

## North Carolina Board of Funeral Service

1033 Wade Avenue, Suite 108, Raleigh, NC 27605

(919)-733-9380 or 1-800-862-0636

[www.ncbfs.org](http://www.ncbfs.org)

**E-NEWSLETTER** November 2016: Volume 12, Issue 10

The Board will next meet at 9 a.m. on Wednesday, December 14, 2016, at 1033 Wade Avenue, Suite 108, Raleigh, North Carolina.

### BOARD STAFF ANNOUNCEMENTS

**WARNING:** If Board staff does not receive your completed license renewal application and fee by **5:00 p.m. on Wednesday, February 1, 2017, you will immediately be deemed to have forfeited and surrendered your license.** This means that you will not be authorized to conduct any funeral activity for which a license is required. **There will be no opportunity to reinstate your forfeited license absent a formal hearing before the Board.**

### LICENSEE ACCOUNT ACCESS AND RENEWALS

You can now access your individual licensee account and renew online on the home page of the Board website. Simply click on the LOGIN link, select your license type and enter your license number. Your PIN is the last four digits of your social security number. Once you've successfully gained access you will be able to update your contact information and renew your license. Please keep in mind that the Renewal period opens **December 1<sup>st</sup>**. Please contact the Board office if you have any questions.

### 2017 NC Board of Funeral Service

#### Board Meeting Dates

(Monthly on the second Wednesday with Thursday as optional)

January 11 & 12	July 12 & 13
February 8 & 9	August 9 & 10
March 8 & 9	September 13 & 14
April 12 & 13	October 11 & 12
May 10 & 11	November 8 & 9
June 14 & 15	December 13 & 14

#### Holidays (Follows the State's Holiday Schedule)

New Year's Day	January 2, Monday
MLK, Jr. Day	January 16, Monday

Good Friday	April 14, Friday
Memorial Day	May 29, Monday
Independence Day	July 4, Tuesday
Labor Day	September 4, Monday
Veteran's Day	November 10, Friday
Thanksgiving	November 23-24, Thursday & Friday
Christmas	December 25, 26 & 27, Mon, Tues & Wed

## **TRAINEE ANNOUNCEMENTS**

Pursuant to 21 NCAC 34B .0110, each trainee's monthly work reports must be received by Board staff on or before the 10<sup>th</sup> calendar day of the month that immediately follows the completion of each one month period of his or her resident traineeship.

Because these monthly reports have to be notarized, Board staff must receive the original hard copy in the Board office. However, for purposes of meeting the deadline referenced herein, trainees may submit a copy of their monthly report by facsimile to the attention of Marty Mills at (919) 733-8271 or by e-mail to [mmills@ncbfs.org](mailto:mmills@ncbfs.org). Please note that if a trainee submits his or her monthly report by facsimile or e-mail for the purposes of complying with the submission deadline, the trainee will still need to submit the original, notarized monthly report in person or by mail to the Board's office at 1033 Wade Avenue, Suite 108, Raleigh, North Carolina 27605. Trainees incurring two missed or late reports in one year will be suspended and required to come before the Traineeship Committee.

## **PRENEED ANNOUNCEMENTS**

### New Preneed Calculator:

Please begin using the newest version of the Preneed to Atneed Worksheet. It is located on the Board website beneath the Calculator tab under Preneed.

On inflation-proof preneed funeral contracts, care must be taken to properly figure and correctly apply the credit for the non-guaranteed portion of the contract. If there is a shortfall of funds from the non-guaranteed items included in the original preneed, the funeral home is legally entitled to request the difference be paid. If there are excess funds you must refund them as required by NC law.

You must give credit for service and merchandise items paid for on the preneed contract but not used at-need. These items must be calculated in the same manner as cash advance percentages. The new Worksheet is designed to assist you with this calculation.

It is important to note that the Board staff expects that you transfer the values from the Worksheet onto the actual Certificate of Performance. The Worksheet should be retained in your closed file. Please do not hesitate to contact Tanya Pearson, Preneed Services Administrator, for assistance with the new Worksheet.

