

ARIZONA STATE BOARD OF FUNERAL DIRECTORS AND EMBALMERS

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Welcome to 2004 and this 9th Edition of the Board Bulletin

This publication offers the Board's 2003 Annual Report and other information specifically designed to increase the level of licensee and public awareness relative to the responsibilities and obligations of both. The Board will make every effort possible to assure current issues that impact licensees and consumers alike are disseminated in an expeditious manner.

In the year 2003, the State's financial outlook appeared very bleak and officials in both Legislative Houses struggled to approve a balanced budget. General Fund supported agencies as well as self-sufficient 90-10 Boards were confronted with potential deductions of agency funds to alleviate this immediate and future crisis. In July 2004, because of an increasing budget deficit further steps may be necessary to assist the state in this current dilemma. Hopefully, another revision in the utilization of State revenues and acquisition of additional funding will be acquired in an effort to bring the state back into fiscal stability.

The Federal Trade Commission visited over twenty five funeral establishments in the Phoenix/Scottsdale area. The Board was advised by the attorney representing the Funeral Rule Offenders Program that only one (1) location was found to be non-compliant. This office further indicated that they were very impressed with their findings and results which to this date had not been duplicated in any other state.

The importance of communications emanating out of the Boards Staff Office and licensee's coupled with continued correction of noted deficiencies sighted in compliance visits have had a tremendous impact in obtaining voluntary compliance in this state.

The synergetic environment created between the Board Staff and Licensee is perhaps the primary reason behind the aforementioned results. Compliance visits ensure that any deficiencies noted are corrected.

Everyone must understand that the protection of both consumer and licensee is the responsibility of the State Board's Office. Protection can best be accomplished through education, cooperation and ethics, the very foundations of this industry. Lately, the funeral industry has taken many negative jabs because of a minority of licensees who lack the integrity required when consumers depend on them most. Integrity is measured when you can do the right thing when no one is there to observe your actions. Only then can you look yourself in the mirror and feel good about what you have or have not done. Again, the Board's Staff stands committed to providing optimum service to all those it serves.

Thank you and have a tremendous year!

BOARD VISION

To create and maintain a balance between fair and equitable business regulation and the protection of the public's health, safety and welfare in the use and purchase of goods and services required for death.

PHILOSOPHY

To maximize public protection through education and minimal regulation.

BOARD MISSION

To maintain and enforce a set of standards that provides protection for the health, safety and welfare of Arizona Citizens by educating the consumer and by actively and impartially regulating those licensed to provide funeral goods and services.

BOARD STRATEGIC PLAN GOALS

1. To ensure that where regulation is required that consumers are only accessing licensed Businesses or Individuals and that licenses are only granted and renewed to competent Individuals with high standards of professional and ethical conduct.
2. To ensure and enforce that information is made available to both the consumer and the Licensee that educates them to the standards of practice, their rights and obligations.
3. To actively and impartially investigate and resolve allegations and complaints, and provide enforcement to protect the public from incompetent services, unprofessional, unethical and illegal conduct.

BOARD DESCRIPTION

The State Board of Funeral Directors and Embalmers examines and licenses individuals who provide funeral goods and services. The Board accepts complaints against licensed individuals, establishments including staff, investigate allegations, and forwards

complaints of criminal/civil matters to appropriate authorities. The Board oversees approximately 1400 licenses practicing in the state, and serves all Arizona citizens who receive funeral goods and services.

BOARD STATUTORY FUNDING FORMULA

ARS 32-1308 requires that all fees and revenues accruing to the Board be paid to the State Treasurer. Ninety percent of the fees are paid to the Board's fund to cover operational fees and one hundred percent of civil penalties are deposited in the State's general fund. For fiscal year 2003, ninety percent represents the Board's appropriated budget of \$264,500 however nearly \$350,208 was collected. With ten percent at approximately \$30,000, plus civil penalties estimated at \$8,000, the Board is returning at least \$38,000 to the State's general fund.

BOARD COMPOSITION

The Board is comprised of four qualified and practicing funeral directors and three consumers, one of which must be the owner or manager of a business. Board Members are appointed by the Governor and serve four-year terms with annual elections for President and Secretary.

STAFFING & BUDGET

The Board maintains four full time positions. An Executive Director responsible for overall administration, a Deputy Director responsible for investigations and continuity of operations during the Directors absence, a Compliance Administrator responsible for the evaluations of all licensed establishments and an Administrative Assistant II responsible for licensing and continuing education. The Board was fully staffed during the reporting period except for the period of February through May when the new Compliance Administrator position was filled due to retirement.

The Board's appropriation for FY 2002 was \$253,080 and \$264,500 for FY 2003.

ENFORCEMENT ACTIONS

In September of 2002, the State of Arizona Office of the Auditor General began a Sunset Review of the Arizona State Board of Funeral Directors and Embalmers. The review resulted in a performance audit of the agency and recommendations which were finalized in May of 2003. The majority of recommendations and subsequent modifications have been implemented with the exception of amendments and clarification of rules. The Auditors findings have indicated that all written complaints received by Board Staff shall be investigated and presented to the Board for disposition. Interviews conducted by Board Staff are now included in the investigative report along with possible violations and subsequent recommendations.

It is of no surprise to anyone in the industry that to avoid most complaints one should at all times be sensitive, honest, and maintain constant communication with the families they serve. Many complaints presented to the Board could have been avoided if the establishment had maintained communications, especially when it pertains to funeral service schedules and any unforeseen problems. Other areas of concern brought to the Board for disposition was the improper handling and preparation of remains or cremains. Consumers complained of improper embalming, poor cosmetics preparation and the mishandling of cremated remains. Remember, in the documented chain of custody with regards to remains, that whoever has possession must ensure that all necessary steps are taken to protect and preserve the integrity of the deceased prior to final disposition. Even if the only responsibility of an establishment is removal, the aforementioned expectations shall apply. Additionally, if problems are discovered during one's possession of remains, the receiving establishment should be notified in advance. Once a complaint is filed concerning the improper transportation or handling of a deceased, all parties involved

regardless of the service provided, will be required to articulate their individual actions while the deceased was in their custody for Board review.

