

**Welcome to 2012 and this 17th Edition of
the Board Bulletin**

This publication offers the Board's 2011 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.

The New Year began with countless examinations which left me feeling like a pin cushion when it came to drawing blood and eventual surgery for duration of ten hours. After completely realigning my abdominal section I returned to work with ongoing therapy to complete the healing process. The cards, telephone calls and prayers received by all were greatly appreciated and my family and I personally thank each and every one of you. I have been granted another chance in life to assist licensees and the residents of Arizona as it pertains to the funeral industry. I thank each and every one for the many prayers that made such a tremendous difference.

The agency budget for fiscal Year 2011 differed slightly from the previous year and no fund sweeps occurred during this period. Staff as a result of prior sweeps have reduced the number of full time employees by 25% however the agency is making every effort to provide optimal service. The Board from the onset has remained proactive to these issues and will maintain high levels of service to both licensees and consumers. The state will continue to have budget concerns in the near future however by working together we will overcome these difficult times and progress to the next level. Thank you for all your efforts and have a great year.

Sincerely,

Rodolfo Thomas
Executive Director

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 which 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 over 600 licensees practicing in the state, and serves all Arizona Citizens who receive funeral goods and services.

BOARD STATUTORY FUNDING FORMULA

A.R.S. 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 2011, ninety percent represents the Board's appropriated budget of \$344,000 however nearly \$325,000 was collected. With ten percent at approximately \$32,500, plus civil penalties estimated at \$3,000, the Board is returning at least \$35,000 to the State's general fund.

BOARDS 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 AND BUDGET

The Board maintains three full time positions. An Executive Director responsible for overall administration, a License Administrator responsible for investigation of complaints and compliance visits of establishment and a Programs and Projects Specialist I, responsible for licensing and continuing education and background investigations. The Board due to a reduction in force currently staff three positions and have not filled one position due to budget concerns. The Board's appropriation for FY 2011 was \$344,000.00.

LAWS AND RULES

There were no new Statutes or rules created during the previous year and a moratorium on all rules has been in effect considering the budget issues of the State.

LICENSING ACTIONS

During the reporting period, in addition to over 1600 renewals, the Board also issued:

- 6 Crematory Licenses
- 8 Establishment Permits
- 55 Pre-Need Salespersons Registrations
- 24 Interns
- 30 Embalmers
- 33 Funeral Directors Licenses

- 18 Establishment Licenses (includes new, location changes, ownership)
- 37 Cremationist Licenses
 - 1 Crematory Permits
 - 4 Multiple Licenses
 - 1 Endorsement Permits

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 this informative site. The address is **www.azfuneralboard.ns**

The website will also contain agendas for upcoming meetings as well as the minutes of previous meeting once approved by the Board. Board's staff has received new email addresses and they are also listed on the site.

A partnership between the Arizona Department of Health Services Office of Vital Records and Arizona State Board of Funeral Directors has provided a means of recording the actual number of dispositions for the preceding year which determines the renewal fee for establishments. Indicated on the renewal form is a warning for **fraudulently submitting incorrect numbers in the renewal process.** The Office of Vital

Records will provide the exact number of dispositions (death certificate filings) to the State Boards office for reconciliation of numbers submitted by each establishment within the state. This satisfies the Auditor General inquiry into the verification of statistics for the renewal process. Please ensure that the total number of death certificates filed by your establishment is submitted accurately.

The following statistics were gathered in this time frame.

Total number of deaths in Arizona	49,598
Total number of cremations	34,046
Percentage of cremations	69%
Percentage of burials/ship-outs	31%

CONTINUING EDUCATION MASTER RESOURCE LIST

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
- International Conference of Funeral Service Exam Boards
- National Funeral Directors Association
- Cremation Association of North America
- FIAT-IFTA International Federation. of Thanatologist
- Federated Funeral Directors of America
- Funeral Service Foundation
- Jewish Funeral Directors Association
- Western Cemetery Alliance
- Selected Independent Funeral Homes
- Order of Golden Rule
- Preferred Funeral Directors International
- Casket Manufacturer Association
- International Cemetery and Funeral Association

A. PROGRAMS SPONSORED BY STATE ASSOCIATIONS:

- Arizona Funeral, Cemetery & Cremation Association **formerly known** as: Arizona Cemetery Association and Arizona Funeral Directors Association
- Any other State Association where their State requires Continuing Education

B. PROGRAMS SPONSORED BY LOCAL ASSOCIATIONS:

- Grief Outreach
- Grief Network
- New Song Center
- American Academy of Bereavement
- Lions Eye Bank
- Accord Aftercare Services

C. PROGRAMS SPONSORED BY SUPPLIERS:

- Batesville
- Dodge Chemical Company
- Elder Davis
- Forethought
- B & L Cremation Systems Inc. 1-800 622-5411
- Matthews Bronze/Matthews Cremation Division
- Wilbert & Company
- York Products
- Crematory Manufacturing & Service Inc.

