



North Carolina Board of Funeral Service

October 2019

Volume 15, Issue 10

On-Line Renewal Option

Individual Licenses, Establishment Permits Set To Expire on December 31, 2019

Individual licenses in all categories, establishment permits, and permits for transportation and removal will expire on December 31, 2019. Licensees and permit holders are encouraged to use the on-line portal for renewal and payment which will be available starting in early November.

The Board will send an email notification to all licensees announcing the portal availability which makes renewal a one-step, easy process.

Unless otherwise exempt, licensees must have completed at least five [5] hours of Continuing Education credit which is a statutory requirement.

The option for on-line renewal was first introduced in 2018, and it proved extremely popular among licensees with more than 60% of all licensees and permit holders using this feature.

The option enables licensees to log in to iGov, the Board's data management system, and then to the 2020 License Renewal page where licensees and permit holders can renew and submit payment on the same page.

This portal is an efficient, stream-lined and quick way to renew your license or permit.

To renew on-line, please click on the link below to login to iGov. Once you have logged in, you'll be directed to the 2020 Renewal page.

<https://ncbfs.igovsolution.com/renewal/renewal/renewallogin.aspx>

Next Board Meeting . . .

9:00 a.m. , Wednesday, November 13, 2019
1033 Wade Ave., Suite 108
Raleigh, NC

If you require special accommodation to enable your participation in the meeting, please call Judy Burnett, NCBFS Receptionist, at 919.733.9380.

The Board will observe Veterans Day on Monday, November 11, 2019. The Board office will be closed.

Change of Address or Telephone Number?

We need to hear from you if your address or telephone number has changed. Correspondence, email and other communications rely upon current contact information for all licensees, and we need to assure that our data management system has up-to-date contact information for you. If you are a licensee of the Board, please send us any changes by email to receptionist@ncbfs.org so that we can update our system if necessary.

Military Honors Assure Dignity, Respect for Veterans



Among the most moving and meaningful rites in funeral service is the rendering of military honors at a committal service. This ceremony is a powerful reminder of the sacrifices made by veterans through their service in the United States Armed Forces.

According to Wikipedia, the United States Army Military District of Washington (MDW) is responsible for providing military funerals at Arlington National Cemetery. "*Honoring Those Who Served*" is the title of the program for instituting a dignified military funeral with full honors to the nation's veterans. As of January 1,

2000, Section 578 of Public Law 106-65 of the National Defense Authorization Act mandates that the United States Armed Forces shall provide the rendering of honors in a military funeral for any eligible veteran if requested by his or her family. As mandated by federal law, an honor guard detail for the burial of an eligible veteran shall consist of no fewer than two members of the Armed Forces.

Military honors typically include certain standard elements. The flag of the United States, draped over the casket, is meticulously folded thirteen times by the honor guards. When the flag is completely folded, the stars point upwards, which remind Americans of their national motto, *In God We Trust*. After the flag is completely folded and tucked in, it takes on the appearance of a tricorne hat, reminding Americans of the soldiers who served under General George Washington, and the sailors and Marines who served under Captain John Paul Jones, who were followed by their comrades and shipmates in the United States Armed Forces.

An honor guard composed of one or more branches of the United States Armed Forces presents the flag to the next of kin. The presenter, a member of the same service as the deceased whenever possible, will lean forward while presenting the folded flag with the straight edge of the flag facing the recipient. The presenter then recites the following wording, which was standardized on April 20, 2012:

On behalf of the President of the United States, the United States Armed Forces, and a grateful nation, please accept this flag as a symbol of our appreciation for your loved one's honorable and faithful service.

Three spent shell-casings, each representing one of three volleys, are sometimes presented to the next of kin to affirm that a rifle volley also took place at the service. The honor guard detail will, at a minimum, perform a ceremony that not only includes the folding and presenting of the flag of the United States to the next of kin but also the sounding of *Taps* which will be played by a lone bugler, if available, or by audio recording.

Today, there are so few buglers for a live rendition that the United States Armed Forces often cannot provide one. In

response to the shortage, a national organization, **Buglers Across America**, will provide live buglers at no cost to families or funeral establishments. This program was initially organized in 2000 due to a shortage of buglers to offer a live rendering of *Taps*, and it gives access to licensed funeral establishments for arranging a live rendition of *Taps* at the burial or memorial service. The program maintains a national data base of bugler volunteers who are available in most states. Information about arrangements for buglers are available through the program's website at <https://www.buglesacrossamerica.org/>.



