



**WCCFA**

WASHINGTON CEMETERY, CREMATION  
& FUNERAL ASSOCIATION

# THE *Insider*

Newsletter

News for Death Care Professionals

Summer 2018

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Conference

Industry Spotlight

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## *Our Commitment to Caring*

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# Joint Annual Conference

**WCCFA & WSFDA  
Present:  
2018 Annual  
Joint Conference  
"Reach in, Reach out!"  
August 15 - 17, 2018!**



## Meet our Keynote Speakers



**Terry Gurno**

"Facing Your Fears  
and Reawakening Your  
Dreams"

[Click here to watch Terry's  
promo video!](#)



**Paul Casey, Growing  
Forward Services, LLC**

"Burning Bright without  
Burning Out"

"Maximizing & Modify-  
ing your Personality Style"

### Schedule:

#### Wednesday, August 15th:

9:30 am: [Golf Tournament at Tumwater Valley](#)

6:00 pm: Supplier Social Welcome Reception

#### Thursday, August 16th:

8:00 am: Welcome, Breakfast and Visit the Exhibitors

8:30 am: Education Sessions

4:00 pm: Happy Hour Social

#### Friday, August 17th:

8:00 am: Breakfast & Visit the Exhibitors

8:30 am: Education Sessions

12:00 pm: Prizes and Adjournment



## Great Wolf Lodge

20500 Old Highway 99 SW, Centralia, WA 98531.

[Driving Directions](#)

# Industry Spotlight

Jeffery OBrien



Jeffery OBrien grew up in Moreno Valley, CA and moved to Spokane in 2000. In the spring of 2013, Jeff started working on the Fairmount Memorial Grounds Maintenance Team as seasonal employee. He worked for two seasons as an irrigation tech at our Riverside Memorial location; then in 2015 transferred to our Pines Cemetery location where he did everything from mowing and trimming, to marker setting, and funeral services. After three seasons, Jeff was welcomed aboard as a full-time member of our team.

Jeff is truly a joy to work with. In fact, when asked, his co-workers would tell you he is their 'favorite to work alongside'. He has a light about him and seemingly never has bad day. No task or challenge is too big and his eagerness to please others resonates in a "can do" attitude that makes my job as his supervisor much easier.

Jeff sets about 80% of the granite markers and monuments for our Greenwood Memorial Terrace and Riverside Memorial Park locations. This is not an easy task! But he tackles the job with a smile. Where Jeff truly shines is when he is working funeral services. He deeply understands the 'importance of the moment' and his at-

tention to detail paired with his kind, gentle spirit provides a welcoming presence at graveside services.

When Jeff is not working he and his fiancé, Elisha, enjoy trying new restaurants and cuisines. Vietnamese is one of their favorites. They also love antiquing and yard sales--where Jeff can add to his growing advertising collection. Jeff is an outspoken believer in Jesus Christ and an active member of Valley Real Life Church.

Jeff says that what he loves most about his job are "my co-workers and the opportunity I've been given to be a comfort for our families in their time of need."

On behalf of all of us here at Fairmount Memorial Association, "Thank you Jeff! You truly exemplify who we are here at Fairmount."

# Community Outreach

*Reprinted from the August-September 2018 edition of ICCFA Magazine, with permission from the International Cemetery, Cremation and Funeral Association in Sterling, Virginia. Copyright © 2018.*



Signs prohibiting the playing of Pokémon GO have gone up at a number of cemeteries across the country, bothered by gamers who roam their grounds, oblivious to people there to pay their respects to loved ones.

But Fairfax Memorial Park has found a way to accommodate gamers and turn Pokémon Go into another way the cemetery can connect with the community.

