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**Navigate, Legislate, Regulate**

Join us February 27-28, 2019 as we “Navigate, Legislate, and Regulate” in picturesque San Diego for the 115th Annual Meeting. Legislation initiatives, FTC updates from incoming Funeral Rule Coordinator, Patricia Poss, recent regulatory cases, a body broker panel discussion, and more are heading to “America’s Finest City.” The two day event will take place at the waterfront resort, The Dana on Mission Bay.

Board member training and district meetings provide attendees with opportunities to learn more about regulation across professions and jurisdictions. A session on recent regulatory cases will highlight issues that are impacting funeral service today. Finally, we end with a facilitated interactive session, Conference fishbowl, which is a chance to discuss timely topics with each other in a timed format where collaboration is king and we get your energy flowing!



The Dana at Mission Bay

The Conference host property, The Dana on Mission Bay, offers several amenities for guests including its very own private marina with watersport and bicycle rentals, lawn and outdoor games, and a contemporary



The Mission Bay Ballroom at The Dana

restaurant, Firefly Eatery & Bar, all while enjoying the gorgeous views of Mission Bay. Less than one mile to Mission Beach and Belmont Park, The Dana is a quick 15 minute walk or a short shuttle ride to SeaWorld.

Registration for this event is now open! Take advantage of the early bird fee of \$350 for members (valid until December 31, 2018) and book your hotel online. More information can be found under “Events” on [theconferenceonline.org](http://theconferenceonline.org).

Known as “California’s Beach City”, San Diego has earned its name with miles and miles of white-sand beaches and near perfect weather. Offering first-class attractions, an explosion of local breweries, and cultural experiences for all ages, it’s easy to see why San Diego is such a must see destination.

Contact [services@theconferenceonline.org](mailto:services@theconferenceonline.org) with questions regarding registration or hotel accommodations.

# Board Fills Open Positions, Elections to be Held

The Conference Board of Directors filled two vacancies during the Fall Board Meeting. Robert Gribble, Executive Director of the Tennessee Board of Funeral Directors & Embalmers, was appointed as director of district five. Mr. Gribble represents funeral service regulators from Arkansas, Illinois, Kentucky, Missouri, and Tennessee. District 8 Director, Sandy Mahon, represents funeral service regulators from Alaska, Alberta,



Robert Gribble

for the board or bureau is also eligible to run for a district director position. The Conference Board of Directors typically meets twice each year and all expenses are paid through per diem allotments. While it is not required, it is encouraged that all persons interested in running for the position be present at the Annual Meeting.

Information on the nominating process will be disseminated in the coming weeks. Notification will be sent to the membership 15 days prior to the Annual Meeting announcing all potential candidates by district.

Serving on The Conference Board of Directors is an excellent way to give back to the profession through the governance of programs that benefit the entire membership. Please contact us at [services@theconferenceonline.org](mailto:services@theconferenceonline.org) regarding any questions about this position.

**District 3:** Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina

**District 5:** Arkansas, Illinois, Kentucky, Missouri, Tennessee

**District 8:** Alaska, Alberta, Idaho, Montana, Oregon, Saskatchewan, Washington, Wyoming

**District 9:** Arizona, California, Colorado, Hawaii, Nevada, Utah



Sandy Mahon

Idaho, Montana, Oregon, Saskatchewan, Washington, and Wyoming. Mr. Mahon is the Registrar of the Funeral & Cremation Council Services of Saskatchewan and is a past president of The Conference Board. An election of officers for The Conference Board was also held, where Douglas "Mack" Smith, district six director, was elected as vice president and Charles Perine, district three director, was elected as secretary-treasurer.

