

Preceptor Manual and Training

Funeral Home-Based (Online) Program



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Being a Preceptor

Welcome to the DMACC Mortuary Science Program!

Deciding to be a preceptor for a student of funeral service education is a great responsibility. Because of the practical nature of our work, preceptors are an integral part of funeral service education and your role as a mentor and guide is valued and appreciated. DMACC looks forward to working with you during the coming year and we believe that, with your partnership, we can produce a graduate who is ready to make a valuable contribution to funeral service.

If at any time during the student's education process you have questions or concerns about your role and responsibilities or the student's role and responsibilities, do not hesitate to contact us here at DMACC. Our main phone line is (515) 965-7171 and we will be glad to hear and address your questions and concerns.

In accordance with the standards of the American Board of Funeral Service Education (ABFSE), any establishment at which a student receives instruction must be visited by a representative of the funeral service institution or must submit a video tour of the funeral home prior to any instruction. This is to confirm the facility can provide the required activities and ensure a safe and effective learning environment for the student. DMACC will schedule a visit to your firm at some point before the student starts the program. At the end of this manual, you will find the checklist used by the DMACC representative during your site visit.

DMACC Mortuary Science Student and Preceptor Responsibilities

The following is a brief description of what a DMACC student and preceptor should be accomplishing during the program.

Student Responsibilities:

The student may only work under the direct supervision of a licensed funeral director and therefore cannot perform any aspect of professional activities by him/herself. The student should come to the funeral home on time and dressed appropriately. The student should spend enough time at the funeral home to complete the assigned activities. This time can include study time if there are no services at the funeral home. If this includes activities during the night, the funeral home assumes the responsibility for the student's safety.

The student should actively participate in embalming cases. They cannot learn by observing.

The student should actively participate in funeral services. This can include the student setting up and assisting during a visitation or assisting during a funeral.

The student should observe at-need arrangement conferences. During this time, they will take notes on the information needed during the conference and be able to complete the forms following the arrangements.

The student should assist a funeral director with transfers of remains. It is essential that students gain an understanding of the procedures used to transfer the remains from the place of death to the funeral home.

The student will complete online work, as well as on-campus activities to prepare for the National Board Examination.

The student will be asked to familiarize themselves with the products and services offered by the funeral home as well as the collection policies.

Preceptor Responsibilities:

The preceptor should serve as a mentor to the student.

The preceptor should work with the student to schedule adequate experiences so the student can learn professional skills such as assisting with the arrangement conference, funerals, and embalming cases.

Treat the student as a professional. Please do not require them to paint the garage, mow the lawn, and make all the night transfers of remains while not giving them the opportunity to observe an arrangement conference, embalm a body, or assist with a funeral.

Teach the student about the products, services, and pricing offered at your funeral home.

Promptly read and sign all reports completed and submitted to you by the student.

On-Boarding the DMACC Student

Many of our students are already employees of the funeral home that they are utilizing for the professional activities of the program.

If they are new to your funeral home, please take a few minutes on the first day to onboard them properly. If they have been at the funeral home a while, it can be abbreviated, but you should still review the following information which you probably already shared with them when they began working at the funeral home.

To begin, remember that there was a first time you walked into a funeral home and an embalming room. There was some point in time when you didn't know anything about funeral service.

Information to share with students:

1. Logistical information such as where to park, what to wear, and to whom they should report.
2. Schedule and expectations for arriving and completing professional activities.
3. Site-Specific OSHA Training/form will be completed
4. Professional interactions:
 - If the student is also an employee, where does one end and the other begin
 - No undue influence will be placed on the student
 - Preceptors have a position of power over interns and students; and
 - Preceptors are held to a higher standard
 - No sexual harassment will be tolerated
 - EEOC defines Sexual Harassment as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.
 - All such activity is illegal when:
 - Submission to such conduct is explicitly or implicitly made a term or condition of employment.
 - Submission to or rejection of the suggested conduct is used as a basis for employment decisions affecting the individual.
 - Such conduct has the purpose or effect of substantially and unreasonably interfering with an individual's work performance or creates an intimidating, hostile, or offensive work environment.

DMACC Student Activities

Students will receive their education in four ways:

- Academic content delivered in an online format;
- Interactive video/chat sessions with the program faculty members;
- On-campus days where the student will demonstrate proficiency; and
- Working under the direct supervision of a licensed funeral director/preceptor to complete all course-required activities.

The following courses require a signed funeral home affiliation agreement to be on file in the Office of the Program Chair. (Certain courses require the Hepatitis B Vaccination form and Exposure Liability form that outlines who is responsible in the event of a needle stick injury):

- MOR 324 – Funeral Home Operations I
- MOR 334 – Funeral Home Operations II
- MOR 336 – Embalming I Clinical
- MOR 341 – Embalming II Clinical
- MOR 941 – Funeral Service Practicum

The following sections will give the preceptor an overview of the requirements and expectations for each of these FHB courses that require the funeral home affiliation.

DMACC utilizes e-forms for nearly every documentation. This manual contains a step-by-step tutorial on how to create your account which will allow you to quickly and easily sign reports for the student.

MOR 324 – Funeral Home Operations I

1. Observe and Conduct an Arrangement Conference

Students cannot effectively conduct funeral arrangements without first observing an arrangement conference. We expect students to observe their preceptors conducting at-need arrangement conferences.

Preceptor Role: While you are conducting arrangements, ask the family if they would mind if a student sat in on the conference to take notes on how to conduct the arrangements; then allow the student to observe you while they complete an arrangement form with the same information you are collecting. Finally, read and sign the Arrangement Conference e-form.

2. Death Certificates

The student will use the DMACC e-form to complete their own death certificate as well as death certificates for the arrangement conferences they observe / conduct in a simulated format.

Even though not all students are in Iowa, we utilize a generic DMACC Death Certificate formatted after the Iowa Death Certificate. For non-Iowa students, the format may be different but the material in it should be the same.

Preceptor Role: Allow the student to ask you how to complete the form, as the relevance of some items may not be understood by the student as they complete the form.

3. Student Register Book Assignment

The student will input their own information in addition to the information obtained in the simulated arrangement conferences into a system to prepare register books and other memorialization paper products for the services, as well as completing sample governmental forms, such as a death certificate and burial transit permit.

Preceptor Role: Minimal assistance should be needed in completing this assignment. However, the student may have questions about information contained in the register book.

4. Simulated Funeral Arrangement Conferences

One of the most important components of the funeralization process is the arrangement conference. In four (4) assignments, the student will utilize the processes learned from you (the preceptor) or their fellow students to conduct simulated arrangements.

