

# OREGON MORTUARY & CEMETERY BOARD (OMCB)

## CUSTOMER SERVICE POLICY



Board Approved April 8, 2025

## **OMCB's Mission Statement:**

The mission of the Board is to protect public health, safety and welfare by fairly and efficiently performing its licensing, inspection and enforcement duties; by promoting professional behavior and standards in all facets of the Oregon death care industry; and, by maintaining constructive relationships with licensees, those they serve and others with an interest in the Board's activities.

### **1. OMCB's Core Customers**

- Licensed individuals:
  - Apprentice/Trainee (Funeral Service Practitioner, Embalmer, or both), Combination (Funeral Service Practitioner & Embalmer), Death Care Consultant, Embalmer, Funeral Service Practitioner (Funeral Director), Intern, and Preneed Salesperson
- Licensed Facility Operators:
  - Alternative Disposition Company (Alkaline Hydrolysis and Natural Organic Reduction), Cemetery Authority, Crematory Authority, Funeral Establishment, Immediate Disposition Company, and Removal Company (Washington)
- Applicants for any of the above licenses
- Members of the public and constituents

### **2. Definition of "Professional Workplace Communication" and OMCB's Expectations**

"Professional workplace communication" is defined as any form of communication between OMCB staff members and any of the agency's core customers. All forms of communication (i.e., telephone calls, emails, faxes, mailed letters, and in-person conversations) must at all times be respectful, responsive, clear, concise, and compliant with all applicable state and federal requirements regarding confidentiality, etc.

### **3. Definition of "Customer Service" and What it Means for OMCB**

"Customer Service" refers to the support and assistance OMCB staff provides to the agency's core customers. It is vitally important that these experiences are positive, informational, and beneficial.

### **4. Where OMCB's Customer Service Strategy is Outlined**

OMCB's customer service strategy will be outlined in its Customer Service Policy, which will be presented to the Board for approval during its April 8, 2025 board meeting. Any suggested changes will be made and provided as soon as possible.

### **5. Where the Public Can Access OMCB's Customer Service Policy**

Once approved by the Board, OMCB's Customer Service Policy will be posted on the agency's website.

### **6. Single Point of Contact for OMCB's Customer Service Policy**

Chad Dresselhaus, OMCB's Executive Director, will serve as the single point of contact for OMCB's Customer Service Policy.

## **7. Supporting Customer Accessibility**

OMCB will comply with all **Americans With Disabilities Act (ADA)** and **EIS e-Government** guidance requirements.

## **8. Agency Alternative Language and Universal Communication Options**

OMCB will provide alternative language and universal communication options as resources are available.

## **9. Ensuring Information Located on OMCB's Website is Accurate**

The following information will be accurately reflected on OMCB's website:

- a. Phone numbers, office physical location and mailing address, operating hours, and instructions for scheduling in-person interactions.
- b. OMCB's minimum operating hours are Monday through Friday, 8 am to 5 pm.

## **10. OMCB's Customer Service Expectations**

- All interactions between OMCB staff and OMCB's core customers must at all times be respectful, responsive, clear, concise, and compliant with all applicable state and federal requirements regarding confidentiality, etc.
- All OMCB staff is required to acknowledge receipt of customer communication within one business day.
  - Depending on the complexity and time required to provide a thorough response, OMCB staff shall be required to provide a follow-up response within 3-5 business days. If the response requires additional time, OMCB staff will provide an updated timeline and explanation why the response is delayed.

## **11. How Customer Service will be Monitored and Improved**

All OMCB staff includes the online customer service survey link in their email signature line, which is reported at the end of each year as part of the agency's customer service KPM.

Specifically, the KPM tracks the following categories:

- Accuracy
- Availability of Information
- Expertise
- Helpfulness
- Overall Service
- Timeliness

OMCB staff will review the survey results and discuss strategies for improvement on a monthly basis and implement them when needed.

The data collected on an annual basis for the KPM will be reviewed to determine if any programmatic changes need to be made.

## **12. The Process for Ensuring that Contact Information Remains Updated on OMCB's Website**

Contact information will be updated at a minimum when there is a change, but the information will be reviewed on a monthly basis to ensure the information provided is accurate and up to date.