

ARIZONA STATE BOARD OF
FUNERAL DIRECTORS AND EMBALMERS

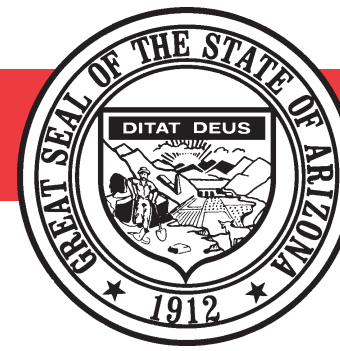
1400 W Washington
Room 230
Phoenix, AZ 85007

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FAX (602) 542-3093

2003 BOARD MEETING SCHEDULE

January 21 st	May 20 th	September 16 th
February 18 th	June 17 th	October 21 st
March 18 th	July 15 th	November 18 th
April 15 th	August 19 th	December 16 th
	(Tele-Conf)	

FAX 602-542-3093



ARIZONA STATE BOARD OF
FUNERAL DIRECTORS AND EMBALMERS

Volume 8, Issue 2

February 2003

**Welcome to 2003 and this
8th Edition of the Board Bulletin**

This publication offers the Board's 2002 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 on licensees and consumers alike are disseminated in an expeditious manner.

Since the last edition of the Annual Newsletter, a negative incident directly related to the industry has created immediate and long- range effects, which will impact all for years to come. In Arizona lawmakers reacted quickly in modifications of licensure and cremation procedures. The sensationalism of the act further created federal lawmakers into conducting surveys, committees and similar efforts to evaluate and once again recommend revisions in the Federal Trade Commission (FTC) "Funeral Law". Funeral homes, which utilized the Georgia crematory, had no reason to suspect any foul play. However, current litigation is charging each funeral home with negligence as a result of the discovery in February of 2002.

The State Boards Office will make every effort to keep licensees and consumers informed of potential problems and take a proactive stance in the educating of all concerned. Compliance visits remain a critical tool in preventing incidents like the Georgia tragedy. The immediate attention and correction of deficiencies noted from compliance visits enhance facility performance and ensure compliance of laws and rules. Continued communication between board staff and practitioners further alleviate future setbacks. Once again, the cooperation exhibited between licensees and the Board Staff have created a working environment that is totally synergetic to the benefit of consumers and industry members. The Board's Staff stands committed to providing only optimum service to all those it serves.

Thank you and have an outstanding year!

Board Members

Randall Bunker

FUNERAL DIRECTOR
PRESIDENT

Teresa Hayes

CONSUMER MEMBER
SECRETARY

Brian Townsend

CONSUMER MEMBER
TREASURER

Gary Williams

FUNERAL DIRECTOR
MEMBER

Earl Owens

FUNERAL DIRECTOR
MEMBER

Sindi Martinez

CONSUMER DIRECTOR
MEMBER

Paul Messinger

FUNERAL DIRECTOR
MEMBER

Staff

Rodolfo Thomas

EXECUTIVE DIRECTOR

Michael Loughran

DEPUTY DIRECTOR

Patricia Keith

ADMINISTRATIVE
ASSISTANT II

A MESSAGE FROM THE BOARD PRESIDENT

At the cusp of a new year we share with you, briefly, information in this edition of the board bulletin that will both inform and educate you. 2002 proved to be both an interesting and eventful year for our board and staff. As we are in the first quarter of 2003 we see this year begin with additional changes. Change is both challenging and difficult but certainly necessary for growth and opportunity.

You will see some changes in our staff in the next few months. We have a group of dedicated and diligent people who care about what they do. They believe in protecting the trust the consumer places in funeral service professionals. They see purpose in the education and training that they provide to both practitioners and the consumers who engage the services offered by the establishments in this state.

The new State Administration will have the opportunity to fill appointments for two board members in the near future. I trust that these individual will have the same commitment and concern that the current and past board members have had. I value the cause of good in the oversight of the funeral profession.

You have an opportunity to make a difference. I challenge you to become educated and informed about the statutes and rules that govern your profession. The funeral profession is only as good as the “weakest link” among them. It is your responsibility to help your colleagues raise the bar and adhere to the highest degree of competency. Help them become better at what they do.

It is my commitment and the commitments of each board member and staff employee to help each of you do the right thing for the right reasons. The Arizona State Board has the reputation as a proactive and progressive board. With the help and assistance of the auditor general’s sunset review that is near completion we hope to become better at assisting you.

We encourage you to attend the monthly board meetings. Call and visit with our staff. Attend the education opportunities that the staff participates in to keep you better informed.

We look forward to a productive 2003!

Randy Bunker
Board President

Hassett, Carol
 Hawkins, Lisle
 Hill, John
 Hilton, Joseph
 Hogard, Christopher
 Hopkins, Christopher
 Hudgel, Brian
 Hudgel, Warren
 Hughes, Joyce
 Hunt, Earlene
 Jensen, Ryan
 Johnson, Dennis
 Johnson, Garth
 Kazmar, David
 Kennedy, Charles
 Koons, Delton
 Kropp, Delton
 Kueneman, John
 Lehmann, Leroy
 Liening, Robert
 Lietz, Walter
 Lisauskas, Randall
 Meldrum, Mark
 Messinger David
 Messinger, Paul
 Monarrez, Danny
 Monroe, Gabriel
 Moore, Duane
 Motzkin, Gregory
 Murdock, Matthew
 Nerison, Cameron
 Nibert, Allan
 Norton, Bart
 Ordonez, Albert
 Ortega, Henry
 O'Sullivan, Edward
 Ovsak, Robert
 Owens, Earl
 Owens, Kevin
 Parker, Paul