Looking for CE Credit Before You Renew?

Remember that you must have 5 CE credits for renewal of your license unless you are exempt from that requirement. The Board offers a comprehensive listing of classroom, on-line and web-based courses that give plenty of choices at www.ncbfs.org. You can complete up to 2-hours of CE credit on-line. And don't forget that excess CE credit can carry over from one year to the next. If you have questions, send an email to Alice Knowles, Director of Continuing Education, at aknowles@ncbfs.org.

From The President's Desk

Cremations are overtaking traditional funerals . . . Funeral costs are rising. . . Corporate-owned funeral homes have an advantage over independents

Chances are good that you have heard these and other observations about our industry and the challenges that we face as professional funeral service practitioners. There's no question that the profession has changed dramatically from the times when funeral homes were just beginning to emerge as a way to offer families an alternative for embalming and casketing the body in one's home.

In the late 1920's, family-owned funeral establishments became an important cornerstone of the profession by offering economical services to families seeking to honor their deceased loved ones with what we now consider a "traditional" service.

Now, nearly 100 years later, we see the rapid increase in cremations as a preferred method of disposition over that traditional service. We know that information technology has prompted the widespread use of websites as well as social media to market funeral services and convey to communities information about our services and products. And we see the dramatic shift in mortuary science academic program demographics from predominantly male to primarily female students who will enter the profession upon licensure.

We are all well aware of these and other trends and challenges confronting the practice of professional funeral service. But what are we doing in response? These trends clearly require that we are adaptable and receptive to numerous, inevitable changes in how we offer and present our firms and services to families in our communities. A brief web search will reveal study after study that reports and analyzes trends and challenges in the funeral industry. There is no shortage of opinions and conclusions about these trends and their predictable impact on funeral establishments whether independent or corporate. In thinking about all of this, I am offering my own comments about two primary areas to which we must pay attention.

❖ **Reputation and Good Will**

Knowing that our business is highly dependent on referrals from families we serve, it is critical to establish and sustain a reputation of excellence in the communities we serve. As noted in a recent piece by a financial firm that specializes in small business loans, "it is imperative to ensure that all customers are satisfied with your work and will be likely to refer your funeral home to other families in the community as well." The public's perception of your establishment, staff and services must reflect a high professional standard and affirm value to the families seeking those services.

❖ **Communication and Outreach**

Affirming value of your services to your community is essential in creating good will and assuring an excellent reputation. A well-designed, informative website is a critical component of your firm's communication and outreach to families. We know that more and more families, not just those in younger generations, are familiar with web research and e-commerce. In fact, you may sense that fewer families are walking into your establishments these days as consumers are increasingly comfortable with browsing funeral home websites to get the information they seek. A clear, concise description of the services you provide as well as your commitment to dignity and respect for the deceased are tangible ways to demonstrate your firm's value. Offering educational and funeral planning tools regarding funeral services can also go a long way in reassuring families that your firm is their best choice for honoring their loved one.

Adapting to change has become essential in our profession. We must constantly be alert for innovative methods and strategies that readily demonstrate our commitment to excellence in the service we provide. And, we have to express and communicate the value of our service to families in the communities we serve. Given the significant and profound changes occurring throughout the Board's 118-year history, I'm confident that we are fully prepared for whatever challenges lie ahead.



*J. Stephen Herndon,
President, NCBFS*

LEGAL & DISCIPLINARY ACTIONS

Western Carolina Funeral and Cremation Services, Inc. [M19-0010]

59 Cherry Street, Sylva, NC

Pursuant to NC General Statute 150B-38 and Title 21, Chapter 34 of the NC Administrative Code, the NC Board of Funeral Service [*Board*] has notified Western Carolina Funeral and Cremation Services [*Respondent*] of Sylva, NC, of information that tends to show that Respondent has been without an individual who is licensed as either a funeral director or funeral service licensee to serve as the licensed manager required by NC General Statute 90-210.25(d)(2) since on or about July 22, 2019. Further, Respondent has been without an individual who is licensed as either a funeral director or funeral service licensee and, who is actively engaged in the operation of the funeral establishment or to serve as the president, vice-president, or chairman of the board of directors as required by NC General Statute 90-210.27A(e) since on or about July 22, 2019. The Board further alleges that the public safety and welfare would be threatened if Respondent continued to possess Funeral Establishment Permit No. 0937 and Preneed Funeral Establishment License No. 204. The Board therefore finds the referenced allegations require emergency action and has ordered that the referenced licenses be suspended summarily effective upon service of Order for Summary Suspension on September 11, 2019.

