

**APPROVED CONTINUING EDUCATION
FOR LICENSING PERIOD 7/1/2019 - 6/30/2021
AS OF APRIL 14, 2021**

DIDACTIC (ON-SITE) PROGRAMS AND SEMINARS (Minimum of 4 hours)

2019

1. Continuing education credit was denied for the National Funeral Directors Association program entitled “NFDA Leadership Conference” held July 14-16, 2019 in San Diego, CA.
2. InSight Institute for Certified Celebrant Training (13 hours) held as follows:

Day Three: Funeral Presentations	Denied
<ul style="list-style-type: none">• July 19-24, 2019 in Memphis, TN• July 29-31, 2019 in Louisville, KY• September 24-26, 2019 in Minneapolis, MN• October 25-27, 2019 in Chicago, IL	
3. International Cemetery, Cremation and Funeral Association for the 2019 ICCFA University held July 19-24, 2019 in Memphis, Tennessee.

<ul style="list-style-type: none">• ICCFA University, College of Sales & Marketing• ICCFA University, College of 21st Century Services• ICCFA University, College of Land Management & Grounds Operations• ICCFA University, College of Funeral Home Mgmt• ICCFA University, College of Leadership, Administration & Management• ICCFA University, College of Cremation Services• ICCFA University, College of International Studies• ICCFA University, College of Hospitality and Event Mgmt	<ul style="list-style-type: none">23.5 hours25 hoursDenied24.5 hours24 hours25 hours24.5 hours24.5 hours
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4. The Cremation Association of North America for a program entitled “Crematory Operations Certification Program” (8 hours) held as follows.
 - July 31, 2019 in Louisville, KY
 - October 9, 201 in Albany, NY
 - October 22, 2019 in Atlanta, GA
 - November 13, 2019 in Houston, TX
5. Cremation Association of North America for a program entitled “101st Cremation Innovation Convention” (9 hours) held July 31 – August 2, 2019 in Louisville, KY.

Cemetery Tour – Cave Hill

Denied

6. National Funeral Directors & Morticians Association for the 2019 Annual Convention & Exposition (15 hours) held August 3-8, 2019 in Mobile, AL.
7. National Funeral Directors Association for a program entitled “Embalming and Restorative Arts Seminar” (9 hours) held August 15-16, 2019 in Nashville, TN.
8. Kates-Boylston for the Cremation Innovations Summit (5.5 hours) held September 13, 2019 in Columbus, OH.

- Making Sure You Cover Your Assets 1 hour
- Creative Ways to Boost Cremation Revenue 1 hour
- Are You Ready to Own and Operate Your Own Equipment 1 hour
- The Art of Cremation Phone Inquiries 1 hour
- What Cremation Families Really Want 1 hour
- Closing Remarks and Q&A with Our Speakers .5 hours

9. Massachusetts Funeral Directors Association (1 hour) for a program entitled “OSHA Training for Funeral Professionals” held October 2, 2019 and other dates to be announced.

<https://www.massfda.org/ceu>

10. International Order of the Golden Rule for a program entitled “Educating the Families You Serve About the ‘WHY’ of the Funeral” (8.5 hours) held October 25-26, 2019 in Louisville, KY.

11. National Funeral Directors Association 2019 International Convention and Expo held October 27-30, 2019 in Chicago, Illinois. The following sessions were denied credit:

- Online Reviews: Getting Good Ones and Fixing Bad Ones
- Increasing Online Leads
- Lingering Liability, Inside the Cemetery
- Dancing on the Edge of a Revolution: Helping People and Building a Business in the Connected World
- Honor, Duty, Sacrifice
- Cemeteries: A Bold Response
- 2019 NFDA International Convention EXPO

12. Kates-Boylston Publications for the Preneed Summit (2.5 hours) held November 8, 2019 in Atlanta, GA.

- Should Preneed Professionals Worry about Burnout? 1 hour
- Top 3 Things that Preneed Professionals Must Know... .5 hours
- Breakout Sessions Denied
- Becoming an Influencer 1 hour