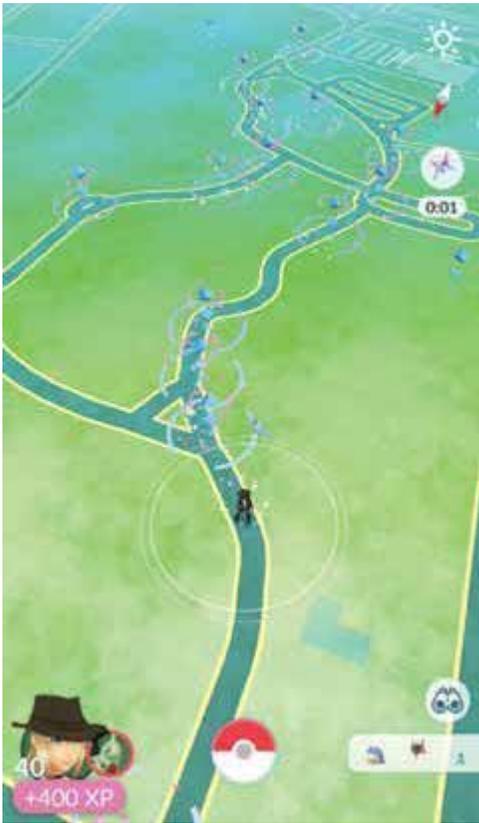
## Pokémon GO: A nuisance or an opportunity for your cemetery?

Have you seen people at your cemetery or funeral home inexplicably pausing at the same spots over and over again? They're likely playing Pokémon GO. Whether you love them or hate them, Pokémon Go and other "augmented reality" (AR) games are the next generation of gaming, and they are drawing a multi-generational crowd. In other words, it's not just the kids playing anymore.

Believe it or not, our local gamers association tells me the vast majority of Pokémon GO players are 35+ years of age. Furthermore, this same group boasts that their ranks include "surgeons, military officers, small business owners, federal agents, a local radio personality and many ... [other] professionals." People of all ages and societal standing have taken on the challenge to "Catch 'em all" and "become the highest-ranking trainer." So the question becomes, when they show up at your cemetery or funeral home, do you roll out the red carpet and serve watermelon and lemonade, or chase them off the property, explaining that your cemetery is a dignified place of remembrance? I have to admit, I fall somewhere in the middle on this one. I'm on the fence, see both sides of the coin—you get the idea. On the one hand, what cemetery owner/manager isn't thrilled with the idea of getting hundreds of people on the property without having to spend a dime of advertising money? The answer, on the other hand, is the owner/manager who is forced to move groups of gamers out of the way of funeral processions—especially if the gamers are less than accommodating.

That actually happened here at our cemetery, along with several other unfortunate situations: cemetery employees getting cursed out after asking gamers to leave the property after dark, the police catching people here at 2 and 3 a.m. and, possibly the most annoying, drivers haphazardly coasting through the cemetery staring at their phones, not watching where they are going. In short, Pokémon GO had become a problem for us.

In an attempt to get game-play under control, I began researching the situation. What I found was interesting, helpful and restored my faith in the positives of allowing the gamers on our property, Fairfax Memorial Park in Fairfax, Virginia, a suburb of Washington, D.C. Here's what I learned.



Pokémon GO players don't see your cemetery the same way you do. These screenshots of the game interface show how Fairfax Memorial Park's property looks (on the screen, at least) to people playing the game, with the roads but no other cemetery features visible, just the virtual creatures they seek to "capture."



The fact is, Pokémon GO is just scratching the surface of what's coming through AR technology. One of my sources tells me that, "allegedly, Niantic will be releasing Harry Potter GO in the future".

## Background/game basics

In case you have no idea what I'm talking about, let me start by giving you some basic information. Pokémon GO is an "augmented reality" (AR\*) video game developed by its parent company, Niantic. (Nintendo also has an ownership stake.)

\* Google translates augmented reality (AR) as "a technology that superimposes a computer-generated image on a user's view of the real world, thus providing a composite view."

