

ARIZONA STATE BOARD OF FUNERAL DIRECTORS AND EMBALMERS

Volume 10, Issue 1

March 2005

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Welcome to 2005 and this 10th Edition of the Board Bulletin

This publication offers the Board's 2004 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.

Calendar year 2004 unfortunately echoes a similar bleak financial picture for the state and a yet to be determined utilization of available funding. As of this date there is no indication that deductions will be derived from self-sufficient 90-10 Board funds. On a more positive note, I do not foresee a request for increasing fees at this time however, continuance of all existing programs. The passage of Senate Bill 1043 in May of 1998 created a firm foundation for the Board and its members. All those involved should be applauded for their efforts. I take my fiduciary responsibility very seriously and will always strive to give licensees and consumers more for less.

Being a member of the "baby boomers" generation has caused me to make dynamic changes in my life impacting both my personal and family life. And the impact upon the funeral industry will be none the less if recent and past prognostications hold true. Inconsistent regulation combined with the ineffective actions of a small percentage of industry members has created an enormous zeal for consumers to proceed simultaneously to litigation and monetary rewards. Recently, several consumers have attempted to strengthen ones civil position by filing complaints through the Board in efforts to obtain more support for their cause. If a violation of funeral law has in fact occurred then a complainant should immediately seek remedy. A civil filing is something that everyone is entitled to and when applicable can be sought out in a timely manner. The future of the industry indicates that an error, act of insensitivity or miscommunications with a client family may lead to damages more frequently in the years to come.

Industry members must always remember for consumers, a funeral service contract may be one of their largest purchases, but each service has a long lasting emotional memory. The trust that is given to each of our licensees and establishments during this time of grieving can never be broken. Most families are not prepared or ready to speak of death until the time of need. You can not endanger your integrity or lose the confidence of consumers because you failed to meet the standards of the prevailing industry. With this being said, I give you my solemn promise to make every effort to educate, and reinvigorate all licensees of their obligations and requirement of laws to make this state one of the finest states involved in the funeral industry. And lastly, those willing to violate the laws should understand the potential outcomes. The State of Arizona has come a long ways in the past several years and I hope to continue current trends. Again, the Board's Staff stands committed to providing optimum service to all those it serves.

Thank you and have another 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 in-

cluding staff, investigate allegations, and forwards complaints of criminal/civil matters to appropriate authorities. The Board oversees approximately 1500 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 2004, ninety percent represents the Board's appropriated budget of \$268,800 however nearly \$412,000 was collected. With ten percent at approximately \$41,000, plus civil penalties estimated at \$5,000, the Board is returning at least \$46,000 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 a Licensing Coordinator responsible for licensing and continuing education. The Board was fully staffed during the reporting period.

The Board's appropriation for FY 2004 was \$268,800 and \$285,300 for FY 2005.

ENFORCEMENT ACTIONS

This section has been renamed and the scope of information provided will be centered on current procedural or statutory modifications to keep licensees in compliance. The following information has been received from the Office of Vital Registration referencing Title 36, Chapter 3 of Arizona Revised Statutes and effective August 2004:

- Since physicians and nurse practitioners have three days to certify a cause of death, **funeral establishments now have seven days to register a death certificate with the Registers Office.** Take the time to obtain all required information and insure data integrity.

- **Nurse Practitioners** who have completed the online course via the Board of Nursing website **may now certify cause of death as well.**

- **Definition of “Family Member”** has been extended to include spouse, maternal or adopted offspring, father, mother, grandparent, grandchild to any degree, brother, sister, aunt, uncle, cousin. You may apply on behalf of these family members so please obtain documentation that proves their relationship to the decedent and maintain in your files. The documentation need not be submitted with each request; however, there have been incidents where the office has had to make requests for it.

- **Funeral establishments or responsible persons may move human remains** from a hospital, nursing care institution or hospice inpatient facility where a death occurred from one registration district (county) to another (county) **within the state as long as the registration (county) where the death occurred receives notice within 24 hours after moving the human remains.** This means that you are not required to call for permission to transport from one county to another county outside of normal business hours. Please note that disposition may

not occur without first obtaining a permit number.