Pascoff, Duane
 Patton, Donald
 Peck, Ryan
 Perlman, Howard
 Rolph, Rocky
 Ryzek, John
 Sadek, Scott
 Salter, Daniel
 Sawdy, Daryl
 Sheets, Roger
 Sherlock, Sean
 Smith, Billy
 Smith, VeraAnn
 Speakman, David
 Steiner, Glenn
 Stout, Joseph
 Striker, Charles
 Studley, Everett
 Sturdevant, Todd
 Sutton, Frank Sr.
 Sutton, Frank Jr.
 Sutton, Linda
 Sutton, Lorrie
 Sutton-Zorn, Jamie
 Talbott, Clayton
 Thomsen, George
 Tovsen, Mark
 Viles, Edward
 Wakelin, Fred
 Waldrop, Mark
 Walker, David
 Ward, Dillis
 Warren, R Michael
 White, William
 Wilcox, Robert
 Wilson, Benjamin
 Wilson, Donald
 Wolfrey, James
 Wright, Gerald
 Wright, Ryan

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 that 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 approximately 1400 licensees practicing in the state, and serves all Arizona citizens who receive funeral goods and services.

BOARD STATUTORY FUNDING FORMULA

ARS 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 2002, ninety percent represents the Board's appropriated budget of 256,200 however nearly \$335,000 was collected. With ten percent at approximately \$34,000, plus civil penalties estimated at \$2,000, the Board is returning at least \$36,000 to the State's general fund.

BOARD 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 & BUDGET

The Board maintains four full time positions. An Executive Director responsible for overall administration, a Deputy Director responsible for

investigations and continuity of operations during the Directors absence, a Compliance Administrator responsible for the evaluations of all licensed establishments and an Administrative Assistant II responsible for licensing and continuing education. The Board was fully staffed during the reporting period.

The Board's appropriation for FY 2001 was \$252,200 and \$256,000 for FY 2002.

ENFORCEMENT ACTIONS

The current investigative process requires submission and evaluation of all pertinent facts to ensure that a funeral law violation has occurred. When applicable the Board shall refer non-jurisdictional matters to the proper government entity for jurisdictional responsibility. The Board as a matter of doing daily business receives complaints relative to cemeteries, insurance prearrangements, and tissue donor organizations. The Board at the very least provides a forum for consumers and attempts to assist and assure that complaints relative to other entities are expeditiously forwarded to appropriate authorities. Overall the number of enforcements actions remained stable with the previous year. Complaints submitted, again reflected inadequate or poor communications. Reasons cited included a lack of sensitivity or an apparent lack of proper staffing and high volume workload. As members of the industry, all of us must not forget that consumers demand and expect more from you than the typical salesperson. When one neglects or becomes remiss in this area a complaint is inevitable. This conveniently leads us into the next area of great concern for licensees. When responding to an issue brought to your attention it is imperative that you carefully

analyze the situation to assure that you have acted appropriately. Statutory Guidelines mandate staff to investigate and forward all complaints to the Board for determination. Therefore listen carefully to complaints received and base your actions or non-actions on it's own individual merit. As another reminder, a licensed Funeral Director must sign each statement of Funeral Goods and Services with his/her license number and date. Failure to comply with the above can result in disciplinary or additional action once discovered. As stated in the past, the Board Staff will continue to operate in a non-adversary position and act fairly to both licensee and consumer alike. If you have any questions or concerns please contact the Board Staff and please take the time to review your law manual.

LAWS AND RULES

On May 9, 2002 House Bill 2686 was signed into law. Then State Representative Foster, sponsored a bill which she felt would avoid a situation like Nobel Georgia and also prevent errors in the processing and identification of cremains. As a result, any person who now operates a retort is required to be licensed as a Cremationist. This process includes the statutory background check submission to the Federal Bureau of Investigation, application and license fee. The current educational requirement is that each applicant must possess a certificate of training in the operation of a retort from an accredited institution or manufacturer of retorts. The statute does however not provide for continuing education in this classification. On August 1st of 2003 current cremationist license will expire. Prior to renewal, every licensed cremationist must show proof of possessing a certificate of training. As a result the Board

Whitney & Murphy Funeral Homes Inc.
Wickenburg Funeral Home
Wyman Cremation and Burial Chapel
Yuma Mortuary and Crematory

ACTIVE CREMATORY LIST(42)

Apache Junction Crematory
Arizona Cremation Services
Best Funeral Services, Inc
Bradshaw Crematory, LLC
Bring's CrematoryCamino del Sol Crematory
Deca Cremation Services
Desert Lawn Crematory
Desert Rose Crematory & Burial
Desert Lawn Memorial Park
East Valley Crematory
El Encanto Memorial Cremation-Dodge
El Encanto Memorial Cremation-Avalon
Evergreen Crematory Flagstaff Crematory
Foothills Memorial
Green Acres Mortuary & Cemetery, Inc
Green Valley Crematory
Greenwood Memory Lawn
Hatfield Cremation
Lake Havasu Mortuary & Crematory
Lietz Crematory
Melcher's Mission Crematory
Meldrum Crematory
Mohave Cremations Service
Mt. Meadows Memorial Park
Mt. View Cemetery, Inc
Mt. View Memorial Gardens
Paradise Memorial Crematory
Parker Funeral Home
Sedona Funeral Home
Serenity Mortuary Services, Inc
South Lawn Mem'l/Tucson Mem'l Park
Sunland Memorial Park, Inc
Sunrise Crematory
Sunset Vista Crematory
Sutton Crematory