The goal of Pokémon GO is to collect virtual creatures. The more you catch, the higher rank you achieve. The game is played by finding "Pokestops" (where you capture Pokémon) and "Gyms" (where groups of people gather to do battle). Most of these Pokestops and Gyms were ported over from a geo-caching game called Ingress (released by Niantic in 2013). Ingress allows locations to be added by players of that game, which is why you find Pokestops and Gyms in odd places like churches and cemeteries.

## The goal of the game

The creators' stated goal in developing Pokémon Go was to encourage gamers to get off the couch and get out into the community interacting with their neighbors. As a result, despite challenges you may be facing, Niantic is not likely to just turn the game off at your location. That would counter their stated goal. However, if you are willing to accept the fact there will be people playing the game on your grounds, adjustments can be made to the game to mitigate your concerns.

## How to get help

The good news is that Niantic Labs is happy to help find a solution to your concerns. The best way to get help is to go to the following link, click the "Submit A Request" link in the upper right corner and follow the directions from there. <https://support.pokemongo.nianticlabs.com/hc/en-us>. You will be assigned someone who will find out more information about your situation and then work with you to craft a solution.

## My experience

When we had the issues I mentioned above, Niantic provided help through two avenues: their support staff and the local chapter of the Pokémon GO gamers association.

After explaining the specific problems we were having, the

support team was kind enough to make several changes:

- They turned off the Pokéstops during the hours of the day we are closed (8 p.m. to 8 a.m.).
- They deleted all of the Gyms on our property to help us keep large crowds from gathering.
- They eliminated the Pokéstops that were causing traffic bottlenecks at our office.
- They limited the awards gamers can receive on special days.

The changes suggested for your property might be different, depending on the problems you're having, but with just a few simple adjustments, Niantic's support staff helped us fix our biggest issues.

Interestingly enough, they weren't content to simply resolve our major concerns. They wanted us to actually be happy to have gamers on the property. In addition to what the tech support team did for us, they also put us in contact with the local chapter of the gamers' association. My assumption was that some balding, fat guy was going to call me from his mother's basement (no disrespect meant to balding, fat guys or to people living in their parents' basement). Instead, I got a call from a very well-spoken, proactive individual who works at a military installation close to our location. This person was instrumental in crafting the Pokémon GO policy of another major, nearby cemetery that hosts several millions of visitors each year. Before I got the call, their leadership group had already met and put together a list of suggestions to address our concerns. The group has self-regulated in the following ways:

- Communicating to their membership the importance of respecting the property and those visiting to remember a loved one.
- Carpooling to minimize the number of cars they add to the cemetery roadways.
- Parking and walking once they get here instead of aimlessly coasting around the cemetery.
- Avoiding playing at our location on special days of remembrance (e.g., Easter, Memorial Day, Mother's Day, Father's Day, etc.).

This group has been a fantastic force to guide the gameplay in our park. They have been respectful of the cemetery and effective at disseminating information to their members.

In conclusion, if you're having trouble with Pokémon GO gamers, there's no need to write them off. As a matter of fact, I would suggest that to do so would not be in your best interest. Instead, work with Niantic to find a solution. They have a host of options they can use to tailor the game to work both for their gamers and for the different locations where they play the game, including your beautiful cemetery.

The fact is, Pokémon GO is just scratching the surface of what's coming through AR technology. One of my sources tells me that, "allegedly, Niantic will be releasing Harry Potter GO in the future." Pokémon GO is just the beginning. So, get your trainer and Pokeballs, catch that Dragonite and have a big time! I would wager there may be an opportunity here to connect a new generation to the value of cemeteries and memorialization—and to reconnect members of older generations. These gamers span the generations, and they are visiting your property right now. What an opportunity!



A group of Pokémon GO players in Northern Virginia gather for a picture. Area gamers worked with a representative of the cemetery and the game's owners to come up with ways to accommodate gamers without bothering people visiting the park for more somber purposes or creating traffic bottlenecks for the cemetery.