Elections to the Board of Directors for districts three, five, eight, and nine will be held on February 28, 2019 at the Annual Meeting in San Diego, CA. Each position is open to membership in good standing from each of the districts. All persons eligible for the positions should have at least three years remaining on their current board term and, ideally, be eligible for a second three year term. The chief staff person

## The Conference Awards NBE Scholarships

The Board of Directors of The International Conference of Funeral Service Examining Boards selected five candidates to receive the National Board Examination (NBE) scholarship. The scholarship allows recipients to sit for the NBE with the examination fee waived, which is a \$570 value for each candidate selected.

The scholarship program was open to first-time exam candidates eligible to sit for the NBE within one year from the drawing date. To enter, applicants submitted a brief essay on why honesty is important beginning with their educational experience and throughout their career as funeral service professionals. From the 60 eligible scholarship entries received, The Conference Board of Directors selected the five individuals at random during the Board of Directors Meeting on September 18, 2018 in Bernalillo, New Mexico.

The Board of Directors previously awarded five additional scholarships in the Spring, bringing the total number of scholarships to 10 for the year. The next scholarship opportunity will open early next year, with the drawing taking place in February 2019.

The Fall 2018 NBE Scholarship recipients are:  
(Entries published as submitted)

- Carol Bolen, Commonwealth Institute of Funeral Service

*"Honesty and integrity are essential not only in the funeral industry but in any industry. Being academically honest helps you become more self aware of your faults and what you need to study more on. When it comes time to be in the field that you are pursuing, you know that you achieved your license or degree without help of others or being dishonest. As a funeral service professional you will need to be able to continue to be honest so that you can be knowledgeable to staff and families in their time of need. Rather than not knowing or guessing about merchandise or procedures, being honest allows you to find the correct information so that you are not doing a disservice to families."*

- Bethany Calloway, Jefferson State Community College

*"Beginning with my educational experience honesty is important because it helped me build a student-teacher relationship that led me to earning respect and trust from my teachers. This has also overlapped into my career as a Funeral Service Professional by helping me earn a reputation for being honest and having integrity. Honesty is the foundation to trust, and trust is the key to a good relationship with all who is involved."*

**Continued on Page 6**



# 115th Annual Meeting Registration

The Dana on Mission Bay - February 27-28, 2019

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Affiliation: \_\_\_\_\_

Address: \_\_\_\_\_

City & State/Province: \_\_\_\_\_

Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Is this your first ICFSEB meeting?  YES  NO

\*Your contact information will be shared with other attendees. If you do NOT want your contact information shared, please contact The Conference staff.

## BOARD MEMBER TRAINING PROGRAM:

February 26, 2019: 2:00 - 6:00pm

February 27, 2019: 8:00 -11:30am

Yes, register me for the board training session.

**Fee: \$200** (with Annual Meeting Registration)

*Please submit separate BMT registration form.*

## Pre-Conference Session— February 27th:

*(OPTIONAL- please select one - included in registration fee)*

Funeral Service Administrators Forum (8:00 -11:30am)

Examination Services Forum (10:30 - 11:30am)

## Hotel Reservations

Guestroom rate - \$169 (plus tax & fees).

Group name: ICFSEB/The Conference

Contact the **The Dana on Mission Bay** by **January 26, 2019** at **800-445-3339** to receive this rate.

Reservations made after this date are subject to availability and rate increase.

Visit The Conference website for the group reservation link.

Are you a licensed Funeral Service Practitioner subject to Continuing Education Requirements?  Yes  No

If so, please list state(s) licensed in:

## 2019 REGISTRATION FEES:

Early Bird Fees (*Expire December 31, 2018*)

(\$25 addition to each registration received after 12/31/18)

ICFSEB Member: \$350.00

*(includes Associate Members)*

Additional Member Registrations: \$325.00

*(\$325 for each additional)*

Non-Member: \$450.00

\*Board Member Training: \$200.00

*\*Please submit Board Member Training registration form.*

## GUEST FEES:

### FUNCTION:

2/27 — Opening Session & Luncheon \$40.00/person

2/27 — Networking Reception \$50.00/person

2/28 — Awards Luncheon \$40.00/person

Guest(s) Name \_\_\_\_\_

Guest Fees Total: \$ \_\_\_\_\_

**TOTAL AMOUNT DUE: \$ \_\_\_\_\_**

## METHOD OF PAYMENT:

Check (Make payable to "The Conference")

