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A bill to be entitled An act relating to funeral and cemetery services; providing a popular name; providing for transfer of all records, personnel, property, and unexpended balances of appropriations, allocations, or other funds for the administration of ch. 497, F.S., relating to funeral and cemetery services, from the Department of Banking and Finance to the Department of Business and Professional Regulation; preserving the validity of judicial and administrative proceedings pending at the time of such transfer and the validity of licenses and registrations in effect at the time of such transfer; terminating the Board of Funeral Directors and Embalmers and the Board of Funeral and Cemetery Services; creating the Board of Funeral Directors and Cemeteries and providing for appointment, qualifications, and staggering of terms of members; amending ss. 20.165, 455.2226, 470.002, 497.005, 497.105, 497.115, 497.117, and 497.131, F.S.; revising terminology and references, to conform; amending s. 215.321, F.S., relating to the Regulatory Trust Fund, to remove deposit therein of funds received pursuant to ch. 497, F.S.; amending s. 470.003, F.S.; revising board membership and qualifications; providing for board headquarters; revising terminology, to conform; amending s. 470.005, F.S.; authorizing the board to adopt rules relating to supervision of direct disposers by funeral directors; amending s. 470.017, F.S.; increasing college credit course requirements for registration as a direct disposer; amending s. 470.018, F.S.; increasing continuing

education requirements for renewal of registration as a Page 1 of 37

CODING: Words stricken are deletions; words underlined are additions.



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direct disposer; amending s. 470.0295, F.S.; eliminating an exception to the requirement that a licensed funeral director be present during the disinterment and reinterment of human remains; requiring a permit prior to the disinterment of human remains; providing rulemaking authority; providing a penalty; removing an exception to being considered a disinterment or reinterment; amending s. 470.0355, F.S.; revising requirements for the identification of human remains; providing rulemaking authority; providing for civil and criminal penalties; providing for recovery of actual and punitive damages; amending s. 497.002, F.S.; providing legislative intent with respect to department and board oversight and enforcement; amending s. 497.103, F.S.; requiring the board to adopt by rule minimum requirements for various aspects of the funeral and cemetery industry; requiring the board to establish by rule reasonable times for access to cemeteries; amending ss. 497.201 and 497.253, F.S.; reducing the number of contiguous acres required for a cemetery; exempting certain cemeteries; requiring applicants for cemetery company licensure to file a complete proposed site plan; requiring licensees to file a complete site plan within a specified time; revising terminology, to conform; amending s. 497.301, F.S.; requiring consumer information relating to funeral and cemetery services to be provided through the toll-free telephone hotline; requiring the department or the board to develop materials and consumer information relating to regulation of the death care industry and to disseminate consumer complaint resolution information; amending s.



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497.325, F.S.; clarifying applicability of certain illegal tying arrangements to all entities owning and operating a cemetery; amending s. 497.333, F.S.; requiring each customer of burial rights, merchandise, or services to be provided a current copy of the bylaws of the licensee offering such services and a map of the cemetery and physical description of the burial right purchased; requiring each written contract provided to a customer to provide complete descriptions of any burial right to be used for the interment of human remains and any monument, marker, or memorialization to be placed at the grave site; repealing s. 497.361(5), F.S., relating to requirements for delivery and deadlines for installation of monuments; amending s. 497.419, F.S.; providing that failure to install a monument within a specified period after interment constitutes breach of contract; authorizing extension of such period by written agreement; amending ss. 497.233 and 497.429, F.S.; conforming cross references; amending s. 497.439, F.S.; requiring applicants for registration as a preneed sales agent to have a criminal background check, complete a boardapproved course in funeral and cemetery law, rules, and ethics, and pass an examination; providing continuing education requirements for renewal of a registration; creating s. 497.442, F.S.; prohibiting the preneed sale of undeveloped cemetery property prior to the filing of a site plan for board approval; requiring site plans for undeveloped cemetery property to be completed by a professional surveyor and mapper; providing penalties; repealing s. 497.101, F.S., relating to the Board of



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Funeral and Cemetery Services, to conform; repealing s. 497.107, F.S., relating to the headquarters of the board, to conform; repealing s. 497.109, F.S., relating to organization and meetings of the board, to conform; amending s. 382.008, F.S.; requiring a funeral director to file an addendum to the death certificate to include the cemetery address and location within the cemetery where the body is buried; providing effective dates.

Be It Enacted by the Legislature of the State of Florida:

Section 1. This act shall be known by the popular name
"The Funeral and Cemetery Services Industry Regulatory
Unification Act."

Section 2. All of the records, personnel, property, and unexpended balances of appropriations, allocations, or other funds for the administration of chapter 497, Florida Statutes, shall be transferred by a type two transfer as defined in s. 20.06(2), Florida Statutes, from the Department of Banking and Finance to the Department of Business and Professional Regulation.

Section 3. The transfer of regulatory authority over chapter 497, Florida Statutes, provided by this act shall not affect the validity of any judicial or administrative proceeding pending as of September 30, 2003, and the Department of Business and Professional Regulation shall be substituted for the Department of Banking and Finance as a party in interest.