During the latter portion of 2003, the Federal Trade Commission (FTC) conducted undercover investigations of twenty five (25) funeral establishments in the Phoenix/Scottsdale area. Most notable was the attention given to the issuance of the General Price List (GPL) and other applicable price lists upon entering into discussion of funeral goods and services. Only one establishment was found to be in violation of (FTC) rules. The attorney representing the (FTC) of the Western Region San Francisco office conducting the investigations notified the Board indicating that they were extremely impressed with the results of the investigations. Additionally they were very supportive in the manner in which the Board is educating and ensuring compliance.

LAWS AND RULES

On February 03, 2003 the Governor's Regulatory Review Council promulgated the Boards latest proposed rulemaking efforts. As a result of legislation passed in the 2002 session statutes that now requires the Board to license and regulate cremationist, rules were specified for applications and to provide timeframes. Issues addressed in the 2002 Five-Year – Review Report concerning reinstatements and renewals of licenses along with an update of continuing education was also approved. At this point, only the standards in our rules remain to be revised. A rules committee has been appointed by the Board and this should finally bring current rules into standards mandated by the Governor's Regulatory Review Council. The process has been long and tedious however, there is light at the end of the tunnel.

House Bill 2637 was approved on the House Floor with amendments and third read to follow. The next step in the process is the approval in the Senate. We

will keep everyone posted on developments as they occur.

Recently, correspondence was mailed to all licensed funeral and crematory establishments. This was in reference to A.R.S. 32-1398 A. (1.) which states "The Board may take disciplinary action against a crematory or an agent or employee of a crematory for any of the following acts: "Unless otherwise permitted by law, selling or offering to sell a cremation that is not arranged by a funeral establishment licensed pursuant to article 4 of this chapter". Compliance of this statute affords protection for consumers and licensee alike. When it was brought to the Boards attention that many organizations under the jurisdiction of the Uniform Anatomical Gift Act were processing cremations directly through licensed crematories it became a situation that required immediate attention. As of this date, compliance by licensees and Donor/Research appears to be in order. The Board for the record has never intended in discouraging the works accomplished by these organization. These organizations serve a tremendous purpose in improving the quality of life. The law as it is written was for the purpose of preventing unlawful or unauthorized cremations. Therefore, the Responsible Funeral Director shall ensure that proper authorization is obtained and secure necessary documentation required for final disposition.

LICENSING ACTIONS

During the reporting period, in addition to over 1400 renewals, the Board also issued:

- 2 Crematory Licenses
- 1 Crematory Permit
- 1 Multiple Funeral Directors
- 10 Establishment Permits
- 12 Pre-Need Salespersons Registrations
- 16 Interns
- 44 Embalmers
- 37 Funeral Directors Licenses

- 16 Establishment Licenses (includes new, location changes, ownership)
- 50 Cremationist Licenses

IMMUNITY DOCUMENT A.R.S. 32-1365.01

The Board's Staff continues to receive questions relative to A.R.S. 32-1365.01 more commonly know as the Immunity Document. Therefore, we feel it is imperative to again reemphasize the value of utilization of the statute. A signed dated prearranged cremation plan by a funeral trust, insurance or other financial arrangement will alone not suffice, if upon death no spouse is present or a challenge by siblings exists. However, if you have followed the guidelines provided in the law and include similar language you will be immune to criminal and civil liability and not be subject to professional discipline. If you have any questions do not hesitate to call the office for assistance. A legally competent adult may prepare a competent adult's remains. This written statement may but need not be part of the competent adult's will.

The legally competent adult shall sign and date the document. The document shall be notarized or witnessed in writing by at least one adult affirming that the notary or witness was present when the competent adult signed and dated the document and that the competent adult appeared to be of sound mind and free from duress at the time of execution of the document.

The document that conforms to this section in authorizes a crematory, cemetery or funeral establishment to carry out the wishes of the competent adult who is the subject of the document. It is not necessary for a crematory, cemetery or funeral establishment to obtain the consent or concurrence of any other person when it cremates or provides for the lawful disposition of a dead human body pursuant to instructions contained in a document that conforms to this section.

This section does not mandate that a crematory, cemetery or funeral establishment cremate or otherwise provide for the lawful disposition of a dead human body pursuant to the document unless the legally competent adult who executed the document made any financial arrangements necessary to effectuate the legally competent adult's wishes as expressed in the document.

A crematory, cemetery or funeral establishment that cremates or otherwise provides for the lawful disposition of a dead human body in good faith reliance on an apparently genuine document executed pursuant to this section is immune from criminal and civil liability and is not subject to professional discipline. The decision of a crematory, cemetery or funeral establishment to cremate or otherwise provide for the lawful disposition of a dead human body in reliance on a document executed pursuant to this section is presumed to be made in good faith.

'COMPLIANCE CORNER'

The Board's Compliance Administrator is back on line visiting licensed establishments throughout the state. You can anticipate a thorough review of the General Price List, Statement of Goods and Services, along with a total evaluation of the facility. Hopefully, this will ensure that mandatory FTC and State disclosures are included to avoid future problems. Compliance of rules affords the consumer as well as licensee the protection and confidence that all deserve. The Board appreciates the expedient manner most have afforded in correcting noted deficiencies.

OTHER AGENCY IMPROVEMENTS

The State Board's Office has redesigned its current web site to reflect that of the State of Arizona. Take a little time to browse at this informative site. The address is www.funeralbd.state.az.us.

After a Compliance Visit has been completed you can expect to receive an immediate copy of the findings. A program has been developed enabling our Compliance Administrator to record and copy through use of a laptop and portable printer the results for review. Upon the return of the Administrator to the Board's office this data can be immediately updated and transferred to the main frame.

The following statistics were gathered in this time frame.

