



## Quick Reference Guide for Submitting a Plan of Correction (POC) for an Inspection Record

To submit a Plan of Correction (POC) following an inspection, please refer to the [Funeral Industry Professionals Licensing Management System Training Handbook](#) available on [the Department's website](#). The specific instructions for submitting (adding) a POC in the online Licensing Management System (LMS) can be found in *Section 5.2, Investigations / Inspections – Add Plan of Correction (POC)*.

A submitted POC must include specific details outlining the steps the facility and/or responsible individual have taken or will take to resolve the cited violation(s). The POC should include policies, procedures, amended documentation, and specific information explaining how the violation(s) have been corrected.

### Required Sections for the POC Submission

For each violation cited, complete the following sections:

#### 1. Temporary Solution

- This section is only required if a permanent solution to the violation has not yet been implemented.
- Provide a brief description of the temporary measure taken to address the violation until the permanent solution is implemented.
  - Example: If a contract template cannot be immediately updated in the electronic record system, the facility may manually update the contract in the interim.

#### 2. Date temporary correction was complete

- This section is only required if a permanent solution to the violation has not yet been implemented.
- Enter the date the temporary solution was implemented.

#### 3. Permanent Solution

- This section must always be completed.
- Clearly outline the steps that were taken to resolve the violation.
- Specify who was responsible for completing each action.
  - Be sure to list the person(s) and their title, as well as the action they took.
- List any documents, policies or procedures that were updated or newly implemented as a result of the correction.
- If staff training was conducted, provide details:
  - Who conducted the training?
  - When did the training occur?
  - How frequently will follow-up training take place?
- If applicable, upload any relevant document(s) that reflect the correction.
  - Example: If a price list was listed in the SOD, upload the corrected price list.
- If applicable, upload any relevant photographic evidence showing the correction of the violation.

#### 4. Date permanent correction will be complete

- This section must always be completed.
- Enter the date the permanent solution was or will be fully implemented.

#### 5. Monitoring

- This section must always be completed.
- Provide a detailed explanation of the measures the facility and/or responsible individual has implemented to prevent the violation from recurring.
- Specify who will be reviewing and monitoring the corrective action(s).
  - Be sure to list the person(s) and their title.
- Indicate how often a review or audit will take place.

### How to Resubmit a Rejected POC for an Inspection Record:

If your POC is rejected by the Department, you must resubmit it along with any additional documentation or information requested by the Department.

When a POC is rejected, the LMS will send an automated email notifying the licensee. While the email will list the violations for which the POC was rejected, it will not include the specific reason for the rejection. To find the detailed rejection reason please log into the LMS. For facilities, log into the Facility Portal to access the corresponding Inspection Record. For individuals, log into the Individual Portal to access the Investigation Record. Within the Inspection or Investigation Record, click the red “Actions” button for each violation marked as having a rejected POC. The Department’s reason for the rejection will appear at the top of the Actions window in red font, along with the date the rejection occurred. This date is important to note, as any subsequent rejections will be recorded in the same area, and the date will show what additional information is still needed. After all requested information has been added, click “Save” for each violation and resubmit.

Screenshots on the next few pages will guide you on how to review the rejection details.

Using the tabs on the left menu, navigate to Inspections (for facilities) or Investigations (for individuals) to locate the Inspection Record that requires the resubmission of a POC:

ARIZONA DEPARTMENT OF HEALTH SERVICES | My Programs ▾ All Programs ▾ Contact | ADHS Licensing Portals

Portal Selection > My Programs > Funeral Services >

Facility Details  
Facility Certificates  
Applications  
Application History  
Facility Access  
**Inspections**  
Enforcements  
Statements & Payments

## Inspections

Records found: 2

Inspection #	Inspection Date(s)	Address	Status ↓	Action Required
INSP-			SDD	Submit a POC by 2/12/2025
INSP-			Complete	

[Portal Selection](#) > [My Programs](#) > [Funeral Services](#)

[Print Details](#)

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Facility Details

Facility Certificates

Applications

Application History

Facility Access

**Inspections**

Enforcements

Statements & Payments

## Inspection Detail

Inspection # INSP-	Inspection Date(s)	Status SOD	Address
Initial Comments:			

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Statement of Deficiency...	Technical Assistance
The following deficiencies were found during the inspection	
<div style="border: 1px solid orange; padding: 2px; margin-bottom: 5px;"><b>POC Rejected</b></div> <p>A.X.C. §§-12-301 A.S.c.i.v. Licensees shall not make statements nor engage in activities which foreseeably could result in needless infliction of emotional distress on members of the decedent's family or result in exposing the remains to unnecessary indignity, including without limitation: c. Permitting the remains to be exposed or displayed to members of the family or the public in a manner designed to offend their sensibilities during grief, including exposing or displaying the remains: i. During the embalming or preparation process: ii. Without clothing or suitable covering of the trunk and limbs of the remains: iii. for any promotional or commercial purpose iv. For photographs, videotape or other reproductive process without clothing or suitable covering or during the embalming or preparation process.</p>	<div style="border: 1px solid orange; padding: 2px; margin-bottom: 5px;"><b>POC Rejected</b></div> <p>A.X.C. §§-12-312 A.27 The Board recommends that the following instruments, equipment and supplies be maintained in the preparation room of a funeral establishment: 27. embalming machine or percolator gravity injector and bulb syringe if latter used</p>

Plan of Correction Action	
<b>A.A.C. §4-12-301.A.5.c.i-iv</b>	
<b>1/28/25 Please provide specific details regarding who will be responsible, what policies/procedures or trainings that have been conducted or put into place regarding this violation.</b>	
* Name, title and/or Position of the Person Responsible	<input type="text"/>
Temporary Solution	<div style="height: 100px; border: 1px solid #ccc;"></div>
Date temporary correction was complete	<input type="text"/>
* Permanent Solution	<div style="height: 100px; border: 1px solid #ccc;"></div>
Date permanent correction will be complete	<input type="text"/>
* Monitoring	<div style="height: 100px; border: 1px solid #ccc;"></div>
<input type="button" value="Cancel"/> <input type="button" value="Save"/>	

## Plan of Correction Action

**A.A.C. R4-12-305.A**

2/13/25 The individual listed as the RFD is currently the RFD at another establishment, has not submitted documentation for an MPD License 2/4/25 Please provide specific details regarding who will be responsible (RFD?), what policies or procedures have been put into place to ensure all paperwork being used at reflects the correct establishment name and contains all required information. Information regarding the Provider Agreement that was entered into can be included. This information should be placed in the "Monitoring System" space provided. 1/28/25 Please provide specific details regarding who will be responsible, what policies or procedures have been put into place to ensure all paperwork being used at reflects the correct establishment name and contains all required information. Information regarding the Provider Agreement that was entered into can be included. This information should be placed in the "Monitoring System" space provided. 01/21/2025 Please provide specific details regarding who will be responsible, what policies or procedures have been put into place to ensure all paperwork being used at reflects the correct establishment name and contains all required information.

\* Name, title and/or Position of the Person Responsible

Temporary Solution

Date temporary correction was complete

\* Permanent Solution

Date permanent correction will be complete

\* Monitoring