Students will work with their preceptor to discuss how arrangement conferences are conducted at your funeral home. Each student will then meet with the preceptor; the preceptor will role-play the part of the informant and the student will serve as the funeral director in obtaining the information.

Preceptor Role: Meet with (and/or ask other funeral directors to meet with) the student and play the role of a family member who has lost a loved one as the student assumes the role of a funeral director obtaining the information.

5. Receive Notifications of Death Calls

Students will receive four notifications of death during the semester.

Three are with the preceptor and one is made by the course instructor.

Preceptor Role: The Preceptor will role-play three notifications with the FHB students. The Preceptor should assume various roles, such as that of medical personnel, family members, law enforcement, or friends, who may be making the notification to the funeral home.

6. Participate in 30 hours at the funeral home

The student will schedule time to be in the funeral home for this course. We require students to spend 30 hours in the funeral home.

Preceptor Role: Work with the student to schedule time in the funeral home. Finally, read and sign the Weekly Log e-form.

MOR 334 – Funeral Home Operations II

1. Observe Funeral Ceremonies

The faculty member coordinates a visit to various places of worship in the Des Moines area, including a:

- Roman Catholic church;
- Non-liturgical Protestant church;
- Greek Orthodox church;
- Jewish synagogue;
- Islamic Cultural Center; and
- Camp Dodge to observe military funeral honors.

Preceptor Role: If the student is not able to attend the on-campus sessions, the preceptor would be asked to help the student coordinate an observation of the above religious services.

2. Observe and Document Funeral Ceremonies

A 2010 study of funeral service education found that less than 50% of graduates in the country had attended a funeral to observe the funeral director's role.

During the semester, each student will observe at least five funerals and provide documentation of each funeral. The funerals will be from the following categories:

- Military Service
- Fraternal Service
- Roman Catholic Service
- Eastern Orthodox Service
- Liturgical Protestant Service
- Non-Liturgical Protestant Service
- Jewish Service
- Muslim Service
- Buddhist Service
- Hindu Service
- Secular Service
- Other

Preceptor Role: The preceptor would be asked to help the student coordinate an observation of the above funeral services. The preceptor will read and sign the Funeral Service Report e-form.

3. Religious Visitations Setup

Each student must be familiar with the various religious customs discussed in the course. All students will set up a visitation (e.g. casket/urn, lamps/candles, crucifix, prie dieu, etc.) for the various religious customs.

Students will meet with the instructor in a virtual setting using Blackboard Collaborate and select a random visitation scenario and set up the scenario using the virtual tools.

Preceptor Role: While the preceptor is not required for this particular activity, it is helpful if the student has assisted with visitation setups at the funeral home prior to coming to campus.

4. Visitation Set Ups

Students will assist their preceptor in setting up for two visitations.

Preceptor Role: While you are setting up for a visitation, allow the student to observe and assist in the setting up for two visitations. Finally, read and sign the Visitation Report e-form.

5. Flag Display

The student will demonstrate the ability to properly display a US Burial Flag on an open and closed casket and fold the flag into a triangular fold.

Preceptor Role: The preceptor can assist the student in folding the flag at the funeral home utilize proper protocol for display on an open casket, closed casket and fold the flag in the standard triangular fold.

6. Community Resource Book

As funeral practitioners, the communities we serve often look to us as a resource when they have questions about what is available to them in creating uniquely personalized services. This often takes the form of "who do I call for this?" or "where can I find that?" types of inquiries. An effective way to prepare for this is to have frequently requested information already compiled and easily accessible.

For the "Community Resource Book" assignment, students will submit different parts of the book on a weekly basis throughout the course. Details of each required components are listed in the course content of the course and a template has been provided for each of the components.

Preceptor Role: While the preceptor is not required for this particular activity, it is helpful to be available to answer questions for the student as they compile this information.

7. Observe and Conduct an Arrangement Conference

Students cannot effectively conduct funeral arrangements without first observing an arrangement conference. We expect students to observe their preceptors conducting at-need arrangement conferences.

Preceptor Role: While you are conducting arrangements, ask the family if they would mind if a student sat in on the conference to take notes on how to conduct the arrangements; then allow the student to observe you while they complete an arrangement form with the same information you are collecting. Finally, read and sign the Arrangement Conference e-form.

8. Product Knowledge Presentation

Each student must be familiar with the various products offered by a funeral home. The student will demonstrate a general working knowledge of caskets, outer burial containers, and cremation products in a virtual individual session with the instructor using Blackboard Collaborate.

For this assignment, students will be asked to demonstrate their knowledge of products found in the funeral home in a virtual individual session with the instructor.

Preceptor Role: While the preceptor is not required for this particular activity, it is helpful to be available to answer questions for the student as they compile this information.

9. Participate in 30 hours at the funeral home

The student will schedule time to be in the funeral home for this course. We require students to spend 30 hours in the funeral home.

Preceptor Role: Work with the student to schedule time in the funeral home. Finally, read and sign the Weekly Log e-form.

MOR 336 – Embalming I Clinical

1. Transfer of Remains

Each student will assist their preceptor with a transfer of remains.

Students are required to dress professionally when participating in the transfer.

Preceptor Role: Demonstrate how a cot works and then allow the student to lower/raise the cot level, place it into and take it out of the transfer vehicle, and transfer the deceased human remains onto and off the cot. Finally, read and sign the Transfer of Remains e-form.

2. Site-Specific OSHA Training

The student will learn in detail about the major OSHA standards (i.e. Bloodborne Pathogen, Formaldehyde, and Hazard Communication) that cover funeral homes, specifically in the prep room.

However, in order to be compliant with OSHA, you must train your student/employee at your funeral home (hence the term "site-specific.") In this way, the student will be familiar with aspects of OSHA Training that can only be taught at your funeral home (i.e. those things that the DMACC instructor cannot accurately cover such as your policy on spills or whom to contact in the event of a needle stick.)

Preceptor Role: In order to comply with OSHA (and DMACC policies), you will need to train the student on the following topics:

- The name of the funeral home's OSHA Compliance Officer (or person in charge of all OSHA-related issues);
 - The location of all SDSs (Safety Data Sheets) as required by the Hazard Communication Standard (1910.1200);
 - The location of the written Hazard Communication Plan (HCP) as required by the Hazard Communication Standard;
 - The location of the drench shower and eyewash station as required by the Formaldehyde Standard (1910.1048);
 - The location of the written Exposure Control Plan (ECP) as required by the Bloodborne Pathogen Standard (1910.1030);
 - The location of the regulatory text of each standard as required by each standard;
 - Instructions for handling of spills, emergencies, and clean-up procedures;
 - Engineering and work practice controls used to reduce exposure (to blood and formaldehyde) at your funeral home;
 - Whom to contact in the event of an emergency/exposure incident involving blood, OPIM, or hazardous chemicals.
- Read and sign the OSHA Training Verification e-form.