Swan Crematory U.S.A. Parker Crematory
Westside Crematory
White Mountain Crematory
Yuma Mortuary & Crematory

ACTIVE CREMATIONISTS (126)

Adair, Arthur
Adair, Harold
Aegerter, John
Ahearne, James
Allen, Todd
Avila, Jennifer
Bradley, Scott
Bring, Susan
Burgoz, Lloyd
Case, Robert
Cerullo, Anthony
Contreras, Miguel
Crandall, Nadene
Cusumano, Paul
Dalton, Martin
Dawson, Gerald
DiGiglio, Steven
Dimond, Donald
Dimond, Kenneth
Douglas, Gordon
Ferrel-Stout, Bruce
Fleming, William
Foley, Michelle
Frederick, Aurey
Georges, Ramon
Gibson, James
Gonzales, Ralph
Gorishek, Louis
Gudzinis, David
Gulley, Donald
Hanna, Richard
Hanson, Kathleen
Hardy, Wayne
Harmon, Brian
Harrison, Philip

Hatfield Funeral Home Heather Mortuary and Chapel
 Hepler Funeral Home
 Heritage Funeral Chapel
 Heritage Memory Mortuary, Inc.
 Hudgel's Swan Funeral Home
 J. Warren Funeral Services Valley Chapel
 Jensen's Sierra Vista Mortuary L.L.C.
 Jewkes Mortuary
 Jewkes Mortuary St. Johns Johnson Mortuary and Desert Lawn Memorial Park
 Kammann Mortuary
 La Paz Funeral Home
 Lake Havasu Mortuary Lakeshore Mortuary
 Lamont Mortuary
 Lietz-Fraze Funeral Home
 Lowmans Arizona Funeral Home
 Lundberg Mortuary White Rose Chapel
 Mariposa Gardens Memorial Park and Funeral Care
 Martinez Funeral Chapel
 Martinez Funeral Chapel Nogales
 Melcher Mortuary Chapel of the Roses
 Melcher Mortuary
 Mission Chapel and Crematory
 Meldrum Mortuary
 Menke Funeral Home
 Mercer Mortuary
 Mesa Heritage Mortuary
 Messinger Fountain Hills Mortuary
 Messinger Indian School Mortuary
 Messinger Payson Funeral Home, Inc.
 Messinger, Pinnacle Peak Mortuary
 Miles Mortuary
 Miles-Damron Funeral Home
 Morris-David's Safford Funeral Home
 Mortensen Kings Funeral Center
 Mountain Shadows Funeral Home
 Mountain View Memorial Gardens
 National Cremation Society Neptune Society

Newcomer Family Mortuary and Cremation Services
 Northern Arizona Cremation and Burial
 Norvel Owens Mortuary
 Norvel Owens Mortuary of Flagstaff
 Owens Mortuary Holbrook
 Owens Mortuary ShowLow
 Owens Mortuary Heritage Chapel
 Paradise Chapel Funeral Home
 Parker Funeral Home
 Phoenix Memorial Park and Mortuary
 Preston Funeral Home
 Regency Mortuary
 Reliance Funeral Services, Inc.
 Resthaven Park Mortuary
 Richardson's Benson Mortuary
 Rude Family Northwest Mortuary
 San Pedro Funeral Home
 Sedona Funeral Home
 Shadow Mountain Home
 Silver Creek Chapel Mortuary
 Simes Mortuary Casa Grande Chapel
 Simes Mortuary Coolidge Chapel
 Sinai Mortuary of Arizona
 South Lawn Mortuary Stewart Chapel
 Sunland Mortuary and Cremation Center
 Sunrise Funeral Home
 Sunset Vista Funeral Home
 Sunwest Funeral Home
 Superior Funeral Home
 Sutton Memorial Funeral Home
 Tempe Mortuary
 Universal Memorial Center Universal
 Sunset Chapel Valley Funeral Home
 Valley of the Sun Mortuary
 Valley Ridge Mortuary
 Valley West Funeral Chapel
 Webber's Eastlake Mortuary
 Westcott Funeral Home
 Westcott Funeral Home CV
 Westlawn Chapel and Mortuary

has communicated with the Matthews Cremation Group, Mesa School of Mortuary Science, Arizona Funeral Association and Cemetery Association regarding this matter. The Board does not have the ability to sponsor this type of training. However due to time constraints and the importance of acquiring the mandated training, efforts from all of the aforementioned entities have afforded licenses the opportunity to receive this training in Arizona. The training for cremationist is tentatively scheduled for March 28th 2003 and again in July prior to expiration of license. It is recommended that once sites are announced and considering the number of applicants from out state, that you register as soon as possible.

Additional revisions in law included the mandatory placement of a metal disk during the cremation process, and that the crematory shall not open a container containing remains except under the supervision of a licensed Funeral Director. Disclosures were added to the Statement of Funeral Goods and Services to include the location where Deceased will be held, embalmed or cremated. And a statement containing the name, address and phone number of any corporation, limited liability company, partnership or limited partnership that holds an ownership interest of ten percent or more in the funeral establishment or crematory.