The Office of Vital Records has additionally requested the following reminders:

- Please obtain proof and documentation from family member when applying for death certificates on their behalf. These should be maintained in your files.
- It is essential that fax requests for permit numbers be received in ample time prior to a disposition for the Office of Vital Records and Medical Examiners Office.
- Please advise employees to review and double check all death certificates prior to submission. The most common errors are disposition date, social security numbers, wrong permit numbers and obvious spelling errors.
- When leaving phone messages please provide the decedent’s name, permit number and detailed request.

Another reminder, Arizona Revised Statutes 32-1398 A. (1.) is included 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. 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.

Recent complaints filed by consumers and random samplings of documentation by our Compliance Administrator have revealed the omissions and incompleteness of embalming reports. These reports must not only be completed in a timely manner but include detailed information concerning the remains and procedure itself. Include a thorough description of the condition of the body and any difficulties with embalming or other abnormal condition observed. The additional time utilized to complete this form may prove to be one of your most proactive defenses in the future.

Lastly, please make copies of the transits permits and authorization to embalm in your case file for review by the Compliance Administer. And please do not forget to include your funeral directors license number along with your signature on the Statement of Goods and Services.

LAWS AND RULES

Last year House Bill 2637 sponsored by Representative Bob Stump was introduced before the House Health Committee and was unanimously approved. This bill would have placed any facility that stores human bodies for more than five years under the regulatory authority of the State Board of Funeral Directors and Embalmers. While introduced in the Senate Committee, the bill was terminated. At present there are no future plans to seek regulatory authority in this area.

The Arizona Funeral Directors Association is sponsoring a bill which could possibly authorize the regulation of Casket Stores by the Board. Briefly, the proposed bill would give the Board regulatory and investigative powers identical to those impacting on current licensees and registrants upon Casket Store owners. They would not be licensed at this time however, regulated to the point of existing statures with a few amendments to A.R.S. 44-1799.21 relative to Casket sales and price disclosure.

A Notice of Rulemaking was filed February 9, 2005 by the Board. This particular change was a result of the Auditor General's Sunset Review conducted last year. The rule modification will provide time frames for correcting deficiencies and steps in the disciplinary process for non compliance.

LICENSING ACTIONS

During the reporting period, in addition to over 1500 renewals, the Board also issued:

- 3 Crematory Licenses
- 2 Crematory Permit
- 1 Multiple Funeral Directors
- 5 Establishment Permits
- 4 Pre-Need Salespersons Registrations
- 23 Interns
- 33 Embalmers
- 30 Funeral Directors Licenses
- 19 Establishment Licenses (includes new, location changes, ownership)
- 23 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 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.

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.

Within the next couple of months of this issue the Board will have modified its current web site to include additional information on-line. Modifications on the site will provide accessibility to users who wish to query the name of current licensees and registrants. The queries can be accomplished through a name, or simply by listing an alphabetical letter for example, all last names that begin with the letter R. In addition an establishment, licensee, or registrant disciplinary history will also be available. There will be no access to personal addresses or phone numbers however the type and date of license renewal will be available.

The following statistics were gathered in this time frame.

Conventional Burials	16,384	36%
Cremations	25,031	55%
Ship Outs	4,095	9%
Total	45,510	100%

CONTINUING EDUCATION MASTER RESOURCE LIST

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 Exam Boards
- 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
- 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 Division
- 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)
- Public Fiduciary

H. OTHER:

- Center for Loss & Life Transition
- Continental Computers
- Diversified Environment Information Systems
- Epsilon Nu Delta Mortuary Fraternity, Inc
- In-Sight Institute of In-Sight Books

- 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.
- Duane Moore-OSHA Compliance & Risk Mgt.
- Eloise Cole-Bereavement Specialist MKJ Marketing
- 360 Training
- Heartspace Adventures, Barbara Joy PhD
- 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
- Julian King-Committee member
- Jesse DeAnda-Committee member
- Patricia Keith-Board Liaison