- Options
- Aurora Casket Company
- Trigard University
- Matthews International
- Matthews Cremation Division (cert)

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
- Elite CME, Inc. Phone 1-888-857-6920 www.elitecme.com
- Practicum Strategies 1-800-731-4714 www.info@pshomestudy.com
www.practicumstrategies.com
- Apex Continuing Education Solutions 1-800-769-8996 e-mail address: www.apexces.com

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 Management Agency)

- OSHA

- Office of the Medical Examiner (Arizona)

- Public Fiduciary

- Homeland Security (TSA Arizona)

- DMORT

H. OTHER:

- Center for Loss & Life Transition

- Continental Computers

- Epsilon Nu Delta Mortuary Fraternity, Inc

- California Transplant Services Inc.

- In-Sight Institute of In-Sight Books

- Life Appreciation Training

- Foundation National Academy Professional
Embalming Skills

- Risk & Insurance Management Society

- Career Track, Inc. (Seminars only) SCI

- Howard Perlman-OSHA, Compliance & Risk Mgt.

- Duane Moore-OSHA Compliance & Risk Mgt.

- Donor Network of Arizona

- MKJ Marketing

- 360 Training, (online) www.funeralcampus.com

- Heart space Adventures, Barbara Joy PhD

- 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, and Cremationist Certifier
- Donna Backhaus, Cremationist Certifier
- Rob Drechsler, Cremationist Certifier
- Lincoln Heritage Funeral Planning
- Donor Network of Arizona
- 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, www.funeralreview.com
- Alderwoods Group
- Elite
- MKJ Marketing
- www.Mindleaders.com,inc. (online)
- SCI
- Stericycle
- 100% Education by McKissack (on-line) www.mcKissock.com
- Fountain National Academy Professional Embalming Skills
- Diversified Environment Information Systems

**REQUIRED CONTINUING
EDUCATION CATEGORIES AND
HOURS:**

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

CONTINUING EDUCATION COMMITTEE MEMBERS

- Donna Backhaus-Chair
- Ed O'Sullivan-Committee member
- Julian King-Committee member
- Patricia Keith-Board Liaison

2011 DISCIPLINARY ACTIONS

Docket# 2011-1

Licensee: All State Crematory,

Allegation: Unprofessional services in the transportation of deceased remains.

Several human remains were stored in vans and were stacked upon one another in a disrespectful manner. Additionally, remains kept in minimum containers were also stacked within the crematory in a disrespectful manner.

Disposition: Licensee agreed to a Consent Agreement for revocation of Crematory License C079 and Cremationist License CR161. Additionally, licensee to pay administrative fees for the cost of the investigation totaling \$785.00.

Docket# 2011-5

Licensee: Robert S. Holland Funeral Home

Allegation: Complainant alleges unlicensed personnel embalming, improper disposal of hazardous waste, and the resale of caskets that were previously used.

Disposition: Probation for a period of six months. Respondent to complete twelve (12) additional hours of Continuing Education in state laws and rules, ethics, and business management relating to the practice of funeral service. Pay all administrative costs incurred in conducting the investigation.

2012 BOARD MEETING SCHEDULE

January 17,2012	May 15,2012	December 18, 2012
February 21, 2012	June 19,2012	October 16,2012
March 20, 2012	July 17,2012	November 20, 2012
April17, 2012	August 21, 2012, Tel-Conf	December 18, 2012

Board Members

Rev. Katherine Shindel
Consumer Member
President

John Munden
Funeral Director
Secretary

Samuel Bueler
Funeral Director
Member

Monsignor O'Keeffe
Consumer Member

Harold R. Adair
Funeral Director
Member

James Ahearne
Funeral Director
Member

Kristina Dyrr
Consumer Member

Staff

Rodolfo Thomas
Executive Director

Alexander Estrada
Licensing Administrator

Patricia Keith
Programs and Projects Specialist I