

# 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** October 2016: Volume 12, Issue 9

The Board will next meet at 9 a.m. on Wednesday, November 16 and Thursday, November 17, 2016, at 1033 Wade Avenue, Suite 108, Raleigh, North Carolina. **Please note that the November Board meeting is reserved for disciplinary hearings only.**

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## **BOARD STAFF ANNOUNCEMENTS**

We are pleased to welcome Mr. Michael C. 'Mike' Stone of Sanford, NC to the Board. Mr. Stone will be filling the unexpired term of Mr. James B. Combs. Mr. Stone's appoint extends until December 31, 2017.

## **RENEWALS**

Your license expires on December 31, 2016. Active licensees are encouraged to utilize the online renewal process. The online portal will open December 1, 2016. License renewal forms will be mailed late November.

## **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

### 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. 2).

### 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: <a href="mailto:blisenbee@ncbfs.org">blisenbee@ncbfs.org</a></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: <a href="mailto:dcagle@ncbfs.org">dcagle@ncbfs.org</a></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: <a href="mailto:dhall@ncbfs.org">dhall@ncbfs.org</a></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: <a href="mailto:igreen@ncbfs.org">igreen@ncbfs.org</a></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.

This month's sample questions with answers:

*Q1: We have a decedent who has been estranged from his wife for a number of years. He has no living issue of majority age and his father is deceased. Death occurred two days ago. His mother made funeral arrangements at our funeral home and is willing to cover the full cost of the goods and services she selected. However; the decedent's wife has now made contact with us and indicated she was just notified of her husband's death today. She wishes to arrange for direct cremation but does not have sufficient funds to cover the costs. Would I be in compliance with the Board's laws and rules to proceed with the arrangements made by the decedent's mother?*

*A1. No. Absent being divorced, the wife remains the legal next of kin as set forth in G.S. § 130A-420(b). Payment of the funeral contract is a civil matter between the parties and has no bearing on the right of disposition. In this situation the wife would be fully within her rights to have her husband's body transferred to another funeral establishment or crematory who is willing to accommodate her wishes and payment terms.*

*After a period of 5 days from the date she was notified of his death; if the wife has refused to direct the release of her husband's remains to another funeral establishment or crematory or to arrange for direct cremation with your funeral establishment, then you could proceed with honoring the mother's wishes as provided by G.S. § 130A-420(b1).*

*"A person who does not exercise his or her right to dispose of the decedent's body under subsection (b) of this section within five days of notification or 10 days from the date of death, whichever is earlier, shall be deemed to have waived his or her right to authorize disposition of the decedent's body or contest disposition in accordance with this section."*

*Q2: What "reasonable efforts" should a licensee take in locating a decedent's next of kin for the purposes of cremation?*

*A2: "Reasonable efforts" include:*

- 1. Placing small death notices in a local newspaper or paper where the next of kin or other legal authorizing agent was last believed to have lived,*
- 2. Internet searches, including social media, and*
- 3. White pages and / or other telephone directories.*

*Note: It is extremely important that you make and retain a record of each attempt made to contact the legal next of kin.*

*Q3: A couple who owns a local business wishes to trade services they provide with our firm in exchange for funeral goods and services to be provided when death occurs. Is this legal?*

*A3: No. North Carolina G.S. § 90-210.61 provides the manners in which a preneed funeral establishment can receive payment(s) for funeral goods and services to be provided at the time of a preneed contract beneficiary's death. The statute offers no provisions other than trust deposits and / or the purchase of prearrangement insurance policies. Further, North Carolina G.S. § 90-210.62(b) states "All contracts must be in writing on forms prescribed by the Board. Any use or attempted use of any oral preneed funeral contract or any written contract in a form not prescribed by the Board shall be deemed a violation of this Article."*

*As such, it is the opinion of Board Staff that entering into a preneed funeral contract by virtue of bartering funeral goods and services in exchange for services provided by the owners of another business entity would not be in compliance with the Board's laws and rules.*

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): M16-038.