Visa  MasterCard  Discover

Card No: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Exp. date: \_\_\_ / \_\_\_ (mm/yy) CSC \_\_\_\_\_

Signature: \_\_\_\_\_

Note: Registration forms *SUBMITTED TOGETHER* from the same regulatory board or school will qualify for a discount. The first registration fee is \$350; each additional registration fee will be \$325.

# The 115th Annual Meeting of The Conference



## Tuesday, February 26, 2019

8:00 a.m. - 5:00 p.m. Exam Committee Meeting

8:00 a.m. - 2:00 p.m. Board of Directors Meeting

2:00 p.m. - 6:00 p.m. Board Member Training  
*(pre-registration required)*

6:30 p.m. First Time Attendee  
Welcome Dinner

4:30 p.m. - 5:00 p.m.

Executive Session

5:30 p.m. - 7:00 p.m.

Welcome Reception

## Thursday, February 28, 2019

7:00 a.m. - 8:00 a.m.

Past Presidents Breakfast

8:15 a.m. - 9:15 a.m.

What's New at the FTC?  
*Patricia Poss*  
*Incoming FTC Funeral*  
*Rule Coordinator*

9:15 a.m. - 10:15 a.m.

Case Study:  
Protecting the Public-  
Better Ensuring  
Licensee Compliance  
*Lucy Richards,*  
*MT Board of Funeral Service*

10:30 a.m. - 12:00 p.m.

District Meetings

12:30 p.m. - 2:00 p.m.

115th Annual Meeting  
Awards Luncheon & Reports  
*Mark Ransford, President,*  
*The Conference*

2:15 p.m. - 3:15 p.m.

Body Brokers -  
What Can Be Done?  
*Panel Discussion*

3:30 p.m. - 5:00 p.m.

Interactive Session:  
Conference Fishbowl

## Wednesday, February 27, 2019

7:30 a.m. - 10:30 a.m. Convention Registration

8:00 a.m. - 12:00 p.m. Exam Committee Meeting

8:00 a.m. - 11:30 a.m. Board Member Training  
*(pre-registration required)*

8:00 a.m. - 11:30 a.m. Funeral Service  
Administrators Forum (AEFSB)

10:30 a.m. - 11:30 a.m. Examination Services Forum

12:00 p.m. - 2:00 p.m. 115th Annual Business  
Meeting & Luncheon

Model Internship  
Program Vote  
*Mark Ransford, President,*  
*The Conference*

2:15 p.m. - 3:15 p.m. Recent Cases and  
What We Need to Learn  
*Dale Atkinson,*  
*Atkinson & Atkinson*

3:15 p.m. - 4:15 p.m. Legislation Ethics Governance  
Giving Consumers &  
Regulatory Board Members a  
"LEG" Up  
*Jon Rettig,*  
*OH Board of Embalmers &*  
*Funeral Directors*

## Register Online Now!

Scan the QR code to visit the Annual Meeting webpage for meeting information including, online registration, the meeting agenda, Board Member Training information, and Delegate Grant information.



## Now Accepting Delegate Grant Applications

The Conference Board of Directors is committed to the goal of 100% representation of member boards at the annual meeting. Through the Conference Delegate Grant program, travel expenses and registration costs are covered by The Conference. The program provides a pathway to attend if travel restrictions and budgetary constraints are a challenge in member jurisdictions.

Those accepted into the Delegate Grant Program are required to adhere to the Delegate Grant policies and procedures. For a full list of the guidelines as well as the grant application, please visit the Annual Meeting page under "Events" on The Conference website.

