Third Generation Retains Beauty of Historic Mansion

WEST SPRINGFIELD, MA—The elegant summer home, sitting on the banks of the Connecticut River, was purchased by P. Joseph Curran in 1930. The mansion was built in 1850 by the famous architect, Richard Upjohn for the Ely family whose fortune was made in paper mills.

Upon the loss of their fortune in the stock crash of 1890, the home was sold to the Worthy family, also paper mill operators. The Worthy family had mostly left the area and Curran was able to purchase the building for $7006.00.

CCMS to Build Revolutionary Cremation Facility

CINCINNATI, OH—Cincinnati College of Mortuary Science president and CEO Jack E. Lechner, Jr., has announced plans to build a new cremation facility unlike any in existence. The college will break ground the summer of 2020 on the Educational Cremation Center (ECC), a $3.5 million facility that will include the world’s most advanced cremation systems, auto-loader, and dustless processing station.

According to Lechner, “Our commitment to provide exceptional education is reflected in the new ECC, a cutting-edge enterprise that will take the college, our students, and our profession boldly into the future. The ECC will be a transformational facility that is not offered at any other death care educational institution.”

The new facility will allow the college to offer expanded curriculum in pet loss care and alternate methods of disposition.
**Missing Since:** 5/29/2018  
**Missing From:** Houston, TX  
**Age Now:** 17 Yrs  
**Sex:** Female  
**Race:** White  
**Height:** 5’1”  
**Weight:** 100 lbs  

**Circumstances:** When Makayla was last seen, her hair was dyed black with pink highlights. She may dye her hair different colors. Makayla may wear glasses. She has multiple tattoos.

Makayla's photo is shown age-progressed to 18 years. Alfredo may still be in the local area.

**Missing Since:** 5/29/2018  
**Missing From:** Houston, TX  
**Age Now:** 17 Yrs  
**Sex:** Female  
**Race:** White  
**Height:** 5’1”  
**Weight:** 180 lbs  

**Circumstances:** Alfredo’s photo is shown age-progressed to 18 years. He was last seen on June 19, 2016. Alfredo may still be in the local area.
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**Forest Lawn celebrates International Women’s Day**

GLENDALE, CA—Forest Lawn Museum honored International Women’s Day with a special event celebrating women on the evening of March 6, 2019. The pinnacle moment of the event was the presentation of three International Women’s Day scholarships to further the careers of young women in the arts. Scholarships were awarded to dancer Jaylin Flowers, photographer Itzel Barakat, and art historian Maya Chau. The event also included presentations by Clare Fannin, founder and director of Art Muse Los Angeles, and James Fishburne, PhD, Forest Lawn Museum director, as well as musical performances by Organic String Quartet and tours of Forest Lawn Museum’s exhibition Women of Vision: National Geographic Photographers on Assignment, which is traveled and organized by the National Geographic Society.

Since its founding in 1906, Forest Lawn has committed itself to providing outstanding service and beautiful, scenic environments for family outings, remembering loved ones, and commemorating holidays. With six locations throughout Southern California, including the Coachella Valley, Covina Hills, Cypress, Glendale, Hollywood Hills, and Long Beach, the memorial parks serve all faiths and cultures and offer a wide range of celebrations.

SCI announces First Quarter Financial Results, declares Quarterly Dividend

HOUSTON, TX—Service Corporation International (SCI) announced results for the first quarter of 2019. Diluted earnings per share were $0.43 in the first quarter of 2019 compared to $0.43 in the first quarter of 2018. Diluted earnings per share excluding special items were $0.47 for the first quarter of 2019 and 2018.

Tom Ryan, the Company’s Chairman and Chief Executive Officer, commented on the first quarter of 2019: “We are encouraged as we start off 2019 on par with prior year earning per share results as we faced a challenging funeral profit comparison driven by a strong flu season in the prior quarter. Increase in both our cemetery and funeral preneed sales programs, effective management of our fixed costs, and a lower tax rate helped to offset the funeral revenue deficit. I want to thank our 24,000 associates for their hard work and dedication. Their continued commitment to delivering extraordinary service to client families is what sets us apart from others in the industry. Our outlook is positive as we look forward to the remainder of 2019.”

SCI also announced that its Board of Directors has approved a quarterly cash dividend of eighteen cents per share of common stock. The quarterly cash dividend is payable on June 28, 2019 to shareholders of record at the close of business on June 14, 2019.

Service Corporation International owned and operated 1,479 funeral service locations and 482 cemeteries (of which 287 are combination locations) in 44 states, eight Canadian provinces, the District of Columbia, and Puerto Rico as of March 31, 2019.

For more information about Service Corporation International, please visit our website at www.sci-coop.com. For more information about Dignity Memorial®, please visit www.dignitymemorial.com.

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**Random Musings**

*By Nancy Weil*

**What’s in a Name?**

**Everything** if you have a funeral home or cemetery with a reputation to protect.

**Everything** if you are a licensed funeral director.

**Everything** if you work in funeral care.

I am baffled about something. As part of my work with the Order of the Golden Rule I make price shopping calls both to our members and to their competitors. I cannot hear some of the things I have had funeral directors and their staff tell me over the phone. I cannot understand some of the “job titles” they have referred. I cannot understand how we are so reluctant to state who we are and what we do.

It is true that the funeral industry is facing many challenges right now, however having spoken with funeral homes across the country, perhaps we need to look at ourselves before we turn our attention to the outside disrupters. I have had calls answered, “funeral home” and even “hello.” Not the name of the funeral home, not the name of the person who answered the phone and, most often, not the role that person plays at the funeral home. Take a moment and listen to how your phone is answered. It did not matter whether I worked at a cemetery or a funeral home, we always answered with “Hello, (name of the company) This is Nancy. How can I help you?” Notice it was not a “good morning” or a “good afternoon” as for many people calling their day was any thing but good. No matter where the conversation went, we listened to the caller, we showed sincere interest and compassion and we gave them both information and assurance that we were there to help. This may not sound difficult, but I have been amazed by the number of funeral homes we call that fail to accomplish these three things.

Many times, the funeral director is not referred to by their title. They either answer with their name only or with a title such as “event planner” or “life story collector” or some other fancy wording that may indeed be what they do, but it is not who they are. A funeral director, in most areas, is someone who has gone to mortuary school, passed a licensing exam and must take continuing education courses to keep their license current. It is a lot of work to become a funeral director. It is something to be proud of and the title matters to the families you serve.

We are now seeing more low-cost cremation companies open in our market areas. I spoke to one who advertised that they were a “funeral home alternative” and shared on the phone that they were technically a transfer service. They only took care of direct cremations and were a viable option for those families who wanted this. Recently there were articles about some former Nike executives who are looking at opening direct cremation services where the family only uses their computers to make all of the arrangements and never meets face to face with a funeral director. If you don’t find this disturbing, then perhaps this is your business model. For everyone else, you should be alarmed that the consumer no longer sees you, the funeral director, as necessary to the final disposition of their loved one. They no longer see you, the cemetery staff, as necessary when their loved one dies. The question becomes “why?” Sadly part of the answer may be found in what I have heard (and can’t unhear) when I call funeral homes. Are we driving the consumer away by not showing our value, our education, our training and our worth? Is it something to think about the next time you answer your phone.

Serving as Member Resources Director at the International Order of the Golden Rule, Nancy Weil brings her years of experience working in the funeral industry to funeral directors across the globe. Her professional experience includes serving as Director of Grief Support and Community Outreach at Veterans Funeral Care in Clearwater, FL and at eleven cemeteries in Western New York. Nancy travels throughout the country offering presentations on how to reduce stress, combat compassion fatigue and other support for those who are grieving through her company, The Laugh Academy.

With certifications as a Grief Services Provider and Grief Management Specialist, Funeral Celebrant, Soul Injury Ambassador and Laughter Leader, Nancy is uniquely qualified to bring new perspectives into how to best meet the needs of the families you serve. For more information on how Nancy can help you and your company grow, visit her website: www.TheLaughAcademy.com or e-mail Nancy@TheLaughAcademy.com.
Hi Pam, we wanted to let you know that all of us at Jones Funeral Home are thinking about you on this special day. If there is anything you need, please let us know.

Absolutely, I will put one in the mail tomorrow.

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By Christopher Kuhnen

So...what do Mortuary Science graduates expect?

Special Guest Columnist: Dr. Joseph A. Marsaglia, CFSP
Dean, COO, Pittsburgh Institute of Mortuary Science

I have known Dr. Joseph Marsaglia, CFSP for many, many years. He is a regular contributor to my column. His insights this month are especially interesting. Please contact us with your thoughts or comments at jmarsaglia@pims.edu.

Mortuary science education has never been more intense. Most of us veteran licensees thought we had it rough in school – trying to do it today. Mortuary education programs are committed to providing the finest and most comprehensive educational experience possible. Matter of fact – they are required to by the American Board of Funeral Service Education. Mortuary science education has never been more intense.

Graduates are eager to work and expect long hours, weekends on-call, and sacrifice of holiday time with their family. We should make a better effort to recognize what they are capable of performing. And oh, did I mention that 65% of enrollment in mortuary schools is female? Yes, they are capable of lifting. Am I sensing a little bit of intimidation by veteran licensees?

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I remember sitting in church at my Grandpa Jack's funeral mass, looking at his closed casket in front of the altar, realizing what dead means, and missing him in a way that let me know how much I love him. I remember singing On Angel's Wings with my sisters at our Papa Bill's funeral mass and how that was a moment of awe for me. I remember hearing our mom give our dad's eulogy at his funeral mass, realizing what dead means, and missing him in a way that let me know how much I love him. I remember sitting in church at my Grandpa Jack's funeral mass, looking at his closed casket in front of the altar, realizing what dead means, and missing him in a way that let me know how much I love him. I remember singing On Angel's Wings with my sisters at our Papa Bill's funeral mass and how that was a moment of awe for me. I remember hearing our mom give our dad's eulogy at his funeral mass, realizing what dead means, and missing him in a way that let me know how much I love him.
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Millennial Directors

Matthew Morian, CFSP  Zach Carnley, CFSP

What Have I Learned Thus Far?

By Zach Carnley, CFSP

I have had many learnings during my 10 years licensed and 15 years within the profession. The major take away is that you get out of this profession exactly what you put in. If you are one who is comfortable on the side lines and doing only what is expected of you, then don’t expect advancement or career growth.

If you are the guy or gal who thought you would come in Monday through Friday, 8-5, and be able to leave work at work then you obviously flipped the coin incorrectly when choosing your career path. Funeral professionals are literally some of the hardest working and most compassionate people you will ever come across.

I would bet 95% of us have a hard time leaving work at work and not coming home worried if you did everything correctly and remembered to order all the necessities for a service. I have learned that finding a good mentor is key, someone you can really rely on and that will give you completely honest feedback.

Feedback and PROPER coaching is the only way you can grow in the right direction. Take it from me, find one or more great mentors and do not be afraid to ask questions or clarify things. A couple years into this I thought I had it all figured out and was afraid to ask questions because I didn’t want anyone thinking I didn’t have a clue. Well, I had no clue, and I was truly just throwing darts and praying that the decisions I made were correct. This is unfair to both your employer and the families you serve.

I have also learned that involvement at any level is key to success. Our profession changes so much every day that we must keep up with current trends. The best way to do this is to get involved in your state association and ask your employer to send you to educational opportunities. Did you know that ICCFA and NFDA both have numerous scholarships to events that will truly benefit you that are just waiting for applicants?

I have attended NFDA Meet the Mentors and the ICCFA University both on scholarships and I cannot even begin to tell you the growth I have had professionally from attending those educational opportunities. You simply will not get in front of more knowledgeable people than you will by being involved and attending.

YOU DO NOT HAVE IT ALL FIGURED OUT and no one way is the perfect way. I still use things on a daily basis. When meeting with families that I have attended Meet the Mentors almost 7 years ago. I have joined my state and local associations and bounced ideas off of local leaders, owners, and managers that have enlightened me to a whole new level. I can be as simple as you playing a round of golf at a State Association meeting. You will be shocked how much you can get out of just doing this. If you are sitting there wondering why you are still in the same place you were 10 years ago but you are not doing anything to grow professionally…then it’s time to look into what you are missing.

Go to conventions and trade shows and see some of the new cutting edge stuff out there. I know that not all of us have the luxury of attending because of workload and staff, but do not be afraid to beg and plead with your employer that you want to grow and serve your families better.

Most employers will see that you have an employer that truly wants to make him or herself better overall which can positively impact their business. In a previous article, I suggested that if you are having a hard time being involved in and growing our opportunities, it might be time to start looking at some changes.

Take advantage of ongoing organizations such as the Academy of Professional Funeral Service Practice and earn your CFSP. Obviously I am biased because I am a board member, but I joined because I wanted to prove to myself I could earn it by being involved in my community and being educated as I can in our profession.

The CFSP designation is truly such an important and powerful credential to have behind your name; it lets everyone in our profession know you are motivated to be better and it’s also something you can explain to families: how you earned it, what it took to get it, and the assurance that they are in good hands.

There are many of these types of credentials you can earn that challenge you to grow. ICCFA has numerous opportunities. If embalming and restoration is something of interest to you then seek out Vernie Fountain or Matt Smith, both who put on amazing opportunities for learning. The major conventions have these opportunities as well.

Overall, I have learned that – like your parents and teachers said numerous times – you can be anything you want to be and do anything you want to do if you just put your mind to it and you can. If you are comfortable where you are, ask yourself what is expected of you, it is not a terrible thing, but do not complacent when you are not advancing or getting looked at when pay increase time comes around.

Be and do better and give your all! It takes a very special and particular type of person to do what we do in day in and day out. By being involved, finding a good mentor, and creating opportunities for success you will be just that…successful.

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If all insurance assignment companies say they pay fast and are easy to work with, why do twice as many funeral homes choose C&J?

The numbers speak for themselves. Over 2,800 funeral homes have selected C&J to handle their insurance funding, more than twice our next closest competitor. Is it because we assign a personal account manager to every client? Or is it because we treat every client like our only client? Or is it because our biggest source of new clients is referrals from our current ones? Yes, yes and yes! In every business, there’s one gold standard. In Insurance Assignment Funding, it’s C&J.
Doug Ducey enthusiastically signed HB 2569, which allows the reciprocity of out of state licenses for those qualified, without retraining and re licensing. It is the first such bill in the country.

The Grand Canyon State was previously ranked the fourth most “burdensome” state by the Institute of Justice for obtaining a license. Hawaii, Nevada and Colorado were rated more difficult.

Arizona is also ranked a top three state for economic momentum and the fourth-fastest growing state in the country, according to Ducey’s office.

Many of these licenses were necessary for lower income jobs creating a great barrier for those wishing to live in sunny Arizona.

Fox News stated that only five percent of jobs required a license in the 1950s, today one in four jobs requires one.

Arizona had already granted spouses of military personnel stationed in Arizona, who had out of state occupational licenses, an equivocal Arizona license.

Governor Ducey was driven to the signing ceremony in a U-Haul truck to show the migration of workers looking to get employed in Arizona.

In his January 8, 2019 Inaugural Address, Ducey stated, “100,000 people will move here this year. There is a job available for every one of them. Lots of them are trained and certified in other states…let’s stop this foolishness. Pass Warren Petersen’s bill to grant universal recognition for all occupational licenses and let them work.”

Those seeking reciprocity must have a year as a licensee under their belt with their former state. They must be in good standing in whatever states they were licensed. Applicants must meet any specific testing requirements such as fingerprint verification. They must not have discipline charges against them in their former state, had a license revoked or surrendered voluntarily, there is no disqualifying criminal history.

The license bill affects such occupations as barbers, chiropactors, veterinarians, pharmacists, physicians, dentists, nurses, optometrists, real estate agents, behavioral health professionals, cosmetologists and many more.

Licensed funeral directors and embalmers seeking to come to the Grand Canyon State will have an easier road than in the past. Qualified licensees can find jobs, which are needed in Arizona.

The bill was introduced to the House on February 4, 2019. The House passed it on February 25, Senate passed it on April 4 and the Governor signed it on April 10, 2019.

Those who have knowledge of the legislative process must be impressed with the speed that these bills went through the chambers.

The Goldwater Institute in Arizona has long sought a bill to help those wanting recognition of out of state occupational licenses.

Goldwater’s Institute’s Jenna Bentley stated that “New Arizonians who hold licenses will no longer be punished for trying to make their career in the Grand Canyon State; and that’s an important sign that Arizona is a place that truly recognizes the importance of hard work.”

Governor Ducey stated: “Too often our government has acted as an adversary, not an ally, for people who want to work. Well today, those days are over forever. We believe (the law) could be a model for the country on how to un-leash the economic opportunity and how Republicans and Democrats can work together to get things done.”