3. Embalming Cases

Each student must complete a minimum of **FIVE** embalming cases during the semester. However, the grading scale is set up to reward students for participating in more than five cases. In other words, the more cases the student does, the better their final grade will be.

Preceptor Role: Your role becomes absolutely essential! You can greatly help or harm the student's educational experience in this single area.

If you only allow the student to observe without performing any embalming activities, or if you only allow the student to aspirate (rather than set features or raise vessels), the student will only learn minimal skills and will graduate without having a command of these skills.

If you allow students to perform these activities while you are instructing and observing, the student will learn much more effectively and increase their potential of becoming a good embalmer. Here are several ways in which you can help the student gain the needed skills:

Allow the student to set features. While the case may dictate the amount of involvement, be sure to let them attempt this important aspect. The worst-case scenario is that you will need to correct their work before injection.

Allow the student to select the embalming fluids (initially w/o your input) and place them on the counter near the embalming machine; have them tell you **how many ounces** of each would be required and tell you **WHY those chemicals are being used**. At this point, resist the tendency to select the fluids for them. Also, resist telling them their mixture won't work just because it may be different than yours. Analyze whether their thought process was correct in selecting the fluids. For example, if the student decides on 20 ounces of a 28 index fluid but you would have used 28 ounces of a 20 index fluid, consider if the fluids are similar and, if so, discuss why you would have used the lower index. **DO NOT allow the student to pour the chemicals into the embalming machine** until you have approved their selections and they have explained why they chose each chemical.

Allow the student to make the incision and raise the vessels. If they have difficulty, a technique you can use is to raise the vessels and then replace them into the incision (unligated) and then have the student re-raise them. This allows the student to learn by doing rather than observing.

Allow the student to aspirate. You may want to check their work before you allow them to inject cavity fluid.

Allow the student to perform all the functions of initial and terminal disinfection.
Read and sign each DMACC Embalming Report e-form.

4. Embalming Chemicals Inventory

While learning the science and art of embalming, it is CRUCIAL for students to understand the chemicals they are using. So often, students are simply told to “add a bottle of this and two bottles of that” but they are not told WHAT the chemicals are or WHY they are being used. In this course, the student will submit a complete list of all prep room chemicals to the instructor by the end of the second week of the semester.

The list should contain arterial fluids, supplemental fluids (e.g. pre/co-injection fluids, humectants, edema fluids, water correctives, etc.), cavity fluids, accessory chemicals (e.g. autopsy compounds, embalming powders/gels, etc.) and any other chemicals pertinent to the embalming process.

DMACC Role: Students learn about the specific chemicals (e.g. formaldehyde, sorbitol, methanol, etc.) in the MOR 335 course but their exposure to actual products (e.g. Introfiant, Metaflow) happens in the prep room. The faculty will use this inventory list to help students understand what chemicals they have access to when having discussions in the course.

Preceptor Role: While there is no form for the preceptor to complete, at this stage the student may need help in understanding what each chemical is and its purpose. The preceptor should explain the purpose of these chemicals and when/why the chemicals would be used.

5. Embalming Proficiency Checklist

The student will be required to complete the Embalming Proficiency Checklist.

While not all items are required to be completed at the end of Embalming I Clinical, they will be required by the end of Embalming II Clinical.

This form, signed by the preceptor, will be submitted along with the student's case report e-forms by the Friday before Finals week.

Looking ahead to Funeral Capstone: To successfully complete the Embalming Certification requirement of the Funeral Capstone course, the student will be required to demonstrate competence in embalming and be certified in the general techniques of embalming.

To be certified, the student will embalm a body, start to finish, in the presence of (and without assistance from) the faculty member. Failure to successfully embalm the body unassisted will result in a failing grade for the course.

To pass the certification case, the student must score at least a 78%. A grading rubric covering all areas of the embalming process will be used during the case to determine the student's overall score. If a student scores less than 78% on the certification case, he or she will receive a "D" for the course, regardless of the number of cases submitted.

Preceptor Role: Evaluate the student's proficiency for each of the tasks and date/sign the Preceptor Certification e-form.

MOR 341 Embalming II Clinical

1. Embalming Cases

Each student must complete a minimum of **FIVE** embalming cases. However, the grading scale is set up to reward students for participating in more than five cases. In other words, the more cases the student does, the better their final grade will be.

Preceptor Role: Just as in the Embalming I Clinical course, your role is absolutely essential. The student should be showing marked improvement by this time and your continued effective guidance will be of great value as they prepare for their embalming certification case. The same expectations regarding student participation in the embalming process will apply in this course as they did in the Embalming I Clinical course.

Read and sign each DMACC Embalming Report e-form.

2. Embalming Proficiency Checklist

The student will be required to complete the Embalming Proficiency Checklist.

All items are required by the end of Embalming II Clinical.

This form, signed by the preceptor, will be submitted along with the student's case report e-forms by the Friday before Finals week.

Looking ahead to Funeral Capstone: To successfully complete the Embalming Certification requirement of the Funeral Capstone course, the student will be required to demonstrate competence in embalming and be certified in the general techniques of embalming.

To be certified, the student will embalm a body, start to finish, in the presence of (and without assistance from) the faculty member. Failure to successfully embalm the body unassisted will result in a failing grade for the course.

To pass the certification case, the student must score at least a 78%. A grading rubric covering all areas of the embalming process will be used during the case to determine the student's overall score. If a student scores less than 78% on the certification case, he or she will receive a "D" for the course, regardless of the number of cases submitted.

Preceptor Role: Evaluate the student's proficiency for each of the tasks and date/sign the Preceptor Certification e-form.

MOR 940 Funeral Service Capstone

All Capstone activities will take place on the DMACC Campus or in Des Moines area funeral homes.

During the week of activities, the students will work directly with the program faculty members to complete all of these final semester activities.

1. Embalming Certification Process

To meet the requirements of accreditation and successfully complete the Capstone course, the student will be required to demonstrate competence in embalming and be certified in the general techniques of embalming. These techniques include: mixing solution, setting features, raising vessels (at primary and secondary injection sites), arterial solution injection, suturing incisions, aspiration and cavity treatment, and primary, concurrent, and terminal disinfection.

To be certified, the student will embalm a body, start to finish, in the presence of (and without assistance from) the faculty member. Failure to successfully embalm the body unassisted will result in a failing grade for the course.

