



Oregon Mortuary & Cemetery Board (OMCB)

2026 Strategic Plan Report

Presented April 14, 2026

Executive Summary

This report summarizes the outcomes of the 2025 Strategic Planning Session, highlighting critical risks, operational gaps, and strategic priorities for the Oregon Mortuary & Cemetery Board (OMCB).

The following four topics were discussed during the session:

1. **Disaster Preparedness/Fatality Management**
2. **Indigent Disposition Program (IDP) Fund**
3. **Policy Recommendations: Customer Service Outreach/Operational Efficiencies**
4. **Legislation/Rulemaking**

Key Findings and Recommendations

- **Disaster preparedness vulnerabilities:** Infrastructure limitations, resource shortages, and weak interagency coordination require immediate attention.
- **Indigent Disposition Program (IDP):** Clarify program's purpose, expand constituent education, and consider reimbursement increase.
- **Operational inefficiencies:** Streamline licensing, upgrade communication systems, and improve constituent engagement.
- **Action plan:** Prioritized steps to bolster resilience, modernize operations, and enhance service delivery statewide.

Potential Top Strategic Priorities

1. Establish statewide disaster-preparedness standards.
2. Modernize and update emergency-response plans.
3. Redefine and rename the Indigent Disposition Program (IDP) for clarity.
4. Raise IDP reimbursement to sustainable levels for funeral providers.
5. Launch targeted education campaigns for hospitals, hospice providers, and the public.
6. Strengthen coordination with county emergency managers.
7. Clarify statutory authority for emergency scenarios.
8. Continue removing barriers to licensing.

1. Disaster Preparedness & Fatality Management

The system faces significant challenges in scaling operations during large-scale fatality events. Key risks include infrastructure failure, supply shortages, and workforce limitations.

Key Challenges

- Power outages impacting refrigeration and cremation.
- Transportation disruptions and fuel shortages.
- PPE and supply chain instability.
- Staffing shortages during disasters.
- Communication failures.

Possible Recommendations

- Assist with expanding temporary storage solutions.
- Strengthen regional coordination.
- Develop updated emergency protocols.
- Work with OHA to assist with tracking decedent storage capacity.

2. Indigent Disposition Program (IDP)

The Indigent Disposition Program (IDP) plays a critical role but is widely misunderstood. Clarification and modernization are essential.

Possible Recommendations

- Rename program to better reflect purpose (“Unclaimed” instead of “Indigent”; “Funeral Home Reimbursement Program”).
- Redefine the definition of “indigent.”
- Increase reimbursement to sustainable levels for funeral homes (\$650–\$1,000).
- Educate healthcare providers about the IDP’s purpose.

3. Policy Recommendations: Customer Service Outreach/Operational Efficiencies

- Better publicize board meetings and make them more accessible.
- Enhance website/portal usability.

- Improve response time from agency staff.
- More collaboration between OMCB & OFDA to provide education.
- Increase transparency in investigations.
- Continue to remove barriers to licensing.

4. Legislation/Rulemaking Recommendations

- Better define “substantial revision” in ORS 97.130.
- What constitutes “available at the time” when attempting to identify next of kin?

Prioritized Action Plan

- What are the priorities and what priority levels should be assigned (high, medium, low)?
- What actions should be taken to accomplish these priorities?
- What should be the tentative timeline to accomplish these priorities?

Conclusion

Actionable steps should be identified and implemented to address system vulnerabilities and build resilience. Executing these recommendations will strengthen OMCB’s preparedness, increase operational efficiency, and improve service delivery to communities across Oregon.



MCB

OREGON MORTUARY & CEMETERY BOARD

Regulating Death Care Facilities & Practitioners in Oregon.

2025 Strategic Planning Session Consolidated Notes

Discussion Topic #1: Disaster Preparedness/Fatality Management

Hazard Identification & Planning Assumptions

- Types of incidents: Flooding, mass shootings, car accidents, plane crashes, train derailments, homelessness, floods, earthquakes, tsunamis, wildfires, landslides, avalanches, motor vehicle/bus crashes, plane crashes, mass shootings and ice storms.
 - Worst case/most likely scenarios:
 - Natural disasters (freezing) and then people bring their propane heaters inside and then there are gas explosions from them.
 - Worst case: earthquake hits metro area.
 - Most likely: wildfires, mass shootings, ice storms.
 - Roads/bridges out.
 - Staff shortage, no power, no body storage space, lack of body processing.
 - Electricity and signals are down = no lines of communication.