2004 DISCIPLINARY ACTIONS

2004 DISCIPLINARY ACTION

Licensee	Violation	Action Taken
Valley Funeral Home	Unprofessional Services	Letter of Concern
Mountain Shadows Funeral Home	Unprofessional Services	Letter of Concern
Sutton Memorial Funeral Home	Unprofessional Services	Closed, No Funeral Violations
Arizona Cremation Services	Disposition Permit Violation	Letter of Reprimand to Crematory Responsible Cremationist
Camelback Sunset Chapel	Disposition Permit Violation	Letter of Concern
Bring Funeral Home	Unprofessional Service	Letter of Concern
Phoenix Memorial Mortuary	Missing Personal Property	Letter of Concern
Greenwood Memory Lawn	Improper shipping of Remains	Letter of Concern to RFD & Establishment \$500 Admin Fee
Resthaven Park Mortuary	Improper shipping of Remains	Letter of Concern
Valley Funeral Home	Improper Mailing of Remains	Establishment Probation 60 days Civil Penalty \$500, Reimburse \$787 RFD Letter of Reprimand
Adair's Carroon Mortuary	Unprofessional Service	Closed – No Funeral Law Violation
Mountain Shadows Funeral Home	Unprofessional Service	Letter of Reprimand Establishment And RFD, Civil Penalty \$500 and \$500 Admin costs
Lake Havasu Mortuary	Unprofessional Conduct	Establishment and RFD 6 months Probation, Civil Penalty \$1,500 And \$500 Admin Costs
Lake Havasu Mortuary	Unprofessional Conduct	Establishment and RFD 6 Months Probation, Civil Penalty \$1,500 And \$500 Admin costs
Family Burial & Cremation Center	Missing Property	Letter of Concern to Establishment
Desert Rose Cremation & Burial	Unprofessional Services	Closed- No Funeral Violations

**ACTIVE FUNERAL
DIRECTOR ONLY
LICENSES (8)**

Borgwardt, Randall
Fisher, Thomas
Grimstad, Stuart
Jewkes, Reuben
Landgren, William
Perlman, Raymond
Terrazas, Luis
Zufelt, Jack

**ACTIVE FUNERAL
DIRECTOR &
EMBALMERS
LICENSEES (465)**

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
Backhaus, Donna
Baez, Evangelina
Baggett, Nathan
Bailey, Grady
Bailey, Gwendolyn
Baird, Bryan
Baker, Dean
Baker, Dennis
Barnett, David
Bell, Julie

Beller, David
Benke, David
Bennett, Doreen
Bester, Eric
Betz, Kirk
Billie, Charles
Billings, Harry
Bishop, Robert
Bitner, Amie
Black, Michael
Blair, William
Blakesley, Thomas
Bohn, Robyne
Bradley, Scott
Browder, R Daniel
Brown, Rachel
Brown, Thomas
Brubaker, Jason
Buckwich, Raymond
Bueler, Franklin
Bueler, Samuel
Bunker, Randall
Buntin, Shawn
Burke, Robert
Burnham, Bryce
Callaghan, Peter
Carolan, Gary
Carrick, Thomas
Carrillo, Leo A.
Carrillo, Leo C.
Carry, Michael
Carter, Grant
Casale, Kim
Case, Robert
Ceruleo, Anthony
Chambers, Andre
Chapman, John
Choban, George
Chrisman, Rodger
Church, Michael
Coughenour, Glenn
Crandall, Nadene

Crist, Martin
Crown, Thomas
Cummings, Joseph
Cusick, Timothy
Cusumano, Paul
Dahn, Merle
Dalton, Martin
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
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, Mark
Dunn, William
Dutcher, Danne
Duwel, Christina
Earl, David
Earl, James

Easter, Gary
Eifert, Edward
Eisenhour, Mark
Erickson, Scott
Errichetti, JoDina
Espinosa, Alex
Espinosa, Charles
Ewing, Bruce
Falconer, Timothy
Farnsworth, Margaret
Feingold, Mark
Ferguson, Bradley
Ferre, Martin
Fillmer, Ronald
Fleming, William
Fletcher, DeWayne
Foley, Michelle
Foley, Patrick
Foster, Jack
Francini, Mario
Frey, Robert
Friedrich, G. Kay
Friend, Ashley
Friend, Nathan
Fries, Nadine
Frye, Francis
Gabriel, Paul
Ganley, Philip
Ganley, Steven
Gardner, Vergene
Garriott, William
Gault, Michael
Gaze, Kenneth
Gentry, Aretha
Georges, Ramon
Gibson, James
Goad, Louie
Goff, Troy
Goldberg, Lawrence
Gonzales, Manuel
Gorishek, Louis
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
Hernacki, Julie
Herren, Robert
Heyne, Robert
Himes, Noel
Hinderliter, Erika
Hinderliter, Forrest