A reminder regarding inflation-proof preneed contracts:

The Board's laws and rules only allow a preneed sales licensee to retain trust funds or insurance proceeds in excess of goods and services provided through an inflation-proof preneed contract **upon written disclosure to the purchaser of the preneed funeral contract at the time the contract as executed.** If you have any questions about preneed compliance, please contact your regional inspector (contact information located on p. 3).

Preneed Recovery Fund Announcement:

Upon recommendation from the Board's Preneed Committee, the Board voted at its October meeting to process Preneed Recovery Fund claims already received by Board staff from consumers/performing funeral establishments seeking reimbursement of the 10% withheld by the original contracting licensee. However, any such claims received after October 12, 2016 from either consumers/performing funeral establishments seeking only reimbursement of the 10% withheld will not be processed.

In reference to Requests for copies of preneed contracts:

Pursuant to N.C. Gen. Stat. § 90-210.73, preneed contracts are not subject to public inspection. Effective October 5, 2016, any individual who calls requesting a copy of a preneed contract shall be advised that copies of preneed contracts may only be released to these listed parties:

- a.) The original contracting funeral establishment; or
- b.) The preneed contract purchaser and/or beneficiary who also submits such a request in writing.

A purchaser and/or beneficiary who submits a request in writing will be mailed a copy of the preneed contract to the electronic address (i.e. preferred cost savings method) or mailing address on file with the Board. If the address has changed, a new address must be provided.

Preneed contract signature:

Along with the signature and license number of the Funeral Director or Funeral Service licensee, the preneed contract requires the "Signature of person who sold the contract" and the preneed sales license number assigned by this office. **No other number should be used on this signature line.**

**ANNOUNCEMENTS FROM THE INSPECTORS**

A special reminder to licensees: Board staff cannot provide licensees with legal advice. Questions about whether or not your actions would be compliant with the Board's laws and rules are not legal questions and should not be directed to our legal department. Rather, they are compliance questions and should be directed to our compliance/inspection department. For your convenience, compliance questions may be answered in any one of the following methods:

- 1. By emailing the Board's Compliance opinion email: [complianceopinion@ncbfs.org](mailto:complianceopinion@ncbfs.org)**
- 2. By contacting the Board's Compliance Liaison, Brett Lisenbee, or your individual inspector at the contact information provided below.**

<b>Western: Brett Lisenbee</b>	<b>Phone: 919-218-8083</b>	<b>Email: blisenbee@ncbfs.org</b>	
Alexander	Catawba	Jackson	Rutherford
Alleghany	Cherokee	Lincoln	Swain
Ashe	Clay	Macon	Transylvania
Avery	Cleveland	Madison	Union
Buncombe	Gaston	McDowell	Watauga
Burke	Graham	Mecklenburg	Wilkes
Cabarrus	Haywood	Mitchell	Yancey
Caldwell	Henderson	Polk	
<b>Central: Darrell Cagle</b>	<b>Phone: 919-604-4828</b>	<b>Email: dcagle@ncbfs.org</b>	
Alamance	Orange		
Caswell	Randolph		
Chatham	Rockingham		
Davidson	Rowan		
Davie	Stokes		
Forsyth	Surry		
Guilford	Wake		
Iredell	Yadkin		
<b>Southeast: David Hall</b>	<b>Phone: 919-219-8701</b>	<b>Email: dhall@ncbfs.org</b>	
Anson	Harnett	Pamlico	
Bladen	Hoke	Pender	
Brunswick	Jones	Richmond	
Carteret	Lee	Robeson	
Columbus	Montgomery	Sampson	
Craven	Moore	Scotland	
Cumberland	New Hanover	Stanly	
Duplin	Onslow		
<b>Northeast: Inez Green</b>	<b>Phone: 919-215-8851</b>	<b>Email: igreen@ncbfs.org</b>	
Beaufort	Franklin	Lenoir	Tyrell
Bertie	Gates	Martin	Vance
Camden	Granville	Nash	Warren
Chowan	Greene	Northampton	Washington
Currituck	Halifax	Pasquotank	Wayne
Dare	Hertford	Perquimans	Wilson
Durham	Hyde	Person	
Edgecombe	Johnston	Pitt	