Assumptions

- We are not prepared/not enough staffing to process paperwork, bury, etc.
- Not enough supply (PPE, chemicals, etc.).
- If isolated to Oregon, not a huge issue. But if it is whole West Coast, then supply issues could occur.
- Should have @ least 60 days supply of PPE.
- Every funeral home should have a generator; earthquake will cut all electricity.
- I-5 will be cut off.
- If the gas lines are down → crematories are down.
- Generators run on diesel and coastal crematories run on propane.
- Candy Cates: *Oregon Emergency Management*.
- EFSA has a wish list for funeral homes that can't afford generators → no guarantee.
- Do NOT assume the county will provide.
- "Public health money is carried over from OHA".
- OHA is 95% federally funded.
- If you have a list and a relationship with the county representative = better chance of getting help.
- No one looks up the information during an actual emergency. OEM has a "plan" posted on their site → it doesn't include what you need because it was written pre-COVID and needs to be updated.
- Know what your decedent storage capacity is (COVID was chaos).
- FEMA doesn't always understand how to provide documentation to local agencies.
- Most funeral homes are without generators.
- There will be PPE supply shortages.

- As the disaster continues, fewer agencies will have resources to share because they'll be depleted.
- Response by funeral directors will be voluntary.
- Funeral homes need to know their facility's decedent capacity and current count.
- Hospitals do not have large capacities for decedent storage.
- There will only be one emergency trailer available (per county).
- Life rescue will be the highest priority.
- Correlation between our organizations is vital to this discussion.
- Supply limitations, but can be preemptive and have a surplus on hand; staffing shortages is a problem; having enough room in vehicles to transport all decedents in a timely manner; get a list of power company info. so we have emergency info. as a priority business.
- Quicker, faster, better should be the goal.
- Key aspect is resources & resource management.
- Staffing limitations: If the area is experiencing an emergency, staff will be focused on their families & communities. May not be able to respond.
- FEMA and other non-local entities are dispatched but many local staff will be experiencing the emergency.

On Going Questions

- How do we get supplies to where they are needed?
- Would the Governor have the authority to suspend rules & regulations during an emergency?
- How can anything, like acquiring permits, be obtained online if there is no power? No state employees will be available, either.
- A question for Vital Records: How are bodies identified? What do we do with bodies if there is no power for refrigeration, no gas for crematory? What can families do to help facilitate the recording of decedents?
- What is the trigger point within a community when an event becomes a 'mass community event? What is 'your normal' for decedent management? What is your 'surge point?'
- A mass fatality burial is not an option listed on any form. Does the Governor have authority to waive or suspend all rules? What about a person's preferred disposition? If a law is suspended, then what other rule or process is activated? There needs to be a substitute process.
- Does FSP have enough ID tags for decedents brought into the funeral home?
- Who knows who their county emergency manager is? This is an invaluable, important relationship.
- Supply shortages – especially in smaller counties.
- PPE shortages are especially problematic.
- How will supplies be provided if roads are hazardous/inaccessible?
- How would recovery of remains work after the fact if the remains are unclaimed during the event?
- Is "duty to act" part of the licensure for Oregon?
- How will funeral homes be compensated for support/services?
- Who are the Emergency Managers for each county?
- Who is our Maritime Resource? OEM & OHA.
- How many funeral homes currently have storage trailers on their property or have access to them?
- How many crematories are available?