To pass the certification case, the student must score at least a 78%. A grading rubric covering all areas of the embalming process will be used during the case to determine the student's overall score. If a student scores less than 78% on the certification case, he or she will receive a "D" for the course, regardless of the number of cases submitted.

At a scheduled time, the student will come to the Des Moines area and embalm a body without assistance from the instructor, who will evaluate the student's performance using a grading rubric.

Preceptor Role: Since the student will be working directly with the program faculty, the preceptor has no responsibility for this activity.

2. Modeling Activities

Each student must complete the wax restoration of eyes, ears (right and left), nose, and mouth on a plastic skeletal armature. The student will have access to instructional videos and the student will have time on campus to complete the wax restorations.

Preceptor Role: Since the student will be working directly with the program faculty, the preceptor has no responsibility for this activity.

3. Transfer of Remains

Each student will demonstrate their ability to conduct a transfer of remains.

Preceptor Role: Since the student will be working directly with the program faculty, the preceptor has no responsibility for this activity.

4. Dressing of Remains

Each student will demonstrate their ability to dress remains.

Preceptor Role: Since the student will be working directly with the program faculty, the preceptor has no responsibility for this activity.

5. Visitation Setup

During their time on campus, all students will set up a visitation (e.g. casket/urn, lamps/candles, crucifix, prie dieu, etc.) for the various religious customs. The student will select a random visitation scenario and set it up under the supervision of a faculty member.

Preceptor Role: Since the student will be working directly with the program faculty, the preceptor has no responsibility for this activity.

6. Flag Presentation

The student will demonstrate the ability to fold a US Burial Flag into a triangular fold and placement on an open and closed casket.

Preceptor Role: Since the student will be working directly with the program faculty, the preceptor has no responsibility for this activity. If the opportunity presents itself, the preceptor can assist the student in folding a flag at the funeral home prior to coming to campus.

7. Arrangement Conference

At a scheduled time, one of the Capstone instructors will meet with each student on campus to conduct a simulated funeral arrangement conference. The student will assume the role of the funeral director and the instructor will assume the role of a family member planning funeral ceremonies for a deceased relative. The instructor will email the student basic information about the scenario (e.g. name of the deceased and relationship.) The student will meet the "family member" at the scheduled time and conduct the arrangement conference to plan services for the deceased. The "family member" (i.e. instructor) may desire a variety of services and goods, so the "funeral director" (i.e. student) should be knowledgeable in all areas to present the goods, services, and prices in an intelligent and understandable manner. The student is expected to comply with all FTC and state regulations.

At the conclusion of the arrangements conference, the student will provide the "family member" with an itemized statement of goods and services (per FTC regulations.)

Following the arrangement conference, the student will complete a number of deliverables, such as a death certificate, full obituary, register book, memorial folders, and an arrangement worksheet.

Preceptor Role: Since the student will be working directly with the program faculty, the preceptor has no responsibility for this activity.

MOR 941 Funeral Practicum

The Funeral Service Practicum is one of the final courses in the program. This course provides students with practical experiences in a funeral home setting. During the Practicum, students will work in a funeral home and participate in embalming cases, funerals, and any other required tasks available at the time. Students will be assigned to a funeral home (approved by DMACC) to learn procedures and policies of the funeral home and perform duties directly relating to the practice of funeral service as assigned by the preceptor, licensed funeral home staff, and faculty members. The required activities of this course are as follows:

1. Embalming Cases

The student will embalm five (5) bodies during the Practicum. By this time, the student will have embalmed a minimum (hopefully more) of 10 cases (in MOR 336 and MOR 341) and should have a good understanding of (and possibly be quite proficient in) the general procedures in the embalming room.

Preceptor Role: Allow the student to participate in five embalming cases and read/sign the DMACC Embalming Report e-forms.

2. Initial Notifications of Death Calls

The student will receive two (2) notifications of death; these can be real or simulated. The student will use the DMACC First Call form to record the necessary information and submit that form to the instructor.

Preceptor Role: Allow the student to take two (2) first calls. You may create a simulated situation in which you call the funeral home (e.g. in the role of the hospital or nursing home personnel) while the student is there or you may allow the student to take an actual notification of death when it comes into the funeral home. You are not required to sign a form for this activity.

3. Transfer of Remains

The student will assist the preceptor/funeral director with two (2) transfers of remains during the course.

Preceptor Role: Allow the student to participate in two (2) transfers of remains then read and sign the required e-forms.

4. Preparation of Remains for Viewing

The student will participate in the preparation of human remains for a viewing of five (5) deceased human remains. This may include the application of cosmetics, dressing and casketing of remains.

Preceptor Role: Allow the student to participate in five (5) preparation of remains for a viewing then read and sign the required e-forms.

5. Visitation Setups

The student will assist the preceptor/funeral director in setting up two (2) visitations for the funeral home.

Preceptor Role: Allow the student to participate in setting up two (2) visitations then read and sign the required e-forms.

6. Participation in Funeral Services

The student will participate in five (5) funerals during the Practicum. This can include duties such as seating guests, distributing memorial folders, briefing pallbearers, or greeting guests at the door. The student should have an active role in the service, not be relegated to observation.

Preceptor Role: Allow the student to participate in five funeral services then read and sign the Funeral Service report e-form. NOTE: Per ABFSE standards, the student must attach an artifact (e.g. memorial folder) to this form as evidence of the service.

7. Observe Arrangement Conferences

Three times during the course, the student will observe the preceptor/funeral director as they meet with a family member to arrange a funeral for a deceased person. During the observation, the student will be required to record the information in an arrangement conference worksheet and submit this worksheet to the instructor. This conference can be an actual at-need meeting with a family or a simulation; however, it is DMACC's preference that the student observe an actual at-need conference.

Preceptor Role: Allow the student to participate in observing arrangement conferences and record the information (just as the funeral director is doing.) Read and sign the Arrangement Conference Report e-form.

8. Participate in 200 hours at the funeral home

The Student will schedule time to be in the funeral home for this course. DMACC requires students to spend 200 hours in the funeral home.

Preceptor Role: Work with the student to schedule time in the funeral home. Finally, read and sign the Weekly Log e-form.

Preceptor Rules and Qualifications

This portion of the manual will deal with the American Board of Funeral Service Education (ABFSE) standards that govern preceptors. It will also cover Iowa law concerning student practicums.

ABFSE Requirements

There are three standards that speak directly to the requirements of the Preceptor who is working with any student. We list excerpts of the standards below.

5.4.6.h Off-campus embalming instructional sites where students receive college credit are to be physically visited by a representative of the program and approved prior to the start of instruction.

