

# THE TOLLING BELL

SUMMER 2008

## Welcome!

On July 1, 2008, the Cemetery and Funeral Bureau welcomed our new Bureau Chief, Richard L. Wallinder Jr. Known as “Rick” around the office, our newest Bureau member comes to us with almost 28 years of State service under his belt. He spent 20 years honing his extensive skills in a variety of positions in Enforcement, Licensing, Legislation and Administration with the Medical Board of California. During this same time period, Mr. Wallinder also earned a Masters Degree in Public Policy and Administration from California State University, Sacramento. From 2000 to 2006, he served as the Executive Officer of the Physician Assistant Committee before becoming the Executive Officer of the Dental Board of California in November 2006. Please join us in extending a warm welcome to our new Bureau Chief as he enters a new phase of his career with the Department of Consumer Affairs.

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## Grave Oversight

### Why planning for the future should include planning your funeral

Death and taxes—rich or poor, they find us all. April 15th is a date that strikes fear in every heart, and the frantic months and days leading up to it are filled with discussions over withholding or deductible donations and trying to fit in an appointment with your tax preparation expert or buying the latest edition of Turbo Tax. Then, you hold your breath as you discover whether you'll get money back or owe Uncle Sam. If you get money back, what will you do with it? A family vacation to Disneyland? Put a downpayment on a new car? Put it in an IRA and save for your retirement? How about pre-planning your funeral?

That last suggestion is one most Americans won't consider. Like taxes, death comes to us all, but we typically don't discuss it in advance, almost as if we are afraid that acknowledging the end will bring it to our door that much faster. And yet it's an inescapable fact of life, and one that most people have a definite opinion about. The traditional funeral with somber organ music is becoming a thing of the past. More and more Baby Boomers are passing on, and a generation that expressed their individuality in life wants a unique presence in death.

In California, cremation has become an increasingly popular option over full body burial. Generally less expensive than the traditional funeral service that includes embalming, a casket, a viewing, and a funeral service followed by burial in a cemetery, cremation has become big business in the last decade. However, some faiths or personal convictions do not agree with the practice of cremation. Unfortunately, many family members do not discuss their final wishes, and their next of kin are forced to make all of the decisions after death has occurred, often making choices that the deceased wouldn't have agreed with.

One way to insure that your explicit wishes are followed is to go to a funeral establishment of your choosing and make a pre-planned (pre-need) arrangement. Select two or three funeral establishments in your community based upon the recommendations of friends or a review of the telephone book; then call the Cemetery and Funeral Bureau at (916) 574-7870 to ensure that they are properly licensed and to verify their disciplinary history. After verifying their legitimacy, call the funeral establishment(s) and request a General Price List and a Casket Price List. These documents will give you the tools to make informed choices about your funeral arrangements. Review the *Consumer Guide to Funeral and Cemetery Purchases* on the Bureau's Web site, [www.cfb.ca.gov](http://www.cfb.ca.gov) to find the answer to any questions you might have on the different options available in terms of prepayment; there is also an excellent glossary of terms to help consumers navigate the "industry speak." It is especially important to make your own pre-need arrangements if you do not have living family members or an agent under a Durable Power of Attorney for Health Care to share the burden upon your passing. Otherwise, the grim task may be given to a stranger in the Public Administrator or Coroner's office (Health & Safety Code Section 7100).

Another benefit to planning your own funeral in advance is that you can have exactly what you want, the way you want it, and as long as it is completely paid for, no one can change your arrangements (Health & Safety Code Section 7100.1). If you want to spend \$25,000 on the gold-plated casket and \$250,000 on the cemetery plot with an ocean view, you can do it, even if your nephew thinks you are crazy to do so. Similarly, if you want a direct cremation (with no service)

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## Grave Oversight *continued from previous page*

in a minimum alternative container (typically composed of cardboard) and an unwitnessed scattering at sea, you can have that as well. Most people want something in the middle, but whether you want a grandiose funeral or a quiet one, it's ultimately your decision—or it should be.

These days, a common practice is to split the difference between a traditional funeral and a direct cremation. We've become a transient nation, and the idea of generations of a family being laid to rest in one cemetery no longer holds true in many cases. Instead, many opt for a viewing or memorial service with either an open or closed casket and then proceed with cremation. Funeral establishments have capitalized on this trend by offering "rental caskets," which are used only for the viewing. The deceased is then cremated in the container that lined the rental casket. This is less expensive than purchasing a wood casket that will be burned, but still very dignified for those who want a more traditional service. The cremated remains may then be scattered or retained by a family member or friend.