On Going Needs

- Resource FEMA.
- County/cities, law enforcement, EMS, etc.
- Could use National Guard.
- Refrigerated trucks for temporary body storage.
- Funeral homes need to reach out to local county emergency management contact to be better prepared and get resources they need.
- Candy Cates. Prepping us for 'Better, smarter, faster. Key aspect is resources within the immediate community'.
- State needs to know decedent storage capacity.
- Major resource for an emergency is the federal emergency management group, but their support is unknown under the current president's administration.
- A 'surge point' is one more than you can handle.
- There are 5 'reefers' across Oregon.
- In a small community, a small number of deaths could trigger a surge. For example, family of 5 is killed by father. Communication with the emergency preparedness manager could be appropriate.
- Natural gas that powers the crematories may not be available.
- Self-care for responders.
- Families should be instructed to remove decedents from the home, so the home doesn't compromised decomposition.
- Temporary licensure for non-local providers → 90-day funeral director authority to respond.
- The head of Medical Examiner and Vital Records need to clarify what funeral directors should do to help ID decedents during an emergency.
- Funeral homes need some sort of legal protection operating under waiver or suspension of laws.
- Consider sudden (earthquake) vs. slower developing (COVID-19) fatality types.
- County should have 2 or more funeral directors from each region to participate in the emergency preparedness & process.
- Every facility needs a prepared plan & process.
- Disaster planning standards need to be consistent and transferable.
- Funeral home's minimum hold should be able to last at minimum 45 days and maximum 60 days.
- Oregon Emergency Management:
 - Everyone should keep mental maps on how things should work → no one is going to go back and read it.
- ME → County → Committee should review the plan.
- Important: resource accessibility & county emergency managers.
- Identify concerns and needs beforehand.
- It is understood that on the West Coast, CA gets most of the federal resources, then WA, then OR.
- During COVID, the funeral home on ME rotation would get the county trailer, depending on location.
- Need to prepare for mass graves/storage.
- Know how many cemeteries are in each county and how many plots could be available.
- OHA funds could sponsor generators for larger facilities.

Roles, Responsibilities & Coordination

- Main agency for fatality management: Dr Sean Hurst, State ME.
- Agency partners need to be involved: all listed, physically handling human remains.

- Roles to play during a disaster: “all hands-on deck”; everybody who has survived would be involved; the ME; management would coordinate who goes where.
- County should be the drivers of the situation response → notify agencies of resources.
- Setting expectations for county emergency planners to have lists of funeral directors, know resources and keep lines of communication open.
- The State needs to update the emergency plan and government support of emergency response & certification.
- Legislature should exist to delegate correctly.
- Drills are happening but aren’t necessarily being shared out.
- Roles: Body recovery and evidence handling.
- OMCB should be able to execute emergency plans and not need board meetings to pass emergency rulings.
- Funeral homes need OMCB to be able to lift restrictions and not worry about violations.
- Barrier: Permit for Disposition:
- Businesses will need direction from Vital Records on how to proceed with disposition.
- Tags for identification would still be needed: what materials & how to track numbers?
- Record keeping: Who is keeping track of where decedents are buried or cremated? This would be important if, for example, disinterment becomes necessary, probably would not be viable in a mass grave situation.
- City could have property for mass burial. Public utilities probably have resources like heavy equipment, diesel fuel, etc. Cemeteries should have a plan in place if Governor elects to have decedents buried in available plots.
- Death Care Staff for Klamath Co.
 - 21 Transport staff
 - 11 FSP
 - 6 EM
- Capacity for Storage in Klamath Co.
 - Normal = 75 per month
 - Surge = 107 with local funeral homes (+20 in refrigeration that is currently available, but not in use) 9-10 at Hospital
 - 4 Embalming Stations
- There should be an understanding between funeral homes, volunteer organizations & involvement in planning.

Scene Operations & Recovery

- Capabilities for...
 - Body recovery: yes
 - Evidence handling → not at this time; we need to get a large safe or designated locked cabinet for personal effects
 - Documentation: yes
 - Remains tracking chain of custody: yes
 - Search and rescue
 - FEMA trailers
- Have PPE/specialized equipment: working on it

- Managing contaminated, fragmented, or biohazard-exposed remains: put them in bags and keep them together and labeled accordingly.