### Article by Chad Aylestock

ICCFA Magazine spotlight [chada@fmpark.com](mailto:chada@fmpark.com)

- Aylestock is the administrator at Fairfax Memorial Park in Fairfax, Virginia, where he is responsible for cemetery and funeral home finances, HR, benefits management, IT, construction projects and shareholder relations. In addition, he also oversees the cemetery administrative staff and their functions.

- He came to the profession seven years ago from construction management. Upon his arrival, he jumped in with both feet, learning and experiencing everything he could. He is an ICCFAU graduate and recently finished his term as president of the Virginia Cemetery Association. Currently he serves on the Conference Committee for the 2018 Mid-Atlantic States Cemetery & Funeral Conference. [www.fmpark.com](http://www.fmpark.com)

- Fairfax Memorial Park was founded in 1957 as Calvary Memorial Park by Cornelius H. Doherty Sr. His son purchased the adjoining Fairfax Memory Gardens in 1976 and combined the two cemeteries into the present-day, 128- acre Fairfax Memorial Park. Michael H. Doherty, the founder's grandson, worked with his father to found Fairfax Memorial Funeral Home on the cemetery grounds in 2003. He is president and CEO of the cemetery and funeral home.



## People's Memorial Association

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Please click the link below to participate in this very important survey concerning green burial in Washington state!

Its a quick survey and we'd so appreciate your participation!

**[TAKE SURVEY](#)**

# Meet Our Board Members

Julie Adams



Julie was born and raised in Seattle. She attended college at Chapman University down in Orange County, CA where she graduated with a BA in Psychology & Sociology. A year or so later she found herself at a funeral home inquiring about what type of jobs might be available. She accepted an admin position processing payroll and payables, etc. at Acacia Memorial Park & Funeral Home and knew almost immediately that she was interested in being a funeral director. Soon thereafter she enrolled and attended mortuary school at Mt. Hood Community College where she was Valedictorian of the class of 2009.

Over the past 12 years Julie has worked for SCI in many capacities, and also worked for 6 years at a small family run operation in North Idaho before settling in at her current position as General Manager at Heritage Funeral Home in Spokane.

When she's not working, she spends her time with her son, Deklan, exploring the world—one adventure at a time. She says, "Life is short, so we need to make the most of it!" She is also a huge fan of the Seahawks and brunching.

Like so many others in this field, Julie believes that Funeral Service is her calling helping people navigate through the difficult times. She is also passionate about educating people on what we do and why it's important—so much so that she hopes to someday teach mortuary science. Julie joined the WCCFA Board as a Director in 2016 and encourages anyone who is interested to reach out and get involved!



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EX-17-032

# Legal AL/HR Issues

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The #MeToo movement has brought the issues of sex discrimination and harassment into the spotlight. Sexual harassment can take many forms and can be found anywhere, including in the funeral, cremation and cemetery profession. Protect your organization and your employees.

## What you need to know about sex discrimination and harassment in the #MeToo era

The 2002 TriState Crematory scandal, in which a Georgia cremation company stacked cases entrusted to their care in outbuildings and then threw what they couldn't stack out in the woods, received world-wide coverage and is still recalled with horror by cemetery, cremation and funeral professionals. The much more recent (2015) EEOC lawsuit against a Ft. Lauderdale funeral home alleging more than a decade of aggressive sexual harassment and retaliation against several female employees—complete with lurid details—was barely mentioned in the press.

Perhaps the Ft. Lauderdale lawsuit would have received more coverage had it been filed a couple of years later, in the midst of what became known as the #MeToo movement.

A 2017 ABC News/Washington Post poll indicated that 33 million U.S. women have been sexually harassed in work-related incidents. Some of their stories flooded the news beginning in 2017.

What was the Ft. Lauderdale case about?

According to one of the few published reports, the EEOC conducted a review of allegations made by several women, finding “reasonable cause to believe” the funeral home discriminated and subjected female employees to a “sexually hostile work environment.”