Conventional Burials	15,489	37%
Cremations	21,186	53%
Ship Outs	4,184	10%
Total	41,861	100%

Total number of death certificates filed in state:
43,903

PROGRAMS BY NATIONAL FUNERAL SERVICE ORGANIZATIONS:

- ACADEMY OF PROFESSIONAL FUNERAL SERVICE PRACTICE
- AMERICAN FUNERAL CONSULTANTS
- AMERICAN BOARD FUNERAL SERVICE EDUCATION
- NATIONAL ASSOCIATION OF APPROVED MORTICIANS
- NATIONAL FUNERAL DIR. & MORTICIANS ASSOCIATION
- INT'L CONFERENCE OF FUNERAL SERVICE EXAM BOARDS
- NATIONAL FUNERAL DIRECTORS ASSOCIATION
- CREMATION ASSOC. OF NORTH AMERICA
- FIAT-IFTA INT'L FED. OF THANTOLOGIST
- FEDERATED FUNERAL DIR. OF AMERICA
- FUNERAL SERVICE FOUNDATION
- JEWISH FUNERAL DIRECTORS ASSOCIATION
- WESTERN CEMETERY ALLIANCE

CONTINUING EDUCATION MASTER RESOURCE LIST

- SELECTED INDEPENDENT FUNERAL HOMES
- ORDER OF GOLDEN RULE
- PREFERRED FUNERAL DIRECTORS INTERNATIONAL
- CASKET MANUFACTURER ASSOCIATION
- INT'L. CEMETERY AND FUNERAL ASSOCIATION

A. PROGRAMS SPONSORED BY STATE ASSOCIATIONS:

- ARIZONA CEMETERY ASSOCIATION
- ARIZONA FUNERAL DIRECTORS ASSOCIATION
- ANY OTHER STATE ASSOCIATION WHERE THE STATE REQUIRES CONTINUING EDUCATION

B. PROGRAMS SPONSORED BY LOCAL ASSOCIATIONS:

- GRIEF OUTREACH
- GRIEF NETWORK
- NEW SONG CENTER
- AMERICAN ACADEMY OF BEREAVEMENT
- LIONS EYE BANK

C. PROGRAMS SPONSORED BY SUPPLIERS:

- BATESVILLE
- DODGE CHEMICAL COMPANY
- ELDER DAVIS
- FORETHOUGHT
- MATTHEWS BRONZE/MATTHEWS CREMATION GROUP
- WILBERT & COMPANY
- YORK PRODUCTS
- CREMATORY MANUFACTURING & SERVICE INC.
- OPTIONS
- AURORA CASKET COMPANY OPTIONS
- TRIGARD UNIVERSITY

D. HOME STUDY COURSES WITH TEST:

- THANOS INSTITUTE: PHONE 1-800-742-8257
- ARC MESA EDUCATORS: PHONE 1-800-597-6372
- NFDA HOME STUDY: PHONE 1-800-228-6332
- FUNERAL ETHICS ASSOCIATION: PHONE 1-217-525-1520

E. COLLEGE COURSES

F. HOSPITAL OR LABORATORY BASED INSTRUCTIONAL HOSPICE

G. GOVERNMENT AGENCIES:

- BOARD OF FUNERAL DIRECTORS & EMBALMERS
- ARIZONA DEPARTMENT OF HEALTH SERVICES
- SOCIAL SECURITY ADMINISTRATION
- VETERANS ADMINISTRATION
- FEMA (FEDERAL EMERGENCY MGT ASSOCIATION)
- OSHA
- OFFICE OF THE MEDICAL EXAMINER (ARIZONA)

H. OTHER:

- CENTER FOR LOSS & LIFE TRANSITION
- DIVERSIFIED ENVIRONMENT INFORMATION SYSTEMS
- LIFE APPRECIATION TRAINING
- FOUNDATION NAT'L. ACADEMY PROFESSIONAL EMBALMING SKILLS
- RISK & INSURANCE MANAGEMENT SOCIETY
- CAREER TRACK, INC. (SEMINARS ONLY) SCI
- HOWARD PERLMAN-OSHA, COMPLIANCE & RISK MGT.
- ELOISE COLE-BEREAVEMENT SPECIALIST MKJ MARKETING

- MISSION FOR INFANT SURVIVAL & STILLBIRTH (M.I.S.S.)
- FORD SCHOOLS INSURANCE AND SECURITIES
- GREAT WESTERN INSURANCE COMPANY
- DR. THOMAS TAGGART, DIRECTOR, MORTUARY SCIENCE PROGRAM
- FORENSIC MEDICAL INVESTIGATIONS, MARY H. DUDLEY, MD
- PRACTICUM STRATEGIES
- AZ DONOR SERVICES – SOUTH WEST DIVISION- RTI DONOR SERVICES
- DONOR NETWORK OF ARIZONA
- FUNERAL REVIEW.COM, LLC
- ALDERWOODS GROUP
- ELITE
- MKJ MARKETING
- SCI
- MINDLEADERS.COM, INC.

**REQUIRED CONTINUING EDUCATION
CATEGORIES AND HOURS:**

- Mortuary Science 3 hours
- Legal Compliance & Ethics 3 hours
- Professional Development 6 hours

**CONTINUING EDUCATION
COMMITTEE MEMBERS**

- Nancy Keil-Chair
- Ed O'Sullivan-Committee member
- Emily Ragsdale-Committee member
- Brian Johnson-Committee member
- Patricia Keith-Board Liaison

