

HB 0495 2003 **CS** 

CHAMBER ACTION

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The Committee on State Administration recommends the following:

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## Committee Substitute

Remove the entire bill and insert:

A bill to be entitled

An act relating to funeral directing, embalming, direct disposition, and cemetery services; amending s. 20.121, F.S.; establishing the Division of Funeral, Cemetery, and Consumer Services and the Board of Funeral, Cemetery, and Consumer Services within the Department of Financial Services; amending s. 20.165, F.S.; abolishing the Board of Funeral Directors and Embalmers within the Department of Business and Professional Regulation; amending s. 455.2226, F.S.; conforming a reference; amending ss. 470.002 and 497.005, F.S.; conforming definitions; amending ss. 497.105, 497.117, 497.201, and 497.253, F.S.; conforming references; repealing ss. 470.003, 497.107, and 497.109, F.S., relating to the Board of Funeral Directors and Embalmers and the Board of Funeral and Cemetery Services, to conform; amending s. 497.101, F.S.; creating the Board of Funeral, Cemetery, and Consumer Services; providing for the appointment of board members; providing terms of office; providing grounds for removal or

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



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suspension of a member; providing immunity from liability for members acting in an official capacity; specifying the headquarters for the board; providing for compensation and reimbursement for per diem expenses; creating s. 497.102, F.S.; providing for the authority of the board; creating s. 497.1021, F.S.; providing duties of the Division of Funeral, Cemetery, and Consumer Services; providing powers of enforcement; creating s. 497.1022, F.S.; establishing the office of the director of the division; providing duties to the Chief Financial Officer under chapters 470 and 497, F.S.; providing for type two transfer of the Board of Funeral Directors and Embalmers to the Department of Financial Services; providing for validity of judicial and administrative actions; providing for validity of licenses; providing for continuity of rules; abolishing the Board of Funeral and Cemetery Services and the Board of Funeral Directors and Embalmers; providing for deposit of fees; providing for conforming of statutes; amending s. 470.002, F.S.; revising and providing definitions; amending s. 470.0085, F.S.; extending the embalmer apprentice period; amending s. 470.018, F.S.; increasing continuing education requirement; amending s. 470.021, F.S.; providing additional requirements to be a direct disposal establishment; providing inspection requirements and criteria; amending s. 470.024, F.S.; revising requirements to be a funeral establishment; amending s. 470.025, F.S.; revising cremation requirements for cinerator facilities relating to simultaneous cremations,



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body parts, cremation containers, and the cremation chamber; providing exemption from liability for unintentional or incidental commingling of remains under certain conditions; amending s. 470.0255, F.S.; providing for cremation of parts of human bodies incidental to final disposition; amending s. 470.028, F.S.; providing for control and supervision of preneed agents; amending s. 470.029, F.S.; extending the filing time for reports of bodies embalmed or handled; amending s. 470.031, F.S.; prohibiting any guarantee on the future price of any goods or services; providing penalties; amending s. 470.0355, F.S.; revising requirements for identification of human remains prior to final disposition; providing requirements for identification of human remains in licensed and unlicensed cemeteries and by direct disposal establishments; reenacting s. 470.036, F.S., relating to disciplinary proceedings, to incorporate the amendment to s. 470.031, F.S., in a reference thereto; amending s. 497.005, F.S.; revising and providing definitions; amending s. 497.305, F.S.; requiring that a cemetery company comply with its adopted bylaws; creating s. 497.306, F.S.; providing dimension and spacing standards for grave spaces; requiring a map of reference markers and a land survey for areas proposed to be developed by a licensed cemetery company, exempting adult grave spaces previously established; creating s. 497.307, F.S.; providing requirements for identification of human remains in licensed cemeteries; amending s. 497.325, F.S.;



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providing for procedures established by other entities operating a cemetery; amending s. 497.333, F.S.; providing for disclosure of certain information to customers; amending s. 497.361, F.S.; providing for approval of contracts; creating s. 497.365, F.S.; providing for regulation of monument establishments by the Department of Financial Services; providing for inspections; providing for rules; providing that the department may not unreasonably restrict commerce; creating s. 497.371, F.S.; providing for specifications for business locations; creating s. 497.379, F.S.; providing for licensure of monument establishments to sell preneed contracts; creating s. 497.385, F.S.; providing for registration of monument sales representatives; creating s. 497.391, F.S.; providing for approval of preneed contracts by the board; creating s. 497.395, F.S.; providing financial requirements for monument establishments; providing requirements for minimum net worth; providing for submission of financial statements; providing for minimum sales volume with respect to preneed contracts; providing for guarantee agreements; providing for additional oversight in lieu of financial requirements; amending s. 497.405, F.S.; prohibiting any person from advertising for sale or making any arrangement for a preneed contract without having a valid certificate of authority; expanding the exemption from the required certificate of authority for certain religious-institution-owned cemeteries to include the sale and opening or closing of cremation

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interment containers to members and family members of the religious institution; amending s. 497.419, F.S.; requiring preneed contracts to include in the refund notice the exclusion for amounts allocable to burial rights, merchandise, and services used by the purchaser; providing condition for breach of contract by certificateholder and for rights of purchaser; amending s. 497.436, F.S.; authorizing the Board of Funeral and Cemetery Services to review the trust funds, trust agreements, and outstanding preneed contracts of, and perform other procedures at its discretion with respect to, a certificateholder filing notice to become inactive; providing effective dates.

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

- Section 1. Effective January 1, 2004, paragraph (n) is added to subsection (2) of section 20.121, Florida Statutes, and subsection (4) is added to said section, to read:
- 20.121 Department of Financial Services.--There is created a Department of Financial Services.
- (2) DIVISIONS.--The Department of Financial Services shall consist of the following divisions:
  - (n) Division of Funeral, Cemetery, and Consumer Services.
  - (4) BOARD OF FUNERAL, CEMETERY, AND CONSUMER

SERVICES. -- There is created within the Department of Financial

139 Services the Board of Funeral, Cemetery, and Consumer Services.

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Section 2. Effective January 1, 2004, 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:
  - 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 Embalmers, created under chapter 470.
- 164 <u>9.10.</u> Board of Landscape Architecture, created under part 165 II of chapter 481.
- 166 <u>10.11.</u> Board of Pilot Commissioners, created under chapter 167 310.

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168 <u>11.12.</u> Board of Professional Engineers, created under chapter 471.

- <u>12.13.</u> Board of Professional Geologists, created under chapter 492.
- 13.14. Board of Professional Surveyors and Mappers, created under chapter 472.
- 174 <u>14.15.</u> Board of Veterinary Medicine, created under chapter 175 474.
  - Section 3. Effective January 1, 2004, subsection (1) of section 455.2226, Florida Statutes, is amended to read:
- 178 455.2226 Funeral directors and embalmers; instruction on 179 HIV and AIDS.--
  - Funeral Directors and 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 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 4. Effective January 1, 2004, subsections (1) and (2) of section 470.002, Florida Statutes, are amended to read:
    470.002 Definitions.--As used in this chapter:

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(1) "Department" means the Department of  $\underline{\text{Financial}}$  Services  $\underline{\text{Business and Professional Regulation}}$ .