Said licensees and permittees shall cease and desist from performing those activities, duties, and obligations defined as the practice of funeral service and the practice of preneed funeral planning immediately. All existing calls shall be turned over to a licensed funeral establishment or crematory upon service.

Pursuant to NC General Statute 150B-38, the Board served a Notice of Hearing to Respondent on September 13, 2019, scheduled for October 9, 2019. The Board and Respondent agreed to a continuance of the hearing scheduled for October 9, 2019, until December 11, 2019.

Board Staff Encourages Email for Reports Due



When sending reports that must be received by a deadline, Board staff encourages the use of email over FAX transmission or US Postal Service. Why?

- eMail creates a paper trail with dates and times that the report was sent. You can also set your email if using Outlook to require an acknowledgement of receipt. Use the Board's on-line payment portal for any fees due.
- eMail allows more time for preparing and sending reports since you can send on the date due.
- FAX transmission is not always reliable since the equipment at your establishment and the FAX service at the Board office may not be compatible resulting in incomplete or illegible transmission.
- US Postal Service delivery is subject to unpredictable delays given processing and distribution methods and requirements.
- US Postal Service mail is not always postmarked with the date delivered which creates confusion as to a reliable receipt date in the Board office.



COMPLIANCE & INSPECTIONS

The Board recently received a request for information for a publication planned as a guideline for senior citizens who may have questions concerning the practice of funeral service in North Carolina. We thought that this information would prove helpful to those engaged in both licensed and unlicensed funeral practice.

1. What are the state statutes that cover body interment and cremation? Are there separate state laws governing home burial? If yes, what are they?

The practice of funeral service in this state is regulated by Chapter 90, Articles 13A, 13D, 13E, and 13F of the North Carolina General Statutes. It is further regulated by administrative rules found in Title 21, Chapter 34, Subchapters A, B, C, and D of the North Carolina Administrative Code which may be found on the website for the NC Office of Administrative Hearings. While there are not “separate” statutes or rules governing home burial versus the use of a licensed funeral provider, the Board does not regulate individual family members who wish to carry out the final disposition of a loved one; however, any cremation or alkaline hydrolysis conducted in this state must be done at a business licensed as a crematory or hydrolysis licensee. Also, the Board is empowered to seek judicial relief in the North Carolina General Court of Justice against any individual or entity believed to be engaged in the practice of funeral service without first obtaining proper licensure in this State.

2. Does a funeral director have to be employed for any aspect of a funeral?

Except as required by the statutes cited above, there is no requirement to utilize the services of a licensed funeral provider in North Carolina; however, the decedent’s legal representative as set forth in N.C. Gen. Stat. § 130A-420 would be responsible for completing any required documents or forms such as the death certificate, Social Security Administration Form 721, etc.

3. Can a corpse be buried on private property? If yes, what is the statute?

There are no statutes or rules regulated by the Board which would prohibit a decedent from being interred on private property. Any regulations governing cemeteries would be enforced by the North Carolina Cemetery Commission or the local jurisdiction where the burial is to occur. The N.C. Cemetery Commission’s website provides links to the North Carolina Cemetery Act and to Title 21, Chapter 07, Subchapters A, B, C, and D of the North Carolina Administrative Code.

4. Does the law require that a property record reflect a buried body? If yes, what is the statute?

There are no such statues or rules regulated by the Board; however, the decedent’s death certificate must include the place of disposition.

5. Can a corpse be buried without a coffin or casket?

There are no statutes or rules regulated by the Board that would require a decedent to be buried in a casket or container. It is, however, Board staff’s opinion that N.C. Gen. Stat. § 90-210.25 would prohibit any human remains from being

transported or otherwise displayed in any manner inconsistent with the statute. The issue of what goods and services a decedent's legal representatives must purchase is also regulated by the U.S. Federal Trade Commission through provision known collectively as The Funeral Rule. Information regarding this statute may be found at 16 C.F.R. § 453 in the U.S. Code.