2003 DISCIPLINARY ACTION

LICENSEE	VIOLATION	ACTION TAKEN
Greenwood Memory Lawn Cemetery	Misrepresentation of cremains	Letter of Reprimand \$500.00 Admin costs
Camelback Sunset Chapel	Improper Embalming	1 yr Probation, \$3000.00 Penalty, 30 day Suspension of RFD, Civil Penalty \$750.00, 12 additional hour of CE, \$500.00 Admin Cost
Paradise Chapel Funeral Home	Unprofessional Services	Establishment 60 day Probation, Civil Penalty \$2000.00, RFD Letter of Reprimand and Civil Penalty \$400.00 and \$500.00 Admin costs
Camelback Sunset Chapel	Unprofessional Services	Probation additional six months, Civil Penalty \$2000.00, Admin costs \$500.00, Respondent 6 months probation and \$500.00 Civil Penalty
La Paz Funeral Home	Unprofessional Services	6 month's Probation, \$1,500.00 Civil Penalty, \$500.00 Admin cost, Audit cash advances period of 1 year, Respondent, Letter of Reprimand 1 year Probation
East Lawn Palms Mortuary	Unprofessional Services	Letter of Reprimand, \$500.00 Admin costs

**ACTIVE FUNERAL
DIRECTOR ONLY
LICENSES (6)**

Borgwardt, Randall
Fisher, Thomas J
Grimstad, Stuart
Perlman, Raymond
Terrazas, Luis
Zufelt, Jack

**ACTIVE FUNERAL
DIRECTOR &
EMBALMERS
LICENSEES (475)**

Aaron, William
Abbey, Timothy
Abby, Bruce
Acuna, Frank
Adair, Arthur
Adair, Harold
Adkins, Stephen
Adkins, Thomas
Aegerter, John
Ahearne, James
Allen, Todd
Alvidrez, Elias
Armstrong, Jennifer
Armstrong, Raymond
Ashford, Joseph
Asta, Albert
Avila, Jennifer
Backhaus, Donna
Baggett, Nathan
Bailey, Gwendolyn
Baker, Dean
Baker, Dennis
Barlow, Dana
Barnett, David
Bell, Julie
Beller, David
Bennett, Doreen
Bester, Eric

Betz, Kirk
Billie, Charles
Billings, Harry
Bishop, Robert
Bitner, Amie
Blair, William
Blakesley, Thomas
Bohn-Borik, Robyne
Bradley, Scott
Brandner, Dale
Brooks, John
Browder, R Daniel
Brown, Rachel
Brown, Thomas
Buckwich, Raymond
Bueler, Franklin
Bueler, Samuel
Bunker, Randall
Buntin, Shawn
Burke, Robert
Burnham, Bryce
Callaghan, Peter
Carlstedt, Dale
Carolan, Gary
Carrick, Thomas
Carrillo, Leo A.
Carrillo, Leo C.
Carry, Michael
Carter, Grant
Casale, Kim
Case, Robert
Cerullo, Anthony
Chambers, Andre
Chambers, William
Chapman, John
Choate, Michael
Choban, George
Chrisman, Rodger
Church, Michael
Coughenour, Glenn
Crandall, Nadene
Crist, Martin

Crown, Thomas
Cummings, Joseph
Cusick, Timothy
Cusumano, Paul
Dahn, Merle
Dalton, Martin
Damron, Paul
Daniels, Rodney
Danko, Georgianne
Darby, Richard
Darrow, Linda
David, Paul
Davis, Anthony
Davis, Daniel
Davis, Kurt
Dawson, Gerald
Day, Warren
De Los Santos, Hector
Dearborn, Denise
Deer, James
Deibert, Michael
Dentlinger, Roy
Dettra, Herman
DiGiglio, Steven
Dimond, Kenneth
Dimond III, Donald
Disney, Michael
Dobson, Douglas
Domingues, Wayne
Douglas, Brian
Douglas, Gordon
Drechsler, Robert
Dube, Otto
Dudelston, George
Dufresne, Claude
Dugan, Daniel
Dunkelbarger, Gail
Dunn, William
Dutcher, Danne
Earl, David
Earl, James
Easter, Gary

Eifert, Edward
Eisenhour, Mark
Errichetti, JoDina
Espinosa, Alex
Ewing, Bruce
Falconer, Timothy
Farnsworth, Margaret
Feingold, Mark
Ferguson, Bradley
Ferguson, Lyle
Ferre, Martin
Fillmer, Ronald
Fleming, William
Fletcher, DeWayne
Foley, Michelle
Foley, Patrick
Foster, Jack
Francini, Mario
Frank, Kevin
Frey, Francis
Frey, Robert
Friedrich, G Kay
Friend, Ashley
Friend, Nathan
Fries, Nadine
Frontczak, Michael
Gabriel, Paul
Ganley, Philip
Ganley, Steven
Gardner, Vergene
Garriott, William
Gentry, Aretha
George, Michael
Georges, Ramon
Gibson, James
Goad, Louie
Godfrey, Kim
Goff, Troy
Goldberg, Lawrence
Gonzales, Manuel
Graham, Craig
Graveline, Gary

Greer, Page
Greer, Patricia
Greer, Royce
Gregor, Lisa
Griffith, Bruce
Gudzinis, David
Gulley, Donald
Gumbert, William
Hall, Brandon
Halm, Herbert
Hampton, Jr., Henry
Handley, David
Hanes, Michael
Hanna, Richard
Hansen, Bradley
Hardy, Marlo
Harman, Brian
Harper, Darrin
Harris, Lloyd
Harris, Michael
Harris, Thurman
Hartnett, Robert
Hassett, James
Haugen, Linda
Haverstock, Lynn
Hawkins, Lisle
Hawkins, Michael
Hawkins, Seann
Healy, Frank
Heinzeroth, David
Henderson, Frederick
Hendler, Thomas
Hendricks, Marilyn
Hennis, Robert
Hepler, Randall
Herren, Robert
Heyne, Robert
Himes, Noel
Hinderliter, Erika
Hinderliter, Forrest
Hogan, William
Holden, Lary