Respondents: Michael Askew (FSL # 1579); Heritage Oaks Funeral & Cremation Service (FE # 534, PE # 185).

Summary: Board Staff received notice that preneed funeral establishment's surety bond had been canceled. Board staff subsequently contacted funeral establishment, requesting proof that the bond had been reinstated or that a comparable surety bond had been purchased. Funeral establishment requested a waiver of the surety bond requirement, which the Board denied on two occasions. Board staff has since requested proof that a surety bond was reinstated on two (2) occasions. Funeral establishment failed to respond initially, but has since provided proof that a surety bond has been reinstated.

Board Action: The Board adopted a Consent Order, whereby the licensee provided proof that a surety bond had been reinstated for the funeral establishment; the licensee agreed to take a preneed continuing education course sponsored by the Board; the licensee agreed to pay a civil penalty of \$500.00; and the licensee agreed to remain under the jurisdiction of the Board for purposes of a show cause hearing if Board staff receives evidence that the surety bond has lapsed again at any time in the future.

Effective Date: October 12, 2016.

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Case File Number(s): M16-026.

Respondent: John Paul Womble (Applicant for Traineeship).

Summary: Traineeship applicant has been convicted of a misdemeanor trespassing charge, but has a felony drug possession and two related misdemeanor charges pending. Traineeship applicant provided letter from Assistant District Attorney indicating that the felony and misdemeanor drug charges pending against applicant will most likely be dismissed.

Board Action: The Board adopted a Consent Order, whereby the Board agreed to conditionally approve Respondent's traineeship application, contingent upon applicant serving a probationary period throughout his traineeship until such time as proof is received by Board staff that applicant's drug possession charges have in fact been dismissed. Further, applicant agreed that he will have to appear at a hearing before the Board prior to licensure if either of the following occur: (i) the charge is not dismissed; or (ii) the charge is still pending at the time the applicant seeks full licensure.

Effective Date: October 12, 2016.

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Case File Number(s): M14-017.

Respondent: David Patrick Reese (FD # 3550).

Summary: Former licensee voluntarily surrendered his funeral director license after admitting that he failed to timely deposit preneed funeral funds and that he failed to file one or more preneed contracts with the Board. The Board's records indicate that the licensee has paid the restitution owed and complied with the requirements for being eligible for consideration of license reinstatement through a hearing or otherwise as deemed appropriate by the Board.

Board Action: The Board adopted a Consent Order, whereby Respondent's funeral directing license is conditionally reinstated upon successful completion of a probationary period of two (2) years without any subsequent law or rule infractions. If a preneed sales license is issued, the same conditions shall apply.

Effective Date: October 12, 2016.

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Case File Number(s): C16-037.

Respondents: Bridgers Funeral Home (FE # 42; PE # 85); Robert L. Bridgers (FSL # 824).

Summary: Complainant alleges, and Funeral Establishment admitted, that Complainant was not provided a General Price List or Casket Price List during the arrangements conference. Complainant further alleged that the death certificate was not filed until almost three months after the decedent passed away, and that the family had to drive to the out-of-state vital records office to physically obtain a copy of the death certificate themselves. Finally, Complainant alleges that they had not been provided with a Statement of Funeral Goods and Services Selected, a bill, or an invoice of any kind, despite asking the Funeral Establishment repeatedly to provide them with one. Funeral Establishment responded, indicating that they would provide a copy of the bill immediately and that they would make sure future consumers received copies of their price lists.

Board Action: The Board adopted a Consent Order, whereby Respondents agreed to be placed on probation until such time as all of the following conditions have been satisfied: 1) licensee shall attend a minimum of two (2) credit hours of Board-sponsored continuing education on the Federal Trade Commission Funeral Rule; 2) Respondents shall pay a compromise penalty of \$500.00; 3) Respondents shall submit to and pass a re-inspection and re-audit of their at-need and preneed establishment permits; 4) Respondents shall provide proof that a certified death certificate has been filed for the decedent; and 5) that Respondents provide a copy of a Statement of Funeral Goods and Services Selected to consumers and that consumers agree to the goods and services purportedly provided at the time of the decedent's death.