Hogan, William
Holden, Lary
Holm, Warren
Holtfreter, David
Hopgood, Gerald
Horn, John
Horton, Michelle
Hudgel, Brian
Hudgel, Warren
Hughes, Joyce
Hunter, Scott
Jackson, Weston
Jennings, Donald
Jensen, Richard
Jensen, Ryan
Johnson, Chad
Johnson, Garth
Johnson, Glenn
Karbiner, Kennie
Kazmar, David
Keil, Nancy
Kelleher, William
Kellett, Rick
Kendall, Tracy
Kennedy, Charles
Ketner, Dominique
Killer, Tommy
Kirkland, Frank
Knoebel, Randolph
Koons, Delton
Kornegay, Joel
Kredit, David
Kropp, Timothy
Lambert, Franklin
Lamont, Ian
Latargia, Nicholas
Lauffer, Kurtis
Lawrence, Lynn
Lawson, Timothy
Leathers, Richard
Lewis, David
Lietz, Walter

Lietz-Aldridge, Kristen
Lisauskas, Randall
Livingston, Joseph
Livingston, Timothy
Lopez, Javier
Lopez, Joseph
Lopez, Joshua
Lowman, William
Lozano, Richard
Lutz, Adam
Mackay, Eric
MacKenzie, Marilyn
Madrid, Elaine
Mallar, Paul
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
Miguel, JoAnn
Miller, Shawn
Mills, Adam
Miranda-Pullen, Teri

Mize, Kenneth
Montgomery, John
Moore, Duane
Moore, Leland
Morgan, Byron
Morris, Melissa
Mostyn, Douglas
Mullenaux, J Cory
Mullin, Christopher
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
Olson, Gary
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
Pauley, William
Pavlek, John
Pawlyshyn, Danielle
Peers, Jennifer
Perlman, Howard

Perlman, Jonathan
Peterson, Frank
Pfent, Michael
Phifer, Kenneth
Poitras, Todd
Potts, Roger
Poyner, David
Presley, Michael
Preston, James
Pritchard, Kim
Raaen, David
Ragsdale, Emily
Ragsdale, Lincoln
Ramirez, Sabrina
Rasmussen, Tara
Ray, Alan
Reed, Wilbert
Reedy, Hannah
Reel, Charles
Reynolds, Robert
Richardson, Cecil
Richardson, Troy
Ridgeway, John
Riggio, Eleanor
Riley, Richard
Robbins, Kristen
Roberts, Herbert
Roberts, Jo
Rogers, Brandy
Rogers, John
Rogers, Richard
Rogers, Thomas
Rolph, Rocky
Rosenberg, Jack
Ross, Billye
Ross, Edward
Ruby, Allan
Rude, Steven
Ruiz, Macedonio
Ruona, Martti
Ryan, Derald
Ryzek, John

Sadek, Scott
Sahl, Glenn
Samuelson, Catherine
Sanders, Danny
Sanford, Lance
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
Sicard, L. Thomas
Simes, Arthur
Simon, Nancy
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, Bruce
Stout, Joe
Strand, Peder
Sturdevant, Todd

Sutton, Frank
Sutton, Lorrie
Sutton-Zorn, Jamie
Swagerty, Fred
Swan, Pamela
Tachoir, Patrick
Taggart, Thomas
Talbot, Clayton
Thompson, Marty
Thompson, Sean
Thorman, Timothy
Thorp, Monica
Thozeski, Kenneth
Tolman, Timothy
Tovsen, Mark
Trovinger, Bryan
Tucker, Donald
Tweddell, Steven
Underwood, Richard
Valley, Veronica
Van Meter, Elizabeth
Van Natta, James
Van Tine, S. Edward
Vickers, James
Viles, Edward
Villelas, Richard
Vining, Mark
Wakelin, Fred
Waldrop, Mark
Walker, Clent
Walker, Neil
Ward, Dillis
Warren, Brandon
Warren, Jerry
Warren, R Michael
Watkins, Jayson
Watts, Margaret
Webster, Christine
Welsh-Alexis, Jessie
West, Daniel
Wheeler, Kevin
Whitney, Tony

Whitted, Richard
Whittenburg, William
Whitwam, F Russell
Wild, Sandra
Williams, Gary
Williamson, Jennifer
Wilmot, Hal
Wilson, Paul
Wolfrey, James
Wolfrey, Michael
Wood, George
Wright, Ryan
Wyman, Kenneth
Yover, Annette
Zelt, Stephanie
Ziegler, Randy
Ziegler, Robert
Zimmerman, Robert