Holm, Warren
Holtfreter, David
Hopgood, Gerald
Horn, John
Hudgel, Brian
Hudgel, Warren
Hughes, Joyce
Hunter, Scott
Jackson, Weston
Jennings, Donald
Jensen, Richard
Jensen, Ryan
Johnson, Chad
Johnson, Garth
Johnson, Glenn
Jones, Carol
Kammann, Robert
Karbiner, Kennie
Kazmar, David
Keil, Nancy
Kelleher, William
Kellett, Rick
Kelly, Diane
Kelso, Harold
Kendall, Tracy
Kennedy, Charles
Kerns, Donald
Ketner, Dominique
Killer, Tommy
Kirkland, Frank
Knoebel, Randolph
Koons, Delton
Kornegay, Joel
Kredit, David
Kropp, Timothy
Lambert, Franklin
Lamont, Ian
Lauffer, Kurtis
Lawrence, Lynn
Lawson, Timothy
Leathers, Richard
Leinwander, Patrick

Lewis, David
Lietz, Walter
Lietz-Aldridge, Kristen
Lisauskas, Randall
Litchey, Michael
Livingston, Joseph
Livingston, Timothy
Lopez, Javier
Lopez, Joseph
Lopez, Joshua
Lowman, William
Lozano, Richard
Lutz, Adam
Mackay, Eric
MacKenzie, Marilyn
Mallar, Paul
Marathas, Jeffrey
Marshall, Jeffery
Martinez, Tomas
Matta, C Jerry
Mattice, Darren
Mattice, Tracy
Mays, Dennis
McBride, Brian
McCormack, Terry
McCready, James
McDermott, Chris
McFall, A. Dean
McFarlane, Michael
McGrath, Barbara
McGuckin, Lawrence
McGuire, Clay
McMillan, Robert
Melcher, Vincent
Melcher, William
Meldrum, Mark
Menke, George
Merrick, Charles
Messinger, H Kendrick
Messinger, Paul
Meyer, Jack
Miller, Shawn

Mills, Adam
Miranda-Pullen, Teri
Mize, Kenneth
Montgomery, John
Moore, Duane
Moore, Leland
Morgan, Byron
Morris, Melissa
Mostyn, Douglas
Motzkin, Gregory
Mullenaux, J Cory
Munden, John
Murphy, E Brian
Murphy, Edward
Murphy, Stephen
Mutton, Michael
Nelson, Gene
Nerison, Cameron
Nibert, Allan
Nicosia, Michael
Nikolaus, Jennifer
Noecker, R T
Nolan, Dennis
O'Conner, Stephen
O'Sullivan, Edward
Ovsak, Robert
Owens, Earl
Owens, Kevin
Owens, Norvel
Owens Schorman, Kay
Palmer, Hollis
Palmer, Merle
Palmer, Steven
Palmisano, Richard
Parker, Ellen
Parker, Paul
Pascoff, Duane
Patton, Donald
Patton, Louis
Pauley, William
Pavlek, John
Peebles, Lauren

Perlman, Howard
Perlman, Jonathan
Pfent, Michael
Phifer, Kenneth
Poitras, Todd
Potts, Roger
Poyner, David
Presley, Michael
Preston, James
Pritchard, Kim
Raaen, David
Ragsdale, Emily
Ragsdale, Lincoln
Ramirez, Evangelina
Ramirez, Sabrina
Rasmussen, Tara
Reed, Wilbert
Reedy, Hannah
Reel, Charles
Reeves, James
Reynolds, Robert
Richardson, Cecil
Richardson, Troy
Ridgeway, John
Riley, Richard
Robbins, Kristen
Roberts, Herbert
Rogers, Brandy
Rogers, John
Rogers, Richard
Rogers, Thomas
Rolph, Rocky
Rosenberg, Jack
Ross, Edward
Rossman, Susan
Rottman, Keith
Ruby, Allan
Rude, Steven
Ruiz, Macedonio
Ruona, Martti
Ryan, Derald
Ryzek, John

Sadek, Scott
Sahl, Glenn
Samuelson, Catherine
Sanders, Danny
Saunders, James
Sawdy, Daryl
Schaible, Scott
Schoenemann, Daniel
Scholz, Larry
Schumacher, John
Scott, Lee
Seiz, Warren
Senn, Deane
September, Mark
Shafer, Ronald
Sheets, Roger
Sheffield, Travis
Sherwood, Charles
Shoots, Robert
Shumway, Leslie
Sicard, L. Thomas
Simes, Arthur
Simon, Nancy
Sinclair, Sabrina
Skalicky, Danny
Smith, Barbara
Smith, Gerald
Smith, Samuel
Smith, VeraAnn
Smolenski, Robert
Sparks, Dennis
Starr, Joel
Steiner, Glenn
Stewart, Dana
Stickle, James
Stiffler, Nathan
Stobierski, Stanley
Stodghill, Michael
Stogner, L
Stout, Joe
Strand, Peder
Striker, Charles

Strish, Norman
Studley, Everett
Sturdevant, Todd
Sutton, Frank
Sutton, Frank
Sutton, Lorrie
Sutton-Zorn, Jamie
Swagerty, Fred
Swan, Pamela
Tachoir, Patrick
Taggart, Thomas
Talbot, Clayton
Thompson, Marty
Thompson, Sean
Thorp, Monica
Thozeski, Kenneth
Tolman, Timothy
Tovsen, Mark
Tracy, Todd
Tucker, Donald
Tweddell, Steven
Underwood, Richard
Valley, Veronica
Van Meter, Elizabeth
Van Natta, James
Vickers, James
Viles, Edward
Villelas, Richard
Vining, Mark
Von Berbaum, Steven
Wakelin, Fred
Waldrop, Mark
Walker, Clent
Walker, Neil
Wallace, Tristen
Ward, Dillis
Warren, Brandon
Warren, Jerry
Warren, R Michael
Watkins, Jayson
Watts, Margaret
Weaver, Kevin

