



ARIZONA STATE BOARD OF FUNERAL DIRECTORS AND EMBALMERS

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March 2004

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Welcome to 2004 and this 9th Edition of the Board Bulletin

This publication offers the Board's 2003 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 licensees and consumers alike are disseminated in an expeditious manner.

In the year 2003, the State's financial outlook appeared very bleak and officials in both Legislative Houses struggled to approve a balanced budget. General Fund supported agencies as well as self-sufficient 90-10 Boards were confronted with potential deductions of agency funds to alleviate this immediate and future crisis. In July 2004, because of an increasing budget deficit further steps may be necessary to assist the state in this current dilemma. Hopefully, another revision in the utilization of State revenues and acquisition of additional funding will be acquired in an effort to bring the state back into fiscal stability.

The Federal Trade Commission visited over twenty five funeral establishments in the Phoenix/Scottsdale area. The Board was advised by the attorney representing the Funeral Rule Offenders Program that only one (1) location was found to be non-compliant. This office further indicated that they were very impressed with their findings and results which to this date had not been duplicated in any other state.

The importance of communications emanating out of the Boards Staff Office and licensee's coupled with continued correction of noted deficiencies sighted in compliance visits have had a tremendous impact in obtaining voluntary compliance in this state.

The synergetic environment created between the Board Staff and Licensee is perhaps the primary reason behind the aforementioned results. Compliance visits ensure that any deficiencies noted are corrected.

Everyone must understand that the protection of both consumer and licensee is the responsibility of the State Board's Office. Protection can best be accomplished through education, cooperation and ethics, the very foundations of this industry. Lately, the funeral industry has taken many negative jabs because of a minority of licensees who lack the integrity required when consumers depend on them most. Integrity is measured when you can do the right thing when no one is there to observe your actions. Only then can you look yourself in the mirror and feel good about what you have or have not done. Again, the Board's Staff stands committed to providing optimum service to all those it serves.

Thank you and have a tremendous year!

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 licenses 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 2003, ninety percent represents the Board's appropriated budget of \$264,500 however nearly \$350,208 was collected. With ten percent at approximately \$30,000, plus civil penalties estimated at \$8,000, the Board is returning at least \$38,000 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 except for the period of February through May when the new Compliance Administrator position was filled due to retirement.

The Board's appropriation for FY 2002 was \$253,080 and \$264,500 for FY 2003.

ENFORCEMENT ACTIONS

In September of 2002, the State of Arizona Office of the Auditor General began a Sunset Review of the Arizona State Board of Funeral Directors and Embalmers. The review resulted in a performance audit of the agency and recommendations which were finalized in May of 2003. The majority of recommendations and subsequent modifications have been implemented with the exception of amendments and clarification of rules. The Auditors findings have indicated that all written complaints received by Board Staff shall be investigated and presented to the Board for disposition. Interviews conducted by Board Staff are now included in the investigative report along with possible violations and subsequent recommendations.

It is of no surprise to anyone in the industry that to avoid most complaints one should at all times be sensitive, honest, and maintain constant communication with the families they serve. Many complaints presented to the Board could have been avoided if the establishment had maintained communications, especially when it pertains to funeral service schedules and any unforeseen problems. Other areas of concern brought to the Board for disposition was the improper handling and preparation of remains or cremains. Consumers complained of improper embalming, poor cosmetics preparation and the mishandling of cremated remains. Remember, in the documented chain of custody with regards to remains, that whoever has possession must ensure that all necessary steps are taken to protect and preserve the integrity of the deceased prior to final disposition. Even if the only responsibility of an establishment is removal, the aforementioned expectations shall apply. Additionally, if problems are discovered during one's possession of remains, the receiving establishment should be notified in advance. Once a complaint is filed concerning the improper transportation or handling of a deceased, all parties involved

regardless of the service provided, will be required to articulate their individual actions while the deceased was in their custody for Board review.

During the latter portion of 2003, the Federal Trade Commission (FTC) conducted undercover investigations of twenty five (25) funeral establishments in the Phoenix/Scottsdale area. Most notable was the attention given to the issuance of the General Price List (GPL) and other applicable price lists upon entering into discussion of funeral goods and services. Only one establishment was found to be in violation of (FTC) rules. The attorney representing the (FTC) of the Western Region San Francisco office conducting the investigations notified the Board indicating that they were extremely impressed with the results of the investigations. Additionally they were very supportive in the manner in which the Board is educating and ensuring compliance.