The suit featured the cases of three former funeral home employees who were alleged to have had hellish experiences at the funeral home. Between January 2013 and September 2014, a woman (Plaintiff One) worked as a paid intern (in an apprenticeship). Plaintiff One was subject to “unwelcomed sexual comments and touching by the owner and his son,” also an employee at the funeral home. The harassment Plaintiff One faced, according to the lawsuit, included (among others):

The owner telling Plaintiff One she should go to a funeral convention with him so she could sleep with him.

- The owner talking to Plaintiff One about women he wanted to have sex with.
- The owner telling Plaintiff One he took Viagra at work.
- The owner telling Plaintiff One she looked like a stripper on a flier he had and that he showed to others.
- The owner showing Plaintiff One pictures on a phone of naked women, and another of him having an orgy with two women.
- After showing Plaintiff One pictures of naked women, the owner told Plaintiff One he dreamt about her.

The suit also claimed Plaintiff One was physically touched “on the butt, neck, arms, and hips.” Also, it

was alleged that the owner had been having sex with another female employee and, after stopping the affair, cut her hours, telling her she “would never have s\*\*t.” The owner allegedly told Plaintiff One she would never make money as a funeral director “unless she slept with her boss.”

Between February 2014 and January 2015, Plaintiff Two worked at the home as a funeral attendant. She also witnessed gross sexual misconduct, witnessing the owner repeatedly “make sexual comments about customers’ bodies” and “taking pictures of female customers’ butts.”

According to the suit, the owner’s threatening attitude toward Plaintiff Two had an additional edge. Apparently on probation, Plaintiff Two had a parole officer who was acquainted with the owner. The funeral director told his employee “all you need to know is that I know her and she’s ready to send your ass back to jail.”

That edge only sharpened in December 2014, after Plaintiff Two filed an EEOC complaint against the owner. The funeral boss asked Plaintiff Two to write a letter to the EEOC saying she “had not seen any sexual harassment.” She refused. The owner slashed her work hours to zero. Plaintiff Three filed her own EEOC complaint regarding discrimination after quitting. The owner bad-mouthed her to other area funeral homes, and she couldn’t get another job.

All three women took their complaints to the EEOC. The commission found “reasonable cause” for all three instances of harassment and discrimination. Three separate “letters of determination” were mailed from the government agency to the owner, alerting him of the outcome of the investigations. The commission says it invited the owner to “join the commission in informal methods of conciliation to endeavor to eliminate the discriminatory practices and provide appropriate relief.”

But the commission couldn’t hash out an agreement with the funeral home owner, so the lawsuit was filed, alleging that he had violated the Civil Rights Act of 1964 and the Civil Rights Act of 1991. (The Civil Rights Act of 1964 outlawed discrimination based on race, color, religion, sex, or national origin. The Civil Rights Act of 1991 provided the right to trial by jury on discrimination claims, introduced the possibility of emotional distress damages and limited the amount a jury can award.)

In May 2016, the court fined the funeral home owner \$85,000, to be distributed among the harassment and retaliation victims. The owner also agreed to retain an independent equal employment opportunity consultant to receive and investigate complaints of sex discrimination. The funeral home owner also agreed to create a policy to address the sexual harassment at issue in this lawsuit. Also, the funeral home’s owner and employees were to receive training on antidiscrimination laws, specifically sexual harassment.

## **What constitutes discrimination? Harassment?**

All the illustrative vignettes are from real life; details and names are disguised to protect the guilty. OSHA and the EEOC have definitions for abuse and discrimination in the workplace:

1. **Workplace bullying ranges from isolating to verbally threatening fellow workers.** Bullies can cause anxiety, depression, fear and posttraumatic disorder symptoms in their victims. A person who threatens a coworker with physical harm is considered a bully. However, the supervisor who regularly demeans an employee or threatens to fire him also is a bully. Bullies sometimes ignore their victims to make them feel nonexistent. Bullies also use other tactics to humiliate their victims,

such as gossiping and spreading lies about them or sabotaging their work.