## **COMPLIANCE OPINIONS**

Have a compliance question? Remember to use our question-and-answer feature, Compliance Opinion. If the question relates to your own *prospective* conduct, you may send an electronic correspondence to [complianceopinion@ncbfs.org](mailto:complianceopinion@ncbfs.org). You may also send a facsimile to the compliance department at (919) 733-8271, attention "Compliance Opinion." Your correspondence must include: (1) your name; (2) your licensee affiliation/status; (3) all facts necessary for an opinion to be rendered; and (4) any supporting, pertinent documentation. In the order they are received, the Board Staff will provide responses to these inquiries, to the extent they pertain to future actions and matters within the purview of the Board's Laws and

Rules only. If your question relates to past conduct (your own or that of another licensee), the Board Staff may decline to answer.

Please note – Compliance Opinions are not reviewed, approved, or otherwise adopted by the Board, nor are they binding upon the Board. If one disagrees with Board Staff’s position on a matter, they may have the right to request a declaratory ruling from, or hearing before, the Board pursuant to Chapter 150B of the North Carolina General Statutes. Should you wish to submit a Request for Declaratory Ruling, you may find the form necessary to complete on the Board’s website at this link: <http://www.ncbfs.org/applications/RequestForDeclaratoryRuling.pdf>

## **TRANSPORTER ANNOUNCEMENT**

If an individual does not meet one of the three following criteria, he or she must apply for and be granted a transport permit before transporting or removing a dead human body:

- 1) not otherwise licensed by the Board;
- 2) not employed by a licensee of the Board; or
- 3) not eligible for a limited exemption under N.C. Gen. Stat. § 90-210.25(c)(5).

Each individual employee of a transport company not otherwise licensed by the Board must individually register and be approved for a transport permit prior to engaging in the transportation of a dead human body. If the Board receives evidence that a transport company not otherwise licensed by the Board is employing individuals to transport bodies without first obtaining individual permits from the Board, the Board may choose to file a civil lawsuit seeking injunctive relief.

## **DISCIPLINARY MATTERS**

Case File Number(s): C16-071.

Respondent: Boris G. Barrett, Sr. (FSL # 1732).

Summary: Complainant, a Vital Records employee, alleges that licensee improperly filed an outdated version of a form death certificate. Complainant further alleges that when the licensee was informed that he would be required to file a new death certificate on the updated form, licensee initially refused to do so and acted unprofessionally. Finally, Complainant alleges that licensee failed to file a death certificate on the correct form for the decedent at issue for four months. Licensee responded, stating that he submitted the death certificate provided to him by the charge nurse and that Vital Records employees treated him disrespectfully.

Board Action: The Board adopted a Consent Order, whereby the licensee agreed to pay a compromise penalty of \$500.00 to the Civil Penalty and Forfeiture Fund in accordance with Article 31A of Chapter 115C of the North Carolina General Statutes. Additionally, Respondent must attend a continuing education course sponsored by Vital Records on the subject of death certificate procedures and filing.

Effective Date: November 16, 2016.

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Case File Number(s): C15-059.

Respondents: Lori's Funeral Home & Cremation Services of Raleigh (FE # 218); Lori Chappell-Green (FD # 3678).

Summary: Complainant alleges that some of the information on the decedent's death certificate was inaccurate; that Respondents refused to amend the death certificate to fix these errors; and that someone forged Complainant's signature on the Cremation Authorization for the decedent. Respondents stated that Complainant waived her right to disposition of the decedent, and that Respondents tried to fix the few errors on the death certificate once they were brought to the attention of Respondents.

Board Action: The Board adopted a Consent Order, whereby the Board will issue Respondents a letter of caution, warning them to exercise due diligence in their funeral directing practices, including but not necessarily limited to ensuring that accurate information is listed before filing a death certificate. Additionally, Respondent must take a minimum of two (2) credit hours of continuing education covering death certificate procedures and filing.

Effective Date: November 16, 2016.

