

IN THE MATTER OF * **BEFORE THE MARYLAND**
HEAVEN BOUND CREMATION * **STATE BOARD OF MORTICIANS**
SERVICES, LLC * **AND FUNERAL DIRECTORS**
Respondent-Crematory * **Case No. 2025-013**

Permit No. CR0037

* * * * *

ORDER FOR SUMMARY SUSPENSION

The Maryland State Board of Morticians and Funeral Directors (the “Board”) hereby **SUMMARILY SUSPENDS** the crematory permit of **Heaven Bound Cremation Services, LLC** (the “Respondent-Crematory”), permit number CR0037. The Board takes such action pursuant to its authority under Md. Code Ann., State Gov’t § 10-226(c), concluding that the public health, safety, or welfare imperatively requires emergency action.

INVESTIGATIVE FINDINGS¹

Based on information received by, and made known to the Board, and the investigatory information obtained by, received by and made known to and available to the Board, including the instances described below, the Board has reason to believe the following facts are true:

1. On or about December 14, 2016, the Board issued crematory permit number CR0037 to the Respondent-Crematory, authorizing it to operate as a crematory in

¹ The statements regarding the Respondent-Crematory’s conduct are only intended to provide the Respondent-Crematory with reasonable notice of the basis for the Board’s action. They are not intended as, and do not necessarily represent, a complete description of the evidence, either documentary or testimonial, to be offered against the Respondent-Crematory in this matter.

the State of Maryland. The Respondent-Crematory's permit is current through September 30, 2026.

2. The Respondent-Crematory, located in White Plains, Maryland, is owned and operated by Rosa Williams (nee Turner) ("Respondent-Owner 1"), under crematory operator registration number RC184,² and Brandon Williams ("Respondent-Owner 2"),³ under crematory operator registration number RC245.⁴ As explained below, the crematory operator registrations held by Respondent-Owner 1 and Respondent-Owner 2 are on probation as a result of prior disciplinary matters before this Board concerning improper storage of human remains at the Respondent-Crematory.

Prior Disciplinary History

3. In December 2017, the Board received a complaint that human remains were being improperly stored at the Respondent-Crematory. The Board initiated an investigation during which Respondent-Owner 1 admitted in writing that cremains were "not properly disposed of." An evidentiary hearing was held in March 2019, during which Respondent-Owner 1 admitted under oath that she had not yet disposed of the cremains. Following the evidentiary hearing, the Board issued a Final Order dated August 2, 2019, concluding that Respondent-Owner 1, while operating the Respondent-Crematory, violated several statutory and regulatory provisions by, *inter alia*, comingling cremains, disposing of cremated remains in a receptacle with bio-hazard waste, otherwise improperly storing cremated remains, and failing to send cremated remains to the agent

² Issued on or about October 1, 2016.

³ Respondent-Owner 1 became the sole owner of the Respondent-Crematory in December 2016. Respondent-Owner 2 became a part-owner in June 2018.

⁴ Issued on or about October 10, 2019.

of the decedent. The Board, through the Final Order, reprimanded and fined Respondent-Owner 1 and placed her crematory operator registration on probation for one year with conditions including that she complete a Board-approved ethics course and practice under the supervision of a Board-approved mentor.

4. In a Consent Order with an effective date of January 21, 2021, the Board concluded that Respondent-Owner 1 failed to comply with the requirements of the August 2, 2019 Final Order, terminated the previous probationary term, and placed her crematory operator registration on probation for a minimum term of two years with conditions including that she submit to random unannounced inspections of the Respondent-Crematory and complete a sequence of ethics courses.

5. Though Respondent-Owner 1 was eligible to petition the Board to terminate the probation imposed by the January 21, 2021 Consent Order after January 21, 2023, she failed to do so, and the probationary term continued.

6. On March 21, 2024, the Board's Investigator conducted an inspection of the Respondent-Crematory which revealed "human bodies in cardboard boxes stacked on top of each other with no support between the boxes; human bodies in ripped body bags with arms and legs hanging out of the body bags; human remains that were not being stored at temperatures below 40F; and blood on the refrigeration unit and bodily fluids on the floor."

7. The Board's Investigator conducted a follow-up inspection on April 22, 2024 which revealed "a strong odor of decomposing remains" and "flies coming out of boxes containing human bodies."