## Annual Meeting Justification Toolkit

The Conference is pleased to release the Annual Meeting Justification Toolkit in an effort to assist hopeful attendees with securing approval for meeting attendance. This multi-layered kit includes customizable documents and information to help demonstrate to boards and internal leadership the significant value your participation at the meeting will bring to your board.

The toolkit includes:

- Customizable letter to leadership
- Benefits of attending and expense worksheet
- Sample summary report



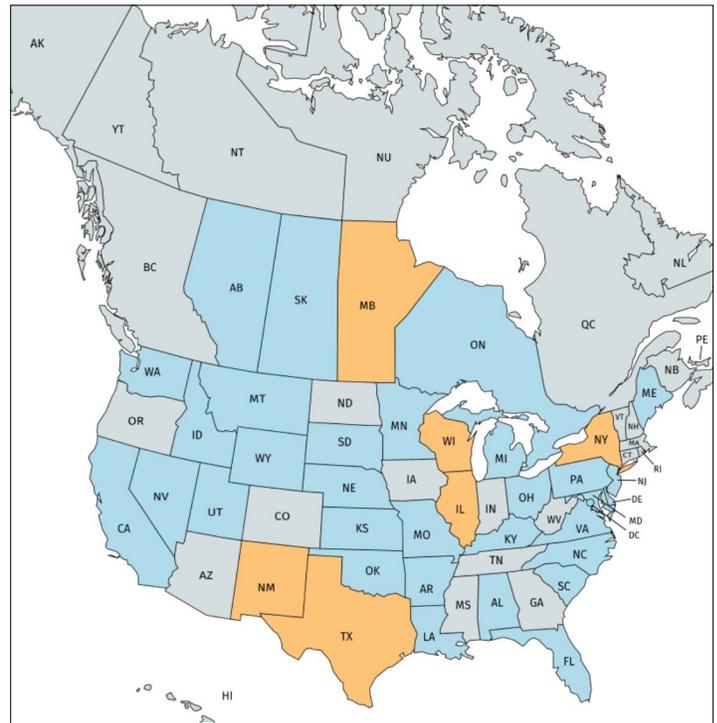
Available on the Annual Meeting webpage.

## Board Member Training

The Conference Board Member Training session will be held on February 26 – 27, 2019, in conjunction with the Annual Meeting. The Board Member Training Program will familiarize regulatory board members with the roles and responsibilities of serving on a funeral service regulatory board. Seminar topics include: the role of a regulatory board member, political realities of boards, adjudication/discipline/enforcement, the licensure examination, and other current regulatory issues. The training program is open to any member of any board regardless of how many years served.

The Conference is offering a discounted registration fee per board member for those that register for the Annual Meeting as well. Registration fee includes: the seven hour program that is eligible for continuing education credit (jurisdiction permitting) and a complimentary breakfast.

Please visit The Conference Annual Meeting page for more information on the Board Member Training Session and to register.



### Annual Meeting Attendance by the Numbers

- Attended in last 5 years
- Attended in last 10 years

## Model Internship Program

A draft of the Model Internship Program was released for public comment on October 12, 2018. The latest in The Conference model document initiative, the Model Internship Program was designed to provide guidance and assist both regulators and funeral service professionals in the development of an internship program. This 18-month project included a committee of seven funeral service professionals representing state board members and staff, associations and the ABFSE.

The primary mission of the Model Internship Program is to provide a foundation of best practices to train interns to become funeral service professionals and to promote uniformity of internship standards. The Program offers information and templates intended to help create internships that meet the needs of the regulatory board, association, and/or funeral establishment.

The Conference is seeking review and feedback of the program along with any comments/questions. The Model Internship Program was distributed to all member boards, associations and ABFSE accredited programs. It is also accessible on our website in the model documents section under the "resources" tab. Please note all comments should be submitted by December 1, 2018 to [services@theconferenceonline.org](mailto:services@theconferenceonline.org).

