

**COMMONWEALTH OF MASSACHUSETTS**  
**BOARD OF REGISTRATION IN EMBALMING AND FUNERAL DIRECTING**  
**MINUTES OF THE JUNE 20, 2023, OPEN PUBLIC MEETING**

**Board Members Present:**

Paul Phaneuf, Chair  
Patrick Driscoll, Secretary  
Richard Gormley, Member  
David Brezniak, Member  
Janet Leombruno, Member, attended by telephone.

**DOL Staff Present at various times during the meeting:**

Colleen Maloney, (CM) Associate Deputy Commissioner of Policy and Boards  
Kathleen McNally, (KM) Executive Director  
Jenna Hentoff, (JH) Board Counsel  
Jamie Dalton, (JD) Board Counsel  
John Hill, (JEH) Board Staff  
Jazmin Lorenzo, (JL) Staff Intern

**DOL Staff who attended virtually via Teams:**

Andrew Lutynski, Assistant Chief of Investigations

**Public attendees:**

Daniel MacDonald, attended in person  
Mr. Borrelli, attended in person  
Lauren Campbell, attended virtually via Teams.  
Margie Nolan attended virtually via Teams  
Tara McGrath attended virtually via Teams  
Patti Muldoon, Eastern Massachusetts Funeral Alliance, attended virtually via Teams

Board Members and Staff attended in person with JL attending remotely.

**A MOTION** was made at approximately 10:05A.M. to open the meeting by DB.  
Seconded by RG. The Chair called for a roll call vote:

Paul Phaneuf - Yes  
Patrick Driscoll - Yes  
Richard Gormley - Yes  
David Brezniak - Yes  
Janet Leombruno - Yes

The Motion passed and the Chair called the meeting to order.

1. The Chair made note of the Board Members and Staff in attendance.

2. KM advised to the recording of the public meeting.
3. Chair advised to the location of Rest Rooms, Exits, and Fire alarm procedures.
4. The Chair led the discussion of the Open Public Meeting Minutes from May 16, 2023. A **MOTION** to accept the minutes as submitted was made by PD. Seconded by RG. The Chair called for a roll call vote:

Paul Phaneuf - Yes  
 Patrick Driscoll - Yes  
 Richard Gormley - Yes  
 David Brezniak - Yes  
 Janet Leombruno – Yes

The Motion passed.

5. Executive Report: KM advised the Board of the initial use of the OWL device as an aid to be used with hybrid Board meetings, as it allows virtual and in-person attendees to participate in the hybrid meeting.  
 KM also introduced Jazmin Lorenzo, Staff summer intern, to the Board.
6. The Administratively Approved License Registrations Report was provided by JEH for acceptance:

Administratively approved funeral registrants and establishments:

Abigail Pardo, Cataudella Funeral Home, Methuen, 5/2/2023, - 6519-EM-A  
 Robin E. Caulk, O'Donnell Cremations Funerals Celebrations, Danvers, 5/12/2023, - 51412-EM-6  
 Michael F. Chiampa, Chiampa Funeral Home, Shrewsbury, 5/12/2023, - 51413-EM-6  
 John Gately, Gately Funeral Service, 79 W. Foster St., Melrose, 5/12/2023, - 51414-EM-3  
 Markie Peters-Roberts, Cuffe-McGinn Funeral Home, Lynn, 5/19/2023, - 51415-EM-6  
 Todd Johnson, Campbell Funeral Home, Beverly, 5/22/2023, - 1016-EM-FA  
 Natalie Ozella, Bartlett Funeral Home, Plymouth, 5/22/2023, - 1017-EM-FA  
 Michael MacIntosh, Anderson Funeral Home, Fitchburg, 5/22/2023, - 1018-EM-FA  
 Steven Fennyery, Varnum Funeral Home, W. Brookfield, 5/22/2023, - 6520-EM-A  
 Nicholas D'Elia-Verrocci, Vertuccio-Smith-Vazza, Revere, 5/24/2023, - 6521-EM-A  
 William J. Bussiere, Chapman Funerals & Cremations, Marston Mills, 5/24/2023, - 1019-EM-FA  
 Brian Poulin, Buonfiglio FH-dba Boston Cremation, Malden, 5/24/2023, - 6522-EM-A  
 Jennifer Ridlon, Hallett Funeral Home, S. Yarmouth, 5/24/2023, - 6523-EM-A  
 David D'Allessandro, Shaw Majercik Funeral Home, Webster, 5/24/2023, - 1020-EM-FA  
 Gerard Burke, Greely Funeral Service, Gloucester, 5/24/2023, - 1021-EM-FA  
 Michael Moxley, Casper Funeral Service, E. Boston, 5/24/2023, - 1022-EM-FA  
 James Broga, Sansoucy Funeral Home, Southbridge, 5/24/2023, - 1023-EM-FA  
 Lilly Darling, Cartwright Funeral Home, Randolph, 5/31/2023, - 6524-EM-A