Webber, Bryan
Webster, Christine
Wells, Maceo
Welsh-Alexis, Jessie
West, Daniel
Westcott, Anthony
Wheeler, Kevin
Whitney, Tony
Whittenburg, William
Whitwam, F Russell
Wilcox, Robert
Williams, Gary
Williamson, Jennifer
Wilmot, Hal
Wilson, Donald
Wilson, Paul
Wolfrey, James
Wolfrey, Michael
Wood, George
Wright, Ryan
Wyman, Kenneth
Yover, Annette
Zelt, Stephanie
Ziegler, Randy
Ziegler, Robert
Zimmerman, Robert

ACTIVE EMBALMERS (37)

Bailey, Adolphus
Bailey, Grady
Bell, Hugh
Bennett, James
Bernier, Ruth
Bowley, Thomas
Bown, David
Brown, David
Bueler, Benjamin
C. A. Henderson, Laura
Cahill, Susan
Cooper, Shelly
Duwel, Christina

Espinosa, Charles
Felix, Henry
Ferrell-Stout, Bruce
Ferrin, Doug
Gillespie, Robert
Gudzinis, David
Hernandez, Ernest
Holland, Robert
Horton, Michelle
Johnson, Karen
Kuipers, Dennis
Miguel, JoAnn
Mullin, Christopher
Norton, Bart
Olson, Gary
Pettis, Edward
Reitz, James
Ross, Billye
Schnepf, Jeremy
Shivers, Edmond
Trice, Sherman
Villanueva, Jaclyn
Vitan, Valentin
Yonke, Heather

**ACTIVE MULTIPLE
FUNERAL
DIRECTOR (18)**

Adair, Arthur
Adair, Arthur
Burnham, Bryce
Dimond, Kenneth
Graham, Craig
Hassett, James
Jewkes, Reuben
Nerison, Cameron
Owens, Earl
Owens, Norvel
Parker, Paul
Rogers, Richard
Simes, Arthur
Simes, Arthur

Sutton, Frank
Wakelin, Fred
Warren, Jerry
Wilson, Donald

ACTIVE INTERNS (19)

Burch, Kevin
Clavell, Dawn
Coleman, Sajresa
Encinas, Elizabeth
Garcia, Leroy
Hoff, Kevin
Hudzik, Jennifer
Marshall, Diana
McCarragher, Traci
Motzkin, Teresa
Parker, Virginia
Ridenhour, Steven
Salcido, Stephen
Sattelberg, Diana
Shoemaker, Jason
Simmons, Christian
Stambaugh, Kate
Thompson, Stephen
Weatherford, Jameson

**EMBALMERS
ASSISTANTS (25)**

Brooks, Philip
Calza, Sergio
Carley, Alfred
Contreras, Martin
Crawford, Thomas
Dahmer, Grant
Durham, William
Escarcega, David
Fredley, Elmer
Gonzales, Alfred
Hanson, Wayne
Holden, Charles
Hoyer, David
Jayme, Guillermo

Labajetta, Paul
Lee, Albert
Mitchell, Cleveland
Murillo, Steve
Murphy, Shawn
Sherlock, Sean
Villemas, Manuel
Von Ronne, Richard
Wilson, Scott
Woodward, Calvin
Zuniga, Alejandro

**ACTIVE PRE-NEED
SALESPERSON (33)**

Adair, Susan
Barnett, David
Beck, Robert
Beutel, James
Brehany, Ralph
Brown, Linda
Brown, Thomas
Coury III, Albert
Davis, Bonnie
Dunigan, Delores
Farrar, Bennie
Goldblatt, Andrew
Gottry, Karla
Grant, Richard
Keller, James
King, Carol
Laviguer, Charles
Lawson, Rosemary
Lykes, James
Murphy, Stephen
Noecker, R T
OBanion, I Elaine
Pearson, Jacqueline
Prouty, Rebecca
Reyes, Arthur
Rosefsky, Linda
Sedlmayr, Roger
Smith, Laura

Van Hoven, Lynn
Walker, John
Walowitz, Stewart
Ward, Louis
Wells, Maceo

ACTIVE ESTABLISHMENTS (155)

A L Moore-Grimshaw Mortuaries
Abbey Funeral Chapel
Abel Funeral Services
Adair Douglas Funeral Chapel
Adair Funeral Homes Avalon
Adair Funeral Homes Dodge
Adair's Carroon Mortuary
Advantage Arizona Mortuary University Chapel
Advantage Funeral & Cremation Services
All Care Cremation and Burial Services
Apache Junction Mortuary
Arizona Cremation & Funeral Services
Arizona Ruffner Wakelin Funeral Home
Arizona Wakelin Bradshaw Chapel
Best Funeral Services
Best Funeral Services, Inc. (North Central Chapel)
Bisbee Funeral Home
Botimer-Harper Funeral Home
Bring's Broadway Chapel
Bring's Memorial Chapel
Brown Page Mortuary
Buckeye Funeral Home
Bueler Chandler Mortuary
Bunker Family Funeral Homes Caldwell Chapel
Bunker's Desert View Chapel
Bunker's Garden Chapel
Bunker's University Chapel
Camelback Sunset Chapel
Camino del Sol Funeral Chapel & Cremation
Carrillo's Tucson Mortuary, Inc.
Carr-Tenney Mortuary
Chapel of Prayer

Chapel of the Chimes
Chino Valley Funeral Home
Colorado River Cremation & Burial
Crystal Rose Funeral Home
Desert Lawn Funeral Home
Desert Lawn Memorial Chapel and Funeral Home
Desert Rose Cremation & Burial
Desert Sunset Funeral Home
Desert View Funeral Chapel
Dimond & Sons Silver Bell Chapel
Douglass Funeral Home
Dugan Funeral Chapel
East Lawn Palms Mortuary
Evergreen Mortuary Cemetery and Crematory
Falconer Funeral Home
Family Burial & Cremation Center
Flagstaff Mortuary
Fletcher's Mortuary
Fletcher's Snowflake Mortuary
Frey Funeral Home & Cremation Service
Green Acres Glendale Mortuary
Green Acres Mortuaries & Cemeteries, Inc.
Green Valley Mortuary
Greenwood Memory Lawn Mortuary
Greer's Mortuary of Sedona
Greer's Mortuary of Winslow, Inc.
Greer-Wilson Funeral Home Inc
Griffith Mortuary
Hampton Funeral Home
Hansen Arrowhead Funeral Center at Joy
Hansen Desert Hills Mortuary Memorial Park
Hansen Mortuary
Hatfield Funeral Home
Heather Mortuary & Chapel
Hepler Funeral Home
Heritage Funeral Chapel
Heritage Memory Mortuary, Inc.
Hudgel's Swan Funeral Home
J. Warren Funeral Services Cole & Maud/Casa Grande Chapel
J. Warren Funeral Services Cole & Maud/Coolidge Chapel