Section 4. <u>Notwithstanding the transfer of regulatory</u> authority over chapter 497, Florida Statutes, provided by this act, all licenses and registrations issued pursuant to chapter



HB 0495 2003 121 497, Florida Statutes, which are valid on September 30, 2002, shall remain in effect subject to the provisions of chapter 497, 122 123 Florida Statutes. Section 5. (1)(a) Notwithstanding s. 470.003, Florida 124 Statutes, the initial Board of Funeral Directors and Cemeteries 125 within the Department of Business and Professional Regulation 126 created pursuant to s. 470.003, Florida Statutes, shall consist 127 128 of 13 members as set forth in this section. The initial appointments shall draw, where possible, (b) 129 from persons presently serving on the Board of Funeral Directors 130 131 and Embalmers and the Board of Funeral and Cemetery Services. Members drawn from these two boards shall serve as appointed to 132 133 the new board for the remainder of their originally assigned 134 terms. As these terms lapse, these appointments shall be 135 eliminated from the new board until the membership is reflective of the appointments made pursuant to s. 470.003, Florida 136 Statutes. All subsequent appointments shall be made pursuant to 137 s. 470.003, Florida Statutes. 138 The initial appointments made to the board pursuant to 139 this section shall be as follows: 140 Five members must be funeral directors licensed under 141 chapter 470, Florida Statutes, no more than two of whom may be 142 associated with a cemetery company through ownership interests 143 or through employment with a company licensed under chapter 497, 144

- (b) Four members must be owners or operators of a cemetery licensed under chapter 497, Florida Statutes.
- (c) One member who must be a monument dealer affiliated with a monument establishment registered under chapter 497, Florida Statutes.

Florida Statutes.

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(d) Three members must be residents of the state who have never been licensed as funeral directors or embalmers and who are in no way connected with a cemetery, the death care industry, or the practice of embalming, funeral directing, or direct disposition.

- (3) This section shall take effect upon this act becoming a law.
- Section 6. Paragraph (a) of subsection (4) of section 20.165, Florida Statutes, is amended to read:
- 20.165 Department of Business and Professional
 Regulation.--There is created a Department of Business and
 Professional Regulation.
 - (4)(a) The following boards are established within the Division of Professions:
- 165 1. Board of Architecture and Interior Design, created under part I of chapter 481.
 - 2. Florida Board of Auctioneers, created under part VI of chapter 468.
 - 3. Barbers' Board, created under chapter 476.
 - 4. Florida Building Code Administrators and Inspectors Board, created under part XII of chapter 468.
 - 5. Construction Industry Licensing Board, created under part I of chapter 489.
 - 6. Board of Cosmetology, created under chapter 477.
- 7. Electrical Contractors' Licensing Board, created under part II of chapter 489.
- 8. Board of Employee Leasing Companies, created under part XI of chapter 468.
- 9. Board of Funeral Directors and <u>Cemeteries</u> Embalmers, created under chapter 470.



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181 10. Board of Landscape Architecture, created under part II of chapter 481.

- 183 11. Board of Pilot Commissioners, created under chapter 310.
- 12. Board of Professional Engineers, created under chapter 471.
- 13. Board of Professional Geologists, created under chapter 492.
- 189 14. Board of Professional Surveyors and Mappers, created under chapter 472.
- 191 15. Board of Veterinary Medicine, created under chapter 192 474.
- Section 7. Section 215.321, Florida Statutes, is amended to read:
 - 215.321 Regulatory Trust Fund.——All funds received pursuant to ss. 494.001-494.0077, chapter 497, chapter 516, chapter 520, or part I of chapter 559 shall be deposited into the Regulatory Trust Fund.
 - Section 8. Subsection (1) of section 455.2226, Florida Statutes, is amended to read:
 - 455.2226 Funeral directors and embalmers; instruction on HIV and AIDS.--
 - Embalmers shall require each person licensed or certified under chapter 470 to complete a continuing educational course, approved by the board, on human immunodeficiency virus and acquired immune deficiency syndrome as part of biennial relicensure or recertification. The course shall consist of education on the modes of transmission, infection control procedures, clinical management, and prevention of human

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immunodeficiency virus and acquired immune deficiency syndrome. Such course shall include information on current Florida law on acquired immune deficiency syndrome and its impact on testing, confidentiality of test results, and treatment of patients.

Section 9. Subsection (2) of section 470.002, Florida Statutes, is amended to read:

470.002 Definitions. -- As used in this chapter:

(2) "Board" means the Board of Funeral Directors and Cemeteries Embalmers.

Section 10. Section 470.003, Florida Statutes, is amended to read:

470.003 Board of Funeral Directors and <u>Cemeteries</u>

Embalmers; membership; appointment; terms; headquarters.--

- (1) The Board of Funeral Directors and <u>Cemeteries</u>

 <u>Embalmers</u> is created within the Department of Business and

 Professional Regulation and shall consist of <u>nine</u> seven members appointed by the Governor and confirmed by the Senate.
- directors licensed under this chapter, no more than two of whom may be associated with a cemetery company through ownership interests or through employment with a company which has an ownership interest in a cemetery. Two members must be owners or operators of a cemetery licensed under chapter 497. The remaining Two members must be residents of the state who have never been licensed as funeral directors or embalmers and who are in no way connected with a cemetery, the death care industry, or the practice of embalming, funeral directing, or direct disposition. One member must be a monument dealer affiliated with a monument establishment registered under chapter 497. At least one consumer member of the board must be



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60 years of age or older. No licensee on the board may be associated by employment or ownership with a funeral establishment or cemetery which is owned partly or wholly by a person, business, corporation, or other entity which is associated with another licensee on the board.

