

INSPECTIONS

AN OVERVIEW

AEFSB ANNUAL MEETING

February 25, 2010 ANAHEIM, CALIFORNIA

Points for Discussion

- Background
- The Who, What, When, Where, Why and How of Inspections
- Jurisdiction and What You Need to Know
- Electronic vs Paper Pencil Clipboard Inspections

Background

- State of Washington – Licensed Funeral Director and Embalmer – Practiced for 23 years in the funeral business with my father – Served as a deputy coroner for 15 years and served as a regulator of the death care professions in Washington for the past 19 years.
- All of Death Care regulation under one roof – Funeral Establishments, Funeral Directors/Embalmers/Interns, Cemeteries, Crematories, Prearrangement Oversight, Endowment Care Oversight, Licensing, Inspection, Investigation and Auditing Functions.
- Recent merger of the Board of Funeral Directors and Embalmers and the State Cemetery Board
- Recent Addition of Two New Inspectors

WHO?

- The “WHO” is you, the Inspector
- Inspectors are authorized to enter the place of business where funeral directing, embalming or cremation is carried on for the purpose of inspecting the premises
- The Inspector is authorized to inspect licenses, registrations and endorsements of funeral directors, embalmers, funeral director interns and embalmer interns, funeral establishments, prearrangement sales and crematory operations

WHAT?

- Funeral establishments and crematories are inspected at least once each year.
- Inspections cover compliance with applicable statutes and rules
- In addition to facilities and licenses, inspections also include records, equipment and automobiles normally utilized by funeral establishments and crematory operations.

WHY DO WE INSPECT?

- To Protect the Health, Safety and Welfare of the Public
(Consumer Protection)
- To Determine Compliance with Regulations (Statutes, Rules, Codes, Policies etc.)
- Unannounced Inspections Help Keep Industry Compliant
- To Educate by Providing Technical Assistance
- Because Laws enacted by the Legislature Require Industry Inspections.

HOW?

- The inspector serves as the “face” of the Board and represents the board to the licensee
- Part of the inspectors job is to build a good relationships of mutual respect and trust with the licensee.
- Good professional relationships pave the way for sharing information and maintaining compliance.
- Fair treatment results in trust and mutual respect.

WHEN DO WE INSPECT?

- Annually (Minimum)
- New Business Start-up
- Follow-up to Previous Inspection
- As part of an Investigation
- As part of an Audit
- During Compliance with Orders (Monitor, Probation etc.)
- At the Request of Other Agencies

WHAT DO INSPECTIONS ADDRESS?

- Facilities, Personnel, Vehicles, Records
- Health, Safety and Sanitation
- Items Specific to Human Remains
- Refrigeration
- Holding Facilities
- Crematories
- Identification Procedures
- Disposition of Cremated Remains
- Prearrangement Contracts and Funding

PERFORMING THE INSPECTION

- Introduce Yourself – Show Identification
- Explain the Purpose of the Visit
- Know Who You Are Talking To
- Act and Dress Appropriately and Professionally
- Always Communicate Findings and Make Sure the Findings are Understood (Violations /Citations, Verbal and Written Communication)
- Provide Technical Assistance
- Discuss Remedy – Follow-up Visit, if required

INSPECTION COURTESY'S

- **Always** be respectful to the licensee during an inspection
- **Never** abuse your authority as an inspector
- **Remember** that the timing of an inspection can be less than ideal for the licensee
- **Be sensitive** to what is going on in the establishment during an inspection.
- **Be willing** to make accommodations where practical or called for.

Benefits of Inspection Programs

- If you're out of sight, you're out of mind
- A greater level of compliance is gained if they know you're out there somewhere
- Consumers are better served
- Provides for the proper dignified treatment of human remains
- Keeps industry on their toes
- Insures Government is accountable

TYPES OF INSPECTIONS

- Clipboard/Checklist – Paper Pencil
- Electronic – Notebook Computers
- Either May Require Signature Upon Inspection Exit
- Copy of Inspection Report May Be
 - Left Upon Exit
 - Distributed Via E-Mail
 - Distributed Via FAX
 - Mailed



ELECTRONIC INSPECTIONS

- Assists with Scheduling Inspections
- Records and Maintains Inspection History and Comments
- View Inspection History Instantly
- Direct Access to the Agency Licensing Mainframe for License Status and Look-up.
- Real Time Upload to Agency Following Inspection
- Generates Reports Tailored to Business Needs
- Scores or Rates Inspections (Pass-Fail-Re-Inspect)
- Provides for Uploads to License Query System

What to Look for During an Inspection:

- When checking licenses, look for
- When checking continuing education, look for.....
- When checking preparation room and refrigeration facilities, look for.....
- When checking the care of human remains, look for.....
- When checking recordkeeping.....
- When checking removal vehicles.....
- When checking prearrangement sales.....
- Ask about business practices.....

Electronic Records

- Electronic records available as to
 - Number of inspections completed per inspector
 - Inspections completed for a given time-period
 - Documented record of attempts to inspect
 - Documented deficiencies
 - Reports available for types of deficiencies noted

ELECTRONIC INSPECTION SYSTEMS

- When converting to electronic inspection systems, expect glitches
- Report Glitches Immediately
- Be Patient
- Have a contingency plan for field operations (drop to paper)
- Train the users – Know your equipment
- Keep your batteries charged! Carry a Spare.
- Just do it!

Questions – Comments?

- Thank You!