



WCCFA

WASHINGTON CEMETERY, CREMATION
& FUNERAL ASSOCIATION

THE *Insider* Newsletter

News for Death Care Professionals

Fall 2019

**WHAT CAN YOU DO
WHEN A FAMILY
DOESN'T WANT TO
DO ANYTHING?**

CREMATED REMAINS

Featured:

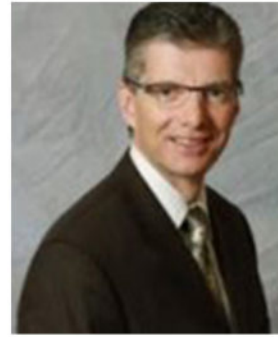
DEATHCON 2019

Featured:

**FUNERAL
PROFESSIONAL OF
THE YEAR**

Featured:

**LETTER FROM THE
PRESIDENT**



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Dear WCCFA Members,

I am honored to serve as Board President. I feel highly unqualified to hold this position, however with the support of our Past President and the rest of the WCCFA board members I am excited to take on this new task. I would like to Thank Holley Soward for her commitment and dedication as our past President. It is quite intimidating coming right after Holley. Congratulations to Hank Kerns as Vice President of the board and all our newly elected board members.

As President, I promise to do my best. What can you expect from the association under my leadership as President? To serve our members and bring value to you as a member by way of providing support and educational and networking opportunities (a shortage in the bench strength for funeral directors and embalmers should be a concern of ours). I welcome calls and feedback as to how we are doing as far as your membership dollars go.

I believe the relevancy of our association is in danger if we do not change our approach and respond to the ever-changing industry and member needs. Our board's goal is to maintain current knowledge and expertise to the things that affect our industries and your businesses so that we can keep you updated on what is happening in our industry. We also want to engage more of our members both management and non- management in what we do. An example of this is to break up our annual spring conference in 2020 to three mini regional spring conferences so that it is accessible and affordable to all members. Hope to see you all in attendance.

It is exciting to see the caliber of members on the board and the synergy and various backgrounds we have that we bring to the association. For the past year we have been collaborating with the Washington State Funeral Directors Association to bring our members the annual death care conference and will continue to do so this coming year.

I wish you all the very best for the coming 2020 year and a strong finish to the 2019 year.

Sincerely,
Sandra Walker

DC #DEATHCON 2019

POWERED BY WSFDA-WCCFA

DeathCon2019 Article By Troy Hoerner, Photos by Clair Ferris

Thank you to everyone who was able to attend our 1st annual Deathcon event. This year's joint conference between the WCCFA and WSFDA was a great success. The two associations joined forces and formed the DeathCon committee consisting of each associations Executive Director, Directors and Vendor representatives.

The committee began working on the event nearly a year in advance. Their countless hours of planning resulted in the most successful joint conference in recent years, boasting over 100 attendees, sponsors and vendors. We wish to thank both the WCCFA, WSFDA and the DeathCon committee for their time and energy.



DeathCon 2019 was held in scenic Leavenworth Washington at the beautiful Icicle Village Inn and Resort. The resort is very family friendly with plenty of indoor and outdoor activities including pool, mini-golf, arcade and basketball courts.



The day started with two events that took full advantage of this beautiful mountain town. Our annual golf tournament sponsored by Batesville Casket and Horizon Irrigation was organized by Jeff Carter and boasted 20 golfers. Congratulations to the winners of the tournament.



A special thank you to Jon and Kathy Reece for hosting a day hike up Icicle Ridge. This 5.5-mile hike with an elevation of 1,758 ft. proved to be no match for Jon and his team, and was well worth the work they put in, enjoying some of the most breathtaking vistas and the natural beauty this area has to offer.



Our Supplier night was held outside under the stars on the resort patio. Complete with 18-hole miniature golf which our suppliers turned into a poker run! The food was fantastic, and the weather could not have been more perfect.



This year's theme was, "What's New?", exploring what's new and innovative in the death-care industry. Brian Waters and Ryan Ballard of 'Undertaking, the Podcast' opened the show. Brian and Ryan recorded and broadcast their podcast throughout the week and attendees were invited to sit in to be interviewed and speak about Deathcon and the death-care industry.