ACTIVE EMBALMERS (42)

Bailey, Adolphus
Barlow, Dana
Bennett, James
Bernier, Ruth
Bowley, Thomas
Bown, David
Brown, David
Bueler, Benjamin
Burch, Kevin
C. A. Henderson, Laura
Cahill, Susan
Clavell, Dawn
Clayton, Chasity
Cooper, Shelly
Cross, Kate
Felix, Henry
Friedlander, Neale
Gillespie, Robert
Hernandez, Ernest
Hoff, Kevin
Hudzik, Jennifer
Johnson, Karen

Kuipers, Dennis
Lewis, Jason
McKnight, David
Norton, Bart
Parker, Virginia
Pettis, Edward
Reitz, James
Ridenhour, Steven
Salcido, Stephen
Sattelberg, Diana
Schnepf, Jeremy
Shivers, Edmond
Shoemaker, Jason
Simmons, Christian
Trice, Sherman
Vigil, Frank
Villanueva, Jaclyn
Vitan, Valentin
Weatherford, Jameson
Yonke, Heather

**ACTIVE MULTIPLE
FUNERAL
DIRECTOR (16)**

Adair, Arthur
Burnham, Bryce
Dimond, Kenneth
Graham, Craig
Hassett, James
Kendall, Tracy
Nerison, Cameron
Owens, Earl
Owens, Norvel
Parker, Paul
Rogers, Richard
Simes, Arthur
Sutton, Frank
Wakelin, Fred
Warren, Jerry

ACTIVE INTERNS (25)
Benefiel, Benjamin

Brown, Robert
Dombrowski, Arick
Encinas, Elizabeth
Faille, Katherine
Hornbeck, Isabelle
Jonas, Shanlyn
Kurtenbach, Liesl
Leon, Sheila
Lopez, Christine
Mills, JaNay
Motzkin, Teresa
Reeves, Amy
Roseberry, Steve
Samora, Jennifer
Sanford, Glynis
Shaffer, Roger
Smith, Clint
Speakman, David
Stewart, Paula
Thompson, Stephen
Torrez, Esmeralda
Williams, Debby
Wolfe, Elizabeth
Wolfrey, Matthew

**EMBALMERS
ASSISTANTS (23)**

Brooks, Philip
Calza, Sergio
Carley, Alfred
Dahmer, Grant
Durham, William
Elliott, Danna
Escarcega, David
Gonzales, Alfred
Hanson, Wayne
Holden, Charles
Hoyer, David
Jayme, Guillermo
Labajetta, Paul
Lee, Albert
Mitchell, Cleveland

Murillo, Steve
Murphy, Shawn
Sherlock, Sean
Villelas, Manuel
Von Ronne, Richard
Wilson, Scott
Woodward, Calvin
Zuniga, Alejandro

**ACTIVE PRE-NEED
SALESPERSON (30)**

Barnett, David
Beck, Robert
Brehany, Ralph
Brown, Linda
Brown, Thomas
Byrd, Donald
Coleman, Harry
Coury III, Albert
Davis, Bonnie
Dunigan, Delores
Farrar, Bennie
Goldblatt, Andrew
Gottry, Karla
Grant, Richard
King, Carol
Laviguer, Charles
Lykes, James
Lyons, Thomas
Murphy, Stephen
Noecker, R T
OBanion, I Elaine
Paul, Beverly
Pearson, Jacqueline
Polunsky, Mel
Rosefsky, Linda
Sedlmayr, Roger
Van Hoven, Lynn
Ward, Louis
Weiss, Lynn
Wood, David

ACTIVE ESTABLISHMENTS (155)