- Breakout Sessions Denied
13. Dodge Institute for Advanced Mortuary Studies for a program entitled “2019 Dodge Technical Series” (9 hours) held November 14-15, 2019 in Las Vegas, NV.
14. Maine Funeral Directors Association for the 2019 Annual Meeting & Convention (3 hours) held November 23, 2019 in Gardner, Maine.
- Opioid Epidemic 1 hour
 - Child Development & Grief Counseling 1 hour
 - The Greening of North American Cemeteries 1 hour
 - Maine’s Mortuary Trust Laws Denied
15. Kates-Boylston Publications for the Cremation Strategies Conference (5.5 hours) held December 4, 2019 in San Antonio, TX.
- Mastering Cremation Pricing 1 hour
 - E-Commerce: How to Win at Selling Online 1 hour
 - Serve the Entire Family 1 hour
 - How to Make Receptions a Profit Center 1 hour
 - Celebrants: The Key to Your Business Plan 1 hour
 - Q&A with the Speakers .50 hours
16. Kates-Boylston Publications for the Funeral Service Business Plan Conference (9 hours) held December 5-6, 2019 in San Antonio, TX.
- Building and Managing Teams 1 hour
 - The Power of WOW 1 hour
 - What Happens When Families... 1 hour
 - The Reason for Risk 1 hour
 - Turning Clicks into Dollars 1 hour
 - Q&A with the Speakers Denied
 - Succeeding at Succession Planning 1 hour
 - Building Your Team: Hiring and Retaining the Best 1 hour
 - Serving the Hispanic Market 1 hour
 - State of the Union: The Obituary 1 hour
 - Q&A with the Speakers Denied
17. Vermont Funeral Directors Association for a program entitled “Removal Class” (3 hours) held various dates and locations in 2019.
18. National Funeral Directors Association for the Cremation Certification Program (7 hours) held various dates and locations throughout 2019.

19. National Funeral Directors Association for the Arranger Training Program (8 hours) held various dates and location in 2019.

20. Matthews International programs held various dates and location through December 31, 2019.

- Moving from Grieving to Remembrance 1 hour
- 10 Arrangement 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

2020

1. New Hampshire Funeral Directors Association 2020 Annual Meeting (6 hours) held January 11, 2020 in Meredith, NH.
 - Cremation Yesterday, Today and Tomorrow – Change Equals Opportunity 2 hours
 - If It’s Not in Writing, It Didn’t Happen – The Importance of Having Proper Paperwork 1 hour
 - Why Funeral Directors Should Care About 3 Big Changes in Grief Counseling: Practical Applications for Exceptional Funeral Service 1 hour
 - Why Funeral Directors Must Be Grief Experts in their Communities 1 hour
 - NHFDA Business Meeting 1 hour
2. International Cemetery, Cremation and Funeral Association program entitled “DEAD Talks: Focus on Success 2020” (12.5 hours) held January 15-17, 2020 in Las Vegas, NV.
3. Selected Independent Funeral Homes program entitled “2020 NextGen Seminar” (8.5 hours) held January 26-30, 2020 in St. Kitts.
4. National Funeral Directors & Morticians Association program entitled “40 & Under” 2020 Annual Enrichment & Leadership Summit (5 hours) held February 9-11, 2020 in Atlanta, GA.
5. Cremation Association of North America program entitled “The Art of Selling Cremation 3: A Preneed Summit” (5 hours) held February 26, 2020 in Las Vegas, NV.
6. Cremation Association of North America for the 2020 Cremation Symposium (7 hours) held February 26-28, 2020 in Las Vegas, NV.
7. Cremation Association of North America for a program entitled “Crematory Operations Certification Program” (6 hours) to be held as follows.
 - February 26, 2020 in Las Vegas, NV
 - April 28, 2020 in Whittier, CA
 - May 15, 2020 in Wheeling, IL
 - August 15, 2020 in Seattle, WA
 - September 16, 2020 in Falls Church, VA
 - October 8, 2020 in Albany, NY
 - November 10, 2020 in Houston, TX
8. National Funeral Directors Association for the 2020 NFDA Meet the Mentors (10.5 hours) held March 9-10, 2020 in Atlanta, GA.