The expense in equivocating state levels of qualifications make it costly to a new Arizona resident.

The hope is other states will adopt a similar legislation. Arizona residents cannot find a reciprocating state with accepting terms.

As you can imagine, some groups and associations are troubled with the new law. The National Board of Certified Counselors (NBCC), a “nonprofit body for the credentialing of counselors” was opposed to the bill HB2569.

Their press release gives this opinion: “Ducey has had a track record of trying to roll back occupational licensing requirements, including his support of “universal licensing recognition,” the near-automatic acknowledgement of out-of-state licenses. Although the intent is to make it easier to work in Arizona, such legislation potentially exposes the public to mental health providers who have not met the minimum qualifications to practice in the state.”

The debate on the state house floor brought Daniel Greenberg, a senior policy advisor of the U.S. Department of Labor, to the State House hearings.

“Occupational regulation is often too burdensome and too excessive and often presents serious challenges and dangers to worker mobility, economic growth, economic productivity and job creation. The bottom line is that cumbersome regulations are really hindering the American workforce.”

Newspapers looked at some other occupations to see how this law will affect them. Jim Kinnup chief of operations for the registrar of the Board of Chiropactors said that “a new streamlined application for out-of-state licensees will likely be created to reflect the change.”

The Arizona Board of Real Estate, which oversees 66,000 salespeople, brokers and real estate related entities, does not currently have such a reciprocal policy.

“The Department will work to determine how out-of-state applicants are approved under this law and provide more information on the ADRE website prior to the effective date.”

Currently realtors must accomplish 90 hours of an accredited Arizona real estate educational institute and pass their examination.

Pharmacists seeking reciprocal licenses will still have to take a test on Arizona law.

The Arizona Massage Board has had worries from its licensees about the new law. There was a general reaction of deregulating a profession. They knew other boards had the same worries.

The Massage Board released this press release from Paul Avera, managing attorney of the Arizona office of the Institute of Justice: “Workers don’t lose their job skills just by moving across state lines, but licensing laws often treat them as if they do... HB 2569 is a commonsense reform that will help expand economic opportunity by making it easier for people to move to Arizona to further their careers.”

Other states with higher educational requirements may not appreciate the easing of the transfer of licenses. That is understandable. As service facial services faces more and more change in the level of its offerings, salaries will be affected and desirability to become licensed will also be affected. A law like this may help any state deal with obtaining accredited employees.

“There is dignity in all work. And we know that whether you make your living as a plumber, a barber, a nurse or anything else, you don’t lose your skills simply because you live here.”

—Arizona Governor Douglas Ducey, Inaugural Address 2019

Steven Palmer earned funeral service in 1971. He is a former graduate of the New England Institute of Applied Arts & Sciences. He has been licensed on both coasts, he owned the Westcott Funeral Homes of Cottonwood and Camp Verde, AZ, where he remains active in operations. Steve offers his observations on current funeral service issues. He may be reached by mail at PO Box 352, Cottonwood, AZ 86326, by phone at (928)634-9566, by fax at (928)634-5156, by email at steve@westcottfuneralhome.com or through his websites at www.westcottfuneralhome.com or on Facebook.
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CINCINNATI, OH—The year 1990 was a big one. The first episode of The Simpsons aired on FOX TV, an ozone hole was discovered over the North Pole, we went to war in Kuwait, and Stan Spitler, a recent graduate of Clark State College, started working at Ferncliff Cemetery.

That first job entailed grounds work and escorting funerals from the front gate to the gravesite. But Spitler didn’t remain in that starter role long. A year later he was appointed assistant superintendent, a position which included sales, ground crew supervision, gravesite set-up and mausoleum/columbarium internment.

So you could literally say that Spitler, who has been Ferncliff’s superintendent since 2003, learned the business from the ground up.

Bringing the Cemetery into Modern Times

“At age 40, I inherited a bookkeeper who was over 60 and a secretary who was over 80,” Spitler recalls, “so my first task as Superintendent was hiring two new assistants: one for grounds, and one for the office.

“Ferncliff was frozen in the 1950s in terms of facilities, equipment and procedures, so I spearheaded the introduction of computers, a modern financial system, a cemetery mapping system, and some much-needed building renovations.”

Spitler introduced tours for the public in 2003, then set his sights on a master plan. “We put together a grounds design that the board and I could work on together for the next 12 years,” he explains.

Tireless work brought the plan to fruition bit by bit, enhancing Ferncliff’s 240 acres of historic and picturesque grounds with new and renovated lakes, fountains, creeks, streams and waterfalls.

An Arboretum with a Unique Tree

By 2007, the cemetery had been transformed to such a degree, the new name, Ferncliff Cemetery and Arboretum, was apt. That same year, a tree was discovered on the grounds that had not been found anywhere else in the United States.

“We named it the DiamondBark Beech Ferncliff and registered the name with the United States Patent Office,” says Spitler. The tree has been propagated and is now growing in Oregon.

Planning for Disruption

As it became clear that more and more people were preferring cremation to burial, Spitler led Ferncliff to adapt to the trend. The first 160 cremation niches were built in 2008, with an ash scattering garden developed in 2007. An additional 300 niches were added in 2012.


In the fall of 2020, Spitler will begin his third decade with the cemetery, where he has served the community of Springfield more than half his life. “We have more developments in the works,” says Spitler, who is eager to continue serving Springfield, with fully coordinated care from the time of one’s passing to their final resting place.

“I am proud of the serene oasis that the Ferncliff Cemetery, Funeral Home, Crematory and Arboretum has become,” Spitler notes. “Those who have passed not peacefully, and their loved ones have a quiet, welcoming place for remembrance and reflection.”
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(Forbes, 2017)
Facebook Organic Reach Is Dead, But Your Profile Shouldn’t Be

I have a little bad news for you if you’re counting on clever Facebook status updates to bring in new clientele: The organic reach of a page is about 1–3 percent, and it’s usually closer to the 1 percent end of that range.

That’s right: For general Facebook posting, you’re likely wanting time and creative effort, receiving an almost imperceptible return on your investment. Organic, in this context, means free. I’m referring to the basic social posts on your Facebook page. They’re served up to very few people without some help from your marketing budger or follower likes or shares.

And this isn’t a new trend for 2019. As early as 2013 and 2014, Facebook changed its algorithm, causing a drop in organic reach by almost 50 percent. The social giant took action again in 2016 and 2017, dropping the already diminished reach in half again for many business accounts.

You might be wondering why businesses are taking such a hit when it comes to organic reach. A number of reasons are at play, including the fact that more than 60 million businesses have active pages on the network. That’s a lot of posts being uploaded, so it’s not surprising that large swaths of your target audiences aren’t seeing everything.

A second reason for low reach is that certain families have liked your page but don’t follow your posts. Consequently, your organic content only shows up for them if they’re friends or it goes purposefully to your Facebook page to view your posts (as opposed to seeing your posts in their personal feeds).

But what’s the biggest reason organic reach is so low is because Facebook, as a whole, is a business with savvy monetization processes. Now that it’s built an enormous, very valuable, and very profitable network, Facebook is not going to give things away for free when it can easily charge for the same exposure.

Facebook is a for-profit business: It has no responsibility to provide other companies anything for free. One of my colleagues, Dr. Jackie Taylor, is an educator and embalmer with vast experience and an expert source of knowledge on the topic of color correction. Col- or correcting techniques have been used by professional makeup artists for years with proven success. Let’s try this approach more often in the mortuary setting.

The color wheel plays a key role in this technique. The basic concept to achieving success is to keep in mind that the colors that are opposite of one another on the wheel work to cancel each other out. For example, green tones cancel red tones, purple cancels yellow and orange cancel blue. If you’re trying to cover a dark purple bruise, a yellow shade like tangerine is highly effective. When applying tangerine Kalon pigments, less is more. Additional application of complementary cosmetic such as tannin in thin layers will help prevent an artificial caked on appearance.

Apply the color correcting tangerine pigment on the stipple onto a paper towel and then, using a brush and a stippling motion of cosmetic to the discoloration with a gradual blending action. For example, a half-dollar sized discoloration on the back of a hand results in a 3-4 inch area of cosmetic extending the coverage area of the cosmetic. For example, a second reason for low reach is that certain families have liked your page but don’t follow your posts. Consequently, your organic content only shows up for them if they’re friends or it goes purposefully to your Facebook page to view your posts (as opposed to seeing your posts in their personal feeds). A second reason for low reach is that certain families have liked your page but don’t follow your posts. Consequently, your organic content only shows up for them if they’re friends or it goes purposefully to your Facebook page to view your posts (as opposed to seeing your posts in their personal feeds).

Regardless of the application method one chooses, it is always advantageous to use a thin, multi-layer approach over a heavy one when attempting to cover a discoloration.

Because these sprays are a base cosmetic, they work well in combination with other cosmetics such as a Perma Cosmetics traditional Kalon pigment. Use of a cosmetic spray alone may produce an unnatural appearance. Cosmetic sprays are normally offered in a limited number of shades so using a combination is normal and preferred. Simply the position you select cosmetic over the base spray once it has been stippled.

A key to successful coverage of a discoloration is the blending of the cosmetic. Blend the cosmetic to the discoloration and, before drying, stipple with a soft brush well to drive the pigment into the pores to give a more natural appearance. This eliminates any unwanted lines or edges.

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A key to successful coverage of a discoloration is the blending of the cosmetic. Blend the cosmetic to the discoloration and, before drying, stipple with a soft brush well to drive the pigment into the pores to give a more natural appearance. This eliminates any unwanted lines or edges. A clean brush will deposit less cosmetic into the pores when stippling in a blending action. Blending will help to achieve the gradual decrease of opaque cosmetic and appearance of a distinct line of demarcation that one strives for.

Matt Black has been a licensed funeral director and embalmer in the State of Pennsylvania for over 20 years. He represents The Dodge Company in Central and Western Pennsylvania. In addition to being a graduate of the University of Kentucky and the University of Pittsburgh in Mortuary Science, Matt also holds degrees in Biomedical Engineering from the University of Rochester and a Master of Science in Professional Embalming Skills, Springfield, MO, and is licensed in eye and corneal embalming. He has presented at Dodge Embalming Seminars as well as numerous seminars in Pennsylvania. He can be reached by email at mblack@thedodgeco.com.
After being in the Funeral Care industry for 42 years and operating my own businesses for 32 years, I began to seriously consider the inevitability of the need for a plan of succession. It became evident to me that my options would be limited in many aspects, which is why I chose to trust Johnson Consulting Group, known as one of the funeral industry’s most highly regarded consulting and operational experts.

They helped me find the perfect match in a purchaser, as I wanted to continue to work after the sale and assist the new owner with continued success and growth. Dave Adams and Karen McCurdy were on the front line at all times along with their support staff as we moved forward through the processes of transferring the companies. Jake and Tom Johnson also made themselves available as needed, which says a lot about this company’s leadership and commitment to excellence. I could not imagine how we would have made it through without enlisting such an experienced and quality group as Johnson Consulting!

- John P. Brooks
say, “Good morning, Fred. I heard that your son Jim had a baseball game yesterday. How did he do?” Do you think this connects with Fred? You bet it does. You do the same thing with others on your team. I am not saying you have to spend five minutes with each team member. Make it informal. Just go out and talk with them.

The second strategy is to get the facts. As the leader, you have to make sure you are up-to-date and accurate on the important details of your team. If you are not doing this, you will lose credibility in the eyes of your team, and that is the first step to failure.

Third, you need to have an open door philosophy. This means you are approachable. Let me give you an example of how you can do this. I have a great mentor whoI call, with Zig Ziglar. He can be reached at 1-800-428-6424 or email mark@zaglar.com.

By Mark Bowser

Three Pillars of Success for Funeral Directors

BUILDING TRUST and rapport with your team is of utmost importance for any leader. United States President Abraham Lincoln spent 75 percent of his time meeting with people. Lincoln believed that a leader must stay close to the people. Leaders are other-oriented. Lincoln knew that others were a great source of information. Lincoln also understood that his people were the team’s greatest asset. His philosophy was to see as many people as he could.

There are four things that are important for us to keep in mind in the office. We are going to build rapport as a leader. One, Get out among the people. Leaders have to be available to their team members. One of the problems is that in many cases, there is a separation between the leader and the team. I call this the “Ivy Tower Syndrome.” The leader appears to live in an ivory tower and unreachable to the team. This creates division, lack of trust, and eventually failure. Leaders must be available.

One of the best ways to get out among your people is to follow the strategy of “Leadership by Walking Around.” You literally walk around. You are present, seen, and available. For example, you come in the office in the morning and you walk out among your team. You come up to Fred and say, “Good morning, Fred. I heard that your son Jim had a baseball game yesterday. How did he do?” Do you think this connects with Fred? You bet it does. You do the same thing with others on your team. I am not saying you have to spend five minutes with each team member. Make it informal. Just go out and talk with them.

The second strategy is to get the facts. As the leader, you have to make sure you are up-to-date and accurate on the important details of your team. If you are not doing this, you will lose credibility in the eyes of your team, and that is the first step to failure.

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Fourth, return favors before favors are due. Now, what does this mean? It means one simple word—networking. We have to network with people. This principle is written in a very specific way for a very important reason. You see, many people network and connect with people in order to gain something. It’s the old concept of “what’s in it for me?” This is the wrong motive to network and connect. The right motive is to give. How can I be an asset to that person? How can I help them reach their goals? By doing this, you help other people—and guess what? The icing on the cake is that you are helping yourself, too. Can you throw a beach ball into the ocean without it coming back to you?

As my co-author of Sales Success, the late Zig Ziglar said, “You can have everything in life that you want as long as you help enough other people get what they want.” Let’s make this the cornerstone of our networking and rapport and we will have all the friends, love, and success we will ever want.
There are many times that I talk to a grieving family member who shares with me that they have had previous losses. It always saddens me to hear stories of how loss and grief were “dealt” with many years ago! It has taken the experiences of loss and grief by many people, to change some very important ways that loss is dealt with in society today. Although there is much to be worked on in different areas of loss and grief and how it affects people, great strides have been made!

My first experiences with working with families was during the time that I facilitated a “SHARE” grief support group for parents who had lost a child to miscarriage, stillbirth, newborn death and SIDS. SHARE is a national organization that was founded by Sister Jane Marie Lamb back in the 1970s. Sister Jane Marie recognized the needs of parents who experienced a perinatal loss. She worked tirelessly to change the way parents were supported during and after the loss of a baby.

There were many important accomplishments that were made under the guidance of Sister Jane Marie. Education and protocol were created and shared with hospitals to better serve the needs of parents. Share support groups were started and grew across the country. Parents were being given “burial” options for miscarried babies and they were encouraged to “name” their babies. She negotiated with First Photo to provide free pictures for parents whose baby had died. Parent information packets were created and provided to caregivers to give to families. A way to identify a hospital room that a bereaved mom was being cared for in was created. (There were no options to care for a mom who delivered a baby other than on the maternity floor in a hospital – where lives babies and happy endings were all around the family who was not going to take their baby home.)

The list goes on and on. You don’t realize how much actually goes into a cause to help make an experience different for others.

I personally hold a special place in my heart for Sister Jane Marie. Not only did she share support group make a difference in my grief journey, I am also blessed to say that Sister Jane Marie was my saving grace during my time of need. I wrote letters to Sister Jane Marie for two years after the loss of my daughter. She answered each and every one. She called to check on me during that time as well. I had the opportunity to attend an annual Share convention in St. Louis many years ago. One of the greatest honors of my life – I finally met Sister Jane Marie! It brings tears to my eyes and a tug to my heart when I recall meeting such a beautiful, kind woman, who I believe helped to keep me from drowning in my grief. I felt like I had known her my whole life and I knew that I would always hold a very special place in my heart for her. I feel the very same about her to this day!

I have often said that my life’s work is my daughter’s legacy. Not a day goes by that I don’t honor her legacy and the impact that her short life and death has had on my life. One precious baby, who only lived for two hours and nine minutes, has made such an impact on me and the world that I have been left to live in without her!

As a funeral director, I believe you make a difference in people lives. I have been told over and over again stories of funeral directors that made a real difference. I am one of those people. When my baby died, we were told we had to call a funeral home. My 27-year-old, limited life experience mind, had no idea why I would need to call a funeral home. As it turned out, the funeral home who took care of our daughter took great care of her and us. They offered options that we would never have known about. They were patient and accommodating with two parents who needed all of the guidance available. They prepared our baby, offered us a time and space to say our goodbyes and buried her alongside my grandmother. A few weeks later, I realized that I did not get a bill from the funeral home. I assumed that my dad had paid for it. When I thanked him, he said, “Linda, I didn’t pay for the funeral. I offered payment to the funeral director and he said they don’t charge for babies.” He said he was humbly grateful and a bit surprised. He apologized for not telling me sooner, considering all our family had been through.