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
Advantage Arizona Mortuary University Chapel
Advantage Funeral & Cremation Services
Advantage Funeral & Cremation Services
Advantage Funeral & Cremation Services
Advantage Funeral & Cremation Services
All Care Cremation and Burial Services
Allen Funeral Home
Apache Junction Mortuary
Arizona Cremation & Funeral Services
Arizona Ruffner Wakelin Funeral Home
Arizona Wakelin Bradshaw Chapel
Best Funeral Services
Best Funeral Services, Inc. (North Central Chapel)
Bisbee Funeral Home
Bring's Broadway Chapel
Bring'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
Burnham-Jewkes Mortuary, Eagar
Burnham-Jewkes Mortuary, St. Johns
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 & Burial
Crystal Rose Funeral Home
Desert Lawn Funeral Home
Desert Lawn Memorial Chapel and Funeral Home
Desert Rose Cremation & 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 & Cremation Center
Flagstaff Mortuary
Fletcher's Mortuary
Fletcher's Snowflake Mortuary
Green Acres Glendale Mortuary
Green Acres Mortuaries & Cemeteries, Inc.
Green Valley Mortuary
Greenwood Memory Lawn Mortuary
Greer's Mortuary of Sedona
Greer's Mortuary of Winslow, Inc.
Greer-Wilson Funeral Home Inc
Griffith Mortuary
Hampton Funeral Home
Hansen Arrowhead Funeral Center at Joy
Hansen Desert Hills Mortuary Memorial Park
Hansen Mortuary
Harper Funeral Home
Hatfield Funeral Home
Heather Mortuary & Chapel
Hepler Funeral Home
Heritage Funeral Chapel
Heritage Memory Mortuary, Inc.
Hudgel's Swan Funeral Home
J. Warren Funeral Services Cole & Maud the Gardens
J. Warren Funeral Services Cole & Maud/Casa Grande
J. Warren Funeral Services Cole & Maud/Coolidge Chapel
J. Warren Funeral Services Valley Chapel
Jensen's Sierra Vista Mortuary L.L.C.
Johnson Mortuary and Desert Lawn Memorial Park
Kammann Mortuary
La Paz Funeral Home
Lake Havasu Mortuary

Lakeshore Mortuary
Lamont Mortuary
Lietz-Fraze Funeral Home
Life-Paths By Bunker Family
Lowmans Arizona Funeral Home
Lundberg Mortuary White Rose Chapel
Mariposa Gardens Memorial Park & Funeral Care
Martinez Funeral Chapels
Martinez Funeral Chapels-Nogales
Melcher Mortuary Chapel of the Roses
Melcher Mortuary Mission Chapel & 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 Funeral Services
Miles Funeral Services
Morris-David's Safford Funeral Home
Mortensen Kings Funeral Center
Mountain View Memorial Gardens
National Cremation Society
Neptune Society
Norvel Owens Mortuary
Norvel Owens Mortuary of Flagstaff
Owens Mortuary
Owens Mortuary
Owens Mortuary Heritage Chapel
Palm Funeral Home
Paradise Sunset Chapel
Parker Funeral Home
Phoenix Memorial Park and Mortuary
Preston Funeral Home
Regency Mortuary
Resthaven Park Mortuary
Richardson's Benson Mortuary
Rude Family Northwest Mortuary
Samaritan Funeral Home
San Pedro Funeral Home

Shadow Mountain Mortuary
Silver Creek Chapel Mortuary
Simes Mortuary - Casa Grande Chapel
Simes Mortuary - Coolidge Chapel
Simes Mortuary - Florence Chapel
Sinai Mortuary of Arizona
South Lawn Mortuary
South Mountain Mortuary
Sunland Mortuary & Cremation Center
Sunrise Funeral Home
Sunset Vista Funeral Home
Sunwest Funeral Home
Superior Funeral Home
Sutton Memorial Funeral Home
Tempe Mortuary
Universal Memorial Center
Valley Funeral Home
Valley of the Sun Mortuary
Valley of the Sun Mortuary & Cemetery
Valley Ridge Mortuary
Valley West Funeral Chapel
Webber's Eastlake Mortuary
Westcott Funeral Home
Westcott Funeral Home CV
Westlawn Chapel and Mortuary
Whitney & Murphy Funeral Home
Wickenburg Funeral Home
Wyman Cremation and Burial Chapel
Yuma Mortuary & Crematory

ACTIVE CREMATORY LIST(43)

All State Crematory LLC
Apache Junction Crematory
Aspen Cremation
Best Funeral Services
Bradshaw Crematory LLC
Bring's Crematory
Camino Del Sol Crematory
Deca Cremation Services, Inc.
Desert Lawn Crematory
Desert Lawn Memorial Park
Desert Rose Crematory