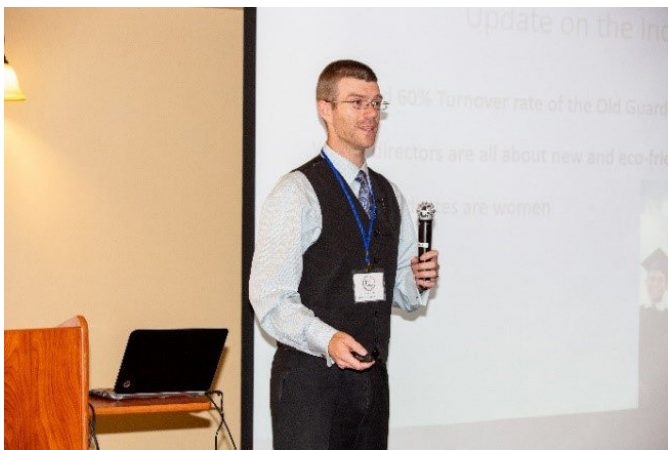


Lisa Meehan gave an update regarding all that Lake Washington has done on getting the school accredited.

Thank you to Erica Minton Occupational Hygienist with L&I and her colleague Mark Wagar, Health and Safety Consultant with L&I for their presentations on both funeral home and cemetery tracts.



Deon Stromer had a wonderful presentation on Alkaline Hydrolysis.





Doug Flynn with CPRA gave a great presentation on the many new and cutting-edge cemetery and cremation products he and his firm have developed.



Emily Albrecht wowed us with Funeral Litigation.

Thank you to both Scott Shehan and the Association for Washington Business for the legislative updates they provided.

We capped off the week with a wonderful closing banquet that include our keynote speaker Jonathan Wilson. We had live music from the band, 'Nuff Said!

Congratulations!

Claquato cemetery in Lewis County received the, 'Cemetery of the Year' award for their history and the small part their cemetery played in the settling of the region.

Brookside Funeral Home was awarded, 'Funeral Home of the Year' for the outstanding work they've done with the families they serve and their

work in the community.

And a very well deserved, 'Professional of the Year' award was presented to Scott Shehan for the tireless work he's done for our industry.



And congratulations to Joseph McFadden, this year's, 'Bill Martin Scholarship' recipient.



A great time was had by all! We look forward to seeing you all next year for DeathCon 2020!

Save the date; Third week in August, and remember to get your nominations in for Cemetery, Funeral Home and Professional of the year awards.

2019 *Funeral Professional of the Year*

And the award goes to....Scott Sheehan, General Manager of Evergreen Washelli.



Submitted by: Jim Leston

I've known Scott for well over 20 year, since his time as a marketing representative for Batesville Casket. He was recruited by Dave Daly to manage the funeral home at Evergreen Washelli in the mid 1990s (It took me a while to forgive my friend Dave, as I wanted to hire Scott too).

I observed as Scott grew in his value to Evergreen. Following the untimely death of Dave Daly he provided the steady capable leadership needed in order to weather the uncertain times of transition to new ownership. Under new ownership his influence and growth continued. He was instrumental in the founding and development of Cascade Memorial, development of the new Evergreen Washelli Cremation Facility, and countless other refinements within that organization.

Most recently, he led his people through the transition to new ownership in 2018 as the Gibraltar Group joined Service Corporation International.

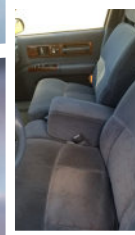
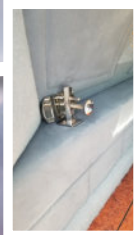
I cannot think of a time in recent years when a legislative, legal, or regulatory issue presented the need for a response, that Scott Sheehan was not either involved, or leading that response. He is diligent in his research, hard working, listens well, and thoughtful with his words. Most do not know of the countless hours he has spent on behalf of our interests as well as those of Washington consumers.

It has been my privilege to know Scott as a friend. I know him to possess numerous important qualities; honesty, integrity, compassion, and humility.

It is also my privilege to submit his name for consideration. He is deserving of this recognition.

Jim Letson

*We've updated our vehicle fleet
and are selling our 1996
Chevrolet Caprice Classic.*



Help us spread the word by sharing with your friends. For more information, please contact Holley or Ron by calling 509-943-1114. Sale price \$5,000.



What Can You Do When A Family Doesn't Want to do Anything



By Poul Lemasters, Lemasters Consulting



POUL LEMASTERS, ESQ.