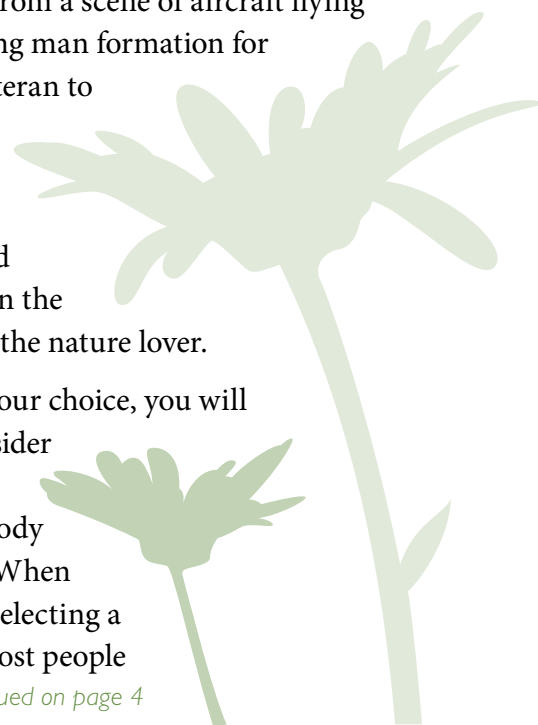
If you do choose cremation, you should ask yourself several important questions: (1) Do you want your cremated remains interred or scattered in a cemetery? (2) Do you want them scattered at sea? (Health & Safety Code Section 7117) (3) Do you want them scattered in a favorite location, such as Yosemite National Park ([www.nps.gov](http://www.nps.gov))? If so, you'll need written permission from the landowner (Health & Safety Code Section 7116) (4) If you have a spouse, parent, or child who predeceased you, do you want your cremated remains interred or scattered with theirs? (5) If your spouse survives you, would you prefer that your cremated remains be placed in an urn and kept by him/her until such a time as your remains can be disposed of together? If the last option is your choice, there are many styles of urns to

choose from. An urn for cremated remains can be made of expensive blown glass, hand-cast bronze, or sturdy oak, depending on your personal style. And you don't have to purchase your urn through the funeral establishment—a beautiful vessel can be purchased for under \$50 from a department store. One of the most unique options, however, is to have your cremated remains crafted into a lab-created diamond. Although not an inexpensive option, it certainly is original, and you can review the process and see the results on the Web site [www.lifegem.com](http://www.lifegem.com).

If you are not the traditional type, but still prefer burial to cremation, never fear: many options abound to make a statement about your life experiences. Like to garden? Proud of your military service? Enjoy nature? If so, there is a casket design out there just for you. From casket corners that include praying hands for the devout to embroidered interiors featuring roses for the gardener, the funeral industry is responding to consumer requests for a more personal touch. A search of the Internet revealed metal casket offerings for burial with exteriors featuring everything from a scene of aircraft flying in the missing man formation for the Navy veteran to a serene mountain lake with snow-capped mountains in the distance for the nature lover.

If burial is your choice, you will need to consider where you want your body laid to rest. When it comes to selecting a cemetery, most people

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## Grave Oversight *continued from page 3*

use the one the majority of their family members are buried in, or perhaps a veteran's cemetery if they served in the armed forces. Be aware that in California, not all cemeteries are required to be licensed and regulated by the Cemetery and Funeral Bureau (Business and Professions Code Section 9609). For those cemeteries that are licensed by the Bureau, you can verify licensure status and disciplinary history just like you can for a funeral establishment, and it is always a good idea as a consumer to arm yourself with as much information as possible before signing a purchase contract.