LAWS AND RULES

On February 03, 2003 the Governor's Regulatory Review Council promulgated the Boards latest proposed rulemaking efforts. As a result of legislation passed in the 2002 session statutes that now requires the Board to license and regulate cremationist, rules were specified for applications and to provide timeframes. Issues addressed in the 2002 Five-Year – Review Report concerning reinstatements and renewals of licenses along with an update of continuing education was also approved. At this point, only the standards in our rules remain to be revised. A rules committee has been appointed by the Board and this should finally bring current rules into standards mandated by the Governor's Regulatory Review Council. The process has been long and tedious however, there is light at the end of the tunnel.

House Bill 2637 was approved on the House Floor with amendments and third read to follow. The next step in the process is the approval in the Senate. We

will keep everyone posted on developments as they occur.

Recently, correspondence was mailed to all licensed funeral and crematory establishments. This was in reference to A.R.S. 32-1398 A. (1.) which states "The Board may take disciplinary action against a crematory or an agent or employee of a crematory for any of the following acts: "Unless otherwise permitted by law, selling or offering to sell a cremation that is not arranged by a funeral establishment licensed pursuant to article 4 of this chapter". Compliance of this statute affords protection for consumers and licensee alike. When it was brought to the Boards attention that many organizations under the jurisdiction of the Uniform Anatomical Gift Act were processing cremations directly through licensed crematories it became a situation that required immediate attention. As of this date, compliance by licensees and Donor/Research appears to be in order. The Board for the record has never intended in discouraging the works accomplished by these organization. These organizations serve a tremendous purpose in improving the quality of life. The law as it is written was for the purpose of preventing unlawful or unauthorized cremations. Therefore, the Responsible Funeral Director shall ensure that proper authorization is obtained and secure necessary documentation required for final disposition.

LICENSING ACTIONS

During the reporting period, in addition to over 1400 renewals, the Board also issued:

- 2 Crematory Licenses
- 1 Crematory Permit
- 1 Multiple Funeral Directors
- 10 Establishment Permits
- 12 Pre-Need Salespersons Registrations
- 16 Interns
- 44 Embalmers
- 37 Funeral Directors Licenses

- 16 Establishment Licenses (includes new, location changes, ownership)
- 50 Cremationist Licenses

IMMUNITY DOCUMENT

A.R.S. 32-1365.01

The Board's Staff continues to receive questions relative to A.R.S. 32-1365.01 more commonly know as the Immunity Document. Therefore, we feel it is imperative to again reemphasize the value of utilization of the statute. A signed dated prearranged cremation plan by a funeral trust, insurance or other financial arrangement will alone not suffice, if upon death no spouse is present or a challenge by siblings exists. However, if you have followed the guidelines provided in the law and include similar language you will be immune to criminal and civil liability and not be subject to professional discipline. If you have any questions do not hesitate to call the office for assistance. 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 that conforms to this section in authorizes 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 pursuant to instructions contained in a document that conforms to this section.

This section does not mandate that a crematory, cemetery or funeral establishment cremate or otherwise provide for the lawful disposition of a dead human body pursuant to the document unless the legally competent adult who executed the document made any financial arrangements necessary to effectuate the legally competent adult's wishes as expressed in the document.

A crematory, cemetery or funeral establishment that cremates or otherwise provides for the lawful disposition of a dead human body in good faith reliance on an apparently genuine document executed pursuant to this section is immune from criminal and civil liability and is not subject to professional discipline. The decision of a crematory, cemetery or funeral establishment to cremate or otherwise provide for the lawful disposition of a dead human body in reliance on a document executed pursuant to this section is presumed to be made in good faith.

'COMPLIANCE CORNER'

The Board's Compliance Administrator is back on line visiting licensed establishments throughout the state. You can anticipate a thorough review of the General Price List, Statement of Goods and Services, along with a total evaluation of the facility. Hopefully, this will ensure that mandatory FTC and State disclosures are included to avoid future problems. Compliance of rules affords the consumer as well as licensee the protection and confidence that all deserve. The Board appreciates the expedient manner most have afforded in correcting noted deficiencies.