S.B. 1237 signed into law on May 7, 2002 promulgated by the Board and legislative committee of the Arizona Funeral Directors Association modified the responsibilities of a Responsible Funeral Director to include **Managing** and **Supervising** the daily activities of an establishment. Additionally specified disciplinary actions were included.

LICENSING ACTIONS

During the reporting period, in addition to over 1300 renewals, the Board also issued:

- 1 Crematory Permit
- 2 Multiple Funeral Directors
- 11 Establishment Permits
- 13 Pre-need salespersons registration
- 19 Interns
- 27 Embalmers
- 27 Embalming Assistants
- 28 Funeral director licenses
- 37 Establishment licenses (includes new, location changes, ownership)
- 136 Cremationist Licenses

On July 31, 2002, the licensing of Apprentice Embalmers became invalid. Pursuant to A.R.S. 32-1325.01 all Apprentices Embalmers who had been registered as same for at least five continuous years became eligible for the registration of Embalmers Assistant. Mandatory classes were taken at Mesa Community College and subsequent examination and practical exercise conducted by Board Licensed Funeral Directors to evaluate applicants was completed. To date, there are 27 Embalmers Assistants. The new classification allows embalming without supervision. The classification does not authorize the member to sign Death Certificates or Statements of Funeral Goods and Services. However, the embalming report if applicable can be signed and must be signed by the person responsible for the embalming along with his/her supervisors signature.

IMMUNITY DOCUMENT

A.R.S. 32-1365.01

The Board's Staff emphasizes the importance of utilizing A.R.S. 32-1365.01 (Immunity Document) and most importantly, assuring the correct use of the statute. For example, a signed dated prearranged cremation plan by funeral trust or insurance will not suffice under current law. You will not be protected under the immunity doctrine because you have failed to include the necessary language on a separate sheet. Staff recommends that in addition to a completed prearranged plan that you include not only the authorization for legal disposition, but also include a document with language from A.R.S. 32-1365.01 to avoid future problems. Remember, anyone can challenge your decision but maintaining proper documentation under the law will prevent headaches and additional out of pocket expenses. All of our licensees and establishments must understand the value of the law and we must attempt to maintain uniformity throughout the State to assist you. Therefore, once again we feel that it is imperative that the Staff includes a copy of the statute as it appears and invite anyone to call the office if there are any questions or concerns.

A legally competent adult may prepare a competent adult's remains. This written statement may but need not be part of the competent adult's will.

The legally competent adult shall sign and date the document. The document shall be notarized or witnessed in writing by at least one adult affirming that the notary or witness was present when the competent adult signed and dated the document and that the competent adult appeared to be of sound mind

and free from duress at the time of execution of the document.

The document of immunity conforms to this section in authorizing a crematory, cemetery or funeral establishment to carry out the wishes of the competent adult who is the subject of the document. It is not necessary for a crematory, cemetery or funeral establishment to obtain the consent or concurrence of any other person when it cremates or provides for the lawful disposition of a dead human body.

The legally competent adult must provide financial arrangements so a crematory, cemetery and funeral establishment can execute the adult's wishes as expressed in the document.

A crematory, cemetery or funeral establishment that cremates or provides the lawful disposition of a dead human body in good faith as per an apparently genuine document executed pursuant to this section is immune from criminal and civil liability and is not subject to professional discipline. Document execution must be made in good faith.

"COMPLIANCE CORNER"

The importance of the Compliance Administrator's position cannot be overstated. Noted deficiencies when corrected bring an establishment not only in line with regulatory guidelines but also assures consumer with the confidence and sense of responsibility that is expected from members of the industry.

Pearson, Jacqueline
Prouty, Rebecca
Richard, Michael
Rosefsky, Linda
Sedlmayr, Roger
Smith, Laura
Van Joven, Lynn
Walker, John
Wells, Maceo

ACTIVE

ESTABLISHMENTS (157)

A.L. Moore-Grimshaw Mortuaries
Abbey Funeral Chapel
Abel Funeral Services
Adair Douglas Funeral Chapel
Adair Funeral Homes Avalon
Adair Funeral Homes Dodge
Adair's Carroon Mortuary
Adobe Chapel Funeral Home
Advantage Funeral and Cremation Services
Golden Door
Advantage Funeral and Cremation Services
Maryvale Advantage Funeral and Cremation Services Sunnyslope
Advantage Funeral and Cremation Services University
Advantage Funeral and Cremation Services Colonial All Care Cremation & Burial
Apache Junction Mortuary Arizona Cremation and Funeral Services
Arizona Mortuary University Chapel
Arizona Ruffner Waklelin Chapel
Arizona Wakelin
Bradshaw Chapel
Best Funeral Services
Best Funeral Services, Inc.-North Central Chapel
Bisbee Funeral Home
Botimer Funeral Home
Bring's Broadway Chapel
Brings's Memorial Chapel