I am grateful for my funeral home director. I have, many times during the years, referred family and friends to them to take care of our deceased loved ones.

Linda Findlay is the founder of Mourning Discoveries, Grief Support Services. She is a 28 year career “Aftercare Coordinator,” a published author, an advocate for bereaved families and the founder and co-creator of Journeys of Hope Grief Support Outreach Programs, coordinating and hosting seminars and events, including the first and only Bereavement Cruise that provides extensive programming exclusively for grieving families. Linda has developed comprehensive aftercare programs that are used in over 300 funeral homes in 25 states. Linda has supported and worked with thousands of grieving families across the country. She has visited and provided support for grieving families in their homes and through Funeral Homes, Hospices and faith-based organizations. She has created, facilitated, participated in and coordinated hundreds of workshops, support services and grief seminars. In 2019 Linda was a lay counselor for a Christian Care Ministry in Greenville SC. Her mission is to enter people’s lives and help make a difference. Linda can be reached at 315-725-6132 or you can visit her website at www.mourningdiscoveries.com and www.3irth.com, or email LF6643@yahoo.com.

Linda Findlay is the founder of Mourning Discoveries, Grief Support Services. She is a 28 year career “Aftercare Coordinator,” a published author, an advocate for bereaved families and the founder and co-creator of Journeys of Hope Grief Support Outreach Programs, coordinating and hosting seminars and events, including the first and only Bereavement Cruise that provides extensive programming exclusively for grieving families. Linda has developed comprehensive aftercare programs that are used in over 300 funeral homes in 25 states. Linda has supported and worked with thousands of grieving families across the country. She has visited and provided support for grieving families in their homes and through Funeral Homes, Hospices and faith-based organizations. She has created, facilitated, participated in and coordinated hundreds of workshops, support services and grief seminars. In 2019 Linda was a lay counselor for a Christian Care Ministry in Greenville SC. Her mission is to enter people’s lives and help make a difference. Linda can be reached at 315-725-6132 or you can visit her website at www.mourningdiscoveries.com and www.3irth.com, or email LF6643@yahoo.com.
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The Lincoln Funeral Diary
By Todd Van Beck

Route of Lincoln’s Funeral Train

President Lincoln had died. The country was stunned and the funeral profession would forever be changed over the next 20 days. There’s been nothing comparable to Lincoln’s funeral. The funeral coach was drawn by six white horses covered with five heavy black plumes. On each side of the dais was the word Stars (for each state) and on the apex and the four corners were black plumes surmounted with large black plumes.

The interior of the hearse was lined with silk flags and the outside looked like in Cleveland, resembled the shape of a Chinese pagoda. The main platform was four feet from the ground on which Lincoln’s coffin would rest. The hearse was described as a fine structure, seventeen feet long, eight and a half feet wide, and seventeen and a half feet from the ground to the apex of the canopy. The sides of the hearse were lined with silk flags and the outside covered with black brocade. The hearse was held up by eight huge wrought iron wheels, which were garnished with large black plumes.

The funeral coach was drawn by six white horses covered with black cloth which was edged with silver fringes, and the heads of the horses were surmounted with large black plumes. People who attended the service and viewing of Lincoln that day remembered it as a funeral of flowers. Flowers were everywhere. People threw roses in the street so when the hearse’s wheels would crush them it caused a strong smell to waft along the route.

Unlike the other cities, Columbus chose a simple catafalque for placing the coffin upon. It had no columns and did not tower over the setting at the salute. It was covered with still more flowers and moss in order to cushion the remains.

This simple bier where Lincoln’s casket would be placed was covered with lilacs that had just come into bloom throughout Columbus. The casket was lowered to the flowery bier sitting upon a carpet that helped cut down on the echo of footsteps across the marble floor.

People filed past, as many as possible, until the official funeral was held late in the afternoon. By the start of the official services, approximately 50,000 people had walked past the casket.

The funeral ended late in the afternoon that day and Lincoln’s casket returned to the Funeral Train by 10:00 pm. The flowers adorning the platform on which Lincoln’s casket rested were auctioned to the public at the request of the Cincinnat Horticultural Society who had donated them. Proceeds were given to the Ladies Aid Society of Columbus for relief for families of soldiers and sailors.

Columbus did not conclude their ritual after the funeral train had moved on. So many thousands had not had a chance to pay their respects, so the catafalque, replenished with flowers, remained at the Ohio capitol until for visits until May 4, 1865, when Springield, Illinois held the final funeral for Abraham Lincoln.

Next Stop: Indianapolis, Indiana
StoneMor Partners L.P. announces Garry P. Herdler as Chief Financial Officer

TREVOSE, PA— StoneMor Partners L.P. (NYSE: STON) is pleased to announce that Garry P. Herdler has been appointed Senior Vice-President and Chief Financial Officer. Mr. Herdler will succeed Mark Miller, who is retiring from the Partnership.

Mr. Herdler joins StoneMor with more than 25 years combined experience as CFO, private equity management consultant, investment banker, and as a KPMG CPA/CA and tax advisor. He has been a CFO of six private equity owned firms, a global real estate firm, and a NYSE-listed firm. He has a broad background as CFO in many situations and sectors, including multi-channel retail, consumer and health services, homebuilding, real estate, manufacturing, and media. Most recently, Mr. Herdler was the Chief Financial Officer of QuadReal Property Group, a real estate investment, development and management company headquartered in Vancouver, Canada, where he led the financial integration of four firms with a C$27 billion portfolio across 17 countries. He also has nearly ten years of investment banking experience in leveraged finance and equities with Deutsche Bank Securities/Bankers Trust and CIBC World Markets, primarily in New York, where he completed transactions in several industries, including deathcare.

“Our company is very fortunate to have someone of Garry’s caliber and operational experience join our team,” said Redling. “We look forward to utilizing his broad experience assisting companies through periods of high change, operational improvement, integration and turnaround. His experience in leveraged debt capital markets and equities, as well as his previous deathcare experience with the $850 million credit facility and notes offering to refinance Stewart Enterprises, will be especially valuable as we navigate the refinancing of our own credit facility,” added Redling. “We are also grateful to outgoing CFO, Mark Miller, for his efforts during his time at StoneMor, and we wish him all the best in his retirement,” said Redling. “I am looking forward to partner with Joe, the StoneMor team, and the Board to achieve the Partnership’s objectives,” said Mr. Herdler. “Our goal is to focus on cash flow, capital structure, strategic balance sheet/portfolio review, and performance improvements from cost reduction and revenue enhancements. Most importantly, I respect the sensitive and important nature of the care StoneMor provides, and ultimately this is also about improving the services we bring to the families and people that we serve.”

“I’m very pleased with the management team we now have in place,” Redling said. “In combination with the recent actions we’ve taken to drive efficiencies and improve profitability, I’m confident that we are putting in place the necessary foundation to better position StoneMor for future opportunities.”

Garry P. Herdler, StoneMor’s President and Chief Executive Officer. "We look forward to utilizing his broad experience assisting companies through periods of high change, operational improvement, integration and turnaround. His experience in leveraged debt capital markets and equities, as well as his previous deathcare experience with the $850 million credit facility and notes offering to refinance Stewart Enterprises, will be especially valuable as we navigate the refinancing of our own credit facility,” added Redling. “We are also grateful to outgoing CFO, Mark Miller, for his efforts during his time at StoneMor, and we wish him all the best in his retirement,” said Redling. “I am looking forward to partner with Joe, the StoneMor team, and the Board to achieve the Partnership’s objectives,” said Mr. Herdler. “Our goal is to focus on cash flow, capital structure, strategic balance sheet/portfolio review, and performance improvements from cost reduction and revenue enhancements. Most importantly, I respect the sensitive and important nature of the care StoneMor provides, and ultimately this is also about improving the services we bring to the families and people that we serve.”

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StoneMor Partners L.P. announces Garry P. Herdler as Chief Financial Officer
FORT WAYNE, IN—Mona Lane Consulting, Inc. is pleased to announce it is now serving funeral home clients across Indiana. Mona Lane Consulting, Inc. is owned and operated by acclaimed, award-winning final planning professional Ramona “Mona” Lane. Over the course of her distinguished 21-year career, Mona has advised and/or assisted some of the industry’s most recognized funeral homes, funeral pre-planning and final planning professionals. Whether they’re searching for a better way to boost their funeral pre-planning sales, increase market share, better serve their final planning clientele or vastly improve the total customer service experience, Mona can help them succeed.

When clients work directly with Mona, they work with a knowledgeable, accomplished professional who understands how difficult, and oftentimes confusing, the final planning process can be for many families. From strategy and process to the execution of the education process, Mona’s customer focused services are pin-point focused to get noticeable results.

What sets Mona apart, from all other consultants, is that she is hands-on in every aspect of the consultation and planning process with her clients. Everything is customized to the singular client and/or family, with “no cookie-cutter” recommendations or presentations. Mona is expressly trained and professionally licensed around the appropriate planning for one’s final wishes. She takes tremendous pride in her understanding, knowledge, caring and ability to help individuals and families properly plan ahead.

Mona Lane Consulting, Inc. is wholly committed to providing superior service and expert assistance to their clients and all families in need of final arrangement planning. The company’s number one goal is to ensure that every person served has a positive, thoughtful, memorable and uplifting experience. For more information about Mona Lane Consulting, Inc. contact Mona Lane at 260-466-3465 or monalaneconsulting@outlook.com.


“We are extremely pleased to offer a new way to access The History of American Funeral Directing,” said NFDA director of education Carmella Hansen. “This book has helped generations of funeral professionals understand and appreciate the remarkable history of funeral service. Now, both funeral directors and mortuary students alike can have convenient access via their Kindle device.”

The ninth edition has been fully-edited, updated and newly organized and provides a comprehensive look at the history of funeral service in the United States. The new edition includes: updated chapters: Institutional Growth and Modern Associational Developments, and The Panorama of Modern Funeral Practice; up-to-date industry statistics using the latest research and data from sources such as the United States Census Bureau, the Centers for Disease Control and Prevention and the American Board of Funeral Service Education; and an updated “Future—Overview” section using the most recent data projections.

In his preface, Chris Raymond, editor of the ninth edition, writes, “Since its initial publication more than 60 years ago, ‘The History of American Funeral Directing’ by Robert Habenstein and William Lamers has proven indispensable to funeral service professionals, mortuary science students and scholars alike. [It] continues the tradition established long ago by the National Funeral Directors Association of chronicling and sharing the crucial role played by the select group of men and women who care for both the living and the dead—then, now and always.”

The e-book version of The History of American Funeral Directing is available via Amazon.com. A print edition of the book can be purchased online through the NFDA Resource Store, www.nfda.org/store (NFDA product code BK583), or by calling the association at 800-228-6332.
Woodlawn Cemetery Joins EternityGardens.com

CHICAGO, IL—Woodlawn Cemetery, located in Syracuse, NY has joined the EternityGardens.com platform to connect with cremation families.

Woodlawn Cemetery, established in 1881, offers families a wide selection of traditional as well as highly-personalized memorialization options for cremated remains. In-ground burial, above-ground entombment, glass- and marble-front niches, and the Green Garden (an outdoor cremation garden) offers families of all faiths the opportunity to create a meaningful memorial for loved ones.

In addition, Woodlawn Cemetery has recently completed and opened the Cremation Center at Woodlawn, a 7,300-square-foot facility that offers families on-site cremation as well as memorialization.

“Woodlawn Cemetery is a leader in meeting the needs of cremation families,” said Steven G. Sloane, superintendent at Woodlawn Cemetery. “Our investment in the new Cremation Center at Woodlawn offers Central New York families the peace-of-mind and confidence that the remains of their loved one never leave our care. EternityGardens.com allows us to share the story of our incredible cemetery and our cremation center with cremation families in Central New York and beyond.”

EternityGardens.com is an online platform that connects cremation families with cemeteries where they can lay to rest human and pet cremated remains. Whether families are making arrangements in advance, making arrangements for an impending cremation, or searching for options for cremated remains they currently possess, EternityGardens.com offers the widest selection of online choices to search for, learn about, and connect with a cemetery that reflects the life of your loved one. “EternityGardens.com is pleased and excited to work with Woodlawn Cemetery in service of cremation families,” said Darrell W. Hill, founder and CEO of EternityGardens.com. “The Cremation Center at Woodlawn – with on-site cremation, a chapel for memorial services, as well as permanent memorialization options – is a game-changer for Onondaga County and Central New York families. Woodlawn is responding to the rising cremation trend and EternityGardens.com looks forward to informing and connecting cremation families with this leading cemetery.”
From the time little boys are first able to walk, in some cases even before they can walk, parents begin shaping the psyche of their sons by telling them, “Boys don’t cry.” Oh really…who says so? Whatever it was, they should be prosecuted for the harm they have imposed on men, young and old alike. Who among us doesn’t know a man who was faced with a painful situation such as the loss of a spouse or life partner, turned to tears, only to quickly apologize for having shed them? Why is it society holds men to a different set of emotional standards vs. women? A few years back I was asked to lead a widower’s grief seminar in Connecticut. The audience comprised mostly of retired widowers gathered to share their grief. Suddenly, the room took on a life of its own. Once presented with an environment in which they were permitted to express their sorrow, the participants opened up with both_barrel. One gentleman who lost his wife nearly two years earlier cried openly while loudly screaming loving words about his loss and did so in front of men he didn’t even know. I witnessed another attendee reach out to the weeping gentleman with gestures and words laced with warmth and understanding about the pain a widower may experience.

Character Dickens once said, “Heaven knows we need never be ashamed of our tears, for they are rain upon the blinding dust of earth, softening our hard hearts.” Dickens wrote this in 1861. Yet, over 150 years later, there remain those, including members of our own families who shy away from any man whose grief transitions into tears running down his cheek. An excellent example of this occurred when a friend encouraged me to contact a local veteran’s organization whose membership included many widowers. As I outlined the programs and materials available from my ministry, the group’s program director, a widower introduced himself, “I’m a widower, and I got over it. They’re just going to have to get over it on their own.” Huh! Widowed members of his veteran’s organization are grieving their loss, and his only offer of support is to tell them to “get over it.” Old habits die hard.

Among the communications channels employed by the Widowers Support Network are its website, WidowersSupportNetwork.com and two Facebook pages. The first Facebook page is titled Widowers Support Network. After a couple of years, I noted how this Facebook page attracted both men and women, but it was the women who were in the majority and it was the women who created that cause me to establish the second Facebook page. Its title is Widowers Support Network – Members Only or WSN-MO. WSN-MO is a private members only page for men who are either widowed or are serving as caregivers for seriously ill spouses or life-partners. First opened in March 2018, today WSN-MO is approaching nearly 500 registered members from 19 countries including the United States, England, India, Nigeria, Canada, France, Australia and beyond. It did so without the help of any advertising; instead, membership grew organically, a direct result of referrals made by WSN-MO’s members. WSN-MO boasts members from all walks of life and social and economic backgrounds. From corporate officers and laborers, truck drivers to retirees, young professionals to military veterans (including a couple generals) no one is denied membership. On WSN-MO, all who grieve are treated equally. No topics are off limits except politics. When one member celebrates a birthday, his or her fellow members share memories and stay up to date on sports, offbeat movies and materials available from my ministry, the group’s program director, a widower introduced himself, “I’m a widower, and I got over it. They’re just going to have to get over it on their own.” Huh! Widowed members of his veteran’s organization are grieving their loss, and his only offer of support is to tell them to “get over it.” Old habits die hard.

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Third Generation at Historic Mansion

He relocated his funeral home to the lower levels and resided on the upper floors. The mansion has retained most of its original design featuring many of the original furnishings, along with hand-painted walls and ceilings.

In the 1970s the Agawam location of Curran Jones Funeral Home was opened. In 1999, the third generation, Joe Curran, grandson of P. Joseph and T. J. O'Brien, son P. Joseph’s niece, purchased the firm from Richard Curran who is now retired.