- (2) "Board" means the Board of <u>Funeral, Cemetery, and</u> Consumer Services <del>Funeral Directors and Embalmers</del>.
- Section 5. Effective January 1, 2004, subsections (4) and (16) of section 497.005, Florida Statutes, are amended, and subsections (36) and (37) are added to said section, to read:
  - 497.005 Definitions.--As used in this chapter:
- (4) "Board" means the Board of <u>Funeral</u>, <u>Cemetery</u>, <u>and</u>
  <u>Consumer Services</u> <u>Funeral and Cemetery Services</u>.
- (16) "Department" means the Department of <u>Financial</u> Services <u>Banking and Finance</u>.
- (36) "Director" means the director of the Division of Funeral, Cemetery, and Consumer Services.
- (37) "Division" means the Division of Funeral, Cemetery, and Consumer Services within the Department of Financial Services.
- Section 6. Effective January 1, 2004, 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 7. Effective January 1, 2004, section 497.117, Florida Statutes, is amended to read:
  - 497.117 Legal and investigative services. --



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services to the board 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 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 <u>Financial Services</u> 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 8. Effective January 1, 2004, paragraph (f) of subsection (3) of section 497.201, Florida Statutes, is amended to read:

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

- (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:
- (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:

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280	NOTICE	

The property described herein shall not be sold, conveyed, leased, mortgaged, or encumbered without the prior written approval of the Department of <a href="Financial Services">Financial Services</a> <a href="Banking and Finance">Banking and Finance</a>, as provided in the Florida Funeral and Cemetery Services Act.

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 9. Effective January 1, 2004, paragraph (d) of subsection (3) of section 497.253, Florida Statutes, is amended to read:

497.253 Minimum acreage; sale or disposition of cemetery lands.--

(3)

(d) Any deed, mortgage, or other conveyance by a cemetery company or other owner pursuant to 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



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307 Department of Financial Services Banking and Finance by Order 308 No. \_\_\_\_, dated \_\_\_\_. 309 310 Section 10. Effective January 1, 2004, sections 470.003, 311 497.107, 497.109, Florida Statutes, are repealed. 312 Section 11. Effective January 1, 2004, section 497.101, Florida Statutes, is amended to read: 313 (Substantial rewording of section. See 314 315 s. 497.101, F.S., for present text.) 316 497.101 Board of Funeral, Cemetery, and Consumer Services; 317 membership; appointment; terms.--(1) The Board of Funeral, Cemetery, and Consumer Services 318 319 is created within the Department of Financial Services and shall 320 consist of 10 members, nine of whom shall be appointed by the 321 Governor from nominations made by the Chief Financial Officer 322 and confirmed by the Senate. The Chief Financial Officer shall 323 nominate three persons for each of the nine vacancies on the 324 board, and the Governor shall fill each vacancy on the board by 325 appointing one of the three persons nominated by the Chief 326 Financial Officer to fill that vacancy. If the Governor objects to each of the three nominations for a vacancy, she or he shall 327 328 inform the Chief Financial Officer in writing. Upon 329 notification of an objection by the Governor, the Chief 330 Financial Officer shall submit three additional nominations for 331 that vacancy until the vacancy is filled. One member must be 332 the State Health Officer or his or her designee. 333 (2) Two members of the board must be funeral directors 334 licensed under chapter 470 who are associated with a funeral



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establishment. One member of the board must be a funeral director licensed under chapter 470 who is associated with a funeral establishment licensed pursuant to chapter 470 which has a valid certificate of authority issued pursuant to this chapter and who owns or operates a cinerator facility approved pursuant to chapters 403 and 470. Two members of the board must be persons whose primary occupation is associated with a cemetery company licensed pursuant to this chapter. Three members of the board must be consumers who are residents of the state who have never been licensed as funeral directors or embalmers and not connected with a cemetery or cemetery company licensed pursuant to this chapter, the death care industry, the practice of embalming, funeral directing, or direct disposition. One of the consumer members must be at least 60 years of age or older and one must be licensed as a certified public accountant pursuant to this chapter 473. One member of the board shall be a monument dealer licensed under chapter 497. One member shall be the State Health Officer or his or her designee.

(3) Board members shall be appointed for terms of 4 years and the State Health Officer shall serve as long as that person holds that office. The designee of the State Health Officer shall serve at the pleasure of the Governor. When the terms of the initial board members expire, the Chief Financial Officer shall stagger the terms of the successor members as follows: one funeral director, one cemetery representative, the monument dealer, and one consumer member shall be appointed for terms of 2 years, and the remaining members shall be appointed for terms of 4 years. All subsequent terms shall be for 4 years.



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(4) The Governor may suspend or remove any board member for malfeasance or misfeasance, neglect of duty, incompetence, substantial inability to perform official duties, commission of a crime, or for other substantial cause as determined by the Governor to evidence a lack of fitness to sit on the board. A board member shall be deemed to have resigned his or her board membership, and that position shall be deemed vacant, upon the failure of the member to attend three consecutive meetings of the board or at least half of the meetings of the board during any 12-month period, unless the Chief Financial Officer determines that there was good and adequate justification for the absences and that such absences are not likely to continue.

- on the board's probable cause panels are exempt from any civil liability for any act or omission when acting in good faith in his or her official capacity, and the Department of Legal Affairs and the Division of Risk Management shall defend such board member in any civil action against such person arising from any such act or omission.
- (6) The headquarters and records of the board shall be in the Division of Funeral, Cemetery, and Consumer Services of the Department of Financial Services in Tallahassee. The Chief Financial Officer shall annually appoint from among the board members a chairperson and vice chairperson of the board. The board shall meet at least every 6 months, and more often as it deems necessary. Special meetings of the board shall be convened upon the direction of the Chief Financial Officer. A quorum is necessary for the conduct of business by the board,



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unless otherwise provided by law, six board members other than the board's executive director shall constitute a quorum for the conduct of the board's business.

- (7) A board member shall be compensated \$50 for each day the member attends an official meeting and each day the member participates at the request of the board's executive director in any other business involving the board. To the extent authorized by the s. 112.061, a board member is entitled to reimbursement for expenses incurred in connection with official duties. Outof-state travel by board members on official business shall in each specific instance require the advance approval of the board's executive director in order for the travel to be eligible for reimbursement of expenses.
- Section 12. Effective January 1, 2004, section 497.102, Florida Statutes, is created to read:

## 497.102 Authority of the board.--

- (1) The board shall enforce and administer the provisions of chapter 470 and this chapter. Notwithstanding s. 455.017, the board shall administer those powers, duties, and functions in chapter 455 which are necessary to enforce the provisions of chapter 470.
- (2) For purposes of enforcement of chapter 455 regarding chapter 470, on and after January 1, 2004, references in chapter 455 to the Department of Business and Professional Regulation or the secretary of that department, shall be read as referring to the Department of Financial Services or the Chief Financial Officer, as the context may indicate to be appropriate.

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any rule or publish any notice of proposed rule development as provided in ss. 120.536-120.551 which affects the provisions of chapter 455, chapter 470 or this chapter without first presenting the rule or rules proposed for development to the board for its review and recommendation, if any. This subsection shall not apply to emergency rulemaking under s. 120.54(4).