6.2 All personnel serving as off-campus preceptors must be licensed to practice funeral directing, embalming or both. Embalming preceptors must be graduates of ABFSE accredited programs. If the preceptor graduated from a funeral service program outside the United States, the program must have academic requirements and standards equivalent to an ABFSE accredited program.

6.2.1 Preceptor credentials must be verified by the program in one of the following ways:

- 6.2.1.a Have on file an official transcript from the accredited funeral service program from which the preceptor graduated plus a copy of his or her state license;
- 6.2.1.b Have on file a copy of the preceptor's license from the state licensing authority (if the state requires graduation from an ABFSE accredited program)
- 6.2.1.c Have on file a copy of (or be able to provide access to) verification from the State web site that the preceptor is licensed in the state (if the state requires graduation from an ABFSE accredited program) with the name of the preceptor and date of the issuance of the license maintained by the program.

6.2.2 If preceptors are used, there must be an identified certification process in place and formal documentation that each preceptor has been properly oriented about the school's requirements concerning knowledge base, competency, and evaluation of student procedures and criteria.

7.1.3 All instructional facilities on or off-campus must meet federal, state, provincial/territorial, and local regulations.

7.2 The following is for off-campus instructional sites which includes instruction for management, funeral directing and embalming clinical. Whenever students receive program credit for work carried out off the main campus, the following facilities requirements must be in effect:

7.2.1 The funeral home where students receive credit must be licensed by the appropriate authorities;

7.2.2 Off-campus instruction must take place in locations which offer adequate learning space for students. In the case of instruction in embalming, the facility must be of sufficient size to allow for satisfactory participation by each student.

7.2.3 Inspections of off-campus instructional sites must occur at least once every three years or prior to each use if the use occurs intermittently over a period of several years. Inspections must also occur whenever physical changes to the facility are reported.

7.2.3.a Inspections of off-campus instruction sites must ensure the location has a valid, current license.

7.2.3.b Inspections must ensure that off-campus sites are clean and adequate for instructional purposes.

7.2.3.c The inspection must ensure that appropriate equipment and protocols (drench shower, eye wash station, SDS and blood borne pathogen program, Ventilation system, proper protective equipment, etc.) are in place and functioning.

7.2.4 The program must have written affiliation agreements with each off-campus instructional site.

Additional Iowa Laws & Rules (for Iowa students only)

645—101.4 (156) Student practicum

101.6(1) A student may participate in a student practicum in a licensed funeral establishment in Iowa if the student's school is accredited by and in good standing with the American Board of Funeral Service Education (ABFSE). The student practicum must meet the requirements of the ABFSE.

101.6(2) Students serving a practicum in Iowa shall be under the direct physical supervision of a funeral director who meets the following requirements:

- a. Has completed the Iowa preceptor training course within the immediately preceding five years.
- b. Has not had any formal disciplinary action within the past five years.
- c. Is affiliated with a funeral establishment that has not had formal disciplinary action within the past five years.

How DMACC Meets Applicable Standards

Because every student in the DMACC Mortuary Science program must fulfill part of their coursework in a funeral home, these standards will be applied to every student in the program. The student may complete their coursework or their Practicum requirements at a funeral establishment that is located either in or out of Iowa. This funeral establishment must be in compliance with all applicable state regulations that pertain to the presence of a student in the funeral establishment setting.

To meet the standards, DMACC requires the funeral home with which a student works to complete an Affiliation Agreement (Appendix.) Once this form is received in the program office, the program chair will verify the funeral home meets the qualifications as set forth by the accreditation standards or Iowa laws. A listing of these requirements includes:

Ensure a signed affiliation agreement is on file.

Ensure there is no discipline against the funeral home for the past 5 years (Iowa laws and rules).

Document proper licensure in the state in which the funeral home is located (this is usually done through an electronic search of the listing on State Board websites).

Schedule a program representative to visit the funeral home or review a completed video tour of the funeral home PRIOR to any instruction. We cannot count any coursework/embalming cases until the visit is completed.

Once the funeral home verification is complete, the program chair then verifies that the preceptor meets the necessary requirements, including:

Documentation of licensure;

Documentation of graduation from an ABFSE program;

Verification of no discipline within the past 5 years (Iowa laws and rules); Verification of licensure for at least 1 year (ABFSE Standards); and

Completion of preceptor training or receiving of this manual.

What forms will I complete?

In order to comply with accreditation, the program needs to maintain documentation that students completed the professional activities that we require.

To accomplish this, we have students prepare a form/report for each of the activities they do. Each form is then automatically sent to you (the preceptor) as a link from an email. When you complete your portion, the form is forwarded to the program for filing.

Here are a list of the forms you (the preceptor) will complete:

- Affiliation Agreement
- Video Tour
- Covid-19 Form
- Site-Specific OSHA Training Form
- Arrangement Conference Form
- Cosmetic Report
- Cremation Observation Report
- Embalming Case Report
- Embalming Proficiency Checklist
- Funeral Service Report
- Transfer of Remains Verification
- Visitation Report

A copy of each of these forms are included as Appendix A.

Instructions on how to complete the forms are located in Appendix B.

Iowa Internship / Preceptorship Training

Iowa Internship Preceptors:

By Iowa Administrative Rule - 101.3(2) Preceptorship, the requirements for a preceptor are:

- a. A preceptor must have completed a training course within five years prior to accepting an intern. This training course shall cover Iowa law and rule content areas including, but not limited to, Iowa law and rules governing licensure and the practice of mortuary science and human resource issues.
- b. Any duly Iowa-licensed funeral director who has been practicing for a minimum of five years and who has not had any formal disciplinary action within the past five years with the Board of Mortuary Science and has completed a preceptor training course detailed in paragraph 101.3(2)"a" will be eligible to be a preceptor.
- c. The preceptor shall be affiliated with a funeral establishment that has not had any formal disciplinary action within the past five years.

To document this, the Preceptor will submit a Preceptor application at the same time the Intern submits her/his application. They will also ask you for a copy of the verification of completion of the Preceptor Training.

Iowa Internship

By Iowa Administrative Rule - **645—101.3**

- a. The intern must serve a minimum of one year of internship under the direct supervision of an Iowa board-certified preceptor. The beginning and ending dates of the internship shall be indicated on the internship certificate. The intern shall engage in the practice of mortuary science only during the time indicated on the internship certificate.
- b. The intern shall, during the internship, be a full-time employee with the funeral establishment at the site of internship except as provided in paragraph 101.3(2)"i."
- e. The intern shall, during the internship, complete the requirements outlined in subrule 101.3(3), including to embalm not fewer than 25 human remains and direct or assist in the direction of not fewer than 25 funerals under the direct supervision of the certified preceptor and to submit reports on forms furnished by the department of public health. Work on the first 5 embalming cases, first 5 funeral arrangements, and first 5 funeral or memorial services must be completed in the physical presence of the preceptor. The first 12 embalming cases and the first 12 funeral case reports must be completed and submitted by the completion of the sixth month of the internship.