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Case File Number(s): C15-071; M16-003.

Respondent: Yolanda W. Chappell (FSL # 2004).

Summary: Respondent's funeral service license was already on probation when a consumer complaint and staff-generated complaint were received. The consumer complaint alleged Respondent did not provide the consumer with a signed Statement of Funeral Goods and Services Selected; that Respondent did not provide the consumer with any price lists; and that the consumer paid for certain services that were not received. Respondent denied all allegations made by Complainant. During a preneed audit, Board staff found numerous preneed recordkeeping violations; specifically, Board staff found that Respondent failed to deposit into a trust account or insurance policy the amount of \$5,000.00 paid by a consumer towards a preneed contract sold by Respondent.

Board Action: The Board adopted a Consent Order, whereby Respondent admitted to the violations raised in the preneed audit but specifically denied all allegations made by the consumer complainant. Respondent agreed to voluntarily surrender her preneed sales license to the Board. Respondent further agreed that she shall not be eligible for issuance or reinstatement of a preneed sales license unless and until such time as all of the following conditions are satisfied: (1) at least one year of time has elapsed from the effective date of the Consent Order; (2) Respondent has provided proof to Board staff that she has paid restitution to the consumer

for the preneed funds that were not deposited in the amount of \$5,000.00; that the stay of suspension on Respondent's funeral service license shall be lifted, subject to the following terms and conditions: (1) Respondent's funeral service license shall be actively suspended for a period of three (3) months; (2) Respondent shall serve the remainder of her probationary period presently in effect until 2018; (3) Respondent shall pay restitution to the consumer as described herein within thirty (30) days; (4) Respondent shall pay a compromise penalty in the amount of \$1,000.00 within thirty (30) days; (5) Respondent shall provide reimbursement to the consumer complainant for goods allegedly paid for but not received; and (6) Respondent shall reimburse the Board costs of \$500.00 associated with the prosecution of a show cause hearing.

Effective Date: November 16, 2016.

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Case File Number(s): M16-037; C14-057.

Respondents: Ebony Funeral Services – Morganton (FE # 153; PE # 313); Ebony Funeral Services – Lenoir (FE # 151; PE # 593); Edward R. McGimpsey, II (FSL # 837).

Summary: Board staff conducted inspections and preneed audits of Respondent Ebony Funeral Services' Morganton and Lenoir locations. Board staff discovered numerous violations of the Board's preneed laws and rules and the Federal Trade Commission Funeral Rule. Respondents Ebony Funeral Services – Morganton and Edward McGimpsey, II were already serving probation at the time of Board staff's inspections and audits. Respondents failed to appear for the hearing.

Board Action: Following an administrative hearing, the Board issued a Final Agency Decision lifting the stay of revocation on Respondent Ebony Funeral Services – Morganton's preneed establishment permit and all ancillary preneed sales licenses, thus revoking the preneed establishment permit and all ancillary preneed sales licenses. The stay of revocation on Respondent McGimpsey's funeral service license was also lifted, and his license was revoked. The at-need establishment permit of Respondent Ebony Funeral Services – Morganton was revoked. The preneed establishment permit and all ancillary preneed sales licenses of Respondent Ebony Funeral Services – Lenoir were revoked. The at-need establishment permit of Respondent Ebony – Lenoir was placed on probation for a period of three (3) years. Respondent Ebony – Lenoir was ordered to pay a compromise penalty in the amount of \$5,000.00. Finally, Respondents were ordered to reimburse the Board the sum of \$876.19 in reimbursable costs associated with the prosecution of a hearing to show cause.

Effective Date: November 21, 2016.

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Case File Number(s): M15-027.

Respondents: Lewis-Bowen Funeral Home (FE # 329; PE # 541) and Jeffery W. Lewis (FD # 3060).

Summary: Respondents failed to respond to numerous correspondences from Board staff regarding an inaccurate and incomplete Preneed Annual Report for both 2014 and 2015.