J. Warren Funeral Services Valley Chapel
Jensen's Sierra Vista Mortuary L.L.C.
Jewkes Mortuary
Jewkes Mortuary St Johns
Johnson Mortuary and Desert Lawn Memorial Park
Kammann Mortuary
La Paz Funeral Home
Lake Havasu Mortuary
Lakeshore Mortuary
Lamont Mortuary
Lietz-Fraze Funeral Home
Life-Paths By Bunker Family
Lowmans Arizona Funeral Home
Lundberg Mortuary White Rose Chapel
Mariposa Gardens Memorial Park & Funeral Care
Martinez Funeral Chapels
Martinez Funeral Chapels-Nogales
Melcher Mortuary Chapel of the Roses
Melcher Mortuary Mission Chapel & Crematory
Meldrum Mortuary
Menke Funeral Home
Mercer Mortuary
Mesa Heritage Mortuary
Messinger Fountain Hills Mortuary
Messinger Indian School Mortuary
Messinger Payson Funeral Home, Inc
Messinger Pinnacle Peak Mortuary
Miles Funeral Services
Miles Funeral Services
Morris-David's Safford Funeral Home
Mortensen Kings Funeral Center
Mountain Shadows Funeral Home
Mountain View Memorial Gardens
National Cremation Society
Neptune Society
Norvel Owens Mortuary
Norvel Owens Mortuary of Flagstaff
Owens Mortuary
Owens Mortuary
Owens Mortuary
Owens Mortuary Heritage Chapel
Palm Funeral Home

Paradise Chapel Funeral Home
Parker Funeral Home
Phoenix Memorial Park and Mortuary
Preston Funeral Home
Regency Mortuary
Resthaven Park Mortuary
Richardson's Benson Mortuary
Rude Family Northwest Mortuary
Samaritan Funeral Home
San Pedro Funeral Home
Shadow Mountain Mortuary
Silver Creek Chapel Mortuary
Simes Mortuary - Casa Grande Chapel
Simes Mortuary - Coolidge Chapel
Simes Mortuary - Florence Chapel
Sinai Mortuary of Arizona
South Lawn Mortuary
Sunland Mortuary & Cremation Center
Sunrise Funeral Home
Sunset Vista Funeral Home
Sunwest Funeral Home
Superior Funeral Home
Sutton Memorial Funeral Home
Tempe Mortuary
Universal Memorial Center
Universal Sunset Chapel
Valley Funeral Home
Valley of the Sun Mortuary
Valley Ridge Mortuary
Valley West Funeral Chapel
Webber's Eastlake Mortuary
Westcott Funeral Home
Westcott Funeral Home CV
Westlawn Chapel and Mortuary
Whitney & Murphy Funeral Homes, Inc
Wickenburg Funeral Home
Wyman Cremation & Burial Chapel
Yuma Mortuary & Crematory

ACTIVE CREMATORY LIST(45)

All State Crematory LLC
Apache Junction Crematory

Aspen Cremation
Best Funeral Services
Bradshaw Crematory LLC
Bring's Crematory
Camino Del Sol Crematory
Deca Cremation Services, Inc.
Desert Lawn Crematory
Desert Lawn Memorial Park
Desert Rose Crematory
East Valley Crematory
El Encanto Memorial Crematory
El Encanto Memorial Crematory
Evergreen Crematory
Flagstaff Crematory
Foothills Memorial
Green Acres Mortuaries & Cemeteries, Inc.
Green Valley Crematory
Greenwood Memory Lawn Cemetery
Greer's Crematory of Sedona
Hatfield Crematory
Lake Havasu Mortuary & Crematory
Lietz Crematory
Melcher's Mission Crematory
Meldrum Crematory
Mohave Cremation Service
Mountain View Cemetery, Inc.
Mt. Meadows Memorial Park Crematory
Mt. View Memorial Gardens
Paradise Memorial Crematory, Inc.
Parker Funeral Home
Serenity Mortuary Services, Inc.
South Lawn/Tucson Memorial Park
Sunland Memorial Park, Inc
Sunrise Crematory
Sunset Vista Crematory
Sutton Crematory
Swan Crematory
U.S.A. Parker Crematory
Vista Mountain
Westlawn Crematory
Westside Crematory
White Mountain Crematory

Yuma Mortuary & Crematory

ACTIVE CREMATIONISTS (163)

Adair, Arthur
Adair, Harold
Addison, William
Aegerter, John
Ahearne, James
Allen, Todd
Avila, Jennifer
Backhaus, Donna
Benefield, Joseph
Bennett, Doreen
Bradley, Scott
Bring, Susan
Burch, Kevin
Burgoz, Lloyd
Cabrera, Jose
Carlisle, Gary
Case, Robert
Cerullo, Anthony
Cerullo, James
Contreras, Miguel
Crandall, Nadene
Cusumano, Paul
Dalton, Martin
Dawson, Gerald
DiGiglio, Steven
Dimond, Donald
Dimond, Kenneth
Dimond III, Donald
Dominguez, Ralph
Douglas, Gordon
Ferrell-Stout, Bruce
Fleming, William
Flores, Ruben
Foley, Michelle
Frank, Kevin
Frederick, Aurey
Galbreath, Billy
Georges, Ramon
Gibson, James