Mack treated his secretary Beth like dirt, ordered her around like a slave and blamed her for all his mistakes, tardy reports and forgetfulness. On more than one occasion, the middle-aged receptionist with a warm smile for everyone left the office to cry in the bathroom. After one particularly stressful week, Beth went home, complaining of a severe headache, and was rushed to the ER. She died hours later of a brain hemorrhage. Mack later basked in HR's observation: He ran through admins like water through a sieve.

**2. Discriminatory behavior treats workers unfairly based on race, ethnicity, gender, sexual orientation, religion, disability, age or genetic information.** Discrimination is prohibited by federal and state laws. Unfair actions include harassment, retaliation, denying employment opportunities and making decisions that adversely affect people in these categories. Antidiscrimination laws cover all areas of employment, from hiring and firing to pay, disability leave, training and layoffs.

The effects of discrimination can be emotional, physical and social. Depression, a loss of self-confidence, anxiety and feelings of helplessness are emotional effects. High blood pressure, headaches, ulcers, weight loss and sleeplessness are physical effects. Socially, discrimination leads to lower productivity, poor performance, withdrawal from fellow workers and occasionally violence.

The large corporation was all about wellness—at least for males, and provided them with a gym, shower and dressing rooms. More than one female manager assumed promotions and other business were discussed in the weight room. Female employees wanting to stay fit had to go to the gym after work, where they paid annual memberships out of pocket.

**3. Harassment consists of actions or comments a worker finds offensive. The worker doesn't have to be the harasser's target; he can be a third party who hears or witnesses the behavior.**

According to the U.S. Equal Employment Opportunity Commission, harassment becomes unlawful when it's so severe it creates a hostile workplace for an employee or the employee has to put up with the misconduct to keep her job. Marsha had been an employee for four years. Because she was divorced with one son in college, Marsha also taught as an adjunct at the local university and was working toward her PhD. Her boss had a high school education, was short and dumpy and displayed a list of complexes a mile long. One of his issues was feeling easily threatened, and the women in his department decided he also had issues with women. Each time he called Marsha into his office, he would demand she close the door and then berate her for small, picky items, including not wearing stockings with a pantsuit. He obviously berated her to other vice presidents within the corporation, and on several occasions threatened to fire her.

**4. Workplace violence is defined as an act or threat of physical harm against another person at the work site. Abusers might physically assault their victims or use verbal abuse to intimidate them.**

Workplace violence can lead to homicide, which is the fourth leading cause of occupational injuries according to OSHA. The agency also reports violence leading to homicide takes the lives of women in the workplace more than any other cause. When the new owner appointed a relative to manage the funeral home, the new manager waited until the employees had left and then went to see the previous manager, a woman. Leaning into her space, his face only inches from hers, he announced some changes were going to be made. His tone was threatening. When the woman asked about what changes, specifically, he wanted to make, his voice rose and his tone became harsh.

“You’ll have to wait and see,” he said, taking off his coat and beginning to roll up his sleeves as if he were readying for a fist fight, “and you can’t do a thing about it. I’m the boss now.”

Bullying, discrimination and violence often are categorized as workplace harassment. Victims of harassment suffer the same emotional, physical and social effects as the victims of other forms of workplace abuse.

The U.S. Supreme Court has held that employers may defend themselves in hostile work environment cases brought against them for actions of a supervisor or managerial-level employee by arguing they took reasonable steps to prevent sexual harassment and made efforts to correct harassing behavior. Employers may also argue that they are not liable if an employee did not take advantage of available reporting or remedial measures to complain about incidents of sexual harassment.

There are two types or classifications of sexual harassment: Sexual harassment is considered to be a form of sex discrimination under Title VII of the Civil Rights Act of 1964, which applies to all U.S. employers with 15 or more employees (some state laws may provide additional worker protections).