# Membership Corner

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## Update From Delaware

Over the past several years the Delaware Board of Funeral Services has been endeavoring to update and bring current many aspects of Funeral Service Regulation in the State of Delaware. Many of the items that the board has been able to address were 30 to 40 years outdated, while others are just as important today as they were when first signed into law.

Through a legislative process following a Sunset Review by the Legislature of Delaware, we were able to address many items legislatively in order to “maintain minimum standards of practitioner competency, and to maintain certain standards in the delivery of services to the public” as quoted from the section 3100 of Title 24 Chapter 31, item b. Also, the Board was given some additional authorities according to the legislative act which included adopting and implementing an inspection program for all funeral establishments and regulating cremation and crematoriums within the State of Delaware. None of these three items were in the current code at that time.

Once the Board was given the authority legislatively, then the work of the Board began on starting a list of Rules and Regulations that would effectively outline the requirements already established by legislative act. The current list of rules and regulations may be found at Title 24 of the Regulated Professions and Occupations of the Delaware Administrative Code, 3100 Board of Funeral Services. Sections 13.0 and 14.0 specifically address the inspection of funeral establishments and crematoriums and their appropriate rules. These Rules and Regulations were only put into effect following review by of all the necessary state agencies and two public hearings.

While the process took almost three and a half years to complete, the time permitted a thorough and comprehensive review and allowed for input from many state agencies as

well as the public. Through the review and implementation of these policies, which will be an ongoing process through the years, the public will continue to be protected for many years to come.

Respectfully submitted;

By S. Keith Parsell, President Delaware Board of Funeral Services

With the approval of the Division of Professional Regulation

## Membership Polls

The Conference conducts polls on behalf of members seeking more information on issues affecting funeral service regulation. A member board recently asked The Conference to disseminate the following:

1. *Does your state regulate pet cremations and/or pet crematoriums?*
2. *Does your board require an individual conducting a pet cremation to hold a license/permit/certificate issued by the board?*

Twenty-five jurisdictions (states) responded no, that they do not regulate pet cremations/crematoriums nor require a license, however, one state noted the existence draft regulations that are currently working their way through the regulatory process. One jurisdiction mentioned a statute stating governing bodies of counties, cities, or towns may adopt local ordinances for operation of a pet crematorium. Several others replied that language in their statutes limit cremation only to human remains.

For more information on membership polls, please contact Lauren Thomas at [services@theconferenceonline.org](mailto:services@theconferenceonline.org).

## Scholarships Continued

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- Barbara Daughenbaugh, Pittsburgh Institute of Mortuary Science

*“Honesty is the foundation of trust and integrity. We, as funeral professionals and human beings, rely on such virtues to be successful. As a funeral service professional, we are entrusted with the care of deceased loved ones. Parents, siblings, and children leave their loved ones in our hands and look to us for truth and guidance. As in any profession, how important is it that you see your doctor as someone who is honest and trustworthy? Our families hold us to the same standard of reliance. They rely on us and it is our duty to meet and go beyond their expectations and standards as an honest member of society.”*

- Shiloh Struthers, Pittsburgh Institute of Mortuary Science

*“Honesty is important in both acting as a student and acting as a funeral professional because it promotes the formation of respectful*

*relationships. Having thriving respectful relationships in every facet of your life will open up doors for yourself and lead you to places where not only can you fulfill yourself, but you can wholeheartedly be able to help others as well. Having it be known that you are an honest and respectful person leaves everyone in your life with peace of mind, and being able to provide peace of mind to a family is extremely valuable.”*

- Jillian Thompson, Wayne State University

*“Honesty is hugely important in education. In my experience, honesty shows your respect to the faculty at your school and to your other classmates. Which plays a large part in your success there. This also shifts into how important it will be throughout my career as a funeral service professional. In funeral service, it is important to be honest with families you are serving in order to be able to give them the best care you can. Being honest shows who you are as a person and showcases how you truly are there to help.”*