Section 13. Effective January 1, 2004, section 497.1021, Florida Statutes, is created to read:

497.1021 Division of Funeral, Cemetery, and Consumer Services.--

- (1) There is created within the Department of Financial Services the Division of Funeral, Cemetery, and Consumer Services. The division shall enforce the provisions of chapter 470 and this chapter and perform such other acts as may be necessary to carry out the provisions thereof.
- (2) The division shall provide all services concerning chapter 470 and this chapter, including, but not limited to, recordkeeping services, examination services, legal services, and investigative services. Those services in chapter 455 necessary to perform the duties of chapter 470 shall be provided by the division.
- (3) Funds received as a result of settlements with regulated entities and persons may be used by the division for contracting for the training of auditors and the conduct of examinations in order to enhance oversight and enforcement of laws and regulations governing the activities of licensees.

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Section 14. Effective January 1, 2004, section 497.1022, Florida Statutes, is created to read:

497.1022 Director of the Division of Funeral, Cemetery, and Consumer Services.--

- (1) The office of the Director of the Division of Funeral, Cemetery, and Consumer Services is created. The director is the agency head of the division. The director shall be appointed by the Chief Financial Officer and shall serve at the pleasure of the Chief Financial Officer.
- (2) The director shall be responsible for the preparation of the board agenda, presentation of division staff recommendations, and reports of the activities of the division to the board and shall serve as the executive director of the board and perform such other duties as may be assigned by the Chief Financial Officer.

Section 15. Effective January 1, 2004, all duties

performed by the Secretary of the Department of Business and

Professional Regulation under chapter 470, Florida Statutes, and
all duties performed by the Comptroller under chapter 497,

Florida Statutes, shall be performed by the Chief Financial

Officer under the provisions of this act. The duties may be
delegated by the Chief Financial Officer to the Director of the

Division of the Funeral, Cemetery, and Consumer Services.

Section 16. (1) All of the statutory powers, duties and functions, records, personnel, property, and unexpended balances of appropriations, allocations, or other funds for the administration of chapter 470, Florida Statutes, related to the Board of Funeral Directors and Embalmers shall be transferred by

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a type two transfer, as defined in section 20.06(2), Florida Statutes, from the Department of Business and Professional Regulation to the Board of Funeral, Cemetery, and Consumer Services within the Department of Financial Services.

- (2) The transfer of regulatory authority over chapter 470, Florida Statutes, provided by this act shall not affect the validity of any judicial or administrative action involving the Board of Funeral Directors and Embalmers or the Department of Business and Professional Regulation pending on December 31, 2003, and the Department of Financial Services or the Board of Funeral, Cemetery, and Consumer Services shall be substituted as a party in interest in any such action.
- (3) Notwithstanding the transfer of regulatory authority over chapter 470, Florida Statutes, provided by this act, all licenses and registrations issued pursuant to chapter 470, Florida Statutes, that are valid on December 31, 2003, shall remain in effect subject to the provisions of chapters 470 and 455, Florida Statutes.
- (4) The rules of the Board of Funeral Directors and Embalmers and the Department of Business and Professional Regulation which were in effect on midnight, December 31, 2003, shall become the rules of the Department of Financial Services as is appropriate to the corresponding regulatory function and shall remain in effect until specifically amended or repealed in the manner provided by law.
- (5) All of the statutory powers, duties and functions, records, personnel, property, and unexpended balances of appropriations, allocations, or other funds for the

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administration of chapter 497, Florida Statutes, related to the Board of Funeral and Cemetery Services shall be transferred by a type two transfer, as defined in section 20.06(2), Florida Statutes, from the Department of Banking and Finance to the Board of Funeral, Cemetery, and Consumer Services within the Department of Financial Services.

- (6) The transfer of regulatory authority over chapter 497, Florida Statutes, provided by this act shall not affect the validity of any judicial or administrative action involving the Board of Funeral and Cemetery Services or the Department of Banking and Finance pending on December 31, 2003, and the Department of Financial Services or the Board of Funeral, Cemetery, and Consumer Services shall be substituted as a party in interest in any such action.
- (7) Notwithstanding the transfer of regulatory authority over chapter 497, Florida Statutes, provided by this act, all licenses and registrations issued pursuant to chapter 497, Florida Statutes, which are valid on December 31, 2003, shall remain in effect subject to the provisions of chapter 497, Florida Statutes.
- (8) The rules of the Board of Funeral and Cemetery
  Services or the Department of Banking and Finance which were in
  effect on midnight, December 31, 2003, shall become the rules of
  the Department of Financial Services and shall remain in effect
  until specifically amended or repealed in the manner provided by
  law.
  - (9) This section shall take effect on January 1, 2004.

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Section 17. <u>Effective midnight December 31, 2003, the Board of Funeral and Cemetery Services and the Board of Funeral Directors and Embalmers are abolished.</u>

Section 18. Effective January 1, 2004, all fees collected pursuant to the provisions of chapters 470 and 497, Florida

Statutes, shall be deposited in the Regulatory Trust Fund in the Department of Financial Services.

Section 19. The Legislature recognizes that there is a need to conform the Florida Statutes to the policy decisions reflected in the provisions of this act. The Division of Statutory Revision is directed to provide the relevant substantive committees of the Senate and the House of Representatives with assistance, upon request, to enable such committees to prepare draft legislation to conform the Florida Statutes to the provisions of this act.

Section 20. Section 470.002, Florida Statutes, is amended to read:

470.002 Definitions.--As used in this chapter:

(1)(15) "Alternative container" means a nonmetal receptacle or enclosure which is less expensive than a casket and of sufficient strength to be used to hold and transport a dead human body.

(2)(22) "At-need solicitation" means any uninvited contact by a funeral director or direct disposer for the purpose of the sale of funeral services or merchandise to the family or next of kin of a person after that person has died.

 $\underline{(3)(2)}$  "Board" means the Board of Funeral Directors and Embalmers.



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(4) "Body parts" means:

- (a) Limbs or other portions of the anatomy that are removed from a person or human remains for medical purposes during treatment, surgery, biopsy, autopsy, or medical research; or
- (b) Human bodies or any portions of human bodies which have been donated to science for medical research purposes.
- (5)(16) "Casket" means a rigid container which is designed for the encasement of human remains for burial, and which is usually constructed of wood or metal, ornamented, and lined with fabric, and which may or may not be combustible.
- $\underline{(6)(27)}$  "Centralized embalming facility" means a facility, not physically connected with a funeral establishment, in which embalming takes place.
- (7)(14) "Cinerator" means a facility where dead human bodies are reduced to a residue, including bone fragments, by direct flame, also known as "cremation," or by intense heat, also known as "calcination."
- (8) "Closed container" means any container in which cremated remains can be placed and closed in a manner so as to prevent leakage or spillage of the remains.
- (9) "Cremated remains" means all the remains of the human body recovered after the completion of the cremation process, including processing or pulverization which leaves only bone fragments reduced to unidentifiable dimensions and may include the residue of any foreign matter, including casket material, bridgework, or eyeglasses that were cremated with the human remains.

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(10)(24) "Cremation" means the technical process, using direct flame and heat or chemical means, that reduces human remains to bone fragments through heat and evaporation.

Cremation includes the processing and usually includes the pulverization of the bone fragments includes any mechanical or thermal process whereby a dead human body is reduced to ashes and bone fragments. Cremation also includes any other mechanical or thermal process whereby human remains are pulverized, burned, recremated, or otherwise further reduced in size or quantity.

