

The Conference 117th Annual Meeting

District of Columbia Board of Funeral Directors

The District of Columbia Board of Funeral Directors regulates license funeral directors and funeral home establishments. The Board's mission is to protect the health, safety and welfare of the citizens in the District of Columbia by upholding the District of Columbia Funeral Directors laws and regulations. The Funeral Directors [license law](#) is defined in the Municipal Funeral Directors Regulations.

The Conference 117th Annual Meeting

TOPICS

Consumer Bill of Rights

Annual Continued Educational Forum

Complaints, Investigations, Inspections

COVID Precautions and Practices

The Conference 117th Annual Meeting

CONSUMER BILL OF RIGHTS - FUNERAL HOME ESTABLISHMENTS

- A FHE must post all of its price lists on any websites that it maintains. This includes the General Price List, the Casket Price List, and the Outer Burial Container Price List.
- You have the right to see a FHE's General Price List as soon as you enter the FHE to make arrangements and may take the list home with you. You may also ask for this information over the telephone, without having to provide any personal information. The General Price List must contain current prices. You have the right to see a Casket Price List as soon as you begin discussing caskets.
- You have the right to view an Outer Burial Container Price List before the FHE shows you containers.
- You do not have to buy a casket from the FHE (it may cost less online). The FHE cannot charge a fee for bringing in a casket purchased elsewhere.
- You do not have to buy outer burial containers from the FHE. An outer burial container can be purchased from the funeral home establishment, the cemetery, or from an online vendor.
- You do not have to buy a casket if you choose direct cremation.
- You do not need to pay for embalming if you are having a direct cremation or immediate burial. DC requires authorization from the deceased's next of kin or agent to perform embalming services.

The Conference 117th Annual Meeting

Consumer Bill of Rights

CONSUMER BILL OF RIGHTS - FUNERAL HOME ESTABLISHMENTS

- A FHE must post all of its price lists on any websites that it maintains. This includes the General Price List, the Casket Price List, and the Outer Burial Container Price List.
- You have the right to see a FHE's General Price List as soon as you enter the FHE to make arrangements and may take the list home with you. You may also ask for this information over the telephone, without having to provide any personal information. The General Price List must contain current prices. You have the right to see a Casket Price List as soon as you begin discussing caskets.
- You have the right to view an Outer Burial Container Price List before the FHE shows you containers.
- You do not have to buy a casket from the FHE (it may cost less online). The FHE cannot charge a fee for bringing in a casket purchased elsewhere.
- You do not have to buy outer burial containers from the FHE. An outer burial container can be purchased from the funeral home establishment, the cemetery, or from an online vendor.
- You do not have to buy a casket if you choose direct cremation.
- You do not need to pay for embalming if you are having a direct cremation or immediate burial. DC requires authorization from the deceased's next of kin or agent to perform embalming services.

The Conference 117th Annual Meeting

Consumer Bill of Rights

- The FHE must supply receipts for the amounts paid to third parties (for example, florists, newspapers, or clergy). Under DC law, when a FHE utilizes the services of a third party, the FHE may not charge consumers more than the amount the FHE paid the third party.
- You do not have to pay for a package of goods and services. You have the right to select only the goods and services you want, other than the basic services fee, which is a standard fee charged by all FHEs for overhead costs.
- The FHE must give you a statement of itemized costs of each good and service chosen as part of the signed contract.
- If you pre-pay for a funeral, you can get a full refund within 30 days of signing the contract, and a refund of at least 90% on services you no longer want 30 days after signing the contract. You can pre-plan a funeral without pre-paying.

If you encounter a funeral home establishment that is not abiding by any part of the Consumer Bill of Rights, please contact the Department of Consumer and Regulatory Affairs (DCRA) at 202-442-4400 or dcra@dc.gov. Or, you may contact the Office of the Attorney General (OAG) at 202-442-9828 or consumer.protection@dc.gov.