In 2015 the pair purchased the former Ryder Funeral Home in South Hadley, renaming it Curran-O’Brien Funeral Home & Cremation Service. Both Joe and T. J. are graduates of the New England Institute of Applied Arts and Sciences.
Carriage Services Announces First Quarter Results and Quarterly Dividend

HOUSTON, TX— Carriage Services, Inc. (NYSE: CSV) announced results for the first quarter 2019. For the three months ended March 31, 2019 compared to three months ended March 31, 2018:

- Total Revenue of $69.1 million, a decrease of 5.9%;
- Net Income of $6.5 million, a decrease of 30.3%;
- GAAP Diluted Earnings Per Share of $0.36, a decrease of 30.8%;

Mel Payne, Chief Executive Officer, stated, “We got off to a good start with our performance relative to our annual theme of CARRIAGE SERVICES 2019: Back To The Future – A NEW BEGINNING – PART II!

“We have experienced broadly positive lift in both our funeral and cemetery portfolios from the recent operational leadership changes and reboot of our Standards Operating Model. Overhead and non-cash stock compensation costs have also declined as anticipated from the previously announced leadership changes, cancelation of performance awards and overall cost management. Speaking on behalf of all our leadership as well as our Board of Directors, we have also moved from being optimistic about the future of Carriage because of the transformative changes since October 1, 2018 to being completely confident in our success in 2019 and thereafter. We are therefore reaffirming our Rolling Four Quarter Outlook for the period ending March 31, 2020,” concluded Mr. Payne.

Carriage Services, Inc. announced that its Board of Directors on April 25, 2019 declared the quarterly dividend of 7.5¢ per share payable on June 3, 2019 to common share record holders as of May 13, 2019.

Carriage Services is a leading provider of funeral and cemetery services and merchandise in the United States. Carriage operates 181 funeral homes in 29 states and 29 cemeteries in 11 states.

Another Wisconsin Funeral Home joins Pinnacle Funeral Service

ATLANTA, GA— Pinnacle Funeral Service, LLC is pleased to announce its recent acquisition of Hartson Funeral Home, Inc and Wisconsin Cremation Services, LLC.

The two businesses, which are located in Hales Corners, have been serving southeastern Wisconsin since 1989. Founders Gary and Christine “Missy” Hartson have developed their clientele substantially over the past 30 years, and together they are now serving more than 500 families annually.

“We are proud to be the succession-planning partner for the Hartsons,” Paul Haarer, CEO of Pinnacle, said. “Having been a part of the Wisconsin funeral service landscape for a number of years, we’ve taken notice of the solid business that Gary and Missy have built. They’ve worked hard and we admire that.”

With this acquisition, Pinnacle strengthens its position in Greater Milwaukee, owning a growing number of high-quality funeral homes in the state of Wisconsin. Pinnacle plans to continue to be active in acquiring funeral homes, giving retiring owners an important alternative to selling their businesses to a publicly traded company.

“We favor the kind of arrangement that will allow families to continue to be served with compassion and care by people already in the community,” Haarer said. “Local, family-owned businesses like Hartson are a great fit for Pinnacle, because we can offer a unique succession plan to meet owner’s individual needs.”

Pinnacle’s strength is in offering owners the assurance that their hard work and dedicated staff will continue to set the tone with local customers and families who have turned to them for decades. NewBridge Group assisted with the funeral home valuation of the purchase.
ICCFAnamedits2018KeepingItPersonal(KIP)Awardwinners,recognizingthebestinpersonalizationinthecemeteryandfuneralserviceprofession.

CreatedbytheICCFAPersonalizationCommittee,theKIPprogramhonorsrecipientsinfourcategories:MostPersonalizedService/Memorial;Events;InnovativePersonalizedProduct(suppliersonly);andMostPersonalizedPetService/Memorial.

Thisyear’scontestattracted40entriesfromElSalvador,CanadaandtheUnitedStates.Communicationsandmarketingprofessionalsfromoutsidethecemeteryandfuneralserviceprofessionperformedthefollowing:

**MOST PERSONALIZED SERVICE OR MEMORIAL**
- First Place and Grand Prize Winner: Cedar Memorial Park Funeral Home and Cemetery: Butterfly Blankets, Cedar Rapids, Iowa
  - Honorable Mention: Loyless Funeral Homes: Memorial Service for Les Brown, Tampa, Florida

**EVENTS**
- First Place: A Good Goodbye: Second Annual Before I Die New Mexico Festival, Albuquerque, New Mexico
  - Honorable Mention: Jackson Lytle & Lewis Life Celebration Center: Honor Field, Springfield, Ohio

**INNOVATIVE/PERSONALIZED PRODUCT (SUPPLIERS)**
- First Place: The Domani Group: Domanicare, Orem, Utah
  - Honorable Mention: UPD Urns: Totem of Life and Death, Manassas, Virginia

**MOST PERSONALIZED PET SERVICE OR MEMORIAL**
- First Place: Clock Timeless Pets: Helping a Community Heal, Muskegon, Michigan
  - Honorable Mention: Rolling Acres Memorial Gardens for Pets: Memorial Service for Buddy, Kansas City, Missouri


**KEEPING IT PERSONAL AWARD WINNERS**

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Sich Casket Donates $50,000 to the ICCFA Educational Foundation

LOS ANGELES, CA— Sich Casket, a leading manufacturer of caskets, has pledged to donate $50,000 to the ICCFA Educational Foundation to aid its mission to support cemetery and funeral professionals in building meaningful relationships with the families and the communities they serve. The Foundation’s programs include academic scholarships awarded to applicants to make it possible for them to attend the annual ICCFA University and the annual ICCFA Wide World of Sales Conference.

“One has always respected the funeral profession,” says Sirius Chan, president of Sich Casket. “That’s why we chose to support the professional development of funeral professionals through the Educational Foundation’s mission of providing education to future leaders.” At this past ICCFA Convention in Charlotte, NC, Jim Price, the Foundation’s president, recognized Mr. Chan and Sich for their support. The ICCFA Educational Foundation is a 501(c)(3) entity whose sole purpose is to make education accessible to our profession’s future leaders through scholarships awarded to applicants. Founded in 1887, the International Cemetery, Cremation and Funeral Association is the only interprofessional association is the only interprofessional association is the only interprofessional association.

Batesville Sponsors Keynote Speaker and Hosts Book Signing at ICCFA

BATESVILLE, IN— Batesville was proud to sponsor the keynote address by leadership expert Drew Dudley at the 2018 International Cemetery, Cremation and Funeral Association (ICCFA) Convention in Charlotte, NC. The company also hosted a free book signing with the author.

The founder and chief catalyst of One Day Leadership, Dudley has spent the last 15 years helping individuals and organizations increase their leadership capacity. He believes leadership is not reserved for the extraordinary, but is a daily choice that should be fostered, acknowledged and rewarded. His keynote address, “Creating Cultures of Leadership and the Power of Lollipop Moments,” aimed to make you laugh, think and reconsider how you evaluate leadership in your life and workplace.

“Drew Dudley has inspired millions with his practical wisdom and humor,” said Chris Trainor, president of Batesville. “He has a unique ability to help us understand how simple acts—we do every day—can make the lives of others better. This is a great message for everyone, and especially funeral professionals who provide comfort and support to families during their most difficult times.”

Today’s consumers have different expectations about personalization that encompass their entire funeral experience. Batesville showcased a variety of new burial and cremation products, personalization and memorialization offerings and digital solutions designed to help families plan meaningful funerals, share memories and remember their loved ones. Some of the highlights included:

• Custom military caskets representing the branches of service
• Our latest metal and wood caskets in different styles and price points
• New LifeStories® medallion designs
• 3-dimensional statuary designs that can be used on caskets, urns or as keepsake elements

 ICCFA Annual Convention Crosses the Finish Line in Charlotte

Continued from Page A30

“We made amazing contacts with some large groups and several independents. These contacts are total game changers for us as a keepsake company. What an awesome event! Can’t wait until next year!” —Chuck Ferris, Eternity’s Touch, Inc., Wallaceburg, Ontario, Canada

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Continued from Page A30
CANA’s 101st Convention: Step Into the Winner’s Circle with Us!

WHEELING, IL—Experience the most exciting two days of All Things Cremation in the home of the most exciting two minutes in sports! CANA’s 101st Annual Cremation Innovation Convention heads south from July 31-August 1, 2019. Their destination is Louisville, KY—for the first time ever in their convention history. Like CANA, Louisville celebrates a storied history even as it embraces its exhilarating future, making for the perfect pairing of location and association. Whether your thing is horse racing, whiskey, baseball, or shopping, attendees will find it in this charming city. Convention activities including social events, programming, and exhibit time merge seamlessly, keeping attendees on their toes and focused on the finish line.

A Uniquely Crafted Experience

• One of the primary reasons to attend a CANA event is for the networking. And not just any networking. The common denominator for all attendees is, of course, cremation.
• At CANA events, exhibits and presentations interact together in the same ballroom, providing a high-energy and intimate event.
• Make it a family getaway! All are welcome in the meeting room—and spouse and child registrations include access to all meals too! With $1,000 up for

Continued on Page A33

2019 CANA Convention Presenters

Damon de la Cruz  Lynn Gibson  David Hess  Michael Higgs  Barbara Kemmis

Jack Lechner  Larry Stuart, Jr  Mark Matthews  Leili McMurrough  Gwen Mooney

Dr. Jason Troyer  Pam Kleese  Elisa Krcilek  Ben Schmidt  Robb Smith

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The copy and the photo were not retouched. Jim actually floated in the pool.
CANA’s 101st Convention: Step Into the Winner’s Circle

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grabs during family bingo on Thursday morning, CANA conventions are a favorite with the kids. We’ve Got You Covered Across the Board

• Sessions cover a wide range of topics, including ground-breaking research on consumer choices surrounding cremation, innovative ideas for cemeteries to reengage with families, and preparing tomorrow’s funeral directors for a cremation-focused industry.

• Featuring CANA’s first-ever embalming CE: Presentation without Preservation.

• Nearly 70 companies showcase the best solutions for your cremation needs.

• Programming that’s designed to benefit both funeral homes and cemeteries.

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Join your colleagues in this successful run for the roses. CANA events attract death care professionals from funeral homes, cemeteries, combos, and cremation societies. Place your bet on a sure thing and register for July 31 - August 2, 2019. The complete program schedule and registration information is available at http://gocana.org/CANA19 or calling 312-215-1077. Watch a video preview of the convention at www.youtube.com/watch?v=dmPL7GZ7p0M.

Founded in 1913, the Cremation Association of North America (CANA) is an international organization of over 3,300 members, composed of funeral homes, cemeteries, crematories, industry suppliers, and consultants. CANA members believe that cremation is preparation for memorialization.

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Funeral Service Foundation Announces Scholarships to the 2019 NFDA International Convention & Expo

BROOKFIELD, WI—The Funeral Service Foundation is expanding its Foundation ‘45 Awards to include up to 10 scholarships for licensed funeral directors to attend the 2019 NFDA International Convention & Expo in Chicago, October 27-30, 2019. Scholarships cover registration and event fees, and three nights standard accommodation in a convention hotel.

“We take our role to support funeral directors throughout their career very seriously,” says 2018-19 Funeral Service Foundation Chair Bob Arrington. “Education has been a Foundation cornerstone for three generations, and NFDA’s annual convention provides funeral directors with engaging and dynamic opportunities to network, learn and discover. Whether you’re newly licensed, or have been serving families and communities for years, we encourage you to apply.”

Available to NFDA members and non-members, the scholarships are intended for licensed funeral directors who plan to attend the entire three-day event. Those interested can review full submission requirements, scholarship terms and guidelines online, and are asked to submit a brief video and essay by the August 1 application deadline.

“The NFDA Convention & Expo is the largest event of its kind in the world, and we’re proud to have the Foundation’s support,” says Christine Pepper, chief executive officer of NFDA. “The convention brings together thousands of funeral service professionals from across the globe for the best networking and educational opportunities.

**Dr. Wolfelt Seminar Teaches How to Explain the WHY of Funerals**

DEERFIELD, IL—The International Order of the Golden Rule (OGR) and Selected Independent Funeral Homes (Selected) are co-hosting a seminar featuring Dr. Alan Wolfelt for members of both associations to learn how to teach and demonstrate why funerals are essential and necessary. This unique event is titled: Educating the Families You Serve about the “WHY” of the Funeral and is taking place October 25-26 at the Radisson Blu Aqua Hotel in Chicago, IL just prior to the National Funeral Directors Association (NFDA) International Convention and Expo. Members of OGR and Selected who plan to attend the NFDA expo are strongly encouraged to include this seminar in their plans.

Because funeral professionals at all levels often need training and examples on how to share the meaning and value of funerals with families and communities, OGR and Selected joined forces for the first time in their history to co-host this motivational and information-rich seminar. This will be a unique and impactful program for members of both associations to learn from this seminar: Articulate and advocate WHY funerals are essential; interface six essential functions of the funeral with the elements of ceremony; convey value ev-ery step of the way in the funeral planning process; safeguard the very future of funerals by helping families make transformations: decisions that are good for them; and understand influences related to the de-ritualization of death in North American culture.

The Academy of Professional Funeral Service Practice has approved this seminar for .85 units (8.5 contact hours) in Category A (Approval #19-8417). In addition, applications have been submitted for up to 8.5 hours to all states requiring continuing education.

Registration for the event is now open and members of both associations are encouraged to register through their respective websites, www.ogr.org or www.selectedfuneralhomes.org. Special thanks and appreciation are sent to Johnson Consulting Group and Messenger for their generous sponsorship and support of the seminar. Representatives from both companies will be on-hand to answer questions.
Selected Independent Funeral Homes Names New Board Positions

DEERFIELD, IL—Selected Independent Funeral Homes has announced the appointment of new board members to lead the world’s oldest association of independently-owned funeral homes. Selected’s Board Member Appointment Committee chose the new directors who, together with the newly-elected officers, will be installed later this year at the Annual Meeting, September 23-26 at the JW Marriott in Nashville, TN.

Robert D. Nunnaley, owner of Fry and Prickett Funeral Home in Carthage, NC will represent Group 3. Nunnaley has been a Selected member since 2008. He is actively involved in Selected programs, attended several annual meetings, graduated from the Selected Leadership Academy, hosted a Selected Connections program, and is a current member of Selected Study Group Sea.

Outside of Selected, Nunnaley is a Certified Leadership Coach with the John Maxwell Company, past member of Moore County Chamber Executive Board, long-time member and past president twice of the Rotary Club of Carthage, and a Church Plant leader for a local church in the community. “I am humbled and honored to be chosen to serve on the board of Selected Independent Funeral Homes,” said Nunnaley. “This association has been the absolute best group of funeral service leaders that I have ever been a part of and has helped mold me into the leader I am today. I look forward to serving as Selected continues to move forward in progressive and innovative ways within our profession.”

Josh Blake, Chief Operating Officer of Wilkinson-Hatch-Bailey Funeral Home in Waco, TX, the only Selected firm in Central Texas, will represent Group 5. Blake has a strong connection to Selected and is actively involved inSelected programs. In April 2018 he graduated from Selected’s Leadership Academy and was co-chair of the 2018 NextGen Advisory Group. Blake has been a regular participant at Selected’s Spring Management Summit, Annual Meetings and NextGen.

Blake is passionate about Selected’s NextGen community. “I see the potential growth in the NextGen group and the resources that are being offered to us. I would like to help grow and develop NextGen into a more encompassing resource that attracts, fosters, and retains young talent,” said Blake. Blake also serves on the board of directors for the Tex Hispanic Chamber of Commerce, member of the human resource committee for University Baptist Church, will be graduating from the Waco Chamber’s Leadership program in May, and is fluent in Spanish.

“I would not be where I am in my career without Selected and I’m honored to be the first in our firm to serve on the board,” said Blake. “Both myself and our firm have benefited immensely from the relationships cultivated through the association over the past 67 years of our membership. As a young leader, I am looking forward to having a seat at the table and being a voice for the next generation.”

The entire board of directors includes President Kim Farris-Luke, Abingdon, VA, Group 3; President-Elect Arthur Erickson, Hamden, CT, Group 1; Secretary/Treasurer Joe Jackson Jr., Laredo, TX, Group 5; Secretary/Treasurer-Elect Jake Johnson, Sun City, AZ, Group 6; Eric R. Trimble, Moline, IL, Group 4; Paul St. Pierre, Greenwood, IN, Group 2; and Ex Officio Charles “Chip” Billow, Akron, OH, Group 2.

For more information on Selected’s programs, becoming a member of Selected Independent Funeral Homes or to locate a member, visit www.selectedfuneralhomes.org or call 800-323-4219.
NFDA Officers Elected by Acclamation; Bryant Hightower to Lead Association as 2019-20 President

Beatrice E. “Bea” Lewanduski  Daniel J. Ford  Linda L. Allan  Christopher P. Robinson

John W. Wenig  Ken Cahall  Douglas R. “Dutch” Nie II

Randall P. “Randy” Anderson

John O. “Jack” Mitchell, IV  R. Bryant Hightower Jr.,

IV, CFSP, CCO, CCSP; and Secretary Douglas R. “Dutch” Nie II, CFSP, CCO. The 2019-20 NFDA Board of Directors will be led by President R. Bryant Hightower Jr., CFSP. The officers will serve one-year terms of office that begin following the 2019 NFDA International Convention & Expo in Chicago.