OTHER AGENCY IMPROVEMENTS

The State Board's Office has redesigned its current web site to reflect that of the State of Arizona. Take a little time to browse at this informative site. The address is www.funeralbd.state.az.us.

After a Compliance Visit has been completed you can expect to receive an immediate copy of the findings. A program has been developed enabling our Compliance Administrator to record and copy through use of a laptop and portable printer the results for review. Upon the return of the Administrator to the Board's office this data can be immediately updated and transferred to the main frame.

The following statistics were gathered in this time frame.

Conventional Burials	15,489	37%
Cremations	21,186	53%
Ship Outs	4,184	10%
Total	41,861	100%
Total number of death certificates filed in state: 43,903		

PROGRAMS BY NATIONAL FUNERAL SERVICE ORGANIZATIONS:

- ACADEMY OF PROFESSIONAL FUNERAL SERVICE PRACTICE
- AMERICAN FUNERAL CONSULTANTS
- AMERICAN BOARD FUNERAL SERVICE EDUCATION
- NATIONAL ASSOCIATION OF APPROVED MORTICIANS
- NATIONAL FUNERAL DIR. & MORTICIANS ASSOCIATION
- INT'L CONFERENCE OF FUNERAL SERVICE EXAMBOARDS
- NATIONAL FUNERAL DIRECTORS ASSOCIATION
- CREMATION ASSOC. OF NORTH AMERICA
- FIAT-IFTA INT'L FED. OF THANATOLOGIST
- FEDERATED FUNERAL DIR. OF AMERICA
- FUNERAL SERVICE FOUNDATION
- JEWISH FUNERAL DIRECTORS ASSOCIATION
- WESTERN CEMETERY ALLIANCE

CONTINUING EDUCATION MASTER RESOURCE LIST

- 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

C. PROGRAMS SPONSORED BY SUPPLIERS:

- BATESVILLE
- DODGE CHEMICAL COMPANY
- ELDER DAVIS
- FORETHOUGHT
- MATTHEWS BRONZE/MATTHEWS CREMATION GROUP
- WILBERT & COMPANY
- YORK PRODUCTS
- CREMATORY MANUFACTURING & SERVICE INC.
- OPTIONS
- 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 INSTRUCTIONAL HOSPICE

G. GOVERNMENT AGENCIES:

- BOARD OF FUNERAL DIRECTORS & EMBALMERS
- 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
- FOUNDATION 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
- FORENSIC MEDICAL INVESTIGATIONS, MARY H. DUDLEY, MD
- PRACTICUM STRATEGIES
- AZ DONOR SERVICES – SOUTH WEST DIVISION- RTI DONOR SERVICES
- DONOR NETWORK OF ARIZONA
- FUNERAL REVIEW.COM, LLC
- ALDERWOODS GROUP
- ELITE
- MKJ MARKETING
- SCI
- MINDLEADERS.COM, INC.

**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

2003 DISCIPLINARY ACTIONS

2003 DISCIPLINARY ACTION

Licensee	Violation	Action Taken
Shadow Mountain Mortuary	Failure to notify family	Closed, No Funeral Violations
Buckeye Funeral Home	Unprofessional Services	Letter of Concern
Greenwood Memory Lawn Cemetery	Misrepresentation of cremains	Letter of Reprimand \$500 Admin Costs
SCI Arizona Funeral Svc.	Deceptive Advertising	Closed, No Funeral Violations
SCI Arizona Funeral Svc.	Deceptive Advertising	Closed, No Funeral Violation
Camelback Sunset Chapel	Improper Embalming	1yr Probation, \$3,000 Penalty 30 day Suspension of RFD, Civil Penalty \$750, 12 additional Hours of CE, \$500 Admin Costs
Jewkes Mortuary	Unprofessional Services	Letter of Concern
Paradise Chapel Funeral Home	Unprofessional Services	Establishment 60 day Probation, Civil Penalty \$2,000, RFD Letter of Reprimand and Civil Penalty \$400 and \$500 Admin Costs
Botimer Funeral Home	Pre-need Insurance	Closed, no Funeral Violations
Camelback Sunset Chapel	Unprofessional Services	Probation additional six months, Civil penalty \$2,000, Admin Costs \$500, Respondent 6 months Probation and \$500 Civil Penalty
Wyman Cremation & Burial Chapel	Improper Embalming	Letter of Concern
Mountain Shadows Funeral Home	Unprofessional Services	Letter of Concern
Brings Memorial Chapel	Over charging	Closed, no Funeral Violations
Richardson's Benson Mortuary	Unprofessional Services	Closed, no Funeral Violations
La Paz Funeral Home	Unprofessional Services	6 month's Probation, \$1,500 Civil Penalty, \$500 Admin Cost, Audit cash advances period of 1 year, Respondent, Letter of Reprimand 1 year probation
East Lawn Palms Mortuary	Unprofessional Services	Letter of Reprimand, \$500 Admin Costs, Letter of Concern to Respondent