- (3) The Governor shall appoint members for terms of 4 years, and such members shall serve until their successors are appointed.
- (4) The board may be contacted through the headquarters of the department in the City of Tallahassee.
- (5) (4) All provisions of chapter 455 and s. 20.165 relating to activities of regulatory boards shall apply.
- Section 11. Subsection (3) of section 470.005, Florida Statutes, is amended to read:
 - 470.005 Rulemaking authority of board and department.--
- (3) The board shall adopt rules which establish requirements for inspection of direct disposal establishments, funeral establishments, and cinerator facilities and the records directly relating to the regulated activities of the licensee to ensure compliance with the provisions of this chapter and rules adopted hereunder. The board may adopt rules which require the direct or indirect supervision of direct disposers by funeral directors. Such rules shall include, but not be limited to, requirements to inspect for compliance with federal and state laws relating to the receiving, handling, storage, and disposal of biohazardous and hazardous waste.
- Section 12. Paragraph (d) of subsection (2) of section 470.017, Florida Statutes, is amended to read:
 - 470.017 Registration as a direct disposer.--



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(2) Any person who desires to be registered as a direct disposer shall file an application with the department on a form furnished by the department. The department shall register each applicant who has remitted a registration fee set by the department, not to exceed \$200; has completed the application form and remitted a nonrefundable application fee set by the department, not to exceed \$50; and meets the following requirements:

(d) Has received a passing grade in the following a college credit courses, as provided by rule of the board: course in Florida mortuary law, ethics, microbiology/infectious diseases, thanatology, and accounting.

Section 13. Subsection (2) of section 470.018, Florida Statutes, is amended to read:

470.018 Renewal of registration of direct disposer.--

- (2) The department shall adopt rules establishing a procedure for the biennial renewal of registrations. The board shall prescribe by rule continuing education requirements of up to $\underline{6}$ classroom hours and may by rule establish criteria for accepting alternative nonclassroom continuing education on an hour-for-hour basis, in addition to a board-approved course on communicable diseases that includes the course on human immunodeficiency virus and acquired immune deficiency syndrome required by s. 455.2226, for the renewal of a registration.
- Section 14. Section 470.0295, Florida Statutes, is amended to read:
- 470.0295 Disinterment; transportation; authorization and notification.--
- (1) The disinterment and reinterment of human remains shall require the physical presence of a licensed funeral

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director, unless the reinterment is to be made in the same cemetery.

- (2) In order to ensure that any disinterment or transportation of a dead human body is conducted in a manner that properly protects the public health, safety, and welfare, the board may adopt rules to regulate the disinterment and transportation of human remains.
- (3) (a) The funeral director shall obtain written authorization from a legally authorized person or a court of competent jurisdiction and must obtain a disinterment permit from the department prior to the disinterment and reinterment of a dead human body.
- (b) The board, in consultation with the Department of Health, shall adopt rules governing the issuance of disinterment permits.
- (c) Any person who violates this subsection commits a misdemeanor of the first degree, punishable as provided in s. 775.082 or s. 775.083.
- (4) Notification must be provided to the board and department as provided in s. 470.029.
- (5) The removal of human remains from a designated temporary storage area to a place of permanent burial within a cemetery shall not be considered a disinterment or reinterment.
- Section 15. Section 470.0355, Florida Statutes, is amended to read:
 - 470.0355 Identification of human remains.--
- (1) The licensee or registrant in charge of the final disposition of dead human remains shall, prior to final disposition of such dead human remains, affix on the ankle or wrist of the deceased, and affix on or otherwise attach to or in

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the casket <u>and outer burial container</u> or <u>any</u> alternative container or cremation container, proper identification of the dead human remains. The identification or tag shall be encased in or consist of durable and long-lasting material containing the name, date of birth, <u>and</u> date of death, and social security number of the deceased, if available. If the dead human remains are cremated, proper identification shall be placed in the container or urn containing the remains.

- (2) Any licensee or registrant responsible for removal of dead human remains to any establishment, facility, or location shall ensure that the remains are identified by a tag or other means of identification that is affixed to the ankle or wrist of the deceased at the time the remains are removed from the place of death or other location.
- (3) Any licensee or registrant may rely on the representation of a legally authorized person to establish the identity of dead human remains.
- (4) The board shall adopt rules pursuant to ss. 120.536(1) and 120.54 necessary to implement the requirements and operating procedures for the identification of human remains set forth in this section.
- (5) The board may file an action for civil penalties of \$10,000 against any licensee or registrant who violates this section or any rule adopted under this section. A licensee or registrant is entitled to a hearing pursuant to chapter 120 to contest the fine.
- (6) In addition to any other remedies provided under law, a party who is injured by a violation of this section may file a civil action for recovery of actual and punitive damages,



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including attorney's fees and costs. This subsection does not limit any right or remedy provided under law.

(7) A person who violates this section commits a felony of the third degree, punishable as provided in s. 775.082 or s. 775.083.

Section 16. Subsection (1) of section 497.002, Florida Statutes, is amended to read:

497.002 Purpose and intent.--

- (1) (a) The Legislature recognizes that purchasers of preneed burial rights, funeral or burial merchandise, or funeral or burial services may suffer serious economic harm if purchase money is not set aside for future use as intended by the purchaser and that the failure to maintain cemetery grounds properly may cause significant emotional stress. Therefore, it is necessary in the interest of the public welfare to regulate certificateholders, licensees, registrants, and cemetery companies in this state. However, restrictions shall be imposed only to the extent necessary to protect the public from significant or discernible harm or damage and not in a manner which will unreasonably affect the competitive market.
- (b) The Legislature intends that the department and board place equal emphasis on regulating cemeteries and sales of preneed funeral merchandise and services and provide swift and effective discipline for those persons who violate this chapter, including, but not limited to, taking enforcement action on all such violations, including violations revealed in examinations, inspections, and consumer complaints.