Available Resources

- Local emergency manager: Polk Co – Dean Bender and Greg Hansen, and the ME is Kenneth Rosgen; Marion Co – Greg Walsh, Krista Carter, Josiah Almeyda, and the Chief ME is Chuck Funrue; City of Salem – Salem Emergency Manager is Joe Hutchinson.
- Federal, state, local resources are available: during COVID, received supplied from restaurants and anywhere else we could find, but it was all garbage and all in Chinese, so had a very limited supply; need to stock up prior to disaster and find a place to store it all.
- One of the Portland funeral establishments can hold up to 200 bodies, and “surge inverting” can let them hold up to 500.
- Know who your Emergency County Manager is!
- If your Emergency County Manager knows you & your needs, you will get resources faster.
- Timeline: 5-10 days for federal emergency personnel (optimistic).
- Funeral homes should be a priority for resources and space: need body bags, scalable.

Top Concerns

- Safety
- Clean water
- Food
- Generators
- Fuel
- PPE

Ideas to Improve Response

- Special regulations/laws for emergency situations:
- Change requirements for permission to embalm/cremate.
- Allow apprentices and students to act as FSP/Embalmers.
- Remove 20-day body holds.
- Automatic “apprenticeship” licensing for all employees of a funeral home – like deputizing.

Discussion Topic #2: Indigent Disposition Program (IDP) Fund

- Purpose: Applications for \$550 reimbursement to licensed OR funeral homes for the cremation of indigent individuals.
- (New application in the works)
- IDP exists because OR counties weren’t paying for their indigents.
- 1980’s – State ended “welfare” burials → IDP was created in 1990s.
- Funded by state filing fee → increased to \$30 in 2022.

What can OMCB do to clarify the program's purpose?

- Send out a program info packet to hospital ICU, comfort care and Hospice Groups; CHANGE THE NAME to “Unclaimed” instead of “Indigent” so those groups aren’t telling the families that it’s an available fund.
- The program could be better defined.
- Opinion: Funeral homes already understand the program, IDP should be addressed to the public.
- To redefine “indigent” → remove any verbiage of finances or payment.
- Direct simple language to define indigent persons.
- Idea#1: Can a funeral home get some sort of charitable kickback for cases at the end of the year? Like a donation tax write off.
- Idea #2: A funeral home will be paid out excess of IDP Fund to help make up a deficit of initial payment. But it is based off the number of cases they provide IDP with.
- Change name so it’s not misleading, maybe “Funeral Home Reimbursement Program”.
- Program requirements, purpose, etc. could be better marketed to get information out to hospitals/hospices, etc.
- Date of disposition is hard to determine and is required to be given on application.
- Have a hospital/hospice or healthcare representative sit on a committee.
- Statute says 10 days. OMCB could clarify if this is calendar or business days.
- There could be an ‘exceptions’ line on the form when the FSP goes over the 10 days.
- Funeral Director ‘pain-point.’ A decedent is cremated under IDP. Family members then show up weeks later asking for remains. How is the funeral director supposed to respond?
- Outreach to hospitals and hospice centers is important so they stop advocating IDP as an option to families.
- Opinion: Funeral homes do not have questions about program → need more clarification on when other parties can step in and pay for disposition.
- IDP is not a payment support program for families; it is a reimbursement to FSPs for performing final disposition. Families need to understand that they have no rights to the remains. IDP is not a consumer program.
- The definition of ‘indigent’ could be better defined when IDP is discussed by FSP, hospital or hospice. IDP is not a state assistance program for families.
- Is there a role for OHA? Educating social workers, hospice care, etc.—these groups may be pushing people toward IDP, which is not appropriate.
- Current messaging on OMCB update should be checked and updated and clearly indicate that hospitals and hospice care workers should NOT be directing patients to IDP; make it clear that IDP is for truly indigent people. If families have money, they are expected to help pay for disposition.
- FSPs may need more training to converse with families. Families are ‘unclaiming’ decedents because they cannot afford cremation. Public needs to understand that they have no rights to cremated remains.
- More guidance/training on the term ‘indigent’ and what it means. IDP is not a state assistance program for families.
- Maybe OHA can message appropriate use of IDP to case workers, social workers, hospice care workers, etc.
- There was some discussion about cremation authorization. The authorization is also called the permit. Marianne brought up 97.130 ordinary cremation. 97.170 speaks to IDP cremation, and FSP asked about whether they can sign the form.
- Need to clarify who signs the cremation authorization on the non-ME jurisdiction cases.