The most important thing to remember in pre-planning your funeral is that it is your final statement to your family, friends, co-workers and the world in general. Shouldn't you have a say on whether you want sprays of lilacs gracing your casket while someone sings *Ave Maria*? What if

you've been allergic to flowers your whole life, and would prefer mourners donate the money they would otherwise spend on lilacs to your favorite charity? Or maybe you want a no frills cremation followed by a party where your family and friends dine on your favorite foods and drink toasts in your memory while they listen to *Abbey Road* by the Beatles? Even if you can't envision sitting down with a counselor at a funeral establishment to make final arrangements for yourself, make your wishes known to friends and family members. It doesn't offer the same protection as making them for yourself and prepaying for them, but it at least ensures that your wishes will be taken into consideration when the time comes. Surely, if you can face the IRS once a year, you can spare your family the pain and anguish of indecision when it comes to the question of burial versus cremation. It doesn't hurt nearly as much as an audit.

## Who We Are and What We Do

### The Bureau Staff

Just in case you, our readers, were curious about who works for the Bureau and in what capacity, below is a list of Bureau staff members, grouped by job type:

#### Administration

Richard L. Wallinder, Jr., Bureau Chief  
Lisa M. Moore, Deputy Bureau Chief  
Lucy Hopkins

#### Licensing

Cathey Litral  
Mary Hintemeyer

#### Enforcement

Ellis Kjer  
Paulette McDonald

#### Enforcement (continued)

Sandra Patterson  
Joy Korstjens

#### Audits

Philip Harris  
Tanya Morning  
Judy Zhang  
Kyungsun Gardiner  
John Paul\*

#### Field Representatives

Jeffrey Brown  
Steven Caulk  
John Gettys  
Lawrence Low  
Theodis Mims  
Steven Allen  
Richard Fisher  
Daniel Redmond  
Glenn Miller  
Ronald DeMaderios\*

\* indicates Retired Annuitant

### Announcements

June 30, 2008 was the last day for Lead Licensing Analyst Kim Duran. In addition to her Licensing duties, Kim was our Legislative Analyst and general 'Go-to' gal. Not only did she have a handy tool kit, she had a can do attitude to go with her insatiable love for Diet Pepsi. We're going to miss you, Kim, but wish you well in your new position with the Bureau of Barbering and Cosmetology.

## Meet and Greet

Each issue of our newsletter will feature a Question and Answer section with a Bureau staff member and a member of the Bureau's Advisory Committee. We want our readers to get to know the people behind

the titles and break the ice a little. In this issue, Lisa Moore from the Bureau and Merrill Mefford from the Advisory Committee have graciously consented to answer our questions.

### Q&A with Lisa Moore

**Q** Who are you and what is your job title?

**A** I am a mother, wife, daughter, sister, and a working woman. My job title is Deputy Chief of the Cemetery and Funeral Bureau.

**Q** What does that really mean day-to-day?

**A** I manage the Bureau's inspection, enforcement, and licensing activities and supervise fifteen staff, so every day is different. There's everything from attendance reporting to examination issues to ride-alongs with field staff.

**Q** What is your favorite part of your job?

**A** Knowing that I helped somebody in some way, be it a grieving family or a frustrated licensee. It's very satisfying at the end of the day when you feel like you've made a difference, no matter how small.

**Q** What is the worst thing about your job?

**A** When I'm out with our field staff and I see a child or a very young person whose life was taken away, for whatever reason, much too soon.

**Q** What's the worst job you've ever had?

**A** I worked at a large car dealership when I was in college. It was typical office duties, but let's say I had some difficulty mastering their multi-line switchboard. I don't know how many people I inadvertently disconnected, but at the holiday party when they handed out their "joke" gifts, I got the plastic toy phone!

**Q** What would surprise people the most about you?

**A** That I won't eat anything that has mushrooms or walnuts in it ... ever!

### Q&A with Merrill Mefford

**Q** Who are you in 20 words or less?

**A** I am a husband, father, grandfather and very much involved in the training of others in Funeral and Cemetery law.

**Q** How did you come to be affiliated with the death care industry?

**A** I was returning home to Los Angeles from Colorado after spending a year at Colorado State University when I heard on the radio that a former high school classmate had been murdered by her estranged boyfriend. At her funeral I was surprised at her appearance and, not knowing anything about the funeral professions, thought I could have made her more presentable. My parents had friends in the business and introduced me to them. I placed my name on a referral sheet at the California College of Mortuary Science and a few weeks later went to work in the San Fernando Valley.

**Q** What is your favorite childhood memory?

**A** Christmas-time with my family; my parents, my grandparents, my aunt and uncle, my cousin and my sister. My grandparents, aunt, uncle and cousin would travel to California from Nebraska every year for this big family gathering.