Brian Vesce, Vertuccio, Smith & Vaza Home for Funerals, Revere, 5/31/2023, - 1024-EM-FA  
 Mary Gough, Campbell Funeral Service, Stoneham, 5/31/2023, - 6525-EM-A  
 Robert Bitteker, Keohane Funeral Home, Quincy, 5/31/2023, - 6526-EM-A  
 Melanie Faucher, Badger Funeral Home, Littleton, 5/31/2023, - 6527-EM-A  
 Harrison Bourgoïn, Chapman Cole Gleason Funeral Home, Falmouth, 6/7/2023, 1025-EM-FA  
 Ryan Trainor, Dewhirst and Boles Funeral Home, Methuen, 6/15/2023, 1026-EM-FA  
 Gregory Labo, Dewhirst and Boles Funeral Home, Methuen, 6/15/2023, 1027-EM-FA  
 Milestone Funeral Partners of Massachusetts, dba-Ahearn Funeral Home, 6/20/2023, 1080-FE-FE  
 Manuel E. Beltran, Buonfiglio Funeral Home, Revere, 6/20/2023, 6528-EM-A  
 FPG-Beers-Story, LLC, dba-Varnum Funeral Home, 6/20/2023, 1081-FE-FE  
 FPG Beers-Story, LLC, dba-Charbonneau Funeral Home, 6/20/2023, 1082-FE-FE  
 Milestone Funeral Partners of Massachusetts, dba-New England Funeral & Cremation Center, 6/20/2023, 1083-FE-FE

After a brief discussion, a **MOTION** to accept the Administratively Approved License Registration Report as presented was made by PD. Seconded by DB. The Chair called for a roll call vote:

Paul Phaneuf - Yes  
 Patrick Driscoll - Yes  
 Richard Gormley - Yes  
 David Brezniak - Yes  
 Janet Leombruno - Yes

The Motion passed.

The Chair raised a concern with the number of funeral establishments closing, the status of their pre-need contracts and whether the Board staff receives confirmation of the letter sent to buyers and/or beneficiaries as required by 239 CMR 4.03. Counsel advised the Board that any licensees who fail to send such letter may be in violation of 239 CMR 4.03. The Board members discussed requiring funeral establishments to submit copies of the letters sent to the Board to indicate compliance with the regulatory requirement. Counsel and Board staff will review options to for such notice to be provided.

7. The Administratively Approved CE Course Report was provided by JH for acceptance:

National Funeral Directors Association:

- |  |           |
|--|-----------|
| • Safe Zone Training for Funeral Service Professionals | 4.0 hours |
| • Managing Various Hospital and Trauma Cases           | 4.0 hours |
| • Succession Planning and Investing in Key Employees   | 1.0 hour  |
| • Improv for Funeral Directors                         | 1.0 hour  |
| • Don't Fear Transparency with Online Pricing          | 1.0 hour  |
| • Delivering Phenomenal Preneed Experiences            | 1.0 hour  |
| • Foundations for Trust in Funeral Service             | 1.0 hour  |