- Consider having a new cremation authorization form for IDP only. Make it clear that FSP has authorization to sign it.
- Training hospital and hospice providers on what IDP is to prevent misunderstandings with families.
- Opinion: Please stop citing the OAR at the beginning of every correspondence. People are turned off by this. Be more personal. It's okay to cite the OAR but save it for last. It's off-putting.
- Within the funeral director community, there's less confusion about IDP Fund. Most confusion seems to come from elsewhere (ie: hospice).
- Neighbor pays for cremation because decedent has no relatives. In this case, Public Health Officer signs.
- Whole body donation companies added to the list would be helpful.
- FSPs don't have enough staff or time to administer IDP. Up the reimbursement to \$750.
- Five-day requirement can be problematic if directors have been spending time seeking next of kin and may not know they were indigent.
 - Answer: This is why there is an indigent start date field available on page 2 of the application.
- Statute should include a step of when a person becomes "indigent."
- 10 days is 10 days, not business days.
- For one funeral home who accepts indigent cases, it takes 3 hours of labor to research/investigate the required information for each indigent decedent.
- Opinion: 10 days should not be calendar because it is too long and some funeral homes are running out of cooler space. Recommend changing to 7 calendar days instead.
- Who should sign the cremation authorization?
- What options exist for partial payment with families?
- How much time should be spent going through the process of searching for NOKs?
- Can funeral homes accept IDP decedents from other funeral homes & does it restart the clock?

What outreach needs to be done?

- Change the definition of the program to make it clear to the agencies who are telling the families that it exists as an option as a fund; the family needs to either enter a business transaction with the funeral home or they need to walk away; it's a right – they don't have to pay for it.
- Who has rights to the cremated remains?
- Need to provide training to hospices/hospitals about the purpose of the IDP fund.
- Attend hospice and hospital convention/meetings & give presentation on IDP fund.
- Use the newsletter to inform funeral homes about issues our IDP Administrator regularly encounters.
- Outreach needed about IDP to hospitals and hospices.
- What outreach can be done to clarify?
- How can funeral home staff be trained to respond & handle this confusion?
- How to educate chaplains, hospice nurses, etc.?
- Clearer communication and better education about requirements.
- Holding requirements can be prohibitive for smaller businesses – need better understanding from OMCB on limitations.
- Have materials and communication resources that funeral directors can distribute locally to hospices, etc.
- Increase the reimbursement rate.

What is working well?

- Flyer on website.
- Notifications.
- The direct deposit is nice; immunity that is in the statute is critical; the help with finding the NOK and SSN is very helpful; the applications are thorough and easy to complete plus the autofill options are nice when that works.
- Program improving, written well and better since OMCB took over program.
- IDP Fund staff are very communicative.
- In theory the reimbursement process is working, but too many people are using it for the wrong reasons.

What could be improved?

- Each location has a portal where they can put the application online and save it for later, then submit it when completed, and then you could see the status of the application (pending, payment submitted, etc.)
- Recommendation: Consider creating an IDP portal since paperwork is tedious.
- List the 3 most important things to know about IDP on OMCB's website.

Should the IDP reimbursement rate be increased?

- Yes.
- Higher amount yes
- Opinion: "Funeral homes will go broke if we stay at the current reimbursement rate."

If so, what rate would be reasonable and ensure the IDP fund remains sustainable?

- At least \$650
- \$1,000
- \$750

What should the Advisory Committee consider when reviewing the program?

- (The Board will be establishing an Advisory Committee to review the IDP fund in its entirety.)
- Members of the committee should be funeral directors who have gone through the program, and it'd be wise if they're also funeral home owners.
- "Indigent" needs to be defined more clearly → majority opinion at table: if there is family, then the decedent is not indigent.
- Another view: Even if there is existing NOK, it doesn't mean they have any relationship with the decedent and/or would be willing/available to pay. In addition, this would greatly decrease the number of cases OMCB would receive and the funeral homes would be stuck footing the bill if family exists and walks away.