During its April 2019 meeting, the NFDA Board of Directors received a report from the Leadership Development Committee confirming that only one individual was nominated for each of the three officer positions. Because each candidate for the three officer positions ran unopposed, the board exercised its right to record in its minutes that, in accordance with Section C. Eight of Article VIII of the NFDA Bylaws, each is hereby elected by the members to take their respective offices at the close of the 2019 Convention. Given that the officers were elected by acclamation and there are no other matters at this time that need to be voted on by members, there will be no NFDA election in August.

Current NFDA President Charles T. “Chuck” Bowman, CMSP, CFSP, CCO, will continue his service on the board with a one-year term as immediate past president that commences at the end of the 2019 NFDA Convention. Continuing their service on the Board of Directors...
Bestselling Author, Entrepreneur Seth Godin to Headline 2019 NFDA Convention

BROOKFIELD, WI— Seth Godin, bestselling author, teacher, entrepreneur and founder of altmba.com, will give the opening keynote address of the 2019 National Funeral Directors Association (NFDA) International Convention & Expo, October 27-30 in Chicago, IL. Ethan Morse, a filmmaker, United States Army veteran and Tomb Guard Sentinel, will close out the 2019 NFDA Convention by giving the keynote address during the Wednesday General Session.

“We have two phenomenal speakers for our 2019 Convention,” said NFDA president Chuck Bowman, CMSP, CFSP, CCO. “Seth Godin’s books have helped business owners and entrepreneurs evolve in the information age to create strong businesses. I’m eager to learn from Seth and to get an insider perspective from Ethan Morse on the men and women who honor our fallen heroes at Arlington National Cemetery.”

The keynote speakers are supported by NFDA Convention Black Diamond sponsor: Homesteaders Life Company. “Homesteaders and eFuneral are proud to be the exclusive Black Diamond Sponsors for the 2019 NFDA International Convention and Expo,” said Dean Lambert, senior vice president of marketing and communications for Homesteaders Life Company. “This year’s keynote speakers address two significant topics of interest for funeral and allied professionals, so it was an easy decision for us to invest in helping NFDA bring Seth Godin’s expertise and Ethan Morse’s compelling story to Chicago. We are certain all who attend the keynotes will enjoy rich and inspiring learning experiences they can incorporate into their businesses upon returning home.

Registration and Housing Are Now Open

The NFDA International Convention and Expo is the world’s largest gathering of funeral directors. Engaging education sessions will cover technical skills, business management, the value of ceremony, cremation, marketing and community outreach. Attendees will

CONTINUED ON PAGE A38
NFDA Officers Elected by Acclamation; Hightower to Lead as President

Continued from Page A36

are At-large Representatives Christopher P. Robinson, CFSP, CCO (2018-20), and John W. Wenig (2018-20).

During their meeting in July, the NFDA Policy Board will elect two individuals to serve as at-large representatives alongside Robinson and Wenig. The successful candidates will serve two-year terms (2019-21) that commence following the 2019 NFDA Convention. The at-large representative candidates are: Linda L. Allan, Allan & Cluferi Funeral Home, Collinsville, IL; Daniel J. Ford, CFSP, CCSP, Alderson-Ford Funeral Homes Inc., Cheshire, CT; and Beatrice E. “Bez” Lewanduski, CFSP, D’Andrea Brothers Funeral Home, Copaigae, NY.

NFDA is the world’s leading and largest funeral service association, serving more than 20,000 individual members who represent nearly 11,000 funeral homes in the United States and 49 countries around the world. NFDA is headquartered in Brookfield, WI and has an office in Washington, DC. Information about the officers elected to serve on the Board of Directors, can be found on the NFDA website, www.nfda.org.
The Conference Holds 115th Annual Meeting in San Diego

SAN DIEGO, CA—Members of the regulatory community from throughout the United States and Canada gathered for the 115th Annual Meeting of The International Conference of Funeral Service Examining Boards, Inc., February 27-28, 2019 to focus on regulation in the death care profession. The meeting was held at The Dana on Mission Bay in San Diego, CA.

“Navigate, Legislate, Regulate” was the theme of the meeting that featured speakers from the Federal Trade Commission, state licensing boards, and regulatory legal experts. The event welcomed a diverse group of over 90 attendees from state and provincial governing boards, funeral education programs, and other industry professionals. The goal of the meeting was to offer participants dynamic sessions while also providing forums to discuss challenging issues and share best practices.

The two-day event focused on recent regulatory cases, a legislative overview of preneed and cremation in Ohio, updates at the Federal Trade Commission, protecting the public through licensee compliance, and a regulatory perspective on body brokerage. The attendee favorite, Conference Fishbowl, also returned for the third consecutive year. The session challenges participants to discuss attendee-submitted topics with a different group every five minutes. Conference Legal Counsel, Dale Atkinson, provided attendees with an update on recent cases involving various regulatory.

CONTINUED ON PAGE A40

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EDUCATIONAL CONTINUED

The Conference Holds Annual Meeting

Continued from Page A39

provisions nationwide and discussed what regulators and attendees could learn from each scenario. Jon Rettig, President of the Ohio Board of Embalmers and Funeral Directors, discussed new preneed and cremation legislation passed in Ohio and how it has affected various stakeholders.

The new Federal Trade Commission Funeral Rule Coordinator, Patricia Poss, gave a presentation that included an overview of the Funeral Rule and discussed civil penalties, the Funeral Rule Offender Program, and the upcoming regulatory review.

The meeting also included presentations from two regulatory board executives. Montana Board of Funeral Service Executive Director, Lucy Richards, provided a regulatory perspective on body brokerage. Ms. Richards discussed the Montana Board’s experience in addressing regulatory oversight of trust accounts, the process of determining statutory authority, and the development of rules. Jennifer Kandt, the Executive Director of the Nevada Funeral Board, offered a regulatory perspective on body brokerage. Ms. Kandt shared the headline grabbing incident involving a funeral home and body brokerage company in Nevada, and the collaboration the Nevada Funeral Board and other agencies to halt and reprimand the responsible party.

District Meetings were also held to give attendees the opportunity to discuss issues affecting their boards in smaller group settings. Elections were held for districts three, five, eight, and nine. Charles Perine, Executive Director of the Alabama Board of Funeral Service was elected to represent District 3, Robert Gribble, Executive Director of the Tennessee Board of Funeral Directors and Embalmers, was elected to represent District 5. Registrar for the Funeral and Cremation Services Council of Saskatchewan, Sandy Mahon, was elected to represent District 9, and Jennifer Kandt, Executive Director of the Nevada Funeral Board, was elected to represent District 9.

Elections were also held for the Executive Committee of the Board of Directors. District 4 Director Mark Ransford was elected to serve as President, District 6 Director Mack Smith was elected to serve as Vice President, District 3 Director Charles Perine was elected to serve as Secretary-Treasurer, and District 7 Director Edward Muthleisen will serve as Past President.

Charles Perine, District 3 Director, represents funeral service regulators from Alabama, Florida, Georgia, Mississippi, North Carolina, and South Carolina. Mr. Perine was elected to the Board of Directors in 2017 to complete his predecessor’s term and was elected Secretary-Treasurer of the Board in 2018. In addition to Director, he was elected to continue to serve as the Secretary-Treasurer on the Board.

Mr. Perine has been the Executive Director for the Alabama Board of Funeral Service since 2013 and previously served as the Associate Executive Director. He previously served on the Conference Model Practice Act Committee and the Model Practice Act Review Committee. Mr. Perine is a licensed funeral director and embalmer in the state of Alabama.

Robert Gribble, District 5 Director, represents funeral service regulators from Arkansas, Illinois, Kentucky, Missouri, and Tennessee. Mr. Gribble was previously appointed to the Board in 2018. He has over 40 years of experience in the funeral profession, and he has served as the Executive Director of the Tennessee Board of Funeral Directors and Embalmers for more than 15 years.

Prior to his current role, Mr. Gribble owned and managed a funeral home for more than 20 years in the Upper Cumberland area of Tennessee. Throughout his dedicated funeral service career, he has been a notoried leader in Tennessee’s funeral industry, previously serving as President of the Tennessee Funeral Directors Association, Inc., and the Tennessee Board of Funeral Directors and Embalmers. He is a graduand of the Kentucky School of Mortuary Science, the Tennessee Government Management Institute administered through the University of Tennessee’s Institute for Public Service, and the Academy of Professional Funeral Service Practice.

Sandy Mahon, District 8 Director, represents funeral service regulators from Alaska, Alberta, Idaho, Montana, CONTINUED ON PAGE A42
ClearPoint Announces Development Initiative for Funeral Service

BATESVILLE, IN—ClearPoint Federal Bank & Trust (ClearPoint), an industry leader in providing fiduciary services, investment management, and recordkeeping services to members of the death care industry, has announced a career development program that awards death care professionals with the opportunity to further their training in the profession. The first initiative in the program was a giveaway to provide free registration to the National Funeral Director Association (NFDA) Arranger Training the day prior to the Texas Funeral Directors Association (TFDA) convention in June.

“There are two primary reasons we have partnered with the NFDA and the TFDA on this important career development initiative,” said David de Gorter, ClearPoint CEO and president. “The first is our shared passion and commitment to the advancement and success of funeral service professionals. The second reason is our desire to support organizations that are such a strong advocate for the profession.”

NFDA’s Arranger Training Program is a high energy, interactive workshop that provides funeral professionals with the tools needed to partner with families and design memorable life tribute events. Through a combination of small- and large-group discussions, problem-solving and creative collaboration, attendees will leave with fresh approaches and new ideas to transform arrangement conferences. The program is facilitated by Lacy Robinson, NFDA’s director of member development and earns up to eight continuing education hours.

“I’m looking forward to facilitating NFDA’s Arranger Training Program once again in the great state of Texas prior to TFDA’s annual convention,” stated Robinson. “Having a respected company like ClearPoint step up to support our Arranger Training Program is very much appreciated and speaks volumes of their support for the profession.”

“As a company solely focused on providing products and services to the death care industry, ClearPoint values organizations such as the NFDA and the TFDA that are devoted to the profession,” added de Gorter. “Just as with our financial donation to the Funeral Service Foundation, we believe supporting such organizations is crucial to the future success of funeral service, which makes this a very meaningful initiative for ClearPoint.”

NFDA is the world’s leading and largest funeral service association, serving more than 20,000 individual members who represent nearly 11,000 funeral homes in the United States and 49 countries around the world. NFDA is the trusted leader, beacon for ethics and the strongest advocate for the profession. NFDA is headquartered in Brookfield, WI and has an office in Washington, DC.

ClearPoint Federal Bank & Trust is a federally chartered savings bank based in Batesville, IN. ClearPoint is dedicated solely to the funeral home and cemetery industry. Independently owned and operated, ClearPoint has provided customized funeral home and cemetery trust and related services since 1998, which are now available in over 43 states and the District of Columbia.
The Conference Holds Annual Meeting

Continued from Page A40

Oregon, Saskatchewan, Washington, and Wyoming. He was re-appointed to the Board of Directors in 2018 to complete a term left by his predecessor. He previously served on the Board from 2013-2018 and served as Conference President in 2015-2016.

Mahon is the Registrar for the Funeral and Cremation Services Council of Saskatchewan and has been employed by the Council since 2005. He was formerly a member of the Royal Canadian Mounted Police (RCMP) and retired at the rank of Sergeant Major. The latter part of his career in the RCMP was spent in a variety of training functions and he has a Certificate in Adult Education from St. Francis Xavier University in Antigonish, Nova Scotia. Jennifer Kandt, District 9 Director, represents funeral service regulators from Arizona, California, Colorado, Hawaii, Nevada, and Utah. Ms. Kandt is currently the Executive Director for the Nevada State Board of Funeral and Cemetery Services. She served as the Chair of the Model Internship Committee for The Conference. Ms. Kandt previously regulated court mandated domestic violence intervention education and is a former board member and treasurer of the Nevada Coalition to End Domestic and Sexual Violence. She holds a B.S. degree from the University of Nevada, Reno and has been working in government regulation for over 13 years.

Mark Ransford, Board of Directors President, previously served as Vice President in 2018 and Secretary-Treasurer in 2017. As the District 4 Director he represents funeral service regulators from Iowa, Kansas, Minnesota, Nebraska, North Dakota, South Dakota and Wisconsin. He previously filled out his predecessor's term on the Board of Directors from 2013 to 2015, and was re-appointed to the Board of Directors in the late 80’s and early 90’s, serving as president in 1992. Mr. Smith has been the Executive Secretary to the Kansas State Board of Mortuary Science for over 38 years. He is a licensed embalmer and funeral director, and is a past president of the Conference. Mr. Smith represents funeral service regulators from Indiana, Michigan, Ohio, and Ontario. Mr. Ransford was elected to his first term as District 4 Director in 2017, having previously completed the term left by his predecessor in 2015.

Ransford is a 2002 graduate of the University of Michigan with degrees in Business Administration and Psychology. He received his Bachelor of Science degree at Wayne State University where he also received a graduate degree in Forensic Investigation. Mr. Ransford serves on the Michigan Board of Examiners in Mortuary Science and is a past president of the Michigan Funeral Directors Association.

Douglas “Mack” Smith, Board of Directors Vice President, previously served as Secretary-Treasurer of The Conference in 2018. As the District 6 Director he represents funeral service regulators from Iowa, Kansas, Minnesota, Nebraska, North Dakota, South Dakota and Wisconsin. He presently filled out his predecessor’s term on the Board of Directors from 2013 to 2015, and was elected to his first term as District 6 Director in 2017, having previously completed the term left by his predecessor in 2015.

Mr. Smith has been the Executive Secretary to the Kansas State Board of Mortuary Science for over 38 years. He is a licensed embalmer and funeral director, and is a past president of the Conference. Mr. Smith represents funeral service regulators from Indiana, Michigan, Ohio, and Ontario. Mr. Ransford was elected to his first term as District 4 Director in 2017, having previously completed the term left by his predecessor in 2015.
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American Board of Funeral Service Education (ABFSE). Mr. Smith is also in his fifth term as mayor of Silver Lake, KS. Charles Perine, Board of Directors Secretary-Treasurer, was elected to The Conference Board of Directors in 2017 to complete his predecessor’s term and was also elected to his second term representing District 3. Edward Mulheisen will continue to serve on the Executive Committee as Past President. Mr. Mulheisen was elected to the Board of Directors in 2014 and served as President of the organization in 2017. He has served on the Louisiana State Board of Embalmers and Funeral Directors since 2013.

Spring 2019 NBE Scholarships Awarded

The Board of Directors selected five candidates to receive the National Board Examination (NBE) scholarship. The scholarship recipients are: Charleen Andersen, Dr. Marla Arne Community College, Annalin Bolar, Northampton Community College, Kira Brown, Florida State College at Jacksonville, Chivon Hassan, Mercer County Community College, and Nicholas Hendticker, Carl Sandburg. The Conference Annual Meetings provide a valuable opportunity for those interested in furthering funeral service regulation to come together to exchange information, problem-solving strategies, and goals for the future of profession. The 116th Annual Meeting will be held Febuary 19-20, 2020, in Palm Coast, FL.

The International Conference of Funeral Service Examining Boards is headquartered in Fayetteville, AR. Founded in 1904, the membership of The Conference is composed of funeral service licensing boards and regulatory agencies throughout the United States and Canada. For more information on The Conference, visit www.theconferenceonline.org.

Front row: Heather Kizer, Chapelwood Funeral Home General Manager; Karen Davis, UAHT Dean of Science and Health Professions; Brad Sheppard, UAHT Funeral Services Instructor; Fred Melzenheimer, Texarkana Funeral Home Chief Operations Officer. Back row: Chris Thomason, UAHT Chancellor; Scott Brown, Herndon-Fuqua Funeral Home General Manager; Vickers Fuqua, Texarkana Funeral Home President; George Speer, Texarkana Funeral Home General Director; Jeremy Fugitt, Herndon-Fuqua Funeral Director and Embalmer.
PIMS Student Activities

PITTSBURGH, PA—Students at Pittsburgh Institute of Mortuary Science (PIMS) have been busy with numerous activities.

Most recently, the Associate in Specialized Business degree class visited the National Cemetery of the Alleghenies in Bridgeville, PA. Instructor, Mike Burns, makes it a point to take every class to the national cemetery. The class was met by the cemetery officials where a formal tour and history were provided.

