

Oregon Mortuary & Cemetery Board-Strategic Policy Framework

As reviewed and discussed by the Board in public session: January 27, 2009

Key Topics:

External

- **Death Perception in Oregon**
 - The Board will focus on improving the public visibility and understanding of the death care industry, and the current and emerging trends and issues for consumers and licensees.
 - The Board will provide leadership on these issues at the State level.
 - The Board will establish focused services on the education of consumers and practitioners.

- **Supporting Population and Cultural Change**
 - The Board will address current and emerging considerations in support of demographic changes within the State.
 - The Board will support efforts to ensure the availability of skilled practitioners in the death care industry who can meet the needs of a changing population.
 - The board will provide sufficient regulation to ensure consumer protection and safety without restricting cultural or personal preferences or practices.

- **Economic, Technological and Environmental Considerations and Impacts**
 - The board will address the overall economic impact on social services within the State of Oregon and the resultant impacts on the care of the dead.
 - The board will provide leadership in ensuring consumer choice and protection with regard to the pre-arrangements of death care goods and services (pre-need arrangements).
 - The board will ensure the proper regulation and utilization of new disposition technologies and practices.
 - The board will provide a leadership role in ensuring the environmental sustainability of death care services, technologies, practices and products.
 - The board will provide a leadership role in the regulation and adoption of new disposition technologies.
 - The board will provide expertise and policy relating to the disposition of indigent remains.

- **Disaster Preparedness and Role of Death Care Practitioners**
 - The board will support State-wide regional planning and preparedness operations through promotion of the critical role of the participation of death care industry practitioners.

- Other Areas
 - The board will participate in discussions on land use, planning and zoning with regard to cemeteries, memorials, funeral homes, and all other facilities used in the care and final location of the dead.
 - The board will ensure through partnership the proper regulation of the overall transportation and logistics chain for dead human remains.

Internal

- Board Practice Maturity
 - The Board has established management practices, sufficient staff support, and regularly reviews strategic and policy questions establishing clear direction.
- Statute and Rule review; regulatory streamlining and plain language
 - The Board will review all Rules and Statutes to insure relevance; to make sure that language is outcome oriented and easy to understand; that consumer protection and professional excellence are maintained in all aspects of the death care industry.
 - Agency staff will regularly review processes and forms with an eye toward regulatory streamlining and improved service to the consumer and licensees.
- Operations; Meeting Statutory requirements for inspections, investigations; reporting.
 - The Board will meet all statutory requirements for investigations, inspections and reporting.
 - The Board will improve mechanisms to track issues and policy decisions, improve forms, and establish industry standards (such as required reporting forms) where appropriate.
- Budget allocation and revenue source sufficiency
 - The Board will focus on creating greater stability of revenue sources for long term viability of program outcomes.
- Staffing; standards, practices and stability
 - The Board will have a sufficient staff to support the operations of the Board.
 - The Board will ensure consistency of practice, and will address current issues of high staff turnover.
- Interagency partnership
 - The Board will effectively partner with other State agencies in order to meet the mission of the Board, as well as to improve consumer protection and to streamline regulations where possible both under the board's direct oversight and when there is overlap with other agencies.