

## MINUTES

### STATE OF NEW HAMPSHIRE BOARD OF REGISTRATION OF FUNERAL DIRECTORS AND EMBALMERS

The regular meeting of the State Board of Registration of Funeral Directors and Embalmers was called to order on January 9, 2019 at 3:41 pm at 121 South Fruit Street, Concord, New Hampshire. Members present include Timothy P. Kenney (Chairman), Susan J. Hopkins, Eric P. Rochette, Vincent A. Baiocchetti III and Daniel B. Stockbridge.

On a motion made by Vincent A. Baiocchetti III and seconded by Susan J. Hopkins the board approved the regular meeting minutes of December 12, 2018.

#### Motion to commence non-public session:

At 3:51 pm, on a motion made by Timothy P. Kenney seconded by Susan J. Hopkins and by a unanimous roll call vote the board voted to enter non-public session for the purpose of discussing investigations of alleged licensee misconduct and other confidential Board business and noting that such a non-public session is authorized by RSA 91-A:3, II (c), RSA 91-A:3, II (e), RSA 91-A:5, IV, RSA 325:33, I, RSA 325:34, VI, and the Board's executive and deliberative privileges. Each member recorded his or her vote on the motion, which passed by unanimous poll vote of all members present and included all members listed above.

#### Motion to return to public session:

At 5:30 pm, on a motion made by Timothy P. Kenney seconded by Susan J. Hopkins the board voted to return to public session and withhold the minutes of the preceding non-public session from public disclosure pursuant to RSA 91-A:3, III on the grounds that public disclosure would be likely to affect adversely the reputation of a person other than a board member and/or to render the proposed action ineffective is not subject to public disclosure pursuant to RSA 325:33, I, RSA 325:34, VI.

Actions authorized during non-public session: On a motion made by Timothy P. Kenney seconded by Susan J. Hopkins and vote was unanimous.

#### I. REQUEST FOR WRITTEN EXAMINATION:

CHARLES, Raschel E. (Newton-Bartlett Funeral Home)

#### II. APPRENTICESHIP SPONSOR CHANGES:

KELLY, Emma G. (Goodwin Funeral Home) – add co-sponsor Carl A. Michaud (Michaud Funeral Home)

III. APPRENTICE EMBALMER INTERVIEWS:

DRAPANIOTIS, Christopher P. (Wilkinson-Beane-Simoneau-Paquette Funeral Home) – 01/09/2019

IV. FUNERAL HOME INSPECTIONS:

Tabled – DiLuzio Foley and Fletcher Funeral Homes (Fletcher) completed 8/16/18 by Timothy P. Kenney

Tabled – Farwell Funeral Service (Nashua) completed 10/23/18 by Timothy P. Kenney

Passed – Pillsbury Phaneuf Funeral Homes (Littleton) completed 12/19/2018 by Eric P. Rochette

Passed – Meredith Bay Crematory (Meredith) completed 01/09/2019 by Eric P. Rochette

V. CONTINUING EDUCATION APPROVED:

FuneralCE online programs approved through June 30, 2019.

|   |         |
|---|---------|
| • Bloodborne Pathogens  | 2 hours |
| • OSHA Practice Standards   | 4 hours |
| • Communicating Effectively with Seniors                            | 2 hours |
| • Conflict Resolution for Funeral Directors                         | 3 hours |
| • Cremation Best Practices  | 3 hours |
| • Final Expense Insurance   | 3 hours |
| • Insuring Funeral Homes  | 5 hours |
| • Intercultural Burials   | 5 hours |
| • Managing Grief  | 5 hours |
| • OSHA Workplace Rights   | 2 hours |
| • Pre-Need Planning   | 5 hours |
| • Public Speaking for Funeral Directors                             | 5 hours |
| • Understanding Social Security: Case Studied for Funeral Directors | 4 hours |
| • Working Ethically with Seniors                                    | 2 hours |
| • When Disaster Strikes: Mass Fatalities and Community Impact       | 2 hours |
| • High Risk Direct Disposal: Lessons Learned from Ebola Outbreak    | 1 hour  |
| • Ethical Business Practices for Funeral Directors                  | 2 hours |
| • Funeral Personalization and Family Engagement                     | 3 hours |
| • Top Five Things They Didn't Teach in Mortuary School              | 2 hours |

National Funeral Directors Association for the following Online Learning Center courses approved through June 30, 2019.