Additionally, a new group of PIMS students are now official Certified Celebrants. Burns, who is an Insight Celebrant instructor, certified the new group.

As part of the CORE curriculum, every PIMS student becomes a Certified Celebrant. As well, every PIMS student becomes a Certified Crematory Operator in PIMS Cremation Course.

CCMS Cremation Facility

Continued from Page A44

implement a week-long Advanced Cremation Operations Program (ACOP) course for death care professionals. “We have been so pleased with our working relationship with ICCFA providing the Cremation Operator Certification Program (COCP) for the past three years that it was a natural evolution to advance our valued partnership with ICCFA to the next level by introducing an Advanced Cremations Operations Program,” explains Lechner. “One of ICCFA’s cornerstone commitments to its members, and part of its mission statement, is to deliver exceptional educational opportunities, and this will truly be an exceptional educational opportunity,” said ICCFA’s Cremation Programs coordinator, Poul Lemasters, Esq., as he shared the news of this newest standard setting certification program during the ICCFA 2019 Annual Convention & Expo in Charlotte, NC.

CCMS, which is the oldest mortuary college in the United States, was founded in 1882 and has been transforming death care education for more than 137 years. The privately-owned, non-profit institution offers both bachelor’s science degrees, as well as several professional certifications.

The college has already received in-kind and financial support for the ECC. Facilitatieve Technologies (FT-USA) is partnering with CCMS to provide the cremation system, auto-loader, and dustless processing station. “Our goal through this partnership is to raise the bar and take crematory operator training to the level of a specialist,” remarked Erin Kassoff, sales manager, FT-USA. Lechner said, “We’re excited about partnering with FT-USA because they are the manufacturer of the world’s most advanced and safest cremation systems. FT-USA is not only providing the equipment but also access to their unique technical expertise which contributes to the overall efficiency of the system.”

Scott Goodsell, G.H. FORBES Associates Architects has been the lead architect designer. “Scott is a veteran of many funeral home and cemetery architectural projects and believes in our Educational Cremation Center so deeply that he is providing his services pro bono,” states Lechner.

The International Cemetery Crematory Funeral Association (ICCFA) will be partnering with CCMS to design, market, develop, and market the college’s new Educational Cremation Center, which will advance our valued partnership with ICCFA making this a reality.” For more information about the ECC and ways you can contribute to the support of the Educational Cremation Center visit https://www.ccms.edu/ecc.

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Death Notices

SPENCER F. WILKERSON of Lancaster, PA died April 25, 2019 at the age of 96. A lic- ensed funeral director, he served with the Hooper Mem- orial Funeral Home in Harrisburg, PA for seven years. In 1964, he found- ed the Spencer F. Wilker- son Funeral Home in Lan-caster. He continued to own and operate the business un- til selling it in 1988. A graduate of the Eckels College of Mortuary Science, he was a member of the Lancaster County Funeral Directors Association.

BOBBY MAURICE SULLIVAN of Fairview Park, OH died April 13, 2019 at the age of 82. A licensed funeral director in Fayetteville for over 45 years, he served as managing part- ner for the Jernigan-Warren Funeral Home prior to pur- chasing the Highland Funeral Home and Crematory in 2005 alongside his son, Todd Sullivan, and began operating the business as Sulli- van's Highland Funeral Home and Crematory.

WARREN ADDISON RAND of Centerville, formerly of Westborough, MA died April 12, 2019 at the age of 82. A licensed funeral director for almost forty years, he began his career in south shore at Folsom’s, Wickens and Troupe and later the Spar- rell’s Funeral Homes. He purchased the Harper Fu- neral Home in 1973, renaming it Rand and Harper Funeral Home. A graduate of the Eckels College of Mortuary Science, he was a member of the Greater Worcester Funeral Directors Association.

ANDREW MAMARY SR of Wilkes Barre, PA died April 15, 2019 at the age of 90. A licensed funeral director since 1951, he was the owner and operator of Mamary-Durkin Funeral Service, Inc., which he operated alongside his part- ner Gerald A. Durkin, from 1972 until Durkin’s passing in 1984. Mamary was appointed to the Pennsylvania State Board of Funeral Directors in 1998 and was elected chairman in 2003. A graduate of the Eckels College of Mortuary Science in Philadelphia, he was a member of the Luzerne County Funeral Directors Association, Pennsylvania Funeral Direc- tors Association and served as county deputy coroner.

GEORGE R. "DICK" DEVORE JR of Sunbury, OH died May 5, 2019 at the age of 89. A sec- ond generation funeral direc- tor and embalmer for 62 years, he joined his parents at the De- Vore Funeral Home in Galena. In 1960 he opened a second loca- tion in Sunbury and expanded again in 1967 with the opening of the De Vore Funeral Chapel. In 1978 Dick and his wife Phyllis built a new funeral home chapel in Sunbury. In 1985, he purchased the Woodward Funeral Home in Delawar, which he operated along with his wife, son George; a third generation funeral director, and daughter Beth, until partnering with the Snyder family of funeral homes in 1995. A 1956 gradu- ate of the Eckels College of Mortuary Science, he was a member of the The Order of the Golden Rule, National Fu- neral Directors Association, Ohio Funeral Directors Association and the Central Ohio Funeral Directors Association.

MATTHEW JOHN RUSSO II of Virginia Beach, VA died March 16, 2019. He and Isaac Will- liams founded Custom Air Trays in 1992. He sold the business in 2000 and continued to work with local funeral homes and casket companies on the East Coast. His knowl- edge and connections were instrumental when his son’s mother, Lori Russo Eanes, and her brother Christopher Williams, founded C & I Containers, Inc in 2001. Matt’s son, Matthew Russo is currently owner and vice president of operations.

RICHARD G. PROUT of Lenox, MA died May 5, 2019 at the age of 92. A licensed funeral director, he was the owner and operator of Douglass Funeral Service in Amherst for many years until his retirement in 1995.

MARY DILORETO ROSSI of Warren, OH died April 17, 2019 at the age of 79. A lic- ensed funeral director since 1973, she was the co-own- er and secretary of the Peter Rossi & Son MemorialCha- pel with her husband Peter P. Rossi Jr, from 1964 until the present. She was a member of the Ohio Funeral Directors As- sociation, Tri-County Funeral Directors Association and the National Funeral Directors Association.

JACQUELYN LOUISE HAIZLIP of High Point, NC died May 3, 2019 at the age of 85. She joined her sister, Lois F. Bell, as a licensed funeral director in the family business, Haizlip Funeral Home, which was es- tablished by their father in 1924. She continuously served High Point and the surround- ing communities until 2003, when the business sold. She earned her funeral directing certificate from Forsyth Technical Community College in Winston Salem, NC.

PAUL EDWARD FREDETTE of Pemaquid Harbor, ME died April 23, 2019 at the age of 67. He was a funeral director for over 30 years in Water- ville, retiring to Pemaquid.

ELIZABETH C. FERRARA of Cleveland, OH died May 7, 2019 at the age of 88. She spent a lifetime of comfort- ing and consoling others with her late husband, Dan, at their business, the Ferrara Funeral Home in Garfield Heights.

FRED CLARK of Neosho, MO died March 30, 2019 at the age of 82. A licensed funeral direc- tor, he began work- ing alongside his parents in the family-owned busi- ness, Clark Funeral Home. Upon the death of his father in 1965, he assumed a bigger role in running the firm with his mother, and later his wife Sue, two sons and grandson. He was a 1957 graduate of the Dallas Institute of Mortuary Science.

RONALD EDWARD POOLE of Bahama, NC died March 5, 2019 at the age of 66. A lic- ensed funeral director for over 38 years, he worked at Brooks & White Funeral Home until retiring in 2014. He continued to work part-time for the firm until his health no longer allowed him.

CLAUDE A MCKIBBEN JR of Hogansville, GA died March 30, 2019 at the age of 70. A licensed funeral director and embalmer for over 40 years, he owned and operated the McK- ibben Funeral Home along- side his late father, brother and nephews. A 1971 graduate of the Dallas Institute of Gupton- Jones College of Mortuary Sci- ence, he was a member of the Georgia Funeral Directors Association, National Funeral Directors Association and was past president of the Acad- emy of Graduate Embalmers of Georgia.

RUSSELL MUFFELEY of Clovis, NM died April 2, 2019 at the age of 71. He served as a licensed funeral director of Clovis, Artesia and Clayton, NM before moving to Clovis to become manager of Sherwood Mortuary in 1975. In 1978, he and his wife, Carolyn pur- chased what is now the Muff- ley Funeral Home, and con- tinued to own and operate it for over 40 years. A 1968 graduate of the Dallas Institute of Mortuary Science, he was appointed to the State Board of Thanatopractic, serving as chairman until 1972.

FRANCES M. ROGERS of Tonawanda, NY died May 7, 2019 at the age of 101. A 1940 graduate of the Fred Donatelli Cemetery Memori- als in the North Hills of Pitts- burgh, followed in later years by Pittsburgh Cremation Service and OakCrest Pet Crematory, Fred was involved for decades with the Pittsburgh Institute of Mortuary Science. Serving as chairman of the board of directors. He was a member of the Allegheny County Funeral Directors Asso- ciation, Cremation Association of North America, Interna- tional Association of Pet Cemeteries and Crematories, and the Monument Builders of North America.

RICHARD EUGENE "DICK" PETTSON of Montgomery, WI died April 29, 2019 at the age of 86. A licensed funeral director since 1963, he worked at the Reed Funeral Home for 22 years, retir- ing in 1998. He continued to serve families on a part time basis until 2016. A 1962 graduate of the Pitts- burgh Institute of Mortuary Science, he was a member of the Wisconsin Funeral Directors Association.

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People often turn to tangible reminders of healing, comfort, hopefulness and remembrance in times of sorrow. Susan Lordi has carved expressive sculptures of peace and serenity in different size and scale within the important bereavement category.

“At times, it’s hard to find the right words to express what you want to say, and sometimes there just aren’t any. For me, it’s always been easier to communicate or express my feelings visually rather than verbally. That’s what I want to do with Willow Tree. Give people a way to express an emotion or feeling that goes beyond words.”

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To view more product, visit demdaco.com
First-Ever Belleek Porcelain Cremation Urn Coming Soon from Shiva Shade

ST. PAUL, MN— Pacific Traditions first began in 1987 as Heritage Pacific International (HPI). This initial company, based in Oregon originally had four co-owners: Lyle and Diane Brenneman, Mick Brenneman (Lyle’s brother) and Dan Brenneman (Mick’s son). At that time, Lyle was a business development specialist and frequently traveled to Southeast Asia. During visits to Indonesia, Lyle became acquainted with a group of woodcarvers and furniture makers on the Indonesian island of Java and began land’s world-renowned Belleek Pottery. This summer, Shiva Shade of Merrick, NY will be introducing its elegant, Celtic-themed cremation urn. This urn was designed and hand-crafted exclusively for Shiva Shade by some of the world’s finest pottery artisans, residing in Ireland’s oldest fine china pottery still in operation.

"Ceramic artwork has been treasured by many cultures throughout history," said Irwin Maltz, co-owner of Shiva Shade, which supplies products to the funeral industry. "Most of the porcelain urns on the market today are rather ordinary. We wanted to offer a porcelain urn for the Irish community that would be dignified and elegant. We found especially appealing Belleek’s trade-mark iridescent glaze, along with the company’s 160 plus-year-old world-renowned reputation for fine quality."

Maltz worked for six months with Belleek Pottery craftsmen to design their first-ever Celtic urn specifically for the death care industry, on behalf of Shiva Shade. CONTINUED ON PAGE B4

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Selected Independent Funeral Homes 2019 Spring Meeting and Convention - Jun 01-03, 2019, Louisa Hotel, Dublin, OH, 800-339-2083 www.selectedindependenthomes.org partner@selectedindependenthomes.com

Pennsylvania Funeral Directors Association - Jun 02-03, 2019, Clarion Hotel, Pocono Manor, PA, 724-785-8755, www.pfda.org/john@pfda.org
Wisconsin Funeral Directors Association 138th Annual Convention & Conference - Jun 06-08, 2019, Kingston Karataniwasi Hotel & Casino, Miller, WI. Exhibits: 608-256-1757, www.wfdad.org laruaz@wfdad.info
Ontario Cem Of Art & Fx Professionals Chartered - Jun 11-16, 2019, Meadowbrook Golf and Country Club, Guelph, ON, 519-884-5566, www.ocaofp.com info@ocaofp.com
Maine Funeral Directors Assn - Jun 11-12, 2019, The Colony Hotel, Kennebunk, ME. 207-729-9800, mainefuneraldirectors.org
Florida Morticians Association Inc 95th Annual Convention - Jul 10-12, 2019, Rosen Plaza Hotel, Orlando, FL. 727-599-3221, www.thefdai.com/jeryln@250y.com
Funeral Directors & Mortuary Assn Of NC 2019 Annual Convention - Jul 11-13, 2019, Dismas Marriott Convention Center, Durham, NC. 919-982-1306, fdma@nc.com
New Hampshire Funeral Directors Assn Annual Meeting - Jun 18-19, 2019, Ashworth by the Sea, Hampton Beach, NH. Exhibits: 603-903-6609, www.nhfla.org nhfla@gmail.com
National Funeral Directors Association Arranger Training Seminar - Jul 31-Aug 2, 2019, Rosen Plaza Hotel, Orlando, FL. 727-599-3221, www.thefdai.com/jeryln@250y.com
Icelawn Cemetery, Cremation & Funeral Assn University - Jun 16-20, 2019, Fogelman Executive Center at the University of Memphis, Memphis, TN. 800-645-7700, www.icfcma.com
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Mills Floral Company Launches New Line of Funeral Home Décor Packages

DULUTH, GA— Mills Floral Company, a family-owned and operated wholesale/importer/distributor of decorative items for the home and floral market, is proud to announce their new line of funeral home décor packages. With this new line of décor packages, Mills Floral will help paint an end of life image for the families of the deceased and brighten the dark corners of a funeral home.

The Mills Floral décor packages include vibrant green boxwood topiaries, balls, wreaths, cathedral frames, urns and more! The first impression of your space will have a lasting impact on the families you serve. As times have changed, services don’t receive the number of flower pieces as in years past. Mills Floral is here to help by providing their design expertise as well as design advice to create comforting and inviting spaces. Supply to a family as a courtesy for using their facilities or rent a package to family and generate additional revenue by turning one of their packages into a rental package.

Katherine Sloan with Phillips-Robinson Funeral Home in Nashville, TN was impressed with the finished look in the funeral home and loved the warmth that was added to the spaces with the addition of Mills Floral packages. “While updating our 90-year-old funeral home, Mills Floral not only helped create a warm and inviting entrance; they brought life back in the dark corners and offered design options for our Celebration of Life services.”

DULUTH, GA— Mills Floral Company is a family-owned and operated wholesale/ importer/distributor of decorative items for the home and floral market. With a round shape symbolizing earth and eternity, the Circle of Life urn is aesthetically pleasing as well as functional in that it is 100 percent biodegradable.

“The Circle of Life urn originates in the vision of being universal and conveying hope,” said Michael Devaney, merchandising manager at Wilbert. “We are proud to be the exclusive North American provider of this Swedish-made urn and feel that it will be a choice for families looking for an eco-friendly yet distinct product.”

A beautiful white butterfly on a magnet adorns the urn can be removed and saved as a treasured keepsake. A silk ribbon in a choice of six colors can be personalized to capture the essence of a loved one.

The Circle of Life urn is available through Wilbert Licensees or on www.WilbertDirect.com.

SPRINGFIELD, OH— The Champion 3D Kit contains: Co-Inject Factor, a pre/co-injection solution that allows near complete clearing of capillaries while enhancing distribution, drainage and clearing; pH-A Water Activator and Conditioner that produces better internal cosmetic staining results and neutralizes acidity in water and tissue; and the Di-Sanitizing Enhancement, which enhances sanitation and preservation while increasing firming action. Champion is the leading manufacturer focused exclusively on embalming solutions. With a full line of specialty embalming products for difficult cases as well as general embalming products, Champion is the right choice for all embalming needs. To learn more about the Champion 3D Kit, visit www.thechampioncompany.com/product-catalog/kits/3d.html or call 800-328-0115.

First-Ever Belleek Porcelain Cremation Urn Coming Soon from Shiva Shade

The urn includes two platinum accents, a single green, hand-painted shamrock on the underside, and a Celtic knot on the lid and base. It is also factory-stamped “Made in Ireland” on the bottom. Celtic knots have long been associated with the deceased. Comprised of one continuous line, these knots are looped to have no start or finish. They have been found in ancient burial sites in Ireland. It is thought these knots symbolize eternity or how life and eternity are interconnected.