Brown Page Mortuary
Buckeye Funeral Home
Bueler Chandler Mortuary
Bunker Family Funeral Homes Caldwell Chapel
Bunker's Desert View Chapel
Bunker's Garden Chapel
Bunker's University Chapel
Camelback Sunset Chapel Camino Del Sol Funeral Chapel & Cremation
Carrillo's Tucson Mortuary, Inc.
Carr-Tenney Mortuary Chapel of Prayer Chapel of the Chimes
Chino Valley Funeral Home
Colorado River Cremation and Burial
Crystal Rose Funeral Home
Desert Lawn Funeral Home
Desert Lawn Memorial Chapel and Funeral Home
Desert Rose Cremation and Burial
Desert Sunset Funeral Home
Desert View Funeral Chapel
Dimond & Sons Silver Bell Chapel
Douglass Funeral Home
Dugan Funeral Chapel East Lawn Palms Mortuary
Evergreen Mortuary Cemetery and Crematory
Falconer Funeral Home
Family Burial and Cremation Center
Flagstaff Mortuary
Fletcher's Snowflake Mortuary
Frey Funeral Home and Cremation Service
Green Acres Glendale Mortuary
Green Acres Mortuaries and Cemeteries, Inc.
Green Valley Mortuary
Greenwood Memory Lawn Mortuary
Greer-Scott Mortuary and Chapel
Greer-Wilson Funeral Home Inc.
Griffith Mortuary
Hampton Funeral Home
Hansen Arrowhead Funeral Center at Joy
Hansen Desert Hills Mortuary Memorial Park
Hansen Mortuary

Ferrin, Doug
 Friedlander, Neale P
 Hernandez, Ernest
 Holland, Robert T
 Jones, Erin K
 Kennedy, Charles E
 Kuipers, Dennis W
 LaQuey, Kevin
 McKnight, David
 Miller, Shawn T
 Nikolaus, Jennifer D
 Norton, Bart
 O'Conner, Stephen
 Pettis, Edward
 Reitz, James
 Rolph, Rocky
 Robbins, Kristen Y
 Sheffield, Travis
 Shivers, Edmond
 Smith, Vera Ann
 Swan, Pamela G
 Trice, Sherman L
 Vigil, Richard
 Vitan, Valentin
 West, Daniel J
 Wooten, Daniel
 Woodward, Douglas F
 Yonke, Heather

ACTIVE MULTIPLE FUNERAL DIRECTOR (16)

Adair, Arthur
 Dimond, Kenneth
 Graham, Craig
 Hassett, James
 Jewkes, Reuben
 Maynez, Ronaldo
 Nerison, Cameron
 Owens, Earl
 Owens, Norvel

Parker, Paul
 Rogers, Richard
 Simes, Arthur
 Sutton, Frank
 Wakelin, Fred
 Warren, Jerry
 Wilson, Donald

ACTIVE INTERNS (21)

Allen, David
 Bailey, Grady
 Butler, Benjamin F
 C.A. Henderson, Laura
 Cooper, Shelly A
 Duwel, Christina G
 Espinosa, Charles E
 Ferrel-Stout, Bruce A
 Gillespie, Robert
 Horton, Michelle
 Impaglizzo, Linda M
 Lockard, Christopher
 MaCarragher, Traci
 Miguel, JoAnn
 Mullin, Christopher S
 Olson, Gary A
 Ridenhour, Steven B
 Ross, Billye J
 Salcido, Stephen A
 Schnepf, Jeremy D
 Villanueva, Jaclyn M

EMBALMERS ASSISTANTS (27)

Brooks, Philip
 Calza, Sergio
 Carley, Alfred
 Contreras, Martin
 Crawford, Thomas
 Dahmer, Grant
 Durham, William
 Elliott, Danna

Escarcega, David
 Fredley, Elmer
 Gonzales, Alfred
 Hanson, Wayne
 Holden, Charles
 Hoyer, David
 Jayme, Guillermo
 Labajetta, Paul
 Lee, Albert
 Mitchell, Cleveland
 Moore, Troy
 Murillo, Steve
 Murphy, Shawn
 Sherlock, Sean
 Villelas, Manuel
 Von Ronne, Richard
 Wilson, Scott
 Woodward, Calvin
 Zuniga, Alejandro

ACTIVE PRE-NEED SALESPERSON (28)

Adair, Susan
 Barnett, David
 Beutel James
 Brown, Linda L
 Brown, Thomas
 Coury III, Albert
 Dunigan, Delores
 Goldblatt, Andrew
 Gottry, Karla
 Grant, Richard
 Guzzonato, Virginia
 Harden, Donald
 Kelly Lester
 King, Carol
 Krizak, Kevin
 Laviguer, Charles
 Murphy, Stephen
 Noecker, R
 O'Banion, I Elaine

OTHER AGENCY IMPROVEMENTS

The State Board's Office has finally created a Web Site. This site is very informative and provides a complete listing of our laws and rules. The address is www.funeralbd.state.az.us. Take time to take a glimpse at us!

In Memory of all the dedicated members of the Arizona State Board of Funeral Directors and Embalmers who worked, taught and gave of themselves. They will be remembered and missed.

Paul Cate	11-24-01
Casmir "Caz" Zarzycki	1-02-02
Walter Holt	4-02-02
Harry J. Mitchell	4-28-02
Douglas Woodward	8-2-02

The following statistics were gathered in this time frame.