- Let's Talk:
  - Serving Today's Families 1.0 hour
- When a Child Dies:
  - Creating a Community of Care 1.0 hour
- How Do You Drive a Tesla Without a Battery 1.0 hour
- Stand Out to Tech-Savvy Families 1.0 hour
- The Dirt on Natural Organic Reduction 1.0 hour
- 50 Prep Room Tricks of the Trade 1.0 hour
- Recording Native American Race on Death Certificates 1.0 hour
- Mending the Generational Divide 1.0 hour
- Walking a Peaceful Path Through Pet Loss 1.0 hour
- Washington Insider:
  - Current Federal Developments & What You Need to Know 1.0 hour
- To View or Not to View:
  - Restorative Technique for an Open Casket 1.0 hour
- Suicide Risk With the Deathcare Profession 1.0 hour
- Dept. of Defense Overseas Mortuary Operations 1.0 hour
- The Importance of Proper Paperwork 1.0 hour
- How to Invest Your Advertising Dollars Wisely 1.0 hour
- Momentum:
  - Accelerate Your Performance Without the Burnout 1.0 hour
- Funeral Rule Compliance and Update on the FTC Rule Review 1.0 hour
- Compassion Fatigue:
  - How to Mitigate Funeral Care Burnout 1.0 hour
- Transformative Times:
  - Death Care for Gender Diverse Community 1.0 hour
- Leveraging AI in the Service of Families 1.0 hour
- Engage and Empower:
  - Time and People Management 1.0 hour
- Beyond the Funeral:
  - How Savvy Funeral Professionals Connect with Communities 2.0 hours
- Diversity, Equity and Inclusion in Loss and Grief 1.0 hour
- Tried and True Embalming Techniques
  - Past and Present 1.0 hour
- Connecting Homicide Victim's Families and Resources 1.0 hour
- Hacking the Rockstar Attitude:
  - How to Ignite Rockstar Performance During Uncertain Time 1.0 hour
- The Defense Never Rests 1.5 hours
- Closing the Deal:
  - Grow by Acquisitions 1.0 hour
- Jeopardy of Jaundice 1.0 hour
- Embracing AI Technology
  - Practical Tools and Strategies for Funeral Directors 1.0 hour
- 2023 NFDA International Convention Expo 1.0 hour

Selected Educational Trust

- Recruitment and Retention: Times Have Changed 8.0 hours

#### ICCFA

- ICCFA Annual Convention and Expo 14.0 hours

#### Colibri Healthcare, LLC

- Aftercare-Extending a Helping Hand All Year Round, 2<sup>nd</sup> edition 1.0 Hour
- Communicating with Difficult People 2.0 Hours
- Ethical Standards in the Funeral Industry 2.0 Hours
- The History of Embalming in the Funeral Industry 3.0 Hours
- Employment Law, Updated edition 3.0 Hours
- HIV/AIDS and Other Bloodborne Pathogens 2.0 Hours
- Infectious Disease Control 4.0 Hours
- Preparing New Embalmers 1.0 Hour
- Trends in the Funeral Industry 3.0 Hours

#### Cremation Association of North America

- 2023 CANA Convention 7.0 Hours

#### Wilburt Funeral Services

- The Moral Dilemma with Preneed 1.0 Hour

#### Cremation Association of America

- CANA's ONLINE Crematory Operations Certification Program 8.0 Hours
- Aftercare – An Introduction 2.0 Hours
- Communication Skills Fundamentals 1.0 Hour
- Complying with the FTC Rule 1.0 Hour
- Cremation Arrangement Conference Best Practices 2.0 Hours
- Cremation & the Environment Online Course 2.0 Hours
- Ethics in Funeral Service 2.0 Hours
- Phone Shoppers – Your Best First Impression 1.0 Hour
- Presentation Without Preservation 1.0 Hour
- The Cremation Choice 2.0 Hours
- The Power of Presence – Introduction 2.0 Hours
- Three Tools for Improving Your Business 1.0 Hour

After a brief discussion, a **MOTION** to accept the Administratively Approved Continuing Education Report as presented was made by JI. Seconded by PD. The Chair called for a roll call vote:

Paul Phaneuf - Yes

Patrick Driscoll - Yes  
Richard Gormley - Yes  
David Brezniak - Yes  
Janet Leombruno - Yes

The Motion passed.