6. Is there a minimum depth for a body to be covered?

N.C. Gen. Stat. § 65-77 governs burial depths in this State and generally requires that human remains be interred at least 18 inches below the ground surface.

7. How quickly can a corpse be buried?

There are no statutes or rules regulated by the Board that would require any time lapse prior to earth burial; however, it would not be permissible for any individual or entity to dispose of any human remains falling under the jurisdiction of the medical examiner without having been granted express permission to do so.

8. How long before a corpse must be buried?

There are no statutes or rules regulated by the Board that would require human remains to be disposed of within any particular time frame. However, N.C. Gen. Stat. § 90-210.129(e) prohibits the cremation or hydrolysis of human remains within 24 hours after the time of death. Furthermore, N.C. Gen. Stat. § 90-210.27A(l) requires any unembalmed human remains in the custody of a funeral establishment in excess of 24 hours to be stored in a refrigeration unit. Similarly, 21 NCAC 34C .0202 requires crematory and hydrolysis licensees to house a refrigeration unit, and, that unembalmed human remains stored in excess of 24 hours must be refrigerated.

9. Are there State laws covering transportation of a corpse within the State?

Yes. The transportation of human remains in this State is regulated pursuant to N.C. Gen. Stat. § 90-210.25(c).

COMPLIANCE OPINIONS

The Board's Compliance Officer periodically issues Compliance Opinions in response to questions and issues that licensees raise regarding the Board's administrative rules and/or statutes.

Board staff does not provide legal advice to licensees. Should you have questions concerning your legal rights particularly pertaining to potential liability to any third party or otherwise, you should speak to an attorney of your choice.

The purpose of the Compliance Opinion is to provide you with staff's opinion regarding whether or not your proposed conduct as a licensee and crematory manager, respectively, would be in compliance with the Board's governing statutes and rules based solely upon the facts provided to staff.

COMPLIANCE & INSPECTIONS, *continued*

The Board received questions recently regarding completion of death certificates and the Authorization for Cremation Form from the Office of the Chief Medical Examiner. The primary question concerned the completion of the Authorization form in use at the Office of the Chief Medical Examiner prior to a physician signing the death certificate. Following is staff's opinion on these issues:

The laws and rules governing the completion of the Authorization for Cremation from the Office of the Chief Medical Examiner and the Death Certificate content is regulated by the local health department of medical examiner in the jurisdiction where death occurred. While the proper jurisdiction for completion of these forms is in the NC Department of Health and Human Services, the Board is empowered to take disciplinary action against licensees who:

- Violate or cooperate with others to violate any provisions of the North Carolina Crematory Act.
- Violate any state law or municipal or county ordinance affecting the handling, custody, care, or transportation of dead human bodies

Furthermore, NC General Statute 90-210.129 requires crematory licensees to obtain a death certificate containing nine (9) specific items, and, when required by NC General Statute 130A-388, an authorization form signed by the medical examiner with proper jurisdiction. The statute does not address the order in which the required documents must be obtained. Accordingly, it is Board staff's opinion that you would be in compliance with the Board's governing statutes and with the provisions of NC General Statute 90-210.129 so long as any documents or forms required by the statute are obtained prior to the commencement of the cremation.

If you have concerns regarding the manner in which a particular medical examiner has completed Form DHHS1181, those questions would be more appropriately addressed to someone at the NC Office of the Chief Medical Examiner. Contact information for that office is available at the following link: <https://www.ocme.dhhs.nc.gov/faq/index.shtml>.

NCBFS Compliance Staff

Brett Lisenbee, Compliance Officer & Inspector - Western Region 919.218.8083

Darrell Cagle	West Central Region	919.604.4828
Karen Davis-Brunson	Central Region	919.219.8701
Chris Stoessner	North Eastern Region	919.215.8851
Terri Robinson-McLean	South Eastern Region	919.410.4608

For a listing of counties in each region, please visit www.ncbfs.org/inspectors.php

PRENEED NEWS

Since the appointment earlier this year of Paul Richardson as the NCBFS Preneed Program Manager, the Board has focused on strengthening communications with licensees as well as compliance education.