**Q** What is your Number One pet peeve?

**A** It's a tie. My wife and I enjoy, for the most part, watching home shows (HGTV, DIY) etc. It irritates me that half of the program seems to be the "experts" trying to entertain rather than educating. What a waste of time. The other? People that leave shopping carts in a parking space rather than returning them to the proper collection area. Very discourteous.

**Q** What would surprise people the most about you?

**A** That I have been employed by the same company for over 47 years.

## Consumer's Corner

Many consumers read the Bureau's *Consumer Guide to Funeral and Cemetery Purchases* and call us with follow-up questions unique to their situation. Quite a few of those inquiries center on how to pay for a loved one's funeral, especially if the death was unexpected. At the end of the discussion, our callers almost always ask how to prevent the same situation from happening to their spouse/children/grandchildren. Below are a few typical questions, with what we believe are helpful answers.

**Q** Many times, death care expenses come when we can least afford them. What are some of the ways we can handle the costs involved, especially if there is no money readily available?

**A** One issue that must always be addressed when a death occurs is how you or your family are going to pay for the type of final arrangements you have chosen for yourself or someone else. Whether you have chosen burial, cremation, or a donation to scientific research, there will be death care expenses to be paid unless indigent status has been determined by the County Coroner, in which case the County pays for disposition. However, most people are faced with paying for the final arrangements themselves. Two possible methods of payment are life insurance or funeral insurance.

**Q** I have an Old Line Life Insurance policy that I have had for many years. Can I use that as payment?

**A** Many funeral establishments will accept a general or standard life insurance policy as payment toward final expenses. Before they do, many will require that the policy face amount and beneficiary be verified, and that they are able to take an assignment on the policy proceeds for the portion they are owed.

The establishment may charge you a fee or percentage of the policy value for this service, and they may not be willing to pay outside charges, commonly known as cash advances, and then add them to the policy assignment. If you choose this method of payment, make sure you obtain copies

of all the documents involved and understand the terms of the agreement before you proceed.

**Q** I've never heard of funeral insurance. Can you tell me more?

**A** Many funeral establishments offer funeral insurance that is designed specifically to provide funds for final arrangements. These policies tend to be smaller than regular life insurance policies and are usually designed around the cost of the services you have selected rather than a large stated amount.

Many policies will cover all or most of the costs involved. Often, you can select the type of services you wish: the casket you may want; cemetery property; cremation or whatever your needs may be. Many times, the funeral establishment itself will become the beneficiary of your funeral insurance policy, so you can be assured your wishes are carried out and the funds are there to cover the costs. If you choose this method, make sure you know exactly which items are covered and which items are not (and would have to be paid at the time of death). Be sure to ask if any or all of the prices are guaranteed, and who will receive any excess funds after the services have been provided.

As with most insurance, funeral insurance is something that you need to buy in advance, in anticipation of a future event. If this is your chosen method of paying final expenses, you'll need to take care of it before it's needed.

Regardless of the method you decide to use to pay final expenses, either before or after a death has occurred, you need to make informed choices. Shop around and compare prices; confirm the active license status of the funeral establishments you are considering with the Department of Consumer Affairs Cemetery and Funeral Bureau and ask about the disciplinary history. And most importantly, review the Bureau's *Consumer Guide to Funeral and Cemetery Purchases*.

## Historical Cemeteries

By and large, the Cemetery and Funeral Bureau does not regulate historic or pioneer cemeteries. The Cemetery Act, which gives us our jurisdictional authority, specifically excludes:

(c) *Any private or fraternal burial park not exceeding 10 acres in area, established prior to September 19, 1939 (excerpted from Business and Professions Code Section 9609).*

However, we do get calls about poorly kept historical cemeteries, and it saddens many of us to be unable to help the families that call us. While we can refer them to their city or county to discover who holds title to the land, it is still disheartening to hear their stories. That being the case, it is a refreshing change to be able to share some exciting success stories on pioneer cemeteries that have been revived in recent years.