Effective Date: October 12, 2016.

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Case File Number(s): C15-005 / C16-026.

Respondents: Thos. Shepherd & Son, Inc. (FE # 546, PE # 108); Thomas R. Shepherd (FD # 2171).

Summary: In C16-026, Complainant alleged that Respondent overcharged for services rendered and improperly retained preneed funds in excess of the funeral service costs. Further, Complainant alleged that Respondent forged her signature on the contract for services. In C15-005, Complainant alleged that Respondents did not immediately transfer a preneed contract to a different funeral establishment upon request.

Board Action: The Board adopted a Consent Order, whereby the licensee and both the at-need and preneed funeral establishment permits are placed on probation for a period of six (6) months; licensee and every employee of funeral establishment must take Board-sponsored FTC Funeral Rule and Preneed continuing education courses; and licensee must pay a compromise penalty in the amount of \$1,000.00.

Effective Date: October 12, 2016.

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Case File Number(s): C13-048.

Respondents: Dirk M. Thompson Mortuary (FE # 663); Dirk M. Thompson (FSL # 890).

Summary: Complainant alleged that she was overcharged, that her son – a homicide victim - was poorly embalmed and she was treated unprofessionally, and that she was not provided with a signed Statement of Funeral Goods and Services Selected. Complainant further alleged that she paid for certified copies of the death certificate that she did not receive. A review of the Statement of Funeral Goods and Services Selected indicated that the consumer's name was typewritten on the line designated for her signature. Funeral Establishment responded, stating that he intended to have the consumer sign next to her typewritten name; that Complainant's son was embalmed as well as he could have under the circumstances; that an error on the death certificate prevented him from being able to provide copies of the same to the family; and that Complainant unsuccessfully sued him in civil court over this matter.

Board Action: The Board adopted a Consent Order, whereby Respondent agreed that both his funeral service license and his funeral establishment permit shall be placed on probation for a period of six months; that he shall submit proof to Board staff on or before December 31, 2016 that he has reimbursed the Complainant for the cost of the certified death certificate copies that he did not actually provide; that he attend a Board-sponsored FTC Funeral Rule continuing education course; and that he should pay a compromise penalty in the amount of \$250.00.

Effective Date: October 12, 2016.

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Case File Number(s): M16-024.

Respondent: Delrika L. McManus (traineeship applicant).

Summary: Respondent previously applied for a resident traineeship on three prior occasions, but was denied based on her criminal history and failure to fully disclose her past criminal convictions. Respondent applied for a traineeship for the fourth time and appeared before the Board, along with her attorney, to explain her past criminal history in hopes of obtaining a traineeship. At a hearing involving Ms. McManus' employer, Rosadale Funeral Parlor, the Board heard witness testimony that Ms. McManus engaged in the unauthorized practice of funeral directing.

Board Action: The Board adopted a Consent Order, whereby the Board agreed to conditionally approve Respondent's traineeship application upon the following conditions: 1) Respondent shall commit no infractions of criminal laws at any time during her traineeship; 2) Respondent shall provide proof to Board staff within 90 days that she is actively seeking employment at a funeral establishment in good standing with the Board; 3) Respondent shall provide proof to Board staff within 90 days that she is actively seeking to transfer her traineeship to an individual supervisor and with a funeral establishment that are both in good standing with the Board; 4) Respondent shall comply with the terms of the Consent Order executed in the matter of Rosadale Funeral Parlor, et al.; 5) Respondent shall comply with the terms of any future Consent Orders or Final Agency Decisions governing her conduct and/or pertaining to Rosadale Funeral Parlor; 6) Respondent shall comply with the terms of the Consent Judgment obtained in the matter of *N.C. Board of Funeral Service v. Delrika McManus*, 16 CVS 14318, Mecklenburg County Superior Court; 7) Respondent shall commit no infractions of the statutes and rules enforced by the Board at any time during her traineeship; and 8) After such time as Respondent has successfully completed each and every other condition precedent for licensure eligibility, including but not limited to obtaining passing scores on all required written exams, Respondent shall submit a written request to Board staff that a license to practice funeral directing be issued to her. If Board staff has obtained any evidence whatsoever tending to show that Respondent has not fully complied with each and every term of the Consent Order and/or if Respondent is still employed by or affiliated with Rosadale Funeral Parlor in any way and/or if Board staff has obtained any additional evidence whatsoever tending to show that Respondent does not possess the good moral character necessary for licensure, Respondent shall appear at a hearing before the full Board prior to being granted a license in funeral directing for a determination of at least the following issues: (1) whether Respondent has fully complied with the terms of the Consent Order; and (2) whether Respondent has provided sufficient evidence of good moral character.