Forms to complete during the Internship:

Embalming/Funeral Directing Reports (25)

Six-month Intern Evaluation

Year-end confidential evaluation of Intern (completed by preceptor)

Year-end confidential evaluation of Program (completed by intern)

Iowa Internship Requirements

By Administrative Rule 101.3(3), the intern must complete the following requirements (a complete listing of the rule is found in Appendix C):

a. The board-approved preceptor shall ensure that the intern is knowledgeable of each of the following items during the internship:

- (1) The requirements of the Federal Trade Commission Funeral Rule.
- (2) The requirements of the Occupational Safety and Health Act.
- (3) The requirements of the Americans with Disabilities Act.
- (4) The benefits of the Social Security and Veterans Health Administrations.
- (5) The requirements of Iowa funeral law and forms

b. The board-approved preceptor shall ensure that the intern performs each of the following under the preceptor's direct supervision:

(1) Assists with or performs a minimum of 10 transfers of human remains.

(2) Performs 25 embalming of human remains to include:

1. Obtaining permission to embalm.
2. Placement of human remains on preparation table.
3. Pre-embalming analysis.
4. Primary disinfection.
5. Setting features.
6. Selection of injection/drainage sites and raising those vessels.
7. Selection and mixing of embalming chemicals and operation of the embalming machine.
8. Injection and drainage methods.
9. Cavity treatment.
10. Suturing techniques.

- (3) Prepares a minimum of 10 human remains for viewing to include:
 1. Dressing.
 2. Cosmetizing.
 3. Casketing.

- (4) Assists with cremation procedures to include:
 1. Contacting the medical examiner.
 2. Completing required cremation forms.
 3. Preparing human remains for cremation.

- (5) Makes complete funeral arrangements with a minimum of 10 families to include each of the following, as applicable:
 1. Presentation of funeral goods, products and services.
 2. Presentation of payment options for families.

- (6) Contacting third-party suppliers of goods and services, such as clergy, cemetery personnel, outer burial container provider, cremation establishment, florist, and musicians.

- (7) Completing the obituary.

- (8) Presentation of general price list and associated price lists.

- (9) Preparation and presentation of statement of funeral goods and services.

- (10) Coordinates, at a minimum, 10 visitations to include:
 1. Preparing the chapel, visitation room or other facility.
 2. Setting up floral arrangements.
 3. Setting up register book and memorial folders or prayer cards.

- (11) Directs a minimum of 25 funerals or memorial services to include, as applicable:
 1. Greeting funeral attendees.
 2. Assisting casket bearers.
 3. Preparing for funeral procession.
 4. Driving a vehicle in procession.
 5. Assisting at graveside committal.
 6. Transporting flowers.
 7. Coordinating with officiant and family.

As a reminder, work on the first 5 embalming cases, first 5 funeral arrangements, and first 5 funeral or memorial services must be completed in the physical presence of the preceptor.

Appendix A:

Copies of the DMACC Electronic forms:

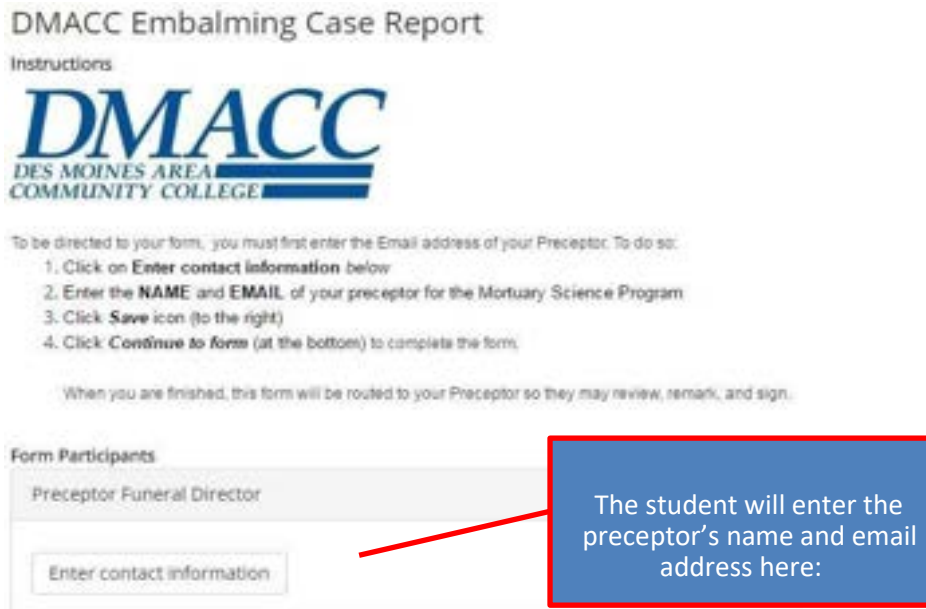
DMACC Mortuary Science Affiliation Agreement
DMACC Mortuary Science Funeral Home Visit or Video Tour
DMACC Mortuary Science Hepatitis B Vaccination – completed by students
DMACC Covid-19 Criteria
DMACC Mortuary Science OSHA Site-Specific Training form
DMACC Mortuary Science Arrangement Conference form
DMACC Mortuary Science Cosmetic Report
DMACC Mortuary Science Cremation Observation form
DMACC Mortuary Science Embalming Case Report
DMACC Mortuary Science Embalming Certification by Preceptor
DMACC Mortuary Science Funeral Service Report
DMACC Mortuary Science Practicum Time Sheet
DMACC Mortuary Science Transfer of Remains Report
DMACC Mortuary Science Visitation Report

Appendix B:

How Do I Sign DMACC e-Forms?

As already stated, preceptors are an integral part of funeral service education and we appreciate your time and effort. The DMACC Mortuary Science Program utilizes e-forms to help you quickly and efficiently verify the student’s work with an electronic signature. What follows is a step-by-step tutorial to guide you through the process of electronically signing these forms.

- 1. When the student begins to fill out an electronic report (e.g. an embalming report), their first step is to *submit the preceptor’s name and email address. Here is a screenshot of what **they** see:



*If you do not receive a notification that they submitted a report, it may be that they didn’t enter your email address correctly. You may also want to check your spam folder as occasionally, these automatically-generated emails end up there.