Matthew Kilgore Cemetery in Rancho Cordova is one such success story. For years, the Bureau received phone calls from concerned families and members of the public ashamed by the state of the old pioneer cemetery. Trash, overgrown brush, and dead trees were just a few of the problems. Established in 1874, it had seen many years of neglect prior to its acquisition by the City of Rancho Cordova in 2005. Since being designated a Historic Cemetery by Sacramento County, Matthew Kilgore Cemetery has seen the brush cleared by the Boy Scouts, its headstones digitally recorded, been scanned by archaeologists, had the road paved, and added a parking lot and a fence. You can visit [www.cityofranchocordova.org](http://www.cityofranchocordova.org) to see then-versus-now pictures of the Matthew Kilgore Cemetery.

Another cemetery that has been reinvented in recent years is the Evergreen Memorial Historic Cemetery in Riverside. With a motto of “Re-Green Evergreen,” the Restoration Committee is well on its way to meeting its goal. They’ve

replaced missing curbs, rehabilitated surrounding streets, and constructed a storm drain, along with installing a new fence and street lights. Although the city has been involved in the restoration, community groups and businesses such as Acrey Fence, have been instrumental in the process. The Restoration Committee even has an annual golf classic to help raise funds for the beautification of the cemetery. As of March 2008, they had raised \$840,000 for their endowment, and are hoping to raise an additional \$1.3 million. If you would like more information on the project, or would like to contribute to the campaign to restore the Evergreen Memorial Historic Cemetery in Riverside, call (951) 955-3010.

Hopefully, these are just two of what will be many success stories of historic cemeteries finding new life in the 21st Century. As George Santayana wrote, “those who cannot remember the past are condemned to repeat it.”

### Newsletter Named!

A big “thank you” to everyone who suggested possible names for our Cemetery and Funeral Bureau newsletter. We had many witty (and several irreverent) suggestions. After careful consideration, Bureau staff decided upon *The Tolling Bell* in reference to *Meditation XVII* by poet John Donne. As Donne states so eloquently in his poem:

*And when she buries a man, that action concerns me; all mankind is of one author, and is one volume; when one man dies, one chapter is not torn out of the book, but translated into a better language ...*

This title was suggested by an anonymous e-mail, so while we cannot give recognition to the individual who submitted the suggestion, we would like to extend our appreciation for your thoughtful participation.

## The Conference

The International Conference of Funeral Service Examining Boards, Inc., better known as “The Conference,” had its beginning in 1903, when a group of state licensing boards met in Denver to discuss their common problems in transporting bodies across state lines. In 1904, delegates convened for the second meeting of this organization in St. Louis, formally organized, and adopted the name “The Joint Conference of Embalmers’ Examining Boards and State Boards of Health.”

The organization began to consider the question of accrediting schools of Mortuary Science and Education in 1928, and a system of grading schools was established. By 1930, The Conference had established the first National Board Examination, which was sent directly to State Boards for administration and grading. In 1932, an Examination Committee was established to grade the exams and report the results back to the respective state boards.

By 1934, 27 states had adopted rules and regulations requiring applicants to be graduates of Conference-approved schools. In 1940, the organization’s name was changed to “The Conference of Funeral Service Examining Boards of the United States, Inc.” and in 1997, “International” was added to the name to reflect the Canadian membership.

The Conference is a not-for-profit voluntary association providing examination services and regulatory support to funeral service licensing boards, educators, legislators, and other regulatory agencies in various jurisdictions. The 9-member Board of Directors is a policy-making body that administers the national licensing examination for embalmers and establishes policy, criteria and content for the examination.

The Cemetery and Funeral Bureau’s Deputy Chief, Lisa Moore, was elected to the Board of Directors in 2003, and represents District 9, which includes California, Arizona, Colorado, Hawaii, Nevada and Utah. Last year, Ms. Moore served as the Secretary-Treasurer of the Board and in February, at the 104th Annual Convention in San Antonio, TX, she was elected to serve as the Vice President.

Currently, California is the only state that does not accept The Conference’s national examination for embalmers as a means to licensure. However, that will be changing! After an extensive psychometric audit of The Conference’s (sciences section) of the national examination, it was determined that the examination development and administration procedures were sufficiently consistent with testing standards, and the requirements of Business and Professions Code Section 139, to be accepted as a valid measure of competencies for entry-level embalmer practice. The Bureau will be drafting language to amend current law and developing an examination on California’s laws and regulations. Look for an update in the next issue!