The 205 cubic inch urn is currently available for pre-order from Shiva Shade. For more information about the urn, or to pre-order, contact Irwin Malze at 516-665-8323 or email sales@shivashade.com.
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I didn't know this at the time. Maybe it was simply adding payments acceptance.” Funeral directors using Osiris had another major impact on their business – the ability to store customer credit card data and to catch when a card was about to expire. Without it, they would be spending a lot of unnecessary time finding out why certain payments were declined and working to obtain updated methods of payment. First American’s account updater technology checked every box. It securely stores credit card data and verifies that the information is still valid before running a transaction. Moreover, the account updater program proactively updates the payment record any time credit card information is changed.

“It is one of the features our Osiris user base is most excited about,” Gray said. “This is a reputation-based business, this feature can help funeral directors collect monies owed while also helping them be respectful of families during a sensitive time.”

This partnership is one of the best examples of what can happen when ISVs consider the value of integrating mobile payment solutions.”

Funeral directors need recurring payments options for pre-need funeral and cemetery plans to simplify accounting processes. For us, this was about much more than simply adding payments acceptance.”

Funeral Directors Resource Partners with First American Payment Systems

GIG HARBOR, WA—After numerous customer requests, New Memorials Direct is excited to announce that they now offer 14K solid gold chain options for their product line. These new chains are available in either white or yellow gold and come in two select styles: diamond-cut rope or box. Each style is available in the following variety of lengths: 16", 18", 20", or 24". The box style has a thickness of 1.1mm while the diamond cut rope style has a thickness of 1.5mm. Each chain features a sturdy lobster style clasp to prevent any accidental opening or breakage. These new chains are designed to be worn with any of New Memorials Direct’s solid gold jewelry items. Pricing for each chain will be based on the actual gram weight and can be viewed on the website when logged into a wholesale account. To obtain a wholesale account or to learn more about their products, visit www.NewMemorialsDirect.com or call 1-877-995-8767.

Funeral Home & Cemetery News Section

solid gold chains offered at New Memorials Direct

By Mike Jamar

Do you remember your first car?

I subscribe to several car magazines and in almost every monthly issue a column will be written about someone’s first car. As you can imagine it always seems their first car was something fast, or exotic, or classic, and in some cases all three.

In my small town we had a junior high that was 7th through 9th grade, and high school was 10th through 12th. The high school was a good distance away from our house and the plan was that I would drive to high school when that time came. So, when my 9th grade year rolled around, my friends and I started fantasizing about our first cars. We all knew many of the high schoolers and would watch them cruise around town in their Mustangs, Camaros, GTO, Chargers. We all expected to do the same. Some of my friends ended up doing just that, but I was not quite so lucky. So, this is the story about my first car, or my preferred title: Why Did My Parents Hate Me So Much?

We were not a rich family and I grew up on the poor side of town. I didn’t know this at the time. Maybe it was my first car that introduced me to this reality. My birthday is in early August, right before school starts, and I anticipated that my parents and I would be picking out my car on my birthday. I was half right, there was a car picked out, unfortunately I had no say in it and let’s just say it was not the one I would have ever picked out for myself. The cruel irony of it was that my dad bought a nice pickup truck and I was to be the proud driver of his previous car.

Dad was not exactly a car guy, he thought cars were simply a means to get oneself from point A to point B, so what exactly the car looked like or ran like, wasn’t important to him. Why, Oh Why couldn’t I have a car that was appreciably more than just a means of transportation? Dad was not exactly a car guy, he thought cars were simply a means to get oneself from point A to point B, so what exactly the car looked like or ran like, wasn’t important to him. Why, Oh Why couldn’t I have a car that was appreciably more than just a means of transportation?

So, my first car turned out to be a 1960 Rambler American. I am not going out on a limb here when I say that most people reading this column probably don’t know a thing about a car like that. I don’t have much to tell you about the streets in 40 years, and probably for good reason. The car was a smallish, very round, very ugly car, with a flat-head six and three on the column. No matter how high I revved the engine and then dropped the clutch, I couldn’t get a scratch. But that ended up being alright, since I didn’t want to draw more attention to myself than was necessary. The fact that it was a roundish Rambler American was bad enough, but add that it was also station wagon, and suddenly my driving situation was so much worse. And to add insult to injury, it was painted fire engine red, and it shined! It didn’t matter where it was, it was nearly impossible to miss me and my car. I can still hear the laughter of my friends and the jeers from those that weren’t quite my friends. It was a very long 10th grade year and as soon as I saved up enough money, I bought a different car.

It has taken me almost 50 years, but I can now look back and only slightly cringe when I think of driving around in my bright red, roundish, ugly, Rambler American. Do you have a story about your first car? So please send it to me at hearsehub@gmail.com.

Mike Jamar is founder and co-owner of Advanced Integration Technology. Mike has been working with computers since the early 80s and started Advanced Integration in 1994. Advanced Integration specializes in internet inventories designed for specialty vehicles and has been serving the industry 24/7 through a collaboration between Advanced Integration and Nomis Publications, and is now in it’s fifth year of service. HearseHub brings together funeral vehicles from a number of dealerships that specialize in high quality funeral vehicles. HearseHub offers funeral directors a large, easy to shop inventory, of funeral vehicles. You can reach him at Mike@AllAdvantage.com.

By Mike Jamar

Do you remember your first car?
The Living Urn® expands its National Tree Donation Program

GREENWOOD VILLAGE, CO—The Living Urn®, America’s leading bio-urn that grows a tree memorial with cremated remains, is excited to announce the continued expansion of its national tree donation program. This program was launched in 2017, where for every Living Urn® planted in the United States, the company donates a tree to plant a second tree in one of America’s forests in need of reforestation. Now, the company is expanding this program to include ‘The Living Urn®’ Indoor product line.

Mark Brewer, company president, commented, “Since launching the tree donation program, we’ve donated tree plant, on behalf of our customers, thousands and thousands of trees to help with critical reforestation efforts. When we started our focus was on the Tahoe National Forest in California and the Chippewa National Forest in Minnesota. More recently, the focus has been on the Pike National Forest which has special meaning and significance to us as a Colorado company. The Pike National Forest has been affected by multiple wildfires including the Hayman Fire, the largest in Colorado history. In the widespread moderate and high-intensity burn areas, 100 percent of the trees were lost and, along with them, future seed sources for natural regeneration. On behalf of our customers, we’re contributing to a project in the Pike National Forest that targets to plant 144,400 trees, re-establishing forest cover and protecting a critical watershed.”

Brewer continues, “We’re excited to now include our new Living Urn® Indoor product in this program where every sale of this urn will also result in a tree being planted to give back. A single tree products approximately 200 pounds of oxygen per year, and two mature trees can supply enough oxygen to support a family of four. Large areas of forests throughout the United States have been wiped out over the past few decades due to fires, insects and weather. This has left over a million acres in need of replanting, which continues to increase each year. It is critical that the replanting of these forests takes place in a timely manner. Such an effort can much delay can result in invasive species of shrub and trees to take hold that are more fire-prone, habitat for wildlife will not exist, and watershed areas won’t be available to provide clean water.”

“Families that choose ‘The Living Urn’® are interested in honoring their loved one and giving back and this program fits perfectly. We’re honored to contribute on behalf of and in honor of each and every one of our customers and are excited about expanding this program to provide additional assistance to the ongoing reforestation efforts.”

The Living Urn®, based in Colorado, develops and markets unique, market leading cremation urns catering to families looking for eco-friendly and meaningful afterlife options. Its expanding product offering is designed to help families have special memorial experiences and includes ‘The Living Urn’, the leading bio-urn and planting system in the United States designed to grow a tree with cremated remains. Other products include the Eco Scattering Urn, a patented bamboo scattering urn, the Eco Burial Urn, a leading biodegradable bamboo burial urn, and the patent pending Eco Water Urn, which gives families the ability to scatter ashes in water. The company is developing additional eco-friendly urn products that it will launch this year.

Who Supplies the Suppliers?

For funeral and cemetery suppliers, business has never been more isolating. Often ideas are done in a vacuum. What you know is only what you know, which limits how far you can go. IMSA membership can change that. We’ve brought together some of the top industry experts to discuss how the Suppliers?

Cost of products, marketing, the modern consumer, and what the business-boosting webinars, meaningful trade resources and networking with other IMSA members. All this for just $175 a year. We’re the association serving all funeral and cemetery suppliers. Because what’s good for the suppliers is good for the providers and that’s good for the families. IMSA, Supplying opportunity.
Pierce Sales Representatives earn Special Achievement Awards

BROADVIEW,— Pierce was honored to present sale awards to five regional sales representatives for their 2018 accomplishments.

Rick Rook was awarded the distinguished Bill Pierce Award because he is a true believer in the funeral industry. He not only demonstrates exemplary professionalism and above-and-beyond effort, but also dedication to serving his customers and sharing his wealth of knowledge with others.

Kris Seale was presented the 110% Club Award as a representative for the territory of Michigan and Indiana. She is well respected in the funeral services.

Abby Shurtz was likewise honored for receiving the Large Increase in Revenues for 2018 as well as her 110% Club Award. She is a true believer in the funeral industry.

Mark Hecht was recognized as Rookie of the Year, achieving excellent sales and territory growth since he joined Pierce in 2018.

Amanda Bush, a Pierce team member since 2007, is a true believer in the funeral industry. She is well respected in the funeral services.

Ryan Lee, also a true believer in the funeral industry, was recognized for his service to funeral professionals.

Pierce is proud to announce the release of a video series that is designed to help funeral professionals grow, succeed, and connect with their future.

“As we have spoken to funeral directors and owners across the nation, we have seen that there is a huge need for this type of positive content, stories, pictures, videos and voice records, creating a virtual memorial of a special life forever.

Tom believes that “as the headstone has a name and date, so does a story. There is a story behind every name. Our goal is to connect with the families they were passionate about, what they accomplished in life or even simply where they came from.”

Eternal Remembrance was inspired by the experience of one of Tom’s friends, who lost her father in a commercial trucking accident. On the day of his funeral, a convoy of almost 60 trucks paraded past the cemetery in Pennsylvania. They are giving back to the Honor Network, by providing military and first responder families with a complimentary memorial package.

Tom believes that “by creating an ever-growing list of supporters for these families, their hero’s story will continue.”

Tom credits the support he received from Startup Alleghenies, especially his entrepreneur coach Jose Otero, and the team from Ben Franklin Technology Partners for making his dream to help anyone who experiences a loss a reality.

To alert Tom about a fallen hero, email him at heroes@eternalremembrance.com. To alert Tom about a fallen hero, email him at heroes@eternalremembrance.com.

To alert Tom about a fallen hero, email him at heroes@eternalremembrance.com. To alert Tom about a fallen hero, email him at heroes@eternalremembrance.com.

To alert Tom about a fallen hero, email him at heroes@eternalremembrance.com. To alert Tom about a fallen hero, email him at heroes@eternalremembrance.com.
Intelligent by Design

to provide maximum satisfaction and ensure a crystal clear image and come with a warranty up to 12 years. AmpliVox Sound Systems products are predominantly made in the USA, meet stringent CE standards, and are able for resellers to utilize as a selling tool, either by embedding the AmpliVox viewer in their website, or able for resellers to utilize as a selling tool, either by embedding the AmpliVox viewer in their website, or by downloading the images and installing their own viewer. Instructions can be found at www.Ampli.com.

"We always try to make it easy for consumers to evaluate our products," said Don Roth, AmpliVox CEO. "It is important to us to provide our customers with the best service possible. These images are an emerging technology that we will be employing to ever greater benefit in the future."

AmpliVox Sound Systems products are predominately made in the USA, meet stringent CE standards, and come with a warranty up to 12 years. AmpliVox Sound Systems offers an extensive range of superior quality products, including amplifiers, public address systems, and reliable electronics, including a new integrated multi-mediaset furniture line, to provide maximum satisfaction and ensure a crystal clear image. To learn more about AmpliVox Sound Systems’ products, visit www.Ampli.com.

Pacific Traditions Urn Company offers Hand Carved Mahogany looking for export business possibilities for these products.

"To protect its tropical rainforests and still create jobs in a growing furniture industry, Indonesia plans and maintains large plantations of teak and mahogany, and has increased the number of the trees each year and immediately replanting the har- vested. Lyle’s personal and business relationships with the business managers in Indonesia ensured a regular supply of urns and a high level of quality control.

When Lyle and Diane took over in 1991, the name of the company was changed to Pacific Traditions. After Lyle’s untimely death, Lyle’s partner and then-fiancé, Kathy and David Lyon, in Fort Smith, Arkansas, took over. Kathy and Lyle operated the business for several years. In 2009, their sons completed college, they sold Pacific Traditions to Rich- ard and Sharon Purcell, long-time customers and owners of Holcomb-Hen

Continued from Page B1

Baberyoom-Purcell Funeral Homes & Cremation Services located in St. Paul, MN. In October 2009, Lyle Brenneman accompanied Richard and Sha- ron Purcell to Indonesia to meet the merchants and set up a production agreement, and to begin the company relationship.

Pacific Traditions Urn Company is a manufacturer of funeral urns and a full-service family company. Each urn is uniquely hand carved by skilled urn- owners who take great pride in producing these fine el- ephant Mahogany urns at the affordable price.

These full-sized adult urns in- clude carved themes such as, plain cross, cel- sitemap, cross, praying hand, light house, bridge, desert scene, grape leaves, hummingbird, cardinal, flying geese, mountain scene, single rose, dogwood, along with other larger personalized and keepsake themed urns. Pacific Tra- ditions sell their products only to funeral homes and not to the general public.

For more information, call 1-800-366-2099 or email pacifictraditions@aol.com to request a brochure.

Trade cases can be tracked individually and used for custom reporting to help funeral professionals under- stand business trends and prepare for the future needs of the business.

"The trade case feature has been a major request from customers who perform trade cases and even from pro- spective customers whose sole business model is based on trade work in the funeral profession," said Chris Baber, vice president and chief prod- uct officer. "We are proud to be the funeral profession’s most ad- vanced case management sys- tem, which now includes this key piece for tracking, managing, and reporting on trade cases."

"The Domani Group partnership allows mutual clients of Passare and Domani an auto- mated report set up that sends contact information for family and friends on archived cases to Domani to be collected for fol- low-up through Domani’s text messaging service.

“We began talking with The Domani Group several months ago and working together just seemed like a win-win for everyone, especially our mutual clients," said Thom- as. "Domani is offering some very exciting features for their text-based aftercare program, including Google review generation and a free online grief platform for families. Domani for Grief. We are excited to be part- nering with them to make this service even more acces- sible for our clients."

The beauty of this automation is that it essentially runs itself," said Baber. "If you are a client of Domani, we can help you set up the report and then you never have to think about it again. It just runs on a schedule, a set it and forget it type of thing. But you can rest assured knowing that each family you have served will be receiv- ing follow up through Domani.

In addition, The Domani Group is offering Passare cli- ents a free 60-day trial of Domani for those who are not currently receiving the service.

Passare is the funeral profession’s only funeral home col- laboration software with integrated business management tools. Through Passare, funeral directors can connect and communicate with families and access case information anytime, anywhere, using any internet-connected device. Offering unlimited users, un-limited devices, unlimited updates, and 24/7 customer support, Passare is helping funeral staff to save time, streamline processes, and spend more quality time with the families they serve and with their own families at home. To learn more about Passare and request a free demo, visit www.passare.com.
FUNERAL HOME & CEMETERY NEWS

North Wales, PA — Life Celebration, Inc has introduced a cutting-edge line of shaped and enhanced products called the Shape-it Series with the investment and installation of a LasX Laser Cutter.

Life Celebration community members recently began providing their client families with the profession’s only laser cut memorial items that are completely customized and delivered overnight. This new line includes pop-up memorial folders and thank you cards, shaped bookmarks and coasters, large and shaped flip cards among many other enhanced products. The Shape-it Series is the latest innovative offering from Life Celebration, Inc.

Life Celebration began looking into the laser equipment over three years ago. Their team traveled to LasX technologies, based out of St. Paul, MN to test out the equipment. They ensured that it would be able to produce mass-customized laser cut items overnight for funeral homes all over the country.

Life Celebration president Gerry Givnish shared his vision for the series: “From the start, we have been focused on the future and supplying our community members with the most dynamic offerings within the funeral profession. The Shape-it Series gives our members yet another edge in their competitive marketplaces. It also elevates our position as thought-leaders and visionaries in custom print innovation, nothing like you’ve seen before, you simply can’t get this anywhere else. Families walk into funeral homes in some of the most rural areas in the country expecting another ‘same-old funeral’ and instead they experience a time capsule of memories of their loved one full of engaging take-aways that are branded to the local Life Celebration Home.”