9. New Jersey Funeral Directors Association for the following programs to be held at multiple dates and New Jersey locations.

Ethical Dilemmas in Funeral Service	1 hour
Responding to Complaints and a Review of Professional Misconduct	1 hour
2019 Updates to Mortuary Board Regulations	Denied
OSHA Paperwork Obligations	1 hour
Preventing Back Injuries in Funeral Service	1 hour
Making Preneed Funeral Arrangements: Consumer Considerations	1 hour
Choosing a Preneed Funding Vehicle: Consumer Conversations	1 hour

10. National Funeral Directors Association for Cremation Certification Program (7 hours) to be held as follows:

- February 3, 2020 in Columbia, SC
- February 15, 2020 in San Antonio, TX
- February 28, 2020 in Nashville, TN
- March 12, 2020 in West Jordan, UT
- April 29, 2020 in Washington, DC
- May 27, 2020 in Prior Lake, MN
- June 11, 2020 in Butte, MT
- June 29, 2020 in St. Charles, IL
- July 27, 2020 in Detroit, MI
- July 29, 2020 in Birmingham, AL
- October 2, 2020 in East Hartford, CT
- October 8, 2020 in Greenwood, SC
- October 17, 2020 in New Orleans, LA

11. National Funeral Directors Association for the Arranger Training Program (8 hours) to be held as follows:

- March 31, 2020 in Beaumont, TX
- April 8-9, 2020 in Windsor, CT
- April 19, 2020 in Thackerville, OK
- May 6, 2020 - TBD

12. National Funeral Directors Association for the 2020 NFDA Cremation Conference (8.5 hours) held February 22-23, 2020 in St. Pete Beach, FL.

13. National Funeral Directors Association for the 2020 NFDA Business Education Seminar (5.5 hours) held February 6, 2020 in Napa Valley, CA.

14. International Order of the Golden Rule for 2020 Young Professionals Event: Shift Your Mind Set: Grow Your Skillset (8 hours) held February 23-24, 2020 in Indian Rocks Beach, FL.

15. New Jersey Funeral Directors Association for the following programs to be held at multiple dates and New Jersey locations.

Revealing Your Ethical Funeral Service Orientation	1 hour
Bloodborne Pathogens	1 hour
Formaldehyde and Hazard Communication	1 hour

16. InSight Institute for Certified Celebrant Training (16 hours) to be held as follows:

Day One: Introduction/Objectives/Overview Denied

- January 13-15, 2020 in Las Vegas, NV
- March 11-13, 2020 in Columbus, OH
- March 18-20, 2020 in Massachusetts
- April 25-28, 2020 in Bogota, Columbia
- June 22-24, 2020 in Brookfield, WI
- July 17-22, 2020 in Atlanta, GA
- September 28-30, 2020 in Oklahoma City, OK
- October 16-18, 2020 in New Orleans, LA
- October 27-29, 2020 in Albany, NY

17. Kates-Boylston Publications for the Cremation Innovators Summit (5 hours) to be held May 1, 2020 in Philadelphia, PA.

• Are You Ready to Own and Operate Your Own Equipment?	1 hour
• Overcoming Funny Math: How to Price Cremations	1 hour
• Turning Clicks into Dollars	1 hour
• Lessons from Secret Shopping	1 hour
• Embracing Cremation as a Profit Center	1 hour
• Closing Remarks and Q&A with Our Speakers	Denied

18. Kates-Boylston Publications for the Cremation Innovators Summit (5 hours) to be held September 18, 2020 in Charleston, SC.

• Handling the First Call	1 hour
• The Death of Tradition in Cremation Marketing	1 hour
• Show Me the Food (and Maybe the Wine and Beer)	1 hour
• Serving the Furry Ones	1 hour
• Teamwork Makes the Dream Work	1 hour
• Q&A with Our Speakers	Denied

19. International Cemetery, Cremation and Funeral Association for the 2020 ICCFA Annual Convention & Exposition (16.5 hours) to be held March 30 – April 2, 2020 in San Antonio, TX.

