

**Massachusetts Board of Registration in Embalming and Funeral Directing  
Public Session Minutes  
Meeting of 1/21/20**

Held at  
1000 Washington Street, Boston, MA, 02118  
At 10:00 a.m.  
Room 1D

**Board Members Present:**

Paul Phaneuf  
Richard Gormley  
Janet Leombruno

**Staff Members Present:**

Michael Hawley, Executive Director  
Thomas F. Burke, Assoc. Executive Director  
Charles Kilb, Board Counsel

**Board Members Absent:**

David Brezniak  
Patrick Driscoll

**Members of the Public Present:**

Paul S, Buonfiglio  
Paul Buonfiglio  
Gary Toye  
Jeremy McFarlane

Loren Forastiere  
Lucy Dannelley  
Marc Gaudreau

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**Call to Order:**

Mr. Phaneuf called the meeting to order at 10:21 a.m. Board staff reviewed building evacuation procedures and noted the location of restrooms.

**Review of Minutes:**

The Board reviewed staff prepared public session minutes of the meeting held on December 17, 2019.

**Ms. Leombruno moved to accept staff prepared public session minutes of the meeting held on December 17, 2019. Mr. Gormley seconded the motion. Motion passed, all Board members present voting in favor.**

**Application Review:**

**Type 6**

- Lucy Dannelley

**Ms. Leombruno moved to approve the candidates for licensure. Mr. Gormley seconded. The motion passed unanimously.**

### **Apprentice Extension Requests:**

- Paul S. Buonfiglio
- Loren Forastiere

**Ms. Leombruno moved to grant Mr. Buonfiglio and Ms. Forastiere a one-year extension of their embalmer apprentice registrations on the condition that they submit letters of enrollment. The registrants may apply for an additional extension at the time of license renewal on the condition that they submit letters of enrollment in mortuary studies. They do not need to reappear before the Board. Mr. Gormley seconded the motion. Motion passed by all Board members present.**

### **Application Review:**

- Jeremy McFarlane

**After a brief discussion with Mr. McFarlane and his prospective employing Type 3 supervisor, Gary Toye, Ms. Leombruno moved to approve Mr. McFarlane to take the written practical and jurisprudence exams and proceed with the Out-of-State application for funeral registration. Mr. Gormley seconded. Motion passed by all Board members present.**

### **Consent Agreement Review:**

The Board reviewed a proposal for monitoring related to dockets 2019-00139-IT-ENF and 2019-1040-IT-ENF per executed consent agreement. **After discussion, Ms. Leombruno moved to delegate Board Chair to review the choice of three monitors with Board staff. Mr. Gormley seconded the motion. Motion passed by all Board members present.**

### **Report from Executive Director, Michael Hawley**

Mr. Hawley reported that he is working with Mr. Robert Williams to determine an accurate number of Type 3 Funeral Directors who did not renew their license registration in October, 2019. He stated that he will provide a report at a subsequent meeting. Mr. Hawley reminded the Board that license renewal applications for funeral registrants will be processed online beginning in July, 2020; paper renewal applications will no longer be mailed out and registrants must create online accounts to complete the renewal process. In addition, Mr. Hawley announced that all funeral-related applications for registrants and establishments will be submitted online through the Board's ePLACE portal. Mr. Hawley noted that as of the Board's meeting, approximately fifty preneed reports have been submitted in anticipation of the January 31, 2020 deadline. The Board chair requested that Board staff provide a list of all Type 3 Funeral Directors without a validly renewed license and an update on the number of preneed reports received at the subsequent Board meeting.

### **Report from Board Counsel, Peter Kelley**

Mr. Charles Kilb announced he would be filling in as Board Counsel for Mr. Kelley at today's meeting. No report.

