service licensee and, if so, the funeral service license number.

Comments

☐ **Deficiencies Identified**

Signature of Inspector

Signature & Title of Applicant

This facility has been inspected by an inspector of the Department of Health Professions. The results of the inspection have been noted. I acknowledge that the noted conditions have been deemed by the inspector as not being in compliance and have been explained to me.