Poul began his career in deathcare more than 20 years ago as a funeral director and embalmer. He quickly recognized that the growing risk and liability in deathcare along with the lack of support and resources for those in this profession made for a deadly combination. So, he decided to go to law school—and he passed!

Today, Poul uses his unique background in both deathcare and law to provide resources and counsel to other deathcare professionals. He gets calls for assistance in risk management, daily operational conflicts, form and contract reviews, valuations, and regulatory matters. Basically, all the exciting issues our profession has to offer. Poul advises several funeral home, crematory, cemetery, and trade associations across the United States. He also shares his know-how with those in the field by serving as Cremation Coordinator and Advisor for ICCFA's Cremation Education Program. You're always welcome to call Poul to learn about proactive prevention for your business, or for some reactive counseling after you get sued.

As Phil Collins so aptly stated in 1983, and it still rings true today, “I just don’t care anymore.” It may be hard to believe but sometimes people just don’t care. (I am keeping this article short so I will omit my personal story about how I stopped caring years ago. . .thus leading to the switch from me serving as a funeral director to becoming a lawyer; but I will tell you the full story some other time - just ask!) As far as families not caring - it happens. Family members sometimes just don’t care that a loved one has died, and then choose not to participate. I recognize that using the term ‘loved one’ may not be proper since the family doesn’t want to participate - but I have to try to care a little. So, what can you, the deathcare professional, do in this situation?

The following is one of several solutions that may work in the situation where a family just doesn’t really want to bother with all those ‘arrangements’ and ‘authorization forms’ that they must sign to proceed with a cremation.

Consider having the family member waive and/or appoint their rights to handle the final disposition. It's actually quite a simple process and gives the family member a couple options on how to proceed with very little work on their part. And after all, isn't it about making it easy for families? (Sarcasm intended). So how does it work?

The easiest way to handle a waiver is by having the family member sign a simple form (provided with this article for your use - you're welcome!) The form identifies the individual with the legal right of disposition under state law, and then acknowledges that the person is either waiving their right OR they could assign it to someone else. Under either option, the person signing is afforded an easy option out by simply signing a one-page form.

So why the form? Why not ignore the person if they don't want to participate. Ignoring is always an option, but anytime we can get documentation it helps us. Plus, consider the case where an individual simply says - "I don't care, do whatever." Is that consenting to cremation? Waiving their right? If there are 2 children - do you have a majority now? What if this is the only child - where do you go next? The thought behind a waiver/assignment is that you are acknowledging the person's lack of involvement and taking it to the step by documenting their choice and even getting their right to the next person in line. Overall - it's just another way to CYA. (And if you want to CYA a bit more - you can go to LemastersConsulting.com OR CoatDrive.org and find CYA Form packages for your business. All the forms we provide are used to generate money for local non-profit; just saying.)

**NEXT OF KIN WAIVER OF RIGHT OF DISPOSITION
AND RELEASE OF FUNERAL HOME**

I, _____, hereby represent that I am an adult _____ of _____ (“Decedent”) who died on _____, 20_____.

It is my understanding that while I am identified as a legal next of kin of the Decedent, and may have the legal right to control the disposition of the Decedent under RCW 68.50.160, **(THIS SAMPLE IS WRITTEN FOR WASHINGTON BUT YOU COULD INSERT YOUR STATE LAW HERE)** however, I am waiving my right in regards to the final disposition, and hereby allow the individual(s) who would have the right to control the disposition of the Decedent under RCW 68.50.160 to handle the arrangements. **(YOU COULD CHANGE THIS LANGUAGE AND INSERT “...HOWEVER I AM ASSIGNING MY RIGHTS TO THE FINAL DISPOSITION UNDER... AND HEREBY ALLOW INSERT NAME TO HAVE THE RIGHT... IF YOU CHANGE TO ASSIGN, THEN ADD ‘ASSIGNMENT’ TO TITLE OF FORM.)**

I understand that the person(s) with the right to control the disposition of the Decedent under RCW 68.50.160 may exercise the rights appointed to them as to the funeral arrangements and final disposition of the Decedent, including the right to choose cremation as a form of disposition. I hereby accept any choices they make.