Section 17. Subsections (4) and (16) of section 497.005, Florida Statutes, are amended to read:

497.005 Definitions.--As used in this chapter:

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- (4) "Board" means the Board of Funeral <u>Directors</u> and Cemeteries created under s. 470.003 Cemetery Services.
- (16) "Department" means the Department of <u>Business and</u> Professional Regulation Banking and Finance.
- Section 18. Section 497.103, Florida Statutes, is amended to read:
 - 497.103 Rulemaking authority of board and department.--
- (1) The board has authority to adopt rules pursuant to ss. 120.536(1) and 120.54 to implement provisions of this chapter conferring duties upon it. The department may adopt rules pursuant to ss. 120.536(1) and 120.54 to administer provisions of this chapter conferring duties upon it. The board or the department may also adopt rules to allow for the electronic submission of any applications, documents, or fees required by this chapter. The board or the department may adopt rules to authorize the board or the department to accept certification of compliance with certain requirements of this chapter in lieu of requiring submission of the documents.
 - (2) The board shall adopt rules which establish:
 - (a) Requirements for inspection of cemeteries.
 - (b) Minimum requirements for grave size and spacing.
- (c) Minimum requirements for the identification of inner and outer burial containers.
- (d) Minimum requirements for the supervision and documentation of interment and disinterment of human remains.
- (e) Minimum education requirements for cemetery managers for a board-approved course in funeral and cemetery laws, rules, and ethics.
- (f) Minimum education and continuing education requirements for at need and preneed sales agents, which must



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include a board-approved course in funeral and cemetery laws, rules, and ethics.

- (g) Minimum financial requirements to establish a cemetery, which may include additional trust requirements for cemeteries of less than 30 acres.
- (h) Requirements for the testing of persons registered as preneed sales agents pursuant to s. 497.439 in the area of funeral and cemetery law, rules, and ethics.
- (3) The board shall adopt and enforce rules governing the operation of cemeteries in this state and arrange for the preparation, publication, and dissemination to the public of these rules and other information and material relevant to the operation of cemeteries. Such rules shall include establishing reasonable times for access to all cemeteries, including the time of day and days of the week for access to install monuments and markers.
- (4) The department shall examine the financial affairs of any cemetery company and any preneed sales certificateholder.
- Section 19. Section 497.105, Florida Statutes, is amended to read:
- 497.105 Department of Banking and Finance; Powers and duties of department. -- The department of Banking and Finance shall:
- (1) Adopt rules establishing procedures for the renewal of licenses, registrations, and certificates of authority.
- (2) Appoint the executive director of the board of Funeral and Cemetery Services, subject to the approval of the board.
- (3) With the advice of the board, submit a biennial budget to the Legislature at a time and in the manner provided by law.



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- (4) Develop a training program for persons newly appointed to membership on the board. The program shall familiarize such persons with the substantive and procedural laws and rules which relate to the regulation under this chapter and with the structure of the department.
- (5) Adopt rules pursuant to ss. 120.536(1) and 120.54 to implement the provisions of this chapter conferring duties upon it.
- (6) Establish by rule procedures by which the department shall use the expert or technical advice of the board, for the purposes of investigation, inspection, audit, evaluation of applications, other duties of the department, or any other areas the department may deem appropriate.
- (7) Require all proceedings of the board or panels thereof within the department and all formal or informal proceedings conducted by the department, an administrative law judge, or a hearing officer with respect to licensing, registration, certification, or discipline to be electronically recorded in a manner sufficient to ensure the accurate transcription of all matters so recorded.
- (8) Select only those investigators approved by the board. Such investigators shall report to and work in coordination with the executive director of the board and are responsible for all inspections and investigations other than financial examinations.
- Section 20. Section 497.115, Florida Statutes, is amended to read:
 - 497.115 Board rules; final agency action; challenges.--
- (1) The <u>department</u> Comptroller shall have standing to challenge any rule or proposed rule of the board pursuant to s.



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120.56. In addition to challenges for any invalid exercise of delegated legislative authority, the administrative law judge, upon such a challenge by the <u>department</u> Comptroller, may declare all or part of a rule or proposed rule invalid if it:

- (a) Does not protect the public from any significant and discernible harm or damages;
- (b) Unreasonably restricts competition or the availability of professional services in the state or in a significant part of the state; or
- (c) Unnecessarily increases the cost of professional services without a corresponding or equivalent public benefit.

However, there shall not be created a presumption of the existence of any of the conditions cited in this subsection in the event that the rule or proposed rule is challenged.

(2) In addition, either the <u>department</u> Comptroller or the board shall be a substantially interested party for purposes of s. 120.54(7). The board may, as an adversely affected party, initiate and maintain an action pursuant to s. 120.68 challenging the final agency action.

Section 21. Section 497.117, Florida Statutes, is amended to read:

497.117 Legal and investigative services .--

(1) The department of Legal Affairs shall provide legal services to the board as provided in s. 455.221 within the Department of Banking and Finance, but the primary responsibility of the Department of Legal Affairs shall be to represent the interests of the citizens of the state by vigorously counseling the board with respect to its obligations under the laws of the state. Subject to the prior approval of

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the Attorney General, the board may retain independent legal counsel to provide legal advice to the board on a specific matter. Fees and costs of such counsel shall be paid from the Regulatory Trust Fund of the Department of Banking and Finance.

(2) The department of Banking and Finance may employ or utilize the legal services of outside counsel and the investigative services of outside personnel. However, no attorney employed or utilized by the department shall prosecute a matter or provide legal services to the board with respect to the same matter.