Cemetery and Funeral Bureau Deputy Chief Lisa Moore (front row, center) poses with the Board Members of the International Conference of Funeral Service Examining Boards, Inc.



## Consumer Guide Distribution

California law requires that funeral establishments and cemeteries provide consumers with the Bureau's *Consumer Guide to Funeral and Cemetery Purchases*. Our Bureau offers the guide in both English and Spanish.

### *Business and Professions Code Section*

#### **9663 (Cemetery) states in part:**

(a) *The bureau shall make available to funeral establishments and cemetery authorities a copy of a consumer guide for funeral and cemetery purchases for purposes of reproduction and distribution. The funeral and cemetery guide that is approved by the bureau, in consultation with the funeral and cemetery industries and any other interested parties, shall be made available in printed form and electronically through the Internet.*

### *Business and Professions Code Section*

#### **7685.5 (Funeral) states in part:**

(a) *The bureau shall make available to funeral establishments and cemetery authorities a copy of a consumer guide for funeral and cemetery*

*purchases for purposes of reproduction and distribution. The funeral and cemetery guide that is approved by the bureau, in consultation with the funeral and cemetery industries and any other interested parties, shall be made available in printed form and electronically through the Internet.*

The Bureau will provide your business/organization with one printed copy of both the English and Spanish versions of the *Consumer Guide to Funeral and Cemetery Purchases* which you may reproduce as many times as you like to distribute. You may also download the guide in PDF format from our Web site at [www.cfb.ca.gov](http://www.cfb.ca.gov). The Bureau does not provide bulk amounts of a printed booklet, but these can be purchased through the California Funeral Directors Association (CFDA) and the Cemetery and Mortuary Association of California (CMAC). You can reach CFDA by calling (800) 255-2332 or through their Web site at [www.cafda.org](http://www.cafda.org) and CMAC by calling (916) 441-4533 or through their Web site at [www.CMACcalifornia.org](http://www.CMACcalifornia.org).

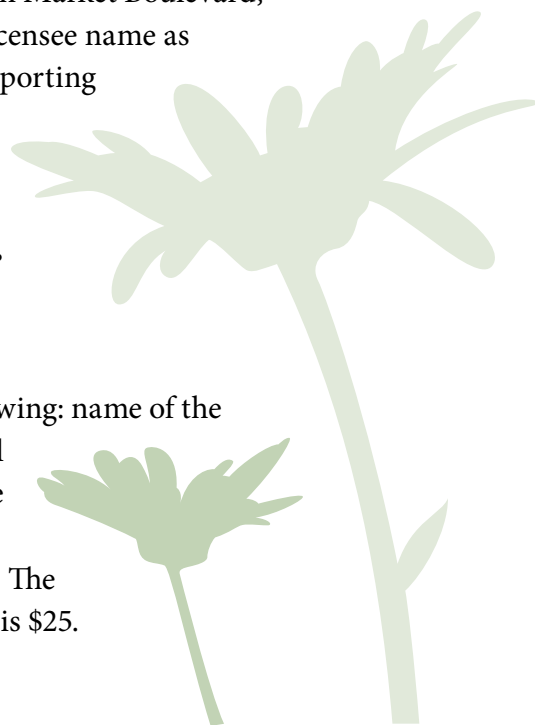
## Frequently Asked Questions

### Q How do I change my name on a personal license?

Submit a written request to: Cemetery & Funeral Bureau, 1625 North Market Boulevard, Suite S-208, Sacramento, CA 95834. Please include the following: Licensee name as currently reflected on the Bureau's records; license number; and supporting documentation showing proof of a name change (marriage license, government issued identification card, divorce decree, etc.) The document does not need to be a certified copy; a photocopy is acceptable. For a duplicate personal license reflecting the new name, please submit the appropriate fee for a duplicate license.

### Q How do I order a duplicate license?

For a duplicate license, please submit a written request with the following: name of the licensee or establishment, indicate whether you need an original wall license (8 ½" x 11") or a renewal license (the small green one), provide the license number and submit the appropriate fee to: Cemetery & Funeral Bureau, P.O. Box 989003, West Sacramento, CA 95798-9003. The fee amount for a duplicate cemetery-related license (COA, CEB, etc.) is \$25. The fee for a duplicate funeral-related license (FD, EMB, etc.) is \$40.