- 2018 FTC Funeral Rule Training 3 hours
- Approaching Trauma Cases with Confidence 3 hours
- Conflict Management for Funeral Directors – Successful Interpersonal Communications 4 hours
- Deathcare Marketing – 25 FAQs 6 hours
- Demonstration of Soft Tissue Repair 4 hours
- Do-It-Yourself Memorials (with a Little Help from the Funeral Directors) 2 hours
- Embalming Perspectives and Paradigms Challenged 6 hours
- Embalming Risk Management 4.0 3 hours
- Embalming the Obese Case 3 hours
- Everyday Embalming: Tips and Tricks 4 hours
- Funeral Service Ethics 2 hours
- Jewish Funeral Traditions and Rituals 4 hours
- Marketing a Funeral Home for Long-Term Profitability 3 hours
- Mastering the Art of Funeral Home Etiquette 1 hour
- Offering Funeral Packages in Compliance with the FTC Funeral Rule 2 hours
- Professional Ethics in Funeral Service: NFDA’s Code of Conduct 1 hour
- Relevance of Restorative Art 3 hours
- RSVP: I’ll See you at My Living Funeral 2 hours
- Supporting Pregnancy Loss Families 3 hours
- Ten Tools for Stress Relief 3 hours
- The Funeral – A Chance to Touch, A Chance of Serve, A Chance to Heal 4 hours
- Understanding a Child’s Grief: Insights for Funeral Home Owners, Directors, Staff 3 hours
- Understanding and Managing Grief 6 hours
- Understanding the Practice of the FTC Funeral Rule 3 hours

National Funeral Directors Association for a seminar entitled “Cremation Arranging Solutions – Beyond the Basics” (4 hours) to be held February 22, 2019 in St. Pete Beach, FL.

National Funeral Directors Association for the 2019 NFDA Cremation Conference (6 hours) to be held February 23-24, 2019 in St. Pete Beach, FL.

- Smith Life & Legacy: Investing in Change Denied
- The Yearly Show: A Look at the Cremation Numbers Denied
- Q & A Panel: Ask the Experts Denied

National Funeral Directors Association for the 2019 NFDA Business Conference (4 hours) to be held February 25-26, 2019 in St. Pete Beach, FL.

- Key Financials Review: Ask the Experts Denied
- Roundtables Denied
- SWOT Analysis: Applying What You’ve Learned to Your Business Denied

National Funeral Directors Association for the 2019 NFDA Meet the Mentors (DENIED) to be held March 11-12, 2019 in Atlanta, GA.

National Funeral Directors Association for a webinar entitled “Lingering Liability: Inside the Cemetery” (1.5 hours) to be held February 20, 2019.

Matthews International for the following courses approved through December 31, 2019.

- Moving from Grieving to Remembrance 1 hour
- 10 Arrangements Steps Essential For Families Selecting Cremation 1 hour
- The Beauty, Characteristics and Value of American Woods Used in the Art of Casket Construction 1 hour
- The Beauty, Characteristics and Value of Enduring Metals Used in the Art of Casket Assembly 1 hour
- Funeral Home Professional Communication Skills 1 hour
- Millennials – The Dawn of the Digital Networking Age 1 hour
- Be Audacious: Adapting to Win 2 hours
- Plant Tour / Understanding the Casket Construction Process A-Z 2 hours

International Cemetery, Cremation and Funeral Association for the 2019 ICCFA Annual Convention & Exposition (17 hours) to be held April 2-6, 2019 in Charlotte, NC.

- Raising \$3,000 Every Day: How Congressional Cemetery Brings In \$1.1 Million a Year Denied
- Engaging Your People to Serve More Families Denied

MKJ Marketing for a program entitled “2019 Marketing Summit” (DENIED) to be held February 25-27, 2019 in Vail, CO and March 11-13, 2019 in Naples, FL.

MKJ Marketing for a program entitled “2019 E-Commerce Mastermind” (8 hours) to be held February 28, 2019 in Vail, CO and March 14, 2019 in Naples, FL.

On a motion made by Timothy P. Kenney seconded by Susan J. Hopkins the board adjourned at 5:33 pm.

Minutes respectfully submitted by Susan M. Russell, Board Administrator.