2. Once the student submits their portion of the embalming report, you will see a message from "forms@dmacc.edu" (like the one below) in your email Inbox:
3. When you open the email, you should see this:

forms@dmacc.edu Mon, Mar 29, 3:40 PM (20 hours ago) ☆ ↶ ⋮
to me ▾

Dixie Evans has submitted an DMACC Mortuary Science Embalming Certification Checklist that requires your review, remarks and approval. To access the form click the link below.

If you have questions please contact:

Kevin Patterson
DMACC Mortuary Science Program Chair
515-964-6244

Click this link to go to the DMACC e forms Log In page.

[Click here to complete your section of the form.](#)

Log In

Sign in to complete the DMACC Mortuary Science Embalming Certification Checklist form as requested by Des Moines Area Community College.

User Name or Email Address

Password

Log In

Create New Account

Forgot Your Password

If this is the first time you've accessed a DMACC e form, you'll need to select "Create New Account" and create a new account.

After you've created your account, **SAVE YOUR USER NAME AND PASSWORD:** you'll use them for every form you sign from here on out.

4. This link will take you to the log-in page for DMACC's e-forms:

5. Creating your account is a **ONE-TIME** procedure that will allow you to electronically sign all forms quickly and easily from this point forward. (Be sure to follow the password restrictions.)

Create Account

Our enrollment process is fast, easy and secure. Once enrolled, you will immediately have convenient online access to complete required forms, view pending forms, and review your completed forms history.

————— Please complete all of the information below —————

Username *

Username restrictions:

- Must be at least 8 characters long
- Must contain at least one letter.

Password *

Confirm Password *

Password restrictions:

- Must be at least 8 characters long
- Must contain each of the character types below:
 - upper case letters
 - lower case letters
 - numbers
 - special characters, @ & \$

First Name *

Last Name *

Email Address *

Confirm Email Address *

Secret Question *

Secret Question Answer *

Answer Hint *

Create Account

Click **Create Account** when you have entered your information.

6. Once you click "Create Account" you should see this:

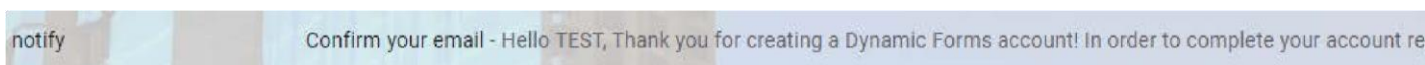
Verify your email

We sent an email to your inbox.

Please visit the link provided in that email to confirm your email address and activate your account.

NOTE: If you do not receive the confirmation email in your inbox, please check your junk and/or spam folders.

7. Now, go back to your inbox and look for the confirmation email so you can activate your account:



8. Here are the contents of that email:

Confirm your email Inbox x

notify@ngwebsolutions.com

to me ▾

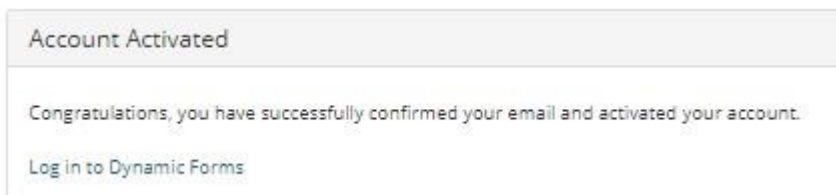
Hello TEST, Thank you for creating a Dynamic Forms account!

In order to complete your account registration, you must confirm your email by visiting the link below:

[Confirm Email](#)


Click "Confirm Email"

9. Here's what you should see when you click "Confirm Email":



Click **"Log in to Dynamic Forms"** and use your newly created user name and password. You can now review all forms submitted by the student.

- 10.** Review all information entered by the student (there may be multiple pages to review.) At the bottom of each page, you can click "Next" to go to the next page of information:



Save Progress Reject Next

Click Next to go to the next page.

On some reports (e.g. the Embalming Report), there is an area to add remarks about the student's performance; this is optional.

- 11.** Once you've reached the end of the embalming report, you will electronically sign it:

Electronic signature

Please read the [Disclosure / Consent](#) before you sign your form electronically.

Typing your name exactly as it appears below signifies you are completing this form using an electronic signature. By signing electronically, you are certifying that you have read and understand the Disclosure/Consent and agree to electronically sign. You also agree to receive required disclosures or other communications related to this transaction electronically.

To continue with the electronic signature process, please enter your name and click the "Sign Electronically" button to save your information and submit your electronic signature.

DMACC

Preceptor

Previous

Sign Electronically

Type in your first and last name (as they appear on this screen) and click "Sign Electronically."

- 12.** On the final screen, you can view the report as a .pdf (and print it if you desire) and/or check any other pending forms (e.g. Funeral Directing report) that need your attention.

- 13.** If you have no other forms to sign, you can click "Logout" and you are done!

Appendix C:

Iowa Rules pertaining to internships 645—101.3(147,156)

Internship and preceptorship.

101.3(1) Internship.

- a. The intern must serve a minimum of one year of internship under the direct supervision of an Iowa board-certified preceptor. The beginning and ending dates of the internship shall be indicated on the internship certificate. The intern shall engage in the practice of mortuary science only during the time indicated on the internship certificate.
- b. The intern shall, during the internship, be a full-time employee with the funeral establishment at the site of internship except as provided in paragraph 101.3(2) “ ”
- c. A licensed funeral director shall permit no person in the funeral director's employ or under the funeral director's supervision or control to serve as an intern in the funeral directing business until that person has a certificate of registration as a registered intern from the department of public health. The registration shall be posted in a conspicuous place in the intern's primary place of practice.
- d. Registered interns shall not advertise or hold themselves out as funeral directors or use the degree F.D. or any other title or abbreviation indicating that the intern is a funeral director.
- e. The intern shall, during the internship, complete the requirements outlined in subrule 101.3(3), including to embalm not fewer than 25 human remains and direct or assist in the direction of not fewer than 25 funerals under the direct supervision of the certified preceptor and to submit reports on forms furnished by the department of public health. Work on the first 5 embalming cases, first 5 funeral arrangements, and first 5 funeral or memorial services must be completed in the physical presence of the preceptor. The first 12 embalming cases and the first 12 funeral case reports must be completed and submitted by the completion of the sixth month of the internship.
- f. Before being eligible for licensure, the intern must have filed the 25 completed embalming and funeral directing case reports and a 6-month and a 12-month evaluation form with the department of public health. These reports shall be answered in full and signed by both the intern and preceptor.
- g. When, for any valid reason, the board determines that the education a registered intern is receiving under the supervision of the present preceptor might be detrimental to the intern or the profession at large, the intern may be required to serve the remainder of the internship under the supervision of a licensed funeral director who is approved by the board.
- h. The length of an internship may be extended if the board determines that the intern requires additional time or supervision in order to meet the minimum proficiency in the practice of mortuary science.
- i. The board views a one-year internship completed in a consecutive 12-month period as the best training option. If an internship is interrupted, the internship must be completed within 24 months of the date it started in order to be readily accepted by the board. Internships that are not completed within 24 months shall be preapproved by the board on such terms as the board deems reasonable under the circumstances. The board may require any or all of the following:
 - (1) Completion of a college course or continuing education course covering mortuary science laws and rules;
 - (2) Additional case reports;
 - (3) Extension of an internship up to an additional 12 months depending on such factors as the number of months completed during the internship, length of time that has lapsed since the intern was actively involved in the internship program, and the experience attained by the intern.
- j. Application for change of preceptor or any other alteration must be made in writing and approval granted by the board before the status of the intern is altered.
- k. The intern shall complete on a form provided by the board a confidential evaluation of the preceptorship program at the end of the internship. This form shall be submitted before a funeral director license is issued to the intern.
- l. The intern must be approved and licensed following a successful internship before the intern may practice mortuary science.