I further understand that since I have waived any rights to the final arrangements and disposition of the Decedent, **(INSERT YOUR FUNERAL HOME/CREMATORY HERE)** Funeral Home (“Funeral Home”) hereby releases me from any pecuniary liability for the funeral expenses of the Decedent. I, therefore, hereby release Funeral Home, its officers, agents and employees from any liability associated with my Waiver and Acknowledgement to determine the final funeral arrangements and final disposition of Decedent and I hereby hold the Funeral Home harmless from any physical or mental injury resulting from or due to the funeral arrangements and final disposition of the decedent.

IN WITNESS WHEREOF, I fully understand my waiver of rights and the mutual releases contained herein, and willingly sign this document this __ day of _____ 20_____.

Witness

Signature

Name

(Please see attached copy of photo ID)

(YOU MAY CHOOSE TO ADD A NOTARY ACKNOWLEDGEMENT TO YOUR FORM, BUT IF YOU DO, IT IS STILL SUGGESTED THAT YOU OBTAIN A COPY OF THEIR ID IN ORDER TO SHOW IT IS FROM THE IDENTIFIED PERSON.)

AND BEFORE WE FINISH - YOU KNOW WE HAVE TO SAY A FEW WORDS ABOUT THE DISCLOSURE. THIS IS A SAMPLE MODEL FORM AND IS A RECOMMENDATION. PLEASE MAKE SURE THAT THE FORM COMPLIES WITH ANY AND ALL STATE AND LOCAL LAWS AS WELL AS ANY AND ALL POLICIES OF YOUR OWN BUSINESS. THIS FORM IS BASED ON CURRENT BEST PRACTICES AND THE PROVIDER IS NOT RESPONSIBLE OR LIABLE FOR ITS USE OR MISUSE.

THAT IS ALL - THANK YOU!

Cremated Remains

USPS improves shipping process



The Postal Service is improving the process for customers who ship cremated remains through the mail.

The changes aim to make it easier for employees and customers alike to track cremated remains as they move through the USPS network.

The changes also will ensure the process remains safe and deliveries are timely.

Under the improved process, customers who use their own packaging must follow the guidelines for shipping cremated remains detailed in Publication 139, *How to Package and Ship Cremated Remains*, and Publication 52, *Hazardous, Restricted, and Perishable Mail*, and affix the updated version of Label 139, *Cremated Remains*, to all sides of the package, including the top and bottom.

Label 139, which is now available, has a vibrant orange color and comes in a larger size — 4 by 6 inches — to make it more visible to postal employees who process the shipments.

Customers who don't use their own packaging must use the Priority Mail Express Cremated Remains box, also known as Box CRE.

Customers can also order a cremated remains mailing kit that contains a sturdy box preprinted with Label 139 on all sides (including the top and bottom), bubble cushioning, a self-sealing plastic bag, reinforced Priority Mail Tape, and a copy of Publication 139, which has been updated to include the new requirements.

The kit is available on the usps.com Postal Store.

The Postal Service will also release a “how to” YouTube video with step-by-step instructions for packaging and mailing cremated remains.

Employment Opportunities

Heritage Funeral Home

Job Title: Funeral Director

Location: 508 N Government Way B, Spokane, WA, 99224

Employee Type: Full Time

Job Category: Pacific NW Cremation & Funeral

Brief Description Reports to: Vice President, Pacific NW Cremation & Funeral

Supervises: none

POSITION SUMMARY:

This position is primarily a services role. This position is primarily responsible to provide professional funeral services for the family of the deceased. Duties will include preparation of funeral service arrangements, facilities and equipment preparedness, family visitations, and services while maintaining optimum levels of family client satisfaction.

APPLY: <https://secure3.entertimeonline.com/ta/826.jobs?ShowAllOpenings>

Care Center Supervisor, Spokane

Job Title: Care Center Supervisor

Location: 508 N Government Way B, Spokane, WA, 99224

Employee Type: Full Time

Job Category: Heritage Funeral Home

Manage Others: Yes

Overview:

This salaried position is a managerial role, focused on the operations of the preparation room and the crematory and all handling of human remains. It is intended to provide seamless coordination between the funeral directors both Heritage Funeral Home and Pacific Northwest Cremation and the preparation process for all decedent's in our care. As well as all fleet maintenance and coordination of removals. This position requires strong leadership skills and a sense of overall ownership.

Apply: <https://secure3.entertimeonline.com/ta/826.jobs?ShowAllOpenings>



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