East Valley Crematory
El Encanto Memorial Crematory
El Encanto Memorial Crematory
Evergreen Crematory
Foothills Memorial
Green Acres Mortuaries & Cemeteries, Inc.
Green Valley Crematory
Greenwood Memory Lawn Cemetery
Greer's Crematory of Sedona
Lake Havasu Mortuary & Crematory
Lietz Crematory
Melcher's Mission Crematory
Meldrum Crematory
Mohave Cremation Service
Mountain View Cemetery, Inc.
Mt. Meadows Memorial Park Crematory
Mt. View Memorial Gardens
Paradise Memorial Crematory, Inc.
Parker Funeral Home
Serenity Mortuary Services, Inc.
South Lawn/Tucson Memorial Park
Sunland Memorial Park, Inc
Sunrise Crematory
Sunset Vista Crematory
Sutton Crematory
Swan Crematory
U.S.A. Parker Crematory
Vista Mountain
Westlawn Crematory
Westside Crematory
White Mountain Crematory
Yuma Mortuary & Crematory

Ballard, Kevin
Barnett, David
Benefield, Joseph
Bennett, Doreen
Bradley, Scott
Bring, Susan
Burch, Kevin
Burgoz, Lloyd
Cabrera, Jose
Carlisle, Gary
Case, Robert
Cerullo, Anthony
Cerullo, James
Contreras, Miguel
Corella, Daniel
Crandall, Nadene
Cusumano, Paul
Dalton, Martin
Dawson, Gerald
Dimond, Donald
Dimond, Kenneth
Dimond III, Donald
Dombrowski, Arick
Dominguez, Ralph
Douglas, Gordon
Fleming, William
Foley, Michelle
Frederick, Aurey
Fries, Nadine
Georges, Ramon
Gibson, James
Glaspie, Charlie
Gonzales, Efrain
Gonzales, Ralph
Gorishek, Louis
Graveline, Gary
Greer, Royce
Gudzinis, David
Gulley, Donald
Hanes, Michael
Hanna, Richard
Hardy, Wayne

ACTIVE CREMATIONISTS (176)

Adair, Arthur
Adair, Harold
Addison, William
Aegerter, John
Ahearne, James
Allen, Todd
Alvarado, Jared
Backhaus, Donna

Harman, Brian
Harris, Michael
Harrison, Philip
Hartnett, Robert
Hassett, Carol
Hassett, James
Hassett, Julie
Hassett, Timothy
Hawkins, Michael
Higgins, Edward
Hill, John
Hilton, Joseph
Hoffman, Christopher
Hogard, Christopher
Hudgel, Brian
Hudgel, Warren
Hughes, Joyce
Hunt, Earlene
Jensen, Ryan
Johnson, Dennis
Johnson, Garth
Karbner, Kennie
Kazmar, David
Kazmar, Leslie
Kennedy, Charles
Ketner, Dominique
Koons, Delton
Kornegay, Joel
Kropp, Timothy
Kueneman, John
Kurtenbach, Liesl
Lambert, Franklin
Lamont, Ian
Lewis, Jason
Liening, Robert
Lietz, Walter
Lisauskas, Randall
Litwiler, Larry
Lozano, Richard
Mattice, Darren
McCormack, Terry
McGuire, Clay

McMillan, Robert
Meldrum, Mark
Messinger, David
Messinger, H. Kendrick
Messinger, Paul
Mills, Adam
Monarrez, Danny
Monroe, Gabriel
Moore, Duane
Moreno, Ramon
Mullin, Christopher
Munden, John
Nerison, Cameron
Nibert, Allan
Norton, Bart
Obregon, Frank
Ordonez, Albert
Ortega, Henry
O'Sullivan, Edward
Ovsak, Robert
Owens, Earl
Owens, Kevin
Owens, Norvel
Owens, Shawn
Palmer, Hollis
Parker, Paul
Parker, Virginia
Pascoff, Duane
Patrick, Jane
Patton, Donald
Peers, Jennifer
Perlman, Howard
Peterson, Frank
Phifer, Kenneth
Ponce, Georgina
Rasmussen, Tara
Roberts, Herbert
Rolph, Rocky
Ruiz, Macedonio
Ryzek, John
Sadek, Scott
Salter, Daniel