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

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

**ACTIVE FUNERAL
DIRECTOR &
EMBALMERS
LICENSEES (475)**

Aaron, William
Abbey, Timothy
Abby, Bruce
Acuna, Frank
Adair, Arthur
Adair, Harold
Adkins, Stephen
Adkins, Thomas
Aegerter, John
Ahearne, James
Allen, Todd
Alvidrez, Elias
Armstrong, Jennifer
Armstrong, Raymond
Ashford, Joseph
Asta, Albert
Avila, Jennifer
Backhaus, Donna
Baggett, Nathan
Bailey, Gwendolyn
Baker, Dean
Baker, Dennis
Barlow, Dana
Barnett, David
Bell, Julie
Beller, David
Bennett, Doreen
Bester, Eric

Betz, Kirk
Billie, Charles
Billings, Harry
Bishop, Robert
Bitner, Amie
Blair, William
Blakesley, Thomas
Bohn-Borik, Robyne
Bradley, Scott
Brandner, Dale
Brooks, John
Browder, R Daniel
Brown, Rachel
Brown, Thomas
Buckwich, Raymond
Bueler, Franklin
Bueler, Samuel
Bunker, Randall
Buntin, Shawn
Burke, Robert
Burnham, Bryce
Callaghan, Peter
Carlstedt, Dale
Carolan, Gary
Carrick, Thomas
Carrillo, Leo A.
Carrillo, Leo C.
Carry, Michael
Carter, Grant
Casale, Kim
Case, Robert
Cerullo, Anthony
Chambers, Andre
Chambers, William
Chapman, John
Choate, Michael
Choban, George
Chrisman, Rodger
Church, Michael
Coughenour, Glenn
Crandall, Nadene
Crist, Martin

Crown, Thomas
Cummings, Joseph
Cusick, Timothy
Cusumano, Paul
Dahn, Merle
Dalton, Martin
Damron, Paul
Daniels, Rodney
Danko, Georgianne
Darby, Richard
Darrow, Linda
David, Paul
Davis, Anthony
Davis, Daniel
Davis, Kurt
Dawson, Gerald
Day, Warren
De Los Santos, Hector
Dearborn, Denise
Deer, James
Deibert, Michael
Dentlinger, Roy
Dettra, Herman
DiGiglio, Steven
Dimond, Kenneth
Dimond III, Donald
Disney, Michael
Dobson, Douglas
Domingues, Wayne
Douglas, Brian
Douglas, Gordon
Drechsler, Robert
Dube, Otto
Dudelston, George
Dufresne, Claude
Dugan, Daniel
Dunkelbarger, Gail
Dunn, William
Dutcher, Danne
Earl, David
Earl, James
Easter, Gary

Eifert, Edward
Eisenhour, Mark
Errichetti, JoDina
Espinosa, Alex
Ewing, Bruce
Falconer, Timothy
Farnsworth, Margaret
Feingold, Mark
Ferguson, Bradley
Ferguson, Lyle
Ferre, Martin
Fillmer, Ronald
Fleming, William
Fletcher, DeWayne
Foley, Michelle
Foley, Patrick
Foster, Jack
Francini, Mario
Frank, Kevin
Frey, Francis
Frey, Robert
Friedrich, G Kay
Friend, Ashley
Friend, Nathan
Fries, Nadine
Frontczak, Michael
Gabriel, Paul
Ganley, Philip
Ganley, Steven
Gardner, Vergene
Garriott, William
Gentry, Aretha
George, Michael
Georges, Ramon
Gibson, James
Goad, Louie
Godfrey, Kim
Goff, Troy
Goldberg, Lawrence
Gonzales, Manuel
Graham, Craig
Graveline, Gary