## Blast from the Past!

### 20 Years Ago

- The President of The Conference was David Benke.
- The Conference office moved from Ogden, UT, to Northwest Arkansas.
- Current Executive Director, Dalene Paull, was hired as Registrar of The Conference.
- The name of the organization was changed to The International Conference of Funeral Service Examining Boards, Inc. to represent the Canadian member provinces.
- An Item Writing Workshop was held in Orlando, FL, in which 450 examination items were developed.
- Eligibility Verification: The Conference began requiring applicants for the NBE to complete all academic requirements for graduation from an ABFSE program.
- Credit card accepted for all services offered by The Conference.
- The 95th Annual Meeting was held at the Back Bay Hilton in Boston, MA. Topics included continuing education, proposed changes in educational requirements, and model endorsement. Delegates recommended moving the Annual Meeting to the Spring.



The opening of The Conference's office in Arkansas



### 15 Years Ago

- The President of The Conference was John Kazlauskas.
- The organization turned 100 years old.
- The exploration phase and transition to computer based testing began.
- The Conference celebrated it's "100 years of regulatory excellence" at the Annual Meeting held in St. Louis, MO.
- Meeting topics included computer based testing, current regulatory cases and attorney general opinions, and standardized examinations.

### 10 Years Ago

- The President of The Conference was Billie Watson Hughes.
- Manitoba became a member of The Conference as a member of District 4.
- Current Information & Technology Manager, Dustin Wardlow was hired as Information Services Coordinator.
- Current Examination Program Manger, Sarah Gill was hired as Public Relations Coordinator.
- The 105th Annual Meeting was held at the Kingsmill Resort in Williamsburg, VA. The meeting focused on generational differences in the workforce within the death care profession and pre-need pitfalls and successes.
- Dr. Robyn Gershon gave her report on Avian Influenza Preparedness in the Death Care Profession. Dr. Gershon was the 2008-2009 recipient of a research grant awarded by The Conference.





1885 SHELBY LANE, FAYETTEVILLE, AR 72704

## NBE Quarterly Statistics

*January 1, 2018 – October 31, 2018*

<b>National Board Arts Examination</b>					
	Total Tested	Pass #	Pass %	Fail #	Fail %
First Time	1139	878	77%	261	23%
Repeater	342	173	49%	169	51%
<b>Total</b>	<b>1481</b>	<b>1051</b>	<b>71%</b>	<b>430</b>	<b>29%</b>
<b>National Board Science Examination</b>					
	Total Tested	Pass #	Pass %	Fail #	Fail %
First Time	1129	800	71%	329	29%
Repeater	397	145	37%	252	63%
<b>Total</b>	<b>1526</b>	<b>945</b>	<b>62%</b>	<b>581</b>	<b>38%</b>

**Please Take the Customer Satisfaction Survey**  
**Online at:**  
[www.theconferenceonline.org/survey](http://www.theconferenceonline.org/survey)  
**Thank You!**

### Upcoming Jurisdiction Board Meetings

- Arizona – 11/20, 12/18
- Connecticut – 12/6
- Delaware – 11/27
- District of Columbia – 12/6
- Florida – 12/6
- Georgia – 12/11
- Indiana – 12/6
- Iowa – 12/6
- Kentucky – 12/11
- Louisiana – 12/4
- Massachusetts – 11/20, 12/18
- New Hampshire – 11/14, 12/12
- New Jersey – 12/4
- North Carolina – 11/14, 12/12
- Ohio – 11/28, 12/19
- Oklahoma – 12/13
- Oregon – 12/11
- Pennsylvania – 12/19
- South Carolina – 12/5
- Tennessee – 12/11
- Texas – 12/11
- Wisconsin – 11/27
- Saskatchewan – 11/29, 12/13

\* The Conference welcomes any contributions you might share from your jurisdictions. Please submit items to [info@theconferenceonline.org](mailto:info@theconferenceonline.org).