

## BEFORE THE OREGON MORTUARY AND CEMETERY BOARD

<p>In the Matter of the Funeral Establishment License of</p> <p><b>THREADGILL MEMORIAL SERVICES, LLC,</b> <b>OMCB LICENSE NO. FE-8747,</b></p> <p style="text-align: center;"><b>LICENSEE</b></p>	<p style="text-align: center;"><b>CONSENT ORDER</b></p>  <p style="text-align: center;"><b>CASE NOS. 13-1038A &amp; 14-1054A</b></p>
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The Oregon Mortuary and Cemetery Board (Board), after receiving a complaint, initiated an investigation of Threadgill Memorial Services, LLC (Licensee), OMCB License No. FE-8747, regarding discrepancies with the Statement of Funeral Goods and Services Selected (SFGSS) and General Price List (GPL).

The Board finds it has grounds to issue a Notice of Proposed Disciplinary Action, upon which Licensee would be provided with the opportunity to request a hearing. In lieu thereof, the parties wish to resolve this matter informally by entering into this Consent Order on the terms set forth below, pursuant to ORS 183.417(3).

The Board and Licensee agree to the following:

- 1) A decedent’s family entered into an agreement with Licensee for final disposition of individual. The SFGSS showed a \$100 fee for transfer of remains.
- 2) When decedent’s family decided to use a different funeral establishment, they were charged \$250 for the transfer. A new written invoice or SFGSS for \$250 was not completed.
- 3) The Board performed a document review of 38 other documents. Of the documents reviewed:
  - a) In three instances, Licensee overcharged individuals for fuel surcharges not contained on the General Price List (GPL). Licensee refunded these overcharges.
  - b) On nineteen occasions, Licensee’s SFGSS did not correspond to the GPL; however, the discrepancies did not result in overcharges.
- 4) Licensee agreed to perform a review of all other documents for similar discrepancies.
- 5) Minimum accepted standards of the death care industry include accuracy in recordkeeping, including SFGSS and GPL. Failure to keep accurate records and charge in accordance with the SFGSS and GPL is a violation of OAR 830-030-0090, OAR 830-040-0000(7), and 16 CFR 453(2)(a) – the FTC Funeral Rule.
- 6) Licensee agrees they have violated OAR 830-030-0090, OAR 830-040-0000(7), and 16 CFR 453(2)(a) – the FTC Funeral Rule.
- 7) Violations of the Board’s rules are cause for disciplinary action under ORS 692.180(1)(g).

- 8) Licensee acknowledges that they have read, understand, and agree to the terms of this Consent Order. Licensee agrees to issuance of the Order voluntarily and without any force or duress. Licensee states that the Board and Board staff have not made promises or representations not stated herein to induce Licensee to sign this document and agree to issuance of the Order.
- 9) Licensee understands that they have the right to a contested case hearing under the Administrative Procedures Act (ORS Chapter 183), and hereby fully and finally waives any and all right to a hearing and any rights to appeal or otherwise challenge this Consent Order.
- 10) Licensee agrees the Board may issue the Order set forth below.
- 11) This Consent Order is a public document.
- 12) This Consent Order shall be effective when signed by the Executive Director of the Board.

## **ORDER**

### **The Board issues the following final order:**

1. Licensee is reprimanded for violation of OAR 830-030-0090, OAR 830-040-0000(7), and 16 CFR 453(2)(a) – the FTC Funeral Rule.

### **It is so agreed.**

<signed>  
Ron Threadgill  
Authorized Representative of  
Threadgill Memorial Services, LLC

March 23 2015  
Date

### **OREGON MORTUARY AND CEMETERY BOARD**

SIGNED AND EFFECTIVE this \_\_\_27\_\_\_ day of March, 2015.

By: <signed>  
Michelle Sigmund-Gaines  
Executive Director