- (11) "Cremation chamber" means the enclosed space within which the cremation process takes place. Cremation chambers covered by these procedures must be used exclusively for the cremation of human remains.
- (12) "Cremation container" means the container in which the human remains are transported to and placed in the cremation chamber for a cremation. A cremation container should meet substantially all of the following standards:
- (a) Be composed of readily combustible materials suitable for cremation.
- (b) Be able to be closed in order to provide a complete covering for the human remains.
  - (c) Be resistant to leakage or spillage.
  - (d) Be rigid enough to be handled with ease.
- (e) Be able to provide protection for the health, safety, and personal integrity of crematory personnel.
- (13) "Cremation interment container" means a rigid outer container that, subject to a cemetery's rules and regulations, is composed of concrete, steel, fiberglass, or some similar

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material in which an urn is placed prior to being interred in the ground and that is designed to support the earth above the urn.

- $\underline{(14)}$  "Department" means the Department of Business and Professional Regulation.
- (15)(8) "Direct disposal establishment" means a facility registered under this chapter where a direct disposer practices direct disposition.
- $\underline{(16)}_{(9)}$  "Direct disposer" means any person registered under this chapter to practice direct disposition in this state.
- $\underline{(17)}$  "Disinterment" means removal of a dead human body from earth interment or aboveground interment.
- (18) "Embalmer" means any person licensed under this chapter to practice embalming in this state.
- (19)(11) "Final disposition" means the final disposal of a dead human body by earth interment, aboveground interment, cremation, burial at sea, or delivery to a medical institution for lawful dissection if the medical institution assumes responsibility for disposal. "Final disposition" does not include the disposal or distribution of ashes and residue of cremated human remains.
- (20)(13) "Funeral" or "funeral service" means the observances, services, or ceremonies held to commemorate the life of a specific deceased human being, and at which the human remains are present.
- (21)(3) "Funeral director" means any person licensed under this chapter to practice funeral directing in this state.

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(22)(7) "Funeral establishment" means a facility licensed under this chapter where a funeral director or embalmer practices funeral directing or embalming.

(23)(12) "Funeral merchandise" or "merchandise" means any merchandise commonly sold in connection with the funeral, final disposition, or memorialization of human remains, including, but not limited to, caskets, outer burial containers, alternative containers, cremation containers, cremation interment containers, urns, monuments, private mausoleums, flowers, shrubs, benches, vases, acknowledgment cards, register books, memory folders, prayer cards, and clothing.

(24)(23) "Human remains" or "remains," "dead human body" or "dead human bodies," means the body of a deceased human person for which a death certificate or fetal death certificate is required under chapter 382 and includes the body in any stage of decomposition and the residue of cremated human bodies.

(25)(18) "Legally authorized person" means, in the priority listed, the decedent, when written inter vivos authorizations and directions are provided by the decedent, the surviving spouse, unless the spouse has been arrested for committing against the deceased an act of domestic violence as defined in s. 741.28 that resulted in or contributed to the death of the deceased, a son or daughter who is 18 years of age or older, a parent, a brother or sister 18 years of age or over, a grandchild who is 18 years of age or older, or a grandparent; or any person in the next degree of kinship. In addition, the term may include, if no family exists or is available, the following: the guardian of the dead person at the time of death;



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the personal representative of the deceased; the attorney in fact of the dead person at the time of death; the health surrogate of the dead person at the time of death; a public health officer; the medical examiner, county commission or administrator acting under chapter 245, or other public administrator; a representative of a nursing home or other health care institution in charge of final disposition; or a friend or other person not listed in this subsection who is willing to assume the responsibility as authorized person. Where there is a person in any priority class listed in this subsection, the funeral establishment shall rely upon the authorization of any one legally authorized person of that class if that individual represents that he or she is not aware of any objection to the cremation of the deceased's human remains by others in the same class of the person making the representation or of any person in a higher priority class.

- (26) "Niche" means a compartment or cubicle for the memorialization or permanent placement of a container or urn containing cremated remains.
- (27)(19) "Outer burial container" means an enclosure into which a casket is placed, including, but not limited to, a vault made of concrete, steel, fiberglass, or copper, a sectional concrete enclosure, a crypt, or a wooden enclosure.
- (28)(20) "Personal residence" means any residential building in which one temporarily or permanently maintains his or her abode, including, but not limited to, an apartment or a hotel, motel, nursing home, convalescent home, home for the aged, or a public or private institution.

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(29)(10) "Practice of direct disposition" means the cremation of human remains without preparation of the human remains by embalming and without any attendant services or rites such as funeral or graveside services or the making of arrangements for such final disposition.

- (30)(6) "Practice of embalming" means disinfecting or preserving or attempting to disinfect or preserve dead human bodies by replacing certain body fluids with preserving and disinfecting chemicals.
- $\underline{(31)}(4)$  "Practice of funeral directing" means the performance by a licensed funeral director of any of those functions authorized by s. 470.0087.
- (32)(21) "Preneed sales agent" means any person who is registered under chapter 497 to sell preneed burial or funeral service and merchandise contracts or direct disposition contracts in this state.
- (33) "Processing" means the reduction of identifiable bone fragments after the completion of the cremation process to unidentifiable bone fragments by manual means.
- (34) "Pulverization" means the reduction of identifiable bone fragments after the completion of the cremation and processing to granulated particles by manual or mechanical means.
- (35)(25) "Refrigeration facility" means a facility that is not physically connected with a funeral establishment, crematory or direct disposal establishment, that maintains space and equipment for the storage and refrigeration of dead human

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bodies, and that offers its service to funeral directors and funeral establishments for a fee.

- (36)(26) "Removal service" means any service that operates independently of a funeral establishment, that handles the initial removal of dead human bodies, and that offers its service to funeral establishments and direct disposal establishments for a fee.
- $\underline{(37)}$  "Solicitation" means any communication which directly or implicitly requests an immediate oral response from the recipient.
- (38) "Temporary container" means a receptacle for cremated remains usually made of cardboard, plastic, or similar material designated to hold the cremated remains until an urn or other permanent container is acquired.
- (39) "Urn" means a receptacle designed to permanently encase cremated remains.

Section 21. Section 470.0085, Florida Statutes, is amended to read:

470.0085 Establishment of embalmer apprentice program.—The board may adopt rules establishing an embalmer apprentice program. An embalmer apprentice may perform only those tasks, functions, and duties relating to embalming which are performed under the direct supervision of a licensed embalmer. An embalmer apprentice shall be eligible to serve in an apprentice capacity for a period not to exceed 3 years 1 year as may be determined by board rule or for a period not to exceed 5 years if the apprentice is enrolled in and attending a course in mortuary science or funeral service education at any

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mortuary college or funeral service education college or school. An embalmer apprentice shall be registered with the board upon payment of a registration fee not to exceed \$50.

Section 22. Subsection (2) of section 470.018, Florida Statutes, is amended to read:

470.018 Renewal of registration of direct disposer.--

- (1) The department shall renew a registration upon receipt of the renewal application and fee set by the department not to exceed \$250.
- (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 6 3 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 23. Subsections (2) and (5) of section 470.021, Florida Statutes, are amended to read:

- 470.021 Direct disposal establishment; standards and location; registration.--
- (2) The practice of direct disposition must be engaged in at a fixed location of at least 625 interior contiguous square feet and must maintain or make arrangements for suitable capacity for the refrigeration and storage of dead human bodies handled and stored by the establishment. No person may open or maintain an establishment at which to engage in or hold himself

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or herself out as engaging in the practice of direct disposition unless such establishment is registered with the board. Any change in location of such establishment shall be reported promptly to the board as prescribed by rule of the board.