## Legislative Update

The Bureau is monitoring the following legislative proposals:

Assembly Bill (AB) 1911

Assembly Bill (AB) 1816

Assembly Bill (AB) 2946

Senate Bill (SB) 459

Senate Bill (SB) 1225

Senate Bill (SB) 1135

Monitoring the status of bills that you are interested in is easy. Simply log on to [www.leginfo.ca.gov](http://www.leginfo.ca.gov) and click on “Bill Information,” and then type in the bill number (or author or keyword(s)). After clicking on “Search,” you will be able to view the bill text (in either HTML or PDF formats), read the analyses, and view vote history. You may also click on “Subscribe” in order to follow the progress of the bill. When you click

“Subscribe,” it will ask for your email address; once entered, just click ‘Ok’, and you will be emailed any updates on the bill. You can manage the list of bills you are monitoring through the “Subscription List” section, which will also allow you to unsubscribe to any bill(s) you no longer wish to receive updates on by simply unchecking the box next to the bill number.

## How to File a Complaint

Poor customer service can be disheartening during your time of grief, and often the funeral establishment or cemetery can address your concerns with their staff once they are made aware of the issue(s), so be sure to discuss it with management, either verbally or in writing. If your complaint revolves solely around poor customer service issues, such as a failure to return telephone calls, you may wish to file a complaint with your local Better Business Bureau if you are unable to resolve the matter directly with the business.

If you are unable to resolve a problem with a licensee, you can file a written complaint with our Bureau. The Bureau licenses and regulates private cemeteries, cemetery managers, crematories, crematory managers, cemetery brokers, cemetery salespersons, cremated remains disposers, funeral directors, funeral establishments, embalmers and apprentice embalmers.

Our Web site, [www.cfb.ca.gov](http://www.cfb.ca.gov) has a feature that allows you to file a complaint online, or a complaint

form can be downloaded and mailed to our office with all applicable documentation. Please be aware that a complaint revolving around a contractual dispute cannot be processed without the contract in question, so it is actually faster to download a complaint form and send it in to the Bureau with all supporting evidence than to file the same complaint online. Also, please be sure to send copies of your documents, as the Bureau is unable to return the originals.

Once the Bureau has received your complaint, it will be reviewed for jurisdiction and assigned a complaint number. In accordance with Business and Professions Code Section 129, you will receive notification within 10 days. This information will include the complaint number and to whom it has been assigned. The complaint investigation itself may take considerably longer, and will usually entail contact by the Bureau staff member handling the complaint. Complaints may also be handled by the Department of Consumer Affairs’ Complaint Resolution Program.

## Cemetery and Funeral Bureau – Disciplinary Actions

Respondent Name	License Number	Decision	Effective Date	Violation
<b>Maria Alvarado</b>	CES applicant	Denial	7/18/07	B&P 480
<b>Abby Chapel of the Redwoods</b>	FD 1769	Revocation	9/1/07	B&P 7707, 7616, 7628
<b>Anthony Villegiante</b>	FDR 1972	Revocation	9/1/07	B&P 7707 7616, 7628
<b>Lane Family Funeral Home</b>	FD 1777	Revocation; stayed 3 yr Probation	9/21/07	CCR 1204, B&P 7691, 7707, 7692, 7735, 7737
<b>Padraic Lane</b>	FDR 913	Revocation; stayed 3 yr Probation	9/21/07	CCR 1204, B&P 7691, 7707, 7692, 7735, 7737
<b>Grand View Memorial Park</b>	COA 562	Majority owner/mgr deceased	9/27/07	CCR 2340, B&P 9725.1, 9789, H&S 7054, 7054.7, 7111, 7055, 8113.1, 8277, 8330, 8331, 8341, 8343, 8550, 8785
<b>Grand View Memorial Park Crematory</b>	CR 165	Majority owner/mgr deceased	9/27/07	codes same as above
<b>Marsha Howard</b>	CEM 97	Deceased	9/27/07	codes same as above
	CRM 120	Deceased	9/27/07	codes same as above
<b>Moshe Goldsman</b>	FDR 1423	Stip/ 3 yr Probation	9/27/07	B&P 9727, 9725.1, H&S 8785
	CES 31319	Stip/ 3 yr Probation	9/27/07	B&P 9727, 9725.1, H&S 8785
<b>Michael Hofman</b>	FDR applicant	Denial	11/26/07	B&P 480
<b>Poway-Bernardo Mortuary</b>	FD 1195	Revocation; stayed 3 yr Probation	11/26/07	CCR 1204, B&P 7707, 7692, 7699, 7641
<b>Carl Comer</b>	FDR 924	Revocation; stayed 3 yr Probation	11/26/07	CCR 1204, B&P 7707, 7692, 7699, 7641
<b>Richard Sadler</b>	FDR 1662	Revocation	11/26/07	CCR 1204, B&P 7707, 7692, 7699, 7641
	EMB 8535	Revocation	11/26/07	CCR 1204, B&P 7707, 7692, 7699, 7641