Section 22. Subsections (1), (4), and (8) of section 497.131, Florida Statutes, are amended to read:

497.131 Disciplinary proceedings. --

The department shall cause to be investigated any complaint which is filed before it if the complaint is in writing, signed by the complainant, and legally sufficient. A complaint is legally sufficient if it contains ultimate facts which show that a violation of this chapter, or of any rule promulgated by the department or board has occurred. In order to determine legal sufficiency, the department may require supporting information or documentation. The department may investigate or continue to investigate, and the department and the board may take appropriate final action on, a complaint even though the original complainant withdraws it or otherwise indicates her or his desire not to cause the complaint to be investigated or prosecuted to completion. The department may investigate an anonymous complaint if the complaint is in writing and is legally sufficient, if the alleged violation of law or rules is substantial, and if the department has reason to believe, after preliminary inquiry, that the alleged violations



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in the complaint are true. The department may investigate a complaint made by a confidential informant if the complaint is legally sufficient, if the alleged violation of law or rule is substantial, and if the department has reason to believe, after preliminary inquiry, that the allegations of the complainant are true. The department may initiate an investigation if it has reasonable cause to believe that a person has violated a state statute, a rule of the department, or a rule of the board. When an investigation of any person is undertaken, the department shall promptly furnish to the person or her or his attorney a copy of the complaint or document which resulted in the initiation of the investigation. The person may submit a written response to the information contained in such complaint or document within 20 days after service to the person of the complaint or document. The person's written response shall be considered by the probable cause panel. This right to respond shall not prohibit the department from issuing a summary emergency order if necessary to protect the public. However, if the department Comptroller or her or his designee and the chair of the board or the chair of its probable cause panel agree in writing that such notification would be detrimental to the investigation, the department may withhold notification. The department may conduct an investigation without notification to any person if the act under investigation is a criminal offense.

(4) The determination as to whether probable cause exists shall be made by majority vote of the probable cause panel of the board. The board shall provide, by rule, that the determination of probable cause shall be made by a panel of its members or by the department. The board may provide, by rule, for multiple probable cause panels composed of at least two



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members. The board may provide, by rule, that one or more members of the panel or panels may be a former board member. The length of term or repetition of service of any such former board member on a probable cause panel may vary according to the direction of the board when authorized by board rule. Any probable cause panel must include one of the board's former or present consumer members, if one is available, willing to serve, and is authorized to do so by the board chair. Any probable cause panel must include a present board member. Any probable cause panel must include a former or present professional board member. However, any former professional board member serving on the probable cause panel must hold an active valid license for that profession. All probable cause proceedings conducted pursuant to the provisions of this section are exempt from the provisions of s. 286.011 and s. 24(b), Art. I of the State Constitution. The probable cause panel may make a reasonable request, and upon such request the department shall provide such additional investigative information as is necessary to the determination of probable cause. A request for additional investigative information shall be made within 15 days from the date of receipt by the probable cause panel of the investigative report of the department. The probable cause panel shall make its determination of probable cause within 30 days after receipt by it of the final investigative report of the department. The department Comptroller may grant extensions of the 15-day and the 30-day time limits. If the probable cause panel does not find probable cause within the 30-day time limit, as may be extended, or if the probable cause panel finds no probable cause, the department may determine, within 10 days after the panel fails to determine probable cause or 10 days after the



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time limit has elapsed, that probable cause exists. If the probable cause panel finds that probable cause exists, it shall direct the department to file a formal complaint against the licensee. The department shall follow the directions of the probable cause panel regarding the filing of a formal complaint. If directed to do so, the department shall file a formal complaint against the subject of the investigation and prosecute that complaint pursuant to the provisions of chapter 120. However, the department may decide not to prosecute the complaint if it finds that probable cause had been improvidently found by the panel. In such cases, the department shall refer the matter to the board. The board may then file a formal complaint and prosecute the complaint pursuant to the provisions of chapter 120. The department shall also refer to the board any investigation or disciplinary proceeding not before the Division of Administrative Hearings pursuant to chapter 120 or otherwise completed by the department within 1 year after the filing of a complaint. A probable cause panel or the board may retain independent legal counsel, employ investigators, and continue the investigation as it deems necessary; all costs thereof shall be paid from the department's Regulatory Trust Fund. All proceedings of the probable cause panel shall be exempt from the provisions of s. 120.525.

(8) Any proceeding for the purpose of summary suspension of a license, or for the restriction of a license, of a licensee pursuant to s. 120.60(6) shall be conducted by the <u>secretary of the department Comptroller</u> or her or his designee, who shall issue the final summary order.

Section 23. Subsections (2) and (3) of section 497.201, Florida Statutes, are amended to read:



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497.201 Cemetery companies; license; application; fee.--

- (2) The department may require any person desiring to establish a cemetery company who applies for a license to provide any information reasonably necessary to make a determination of the applicant's eligibility for licensure. Any person desiring to establish a cemetery company shall first:
- (a) File an application, which states the exact location of the proposed cemetery, which site shall contain not less than 15 30 contiguous acres; provide a financial statement signed by all officers of the company which attest to a net worth of at least \$50,000, which net worth must be continuously maintained as a condition of licensure; and pay an application fee of \$5,000;
 - (b) Create a legal entity; and
- (c) Demonstrate to the satisfaction of the board that the applicant possesses the ability, experience, financial stability, and integrity to operate a cemetery.
- (3) If the board finds that the applicant meets the criteria established in subsection (2), the department shall notify the applicant that a license will be issued when:
- (a) The establishment of a care and maintenance trust fund containing not less than \$50,000 has been certified by a trust company operating pursuant to chapter 660, a state or national bank holding trust powers, or a savings and loan association holding trust powers as provided in s. 497.423.
- (b) The applicant has filed with the department development plans which are sufficient to ensure the department that the cemetery will provide adequate service to the community and which have been approved by the appropriate local



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governmental agency regulating zoning in the area of the proposed cemetery.