20. National Funeral Directors Association for the 2020 Professional Women’s Conference (9.5 hours) to be held April 25-26, 2020 in Miami, FL.

- A Funeral Home Facelift for Today’s Modern Family 1 hour
- Prospecting to Women Influencers 1.5 hours
- The Millennial Funeral Director 1 hour
- Inside the Courthouse 1.5 hours
- Obituaries with More Love Than Money 1.5 hours
- Helpful Embalming Tips 1.5 hours
- What Holds Us Back at Work: How to Communicate with Colleagues, Managers and Clients 1.5 hours

21. The Board denied credit for the Conference of Funeral Service Examining Boards “Board Member Training Program” held February 18-20, 2020 in Palm Coast, FL.

22. MKJ Marketing for a program entitled “2020 Marketing Summit” (13.5 hours) to be held March 2-4, 2020 in Vail, CO and March 16-18, 2020 in Naples, FL.

23. National Funeral Directors Association for a program entitled “Future’s Forum” (10 hours) to be held May 7-8, 2020 in Brookfield, WI.

24. Kates-Boylston Publications for the Cremation Strategies Conference (5 hours) to be held December 2, 2020 in Nashville, TN.

- Cremation is (blank): Understanding Cremation Motivations 1 hour
- Steps to Void Cremation Liability 1 hour
- The Price Value Proposition – What, How and Why 1 hour
- Conquering Funny Math 1 hour
- Debunking the Myths of Alkaline Hydrolysis 1 hour
- Q&A with the Speakers Denied

25. Selected Independent Funeral Homes for the 2020 Spring Management Summit (7.5 hours) to be held April 29 - May 1, 2020 in Tampa, FL.

- The Helper’s Journey: Empathy, Compassion and the Challenge of Caring 1.5 hours
- Ask the Experts 1.5 hours
- Families Gone Wild 2.5 hours
- Knowing the Numbers that Matter 2 hours

26. National Funeral Directors Association for a program entitled “Embalming & Restorative Arts Seminar” (8.5 hours) to be held May 14-15, 2020 in Pittsburgh, PA.

- Live Demonstration: Understanding Long Bone, Tendon and Skin Donation for Funeral Directors and Embalmers 1.5 hours

- Live Demonstration: Understanding Ocular, Heart Valve and Tissue Donation for Funeral Directors and Embalmers 1.5 hours
- Live Demonstration: Tips/Techniques for Embalming the Donor Case 2 hours
- Techniques for Preparing the Unembalmed Case 1 hour
- Embalming Risk Management 1 hour
- Color Theory & the Biology Behind Better Cosmetics 1.5 hours
- Panel Discussion: Ask the Experts Denied

27. Matthews International for the following courses. Locations and dates TBD.

- 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
- Plant Tour / Understanding the Casket Construction Process A-Z 2 hours

28. International Order of the Golden Rule for the 2020 Annual Conference and Solution Center (9 hours) to be held April 19-21, 2020 in Asheville, NC.

- Cultivating Change the Biltmore Way 1.5 hours
- Reputation Management in Today's Online World 1 hour
- Staying Competitive in a Cremation Market: Deep Dive Session 3 hours
- Engaging Your Most Important Asset: Your Employees 1 hour
- Creating Events that Will Get You Noticed and Lead to Free Positive Publicity 1 hour
- Quick Talks: Ideas to Move Your Funeral Home Forward 1.5 hours

29. National Funeral Directors and Morticians Association for the 2020 Annual House of Representatives Meeting (2 hours) to be held April 18-22, 2020 in Atlanta, GA.

- Examining Your Business & What Represents You 1 hour
- The Ethical Response When Embalming Goes Wrong 1 hour

30. NH Funeral Directors Association for the following programs (6 hours) to be held at the Summer Meeting, September 9-10, 2020 in Whitefield, NH.

- Hiring & Retention of Today's Employees 2 hours
- Funeral Service Attrition & Retention 1 hour
- Ethics in Modern Funeral Service 2 hours
- Human Resources Management for Funeral Service 1 hour

31. National Funeral Directors Association for the Business Education Seminar (5 hours) to be held June 5, 2020 in Bronx, NY.