Greer, Page
Greer, Patricia
Greer, Royce
Gregor, Lisa
Griffith, Bruce
Gudzinis, David
Gulley, Donald
Gumbert, William
Hall, Brandon
Halm, Herbert
Hampton, Jr., Henry
Handley, David
Hanes, Michael
Hanna, Richard
Hansen, Bradley
Hardy, Marlo
Harman, Brian
Harper, Darrin
Harris, Lloyd
Harris, Michael
Harris, Thurman
Hartnett, Robert
Hassett, James
Haugen, Linda
Haverstock, Lynn
Hawkins, Lisle
Hawkins, Michael
Hawkins, Seann
Healy, Frank
Heinzeroth, David
Henderson, Frederick
Hendler, Thomas
Hendricks, Marilyn
Hennis, Robert
Hepler, Randall
Herren, Robert
Heyne, Robert
Himes, Noel
Hinderliter, Erika
Hinderliter, Forrest
Hogan, William
Holden, Lary

Holm, Warren
Holtfreter, David
Hopgood, Gerald
Horn, John
Hudgel, Brian
Hudgel, Warren
Hughes, Joyce
Hunter, Scott
Jackson, Weston
Jennings, Donald
Jensen, Richard
Jensen, Ryan
Johnson, Chad
Johnson, Garth
Johnson, Glenn
Jones, Carol
Kammann, Robert
Karbiner, Kennie
Kazmar, David
Keil, Nancy
Kelleher, William
Kellett, Rick
Kelly, Diane
Kelso, Harold
Kendall, Tracy
Kennedy, Charles
Kerns, Donald
Ketner, Dominique
Killer, Tommy
Kirkland, Frank
Knoebel, Randolph
Koons, Delton
Kornegay, Joel
Kredit, David
Kropp, Timothy
Lambert, Franklin
Lamont, Ian
Lauffer, Kurtis
Lawrence, Lynn
Lawson, Timothy
Leathers, Richard
Leinwander, Patrick

Lewis, David
Lietz, Walter
Lietz-Aldridge, Kristen
Lisauskas, Randall
Litchey, Michael
Livingston, Joseph
Livingston, Timothy
Lopez, Javier
Lopez, Joseph
Lopez, Joshua
Lowman, William
Lozano, Richard
Lutz, Adam
Mackay, Eric
MacKenzie, Marilyn
Mallar, Paul
Marathas, Jeffrey
Marshall, Jeffery
Martinez, Tomas
Matta, C Jerry
Mattice, Darren
Mattice, Tracy
Mays, Dennis
McBride, Brian
McCormack, Terry
McCready, James
McDermott, Chris
McFall, A. Dean
McFarlane, Michael
McGrath, Barbara
McGuckin, Lawrence
McGuire, Clay
McMillan, Robert
Melcher, Vincent
Melcher, William
Meldrum, Mark
Menke, George
Merrick, Charles
Messinger, H Kendrick
Messinger, Paul
Meyer, Jack
Miller, Shawn

Mills, Adam
Miranda-Pullen, Teri
Mize, Kenneth
Montgomery, John
Moore, Duane
Moore, Leland
Morgan, Byron
Morris, Melissa
Mostyn, Douglas
Motzkin, Gregory
Mullenaux, J Cory
Munden, John
Murphy, E Brian
Murphy, Edward
Murphy, Stephen
Mutton, Michael
Nelson, Gene
Nerison, Cameron
Nibert, Allan
Nicosia, Michael
Nikolaus, Jennifer
Noecker, R T
Nolan, Dennis
O'Conner, Stephen
O'Sullivan, Edward
Ovsak, Robert
Owens, Earl
Owens, Kevin
Owens, Norvel
Owens Schorman, Kay
Palmer, Hollis
Palmer, Merle
Palmer, Steven
Palmisano, Richard
Parker, Ellen
Parker, Paul
Pascoff, Duane
Patton, Donald
Patton, Louis
Pauley, William
Pavlek, John
Peebles, Lauren