- (5)(a) Each direct disposal establishment shall at all times be subject to the inspection of all its buildings, grounds, and vehicles used in the conduct of its business, by the department, the Department of Health, and local government inspectors and by their agents. The board shall adopt rules which establish such inspection requirements.
- (b) The board shall set by rule an annual inspection fee not to exceed \$100, payable upon application for registration and upon each renewal of such registration.
- (c) Each cinerator facility shall be inspected prior to the issuance and renewal of its license and shall:
- 1. Maintain one or more retorts for the reduction of dead human bodies.
- 2. Maintain refrigeration which satisfies the standards set by the Department of Health and which contains a sufficient number of shelves for the average daily number of bodies stored, if unembalmed bodies are kept at the site.
- 3. Maintain sufficient pollution control equipment to comply with requirements of the Department of Environmental Protection in order to secure annual approved certification.
- 4. Either have on site or immediately available sufficient sealed containers of a type required for the transportation of bodies as specified in Rule 10D-37.012, F.A.C.



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5. Maintain the premises in a clean and sanitary condition.

- <u>6. Have appropriate Department of Environmental Protection</u> permits.
- 7. Retain all signed contracts for a period of at least 2 years.

Section 24. Subsection (1) of section 470.024, Florida Statutes, is amended to read:

470.024 Funeral establishment; licensure. --

(1) A funeral establishment shall be a place at a specific street address or location consisting of at least 1,250 contiguous interior square feet and must maintain or make arrangements for either suitable capacity for the refrigeration and storage of dead human bodies handled and stored by the establishment and er a preparation room equipped with necessary ventilation and drainage and containing necessary instruments for embalming dead human bodies or must make arrangements for a preparation room as established by board rule.

Section 25. Subsections (6), (13), (14), and (15) of section 470.025, Florida Statutes, are amended, and subsection (16) is added to said section, to read:

470.025 Cinerator facility; licensure.--

(6) No more than one dead human body may be placed in a retort at one time, unless written permission has been received from a legally authorized person for each body. The operator of a cinerator facility shall be entitled to rely on the permission of a legally authorized person to cremate more than one human body.



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body parts in a retort or cremation chamber unless the human remains are in an alternative container, cremation container, or casket. Human remains may be transported in a cremation container or stored if they are completely covered, and at all times treated with dignity and respect. Cremation may include the processing and pulverization of bone fragments. Cremated remains may be placed in a temporary container following cremation. None of the provisions contained in this subsection require the purchase of a casket for cremation. This subsection applies to at-need contracts and preneed contracts entered into pursuant to chapter 497 after June 1, 1996.

- alternative containers, cremation containers, or caskets used for cremation contain no amount of chlorinated plastics not authorized by the Department of Environmental Protection, that they also are composed of readily combustible materials suitable for cremation, able to be closed to provide a complete covering for the human remains, resistant to leakage or spillage, rigid enough for handling with ease, and able to provide for the health, safety, and personal integrity of the public and crematory personnel.
- (15) The board shall adopt, by rule, criteria for acceptable cremation and alternative containers.
- (16) The operator of a cinerator facility shall establish written procedures for the removal of remains and bone fragments, to the extent possible, resulting from the cremation of a human body and the postcremation processing, shipping,



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packing, or identifying of those remains. If an operator follows these procedures, the operator is not liable for the unintentional or incidental commingling of human remains and bone fragments resulting from more than one cremation cycle or from postcremation processing, shipping, packing, or identifying of those remains. A copy of the procedures shall be available, upon request, to the department and legally authorized persons.

Section 26. Section 470.0255, Florida Statutes, is amended to read:

470.0255 Cremation; procedure required.--

- (1) At the time of the arrangement for a cremation performed by any person licensed pursuant to this chapter, the person contracting for cremation services shall be required to designate his or her intentions with respect to the disposition of the cremated remains of the deceased in a signed declaration of intent which shall be provided by and retained by the funeral or direct disposal establishment. A cremation may not be performed until a legally authorized person gives written authorization for such cremation. The cremation must be performed within 48 hours after a specified time which has been agreed to in writing by the person authorizing the cremation.
- (2) With respect to any person who intends to provide for the cremation of the deceased, if, after a period of 120 days from the time of cremation the cremated remains have not been claimed, the funeral or direct disposal establishment may dispose of the cremated remains. Such disposal shall include scattering them at sea or placing them in a licensed cemetery scatter garden or pond or in a church columbarium or otherwise

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disposing of the remains as provided by rule of the department or board.

- (3) Pursuant to the request of a legally authorized person and incidental to final disposition, cremation may be performed on parts of human remains. This subsection does not authorize the cremation of body parts as defined in s. 470.002.
- Section 27. Section 470.028, Florida Statutes, is amended to read:
- 470.028 Preneed sales; registration of agents; control and supervision of agents.--
- (1) All sales of preneed funeral service contracts or direct disposition contracts shall be made pursuant to chapter 497.
- (2) No person may act as an agent for a funeral establishment or direct disposal establishment with respect to the sale of preneed contracts unless such person is registered pursuant to chapter 497.
- (3) Each licensee or registrant shall be subject to discipline if his or her agent violates any provision of this chapter applicable to such licensee or registrant as established by board rule.
- (4)(a) The funeral director in charge of a funeral establishment shall be responsible for the control and activities of the establishment's preneed agents.
- (b) The direct disposer in charge or a funeral director acting as a direct disposer in charge of a direct disposal establishment shall be responsible for the control and activities of the establishment's preneed agents.

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Section 28. Subsection (1) of section 470.029, Florida Statutes, is amended to read:

470.029 Reports of cases embalmed and bodies handled .--

- establishment, cinerator facility, and centralized embalming facility shall report on a form prescribed and furnished by the department the name of the deceased and such other information as may be required with respect to each dead human body embalmed or otherwise handled by the establishment or facility. Such forms shall be signed by the embalmer who performs the embalming, if the body is embalmed, and the funeral director in charge of the establishment or facility or by the direct disposer who disposes of the body. The board shall prescribe by rule the procedures in submitting such documentation. Reports required by this subsection shall be filed by the 20th 10th day of each month for final dispositions handled the preceding month.
- Section 29. Section 470.031, Florida Statutes, is amended to read:
  - 470.031 Prohibitions; penalties.--
  - (1) No person may:
- (a) Practice funeral directing, embalming, or direct disposition unless the person holds an active license or registration under this chapter.
- (b) Use the name or title "funeral director," "embalmer," or "direct disposer" when the person has not been licensed or registered pursuant to this chapter.

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(c) Represent as his or her own the license or registration of another.

- (d) Give false or forged evidence to the board, a member thereof, or the department for the purpose of obtaining a license or registration.
- (e) Use or attempt to use a license or registration which has been suspended or revoked.
- (f) Knowingly employ unlicensed persons in the practice of funeral directing, embalming, or direct disposing.
- (g) Knowingly conceal information relative to violations of this chapter.
  - (h) Operate an unlicensed cinerator facility.
- (i) Except as provided for in chapter 497, guarantee the price of goods and services at a future date.
- (2) Any person who violates the provisions of this section commits a misdemeanor of the second degree, punishable as provided in s. 775.082 or s. 775.083.