8. Following the 2024 inspections, Respondent-Owner 1 and Respondent-Owner 2 entered into Pre-Charge Consent Orders with the Board:

- a. In the matter of Respondent-Owner 1, the Board issued a Pre-Charge Consent Order dated September 27, 2024, in which the Board concluded that Respondent-Owner 1, while operating the Respondent-Crematory, violated several statutory and regulatory provisions by improperly storing human bodies while on probation for a prior disciplinary case concerning “similar disregard for handling human remains.” Through the Consent Order, the Board suspended Respondent-Owner 1’s crematory operator registration for 10 days, followed by a minimum period of two years of probation with conditions including that she complete recertification through a nationally recognized organization that offers crematory operator training courses and pay a \$2,000 fine.
- b. In the matter of Respondent-Owner 2, the Board issued a Pre-Charge Consent Order dated September 27, 2024, in which the Board concluded that Respondent-Owner 2, while operating the Respondent-Crematory, violated several statutory and regulatory provisions by improperly storing human bodies, and placed his crematory operator registration on probation for a minimum period of two years with conditions including that he complete recertification through a nationally recognized organization that offers crematory operator training courses and pay a \$2,000 fine.

January 2025 Conditions

9. On January 10, 2025, the Board’s Investigator conducted an inspection of the Respondent-Crematory, which revealed:

- a. That the cremation chamber / retort was not operational and human bodies were accumulating rather than being cremated in a timely manner;
- b. That the door to one of the refrigeration units was blocked by the accumulation of boxes containing human bodies;
- c. Unsanitary conditions throughout the facility;
- d. Dried blood and other fluids on the floors;

- e. Fluids leaking into boxes containing bodies;
- f. Bodies stacked on top of one another;
- g. Bodies stored in ripped body bags with body parts exposed;
- h. Bodies in unsealed cardboard boxes left ajar;
- i. At least 18 bodies not stored at temperatures below 40 degrees Fahrenheit;
- j. Three visibly decomposing bodies; and
- k. That one of the visibly decomposing bodies has been in the facility since the March 21, 2024 inspection.

10. On January 14, 2025, the Charles County Department of Health issued an Order to Immediately Abate Nuisance Violations (the “Abatement Order”) to the Respondent-Crematory, Respondent-Owner 1, and Respondent-Owner 2, classifying the conditions described above as nuisance conditions dangerous to health or safety, per Md. Code, Health General § 20-301, due to its determination that:

- a. “Human remains are currently being improperly stored on the premises rather than being cremated. The premises are overcrowded with human remains. Bodies have been observed stacked one on top of the other, stored uncovered, and in a state of apparent decomposition. Dried blood has been observed on the floor, along with other fluids. The improper storage of human remains on the premises endangers the health of occupants and employees of the building;” and
- b. “Improper handling and storage of human remains presents a condition which endangers public health, including the potential for blood-borne and aerosolized pathogens and similar nuisances to the public health. The unhygienic storage of human remains presents an immediate risk to the health of employees of the crematorium, as well as neighboring businesses and members of the public.”

CONCLUSIONS OF LAW

Based on the foregoing investigative findings, the Board concludes that the public health, safety, or welfare imperatively requires emergency action in this case, pursuant to Md. Code Ann., State Gov't § 10-226(c)(2).

ORDER

Based on the foregoing Investigative Findings and Conclusions of Law, it is this _____ day of _____ 2025, by a majority of the Board, hereby:

ORDERED that pursuant to the authority vested in the Board by Md. Code Ann., State Gov't § 10-226(c)(2), the Respondent-Crematory's crematory permit, permit number CR0037, is **SUMMARILY SUSPENDED**; and it is further

ORDERED that upon service of this Order, the Respondent-Crematory shall immediately surrender its crematory permit to a representative of the Board; and it is further

ORDERED that upon the Board's receipt of a written request from the Respondent-Crematory within thirty (30) days of service of this Order, a non-evidentiary Show Cause Hearing shall be scheduled, at which the Respondent-Crematory will be given an opportunity to be heard as to why the Board should not continue the suspension of the crematory permit; and it is further

ORDERED that if the Respondent-Crematory does not request a Show Cause Hearing within thirty (30) days of service of this Order, or requests a hearing but fails to attend, or attends the hearing and fails to show cause why this Order should not be continued, the Board shall uphold and continue the Summary Suspension; and it is further

ORDERED that this **ORDER FOR SUMMARY SUSPENSION** is a **PUBLIC DOCUMENT** pursuant to Md. Code Ann., Gen. Prov. §§ 4-101 *et seq.*

01-17-2025

Date



Michele P. Kutta, CFSP
President, Maryland State Board of Morticians
& Funeral Directors

NOTICE OF OPPORTUNITY FOR A HEARING

Following the Board's receipt of the Respondent-Crematory's written request for hearing within thirty (30) days of service of this Order, a non-evidentiary Show Cause Hearing will be scheduled before the Board and the Respondent-Crematory will be informed of the scheduled time.

Following the Show Cause Hearing, the Board will issue a decision either continuing or lifting the summary suspension. The Respondent-Crematory, if dissatisfied with the Board's decision, may, within thirty (30) days of receipt of the Board's decision, submit a written request for an evidentiary hearing. If the Respondent-Crematory submits a timely written request for an evidentiary hearing, the Board will schedule an evidentiary hearing which will be held in accordance with the contested case provisions of Md. Code Ann., State Gov't § 10-201-§10-226.