Perlman, Howard
Perlman, Jonathan
Pfund, Michael
Phifer, Kenneth
Poitras, Todd
Potts, Roger
Poyner, David
Presley, Michael
Preston, James
Pritchard, Kim
Raaen, David
Ragsdale, Emily
Ragsdale, Lincoln
Ramirez, Evangelina
Ramirez, Sabrina
Rasmussen, Tara
Reed, Wilbert
Reedy, Hannah
Reel, Charles
Reeves, James
Reynolds, Robert
Richardson, Cecil
Richardson, Troy
Ridgeway, John
Riley, Richard
Robbins, Kristen
Roberts, Herbert
Rogers, Brandy
Rogers, John
Rogers, Richard
Rogers, Thomas
Rolph, Rocky
Rosenberg, Jack
Ross, Edward
Rossman, Susan
Rottman, Keith
Ruby, Allan
Rude, Steven
Ruiz, Macedonio
Ruona, Martti
Ryan, Derald
Ryzek, John

Sadek, Scott
Sahl, Glenn
Samuelson, Catherine
Sanders, Danny
Saunders, James
Sawdy, Daryl
Schaible, Scott
Schoenemann, Daniel
Scholz, Larry
Schumacher, John
Scott, Lee
Seiz, Warren
Senn, Deane
September, Mark
Shafer, Ronald
Sheets, Roger
Sheffield, Travis
Sherwood, Charles
Shoots, Robert
Shumway, Leslie
Sicard, L. Thomas
Simes, Arthur
Simon, Nancy
Sinclair, Sabrina
Skalicky, Danny
Smith, Barbara
Smith, Gerald
Smith, Samuel
Smith, VeraAnn
Smolenski, Robert
Sparks, Dennis
Starr, Joel
Steiner, Glenn
Stewart, Dana
Stickle, James
Stiffler, Nathan
Stobierski, Stanley
Stodghill, Michael
Stogner, L
Stout, Joe
Strand, Peder
Striker, Charles

Strish, Norman
Studley, Everett
Sturdevant, Todd
Sutton, Frank
Sutton, Frank
Sutton, Lorrie
Sutton-Zorn, Jamie
Swagerty, Fred
Swan, Pamela
Tachoir, Patrick
Taggart, Thomas
Talbot, Clayton
Thompson, Marty
Thompson, Sean
Thorp, Monica
Thozeski, Kenneth
Tolman, Timothy
Tovsen, Mark
Tracy, Todd
Tucker, Donald
Tweddell, Steven
Underwood, Richard
Valley, Veronica
Van Meter, Elizabeth
Van Natta, James
Vickers, James
Viles, Edward
Villelas, Richard
Vining, Mark
Von Berbaum, Steven
Wakelin, Fred
Waldrop, Mark
Walker, Clent
Walker, Neil
Wallace, Tristen
Ward, Dillis
Warren, Brandon
Warren, Jerry
Warren, R Michael
Watkins, Jayson
Watts, Margaret
Weaver, Kevin

Webber, Bryan
Webster, Christine
Wells, Maceo
Welsh-Alexis, Jessie
West, Daniel
Westcott, Anthony
Wheeler, Kevin
Whitney, Tony
Whittenburg, William
Whitwam, F Russell
Wilcox, Robert
Williams, Gary
Williamson, Jennifer
Wilmot, Hal
Wilson, Donald
Wilson, Paul
Wolfrey, James
Wolfrey, Michael
Wood, George
Wright, Ryan
Wyman, Kenneth
Yover, Annette
Zelt, Stephanie
Ziegler, Randy
Ziegler, Robert
Zimmerman, Robert

ACTIVE EMBALMERS (37)

Bailey, Adolphus
Bailey, Grady
Bell, Hugh
Bennett, James
Bernier, Ruth
Bowley, Thomas
Bown, David
Brown, David
Bueler, Benjamin
C. A. Henderson, Laura
Cahill, Susan
Cooper, Shelly
Duwel, Christina