Sawdy, Daryl
Senn, Deane
Shaffer, Roger
Sheets, Roger
Sherlock, Sean
Simmons, Christian
Simon, Nancy
Smith, VeraAnn
Speakman, David
Steiner, Glenn
Stiffler, Nathan
Stobierski, Stanley
Stout, Bruce
Sturdevant, Todd
Sutton, Frank
Sutton, Frank
Sutton, Linda
Sutton, Lorrie
Sutton-Zorn, Jamie
Taggart, Thomas
Talbot, Clayton
Thomsen, George
Thomsen Sr, George
Tovsen, Mark
Valenzuela, Rigoberto
Vance, Chad
Viles, Edward
Wakelin, Fred
Waldron, Glenn
Waldrop, Mark
Walker, David
Ward, Dillis
Warren, Janet
Warren, Jerry
Warren, R Michael
White, William
Wilson, Benjamin
Wolfrey, James
Wright, Gerald
Wright, Ryan
Ybarra, Gabriel
Zelt, Stephanie

A MESSAGE FROM THE BOARD PRESIDENT

March 2005

It is a great pleasure to again address the caring professionals of the State of Arizona. We have much to be proud of in the on-going oversight of the funeral profession in this state. We have quality, caring professionals who try to serve the individual desires of families at their time of need. Most of the licensees that we have responsibility for are making diligent attempts to be in compliance with all of the rules and regulations that we enforce. As a board and administrative staff, we recognize the efforts on the part of both the establishments and their employees to voluntarily comply and provide the services as contracted by the families.

I have had the privilege of serving on this board for over seven years. During that time it has been the goal of this board to educate and inform our licensees on how to best meet compliance standards. This is accomplished both in function and attitude. We have seen a concerted effort in working with us to meet the needs of both the consumer and the licensee. Each year we have reduced the number of complaints filed. This has been accomplished by a consistent education and compliance program implemented by this board. We will continue to work toward the goal of zero complaints from consumers. Anything less than this would be a compromise of the values we as a board and staff believe in.

As we see problems and challenges in this industry across the country, Arizona has been used as a model for improvement and oversight. This accomplishment can be attributed both to the quality of individual licensed personnel and the diligent efforts of the State Board's administrative staff. Our staff has been assembled to provide you with a resource in meeting the required compliance. They are there for you to utilize to provide better service. Rudy, Michael, Alex and Pat are educated and knowledgeable in the statutes, rules and regulations. They can help you with all areas of compliance. Contact them to assist you before a problem or complaint has occurred.

As we have approached 100% voluntary compliance, we are committed to visit each establishment and crematory facility twice a year. One visit will be a scheduled visit by appointment with the responsible funeral director or responsible cremationist. The other visit will be an unannounced visit to ensure daily compliance. Each visit is for your benefit as well as the benefit of the consumer.

We encourage you to visit or call the administrative offices or attend a board meeting on the third Tuesday of each month. These meetings are educational and will provide greater insight into the workings and mission of the board.

Arizona has been fortunate to have quality individuals representing both the consumers and profession sitting on this board. Though we do not always share the same opinions concerning the issues that face us, I respect each board member for the contributions they make to the overall effectiveness of this board. We will continue to uphold and enforce the highest standards of the profession.

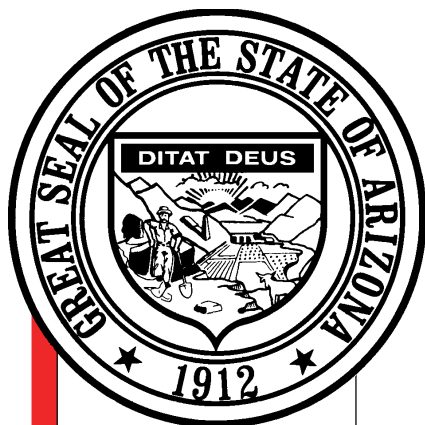
Finally we encourage you to make your continuing education hours meaningful. Select credit hours that will advance your knowledge and skills. There are many organizations and institutions that offer continuing education that will assist you both personally and professionally.

Thank you for your continued service to your communities and to the families that select you at their time of need.

May 2005 be our best year yet!

Randy Bunker Board President

ARIZONA STATE BOARD OF
FUNERAL DIRECTORS AND EMBALMERS



1400 W Washington
Room 230
Phoenix, AZ 85007

(602) 542-3095
FAX (602) 542-3093

2005 BOARD MEETING SCHEDULE

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