Anyone affected by the offensive conduct in question, not just the person to whom it is directed, is considered a victim. The EEOC defines the offense as follows:

“Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when submission to or rejection of this conduct explicitly or implicitly affects an individual’s employment, unreasonably interferes with an individual’s work performance or creates an intimidating, hostile or offensive work environment.”

### **The EEOC offers additional guidance on what constitutes sexual harassment, including the following:**

- The conduct of the offender must be offensive and unwelcomed by the victim.
- Harassment may still occur when there is no economic injury to or discharge of the victim.
- The harasser can be the victim’s supervisor, an agent of the employer, a supervisor in another area, a coworker, or a non-employee.
- The victim and harasser may be a woman or a man. The victim does not have to be of the opposite sex.

### **Types of harassment: Quid pro quo and hostile work environment**

There are two types of sexual harassment claims, though the manner in which a court will distinguish between the two for the purposes of deciding whether harassment has occurred has become blurred in recent years:

- **Quid pro quo:** Sexual harassment that occurs when a supervisor or one in an authority position requests sex, or a sexual relationship, in exchange for not firing or otherwise punishing the employee, or in exchange for favors, such as promotions or raises.
- **Hostile work environment:** Sexual harassment that occurs through the presence of demeaning or sexual photographs, jokes or threats. The inappropriate behavior or conduct must be so pervasive as to, as the name implies, create an intimidating and offensive work environment.

### **More examples**

Although both men and women can both be targeted for discrimination, women seem to be discriminated against more often due to their gender. In one case, two women applied for open positions as lawn mowers at a cemetery.

Both had extensive lawn care experience. When they met the owner, he laughed and said, “We don’t hire women to mow. You are wasting your breath.” He said he was required to hire two— and only two—women, and he already had two women working in the office. He definitely was not going to hire women to work on the landscaping crew. He refused to even accept their applications.

The women returned a few days later, carrying a concealed tape recorder, and asked again about getting mowing work at the cemetery. The owner repeated exactly what he had already told them, but this time it was all on tape. Complaints were filed by both women to the Iowa Civil Rights Commission and were quickly resolved. Because funeral service was, for decades, a maledominated profession, the “old boy network” was long entrenched. This meant female employees could be harassed and otherwise mistreated with impunity, obliged to keep quiet because the “old boys” could end their careers in a heartbeat.

In one case, a corporate vicepresident regularly held staff meetings. However, none of the department’s female employees, including two female managers, both single moms, were notified of the meetings. This same vicepresident and his male underlings collected monthly expenses they claimed on their expense reports. The female managers were only allowed to submit expense reports if they traveled out of town on company business.

In another department, female managers were alleged to have been captive audiences at event planning meetings with a senior vicepresident who fondled himself throughout the meetings. All the women could do was try to keep these meetings short and to the point.

Why didn’t these employees complain to human resources or to the next level of management? According to employment attorneys, abusers often target women who are beginning their careers, single women or women who are the principal wage earners for their families. Also targeted are timid individuals who have difficulty standing up for themselves.

Nevertheless, female executives aren’t immune to harassment, and if they do experience it may decline to report it because they worry about retaliation from peers, the impact on their reputation and difficulty finding a new job if word of their complaint gets around. In discussing her consulting career, one female executive spoke of a man grabbing her leg and another who persisted in suggestively coming up behind her and massaging her shoulders. At work dinners, she endured male colleagues cracking offcolor jokes and discussing new employees’ physical attributes or women in the corporation they’d like to take to their so-called “rape room.” Never once did “Jane” ask them to stop, nor did she report anything to management or HR.

“It’s made into such a big deal, there is no good response: Either you ruin your career or you do nothing,” Jane explained. “But what you really want is that it doesn’t happen again.” Her choice—doing nothing—is a common one, research shows.

Employers, judges and juries often use women’s failure to report harassment as evidence that it was not a problem or that plaintiffs had other motives. Only a quarter to a third of all victims of harassment or discrimination at work report it to a supervisor, and 2 percent to 13 percent file a formal complaint, according to studies at the University of Michigan and the University of British Columbia. Why? Because many fear retaliation, and research shows they do so with good reason.