Glaspie, Charlie
Gonzales, Efrain
Gonzales, Ralph
Graveline, Gary
Greenley, Daniel
Greer, Royce
Gudzinis, David
Gulley, Donald
Hanes, Michael
Hanna, Richard
Hanson, Kathleen
Hardy, Wayne
Harman, Brian
Harris, Michael
Harrison, Philip
Hartnett, Robert
Hassett, Timothy
Higgins, Edward
Hill, John
Hilton, Joseph
Hogard, Christopher
Hopkins, Christopher
Hudgel, Brian
Hudgel, Warren
Hughes, Joyce
Hunt, Earlene
Jensen, Ryan
Johnson, Dennis
Johnson, Garth
Jones, Carol
Karbiner, Kennie
Kazmar, David
Kazmar, Leslie
Kennedy, Charles
Koons, Delton
Kornegay, Joel
Kropp, Timothy
Kueneman, John
Lambert, Franklin
Lehmann, Leroy
Liening, Robert
Lietz, Walter

Lisauskas, Randall
Lozano, Richard
Mattice, Darren
McCormack, Terry
Meldrum, Mark
Messinger, David
Messinger, Paul
Mills, Adam
Monarrez, Danny
Monroe, Gabriel
Moore, Duane
Moreno, Ramon
Motzkin, Gregory
Mullin, Christopher
Munden, John
Murdock, Matthew
Nerison, Cameron
Nibert, Allan
Norton, Bart
Obregon, Frank
Ordonez, Albert
Ortega, Henry
O'Sullivan, Edward
Ovsak, Robert
Owens, Earl
Owens, Kevin
Owens, Norvel
Owens, Shawn
Palmer, Hollis
Parker, Paul
Parker, Virginia
Pascoff, Duane
Patton, Donald
Patton, Louis
Peck, Ryan
Perlman, Howard
Ponce, Georgina
Roberts, Herbert
Rolph, Rocky
Ruiz, Macedonio
Ryzek, John
Sadek, Scott

Salter, Daniel
Sawdy, Daryl
Senn, Deane
Sheets, Roger
Sherlock, Sean
Simon, Nancy
Smith, VeraAnn
Speakman, David
Steiner, Glenn
Stobierski, Stanley
Striker, Charles
Studley, Everett
Sturdevant, Todd
Sutton, Frank
Sutton, Frank
Sutton, Linda
Sutton, Lorrie
Sutton-Zorn, Jamie
Taggart, Thomas
Talbot, Clayton
Thomsen, George
Thomsen, George
Tovsen, Mark
Vance, Chad
Viles, Edward
Wakelin, Fred
Waldron, Glenn
Waldrop, Mark
Walker, David
Ward, Dillis
Warren, Janet
Warren, Jerry
Warren, R Michael
White, William
Wilson, Benjamin
Wilson, Donald
Wolfrey, James
Wright, Gerald
Wright, Ryan
Ybarra, Gabriel



A MESSAGE FROM THE BOARD PRESIDENT

The Arizona State Board of Funeral Directors and Embalmers appreciates the opportunity to serve the consumers and licensees of this state. Our board members, as well as staff, are dedicated to the oversight responsibilities entrusted to us. We share a vision of compliance through education and information in a healthy working relationship with licensees.

An important reminder to the profession, ownership, management and licensee is the responsibility for compliance which is charged to the "Responsible Funeral Director". In Definition ARS 32-1301 states a "responsible funeral director means a person who is licensed pursuant to this chapter, who is engaged in funeral directing and who manages and is accountable for a funeral establishment".

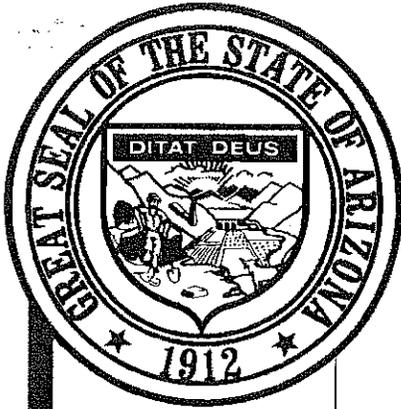
In Statute ARS 32-1382 A3 further charges that a funeral establishment pursuant to this article shall "employ and designate a responsible funeral director to manage and supervise the daily operation of the funeral establishment. The responsible funeral director is responsible for the funeral establishment complying with the laws of this state and the rules of the board. The establishment or the responsible funeral director shall designate a licensed funeral director to act as an interim responsible funeral director."

The importance of this is the obligation of the responsible funeral director to comply with all of the Arizona Revised Statutes and Arizona Administrative Code contained in the (Blue Book) dated November 20, 2002. Whether you are an owner, manager, or the designated responsible funeral director you are responsible to this board for compliance to all statutes and rules that apply to funeral service in the state of Arizona.

We trust that you realize the importance of this responsibility when you are asked to serve in this position for the firm where you are designated. Any board inquiries and possible discipline comes through the responsible funeral director. Being uninformed or not having the authority to make the necessary changes to comply is not an acceptable defense for non-compliance.

Arizona is fortunate to have dedicated professionals who serve the consumers of this state at a very sensitive time. We continue to pledge the support of this board to further the education and compliance with all of the federal and state laws and to provide the consumers peace of mind in the seeking of these services.

With a greater understanding of your role as professionals we can continue to provide more meaningful service to those in need in this state.



ARIZONA STATE BOARD OF
FUNERAL DIRECTORS AND EMBALMERS

1400 W Washington
Room 230
Phoenix, AZ 85007

(602) 542-3095
FAX (602) 542-3093

2004 BOARD MEETING SCHEDULE

January 20 th	May 18 th	September 21 st
February 17 th	June 15 th	October 19 th
March 16 th	July 20 th	November 23 rd
April 20 th	August 17 th	December 21 st
	(Tele-Conf)	

The Board Meeting for November is on the fourth Tuesday, November 23, 2004

FAX 602-542-3093