- (c) The applicant holds an unencumbered fee simple title to at least $15 \ \frac{30}{30}$ contiguous acres of land.
- (d) The applicant has designated as general manager a person who has integrity, 3 years of cemetery management experience as defined by board rule, and the ability to operate a cemetery.
- (e) The applicant has fully developed not less than 2 acres for use as burial space, such development to include a paved road from a public roadway to the developed section.
- (f) The applicant has filed with the board for approval a complete proposed site plan of the cemetery. Each site plan must be completed by a professional surveyor and mapper licensed under chapter 472. Within 1 year after the effective date of this act, each cemetery company that has not previously done so shall file with the board for approval a complete site plan for the entire cemetery which must be completed by a professional surveyor and mapper licensed under chapter 472.
- $\underline{(g)}$ (f) The applicant has recorded, in the public records of the county in which the land is located, a notice which contains the following language:

NOTICE

The property described herein shall not be sold, conveyed, leased, mortgaged, or encumbered without the prior written approval of the Department of <u>Business and Professional</u>

<u>Regulation Banking and Finance</u>, as provided in the Florida Funeral and Cemetery Services Act.

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Such notice shall be clearly printed in boldfaced type of not less than 10 points and may be included on the face of the deed of conveyance to the licensee or may be contained in a separate recorded instrument which contains a description of the property.

Section 24. Paragraph (x) of subsection (1) of section 497.233, Florida Statutes, is amended to read:

497.233 Disciplinary proceedings.--

- (1) The following acts constitute grounds for which the disciplinary actions in subsection (2) may be taken:
- (x) Sale of an irrevocable preneed contract to a person who is not an applicant for or recipient of Supplemental Security Income, Aid to Families with Dependent Children, or Medicaid pursuant to s. 497.419(8)(7).

Section 25. Section 497.253, Florida Statutes, is amended to read:

- 497.253 Minimum acreage; sale or disposition of cemetery lands.--
- (1) Each licensee shall set aside a minimum of $\underline{15}$ 30 contiguous acres of land for use by the licensee as a cemetery and shall not sell, mortgage, lease, or encumber that property without prior written approval of the department.
- (2) Any lands owned by a licensee and dedicated for use by it as a cemetery, which are contiguous, adjoining, or adjacent to the minimum of $\underline{15}$ 30 contiguous acres described in subsection (1), may be sold, conveyed, or disposed of by the licensee, after obtaining written approval of the department pursuant to subsection (3), for use by the new owner for other purposes than as a cemetery. All of the human remains which have been

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previously interred therein shall first have been removed from the lands proposed to be sold, conveyed, or disposed of; however, the provisions of ss. 470.0295 and 497.515(7) must be complied with prior to any disinterment of human remains. Any and all titles, interests, or burial rights which may have been sold or contracted to be sold in lands which are the subject of the sale shall be conveyed to and revested in the licensee prior to consummation of any such sale, conveyance, or disposition.

- (3)(a) If the property to be sold, conveyed, or disposed of under subsection (2) has been or is being used for the permanent interment of human remains, the applicant for approval of such sale, conveyance, or disposition shall cause to be published, at least once a week for 4 consecutive weeks, a notice meeting the standards of publication set forth in s. 125.66(4)(b)2. The notice shall describe the property in question and the proposed noncemetery use and shall advise substantially affected persons that they may file a written request for a hearing pursuant to chapter 120, within 14 days after the date of last publication of the notice, with the department if they object to granting the applicant's request to sell, convey, or dispose of the subject property for noncemetery uses.
- (b) If the property in question has never been used for the permanent interment of human remains, no notice or hearing is required.
- (c) If the property in question has been used for the permanent interment of human remains, the department shall approve the application, in writing, if it finds that it would not be contrary to the public interest. In determining whether



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to approve the application, the department shall consider any evidence presented concerning the following:

- 1. The historical significance of the subject property, if any.
- 2. The archaeological significance of the subject property, if any.
- 3. The public purpose, if any, to be served by the proposed use of the subject property.
- 4. The impact of the proposed change in use of the subject property upon the reasonable expectations of the families of the deceased regarding whether the cemetery property was to remain as a cemetery in perpetuity.
- 5. Whether any living relatives of the deceased actively oppose the relocation of their deceased's remains and the conversion of the subject property to noncemetery uses.
- 6. The elapsed time since the last interment in the subject property.
- 7. Any other factor enumerated in this chapter that the department considers relevant to the public interest.
- (d) Any deed, mortgage, or other conveyance by a cemetery company or other owner pursuant to <u>paragraphs</u> subsections (a) and (c) above must contain a disclosure in the following or substantially similar form:

NOTICE: The property described herein was formerly used and dedicated as a cemetery. Conveyance of this property and its use for noncemetery purposes was authorized by the Florida

Department of Business and Professional Regulation Banking and Finance by Order No. _____, dated _____.



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(e) The department shall adopt such rules as are necessary to carry out the provisions of this section.

- (4) A licensee may convey and transfer to a municipality or county its real and personal property, together with moneys deposited in trust funds pursuant to this chapter, provided the municipality or county will accept responsibility for maintenance thereof and prior written approval of the department is obtained.
- (5) The provisions of subsections (1) and (2) relating to a requirement for minimum acreage do shall not apply to any cemetery company licensed by the department on or before July 1, 2003 2001, which owns a total of less than 30 acres of land; however, no cemetery company shall dispose of any land without the prior written consent of the department.

Section 26. Section 497.301, Florida Statutes, is amended to read:

- 497.301 Toll-free telephone number for complaints <u>and</u> consumer information; development and dissemination of consumer information.--
- (1) The department shall establish and operate a toll-free telephone hotline to receive complaints and provide information relating to the regulation under this chapter and other consumer information.
- (2) The department or the board shall develop materials and consumer information that describe regulation of the entire death care industry and develop and disseminate consumer complaint resolution information.

Section 27. Subsection (2) of section 497.325, Florida Statutes, is amended to read:

497.325 Illegal tying arrangements.--



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(2) (a) Noncemetery licensed persons and firms shall have the right to sell monuments and to perform or provide on cemetery property foundation, preparation, and installation services for monuments. However, a cemetery company or any other entity owning and operating a cemetery may establish reasonable rules regarding the style and size of a monument or its foundation, provided such rules are applicable to all monuments from whatever source obtained and are enforced uniformly as to all monuments. Such rules shall be conspicuously posted and readily accessible to inspection and copy by interested persons.