The disciplinary actions listed above cover the period of time from July 1, 2007 to December 31, 2007. To find out whether a licensee has had disciplinary action prior to January 1, 2007, or to obtain further information on a specific disciplinary action for a licensee listed below, please contact the Bureau's Enforcement Unit at (916) 574-7870.

The code sections cited in the violations listed above are abbreviated as follows: Business and Professions (B&P), Health & Safety (H&S), California Code of Regulations (CCR).

As a reminder, a copy of the current edition of the laws and regulations governed by our Bureau is available online. The relevant sections of the Business and Professions Code, Health & Safety Code, California Code of Regulations, Welfare and Institutions Code, and the Federal Trade Commission Funeral Rule are all available on our Web site.

When visiting our Web site at [www.cfb.ca.gov](http://www.cfb.ca.gov), you will notice a tab at the top of the page titled Laws/Regs. Clicking on this tab will allow you to select Existing Laws, which will bring up a bulleted list of the current laws and regulations for your review. Unlike some agencies, the Bureau does not have bound versions of our regulations available for purchase, so we have made them available online. Another great resource is [www.leginfo.ca.gov](http://www.leginfo.ca.gov) where you can find official California Legislative information, including bill information and California law.

## CEMETERY AND FUNERAL BUREAU

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STATE OF CALIFORNIA  
**dca**  
DEPARTMENT OF CONSUMER AFFAIRS

## Announcements

The Bureau would like to extend a warm welcome to our newest staff member, Sandra (Sandy) Patterson. Sandy joined our Enforcement Unit in May. She recently worked for the Department of Mental Health, and before that the Board of Chiropractic Examiners. Please join us in welcoming her to the Cemetery and Funeral Bureau, where we hope she will be happy for many years to come.

It is with a heavy heart that we announce the departure of our Bureau Chief, Sherrie Moffet-Bell, on June 30, 2008. In the few short years she has been with the Bureau, Sherrie has completely reshaped the way we do business. From policies and procedures to processing timelines, every part of the Bureau has felt her personal touch. We want to thank her for being such a great boss, not to mention such a great cook. Sherrie always made sure that our morale was high by feeding us homemade lasagna or baked potato soup when the going got tough. We are going to miss you, Sherrie, and we wish you much luck in your future endeavors.

## Out and About

As discussed in our last issue, the Bureau gets invited to many speaking engagements. Although the Bureau Chief and Deputy Bureau Chief are the usual attendees, Field Representatives have spoken at various events throughout California as well.

On February 20, 2008, Field Representative Daniel Redmond gave a presentation at the Crematory Operators Certificate Training Seminar and Spring Conference. He also spoke at the ACC Spring Conference on February 21, 2008.

Field Representatives John Gettys and Jeff Brown spoke to the Los Angeles Count Funeral Director's Association on May 14, 2008.

Topics were wide-ranging, and included the importance of using all required forms, the \$8.50 fee, courtesy inspections, and preparing for a "no violations" inspection using the

Bureau's code reference sheets (available on our Web site under 'Enforcement' then 'Forms').

On May 1, 2008, the Bureau had a speaker come to us for a change! Sandy Sullivan came all the way from Scotland to give the Bureau a presentation on the emerging process of disposition called Resomation. Billed as a more eco-friendly alternative to burial and cremation, the slide show and informative lecture given by Sullivan held our staff members spellbound. The question and answer period that followed the talk was quite lively, and everyone agreed that the topic was sure to spark debate within the industry and members of the public. More information on Resomation can be found on the Internet [www.resomation.com](http://www.resomation.com).