Section 30. Section 470.0355, Florida Statutes, is amended to read:

470.0355 Identification of human remains.--

## (1) PRIOR TO FINAL DISPOSITION. --

(a)(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 or in the casket or 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

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the name, date of birth, <u>and</u> date of death, <u>and social security</u> 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.

- (b)(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.
- $\underline{(c)(3)}$  Any licensee or registrant may rely on the representation of a legally authorized person to establish the identity of dead human remains.
- (2) IN UNLICENSED CEMETERIES. -- Effective October 1, 2003, the identification of human remains interred in an unlicensed cemetery shall be the responsibility of the licensed funeral establishment in charge of the funeral arrangements for the deceased person. The licensed funeral establishment in charge of the funeral arrangements for the interment in an unlicensed cemetery of human remains shall place on the outer burial container, cremation internment container, or other container or on the inside of a crypt or niche a tag or permanent identifying mark containing the name of the decedent and the date of death, if available. The materials and locations of the tag or mark shall be more specifically described by the rule of the board.
- (3) IN LICENSED CEMETERIES.--Effective October 1, 2003, human remains at licensed cemeteries shall be identified as follows:



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(a) Each licensed cemetery shall place on the outer burial container, cremation interment container, or other container or on the inside of a crypt or niche a tag or permanent identifying marker containing the name of the decedent and the date of death, if available. The materials and the location of the tag or marker shall be more specifically described by rule of the board.

- (b) Each licensed cemetery may rely entirely on the identity stated on the burial transit permit or on the identification supplied by a person licensed under chapter 470 to establish the identity of the dead human remains delivered by such person for burial and shall not be liable for any differences between the identity shown on the burial transit permit or identification and the actual identity of the dead human remains delivered by such person and buried in the cemetery.
- establishments shall establish a system of identification of human remains received which shall be designed to track the identity of the remains from the time of receipt until delivery of the remains to the authorized persons. This is in addition to the requirements for identification of human remains set forth in subsection (1). A copy of the identification procedures shall be available, upon request, to the department and legally authorized persons.

Section 31. For the purpose of incorporating the amendment to section 470.031, Florida Statutes, in a reference thereto,

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paragraph (a) of subsection (1) of section 470.036, Florida

1029 Statutes, is reenacted to read:

470.036 Disciplinary proceedings.--

- (1) The following acts constitute grounds for which the disciplinary actions in subsection (2) may be taken:
- (a) Violation of any provision of s. 455.227(1) or s. 470.031.

Section 32. Section 497.005, Florida Statutes, is amended to read:

497.005 Definitions.--As used in this chapter:

- (1) "At-need solicitation" means any uninvited contact by a licensee or her or his agent for the purpose of the sale of burial services or merchandise to the family or next of kin of a person after her or his death has occurred.
- (2) "Bank of belowground crypts" means any construction unit of belowground crypts which is acceptable to the department and which a cemetery uses to initiate its belowground crypt program or to add to existing belowground crypt structures.
- (3) "Belowground crypts" consist of interment space in preplaced chambers, either side by side or multiple depth, covered by earth and sod and known also as "lawn crypts," "westminsters," or "turf-top crypts."
- (4) "Board" means the Board of Funeral and Cemetery Services.
- (5) "Burial merchandise," "funeral merchandise," or "merchandise" means any personal property offered or sold by any person for use in connection with the final disposition,



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memorialization, interment, entombment, or inurnment of human remains.

- (6) "Burial right" means the right to use a grave space, mausoleum, columbarium, ossuary, or scattering garden for the interment, entombment, inurnment, or other disposition of human remains.
- (7) "Burial service," "funeral service," or "service" means any service offered or provided by any person in connection with the final disposition, memorialization, interment, entombment, or inurnment of human remains.
- "Care and maintenance" means the perpetual process of keeping a cemetery and its lots, graves, grounds, landscaping, roads, paths, parking lots, fences, mausoleums, columbaria, vaults, crypts, utilities, and other improvements, structures, and embellishments in a well-cared-for and dignified condition, so that the cemetery does not become a nuisance or place of reproach and desolation in the community. As specified in the rules of the board, "care and maintenance" may include, but is not limited to, any or all of the following activities: mowing the grass at reasonable intervals; raking and cleaning the grave spaces and adjacent areas; pruning of shrubs and trees; suppression of weeds and exotic flora; and maintenance, upkeep, and repair of drains, water lines, roads, buildings, and other improvements. "Care and maintenance" may include, but is not limited to, reasonable overhead expenses necessary for such purposes, including maintenance of machinery, tools, and equipment used for such purposes. "Care and maintenance" may also include repair or restoration of improvements necessary or

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desirable as a result of wear, deterioration, accident, damage, or destruction. "Care and maintenance" does not include expenses for the construction and development of new grave spaces or interment structures to be sold to the public.

- (9) "Casket" means a rigid container which is designed for the encasement of human remains, and which is usually constructed of wood or metal, ornamented, and lined with fabric, and which may or may not be combustible.
- (10) "Cemetery" means a place dedicated to and used or intended to be used for the permanent interment of human remains. A cemetery may contain land or earth interment; mausoleum, vault, or crypt interment; a columbarium, ossuary, scattering garden, or other structure or place used or intended to be used for the interment or disposition of cremated human remains; or any combination of one or more of such structures or places.
- (11) "Cemetery company" means any legal entity that owns or controls cemetery lands or property.
- (12) "Certificateholder" or "licensee" means the person or entity that is authorized under this chapter to sell preneed funeral or burial services, preneed funeral or burial merchandise, or burial rights. Each term shall include the other, as applicable, as the context requires. For the purposes of chapter 120, all certificateholders, licensees, and registrants shall be considered licensees.
- (13) "Columbarium" means a structure or building which is substantially exposed above the ground and which is intended to be used for the inurnment of cremated human remains.

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(14) "Common business enterprise" means a group of two or more business entities that share common ownership in excess of 50 percent.

- (15) "Cremation" includes any mechanical or thermal process whereby a dead human body is reduced to ashes. Cremation also includes any other mechanical or thermal process whereby human remains are pulverized, burned, recremated, or otherwise further reduced in size or quantity.
- (16) "Department" means the Department of Banking and Finance.
- (17) "Direct disposer" means any person who is registered in this state to practice direct disposition pursuant to the provisions of chapter 470.
- (18) "Final disposition" means the final disposal of a dead human body whether by interment, entombment, burial at sea, cremation, or any other means and includes, but is not limited to, any other disposition of remains for which a segregated charge is imposed.
- (19) "Funeral director" means any person licensed in this state to practice funeral directing pursuant to the provisions of chapter 470.
- (20) "Grave space" means a space of ground in a cemetery intended to be used for the interment in the ground of human remains.
- (21) "Human remains" means the bodies of deceased persons and includes bodies in any stage of decomposition and cremated remains.

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(22) "Mausoleum" means a structure or building which is substantially exposed above the ground and which is intended to be used for the entombment of human remains.

