

DEPARTMENT OF CONSUMER AFFAIRS
CEMETERY AND FUNERAL BUREAU



CEMETERY & FUNERAL
B U R E A U

**MEMBER ORIENTATION AND
REFERENCE MANUAL**

FOR THE

ADVISORY COMMITTEE

Governor Edmund G. Brown Jr.
State of California

Anna Caballero, Secretary
Business, Consumer Services, and Housing Agency

Awet Kidane, Director
Department of Consumer Affairs

Lisa M. Moore, Chief
Cemetery and Funeral Bureau

August 2015

DEPARTMENT OF CONSUMER AFFAIRS

MISSION

To protect consumers through effective enforcement activities and oversight of California's licensed professionals.

VISION

To be the premier consumer protection agency.

VALUES

- **Accountability** – We operate transparently and encourage public participation in our decision-making when appropriate.
- **Consumer Protection** – We make effective and informed decisions to protect the health and safety of Californians.
- **Customer Service** – We acknowledge our stakeholders as customers, listen to them, and take their needs into account.
- **Innovation** – We value creative problem-solving, responsible risk-taking, and enthusiastic pursuit of new ideas.
- **Integrity** – We are committed to honesty, ethical conduct, and responsibility.
- **Diversity** – We foster a welcoming environment of openness and appreciation for all.
- **Employees** – We recognize and value employee contributions and talent, and foster leadership development and professional growth of our workforce.
- **Leadership** – We set the standard for leadership in government by holding ourselves accountable to our employees and stakeholders.

CEMETERY AND FUNERAL BUREAU

MISSION

The Cemetery and Funeral Bureau advocates consumer protection and licensee compliance through proactive education and consistent interpretation and application of the laws governing the death care industry.

VISION

Empowering California consumers to make informed end-of-life decisions in a fair and ethical marketplace.

VALUES

- **Accountability** - We accept personal responsibility for our actions, exemplifying high ethical standards, and always strive to improve our effectiveness.
- **Collaboration** - We value partnerships. We foster the public's trust through open communication and work in a cooperative, respectful, and courteous manner.
- **Fairness** - We treat people equally and make decisions without favoritism or prejudice.
- **Trust** - We communicate with credibility and truthfulness. Our communications are open and authentic with all stakeholders.
- **Compassion** – We employ empathy, integrity, respect, and understanding when serving consumers.

CEMETERY AND FUNERAL BUREAU ADVISORY COMMITTEE INFORMATION

GENERAL OVERVIEW

The Advisory Committee (Committee) is comprised of four (4) industry members and three (3) public members that encompass the following Cemetery and Funeral Bureau (Bureau) regulated activities: funeral directors, embalmers, apprentice embalmers, private cemeteries, cemetery managers, cemetery brokers, cemetery salespersons, crematories, crematory managers, and cremated remains disposers.

PURPOSE

The Committee is an informal group comprised of voluntary members who provide insight, information, and perspective to the Bureau on issues relating to regulation of funeral establishments, funeral directors, embalmers, apprentice embalmers, private cemeteries, cemetery managers, cemetery brokers, cemetery salespersons, crematories, crematory managers, and cremated remains disposers in California. This committee may make recommendations to the Bureau for consideration.

DEFINITIONS

Industry Member means an individual who holds a current license, certificate, or registration from the Bureau or is a member of an association relating to a Bureau-regulated industry.

Public Member means an individual with a background in consumer protection, hospice, coroner employee, consumer advocacy group, or experience/involvement in a similar field.

DUTIES

The Committee's input is in an advisory capacity only. The Committee is expected to provide important professional and technical assistance to the Bureau on issues related to the regulation of licensed funeral establishments, cemeteries, and crematories in California. Specifically, the Committee, as directed by the Bureau, may be asked to provide input on the following functions:

- ❖ Perspectives on issues affecting consumers utilizing cemetery and funeral merchandise and services and the industries providing those goods and services;
- ❖ Outreach to the public/consumers, licensees, certificate holders, registrants, and the industry on cemetery- and funeral-related issues; and
- ❖ Viewpoints on the legislative, regulatory, and policy efforts impacting the cemetery and funeral industries.

TERM OF APPOINTMENTS

The term of appointment for an Advisory Committee Member will be two years. However, the Bureau Chief (Chief) may elect to re-appoint a member or members to consecutive terms, not to exceed four years total.

REMOVAL OF MEMBERS

All members of the Bureau's Advisory Committee serve at the pleasure of the Chief. The Chief may remove any member from the Committee at any time for disruptive or unprofessional behavior counterproductive to the orderly conduct of the business of the Committee.

Consistent attendance by members is vital to the success of the Committee's efforts. Members who miss two consecutive meetings without a reasonable excuse may be removed from the Committee at the discretion of the Chief.

COMPENSATION FOR MEMBERS

The Advisory Committee is not established in statute; rather, it is a committee comprised of volunteers appointed by the Chief of the Cemetery and Funeral Bureau. As such, the Bureau does not have the authority to provide members reimbursement for any costs incurred in order to serve on the Committee. Committee members are not entitled to and will not receive a salary and/or any form of compensation for attending meetings. Members are responsible for all costs incurred to attend and participate in the committee meetings.

MEETINGS

The Chief or his/her designee shall preside over all committee meetings and oversee all of the business of the Committee. Meetings are typically held two times per year in Sacramento.

Advisory Committee meetings will be conducted in compliance with the Bagley-Keene Open Meeting Act. A notice and agenda of each meeting shall be posted on the Bureau's website at least 10 days prior to the date of the meeting and shall include the time and place of the meeting, an agenda of issues to be discussed, and applicable meeting materials. Meetings are open to the public and all attendees shall be afforded an opportunity to comment on the meeting's agenda items, as well as items not on the agenda. Meetings will be audio recorded and, as scheduling permits, transmitted publically via webcast. Minutes will be recorded and posted on the Bureau's website.

Meetings will be held in facilities that are accessible to persons with disabilities in accordance with the *Americans with Disabilities Act*.

Advisory Committee Member Expectation Guidelines

Committee members should be familiar with these guidelines and are expected to conduct themselves accordingly.

1. Arrive at least 15 minutes before the meeting's scheduled start time to allow time to take care of any possible pending issues.
2. Speak audibly and clearly during the meeting to enable everyone in the room to hear and understand you.
3. Please respect the Bureau Chief's or his/her designee's right to control the process of the meeting.
4. Please refrain from peripheral discussions during the meeting (i.e. sidebar discussions).
5. Be fair, impartial, and respectful of the public, Bureau staff, and other committee members including ensuring all committee members have an opportunity to participate in committee discussions.
6. Be respectful of differences in points of view whether from each other, the public, or Bureau staff.
7. Attendance of committee meetings must be in person; this committee will not conduct meetings by teleconference.
8. Do not use cell phones (including texting), laptops, iPads, or any other electronic device for personal use during a committee meeting as that could give the impression that you are not providing full attention to the meeting's proceedings.