## A to-do list to protect your employees and organization

If your funeral home, cemetery or crematory doesn't have a written policy of zero tolerance for harassment and instructions regarding how to document and report a complaint of bullying, abuse, sexual harassment, violence, discrimination or retaliation, get one, and then review it with every employee. Have each employee sign a document saying they have reviewed and understand the policy. Remind employees that witnessing bullying, sexual harassment, violence, discrimination, abuse or retaliation without stopping it or reporting it is the same as being a party to it. Remember that women are not the only victims. Men or women can victimize other men or other women, and you don't have to be a supervisor or a manager to be a bully or harasser. Take every harassment complaint seriously until it is thoroughly investigated. Periodically review your policy of "zero tolerance" with employees, including the specific punishment for harassment. Be sure to review the policy when onboarding new employees.



### Article by Alice Adams

ICCFA Magazine spotlight [rtadams2@aol.com](mailto:rtadams2@aol.com)

- Adams is an award-winning columnist and has been editor for more than a decade of Texas Director, published by the Texas Funeral Directors Association. She is associate editor and feature writer for Southern Calls Magazine and has been an advocate for funeral service professionals for more than 20 years.
- She has a master's degree in mass communications from The University of Texas and a doctorate in education from the University of Houston.

# *Employment Opportunities*

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## **Funeral Director**

[Beck's Tribute Center](#)

Location: Edmonds, WA

We prefer a licensed Funeral Director, however we will seriously consider someone who is on the path to licensure. Embalming credentials are a plus, but not a requirement. Sound computer and technology skills are a necessity. Excellent interpersonal skills, creativity, professional appearance, and a desire to help people are highly valued.

[Click here](#) to read more and apply online today!

## **Licensed Funeral Director**

[Pacific Northwest Cremation](#)

Location: Spokane, WA

We are looking to add a licensed Funeral Director to our team of energetic, hardworking and dedicated funeral professionals. Funeral Director will be responsible for assisting families with all aspects of arranging a service (including, but not limited to; delivery of services, administrative support, etc.)

[Click here](#) to read more and apply online today!

## **Funeral Service Supervisor**

[Heritage Funeral Home and Crematory](#)

Location: Spokane, WA

We are looking for a licensed Funeral Director/Embalmer to supervise our busy funeral staff whilst conducting professional and compassionate funeral services. The Funeral Service Supervisor will be responsible for training related to presentation and policy, overseeing day to day operations of the funeral staff, as well as assisting families with all aspects of arranging a service.

[Click here](#) to read more and apply online today!

## Licensed Funeral Director/Embalmer

Shaw & Sons Funeral Directors  
Location: Yakima, WA

Shaw & Sons Funeral Directors is seeking serious applicants interested in being an essential part of the community, enjoy the beauty of nature offered in central Washington, and value the lifestyle offered in a small city.

Requirements: valid Washington State Funeral Director/Embalmer license, graduated from mortuary school, min. 1 year work experience – funeral industry, valid WA driver's license, proficient computer skills including MS Office – Outlook, Word, bilingual English/Spanish preferred. Benefits.

[Click here](#) to read more and apply online today!

## Licensed Funeral Director

Evergreen-Wahelli Funeral Home and Cemetery  
Location: Seattle, WA

An outstanding individual that can immediately connect with people and is a Licensed Funeral Director. We are looking for an out of the box thinker, that is solution minded, well groomed, polished, energetic and dynamic. Foremost they must care about people, present ideas, be an outstanding communicator and welcome change. At Evergreen-Washelli, we pride ourselves in being industry leaders and look to our staff as those who make the difference.

Please contact Brian Braathen at (206) 362-5200 or email your resume to [bbraathen@washelli.com](mailto:bbraathen@washelli.com) if you are interested in learning more.



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