- (23) "Mausoleum section" means any construction unit of a mausoleum which is acceptable to the department and which a cemetery uses to initiate its mausoleum program or to add to its existing mausoleum structures.
- (24) "Monument" means any product used for identifying a grave site and cemetery memorials of all types, including monuments, markers, and vases.
- (25) "Monument establishment" means a facility that operates independently of a cemetery or funeral establishment and that offers to sell monuments or monument services to the public for placement in a cemetery.
- (26) "Net assets" means the amount by which the total assets of a certificateholder, excluding goodwill, franchises, customer lists, patents, trademarks, and receivables from or advances to officers, directors, employees, salespersons, and affiliated companies, exceed total liabilities of the certificateholder. For purposes of this definition, the term "total liabilities" does not include the capital stock, paid-in capital, or retained earnings of the certificateholder.
- (27) "Net worth" means total assets minus total liabilities pursuant to generally accepted accounting principles.
- (28) "Niche" means a compartment or cubicle for the memorialization or permanent placement of an urn containing cremated remains.

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(29)(28) "Ossuary" means a receptable used for the communal placement of cremated human remains without benefit of an urn or any other container in which remains will be commingled with other cremated human remains and are nonrecoverable. It may or may not include memorialization.

(30)(29) "Outer burial container" means an enclosure into which a casket is placed and includes, but is not limited to, vaults made of concrete, steel, fiberglass, or copper; sectional concrete enclosures; crypts; and wooden enclosures.

(31)(30) "Preneed contract" means any arrangement or method, of which the provider of funeral merchandise or services has actual knowledge, whereby any person agrees to furnish funeral merchandise or service in the future.

(32) (31) "Religious institution" means an organization formed primarily for religious purposes which has qualified for exemption from federal income tax as an exempt organization under the provisions of s. 501(c)(3) of the Internal Revenue Code of 1986, as amended.

(33)(32) "Scattering garden" means a location set aside, within a cemetery, which is used for the spreading or broadcasting of cremated remains that have been removed from their container and can be mixed with or placed on top of the soil or ground cover or buried in an underground receptacle on a commingled basis and that are nonrecoverable. It may or may not include memorialization.

(34) "Servicing agent" means any person acting as an independent contractor whose fiduciary responsibility is to

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assist both the trustee and certificateholder hereunder in administrating their responsibilities pursuant to this chapter.

- $\underline{(35)(34)}$  "Solicitation" means any communication  $\underline{\text{that}}$  which directly or implicitly requests an immediate oral response from the recipient.
- (36)(35) "Statutory accounting" means generally accepted accounting principles, except as modified by this chapter.
- (37) "Urn" means a receptacle designed to permanently encase cremated remains.
- Section 33. Subsection (3) of section 497.305, Florida Statutes, is amended to read:
  - 497.305 Cemetery companies; authorized functions. --
- (3) A cemetery company may adopt bylaws establishing minimum standards for burial merchandise or the installation thereof. Such bylaws shall include minimum standards for access to install burial merchandise. A cemetery company must comply with its adopted bylaws.
- Section 34. Section 497.306, Florida Statutes, is created to read:
  - 497.306 Standards for grave spaces.--
- (1) A standard adult grave space shall measure at least 42 inches in width and 96 inches in length, except for preinstalled vaults in designated areas. For interments, except cremated remains, the covering soil shall measure no less than 12 inches from the top of the outer burial container, unless such level of soil is not physically possible. In any interment, the family or next of kin may waive the 12-inch coverage minimum.



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(2)(a) Effective October 1, 2003, and prior to the sale of grave spaces in any undeveloped areas of a licensed cemetery, the cemetery company shall prepare a map documenting the establishment of recoverable internal survey reference markers installed by the cemetery company no more than 100 feet apart in the areas planned for development. The internal reference markers shall be established with reference to survey markers that are no more than 200 feet apart which have been set by a surveyor and mapper licensed under chapter 472 and documented in a certified land survey. Both the map and the certified land survey shall be maintained by the cemetery company and shall be made available upon request to the department or members of the public.

- (b) The map of the area proposed to be developed shall show:
  - 1. The number of grave spaces available for sale.
  - 2. The location of each grave space.
  - 3. The number designation assigned to each grave space.
  - 4. The dimensions of a standard adult grave space.
- (3) Adult grave spaces established prior to October 1, 2003, are not required to meet the standards established under this section for the dimensions or separation of grave spaces.
- Section 35. Section 497.307, Florida Statutes, is created to read:

497.307 Identification of human remains in licensed cemeteries.--On and after October 1, 2003, human remains interred, entombed, scattered, or otherwise placed for final rest at licensed cemeteries shall be identified as follows:



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(1) Each licensed cemetery shall place on the outer burial container, cremation interment container, or other container, or on the inside of a crypt or niche, a tag or a permanent identifying marker containing the name of the decedent and the date of death, if available. The materials and location of the tag or marker shall be more specifically described by rule of the board.

(2) Each licensed cemetery may rely entirely on the identity stated on the burial transit permit or on the identification supplied by a person licensed under chapter 470 to establish the identity of the dead human remains delivered by such person for burial and shall not be liable for any differences between the identity shown on the burial transit permit or other identification and the actual identity of the dead human remains delivered by such person and buried in the cemetery.

Section 36. Subsection (2) of section 497.325, Florida Statutes, is amended to read:

497.325 Illegal tying arrangements.--

(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

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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 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. A No cemetery company or other entity owning and operating a cemetery may not be held liable for the improper installation of a monument where the monument is not installed by the cemetery company or its agents or by such other entity or its agents.

Section 37. Subsection (9) is added to section 497.333, Florida Statutes, to read:

497.333 Disclosure of information to public. -- A licensee offering to provide burial rights, merchandise, or services to the public shall:

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(9) Provide to each customer a complete description of any monument, marker, or memorialization to be placed at the gravesite.

Section 38. Subsection (5) of section 497.361, Florida Statutes, is amended and subsections (6) and (7) are added to said section to read:

- 497.361 Registration of monument establishments. --
- timeframe shall be considered a breach of contract unless the monument establishment has a written agreement to extend the delivery 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 monument establishment of the purchaser's written request for a refund. This subsection does not preclude the purchase and installation of a new monument from any other registered monument establishment or certificateholder 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.
- (6) All contracts with the public must be approved by the Department of Financial Services and must provide a complete description of any monument, marker, or related product to be delivered.
- (7) A certificate of authority may not be transferred or assigned.
- Section 39. Section 497.365, Florida Statutes, is created to read:

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1330 497.365 Regulation of monument establishments. --1331 (1) The Department of Financial Services shall establish 1332 an inspection program for all monument establishments in 1333 accordance with the requirements of this act. 1334 (2) The Department of Financial Services shall adopt rules 1335 that shall include requirements for the approval of contracts 1336 for memorials and related products, written complaint procedures 1337 and mandatory response to consumer complaints, disclosure to the 1338 public as to the form of ownership, the fingerprinting of 1339 owners, and appropriate recordkeeping. 1340 (3) Nothing in the department's authority or any other 1341 provisions of this act shall unreasonably restrict competition 1342 or permit the restraint of trade and commerce. 1343 Section 40. Section 497.371, Florida Statutes, is created 1344 to read: 1345 497.371 Monument establishment business location. --1346 (1) A monument establishment shall be a place at a 1347 specific street address or location consisting of an office and display area for monuments, markers, and related products. The 1348 1349 place where the establishment is located must comply with the 1350 local government zoning regulations and may not be located on 1351 tax-exempt property. 1352 (2) The monument establishment must be a full-service 1353 monument location open to the public during normal business

hours, with facilities to design, inscribe, and install

monuments and related products.

