
DACUM Research Chart for Funeral Service Professional

Produced by



Health Workforce Initiative

Produced for



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DUTIES	TASKS			
A. Manage Funeral Home	A.1 Oversee compliance protocols (e.g. DCA, FTC, OSHA)	A.2 Enforce policies and procedures	A.3 Oversee facility maintenance	A.4 Manage operational budget
	A.10 Maintain employee files	A.11 Maintain employee morale	A.12 Facilitate conflict resolution	A.13 Review employee performance
B. Manage Administrative Activities	B.1 Provide staff training	B.2 Process payroll	B.3 Maintain mortuary files (e.g. at need, preneed)	B.4 Manage accounts receivables
C. Transport Human Remains	C.1 Confirm identity of decedent	C.2 Transport decedent from place of death	C.3 Record chain of custody	C.4 Maintain transport equipment (e.g. gurney, backboard, gloves)
D. Arrange Final Disposition	D.1 Take first call	D.2 Meet with legal NOK	D.3 Determine family needs	D.4 Explain service options
	D.10 Secure disposition documents	D.11 Confirm service details (e.g. what, where, when)	D.12 Order merchandise (e.g. casket, vault, flowers)	D.13 Accept personal effects (e.g. photos, clothing, jewelry)
E. Prepare Human Remains	E.1 Adhere to universal precautions (e.g. PPE)	E.2 Assess condition of remains	E.3 Shelter remains (e.g. refrigeration)	E.4 Comply with coroner investigation
	E.10 Embalm autopsy case	E.11 Embalm donor case	E.12 Perform restorative art	E.13 Complete embalming report
	E.19 Place remains in container (e.g. caskets, keepsakes)			
F. Direct Service	F.1 Gather service items (e.g. stationary, photos, flowers)	F.2 Confirm paperwork (e.g. permit, check, records)	F.3 Confirm equipment (e.g. church truck, vehicle, register stand)	F.4 Conduct final inspection of decedent
G. Operate Crematory	G.1 Maintain retort	G.2 Record retort data	G.3 Manage cremation records	G.4 Inspect decedent for cremation
H. Manage Cemetery	H.1 Maintain cemetery grounds	H.2 Maintain endowment care fund	H.3 Maintain safety practices	H.4 Maintain development master plan
	H.10 Close internment site	H.11 Install memorialization	H.12 Disinter human remains	
I. Market Funeral Home	I.1 Enforce quality standards (e.g. reputation, heritage)	I.2 Create brand logo	I.3 Apply logo (e.g. building, vehicle, stationary)	I.4 Produce advertising (e.g. commercials, print ads)
	I. 14 Develop aftercare program	I.15 Organize educational activities (e.g. workshops, seminars)		

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A.5 Maintain Vendor Relations	A.6 Maintain inventory levels	A.7 Maintain fleet	A.8 Manage staff schedule	A.9 Hire employees (e.g. recruit, train)
A.14 Execute disciplinary action (e.g. counsel, suspend, terminate)	A.15 Acknowledge employee achievement			
B.5 Manage accounts payable	B.6 Provide client follow-up service (e.g. death certificate, keepsake)			
C.5 Transport decedent to and from consulate	C.6 Transport decedent between service locations utilitarian	C.7 Transport decedent between service locations ceremonial	C.8 Mail cremated remains	
D.5 Explain merchandise options (e.g. flowers, casket, urn)	D.6 Explain memorializations	D.7 Create personal memorialization items	D.8 Secure payment	D.9 Complete relevant paperwork
E.5 Bathe human remains	E.6 Perform feature setting	E.7 Remove medical devices	E.8 Prepare decedent for I.D. view	E.9 Embalm non- autopsy case
E.14 Shroud remains	E.15 Dress remains	E.16 Apply cosmetics (e.g. makeup, manicure)	E.17 Style hair (e.g. cut, color)	E.18 Procure keepsakes (e.g. fingerprints, hair)
F.5 Coordinate venue details	F.6 Set up service items	F.7 Communicate service protocols	F.8 Conclude services	
G.5 Monitor cremation	G.6 Process cremated remains	G.7 Facilitate witnessed cremation	G.8 Inurn cremated remains	G.9 Release cremated remains
H.5 Sell internment property	H.6 Sell memorialization	H.7 Verify property	H.8 Prepare internment site	H.9 Inter remains
I.5 Maintain web presence (e.g. social media, website)	I.6 Place obituary	I.7 Donating funeral services	I.8 Donate use of facility	I.9 Sponsor community events (e.g. sports, theatre)

General Knowledge and Skills

Knowledge

Anatomy and Physiology
Pathology
Cultural awareness
Religious practices
Universal Precautions
Product (e.g. urns, caskets, vaults)
Embalming
OSHA/FTC/State & Local Regulations
Benefits (e.g. veterans, Social Security, pensions)
Non-Profit organizations/Resources
Thanatology
Cemetery management
Cremation practices
EPA/Air Quality Standards
Zoning laws
Fire hazards
Other Certifications (e.g. Cremation manager, disposal)

Skills

Active listening
Skillful communicator
Writing
Speaking
Problem Solver
Multitasker

Behaviors

Listen
Flexible
Presence (e.g. being focused and engaged in conversation or meeting)
Open minded
Detail oriented
Organized
Empathetic
Innovative approach
Calm demeanor
Professional appearance
Kindness
Respect
Anticipate client needs
Tactful
Ethical

Acronyms

SCI- Service Corporation International
FTC- Federal Trade Commission
DCA -Department of Consumer Affairs
CFB- Cemetery and Funeral Bureau
OSHA- Occupational Health and Safety Administration
V.A. - Veterans Affairs
PPE- Personal Protective Equipment
EDRS- Electronic Death Registration System
I.D. - Identification
PA- Public Administrator
ME- Medical Examiner

STEL-Short term exposure limit
PEL- Permissible exposure limit
TWA-Time Weighted Average
DPOA- Durable Power of Attorney
LNK- Legal Next of Kin
GR- General Relief
MSDS- Material Safety Data Sheets

Future Trends and Concerns

Direct disposal
Green burial/Bio cremations
Office fronts
Decline of tradition/Lack of religion/Lack of family unit
No ceremonial importance
Society too fluid/mobile
A-typical financial dispositions
Less funds vs. Low cost
Legal concerns- NOK Issues
Monopoly concerns
Health concerns
Cremation Willed Body Programs
Social media
Web services broadcasting
Personalization of services

Tools, Equipment, Supplies, Materials

EDRS
Embalming Machine
Location with prep facility (e.g. tables, instruments, cots, chemicals)
Chemicals
Cosmetics
Embalming tables
Hair
Trocars
Retort
PPE's
Body lift
Gurney/Backboard
Linens-sheets/towels
Refrigeration
Housekeeping supplies (e.g. cleaning, stock)
MSDS
Church truck
Fleet (coach, van)
Collateral (Advertisement/ Marketing)
Merchandise (e.g. casket, flowers)
Licenses
Written policy and procedures
Office furniture and equipment
Computers
Microphone Stand and Speakers
Kleenex