An important accomplishment in 2019 was the introduction of an online portal for the completion and submission of the Preneed Annual Report which proved extremely successful with more than 70% of licensees using this option. This online option represented a primary goal for the Board in utilizing technology in

offering licensees an efficient, timely method for sending mandatory reports to the Board office. As Mr. Richardson and his staff have focused on other ways to strengthen the Preneed Program, we offer the following information to support licensees as they complete and submit preneed contracts on behalf of consumers. This effort supports a broader Board goal in assuring that licensees have access to timely information as a way to assure compliance with the Board's governing statutes and rules.

Contract Amendments

If you are sending an amendment to an existing preneed contract, please be sure that the contract copy is marked "**Contract Amendment**" at the top of the first page. Staff will immediately understand that the information you are sending us is an amendment to an existing contract rather than a new contract. We do encourage that you send amended contracts by email rather than U.S. Postal Service to Paul Richardson at prichardson@ncbfs.org. He can update our records and follow up with the licensee if there are questions or concerns. Email has proven a more reliable method for sending documents to the Board than by other means since we have a date and time received. The procedures for amending a previously-filed contract are available on the Board website at www.ncbfs.org under the **Licensees** tab. Then click on **Applications & Forms** to access preneed documents and instructions.

Insurance-funded Preneed Contracts

On both the inflation-proof and standard contract forms, you have an option to indicate whether or not the contract is being funded by a previously purchased life insurance policy. You should complete this section only if either of the following conditions apply:

- The consumer is executing a new preneed contract that will be funded with a pre-existing policy that designates the funeral establishment as the assignee, beneficiary, or co-beneficiary, pursuant to the appropriate administrative rule at 21 NCAC 34D .0103, **or**,
- If an existing insurance-funded preneed contract is being amended to include additional funding resulting from new funds being received to purchase an additional insurance policy.



If either of these conditions apply, the licensee must include the insurance company name, policy number and current death benefit amount. If the contract is being funded solely by the purchase of a new life insurance policy, you do not need to complete this section of the contract.

If the consumer is executing a new preneed contract that will be funded with a pre-existing insurance policy, Board staff recommends that the funeral home initiate a Change of Assignment or Beneficiary Designation before executing the new contract. We realize that the consumer may be required to return to the funeral establishment to properly execute the contract, but failure to obtain a fully executed Change of Assignment or Beneficiary Designation means that no preneed contract exists pursuant to 21 NCAC 34D .0103. The funeral home must retain documentation of a Change of Assignment or Beneficiary Designation to assure compliance with NCGS 90-210.68(a) and 21 NCAC 34D .0301.

PRENEED NEWS, *continued*

Certificates of Performance

Please remember that the Board revised the Certificate of Performance form in September. The new format is consistent with and matches the revised I/P Calculator which is especially important for inflation-proof contracts since the calculation portion of the Certificate of Performance corresponds with the inflation-proof calculator. Please discontinue use of the old format for the COP.

Statement of Goods and Services on Standard Contracts

The Board does not require selections on a standard contract Statement of Goods and Services; however, local Departments of Social Services may reject the contract without selections noted. If that happens, licensees must contact their local DSS or Medicaid Case Worker to resolve. If specific goods and services are part of the preneed package plan, please specify on the Statement of Goods and Services those items that the purchaser selected as part of the preneed package plan.

Thank you for using email as a preferred method for sending Certificates of Performance to the Board. By sending COP's via email, we have documentation as to the date and time received which eliminates any confusion or uncertainty about meeting the deadline for submission. Staff check the preneed email account daily to assure timely receipt of COP's, and we will contact licensees promptly if information is missing or if we have questions concerning the document. Please remember that you do not have to submit a Certificate of Performance to the board until payment has been received from the financial institution holding trust funds or from an insurance company for insurance-funded contracts pursuant to 21 NCAC 343D .0303.

Preneed Program Staff	
Paul Richardson	Program Manager
Rebecca Williams	Preneed Program Specialist
Lisa Daye	Preneed Program Assistant
Phyllecia Townsend-Banks	Preneed Program Assistant
919 733-9380	

CREMATIONS

Since December 2018, Glenda Ryan, Program Assistant, has been responsible for receiving monthly cremation reports, reviewing them, and resolving any questions with crematory licensees. Crematory reports must be submitted no later than the 10th of each month to avoid a late fee assessment.

