



OFFICE OF FUNERAL HOME AND CREMATORY REGISTRATION

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Barbara J. Kelley

Executive

Director

Wendy Anderson

Program

Director

WRITTEN NOTIFICATION REQUIREMENTS TO CONSUMERS

An analysis of complaints submitted to the Colorado Office of Funeral Home and Crematory Registration has revealed numerous instances of funeral establishments in Colorado failing to ensure that written documentation given to consumers meets statutory requirements.

Specifically, pursuant to CRS 12-54-103(1), when a consumer inquires about the goods or services the funeral establishment provides, the funeral establishment **must provide written notice** to the consumer specifying:

- **Any** subcontractors or agents routinely handling or caring for human remains; and
- The written notice **must include** the names and addresses of the subcontractors, agents or other providers.

If the initial consumer inquiry occurs over the telephone, the **written notice must be provided** when the customer finalizes the arrangements for goods or services with the funeral establishment.

Additionally, pursuant to CRS 12-54-104(1)(o), it is unlawful for a funeral establishment to fail to include in a contract for funeral services the following statement:

“INQUIRIES REGARDING YOUR FUNERAL AGREEMENT MAY BE DIRECTED TO THE DEPARTMENT OF REGULATORY AGENCIES.”
The contract for funeral services must also include the current address and telephone number for the Colorado Department of Regulatory Agencies.

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INTRODUCING THE DIVISION OF PROFESSIONS AND OCCUPATIONS!

After 44 years, the Division of Registrations got a new name on August 8, 2012, that better reflects its mission. The regulator of 50 professions, occupations, and entities in the state is now the **Division of Professions and Occupations**. The Division is responsible for the licensure of nearly 350,000 people in the state. It preserves the integrity of the marketplace through the consistent and fair pursuit of consumer protection. The work of the Division facilitates a labor force that is a critical driver of the state’s economy, and touches all Coloradans in their personal, daily lives.

Contact us:

Office of Funeral Home and Crematory Registration

1560 Broadway, Suite 1350

Denver, Colorado 80202

Tel: 303.894.7800

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Consumer protection is our mission

FUNERAL HOME AND CREMATORY REGISTRATION RENEWAL

Please ensure the facility renews its registration on time. The Office of Funeral Home and Crematory Registration took numerous actions this year against facilities that continued to operate but did not renew their registrations. Make sure the facility's registration remains current!

Each registered funeral home and crematory in Colorado will receive a renewal reminder postcard in the mail to its address of record. The renewal reminder cards are mailed out approximately 45 days prior to the renewal due date. The reminder will explain the process of online registration renewal.

Please keep in mind that if an establishment has both a funeral home and a crematory registration at the same location, *both* registrations need to be renewed for the facility to continue to practice as a funeral home and a crematory after November 30th.

INSPECTION OF FUNERAL HOMES AND CREMATORIES BY OTHER GOVERNMENTAL AGENCIES

Funeral Homes and Crematories may be inspected by other governmental agencies. For example, crematories are subject to inspection by the Air Pollution Control Division of the Colorado Department of Public Health and Environment. This is just one example of such inspection authority. Please be aware that other entities may have the legal authority to inspect your funeral home or crematory as well.

RENEWAL FEES

By law, the program must operate strictly with funds collected from the entities it regulates, with no support from the State's General Fund. The Colorado Legislature determines the budget for the program. Once the Legislature sets the budget, the money must be raised through fees. The good news is that these fees are evaluated each year. Therefore, they are modified depending on how much money is anticipated to be received through the registration and renewal processes and what the anticipated expenditures are expected to be. The primary obligation is to protect consumers and the operations of the program are focused to ensure it can work diligently to do so. The Division of Professions and Occupations works hard to contain program costs and to keep fees as low as possible.

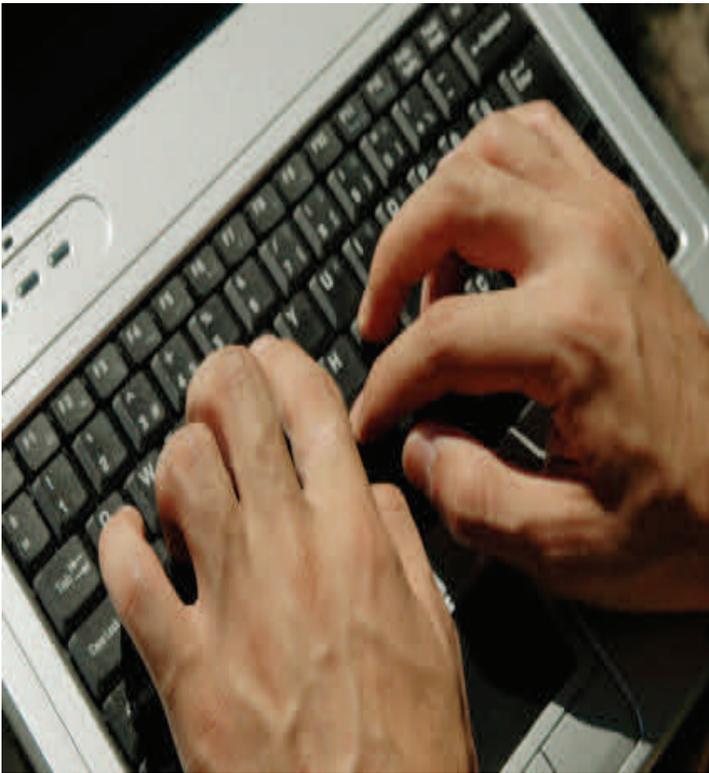


THE DIVISION OF PROFESSIONS AND OCCUPATIONS WELCOMES OUR NEW DIVISION DIRECTOR!

