

Board of Registration in Embalming and Funeral Directing
1000 Washington Street 1st Floor Room 1D, Boston, MA 02118
DATE: August 20, 2019 TIME: 10:00 a.m.

Agenda

10:00am – Meeting called to order:

- Discuss housekeeping and evacuation plan

Board Business:

- Review Public Session Minutes for July 16, 2019
- Report from Executive Director, Michael Hawley
- Report from Board Counsel, Peter Kelley

Application review:

Type 6

- Jessica Vazza
- Dana J. Malozzi
- Nicole Simulynas

Type 3

- Garret McDonald

Funeral Establishment Applications

- CC Shepherd Funeral Home
- Beers & Story South Hadley Funeral Home
- Beers & Story Palmer Funeral Home
- Beers & Story Belchertown Funeral Home

Wall Certificates:

- Zachary Zimmerman
- Collins Funeral Home

Discussion:

- Establishment Certificate Application Review

Continuing Education Provider Applications:

NFDA

- Tech Talk! User Experience: Differentiating Between the Good, the Bad, and the Ugly
- Recomposition

2019 NFDA Home Study Courses

- Bereavement Groups and the Role of Social Support
- Do Funerals Matter?
- Educating the Families you Serve about the Why of Funerals: A Guide for Funeral Staff
- Embalming and Renal Failure: A Silent Danger for Embalmers
- Embalming Standards of Care
- The Good Funeral: Death, Grief, and the Community of Care
- Making Your Phone Ring with Internet Marketing for Funeral Homes
- Turning Art into Science: Unit One
- Turning Art into Science: Unit Two
- Turning Art into Science: Unit Three
- Turning Art into Science: Unit Four
- 10 Technologies that Will Transform Your Business
- 50 Shades of Green
- Aftercare: Strengthen Your Families and Business
- Are You in the 40 Percent? Planning for Succession
- Are You Secure? No, You're Not! Digital Security and You
- Be the Best Crematory Operator in Your Community
- Bringing Ritual to Cremation Arranging
- Connecting with Women: The World's More Powerful Consumer
- The Continuum of Care: Is Your Funeral Home Inside the Circle of Trust?
- Create Experiences, gain Market Share
- Creating Loyalty and Lifelong Memories through Creative Customer Engagement
- Five Keys to Cremation Success
- FTC Compliance: Handling the General Price List (Video)
- FTC Funeral Rule: Reducing Your Risk
- Helping Families After Suicide Loss
- Hospice from the Inside Out
- How Green Practices Benefit Your Business
- The New American Way of Death Starts with Promoting Resilient Kids
- Overcoming Objections During the Arrangement Conference
- Self-care for the Funeral Professional
- Providing Care through the Grief Journey
- Reinventing Your Funeral Home: Five Keys to Sustained Profitability
- Secrets for Digital Marketing Success
- Should I Buy or Should I Sell?
- Successful Family Succession: Transfer Power, Not Assets
- Understanding Legal Issues in the Arrangement Conference
- What Happens to Your Families Following the Funeral
- Your Value Statement: The Key to Success in the Arrangement Process

New York State Funeral Director Association

- Tackling the Dreaded “C” Word in Deathcare
- Maintaining a Healthy Balance while Delivering Extraordinary Service in Extraordinary Times
- The Millennial Solution: Inspiring. Engaging. Retaining.
- In Case of Emergency: How Your Mobile Device Can Save Your Life
- Youth and Funerals
- The Good Funeral
- Opioid Embalming: The New Difficult Case
- Concierge Level Service at Your Funeral Home
- Online Reviews: How to Get Good Ones and Fix the Bad Ones
- Passwords: The American Art of the Eulogy

ICCFA

- 2019 Executive Leadership Summit

Funeral Service Academy

- Funeral Service Ethics

Massachusetts Funeral Directors Association

- Building a Better Business CEU Session: 2019 Professional Embalmer’s Session
- Due Diligence for Funeral Homes Utilizing Third-Party Crematories
- Controlling Your Accounts Receivable
- Creutzfeldt-Jakob Disease: A Report to Embalmers Preparation Guidelines
- The Disposition of Medical Devices
- Distracted Driving - Cell Phone Policies for Funeral Homes: Is It Time For Funeral Homes to Ban Employees’ Use of Cell Phones While Driving?
- Expanding Funeral Ethics
- Complying with the FTC Funeral Rule on Third Party Merchandise
- Funeral Ethics
- Funeral Home Confidentiality Policies & Practices
- Funeral Home Customer Service A-Z
- Opioid Epidemic: How Funeral Directors Can Respond
- Pregnancy in the Prep Room
- Screening & Hire: An Expert Guide to Making the Right Hire
- 2019 OSHA Training
- OSHA Training for Funeral Professionals

New Jersey Funeral Service Education Corporation

- Ethical Dilemmas in Funeral Service

The Dodge Company

- 2020 Dodge Technical Series – Maui, Hawaii

Closed Session: Investigatory Conferences, pursuant to G.L. c. 112, §65C, and Adjudicatory Conference, pursuant to G.L. c. 30A, §18,(5)(d).

Open session for topics not reasonably anticipated 48 hours in advance of meeting:

Reasonable accommodations or modifications will be provided to individuals with disabilities to participate in the Board in Registration in Embalming & Funeral Directing meeting. All requests should be directed to Cheryl Yebba by calling 617-727-4992 or TTY/TDD: (617) 727-2099 by 24 hours prior to the meeting. While the Division will attempt to honor all requests, those requests received after 24 hours to the meeting may not be provided due to feasibility.