Effective Date: October 12, 2016.

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

### **FUNERAL HOMES**

B G Barrett Funeral Home – Greenville, NC  
Davie Burial & Cremation Service of Lexington – Lexington, NC  
Dignity Funeral Service, Inc. DBA Wilmington Funeral & Cremation – Hampstead, NC  
Joyce-Brady Chapel – Bennett, NC  
Strickland & Jones Memorial Funeral Service, LLC – Roxboro, NC

### **CREMATORY**

Cool springs Crematory, Inc. – Forest City, NC  
Peacock Funeral Home, Inc. DBA Columbus Cremation – Whiteville, NC

### **CHAPEL – 0**

### **TRANSPORT**

William C. Darnell – North Wilkesboro, NC

### **UNAFFILIATED – 0**

### **COURTESY CARD – 0**

### **FUNERAL SERVICE LICENSEES**

Joshua Allen Carter – Greensville, TN  
Troy Edward Mercer – Fayetteville, NC  
Samuel Ray Smith, III – Morganton, NC  
Kimberly L. Walthall – White Plains, NY  
Terry Lane Whittington – Hillsborough, NC  
Peyten Gwen Willey – Cary, NC

### **FUNERAL DIRECTORS**

Walton Kenneth Herring, III – Fayetteville, NC  
Michael Stevens Elmore – Dunn, NC  
Amy Bumgartner – Pageland, SC  
Matthew Gibbs Mason – Swan Quarter, NC  
Wanda L. Smith-Butcher – Fayetteville, NC

### **TRAINEES**

Isaiah A. Alston – Sharpe Funeral Home  
Charles Arthur – Shumate-Faulk Funeral Home, Inc.  
Keisha L. Caldwell – McEwen Funeral Service & Delta Chapel  
Felix F. Colon, Jr. – Alamance Funeral Service  
Julian H. Edwards, II – Brown-Wynne Funeral Home  
Marie Harrelson Thompson – Eggers Funeral Home of Cliffside  
John W. Hunter, II – Moody Funeral Service  
Kara A. Poovey – Bennett Funeral Service

Kameron R. Roberts – Perry-Spencer Funeral Home  
 Stephen W. Trent – Cox-Needham Funeral Home & Chapel  
 Dana Lynn Trull – Cavin-Cook Funeral Home & Crematory

**SYMPATHY IS EXTENDED TO THE FAMILY OF:**

**Edwin B. “Tripp” Clements III**, of Clements Funeral Service, who died on September 20, 2016.  
**Jimmy Lane Harris**, father of Paul Harris, who died on September 20, 2016  
**Etlar L. Mainor**, of Rose Hill Funeral Home, who died on October 7, 2016

**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>October 20, 2016</b>
<b>Sponsor:</b>	NC Vital Records
<b>Title:</b>	Death Registration
<b>Location(s):</b>	Mecklenburg County Health Department-249 Billingsley Road – Charlotte, NC 28211
<b>Time:</b>	9:30am – 12:00 pm
<b>Hours:</b>	2.5 hours each
<b>Contact:</b>	Shenetta Johnson 980-314-4002
<b>Registration Fee:</b>	\$0