Conventional Burials	15,919	37%
Cremations	23,787	53%
Ship Outs	4,406	10%
Total	44,824	100%

PROGRAMS BY NATIONAL FUNERAL SERVICE ORGANIZATIONS:

- Academy of Professional Funeral Service Practice
- American Funeral Consultants
- National Association of Approved Morticians
- National Funeral Dir. & Morticians Association
- Int'l Conference of Funeral Service Exam Boards
- National Funeral Directors Association

- Cremation Assoc. of North America
- FIAT-IFTA Int'l Fed. Of Thantologist
- Federated Funeral Dir. 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
- Int'l. Cemetery and Funeral Association

A. PROGRAMS SPONSORED BY STATE ASSOCIATIONS:

- Arizona Cemetery Association
- Arizona Funeral Directors Association
- Any other State Association where the 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
- Matthews Bronze/Matthews Cremation Group
- Wilbert & Company
- York Products

- Aurora Casket Company Options
- Trigard University

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

E. COLLEGE COURSES

F. HOSPITAL OR LABORATORY BASED INSTRUCTION HOSPICE

G. GOVERNMENT AGENCIES:

- Board of Funeral Directors & Embalmers
- Public Fiduciary
- Arizona Department of Health Services
- Social Security Administration
- Veterans Administration
- FEMA (Federal Emergency Mgt Association)
- OSHA
- Office of the Medical Examiner (Arizona)

H. OTHER:

- Center for Loss & Life Transition
- Diversified Environment Information Systems
- Life Appreciation Training
- Fountain Nat'l. Academy Professional Embalming Skills
- Risk & Insurance Management Society
- Career Track, Inc. (Seminars only) SCI
- Howard Perlman-OSHA, Compliance & Risk Mgt.

- Eloise Cole-Bereavement Specialist MKJ Marketing
- 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, SCI, Arizona Donor Services (U.S. Allograft Network)
- Forensic Medical Investigations, Mary H. Dudley, MD
- Practicum Strategies

REQUIRED CONTINUING EDUCATION CATEGORIES AND HOURS:

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

CONTINUING EDUCATION COMMITTEE MEMBERS

- Nancy Keil-Chair
- Ed O'Sullivan-Committee member
- Emily Ragsdale-Committee member
- Brian Johnson-Committee member
- Patricia Keith-Board Liaison

- Rude, Steven D
- Ruiz, Macedonio
- Ruona, Martti
- Ryan, Derald
- Ryzek, John L
- Sabella, Kimberly A
- Sadek, Scott S
- Sahl, Glenn D
- Samuelson, Catherine E
- Sanders, Danny L
- Saunders, James H
- Sawdy, Daryl E
- Schaible, Scott R
- Schlagel, Melvin D
- Schoenemann, Daniel J
- Scholz, Larry W
- Schumacher, John P
- Scott, Lee R
- Seffel, Fomby J
- Seiz, Warren L
- Senn, Deane A
- September, Mark J
- Shafer, Ronald D
- Sheets, Roger D
- Sherwood, Charles V
- Shoots, Robert B
- Shufran, Carrie L
- Shumway, Leslie D
- Sicard, L Thomas
- Simes, Arthur F
- Sinclair, Sabrina K
- Skalicky, Danny J
- Smith, Barbara K
- Smith, Gerald C
- Smith, Samuel
- Sparks, Dennis L
- Starr, Joel A
- Steiner, Glenn M
- Stewart, Dana J
- Stickle, James W
- Stiffler, Nathan R

- Stobierski, Stanley S
- Stodghill, Michael E
- Stogner, L. J
- Stout, Joseph M
- Strand, Peder J
- Striker, Charles R
- Strish, Norman J
- Studley, Everett A
- Sturdevant, Todd C
- Suggs, Frank
- Sutton, Jr., Frank J
- Sutton, Lorrie M
- Sutton, Sr., Frank J
- Sutton-Zorn, Jamie M
- Swagerty, Fred L
- Tachoir, Patrick A Jr.
- Taggart, Thomas R
- Talbott, Clayton L
- Thompson, Marty L
- Thorp, Monica A
- Thozeski, Kenneth
- Toker, Richard J
- Tolman, Timothy M
- Tovsen, Mark S
- Tracy, Todd R
- Tweddell, Steven D
- Underwood, Richard
- Van Meter, Elizabeth M
- Van Natta, James L
- Vickers, James L
- Viles, Edward A
- Villelas, Richard
- Vining, Mark A.
- Von Berbaum, Steven
- Wakelin, Fred D
- Waldrop, Mark C
- Walker, Clent
- Walker, Neil W
- Wallace, Tristen L
- Ward, Dillis R
- Warren, Brandon J

- Warren, Jerry W
- Warren, R Michael
- Watts, Margaret M
- Weaver, Kevin M
- Webber, Bryan R
- Webster, Christine A
- Wells, Maceo H
- Welsh-Reyes, Jessie
- Westcott, Anthony L
- Wheeler, Kevin A
- White, William L.
- Whitney, Tony J
- Whittenburg, William T
- Whitwam, F Russell
- Wilcox, Robert W
- Williams, Gary A
- Williamson, Jennifer L
- Wilmot, Hal D
- Wilson, Donald A
- Wilson, Paul L
- Wolfrey, James T
- Wolfrey, Michael T
- Wood, George L
- Wright, Ryan M
- Wyman, Kenneth L
- Yover, Annette M
- Zelt, Stephanie S
- Ziegler, Robert J. Jr.
- Ziegler, Randy M

ACTIVE EMBALMERS (40)

- Bailey, Adolphus
- Bell, Hugh
- Bennett, James
- Bernier, Ruth
- Bowley, Thomas
- Bown, David
- Brown, David
- Cahill, Susan C
- Crandall, Nadene F
- Felix, Henry