- (b) No person who is authorized to sell grave space and no cemetery company $\underline{\text{or other entity owning and operating a cemetery}}$ may:
- 1. Require the payment of a setting or service charge, by whatever name known, from third party installers for the placement of a monument;
- 2. Refuse to provide care or maintenance for any portion of a gravesite on which a monument has been placed; or
- 3. Waive liability with respect to damage caused by cemetery employees or agents to a monument after installation,

where the monument or installation service is not purchased from the person authorized to sell grave space or the cemetery company or other legal entity providing grave space or from or through any other person or corporation designated by the person authorized to sell grave space or the cemetery company or other legal entity providing grave space. No cemetery company or other other entity owning and operating a cemetery may be held liable for the improper installation of a monument where the monument



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is not installed by the cemetery company or its agents or by such other entity or its agents.

Section 28. Subsections (5) and (6) of section 497.333, Florida Statutes, are amended, present subsections (7) and (8) are renumbered as subsections (8) and (9), and a new subsection (7) is added to said section, to read:

- 497.333 Disclosure of information to public.——A licensee offering to provide burial rights, merchandise, or services to the public shall:
- (5) Provide to the customer, upon request, a current copy of the bylaws of the licensee.
- (6) Provide to the customer, upon the purchase of any burial right, merchandise, or service, a written contract, the form of which has been approved by the board.
- $_{\mbox{\scriptsize (a)}}$ The written contract shall be completed as to all essential provisions prior to the signing of the contract by the customer and must-
 - (b) The written contract shall provide:
- (a) An itemization of the amounts charged for all services, merchandise, and fees, which itemization shall be clearly and conspicuously segregated from everything else on the written contract.
- (b) (e) A description of the merchandise covered by the contract to include, when applicable, model, manufacturer, and other relevant specifications.
- (c) A complete description of any burial right to be used for the interment of human remains.
- (d) A complete description of any monument, marker, or memorialization to be placed at the grave site.



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(7) Provide to the customer a map of the cemetery and the physical description of the burial right purchased, including dimensions and other pertinent information.

Section 29. Subsection (5) of section 497.361, Florida Statutes, is repealed:

- 497.361 Registration of monument establishments. --
- (5) Monuments shall be delivered as established by this chapter and installed no later than 120 days after the date of sale. The establishment may request two 30-day extensions.

 Extensions may be granted by the executive director.

Section 30. Present subsections (6) through (10) of section 497.419, Florida Statutes, are renumbered as subsections (7) through (11), respectively, and a new subsection(6) is added to said section to read:

497.419 Cancellation of, or default on, preneed contracts.--

interment shall be considered a breach of contract unless the certificateholder has a written agreement to extend the installation date. The purchaser shall be entitled to a refund of all money paid for the merchandise. Such refund shall be made within 30 days after receipt by the certificateholder of the contract purchaser's written request for a refund. Nothing in this subsection shall preclude the purchase and installation of a new monument from any other registered monument dealer.

Section 31. Subsection (9) of section 497.429, Florida Statutes, is amended to read:

- 497.429 Alternative preneed contracts.--
- (9) The contract may provide that the certificateholder may cancel the contract, but only in the event that the

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purchaser is more than 90 days in default of the terms of the contract; and, unless subject to the provisions of s. 497.419(7)(6), must provide that the purchaser, or her or his representative, has the right, at any time prior to the performance of the contract, to cancel the preneed contract and revest title to all the funds paid on the preneed contract, except for applicable liquidated damages, and the certificateholder's rights in the net income of the trust.

Section 32. Section 497.439, Florida Statutes, is amended to read:

497.439 Preneed sales agents.--

- (1) All individuals who offer preneed contracts to the public, or who execute preneed contracts on behalf of a certificateholder, including all individuals who offer, sell, or sign contracts for the preneed sale of burial rights, shall be registered with the board as preneed sales agents, pursuant to this section, unless such individuals are licensed as funeral directors pursuant to this chapter 470.
- (2) All preneed sales agents and funeral directors acting as preneed sales agents must be affiliated with the certificateholder that they are representing.
- (3) A certificateholder shall be responsible for the activities of all preneed sales agents and all funeral directors acting as preneed sales agents, who are affiliated with the certificateholder and who perform any type of preneed-related activity on behalf of the certificateholder. In addition to the preneed sales agents and funeral directors acting as preneed sales agents, each certificateholder shall also be subject to discipline if its preneed sales agents or funeral directors



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acting as preneed sales agents violate any provision of this chapter.

- (4) A preneed sales agent and a funeral director acting as a preneed sales agent shall be authorized to sell, offer, and execute preneed contracts on behalf of all entities owned or operated by its sponsoring certificateholder.
- (5) An individual may begin functioning as a preneed sales agent as soon as a completed application for registration, as set forth in subsection (7), is approved by the board sent to the department.
- (6) The qualifications for a preneed sales agent are as follows:
 - (a) The applicant must be at least 18 years of age.
 - (b) The applicant must be in good standing with the board.
- (c) The applicant must not have any felony or misdemeanor convictions that relate to any activity regulated by this chapter.
- (d) The applicant must have a criminal background check and complete a board-approved course in funeral and cemetery law, rules, and ethics and must pass an examination approved by the board and administered by the department with a score as specified in board rule. The applicant may not commence operating as a preneed sales agent until the department has received the results of the criminal background check and the applicant is given permission by the board or department to begin operating as a preneed sales agent.
- (7) An application for registration as a preneed sales agent shall be submitted to the department with an application fee of \$100 by the certificateholder in a form that has been