Board Action: The Board adopted a Consent Order, whereby Respondents admitted to the violations. Respondent Funeral Home's preneed establishment permit was placed on a one (1) month active suspension, followed by an eleven (11) month probationary period. Said probationary period shall not be lifted until such time as Respondent Funeral Home has come into complete compliance with the Board's preneed laws and rules and passed an inspection/audit conducted by Board staff. Respondent Funeral Home shall pay a compromise penalty in the amount of \$1,000.00. Respondent Lewis' funeral directing license is placed on probation for a period of one year, and Respondent Lewis shall pay a compromise penalty in the amount of \$250.00.

Effective Date: November 16, 2016.

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Case File Number(s): M16-028.

Respondents: Gallop Funeral Services, Inc. (FE # 452; PE # 921) and Courtney N. Gallop (FSL # 2384).

Summary: Respondents improperly allowed an irrevocable preneed contract to be revoked, and issued the consumer a refund for the amount of said contract.

Board Action: The Board adopted a Consent Order, whereby Respondents admitted to the violations. Respondent Courtney Gallop's funeral service license is placed on probation for a period of one (1) year. Respondent Funeral Home's preneed establishment permit and all ancillary preneed sales licenses are placed on probation for a period of one (1) year. Respondent Gallop shall attend a preneed continuing education course sponsored by the Board. Respondents shall pay a compromise penalty in the amount of \$1,000.00.

Effective Date: November 9, 2016.

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Case File Number(s): M16-046.

Respondent: Serenity Funeral Home & Cremations, LLC (FE # 767) and Benjamin Whitlock (FSL # 1015).

Summary: Respondent Funeral Home's preneed permit and ancillary preneed sales licenses lapsed on December 31, 2015. Board staff subsequently received notification that Respondents had allowed their surety bond to lapse. Respondents failed to respond to Board staff's correspondences about this issue.

Board Action: The Board adopted a Consent Order, whereby Respondents agreed to voluntarily surrender their preneed establishment permit. Respondent Whitlock's funeral service license is



placed on probation for a period of one (1) year. Respondent Funeral Home's at-need establishment permit was placed on probation for a period of (1) year. Respondents also agreed to pay a compromise penalty in the amount of \$250.00.

Effective Date: November 9, 2016.

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Case File Number(s): M16-029

Respondent: Cox-Needham Funeral Home & Chapel, Inc. (PE # 021), Steve Snow (FD # 3486), Cox-Needham Funeral Service – Danbury Chapel (PE # 948), and A.J. Daoud (FSL # 1343).

Summary: Board staff conducted preneed audits for both preneed establishments listed above, and found several violations of the Board's laws and rules governing preneed recordkeeping and compliance.

Board Action: The Board adopted a Consent Order, whereby all preneed establishment permits and ancillary preneed sales licenses for both funeral homes are placed on probation for a period of one (1) year. Respondents also must provide proof to Board staff that they provided a cash advance refund on an inflation-proof preneed account to a consumer and that each preneed sales license in their employ has taken preneed continuing education sponsored by the Board. Finally, Respondents must pay a compromise penalty in the amount of \$250.00.

Effective Date: November 9, 2016.

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Case File Number(s): C16-080.

Respondent: Stephen E. Grimes (FSL # 1853).

Summary: Respondent formerly served as the licensed manager for a funeral establishment that was also licensed as a crematory. The crematory manager (not Respondent) cremated a body without first receiving a signed death certificate. Complainant, the local medical examiner, learned this upon seeking to exercise his jurisdiction over the case.

Board Action: The Board adopted a Consent Order, whereby Respondent's funeral service license is placed on probation for a period of six (6) months. Respondent resigned as the licensed manager of the funeral establishment at issue, and agreed to pay a \$500.00 compromise penalty.

Effective Date: November 16, 2016.

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Case File Number(s): C16-001.

Respondent: James H. Eason, Jr. (FSL # 218) and Edwards Funeral Home, Inc. (FE # 154; PE # 004).

Summary: Complainant, co-owner of Funeral Establishment where Respondent is employed and a fellow licensee of the Board, alleges that Respondent has used Complainant's license number to improperly alter numerous preneed contracts. Respondent stated that he did not have copies of the records in front of him, and that Complainant should provide copies of the contracts in question. Complaint subsequently provided copies of numerous contracts that did appear to be altered by Respondent.