Lauren Larson became the Director of the Division of Professions and Occupations in August 2012. Ms. Larson comes to DORA from Washington, DC, where she was a senior executive at the Executive Office of the President, Office of Management and Budget (OMB). As Chief of the Treasury Branch at OMB, she negotiated billions of dollars in spending and numerous industry regulations. Her experience includes budget, legislative and general management oversight for federal regulatory agencies such as the Department of the Treasury, the Department of Housing and Urban Development, and the Securities and Exchange Commission. Ms. Larson also served as a senior advisor at the Internal Revenue Service. Prior to her government service, Ms. Larson was an economic consultant with PricewaterhouseCoopers, and a manager at a nonprofit. She holds a Master of Public Policy from the University of Michigan, and a Bachelor's degree in Political Science from Syracuse University.

ONLINE SERVICES HAS A NEW LOOK

The new Online Services is faster, more user-friendly and more compatible with browsers such as Safari, Mozilla Firefox and Google Chrome. **Go to www.colorado.gov/dora/licensing to renew your registration or verify a license.** *If you have not logged into the system since July 1, 2012, you must Register to create a new account.*



ONLINE SERVICES

Online Services makes it easier for all registered professionals to renew and update their contact information after a simple registration process. For detailed renewal instructions, go to your [renewal page](#).

SIGN UP FOR E-UPDATES!

The Division wants to keep you informed of upcoming renewal, legislation, events and other information that impacts your profession. In order to do this more efficiently we have implemented "DORA eUpdates" and we look forward to providing more of these in the future. These eUpdates are sent to the email address in our licensing system for each active registrant. To update or add your email address, log into [Online Services](#).



RENEW YOUR REGISTRATION ON TIME!

You may renew your registration online using Online Services. Renewals are generally made available 6 to 8 weeks prior to the registration expiration date. After that there is a 60-day grace period. That means you typically have a time frame of 16 weeks to renew your registration.

Any registration not renewed prior to the end of the grace period will be considered expired. Once a registration is in expired status, a reinstatement application must be completed and returned to our office with the appropriate fee listed on the form.

If you do not renew your registration prior to the end of the grace period and continue to practice, you will be practicing on an expired registration and may be subject to disciplinary action. The Division sees a number of situations every year of individuals who have failed to renew their registration on time and practiced without a registration. The reasons that are offered boil down to some common themes: I forgot; I moved and I forgot to notify the Office so I never got the renewal notice; I thought that my assistant/secretary/spouse/boyfriend, et cetera, handled it; it's the Office's fault because I *did* renew my registration ...or I *thought* I renewed my registration. The result is that depending on how long it takes for the individual to "remember" to renew, the Division often takes disciplinary action against the individual because it is against the law to practice without an active registration.

So, here's where we need your help. The steps are as easy as 1-2-3!

1. Go to the Division of Professions and Occupations website at www.dora.state.co.us/professions and click *Online License Renewal* to renew your registration.
2. Note the expiration date in your calendar to remind yourself of when it is time to renew your registration the next time.
3. Make sure that the address listed on your record is accurate. If it is not, then update your address with the Division. Remember to update your address anytime that you move so that you do not miss out on any important notices from the Division.

Remember, it is each registrant's responsibility to renew his or her registration on time. With our online system, you can handle all of this yourself, any time, day or night.

This newsletter was created by the Division of Professions and Occupations to improve communications between the Division and its registrants

WRITTEN NOTIFICATION REQUIREMENTS TO CONSUMERS

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Such language in contracts should reflect the following address:

Office of Funeral Home and Crematory Registration
Division of Professions and Occupations, Department of Regulatory Agencies
1560 Broadway, Suite 1350
Denver, Colorado 80202
Telephone: 303.894.7800
Fax: 303.894.7692
Email: funeral@dora.state.co.us

The Director reminds Colorado funeral establishments to ensure that consumers are supplied with appropriate written notification required by the Mortuary Science Code.

VIEW DISCIPLINARY ACTIONS ONLINE

The Division of Professions and Occupations allows anyone to view images of scanned disciplinary documents through the Internet. In reviewing a licensee's information, it is important to know what is and is not available from the agency about Colorado licensees.

The following information would appear on a record under Board or Program Actions if applicable to the licensee:

1. If a licensee had been disciplined or formally accused of wrongdoing by the Board or Program.
2. If the Board or Program has taken some other non-disciplinary action against the licensee that restricts or limits the individual's license.

Board/Program Action Documents available:

- All Stipulations, Final Agency Orders, and Suspensions that were in effect in February 2000 plus any that became effective since that date. Child support suspensions are not available online but may be obtained by contacting the appropriate Board or Program.
- Any document Revoking or agreeing to a Voluntary Relinquishment/Surrender of license, Cease and Desist Orders and Letters of Admonition from January 1, 1999 to the present.
- All Injunctions.

**If you are interested in viewing these disciplinary action documents,
please visit**

www.dora.state.co.us/registrations/ROD