### **Continuing Education Provider Applications:**

#### **Insight Institute**

- Certified Funeral Celebrants

#### **NFDA**

- NFDA Arranger Training (Various Dates & Locations)
- Managing Millennials
- NFDA Home Study Courses - Books
  - Bereavement Groups and The Role of Social Support
  - Control the Conversation: How to Charm, Deflect and Defend Your Position Through Any Line of Questioning
  - Do funerals Matter?
  - Educating the Families You Serve about the Why of Funerals: A Guide for Funeral Home 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
  - The Essential HR Handbook – A Quick and handy Resource for Any manager or HR Professional
  - Turning Art into Science: Unit One
  - Turning Art into Science: Unit Two
  - Turning Art into Science: Unit Three
  - Turning Art into Science: Unit Four
- NFDA Home Study Courses – DVD's
  - 10 Technologies that Will Transform Your Business
  - 2019 Annual All-Staff FTC Training
  - 50 Shades of Green
  - Aftercare: Strengthen Your Families and Business
  - Are You in the 40 Percent? Planning for Succession
  - Asian Culture in Cremation and Funerals
  - Brining Ritual to Cremation Arranging
  - Connecting with Women: The World's Most Powerful Consumer
  - 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)
  - How End-of-Life Doulas are Changing the Face of Dying
  - How Green Practices Benefit Your Business

- Is it Sexual Harassment?
- Overcoming Objections During the Arrangement Conference
- Providing Care through the Grief Journey
- Should I Buy or Should I Sell?
- Understanding Legal Issues in the Arrangement Conference
- What Happens to Your Families Following the Funeral
- NFDA 2020 Online Learning Program
  - Approaching Trauma Cases with Confidence
  - Conflict Management for Funeral Directors: Successful Interpersonal Communication Practices
  - Deathcare Marketing: 25 FAQ's
  - Demonstration of Soft Tissue Repair
  - Do-It-Yourself Memorials (with a Little Help from the Funeral Director)
  - Embalming Perspectives and Paradigms Challenged
  - Embalming Risk Management 4.0
  - Embalming the Obese Case
  - Funeral Service Ethics
  - Marketing a Funeral Home for Long-Term Profitability
  - Mastering the Art of Funeral home Etiquette
  - Offering Funeral Packages in Compliance with the FTC Funeral Rule
  - Professional Ethics in Funeral Service: NFDA's Code of Professional Conduct
  - Relevance of Restorative Art
  - RSVP: I'll See You at My Living Funeral
  - Supporting Pregnancy Loss Families
  - Ten Tools for Stress Relief
  - The Funeral: A Chance to Touch, A Chance to Serve, A Chance to Heal
  - Understanding the Child's Greif: Insights for Funeral Home Owners, Directors, Staff
  - Understanding and Managing Grief
  - Understanding the Practice of the FTC Funeral Rule

#### **Kates-Boylston Publications**

- Cremation Innovators Summit

#### **International Order of the Golden Rule**

- 2020 Young Professionals Event: Shift Your Mind Set; Grow Your Own Skillset

#### **ICCFA**

- 2020 ICCFA Annual Convention & Exposition – San Antonio, TX March 30-April 2, 2020

**In addition to the submitted courses listed on the Notice of Meeting and Topics, the Board also reviewed the following courses submitted by the New Jersey Board....**

## **New Jersey Funeral Service Education Corporation**

- Revealing Your Ethical Funeral Service Orientation
- Bloodborne Pathogens
- Formaldehyde and Hazard Communication

**Ms. Leombruno moved to approve and accept all continuing education courses. Mr. Gormley seconded. The motion passed unanimously.**

### **Closed Session: Investigatory Conferences, pursuant to G.L. c. 112, §65C.**

At 11:55 a.m., Ms. Leombruno moved to suspend the open meeting and enter into closed session to conduct investigatory conferences, pursuant to G.L. c. 112, §65C. Mr. Gormley seconded the motion. **The motion passed unanimously by Board members present.**

During the closed session, the Board took the following actions:

- 2019-001378-IT-ENF – Dismissed.
- 2019-001466-IT-ENF – Dismissed.

At 12:24 p.m., Mr. Gormley moved to exit closed session and enter open session. Ms. Leombruno seconded the motion. **The motion passed unanimously by Board members present.**

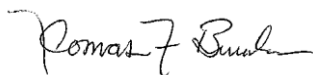
### **Adjournment**

**At 12:25 p.m., Mr. Gormley moved to adjourn the meeting. Ms. Leombruno seconded the motion. Motion passed unanimously.**

### **List of Documents used at the meeting:**

1. Agenda
2. Minutes from December 17, 2019 meeting.
3. Applications for personal registration
4. Embalmer Apprentice Extension requests
5. Continuing education provider applications
6. Correspondence re: Consent Agreement

Respectfully submitted,



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Thomas F. Burke  
Associate Executive Director