Discussion Topic #3: Policy Recommendations: Customer Service Outreach/Operational Efficiencies

Board Meetings

- Overall feel there's clear communication on meetings and accessibility.
- Board meetings should rotate around the state to other populations.
 - 4 times a year: 2 in Portland, and 2 outside of Portland Metro.
- Virtual meeting links should be sent to all licensees to access meetings.
- Keep Teams option.
- Staff are doing a great job with Microsoft Teams.
- Encourage more involvement and expressing thoughts and opinions.
- Reach out to funeral homes and school to encourage staff and student attendance and involvement.
- More accessible board meetings – put notes from meetings on website or share on social media within less than 2-days of meeting happening rather than taking two weeks for newsletter to come out.
- Driving and parking fee for 15 minutes or less of general session is wasteful, not worth it.
- Does the website provide a link for the meeting?
- Can OMCB provide a link for the board meeting?
- How can someone make a public comment? Do they need to sign up in advance?
- Website could be enhanced if people were able to join general session from the website.
- Public session board meetings are very early in the day.
- Pausing public meetings for discipline meetings sometimes means general attendees can't get back in.
- Suggest to send email announcement to notify when general session will be returning.

Website

- Portal isn't always user friendly or doesn't do what it says it will.
 - For example, when a reset link email is sent but never received.
- Response times from OMCB continue to be challenging.
 - Do they need more staff?
 - Who can we get support from for the portals?
- Industry standard should be less than 3 clicks to get signed into the portals.
- Opinion: Very accessible.
- User friendly for family and FSPs.
- Accessibility of board meeting information.
- Licensing FAQ page:
 - A way to check how much time an apprentice has left on their program.
 - A quicker/accessible way to answer licensing questions → self-service info → takes pressure off Ryan.
- State websites are complex and not user friendly.
- Licensing portal needs work (no specifics given).
- 20-day body hold - no longer sends confirmation that request has been received.
- Making sure email addresses in OMCB portal are correct for all licensees so they get all the notices.
- Make the board meeting dates more obvious.
- Newsletter could be utilized to provide more content. Currently, it's graphically rich, not important.
- Disciplinary results do not appear to be public information.

- Currently have to submit a public records request (?).
- Accessing this should be easy for the public.
- Suggestion: More crossover between OMCB & OHA.

Education Needs

- Outreach to high schools and job fairs to encourage people to pursue a career in funeral service.
- Hospice/hospital training.
- Better education letting people know what their options are for end-of-life decisions.
- Continuing educations opportunities.
 - Who has the right to control disposition.
 - FTC law education.
 - IDP fund.
- Educational podcast.
- There is a feeling that hospices are stepping in to FSP work and giving out bad information. For example, you do not need 20 death certificates.
- More education to gay community or single people. Cascade AIDS Project. Oregon Bar Associations.
- ORS 97.130(8) domestic partnership rights conferred only if domestic partnership was done in Oregon. Is this form on OMCB's website?
- OMCB could consider using Survey Monkey to develop a quiz or test for all to take, which would serve as a reminder of rules or practices or issues inspectors are routinely seeing.
- Opinion: Use basic black and white format, not colors.
- Outline types of violations: Egregious, Troubling, Dismissed.
- Need to provide information about what types of dispositions are available to the public.
- Need to provide information about what the VA covers and what families are responsible for.
- Collaboration between OMCB & OFDA to provide education to the public would support funeral homes.

Investigations

- Education on frequent investigation issues.
- What receives the most complaints.
- Would like to know what the timelines look like so you know when it may be finalized.
- OMCB can clarify that investigations are collaborative among staff at OMCB, not a one person show or decision.
- Maybe some type of flowchart or bullet points about the process: from start to finish, with timelines.
- Recognize that the Board can add or subtract from an investigation when reviewing any draft investigation.
- Investigations doing great job (Include FAQs).
- Doesn't appear to be much feedback.
- Suggestion: Explain how investigations work from the respondent's side.
 - How you're notified.
 - How long it typically takes.