2000 DISCIPLINARY ACTIONS

Lambert, Franklin W Lamont, Ian G Lawrence, Lynn V Lawson, Timothy Leathers, Richard A Leinwander, Patrick J Lewis, David Lietz, Walter C Lietz-Aldridge, Kristen L Lissauskas, Randall P Litchey, Michael E Livingston, Joseph L Livingston, Timothy, R Lopez, Javier A Lopez, Joseph M Lopez, Joshua A Lowman, William S Lozano, Richard A Lutz, Adam N MacKay, Eric MacKenzie, Marilyn M Mallar, Paul J Marathas, Jeffrey P Marshall, Jeffery L Martinez, Tomas C Jr. Marvella, George J Matta, C Jerry Mattice, Darren S Mattice, Tracy L Maynez, Ronaldo R Mays, Dennis C McBride, Brian J McCormack, Terry M McCready, James L McDermott, Chris J McDonald, Maria A McFall, Albert D McFarlane, Michael L McGrath, Barbara L McGucklin, Lawrence J McGuire, Clay O	Mead, Daniel G Melcher, William E Meldrum, Mark C Menke, George Merrick, Charles A Messinger, Howard K Messinger, Paul R Meyer, Jack M Mills, Adam M Miranda-Pullen Teri E Mize, Kenneth E Montgomery, John E Moore, Duane L Moore, Leland D Morgan, Byron L Morris, Melissa D Mostyn, Douglas M Motzkin, Gregory W Mullenaux, J Cory Munden, John D Murphy, E Brian Murphy, Edward W Murphy, Stephen M Mutton, Michael T Nelson, Gene R Nerison, Cameron S Nibert, Allan L Nicosia, Michael D Noecker, R T Nolan, Dennis P O'Sullivan, Edward J Ovsak, Robert S Owens, Kevin E Owens, Norvel G Owens-Schorman, Kay L Owens, Earl J Palmer, Hollis K Palmer, Merle E Palmer, Steven A Parker, Ellen S Parker, Paul S	Pascoff, Duane Patton, Donald L Pauley, William R Pavlek, John A Peebles, Lauren E Peebles, Thomas G Perlman, Howard S Perlman, Jonathon H Pfent, Michael D Phifer, Kenneth N Potts, Roger K Poyner, David M Presley, Michael S Preston, James N Pritchard, Kim A Raaen, David O Ragsdale, Emily Y Ragsdale, Lincoln J Jr. Ralph, Dennis E Ramirez, Evangelina Ramirez, Sabrina Rasmussen, Tara Reed, Wilbert M Reedy, Hannah S Reel, Charles P Jr. Reeves, James A Reynolds, Robert D Richardson, Cecil R Richardson, Troy L Ridgeway, John A Riggio, Eleanor R Riley, Richard L Roberts, Herbert J Rogers, Brandy C Rogers, Richard M Rogers, Thomas B Rosenberg, Jack A Ross, Edward Rossman, Susan M Rottman, Keith L Ruby, Allan H
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2002 DISCIPLINARY ACTION

Licensee	Violation	Action Taken
Greenwood Memory Lawn Mortuary	Unprofessional <i>Services</i> Embalming/Transportation	Letter of concern
Hatfield Funeral Home Inc	Unprofessional Service Embalming/Transportation	Est. (6) mo's Probation. \$750 Fine, \$500 Admin Fine, RFD 6 mo's Probation \$750.00 fine. Reprimand Letter. Letter of Concern to Intern Smith.
Greer-Wilson Funeral Home	Unprofessional Services	Closed, No Funeral Law Violated
Greer's Scott Mortuary & Chapel	Missing Jewelry	Closed, No Funeral Law Violation
Green Acres Mortuaries & Cemeteries	Unprofessional Services	Closed, No Funeral Law Violations
Evergreen Mortuary Cemetery and Crematory	Unprofessional Services	Closed, No Funeral Law Violation
Sunland Mortuary & Crematory Center	Unprofessional Services	Closed, No Funeral Laws Violation
Camelback Sunset Chapel	Unprofessional Services (Cremation)	Est. Letter of Reprimand (6) Mo's. \$1,500 Civil Penalty & 500 Admin Costs. Respondent- Letter of Reprimand (1) year & \$500 Civil Penalty
Greer-Wilson Funeral Home	Failure to notify family	No Jurisdiction
Mesa Family Care	Unprofessional Service	Closed-No Funeral Law Violations
Morris-David's Safford Funeral Home	Unprofessional Services	Closed, No Funeral Law Violations
Bunker Family Funeral Homes Caldwell	Unprofessional Services	Closed, No funeral Law Violation
Carr-Tenney Mortuary	Unprofessional Services	Letter of Concern

**ACTIVE FUNERAL
DIRECTOR ONLY
LICENSES (6)**

Borgwardt, Randall
Fisher, Thomas J
Grimstad, Stuart
Perlman, Raymond
Terrazas, Luis
Zufelt, Jack

**ACTIVE FUNERAL
DIRECTOR &
EMBALMERS
LICENSEES (468)**

Aaron, William F Sr
Abby, Bruce
Acuna, Frank A
Adair, Arthur, R
Adair, Harold, R
Adkins, Stephen R
Adkins, Thomas M
Aegerter, John W
Ahearne, James
Allen, Todd M
Alvidrez, Elias
Armstrong, Raymond E
Ashford, Joseph K
Asta, Albert V
Avila, Jennifer L
Backhaus, Donna G
Baggett, Nathan D
Bailey, Gwendolyn
Baker, Dean W
Baker, Dennis R
Balthrop, Brett A
Barlow, Dana N
Barlow, Levon K
Barnett, David K
Bell, Julie
Beller, David E
Bennett, Doreen P