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(3) A person may not operate a monument company or install monuments, markers, and related products in this state unless he or she is licensed by the Department of Financial Services.

Section 41. Section 497.379, Florida Statutes, is created to read:

497.379 Licensure of monument establishments to sell preneed contracts.--A monument establishment, including an existing registered or unregistered monument establishment, may not sell a preneed contract without first having obtained a valid certificate of authority from the Department of Financial Services. A person may not be issued a certificate of authority as a monument establishment to sell preneed contracts unless such person has at least 3 years' experience in the operation and management of an establishment selling monuments, markers, and related products.

Section 42. Section 497.385, Florida Statutes, is created to read:

representative.--Each person selling monuments, markers, and related products for a monument establishment must register with the board, including any person registered or licensed pursuant to chapter 470 or this chapter. A person selling monuments, markers, and related products for a monument establishment that has been issued a certificate of authority must register as a preneed agent pursuant to the requirements of this chapter.

Section 43. Section 497.391, Florida Statutes, is created to read:

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description 497.391 Monument establishment; preneed contracts.--Effective January 1, 2004, a monument dealer or establishment may not write a preneed contract unless that contract has been approved by the board. Any monument dealer or establishment that is paid, collects, or receives funds under a preneed contract for services or merchandise shall comply with the provisions of ss. 497.417 and 497.413.

Section 44. Section 497.395, Florida Statutes, is created to read:

497.395 Licensed monument establishment; financial requirements.--

- (1) For the purposes of qualifying for a certificate of authority as a licensed monument establishment must have a minimum net worth of \$10,000. A licensed monument establishment holding a certificate of authority or a monument establishment applicant must meet and maintain the requirements of this section on an annual basis in order to perform its obligation for all existing preneed contracts.
- (2) All licensed monument establishments holding a
  Certificate of Authority or an applicant must submit its most
  recent year-end financial statements, including a balance sheet
  and income statement, with the certificate of authority
  application and annually thereafter as provided in s.
  497.407(1). The financial statement must be prepared in
  accordance with generally accepted accounting principles, as
  those principles have been defined by the Florida Board of
  Accountancy in the Florida Administrative Code. If the
  applicant does not have the minimum net worth as set forth in

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subsection (3), lacks sufficient liquid assets to satisfy current liabilities, or does not appear to have any substantial long-term assets, the department shall request additional financial information concerning financial statements and the statement of cash flow.

- (3) For the purposes of this section, the term "total preneed contracts" means the total retail value of all outstanding preneed contracts. There shall be an annual fee for the renewal of the monument establishment certificate of authority based on the following sales volume for total preneed contracts:
- (a) Five hundred dollars for a certificateholder that has total sales of \$1 to \$50,000.
- (b) Seven hundred and fifty dollars for a certificateholder that has total sales of \$50,001 to \$250,000.
- (c) One thousand dollars for a certificateholder that has total sales of \$250,001 to \$500,000.
- (d) Twelve hundred fifty dollars for a certificateholder that has total sales in excess of \$500,001.
- (4) In the case of a monument establishment holding a certificate of authority or a licensed dealer applicant offering preneed sales through a subsidiary agent as provided in Rule 3F-5.0015, Florida Administrative Code, the certificateholder or applicant must execute a guarantee agreement with respect to any contract obligations resulting from preneed sales of such a selling agent.
- (5) If the certificateholder or applicant does not meet the financial requirements in subsection (3), the entity may

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1439	voluntarily submit to the board additional evidence or agree to
1440	additional oversight as to meeting the requirements of
1441	subsection (1) as a condition of receiving or retaining a
1442	certificate of authority. Such additional evidence or oversight
1443	shall include, as appropriate:
1444	(a) An agreement to submit monthly financial statements of
1445	the entity;
1446	(b) An agreement to submit quarterly financial statements
1447	of the entity;
1448	(c) An appraisal of the entity's property or broker's
1449	opinion of the entity's assets;
1450	(d) A credit report of the entity or its principal owners;
1451	(e) Subordination-of-debt agreement from the entity's
1452	<pre>principal owners;</pre>
1453	(f) An indemnification or subrogation agreement binding
1454	the entity and principal owners;
1455	(g) A guarantee agreement for the entity from its
1456	principal owners;
1457	(h) Written explanation of past financial activity;
1458	(i) Submission of the 12-month projected business plan
1459	that includes:
1460	1. A statement of cash flows;
1461	2. Pro forma income statements, with sources of revenues
1462	identified; and
1463	3. Marketing initiatives;
1464	(j) Submission of previous department examination reports;
1465	or

or

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(k) An agreement of 100 percent voluntary trust by the entity.

Section 45. Subsections (1), (3), and (4) of section 497.405, Florida Statutes, are amended to read:

497.405 Certificate of authority required.--

- (1)(a) No person, including any cemetery exempt under s. 497.003, may sell, advertise to sell, or make an arrangement for a preneed contract without first having a valid certificate of authority.
- (b) No person, including any cemetery exempt under s. 497.003, may sell, advertise to sell, or make an arrangement for services, merchandise, or burial rights on a preneed basis unless such person is authorized pursuant to this chapter to provide such services, merchandise, or burial rights on an atneed basis.
- (3) No person may obtain a certificate of authority under this chapter for the preneed sale of services unless such person or its agent, in the case of a corporate entity, holds a license as a funeral establishment or cemetery company, or registration as a direct disposal establishment under chapter 470, or certification as a monument establishment under chapter 497.
- (4) The provisions of this section do not apply to religious-institution-owned cemeteries exempt under s. 497.003(1)(d), in counties with a population of at least 960,000 persons on July 1, 1996, with respect to the sale to the religious institution's members and their families of interment rights, mausoleums, crypts, cremation niches and cremation interment containers, vaults, liners, urns, memorials, vases,

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foundations, memorial bases, floral arrangements, monuments, markers, engraving, and the opening and closing of interment rights, mausoleums, crypts, and cremation niches and cremation interment containers, if such cemeteries have engaged in the sale of preneed contracts prior to October 1, 1993, and maintain a positive net worth at the end of each fiscal year of the cemetery.

Section 46. Subsection (4) of section 497.419, Florida Statutes, is amended, and subsection (11) is added to said section, to read:

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

- (4) Each certificateholder shall provide in conspicuous type in its contract that the contract purchaser may cancel the contract and receive a full refund within 30 days after of the date of execution of the contract, except for those amounts allocable to any burial rights, merchandise, or services that have been used by the purchaser. The failure to make such provision shall not impair the contract purchaser's right to cancellation and refund as provided in this section.
- 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 purchaser's written request for a refund. Nothing in this subsection shall preclude the purchase and installation of a new



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1522	monument from any other registered monument establishment or
1523	certificateholder.
1524	Section 47. Subsection (4) of section 497.436, Florida
1525	Statutes, is amended to read:
1526	497.436 Inactive and revoked certificateholders
1527	(4) Upon receipt of the notice, in order to protect the
1528	contract purchaser, the board may:
1529	(a) shall Review the certificateholder's:
1530	<u>1.(a)</u> Trust funds.
1531	2.(b) Trust agreements.
1532	3.(e) Evidence of all outstanding preneed contracts.
1533	(b) Perform other procedures the board deems necessary.
1534	Section 48. Except as otherwise provided herein, this act
1535	shall take effect July 1, 2003.