<b>Date(s):</b>	<b>November 1, 2016</b>
<b>Sponsor:</b>	North Carolina Board of Funeral Service
<b>Title:</b>	Cremation Review
<b>Location(s):</b>	Stanley Funeral & Cremation Care-1835 Badin Road-Albemarle, NC 28002
<b>Time:</b>	6:00 pm – 8:00 pm (light refreshments served)
<b>Hours:</b>	2 Hours
<b>Contact:</b>	Brett Lisenbee 919-218-8083
<b>Registration Fee:</b>	\$0

<b>Date(s):</b>	November 9, 2016
<b>Sponsor:</b>	North Carolina Funeral Directors Association – District 9
<b>Title:</b>	Mass Fatality Planning in NC – Where are we and what’s next?
<b>Location(s):</b>	Woodshed Restaurant – 212 S. Main Street – Stanley, NC 28164
<b>Time:</b>	7:00 pm – 9:00 pm
<b>Hours:</b>	2 hours
<b>Contact:</b>	Robert Murphy 704-846-3771
<b>Registration Fee:</b>	\$45.00 members \$55.00 non-members

<b>Date(s):</b>	<b>November 10, 2016</b>
<b>Sponsor:</b>	North Carolina Funeral Directors Assoc. District 7
<b>Title:</b>	Funeral Service – A Tradition in Transition
<b>Location(s):</b>	Powell Funeral Home & Crematory – 160 E. New Hampshire Ave.-Southern Pines, NC 28387
<b>Time:</b>	9:00am – 12:00 pm
<b>Hours:</b>	3 hours each
<b>Contact:</b>	Henry Downing 910-692-6161
<b>Registration Fee:</b>	\$25.00

<b>Date(s):</b>	<b>November 10, 2016</b>
<b>Sponsor:</b>	Batesville Casket Company
<b>Title:</b>	Answering the Phone Properly & Dealing with Price shoppers
<b>Location(s):</b>	Andrews Mortuary-4108 South college Rd.-Wilmington, NC 28412
<b>Time:</b>	5 pm – 8 pm
<b>Hours:</b>	3 Hours
<b>Contact:</b>	Steven Hughes 336-214-2207
<b>Registration Fee:</b>	\$0

<b>Date(s):</b>	<b>November 11, 2016</b>
<b>Sponsor:</b>	Centurion Enterprises
<b>Title:</b>	Death can Hurt you
<b>Location(s):</b>	Little Church on the Lane – 522 Moravian Lane- Charlotte, NC 28207
<b>Time:</b>	9:00 am – 3:00 pm
<b>Hours:</b>	5 Hours
<b>Contact:</b>	Steve Ertzberger 704-460-4425
<b>Registration Fee:</b>	\$40.00

<b>Date(s):</b>	<b>November 14, 2016</b>
<b>Sponsor:</b>	<b>NC Safety Conference, Inc.</b>
<b>Title:</b>	"Emergency Planning for Funeral Service"
<b>Location(s):</b>	Hillside Funeral Service & Cremations—4500 Hwy 264 East-Washington, NC 27889
<b>Time:</b>	12:00 pm - 5:30 pm
<b>Hours:</b>	5 hours credit
<b>Contact:</b>	Dennis E. Parnell, MESH
<b>Registration Fee:</b>	\$40.00

<b>Date(s):</b>	<b>November 15, 2016</b>
<b>Sponsor:</b>	<b>Cape Fear Funeral Directors &amp; Morticians Assoc. of NC</b>
<b>Title:</b>	"What to expect when the inspector comes"
<b>Location(s):</b>	Mad Boar Restaurant – 111 River Village Place-Wallace, NC 28466
<b>Time:</b>	7:30 pm – 9:00 pm
<b>Hours:</b>	2 hours credit
<b>Contact:</b>	Valdus T. Lockhart 910-322-3727
<b>Registration Fee:</b>	\$20.00

<b>Date(s):</b>	<b>December 1, 2016</b>
<b>Sponsor:</b>	<b>Carolina Donor Services</b>
<b>Title:</b>	Funeral Director Certification Program
<b>Location(s):</b>	Carolina Donor Services-3621 Lyckan Parkway – Durham, NC 27707
<b>Time:</b>	9:00 a.m. - 3:00 p.m.
<b>Hours:</b>	5 hours credit
<b>Contact:</b>	Angie Bullard (336) 774-4450
<b>Registration Fee:</b>	No fee