Board Action: The Board adopted a Consent Order, whereby Respondent Eason agreed to never again impermissibly alter any preneed or at-need funeral service contracts, including but not limited to preneed contracts and both at-need and preneed Statements of Funeral Goods and Services Selected. Respondent Eason's funeral service license shall be placed on probation for a period of one (1) year. Respondent Funeral Home's funeral establishment permit shall be placed on probation for a period of one (1) year. Respondents shall pay a compromise penalty in the amount of \$1,500.00. Respondent Eason shall take three (3) hours of Board-sponsored preneed continuing education and two (2) hours of Board-sponsored FTC continuing education.

Effective Date: November 9, 2016.

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Case File Number(s): C16-025.

Respondent: McClure Funeral Service (FE # 869) and John B. Harrington (FSL # 2581).

Summary: Complainant, an out-of-state coroner, alleges that Funeral Establishment caused a decedent to be cremated without first obtaining a signed death certificate. Funeral Establishment responded, stating that they were not intentionally trying not to comply with the other state's law. However, North Carolina also requires a signed death certificate prior to cremation. Documentation provided by Funeral Establishment indicates that the decedent was cremated prior to a death certificate being issued or filed.

Board Action: The Board adopted a Consent Order, whereby Respondents admitted to the violations alleged and agreed to pay a \$500.00 compromise penalty.

Effective Date: November 9, 2016.

## **NEW LICENSEES, TRAINEES, AND ESTABLISHMENTS**

### **FUNERAL HOMES**

October:

House of Rosedale of Funerals, LLC

November:

Letchworth Funeral Home – changed ownership

Rich & Thompson & Crematory (Graham) – change ownership

Rich & Thompson & Cremation Service (Burlington) Change ownership

### **CREMATORY:**

Rich & Thompson Funeral & Cremation Service (Graham) – change ownership

### **CHAPELS – 0**

### **TRANSPORT – 0**

### **UNNAFILATED – 0**

### **FUNERAL SERVICE LICENSEES**

October:

Samuel D. Robertson

Jason Daniel Osborne

Corey Tyron Smith

Jessie Colton Johnson

Paul Jessee Mullins

Ebony Tanya-Maine Stevenson

Yvette Michelle Whitley

Louisa Jane Hartsell (converted from Funeral Director to Funeral Service)

November:

Christopher Hatton

Sharon Kalia Davis

### **FUNERAL DIRECTORS**

October:

Dana G. Baker

James Daniel Moss

Sarah Christine White

Gary D. Wilkings

Dexter D. Privette

Danny Franklin Myers

November:

Phillip Braddy Holmes

**TRAINEES** – November

Brandy P. Black – Heritage Funeral Service  
Kent H. Brondel – Noe Funeral Service, Inc.  
Eddy M Conner – Catawba Memorial Park, Funeral & Cremation  
James M. Devine – Munden Funeral Home & Crematory  
Ceclia A. Leonard – Brunswick Funeral Service  
Kathryn O. McLean – McLean Funeral Directors of Gastonia  
Delrick LaSonya McManus – Rosadale Funeral Parlor  
Amiee L. Thompson – Cape Fear Crematory

**RECENTLY APPROVED CONTINUING EDUCATION COURSES**

The Board’s list of approved Continuing Education courses is updated regularly and can be found on the Board’s website at the following link: <http://www.ncbfs.org/list.html>.