8. Board Counsel Report: Board Counsel advised that there were no additional items to present to the Board for review. No Board action was taken at this time.

9. Application Review:

- Funeral Assistant Application 2023-28-EM-FA-APP – Daniel McDonald appeared before the Board in connection with his funeral assistant application. He disclosed disciplinary action taken against him by the Board in resolution of 2 cases in which he voluntarily surrendered his Type 1 and Type 4 licenses, effective October 31, 1999. After a brief discussion, a **MOTION** to approve the application as presented was made by PD. Seconded by RG. The Chair called for a roll call vote:

Paul Phaneuf - Yes  
Patrick Driscoll - Yes  
Richard Gormley - Yes  
David Brezniak - Yes  
Janet Leombruno - Yes

The Motion passed and application 2023-28-EM-FA-APP was approved.

- Campbell Funeral Service Funeral Establishment Application – Lauren Campbell appeared on behalf of Campbell Funeral Service and its request for a Conditional Licensure Agreement in order to continue operation of its recently purchased Funeral Establishment in Ipswich, MA while it undergoes renovations for compliance with 239 CMR 3.06. After a brief discussion, a **MOTION** to approve the request to allow Campbell Funeral Service to continue operating under a Conditional Licensure Agreement for up to six (6) months was made by PD. Seconded by JL. The Chair called for a roll call vote:

Paul Phaneuf - Yes  
Patrick Driscoll - Yes  
Richard Gormley - Yes  
David Brezniak - Yes  
Janet Leombruno - Yes

The Motion passed and the six (6) month conditional license was approved.

10. The Board discussed amending the application process regarding the timing of the Licensure Exam for applicants to allow the exam to be taken upon graduation from mortuary school rather than after completing their apprenticeship. JH advised the Board about the statutory requirements regarding licensure. The Board members raised concerns about the labor shortage in the Funeral profession and believe this change would create one less barrier to licensure. In connection with the licensure exam, the Chair also raised the possibility of waiving the Massachusetts practical exam requirement if an applicant has passed the National exam. The applicant would still be required to take Massachusetts JP exam. The Board requested these issues be placed on the July 18, 2023 Board Meeting Agenda for further discussion. No Board action was taken at this meeting.
11. Patti Muldoon of the Eastern Massachusetts Funeral Alliance asked a question about the legality of the agreement between the Massachusetts Office of the Chief Medical Examiner and the Department of Transitional Assistance under which OCME staff would be permitted to engage in acts traditionally done by funeral directors in connection with burying unclaimed and unidentified decedents. The Board discussed the matter and took no action at this time.
12. A **MOTION** to adjourn the Open meeting and enter the Quasi-Judicial, Adjudicatory conference pursuant to G.L. c.30A, §18, ¶5(d), and not return to an Open Meeting was made by PD. Seconded by DB. After a brief discussion, the Chair called for a roll call vote:

Paul Phaneuf - Yes  
Patrick Driscoll - Yes  
Richard Gormley - Yes  
David Brezniak - Yes  
Janet Leombruno - Yes

The Motion passed and the Open Public meeting closed at approximately 11:47 A.M.

13. A **MOTION** was made by RG to adjourn the Quasi-Judicial Session and close the meeting. The motion was seconded by PD.

The Chair called for a roll call vote:

Paul Phaneuf - Yes  
Patrick Driscoll - Yes  
Richard Gormley - Yes  
David Brezniak - Yes  
Janet Leombruno - Yes

The Motion passed and the Meeting was closed at approximately 12:12 PM.

The above minutes were taken at the meeting held on June 20, 2023.

Respectfully submitted,

  
Kathleen McNally, Executive Director

Documents used in public session:

- Agenda for the June 20, 2023, Open Meeting
- Draft minutes of the May 16, 2023, Open Meeting
- List of administratively approved license registrants and establishments
- List of administratively approved continuing education courses
- Application related documents for D.M. and Campbell Funeral Service