- The Evolving Business Model: Position Your Business to Connect Digitally 1 hour
- Traffic is Pointless if Your Website Doesn't Convert: Here's How to Do It 1 hour
- The Power of Engagement 1 hour
- Creating Our Professional Future 1 hour
- Helping Families Move from Grieving to Remembrance 1 hour

32. Life Forest LLC for a program entitled "Cremation Cemetery: Forest Burial and What it Means" (2 hours) to be held August 18, 2020 via Zoom. <https://www.thelifeforest.com/>

33. Kates-Boylston Publications for the Funeral Service Business Plan Conference (9 hours) to be held December 3-4, 2020 in Nashville, TN.

- Building Your Team 1 hour
- Turning Clicks into Dollars 1 hour
- Celebrants Services 1 hour
- Does Anyone Care about Funeral Service 1 hour
- Due Diligence for Buyers and Sellers 1 hour
- Q&A with the Speakers Denied
- High Profile Funerals: The Good, the Bad and the Ugly 1 hour
- The Truth about Buying and Selling a Business 1 hour
- What Makes a Website Productive 1 hour
- Everything You Wanted to Know about Hospice 1 hour
- Q&A with the Speakers Denied

34. International Cemetery, Cremation and Funeral Association "2020 ICCFA University" to be held July 17-22, 2020 in Atlanta, GA.

- ICCFA University, College of Sales & Marketing 24.5 hours
- ICCFA University, College of 21st Century Services 24.5 hours
- ICCFA University, College of Land Management & Grounds Operations Denied
- ICCFA University, College of Funeral Home Mgmt 24.5 hours
- ICCFA University, College of Leadership, Administration & Management 24.5 hours
- ICCFA University, College of Cremation Services 24.5 hours
- ICCFA University, College of International Studies 24.5 hours
- ICCFA University, College of Hospitality and Event Mgmt 24.5 hours

35. Kates-Boylston Publications for the Technology Think Tank (5 hours) to be held September 17, 2020 in Charleston, SC.

- Enhancing the Death-Care Experience through Technology 1 hour
- How to Leverage Your Digital Brand to Get Leads 1 hour

- Leveraging the Power of Surveys 1 hour
- The Power of Yelp, Google and Facebook 1 hour
- The Most Critical Online Tool ... is the Obituary? 1 hour

36. National Funeral Directors Association for the 2020 Leadership Conference (6.5 hours) to be held August 2-5, 2020 in Charleston, SC.

- Breakout by Office 2 hours
- Associations: A Plan for Recovery Part 1 1.5 hours
- Why I Walked 444 Miles to Make a Memory 1 hour
- Associations: A Plan for Recovery Part 2 1 hour
- Finding Success in an Age of Uncertainty 1 hour

37. Selected Independent Funeral Homes for the 2020 Annual Meeting (7 hours) to be held September 30 – October 3, 2020 in Montreal, Quebec, Canada.

- Walk a Mile: You Have the Power to Make a Positive Impact 2 hours
- Sticking Points: How to Get the Generations Working Together in the 12 Places They Come Apart 2 hours
- Concurrent Breakout Sessions Denied
- Membership Business Session 1 hour
- Concurrent Breakout Sessions Denied
- A Professional War Footing 2 hours

38. National Funeral Directors Association for the 2020 Virtual Annual Convention (hour for hour) to be held October 18-21, 2020.

39. National Funeral Directors & Morticians Association for the 2020 Virtual Convention & Exposition (5 hours) to be held August 16-18, 2020.

- Parliamentary Procedure: What Do You Do? 1 hour
- Surviving a Pandemic: Thoughts for Funeral Service Professionals 1 hour
- Walking Giants: How Cremation, Secularism & Boomers Impact Deathcare 1 hour
- COVID 10 Legality 1 hour
- Conflict Resolution 1 hour

40. Continuing education credit was DENIED for the International Cemetery and Funeral Association 2020 Executing Excellence: An ICCFA Virtual Leadership Conference to be held September 16-17, 2020.