<b>Date(s):</b>	<b>November 28, 2016</b>
<b>Sponsor:</b>	Regulatory Support Services, Inc.
<b>Title:</b>	<b>9:00 am – 11:00 am</b> – The cost of compliance: OSHA Building a workplace safety program <b>1:00 pm – 4:00 pm</b> - The cost of compliance-FTC-Funeral Ethics and Protecting privacy
<b>Location(s):</b>	Twin City Cremation-122 N. Spruce Street-Winston-Salem, NC 27101
<b>Time:</b>	See above for time
<b>Hours:</b>	5 hours
<b>Contact:</b>	Twila Dickerson 804-784-7347
<b>Registration Fee:</b>	\$150.00

<b>Date(s):</b>	<b>See below</b>
<b>Sponsor:</b>	Regulatory Support Services, Inc.
<b>Title:</b>	The cost of compliance: OSHA building a workplace safety program
<b>Location(s):</b>	<b>11/28/16</b> – 1:30pm to 3:30pm – Jernigan-Warren funeral home 545 Ramsey St-Fayetteville, NC 28302 <b>11/29/16</b> – 3:00pm to 5:00pm – Hudson funeral Home & Cremation Services – 211 S. Miami Blvd. – Durham, NC 27703 <b>11/30/16</b> – 8:30am – 10:30 am – Howard-Carter Funeral Home – 1608 W Vernon Avenue- Kinston, NC 28504 <b>11/30/16</b> 7:30am – 9:30am – Bryan-Lee Funeral Home-1200 Benson

	Rd.-Garner, NC 27529 <b>12/1/16</b> 8:00am – 10:00am – Jones Funeral Home – 303 Chaney Ave.- Jacksonville, NC 28540 <b>12/1/16</b> 8:30am – 10:30am – Crowder-Hite Crews Funeral Home, Inc. – 1504 N. Mecklenburg Ave., South Hill, VA 23970 <b>12/2/16</b> 8:30am-10:30am – Pink Hill Funeral Home-1056 Hwy 11 North, Pink Hill, NC 28572
<b>Time:</b>	See above
<b>Hours:</b>	2 hours each
<b>Contact:</b>	Twila Dickerson 804-784-7347
<b>Registration Fee:</b>	\$150.00

<b>Date(s):</b>	<b>November 30, 2016</b>
<b>Sponsor:</b>	NC Funeral Directors Assoc. – District 2
<b>Title:</b>	Cost of compliance: building a workplace safety program
<b>Location(s):</b>	First Free Will Baptist church-2426 Charles Blvd.-Greenville, NC 27858
<b>Time:</b>	6:30pm – 8:30pm
<b>Hours:</b>	2 hours
<b>Contact:</b>	Christopher Turnage 252-531-3324
<b>Registration Fee:</b>	\$30.00 members/ \$40.00 non-members

<b>Date(s):</b>	<b>December 1, 2016</b>
<b>Sponsor:</b>	Regulatory Support Services, Inc.
<b>Title:</b>	3 Hour-Cost of compliance: FTC, Ethics and Protecting Private Information
<b>Location(s):</b>	Crowder-Hite-Crews Funeral Home, Inc.-1504 N. Mecklenburg Avenue- South Hill, VA 23970
<b>Time:</b>	1:00pm – 4:00 pm
<b>Hours:</b>	3 hours
<b>Contact:</b>	Twila Dickerson 804-784-7347
<b>Registration Fee:</b>	\$150.00

<b>Date(s):</b>	<b>December 6, 2016</b>
<b>Sponsor:</b>	Eastern District Funeral Directors and Morticians Assoc.
<b>Title:</b>	Communicating with family and funeral director-answering the phone properly and dealing with price shoppers-cremation review.
<b>Location(s):</b>	Cornerstone Missionary Baptist Church-1095 Allen Road-Greenville, NC 27834
<b>Time:</b>	9:00am – 3:30pm
<b>Hours:</b>	5 hours
<b>Contact:</b>	Don Brown 252-746-3133
<b>Registration Fee:</b>	\$50.00