Bester, Eric M
Betz, Kirk S.
Billie, Charles
Billings, Harry G
Bishop, Robert
Bitner, Amie K
Blakesley, Thomas J
Bohn-Borik, Robyne, R
Botimer, James W
Bradley, Scott C
Brandner, Dale G
Briggs, Harold, L
Briggs, Julie A
Brooks, John F
Browder, R Daniel
Brown, Rachel L
Brown, Thomas
Buckwich, Raymond J
Bueler, Franklin S
Bueler, Samuel R
Bunker, B Allen
Bunker, Randall M
Buntin, Shawn D
Burke, Robert R
Callaghan, Peter J
Carlstedt, Dale A
Carrillo, Leo A
Carrillo, Leo C
Carry, Michael
Carter, Grant P
Casale, Kim M
Case, Robert G
Cerullo, Anthony
Chamber, John
Chambers, Andre K
Chambers, William D III
Chapman, John
Choate, Michael G
Choban, George A
Chrisman, Rodger A
Church, Michael B

Clark, Phillip G
Collier, Stephen R
Conway, Veronica L
Coughenour, Glenn L
Crabaugh, Louis J
Crawford, Douglas C
Crown, Thomas
Cummings, Joseph M
Cusick, Timothy M
Cusumano, Paul
Dahn, Merle D
Dalton, Martin R
Damron, Paul S
Daniels, Rodney F
Danko, Georgianne M
Darby, Richard J
Darrow, Linda L
David, Paul R
Davis, Anthony E
Davis, Daniel G
Davis, Kurt, M
Dawson, Gerald W
Day, Warren O
De Los Santos, Hector
Dearborn, Denise R
Dentlinger, Roy J
Dettra, Herman F
DiGiglio, Steven J
Dimond, Donald, C III
Dimond, Kenneth M
Disney, Michael L
Dobson, Douglas, R
Domingues, Wayne
Doughty, Biff W
Douglas, Brian L
Douglas, Gordon, D
Drechsler, Robert C
Dube, Otto B
Dudelston, George T
Dufresne, Claude B
Dugan, Daniel J

Dunn, William R
Dutcher, Danne W
Earl, David A
Earl, James S
Easter, Gary M
Eifert, Edward P
Eisenhour, Mark A
Errichetti, JoDina
Espinosa, Alex
Ewing, Bruce E
Falconer, Timothy H
Farnsworth, Margaret S
Feingold, Mark
Ferguson, Bradley W
Ferguson, Lyle M
Ferre, Martin T
Fillmer, Ronald R
Fisher, Thomas
Fleming, William G
Fletcher, DeWayne
Foley, Michelle R
Foley, Patrick A
Foster, Jack K Jr.
Francini, Mario G
Frey, Robert C
Fries, Nadine E
Friedrich, G Kay
Frontczak, Michael W
Frye, Francis L
Gabriel, Paul H
Ganely, Philip M
Ganely, Steven M
Gardner, Vergene F
Garriott, William
Gentry, Aretha
George, Michael R.
Georges, Ramon W.
Gibson, James
Goff, Troy
Goldberg, Lawrence
Gonzales, Manuel

Gorishek, Louis
Graham, Craig
Graveline, Gary
Greer, Page
Greer, Patricia
Greer, Royce
Gregor, Lisa
Griffith, Bruce
Grimstad, Stuart
Gudzinis, David A
Gulley, Donald R
Gumbert, William R
Hall, Brandon D
Halm, Herbert C
Hampton, Jr. Henry C
Handley, David M
Hanes, Michael J.
Hanna, Richard A
Hansen, Bradley J
Hardy, Marlo L
Harman, Brian L
Harper, Darrin R
Harris, Lloyd W
Harris, Michael C
Harris, Thurman L
Hartnett, Robert M
Hassett, James K
Haugen, Linda K
Haverstock, Lynn E
Hawkins, Lisle D
Hawkins, Michael L
Hawkins, Seann R
Healy, Frank B
Heinzeroth, David L
Henderson, Frederick R
Hendler, Thomas A
Hendricks, Marilyn J
Hennis, Robert G
Hepler, Randall E
Herren, Robert G
Heyer, William A

Heyne, Robert J
Himes, Noel F
Hinderliter, Erika G
Hinderliter, Forrest
Holden, Lary A
Holm, Warren G
Holtfreter, David A
Hopgood, Gerald J
Horn, John A
Hudgel, Brian P
Hudgel, Warren F
Hughes, Joyce T
Hunter, Scott G
Jackson, Weston C
Jennings, Donald E
Jensen, Richard E
Jensen, Ryan E
Jewkes, Reuben L
Johnson, Chad L
Johnson, Garth L
Johnson, Glenn L
Jones, Carol A
Kammann, Robert G
Karbinger, Kennie K
Kazmar, David
Keil, Nancy A
Kelleher, William J
Kellett, Rick L
Kelly, Diane L
Kelso, Harold G
Kendall, Tracy L
Kerns, Donald L
Ketner, Dominique O
Killer, Tommy D
Kirkland, Frank A
Knoebel, Randolph P
Koons, Delton E
Kornegay, Joel L
Kredit, David A
Kropp, Timothy J
Kutch, Stacey A