LasX Application Engineer, Dr. Garrett Potter spoke about the equipment: “LasX offers some of the highest speed, power, and precision equipment in the laser processing industry. Our systems bring solutions to a wide variety of industries and materials, from textiles to aerospace. LasX is excited to partner with Life Celebration to help bring truly unique and important funeral products into the market. While LasX has established expertise in the digital print market, the funeral industry is new to us. We love Life Celebration’s motto ‘Creating Color and Light in Times of Darkness’. In the laser industry, we understand the power of light, and we’re always inspired by our customers’ drive to create more. Powered by our customers’ creativity, LasX systems are here to help build exceptional products that brighten our customers’ experience.”

Life Celebration, Inc. is a multi-faceted design, print, and consulting company based out of North Wales, PA. Driven by a passion to tell stories, share memories, and create experiences, Life Celebration, Inc. was founded by licensed funeral directors, Gerry Givnish and Jim Cummings. Over 150 funeral homes rely on the robust resources Life Celebration, Inc provides, including customized printed memorial items, training and consulting services, website design, and promotional and marketing materials. To see examples of the Shape-it Series line and to learn more about Life Celebrations multi-faceted membership program and customized products, visit www.lifecelebrationinc.com or call 888-887-3782.

afpHorizon Selects the Travel Plan by Inman as their Preferred Travel Plan Provider

FORT WAYNE, IN — afpHorizon, a premier preneed organization, has selected the Travel Plan by Inman as their travel plan provider. “We only offer products that align with our own high standards for customer service and quality,” Owner Dave McCord, afpHorizon, said. “Our customer’s peace of mind in knowing loved ones won’t have to worry about details or cost should they die away from home. A one-time fee of $450 covers the cost of bringing a loved one home for ceremony if they die more than 100 miles from home. This coverage is good for anywhere in the world. afpHorizon has been helping funeral homes since 1997, providing our partner funeral homes with ongoing training, marketing and services, as well as a range of preneed funding options. They are a financial and marketing organization whose mission is to help them promote their funeral home, build customer loyalty, and increase their at-need and pre-need sales. For more information, visit www.afphorizon or call 936-537-7163.”

2018 Brings Record Financial Results and New Initiatives to Unity Financial

CINCINNATI, OH — Unity Financial Life Insurance Company (UFL), Cincinnati, OH, reported after tax earnings that beat 2017, record results for asset growth, and record Capital and Surplus in their year-end 2018 financial statements.

Jay Hardy, president of UFL, said “2018 was a solid year for Unity Financial. The company introduced a new Single Premium Immediate Annuity, expanded our relationships with Medicaid planning industry, paid bonuses to all of our employees, and earned more than we did in 2017.”

All investments continue to be investment grade, fixed income securities have continued to be the largest asset class. No investment purchased and owned by Unity Financial has defaulted or been downgraded to below-investment grade. Although interest rates are still near historic lows, the increase in assets allowed Unity Financial to report record investment income in 2018.

Unity Financial added several new sources of distribution during 2018 and did not lose any major producers. The home office employees and the agency field force are both stronger and more experienced now than at any time in the company’s history.

Unity Financial is a leading provider of funeral preneed and Medicaid compliant insurance products. The company is licensed to do business in all states except Alaska, Montana, and New York. For more information, visit www.ufllife.com or call 877-523-3231.

Matthews International Reports Results for Fiscal 2019 First Quarter and Quarterly Dividend

PITTSBURGH, PA — Matthews International Corporation (NASDAQ GSM.MATW) announced financial results for its fiscal second quarter and six months ended March 31, 2019.

In discussing the company’s results for the quarter, Joseph C. Bartolacci, President and Chief Executive Officer, stated: “Our businesses demonstrated solid underlying performance, which was muted by significant headwinds during the quarter. As a result, we are continuing to win new accounts and build market share by providing creative solutions for our customers.

“Our core consolidated operating performance improved for the fiscal 2019 second quarter compared to last year. We again reported organic sales growth in our Industrial Technologies segment on the continued strength of the warehouse automation business. In addition, last quarter, we discussed softening conditions for this segment’s product identification sales, but recent trends in order rates are reflecting improvement.”

Matthews International Corporation also announced that its Board of Directors declared, at its regularly scheduled meeting today, a dividend of $0.20 per share on the Company’s common stock. The dividend is payable May 20, 2019 to stockholders of record May 6, 2019.

Matthews International Corporation is a global provider of brand solutions, memorialization products and industrial technologies. The Company has approximately 11,000 employees in more than 25 countries on six continents that are committed to delivering the highest quality products and services.

CFSA 2019 FALL CONFERENCE AND TRADE SHOW

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The CFSA Fall Conference & Trade Show is the premier annual event for manufacturers, distributors, and service providers in the casket and funeral supply industry. Join us to network with decision makers, evaluate new product offerings, and gain industry insight.

Our Fall Conference is returning to Indianapolis
ICCF A 2019 CONVENTION HIGHLIGHTS

Continued from Page A30

ICCF A Elects New Officers, Directors during the Convention

Continued from Page A31

Sich Casket Donates $50,000 to the ICCFA Educational Foundation

Continued from Page A31

national trade association representing all segments of the cemetery, cremation, funeral and memorialization profession. Its membership is composed of more than 9,100 properties and 19,000 professionals in the cemetery, funeral home and crematory industries, as well as supplier and related businesses worldwide.

Sich Casket Company is a pioneer of the Chinese casket industry. In just ten years the company has grown from a small family-run furniture factory to a significant international manufacturer of wood and metal caskets and a leading Chinese supplier of caskets in North America. Founded by company president Sirius Chan, Sich sources its materials globally to provide the finest quality and best value at every price point. With more than 250 models and styles of solid hardwood and metal caskets, Sich caskets are sold through a distributor network serving funeral homes throughout the United States and Canada. Their website is www.SichCasket.com.

Members of the 2019-2020 Executive Committee are as follows: ICCFA President Jay Dodds, CFSP; Park Lawn Corporation, Houston, TX; ICCFA President-Elect Gary M. Freytag, CFSE, Spring Grove Cemetery & Arboretum, Cincinnati, OH; ICCFA Immediate Past President Christine Toon Hengtes, CCE, The Tribute Companies Inc., Hartland, WI; Jeff Kidwiler, CCE, CSE, Blackstone Cemetery Development, Santa Ana, CA (president’s appointment); and Frederick Lappin, CCE, Knollwood Cemetery Corporation, Canton, MA (past presidents’ appointment). Founded in 1887, the International Cemetery, Cremation and Funeral Association is the only international trade association representing all segments of the cemetery, cremation, funeral and memorialization profession. Its membership is composed of more than 9,100 rooftops located in 20,000 professionals in the cemetery, funeral home and crematory industries, as well as supplier and related businesses worldwide.

Batesville Sponsors Keynote Speaker and Hosts Book Signing at ICCFA

Continued from Page A31

• Technology solutions: websites, management software, Meaningful Selections digital selection tool, and the Bridges mobile app

The company also previewed a new LifeStories accessories feature that allows families to create truly custom medallions for their loved ones using personal photos or stock imagery that represent their loved one’s hobbies, achievements or interests. Batesville (www.Batesville.com), a wholly-owned subsidiary of Hillenbrand, Inc. (NYSE:HI), is a recognized leader in the death care industry in North America, offering a comprehensive portfolio of burial and cremation products, memorialization options and innovative technology solutions. For more than 125 years, Batesville has supported licensed funeral professionals in helping families honor the lives of those they love. A history of manufacturing excellence, product innovation, superior customer service and reliable delivery helped Batesville become – and remain – a market leader.
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<tr>
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<td>2019 POCKET SIZE (5” x 7”)</td>
<td>$75.00</td>
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<tr>
<td>$30.00</td>
<td>without The Funeral Home &amp; Cemetery Directory</td>
</tr>
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<td>$30.00</td>
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<tr>
<td>Southwest Florida</td>
<td>Financially capable funeral director couple looking to purchase a funeral home in Spring Hill, Florida. Interested in a funeral home or cremation business. Email us at <a href="mailto:funeralsearch@gmail.com">funeralsearch@gmail.com</a>.</td>
</tr>
<tr>
<td>Missouri</td>
<td>Located near St. Louis, Missouri for $7,000. This 2000 Cadillac Superior hearse only has 55,600 miles on it, recently passed safety and emissions inspections and is ready for a new owner. Everything works and is in very good condition except for two rust spots on the back door. Contact Kyle at 573-680-6500 or <a href="mailto:info@wolfefuneralhomes.net">info@wolfefuneralhomes.net</a>.</td>
</tr>
</tbody>
</table>

## Hearses/Limousines

**Hearses**
- 2003 Lincoln Eureka 6-Door, black/black top, 38k miles: $3,500
- 2003 Lincoln Executive 120°, black/black top, 268k miles: $1,750
- 2001 Cadillac Superior Sovereign, white/neutral top: $8,875
- 2000 Cadillac Superior Sovereign, black/black top: $7,500
- 1999 Cadillac Eureka, silver/electric table: $4,500
- 1999 Lincoln S&S Majestic, silver/black top: $4,800
- 1999 Lincoln Federal Stratford, white/white top: $4,000
- 1996 Cadillac Eureka, lt blue/white top: $1,313
- 1996 Cadillac Federal Heritage, white/white top: $2,500
- 1996 Cadillac Superior Sovereign, white/neutrual top: $3,250
- 2002 Cadillac Superior Sovereign, black/black top, 45k miles: $17,950
- 2001 Cadillac Sovereign, black/black top, 73k miles: $10,000
- 2000 Cadillac Sovereign, silver/electric table: $11,900
- 1999 Cadillac Sovereign, black/black top, 77k miles: $12,000
- 1998 Cadillac Sovereign, white/white top, 77k miles: $9,900
- 1998 Cadillac Executive 120°, black/black top: $12,900
- 1997 Cadillac Executive 120°, white/white top: $11,900
- 1996 Cadillac Superior Sovereign, white/neutral top: $7,900
- 1996 Cadillac Superior Sovereign, black/black top: $11,900
- 1996 Cadillac Superior Sovereign, white/neutral top: $12,900
- 1996 Cadillac Superior Sovereign, white/neutral top: $13,900

**Limousines**
- 2003 Lincoln Eureka 6-Door, black/black top, 38k miles: $3,500
- 2003 Lincoln Eureka 6-Door, gold/3/4 black top, 66,500 miles: $3,200
- 2003 Lincoln Executive 120°, black/black top, 268k miles: $1,750
- 2000 Cadillac Executive 120°, black/black top, 15,235 miles: $3,750
- 1999 Cadillac Eureka 6-Door, silver/silver top, 32,255 miles: $2,250
- 2007 Cadillac Eureka, black/black top: $11,900
- 2006 Cadillac Superior Sovereign, navy/navy top, 95k miles: $8,875
- 2001 Cadillac Eagle Ultimate, silver/electric table, 70,643 miles: $4,500
- 2001 Lincoln S&S Majestic, silver/black top, 72,270 miles: $4,800
- 2000 Cadillac Eagle Ultimate Table, black/black top, 53,601 miles: $4,900
- 1999 Cadillac Eagle, white/white top, 55k miles: $2,750
- 1999 Lincoln Federal Stratford, white/white top, 43k miles: $4,000
- 1996 Cadillac Eureka, lt blue/white top, 62k miles: $1,313
- 1996 Cadillac Federal Heritage, white/white top, 96,665 miles: $2,500
- 1996 Cadillac Superior Sovereign, white/neutrual top, 72k miles: $3,250

**SOUTHWEST FLORIDA FUNERAL HOME WANTED TO PURCHASE**
- Financially capable funeral director couple looking to purchase a funeral home anywhere from Spring Hill to Ft. Myers, Florida. Interested in a funeral home or cremation business. Looking to retire and sell to a hardworking, dedicated couple and not to a corporate entity. Email us at funeralsearch@gmail.com.

## Limo Blow-Out Sale

### Cadillacs
- 2008 Cadillac Limo: $15,900
- 2010 Cadillac Limo: $26,900
- 2010 Lincoln Limo: $20,000
- 2011 Cadillac Limo: $31,900
- 2009 Cadillac Limo: $26,900
- 2011 Lincoln Limo: $33,000
- 2008 Lincoln Limo: $10,900
- 2010 Lincoln Limo: $12,900
- 2016 Lincoln Limo: $11,900
- 2015 Lincoln Limo: $12,900
- 2013 Lincoln Limo: $13,900

### Lincolns
- 2008 Lincoln Limo: $15,900
- 2010 Lincoln Limo: $26,900
- 2010 Lincoln Limo: $21,900
- 2010 Lincoln Limo: $12,900
- 2010 Lincoln Limo: $11,900
- 2009 Lincoln Limo: $3,500
- 2006 Lincoln Limo: $8,875
- 2001 Lincoln Limo: $4,500

### Other Limousines
- 2008 Cadillac 120°, black/black top: $26,900
- 2001 Cadillac Executive 120°, black/black top: $12,900
- 2000 Cadillac Executive 120°, black/black top: $12,900
- 1999 Cadillac Executive 120°, black/black top: $11,900
- 1998 Cadillac Executive 120°, white/white top: $9,900
- 1998 Lincoln Federal Stratford, white/white top: $4,000
- 1996 Cadillac Executive 120°, white/white top: $3,200
- 1996 Cadillac Executive 120°, white/white top: $2,975

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SUPER DEALS

HEARSE SPECIALS

2016 Cadillac Crown Superior
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2013 Mack L9500 $39,500

Call for Price

2012 Mack L9500 $39,500

2011 Cadillac Superior Hearse
$25,900

2011 Superior Hearse $25,900

2004 Cadillac $22,900

Silver Exterior with Black and Gray Interior

3,500 miles

Position for Licensed Funeral Director/Embalmer in the land of the Midnight Sun, Anchorage, Alaska is available for an experienced, energetic person. We are a family owned firm with 13 locations throughout the state making us the largest funeral provider in Alaska. Paid Vacation, Dental and Medical is included. Please email resumes to: steve.gray@legacyalaska.com.

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• Minimum of 3 years’ experience in sales management.
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EOE. Email jmendes@stonorom.com

Licensed Funeral Director/Embalmer

Snow Funeral Home, a family owned and operated, funeral home in Mid-Michigan is seeking a licensed funeral director and embalmer to join our team. Our funeral home team is committed to providing the highest level of service to the families and communities we serve. Our team members are involved in all aspects of funeral service and are active members of our local communities. Qualified applicant must be committed to exceeding family’s expectations, possess an enthusiastic attitude and strong work ethic. We offer a competitive salary, health insurance, and profit sharing plan. Interested applicants should submit their application to snowfuneralhome@yahoo.com.

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Dave Stultz

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All Silver with Black Vinyl Top. Only 17,700 miles. All Wheel Drive, Navigation, Back Up Camera, Built In Urn Carrier, 4-Way Strobes, Flag Mounts & Staffs. Lease for $1,170.00 Plus TTL Pl8Q5172

2015 Federal Coach Lincoln MKT “STRAFORD” Hearse

All Black, with Only 11,000 Miles on it. “LIKE NEW” Portable Urn Carrier, XM Radio, Power Extend-A-Sill Crown Band, Back Up Camera, B & C Pillar Chrome. Lease for $1,180.00 Plus TTL F9500331

2015 S&S Coach Cadillac XTS “VICTORIA” Hearse

Two Tone All Black with Silver Sides. EXTREMELY CLEAN This car has a ton of features, Wig Wag Headlamps, Flag Mounts & Staffs, Deluxe Chrome Package & Much More. PRICE $19,800. Start to $12,500.00 CALL TODAY 5Y663526

2005 Superior Coach Lincoln “DIPLOMAT” Hearse

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2011 Superior Coach Cadillac “STATESMEN” Limo Style

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All White, FULL SIZE HEARSE. Yes this is an Extended Vehicle. Full Casket Floor with Partition, Back Up Camera, Alloy Wheels, Crown Band, Hatchback Rear Door. VERY NICE LOOKING CALL FOR PRICING BU175095

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All Black, Very Low Miles. Factory Warranties, 2-Way Strobes, Flag Mounts & Staffs, Vista Roof, Side Window, Built In Urn Carrier, Back Up Camera, XM Radio, Extend-A-Sill, Bumper Protector. Lease for $1,199.00 Plus TTL Pl568667

2014 Federal Coach Lincoln MKT “STRAFORD” Hearse

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