101.3(2) Preceptorship.

- a. A preceptor must have completed a training course within five years prior to accepting an intern. This training course shall cover Iowa law and rule content areas including, but not limited to, Iowa law and rules governing licensure and the practice of mortuary science and human resource issues. The training course may be counted toward the continuing education hours required for the licensure biennium in which the training course was completed.
- b. Any duly Iowa-licensed funeral director who has been practicing for a minimum of five years and who has not had any formal disciplinary action within the past five years with the board of mortuary science and has completed a preceptor training course detailed in paragraph 101.3(2)“a” will be eligible to be a preceptor.
- c. The preceptor shall be affiliated with a funeral establishment that has not had any formal disciplinary action within the past five years.
- d. The preceptor shall certify that the intern engages in the practice of mortuary science only during the time frame designated on the official intern certificate.
- e. A preceptor's duties shall include the following:
 - (1) Ensure the intern completes the training program outlined in subrule 101.3(3);
 - (2) Be physically present and supervise the first five embalming cases, first five funeral arrangements, and first five funeral or memorial services;
 - (3) Familiarize the intern in the areas specified by the preceptor training outline;
 - (4) Read, add appropriate comments to, and sign each of the 25 embalming reports and the 25 funeral directing reports completed by the intern;
 - (5) Complete a written six-month report of the intern on a form provided by the board. This report is to be reviewed with and signed by the intern and submitted to the board before the end of the seventh month; and
 - (6) At the end of the internship, complete a confidential evaluation of the intern on a form provided by the board. This evaluation shall be submitted within two weeks of the end of the internship. The 12-month report shall be submitted to the board or reviewed prior to the board's approval of the intern for licensure.
- f. Failure of a preceptor to fulfill the requirements set forth by the board, including failure to remit the required six-month progress report, as well as the final evaluation, shall result in an investigation of the preceptor by the board and may result in actions which may include, but not be limited to, the loss of preceptor status for current and future interns or discipline or both.
- g. If a preceptor does not serve the entire year, the board will evaluate the situation; and if a certified preceptor is not available, a licensed funeral director may serve with the approval of the board.
- h. No licensed funeral director or licensed funeral establishment shall have more than one intern funeral director for the first 100 human remains embalmed or funerals conducted per year, and with a maximum of two interns per funeral establishment.
- i. With prior board approval, an intern may serve under the supervision of more than one preceptor under the following terms and conditions:
 - (1) A single preceptor must act in the role of the primary preceptor.
 - (2) The primary preceptor is responsible for coordinating all intern training and activities.
 - (3) The intern shall be a full-time employee of the funeral establishment of the primary preceptor; however, compensation may be shared between preceptors.
 - (4) The primary preceptor may make arrangements with a maximum of two additional preceptors to share preceptor responsibilities for such purposes as providing an intern with a higher-volume practice or a broader range of intern experiences.
 - (5) Each preceptor shall be individually responsible for direct supervising the intern's activities performed under the preceptor's guidance but the primary preceptor remains responsible for coordinating the intern's activities and submitting reports to the board.

101.3(3) Intern training requirements.

- a. The board-approved preceptor shall ensure that the intern is knowledgeable of each of the following items during the internship:
- (1) The requirements of the Federal Trade Commission Funeral Rule.
 - (2) The requirements of the Occupational Safety and Health Act.
 - (3) The requirements of the Americans with Disabilities Act.
 - (4) The benefits of the Social Security and Veterans Health Administrations.
 - (5) The requirements of Iowa funeral law and forms
- b. The board-approved preceptor shall ensure that the intern performs each of the following under the preceptor's direct supervision:
- (1) Assists with or performs a minimum of 10 transfers of human remains.
 - (2) Performs 25 embalmings of human remains to include:
 1. Obtaining permission to embalm.
 2. Placement of human remains on preparation table.
 3. Pre-embalming analysis.
 4. Primary disinfection.
 5. Setting features.
 6. Selection of injection/drainage sites and raising those vessels.
 7. Selection and mixing of embalming chemicals and operation of the embalming machine.
 8. Injection and drainage methods.
 9. Cavity treatment.
 10. Suturing techniques.
 - (3) Prepares a minimum of 10 human remains for viewing to include:
 1. Dressing.
 2. Cosmetizing.
 3. Casketing.
 - (4) Assists with cremation procedures to include:
 1. Contacting the medical examiner.
 2. Completing required cremation forms.
 3. Preparing human remains for cremation.
 - (5) Makes complete funeral arrangements with a minimum of 10 families to include each of the following, as applicable:
 1. Presentation of funeral goods, products and services.
 2. Presentation of payment options for families.
 3. Contacting third-party suppliers of goods and services, such as clergy, cemetery personnel, outer burial container provider, cremation establishment, florist, and musicians.
 4. Completing the obituary.
 5. Presentation of general price list and associated price lists.
 6. Preparation and presentation of statement of funeral goods and services.
 - (6) Coordinates, at a minimum, 10 visitations to include:
 1. Preparing the chapel, visitation room or other facility.
 2. Setting up floral arrangements.
 3. Setting up register book and memorial folders or prayer cards.
 - (7) Directs a minimum of 25 funerals or memorial services to include, as applicable:
 1. Greeting funeral attendees.
 2. Assisting casket bearers.
 3. Preparing for funeral procession.
 4. Driving a vehicle in procession.
 5. Assisting at graveside committal.
 6. Transporting flowers.
 7. Coordinating with officiant and family.