<b>Date(s):</b>	<b>See Below</b>
<b>Sponsor:</b>	Cremation Association of North America
<b>Title:</b>	CANA's Crematory Operations Certification Program
<b>Location(s):</b>	<p><b>12-6-2016</b> - Hilton New Orleans Riverside-two Poydras Street-New Orleans, LA</p> <p><b>01-18-2017</b> – Baldwin Fairchild Funeral Home-301 NE Ivanhoe Blvd.-Orlando, FL</p> <p><b>02-07-2017</b> – Paris Las Vegas Hotel-3655 S Las Vegas Blvd-Las Vegas, NV</p> <p><b>03-31-2017</b> – University of Central Oklahoma-100 N. University Dr.-Edmon, OK</p> <p><b>05-09-2017</b> – Oak Hill Funeral Home &amp; Memorial Park-300 Central Ave-San Jose, CA 95125</p>
<b>Time:</b>	8:00 am – 4:00 pm
<b>Hours:</b>	8 hours each
<b>Contact:</b>	Jennifer Head 312-245-1077
<b>Registration Fee:</b>	\$495.00/\$595.00

<b>Date(s):</b>	<b>December 8, 2016</b>
<b>Sponsor:</b>	Montgomery Community College
<b>Title:</b>	What to Expect when the inspector comes and Preneed
<b>Location(s):</b>	Montgomery Community College - 1011 Page Street-Troy, NC 27371
<b>Time:</b>	10:00 am – 3:00 pm
<b>Hours:</b>	5 hours
<b>Contact:</b>	Andrew Gardner 910-576-6222 Ext. 532
<b>Registration Fee:</b>	\$40.00

<b>Date(s):</b>	<b>December 8, 2016</b>
<b>Sponsor:</b>	North Carolina Funeral Directors Association – District 10
<b>Title:</b>	Inspector Review
<b>Location(s):</b>	Daniel Boone Inn-130 Hardin Street-Boone, NC 28607
<b>Time:</b>	7:00 pm – 9:00 pm
<b>Hours:</b>	2 hours
<b>Contact:</b>	Richard D. Hincer – 336-838-3178
<b>Registration Fee:</b>	\$40.00 members / \$50.00 non-members

<b>Date(s):</b>	<b>December 16, 2016</b>
<b>Sponsor:</b>	William P. Joyner
<b>Title:</b>	Understanding Preneed
<b>Location(s):</b>	Davidson Funeral Home-301 N. Main Street-Lexington, NC 27292
<b>Time:</b>	9:00 am – 12:00 pm
<b>Hours:</b>	3 hours
<b>Contact:</b>	Bill Joyner 919-605-5407
<b>Registration Fee:</b>	\$50.00

<b>Date(s):</b>	<b>January 22-26, 2017</b>
<b>Sponsor:</b>	Selected independent Funeral Homes
<b>Title:</b>	2017 NextGen Seminar
<b>Location(s):</b>	Iberoster Cancun-Blvd. Kukulcan km. 17-Cancun, Mexico 77500
<b>Time:</b>	various
<b>Hours:</b>	Poss. 8.5 hours
<b>Contact:</b>	Amy Hunt 847-236-9401
<b>Registration Fee:</b>	Members \$645 plus \$295 additional person Non-members \$150.00 per CE class

<b>Date(s):</b>	<b>January 29-30, 2017</b>
<b>Sponsor:</b>	National Funeral Directors & Morticians Assoc.
<b>Title:</b>	NFDMA District Three Seminar
<b>Location(s):</b>	Hilton North Raleigh – 3415 Wake Forest Rd.- Raleigh, NC
<b>Time:</b>	various
<b>Hours:</b>	4:5 hours

<b>Contact:</b>	Cheryl Anderson 704-982-6313
<b>Registration Fee:</b>	Pre. Registration members \$75.00 – on site members \$90.00 Pre-Registration non-member \$85.00 –onsite none members \$100.00 Students/ Apprentices with identification card \$45.00

<b>Date(s):</b>	<b>March 1 – 220 2017</b>
<b>Sponsor:</b>	The International Conference of Funeral Service Examining Boards
<b>Title:</b>	113 <sup>th</sup> Annual Meeting
<b>Location(s):</b>	Omni Hilton Head Oceanfront Resort – Hilton Head , SC
<b>Time:</b>	Various
<b>Hours:</b>	Possible 12.25 hours (19.75 w/ Board member training)
<b>Contact:</b>	Allie Sparkman 479-442-7076 Ext. 5
<b>Registration Fee:</b>	\$325.00 / \$425.00 with Board Member Training