If submitting by U.S. Postal Service, the report must be postmarked by the 10th of the month or earlier to avoid the late fee assessment. Board staff strongly encourages crematory licensees to submit their monthly crematory

reports by email to gryan@ncbfs.org which provides a reliable record of date and time received, thus avoiding any confusion or uncertainty regarding timely submission. If submitting by email, you can pay cremation fees using the online payment option on the Board website at www.ncbfs.org. Please remember that even if no cremations were performed for a particular month, the Board's rules require submission of a monthly report indicating zero cremations for that month.

To assure timely processing of monthly cremation reports, Ms. Ryan encourages licensees to do the following:

- Review your report prior to sending to make sure the fees have been calculated correctly. Incorrect calculations will likely result in an overpayment or underpayment. If there is a discrepancy between the number of cremations and the payment amount, we will contact you to determine which is correct. If we determine that an underpayment has occurred, licensees must promptly submit a supplemental payment to maintain a current account with the Board. If an overpayment occurred, the Board will promptly issue a refund.
- Be sure that each cremation is identified by decedent's name and cremation date.
- If you are submitting your monthly report by U.S. Postal Service, please doublecheck to make sure you have included a check for the payment of fees along with your report.
- Please be sure to indicate your crematory license number on the monthly crematory report.
- When sending checks for cremation fees, please do not send the check Payment Details which is attached to the check. You should keep Payment Details for your records.

The Board provides a Model Cremation Report Form on the website at www.ncbfs.org under the **For Licensees** tab.

Did You Know?

That the rate of cremations in the United States in 2010 was 40.4%. In 2015, the rate was 47.9%. The rate is projected to be 63.5% by 2025 and will may reach 78.7% by 2040. The following table shows this rate in comparison to burial rates.

	2010	2015	2025	2040
Burials	53.3%	45.2%	30.6%	15.7%
Cremations	40.4%	47.9%	63.5%	78.7%

Source: National Funeral Directors Association: *National Directory of Morticians Redbook*



RESIDENT TRAINEES

The NC Board of Funeral Service offers three categories of resident traineeships each requiring its own application: funeral service, funeral directing, or embalming. Currently, the Board recognizes approximately 210 trainees who are working in funeral establishments under the supervision of a licensee across North Carolina. Trainees are required to complete specific activities depending on which traineeship category applies:

- Funeral Director trainee - Substantially assisted in directing at least 25 funerals during the traineeship
- Embalmer trainee - Substantially assisted in embalming at least 25 bodies
- Funeral Service trainee - Substantially assisted in directing at least 25 funerals and embalming at least 25 bodies

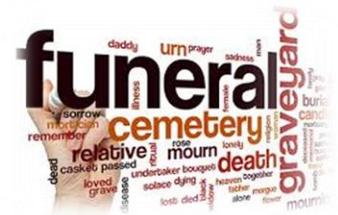
Monthly Work Reports



NCGS 90-210.25(4) requires all registered resident trainees to send **electronically** a monthly report to the Board indicating the work which has been completed during the preceding month. Monthly work reports are due by the 10th of each month and must be submitted electronically by email to gryan@ncbfs.org.

Board staff have recently completed a comprehensive review of the monthly work report form for ease of completion, clarity and consistency. Trainees may face disciplinary action if monthly work reports are not timely received or if the reports have not been completed properly. Board staff are committed to assisting and supporting resident trainees in their efforts to achieve licensure from the Board, and they have offered the following suggestions as a reminder for trainees as they complete their monthly work reports:

- Trainees **must not send** the Funeral Directing Checklist, the Embalming Checklist, or the Funeral Service checklists to the Trainee Administrator when sending monthly work reports. Please retain completed checklists for your records since a Compliance Inspector may request to review this information on a site visit to a funeral establishment.
- The monthly work report requires notarized signatures for the Trainee Supervisor and the establishment's Location Manager. Please be sure that there are notary stamps for both signatures. If the Supervisor and the Location Manager are the same individual, you still must have that individual sign as Supervisor and then as Manager along with a notary stamp for each signature. Please assure that the notary stamps are legible and complete.
- Staff encourage trainees to print their name and then sign on the signature line on the front page of the monthly work report. If the printed name is missing or illegible, there is a chance that staff cannot identify the individual sending the report and cannot credit work activities to that trainee.
- Please be sure to provide the total **Hours Worked** on your work report. If this information is missing, staff will return the report to you for completion. Likewise, please be sure that you provide the month for which the report covers.
- Indicate your Core Arranging Activities and Secondary Activities by placing an "X" or a numerical value in the box corresponding to the day of the month the activity was performed. An "X" signifies a numerical value of "1" – we prefer an "X" rather than the number "1" which can be overlooked on the form. If more than one activity was performed on a particular day, put the actual numerical value in the box. Boxes should contain either an "X" indicating a single activity, or a numerical value indicating multiple activities performed that day.