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prescribed by department rule and approved by the board. Such application shall contain, at a minimum, the following:

- (a) The name, address, social security number, and date of birth of the applicant and such other information as the board may reasonably require of the applicant.
- (b) The name, address, and license number of the sponsoring certificateholder.
- (c) A representation, signed by the applicant, that the applicant meets the requirements set forth in subsection (6).
- (d) A representation, signed by the certificateholder, that the applicant is authorized to offer, sell, and sign preneed contracts on behalf of the certificateholder, and that the certificateholder has trained the applicant in the provisions of this chapter relating to preneed sales as determined by the board, the provisions of the certificateholder's preneed contract, and the nature of the merchandise, services, or burial rights sold by the certificateholder.
- (e) A statement indicating whether the applicant has any type of working relationship with any other certificateholder or insurance company.
- (8) An individual may be registered as a preneed sales agent on behalf of more than one certificateholder, provided that the individual has received the written consent of all such certificateholders.
- (9) A certificateholder who has registered a preneed sales agent shall notify the department within 30 days after such individual's status as a preneed sales agent has been terminated.



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(10) Upon receipt of an application that complies with all of the requirements of subsection (7), the department shall register the applicant. The department shall by rule provide for biennial renewal of registration and a renewal fee of \$150.

- (11) The board shall prescribe by rule continuing education requirements of up to 6 classroom hours and may by rule establish criteria for accepting alternative nonclassroom continuing education on an hour-for-hour basis for renewal of a registration.
- Section 33. Section 497.442, Florida Statutes, is created to read:
- property. -- The preneed sale of undeveloped cemetery property prior to the filing of a site plan for board approval is prohibited. Each site plan for undeveloped cemetery property submitted to the board for approval must be completed by a professional surveyor and mapper licensed under chapter 472.
- Section 34. Sections 497.101, 497.107, and 497.109, Florida Statutes, are repealed.
- Section 35. Section 382.008, Florida Statutes, is amended to read:
 - 382.008 Death and fetal death registration .--
- (1) A certificate for each death and fetal death which occurs in this state shall be filed on a form prescribed by the department with the local registrar of the district in which the death occurred within 5 days after such death and prior to final disposition, and shall be registered by such registrar if it has been completed and filed in accordance with this chapter or adopted rules. The certificate shall include the decedent's



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social security number, if available. In addition, each certificate of death or fetal death:

- (a) If requested by the informant, shall include aliases or "also known as" (AKA) names of a decedent in addition to the decedent's name of record. Aliases shall be entered on the face of the death certificate in the space provided for name if there is sufficient space. If there is not sufficient space, aliases may be recorded on the back of the certificate and shall be considered part of the official record of death;
- (b) If the place of death is unknown, shall be registered in the registration district in which the dead body or fetus is found within 5 days after such occurrence; and
- (c) If death occurs in a moving conveyance, shall be registered in the registration district in which the dead body was first removed from such conveyance.
- (2) The funeral director who first assumes custody of a dead body or fetus shall file the certificate of death or fetal death. In the absence of the funeral director, the physician or other person in attendance at or after the death shall file the certificate of death or fetal death. The person who files the certificate shall obtain personal data from the next of kin or the best qualified person or source available. The medical certification of cause of death shall be furnished to the funeral director, either in person or via certified mail, by the physician or medical examiner responsible for furnishing such information. For fetal deaths, the physician, midwife, or hospital administrator shall provide any medical or health information to the funeral director within 72 hours after expulsion or extraction.



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- (3) Within 72 hours after receipt of a death or fetal death certificate from the funeral director, the medical certification of cause of death shall be completed and made available to the funeral director by the physician in charge of the decedent's care for the illness or condition which resulted in death, the physician in attendance at the time of death or fetal death or immediately before or after such death or fetal death, or the medical examiner if the provisions of s. 382.011 apply. The physician or medical examiner shall certify over his or her signature the cause of death to the best of his or her knowledge and belief.
- (a) The local registrar may grant the funeral director an extension of time upon a good and sufficient showing of any of the following conditions:
 - 1. An autopsy is pending.
- 2. Toxicology, laboratory, or other diagnostic reports have not been completed.
- 3. The identity of the decedent is unknown and further investigation or identification is required.
- (b) If the physician or medical examiner has indicated that he or she will sign and complete the medical certification of cause of death, but will not be available until after the 5-day registration deadline, the local registrar may grant an extension of 5 days. If a further extension is required, the funeral director must provide written justification to the registrar.
- (4) If the local registrar has granted an extension of time to provide the medical certification of cause of death, the funeral director shall file a temporary certificate of death or fetal death which shall contain all available information,



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including the fact that the cause of death is pending. The physician or medical examiner shall provide an estimated date for completion of the permanent certificate.

- (5) Within 10 days after the interment of a body in this state, the funeral director handling the interment shall file an addendum to the death certificate which provides the address of the cemetery and specific location within the cemetery where the body is interred.
- (6)(5) A permanent certificate of death or fetal death, containing the cause of death and any other information which was previously unavailable, shall be registered as a replacement for the temporary certificate. The permanent certificate may also include corrected information if the items being corrected are noted on the back of the certificate and dated and signed by the funeral director, physician, or medical examiner, as appropriate.
- (7) (6) The original certificate of death or fetal death shall contain all the information required by the department for legal, social, and health research purposes. All information relating to cause of death in all death and fetal death records and the parentage, marital status, and medical information included in all fetal death records of this state are confidential and exempt from the provisions of s. 119.07(1), except for health research purposes as approved by the department; nor may copies of the same be issued except as provided in s. 382.025.

Section 36. Except as otherwise provided herein, this act shall take effect October 1, 2003.