The Conference 117th Annual Meeting

Annual Continual Educational Forum

2020 SESSION TOPICS

Tax Issues Related to Funeral Homes in the District of Columbia
Tax Requirements on Hearses and Other Vehicles
Personal vs. Business Income Tax
Property Tax
Sales and General Use Tax
Mortician Purchases Tax
Services Performed Outside of the District
Types of Invoices

The Conference 117th Annual Meeting

Complaints, Investigations, Inspections

Below are the steps for submitting a complaint in the District of Columbia:

1. Complaint Received and Reviewed to see if it merits an investigation.
2. The Investigator conducts and gathers background of the complainant and respondent.
3. Interview(s) are conducted. These interviews include but are not limited to the complainant(s), witnesses, subject(s) and any witnesses provided by the subject.
4. Inspection is done of the establishment.
5. Information is gathered to substantiate evidence
6. Write a report and submit to the board
7. The Board confers with legal counsel on the appropriate action to be taken.

The Conference 117th Annual Meeting

COVID Precautions and Practices

Below are recommendations and information from the District of Columbia, Chief Medical Examiner Office that was presented to all city-wide DC Funeral Directors, Funeral Home Establishes and those practicing in this Industry, and areas where the DC Board collaborated and partnered with efforts.

- OCME is tasked with handling any death from infectious disease as well as mass fatality incidents
- Pre-COVID – averaged 6-8 cases daily
- Early peak COVID period – averaged 12-17 deaths due to the virus
- OCME created Mass COVID Fatality Plans
- OCME created an *Incident Management Team*
- The District set up disaster morgues
- Ordered refrigerated trailers
- Secured PPE cache and disbursed to FHE staff
- Conduct town hall meetings and/or information sessions

The Conference 117th Annual Meeting

Important Message in Reference to COVID-19 - RENEWALS

To all Funeral Directors, Funeral Home Establishments and Licensees

In accordance with Title III, Section 312 of the "COVID-19 Response Emergency Amendment Act of 2020, "the Act", professional or occupational licenses that expire during the declared public health emergency are considered valid.

As noted on the [coronavirus.dc.gov](https://www.coronavirus.dc.gov) page under the section listed Department of Consumer and Regulatory Affairs, once the public health emergency is over, licensees will have 45 days to renew a license and renewal notices will be sent at that time.

For the latest information on the District Government's response to COVID-19 (Coronavirus), please visit [coronavirus.dc.gov](https://www.coronavirus.dc.gov).

The Conference 117th Annual Meeting

RESOURCES

Statutes, Regulations and Policies

DCMR Title 17-Chapter 30-Funeral Directors - http://dcrules.elaws.us/dcmr/t17_ch17-30
 DCMR Title 17-Chapter 31-Funeral Services Establishments - <https://dcrees.dc.gov/Common/DCMR/RuleList.aspx?ChapterNum=17-31>
 DCMR Title 17-Chapter 33-Funeral Directors, Veterinarians, Interior Designers, and Real Estate Appraisers http://dcrules.elaws.us/dcmr/t17_ch17-33
 DC Code Title 3-Chapter4-Funeral Directors - <https://code.dccouncil.us/dc/council/code/titles/3/chapters/4/>
 DC Code Title 5-Chapter 14-Chief Medical Examiner - <https://code.dccouncil.us/dc/council/code/titles/5/chapters/14/>
 DC Code Title 7-Chapter 2-Vital Records - <https://code.dccouncil.us/dc/council/code/titles/7/>
 DC Code Title 43-Chapter1-Cemetery Associations; Regulatory Provisions - <https://code.dccouncil.us/dc/council/code/titles/43/chapters/1/>
 DCMR Title 18-Chapter 22-Title 18-Funeral Processions - http://dcrules.elaws.us/dcmr/t18_ch18-22
 Guidance for Funerals, Memorials, Vigils, and Funeral Homes - <https://dcra.dc.gov/release/guidance-funerals-memorials-vigils-and-funeral-homes>

The Conference 117th Annual Meeting

DC Board of Funeral Directors

MEMBERS

John McGuire – Chair, Funeral Director
 Asanti Williams – Funeral Director
 Duane Hills – Funeral Director
 Randolph Horton – Funeral Director
 Ernest Boykin – Consumer Member

STAFF

Andrew L. Jackson, III - Board Administrator, (202) 442-4345
 Cynthia Briggs, Program Manager (202) 442-4333
 Nicole McClendon - Program Coordinator, (202) 442-4333
 Kevin Cyrus – Education Coordinator, (202) 442-4333

1100 4th Street, SW, Suite 500, Washington, DC 20024
 Email: opla.funeraldirectors@dc.gov