Traineeship Reminders!

- Traineeships always begin the 1st day of the month. If you have met all the requirements for starting your traineeship, the Trainee Administrator will send an email confirming your start date and providing an information packet which outlines your responsibilities as a resident trainee. Please note that you may not receive your confirmation email until the end of the month preceding your start date since your application may not be complete until then.
- If you have questions concerning the status of your traineeship application, please email them to gryan@ncbfs.org. Email will enable us to respond on a more timely basis than telephone calls.

IN LOVING MEMORY

Reamel Carpenter Overcash

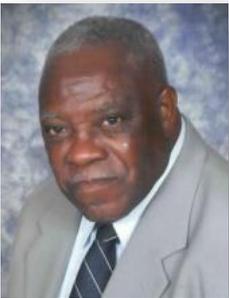


Mrs. Overcash passed away on Thursday, October 17, 2019, at her home. Her survivors include Gary Overcash, President of the NC Funeral Directors Association, and a licensee working at Carter Funeral Home in Rockingham, NC.

Mrs. Overcash was a native of Rowan County and worked many years in the family store, Overcash & Brown, in the Atwell community in Rowan County. She was preceded in death by her husband of 62 years, Guy Overcash.

The Board extends prayers and condolences to Mr. Overcash and his family.

James H. Saunders



The Board is saddened to announce the death of James H. Saunders, brother of Board Member Hubert Saunders.

Mr. Saunders passed away on Sunday, October 13, 2019. He was a graduate of Georgetown High School and a member of Harrison Chapel AME Church in Onslow County. He worked for many years with the Onslow County Public School System as a custodian. In addition to his brother, Mr. Saunders is survived by his wife, Ruby, and daughter, Kay Rhodes.

The Board offers sincere sympathy to the Saunders family.

Staff Bulletins & Updates

Executive Director **Stephen Davis** has been invited to be a panelist at the upcoming annual meeting of The International Conference of Funeral Service Examining Boards. Mr. Davis will join two other panelists for a session entitled *“Licensure Redefined”* which will address regulatory issues facing funeral service boards in the United States while trying to balance the trend toward removing barriers to licensure with the mandate for public and consumer protection. The Annual Meeting is scheduled for February 2020.

The International Conference of Funeral Service Examining Boards is a not-for-profit voluntary association providing examination services, information, and regulatory support to funeral service licensing boards and educators, governmental bodies and other regulatory agencies in the U.S.



The Board is pleased to announce the appointment of **Phyllecia Townsend-Banks** as a Preneed Program Assistant who will have primary responsibility for entering preneed contract information into the Board’s licensing management system known as iGov and processing Certificates of Performance. Ms. Townsend-Banks graduated from William G. Enloe High School in Raleigh, NC, and from Chowan University as an Honor Roll student with an undergraduate degree in Criminal Justice. Her work experience includes Administrative Assistant roles with the NC Department of Health & Human Services; the NC Wildlife Commission; and the NC Department of Environment and Natural Resources. Phyllecia brings significant experience in organizing/managing records and reports and in license management as the Board’s newest staff member.



Sharlene Caple has also joined the Board staff to assist in reviewing and processing licensing renewal applications and payments; to provide administrative and technical support in processing preneed contracts and Certificates of Performance; and to provide general administrative support to Board staff. Ms. Caple is a graduate of ECPI University and holds an Associate in Applied Science Degree in technology. She has extensive work experience in technical and computer support work in reviewing, analyzing and summarizing data; preparing reports; and documents management and processing. Ms. Caple has worked with the Wake County Public School System, the NC State Board of Elections, and the NC Department of Public Instruction in gaining professional knowledge and skill in administrative and technical support work.



NC Board of Funeral Service

J. Stephen Herndon
President
NCFDA Representative

P. Mark Blake
Vice-President
NCFDA Representative

Don Brown
Secretary
FDMANC Representative

Charles Graves
NCFDA Representative

Chris Watson
NCFDA Representative

Valdus Lockhart
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