Inspections

- There used to be a searchable database with information.
- Inspections doing great job (Include FAQs and update inspection checklist with NOR).
- There has been some inconsistencies of inspections.
 - There's a history of funeral homes getting inconsistent results if a funeral home file is required to have written authority on disposition – especially for burial.
- Inspectors should be licensed FSPs in order to inspect an active funeral home.
- How often are they actually happening?
- Could funeral home & cemetery inspections happen at the same time?

Barriers to Licensing

- Better response time to the review structure and time frame plus standardization on licensing for any license; 10-days response is not unreasonable; maybe hire a PT person who's in the program to go through the paperwork; an overhaul of the procedure that reviewing the logs might be too overwhelming at the time of licensing (because it's creating a clog), but it should still be part of the process, but not the thing that holds everything up; when people are moving from an apprenticeship to being fully licensed, they get a wage increase and are expecting it and relying on it – better communication.
- Better defining the difference between embalmers and those who can do min preps; the statute gives the same responsibility to the FSP and the embalmers to public health, so they should both be able to do min preps.
- Remove the HS transcript requirement if the person has a college transcript.
- Licensing doing great job (Would be nice to have e-mail secondary confirmations).
- Suggestion: “Limited Embalmer’s License” would allow a funeral home to do certain essential tasks to prepare a body (ex. setting features, cleaning, etc).
- Limited Embalmer’s License = for funeral homes to be allowed to do touch ups and settings without having to outsource those services each time.
- Some small businesses don't have a licensed embalmer on hand → embalming is outsourced.
- “Setting Features” cannot be currently done by an FSP, only an embalmer. Autopsy restoration process or “trauma repair” requires a whole other set of skills that falls under an embalming license.
- A limited embalmer license would allow FSPs/other funeral home staff to perform settings without having to outsource it.
- Processing of applications and licenses need to get done faster.
- Too much to become an apprentice: “originals” are barriers – digital transcripts should be fine.
- Suggestion: allow the crematory authority license to do more since cremation is ~80% of dispositions.
- Uploading documents to the licensing portal doesn't always work.
- Navigating the portal can be challenging.
- Suggestion: Proactive reminders and staggered scheduling for licensing renewals.
- Suggestion: Streamlined processing for licensing renewal season.

Discussion Topic #4: Legislation/Rulemaking

Requested Changes

- ORS 692.025/OAR 830-011-0020: Would like to see a tiered system for required number of embalming by population.
- Allow FSPs to dress, cosmetics, set features.
- “Substantial revision” in ORS 97.130 has been brought up as something that needs further clarification: has been codified by disciplinary action.
- “Substantial” could mean anything to anyone.
- Funeral homes could use better verbiage for support of what families can change.
 - If mom has a PN for full body burial but no plot and family want to change to cremation, FH can’t make family buy a plot at a cemetery.
 - Steer clear of wording that leaves discretion to the funeral home.
 - Any revisions must be made in writing prior to death occurring.
 - Additions to contracts are allowed, but no reductions to goods & services.
 - How does this apply to dispositions options that weren’t available (or even legal) at the time the preneed was written?
 - Must stick to the four corners of the contract.
- Rule/law change under NOR definition 97.010(30) Human remains is a soil amendment.
- Need clarification about power of attorney being able to make disposition decisions.
- Embalming requirements for apprentices:
 - 35 vascular embalmings vs. director sign-offs on setting features
 - Smaller facilities may not even perform 35 vascular embalmings per year.
- Identifying next of kin:
 - How to verify highest ranking next of kin (i.e. family members who don’t speak).
 - What constitutes “available at the time” – especially in disagreements amongst the family after the fact?
- Embalming:
 - Does removal staff need licensing or education with how often they have the potential to be asked to clean up or reset features, move clothing, etc.?

Needs Clarification

- ORS 97.130: Define “available”.
- ORS 97.130(2) “available at their time of death” should be clarified with a time frame.
- ORS 97.170(b): 10 days – calendar days or business days?
- Preneed contracts what is a substantial change besides disposition type?
- Opinion: ORS 97.130 is a member’s “bane of existence” → *may direct any lawful manner of disposition.* Do they have to be an FSP?