2021

1. New Hampshire Funeral Directors Association 2021 Annual Meeting (6 hours) to be held January 9, 2021 in Meredith, NH.
 - Managing Your Funeral Home in a Pandemic 1 hour
 - The Nature of Workplace Violence 4 hours
 - NHFDA Business Meeting 1 hour

2. Cremation Association of North America for a program entitled “Crematory Operations Certification Program” (8 hours) to be held as follows.
 - August 11, 2021 in Seattle, WA
 - October 7, 2021 in Albany, NY

3. National Funeral Directors Association for Cremation Certification Program (7 hours) to be held as follows: (<https://portal.nfda.org/Education/Calendar-of-Events>)
 - March 2-3, 2021 – Virtual Program hosted by Salt Lake City Community College
 - March 30-31, 2021
 - June 13, 2021 – Virginia Funeral Directors Association, Virginia Beach, VA
 - September 16, 2021 – Piedmont Technical College, Greenwood, SC

4. National Funeral Directors Association for the Arranger Training Program (8 hours) locations to be determined.

5. Kates-Boylston Publications for the Funeral Future program (3 hours) to be held March 26, 2021 in Philadelphia, PA.
 - Demographics, Preneed and What It Means for You 1 hour
 - Adapting as a Result of a Pandemic Denied
 - Everything Is on the Line Denied
 - A Return to Tradition 1 hour
 - What Happens When Families Get What they Want? 1 hour
 - Q&A with Our Speakers Denied

6. International Cemetery, Cremation and Funeral Association for the 2021 ICCFA Virtual Seminar Series: Ceremony & Memorialization (4 hours) to be held February 4, 11, 18, and 25, 2021.
 - Humans and Communities Cannot Survive Without Rituals 1 hour
 - How a Dynamic Duo Can Defeat Covid-19 1 hour
 - You Lost Dad Once, Don’t Lose Him Again! 1 hour
 - Ceremony & Permanent Placement During Covid-19 1 hour

7. National Funeral Directors Association for the 2021 Virtual Professional Women’s Conference (7 hours) to be held April 7-8, 2021.
- Prospecting to Women Influencers 1 hour
 - The Millennial Funeral Director 1 hour
 - Defusing Conflict in the Arrangement Conference 1 hour
 - What Holds Us Back at Work: How to Communicate with Colleagues, Managers and Clients 1 hour
 - Inside the Courthouse 1 hour
 - Helpful Embalming Tips 1 hour
8. MKJ Marketing for a program entitled “2021 Marketing Summit” (13.5 hours) to be held February 22-24, 2021 in Beaver Creek, CO and March 15-17, 2021 in Naples, FL.
9. MKJ Marketing for a program entitled “2021 E-Commerce Mastermind Program” (4.5 hours) to be held March 18, 2021 in Naples, FL.
10. Selected Independent Funeral Homes is requesting continuing education credit (7.5 hours) for the 2021 Spring Management Summit to be held April 28 – 30, 2021 in Charleston, SC and virtual.
- The Challenge of Caring 1.5 hours
 - Ask the Experts 1.5 hours
 - Families Gone Wild 2.5 hours
 - Knowing the Numbers that Matter 2 hours
11. Matthews International for the following courses. Locations and dates TBD.
- The Beauty, Characteristics and Value of Woods and Metal Caskets 1 hour
 - Plant Tour / Understanding the Hardwood Construction Process A-Z 2 hours
 - Casket Selection: Helping Families See Value 1 hour
12. International Cemetery, Cremation and Funeral Association for the 2021 ICCFA Virtual Annual Convention & Exposition (15 hours) to be held May 17-21, 2021.
13. New Hampshire Funeral Directors Association for the following programs to be held at the Summer Meeting (6 hours), June 15-16, 2021 at Hampton Beach, NH.
- FTC Funeral Rule Review 1 hour
 - Cremation Liabilities 1 hour
 - Right of Disposition 1 hour
 - The Impact of the COVID-19 Pandemic on Death Care Workers 1 hour
 - Life Forest 2 hours