<b>Date(s):</b>	<b>December 1, 2016</b>
<b>Sponsor:</b>	<b>North Carolina Board of Funeral Service</b>
<b>Title:</b>	"Preneed Review"
<b>Location(s):</b>	North Carolina Board of Funeral Service, 1033 Wade Avenue, Ste. 108, Raleigh, NC 27605
<b>Time:</b>	9:00 a.m. - 12:00 p.m.
<b>Hours:</b>	3 hours credit
<b>Contact:</b>	Marty Mills, (919) 733-9380
<b>Registration Fee:</b>	\$25.00

<b>Date(s):</b>	<b>December 1, 2016</b>
<b>Sponsor:</b>	<b>North Carolina Board of Funeral Service</b>
<b>Title:</b>	"FTC Compliance Review"
<b>Location(s):</b>	North Carolina Board of Funeral Service, 1033 Wade Ave., Ste. 108, Raleigh, NC 27605
<b>Time:</b>	1:00 p.m. - 3:00 p.m.
<b>Hours:</b>	2 hours credit
<b>Contact:</b>	Marty Mills, (919) 733-9380
<b>Registration Fee:</b>	\$25.00

<b>Date(s):</b>	<b>December 1, 2016</b>
<b>Sponsor:</b>	<b>National Funeral Directors Association</b>
<b>Title:</b>	The Update on VA Burial Benefits
<b>Location(s):</b>	National Funeral Directors Association-13625 Bishop's Drive-Brookfield, WI 53005
<b>Time:</b>	1:00pm – 2:00pm
<b>Hours:</b>	1 hour credit
<b>Contact:</b>	Shari Foucault or Jacklyn Lindberg 262-789-1880
<b>Registration Fee:</b>	\$0.00 - \$110.00

<b>Date(s):</b>	<b>December 2, 2016</b>
<b>Sponsor:</b>	Batesville Casket
<b>Title:</b>	The why of funeral service
<b>Location(s):</b>	Davidson Funeral Home – 301 N. Main St.-Lexington, NC 27292
<b>Time:</b>	8:30 am – 11:30 am
<b>Hours:</b>	3 Hours
<b>Contact:</b>	Steven Hughes 336-214-2207
<b>Registration Fee:</b>	\$0

<b>Date(s):</b>	<b>December 2, 2016</b>
<b>Sponsor:</b>	Post Mortem Restorative Cosmetics
<b>Title:</b>	Cosmetics & Restorative Art Techniques
<b>Location(s):</b>	B. Christopher's – 201 North Elm Street-Greensboro, NC
<b>Time:</b>	10:00 am – 3:00pm
<b>Hours:</b>	4 hours
<b>Contact:</b>	Dean Jones 336-264-2302
<b>Registration Fee:</b>	\$75.00

<b>Date(s):</b>	<b>December 7, 2016</b>
<b>Sponsor:</b>	Kates-Boylston Publications
<b>Title:</b>	Cremation Strategies Conference
<b>Location(s):</b>	Hilton New Orleans Riverside-Tow Poydras St.-New Orleans, LA 70130
<b>Time:</b>	8:00am – 4:30pm
<b>Hours:</b>	6 Hours
<b>Contact:</b>	Thomas Parmalee 301-591-1847
<b>Registration Fee:</b>	\$595.00

<b>Date(s):</b>	<b>December 8, 2016</b>
<b>Sponsor:</b>	Kates-Boylston Publications
<b>Title:</b>	Funeral Service Business Plan
<b>Location(s):</b>	Hilton New Orleans Riverside- Two Poydras St. – New Orleans, LA 70130
<b>Time:</b>	8:00 am – 4:00 pm
<b>Hours:</b>	6 hours
<b>Contact:</b>	Thomas Parmalee 301-591-1847
<b>Registration Fee:</b>	\$995.00