

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

**HOME STUDY / ON-LINE COURSES (Maximum of 10 hours)**

**2019**

1. National Funeral Directors Association (1 hour) for a webinar entitled “Going Green in 2019” held August 22, 2019.
2. International Order of the Golden Rule (1 hour each) for the following webinars held August 28<sup>th</sup>, September 18<sup>th</sup>, September 26<sup>th</sup>, October 1<sup>st</sup>, and October 9<sup>th</sup>, 2019.
  - Improving the Health of Your Business to Better Serve Families: A Case Study
  - How Corporately-Owned Chains Wins Price Shoppers and How that Knowledge Can Benefit Your Funeral Home
  - Workforce Expectations – Matching Next Gen Expectations with Your Funeral Home Culture
  - The Funeral Home of the Future May Not Be a Funeral Home at All
3. National Funeral Directors Association (1 hour) for a webinar entitled “Tips and Tricks for OSHA Compliance” held November 14, 2019.
4. International Cemetery, Cremation and Funeral Association (14 hours) for a webcast entitled “2019 Crematory Operator & Cremation Arranger Certification” held December 11 & 12, 2019.
5. WebCE (formerly FuneralCE) for the following online courses effective July 1, 2019 through June 30, 2021.
  - Bloodborne Pathogens 2 hours
  - OSHA Practice Standards for the Funeral Profession 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
  - 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
- Funeral Customs with Military Honors 3 hours
- OSHA Emergency Action Plans for Funeral Homes 2 hours
- Cremation Prearrangement Conference Best Practices 2 hours
- Modern Funeral Home Management 3 hours

6. Practicum Strategies (5 hours each) for the following online courses effective July 1, 2019 through June 30, 2021.

- Business Morals & Ethics
- Everyday Ethics for Funeral Service
- Motivation & Coaching
- Managing Stress for Funeral Professionals
- The Vanguard of Competition and the Funeral Profession
- Hazardous Chemicals / Toxic Substances
- Complying with the Funeral Rule
- Pre-Planning for Funeral Home Business Interruption
- Grief 101 for Funeral Directors
- Funeral Profession & Consumer Behavior
- Coping with Stress as a Funeral Director
- Sacred – Sensitive and Sane
- Funeral Values
- A Review of Basic Embalming Procedures
- Moral Dilemmas Facing the Funeral Profession
- Dealing with Communicable Disease/AIDS
- Universal Precautions
- Job Burnout in Funeral Service
- Investment Management for the Funeral Director
- OSHA: A Practical Guide for Funeral Service
- How To Tell the Children
- Cremation, The Concept, The Client, The Caring
- Cremation: The Process
- Preneed Funeral Planning
- Introduction to Accounting for the Funeral Director
- Understanding and Completing the Certificate of Death
- Power Communications for Funeral Professionals
- Marketing 101 for Funeral Directors
- Intermediate Marketing for Funeral Directors
- Ethics for Funeral Directors
- Living with the FTC's Funeral Rule
- OSHA for Small Business
- Employee Recruitment and Retention in Funeral Service
- Embalming Chemistry
- Cremation: Yesterday, Today and Tomorrow

7. National Funeral Directors Association program entitled "Certified Preplanning Consultant (CPC) Correspondence Option" (15 hours).

8. Funeral Service Academy for the following online courses effective July 1, 2019 through June 30, 2021.

- Communicable Disease and Funeral Professionals 1 hour
- Complying with Federal Trade Commission Funeral Rule 3 hours
- Embalming: Diseases & Conditions 3 hours
- Embalming: Autopsies & Organ/Tissue Donors 1 hour
- Funeral Home Safety Overview 1 hour
- Grief and Cultural Competence: The African American Diaspora 1 hour
- Grief and Cultural Competence: Hispanic Traditions 1 hour
- Grief and Cultural Competence: Jewish Traditions 1 hour
- Grief Management: A Overview for Funeral Professionals 3 hours
- OSHA Compliance Guidance for Funeral Homes 5 hours
- OSHA Compliance Guidance for Funeral Homes – Part 1 3 hours
- OSHA Compliance Guidance for Funeral Homes – Part 2 3 hours
- Safety within Funeral Homes 2 hours
- (NEW) Today's Funerals: What's New 3 hours
- (NEW) Funeral Service Ethics 3 hours

9. APEX for the following online courses effective July 1, 2019 through June 30, 2021.

- A Brief History of Burial & Preservation Practices 1 hour
- Creating Marketing Ideas for Funeral Homes 1 hour
- Telephone Inquiry Manual for Funeral Homes 2 hours
- Working with Difficult People in Conflict 2 hours
- Funeral Service Ethics 2 hours
- Green Burial 101 2 hours
- The Funeral Director and Organ & Tissue Donation 2 hours
- Funeral Rituals and Mental Health 3 hours
- OSHA Essentials 3 hours
- The FTC Funeral Rule 3 hours
- Infant Embalming Techniques 3 hours
- Restoration of a Tissue Donor 3 hours
- Understanding Grief 3 hours
- After Suicide: How to Support Survivors of the Loss 2 hours
- Are You Stressed? Signs & Solutions 4 hours
- Preneed Planning: What Every Funeral Director Should Know 4 hours

10. Education Workers Group (funeralcontinuingeducation.com) for the following online courses effective July 1, 2019 through June 30, 2021.

- Upselling Without Upsetting the Client 1 hour
- Understanding Hospice and Palliative Care 1 hour
- Modern Funeral Customs 1 hour
- Limiting Exposure to HIV / AIDS 2 hours
- Complying with the FTC Funeral Rule 2 hours
- Funeral Products and the Environment 2 hours
- OSHA Compliance for Funeral Homes 2 hours
- Helping Parents Cope with Unexpected Death 1 hour
- Ethics, Attitude and Customer Service 3 hours
- When Children Die: Guidance for the Final Arrangements 1 hour
- Helping Parents Help Children Cope with Death 1 hour

- Burial with Military Honors – Best Practices 3 hours
- Funerary Ethics and Best Practices 2 hours
- Perinatal Bereavement and Memorialization 2 hours
- The Sociology of Death 2 hours
- Restorative Art and Modern Techniques 3 hours
- Funeral Home and Heroin Overdose Training Denied

11. Cremation Association of North America online program entitled “Crematory Operations Certification Program” (8 hours).
12. Cremation Association of North America online program entitled “Cremation Arrangement Conference Best Practices” (2 hours).
13. Cremation Association of North America online program entitled “Phone Shoppers: Your Best First Impression” (1 hour).
14. Cremation Association of North America online program entitled “Cremation & the Environment” (2 hours).

## 2020

1. National Funeral Directors Association (1 hour) for a webinar entitled “Lessons Learned from Mystery Shoppers at Funeral Homes” held February 13, 2020.
2. National Funeral Directors Association (1 hour) for a webinar entitled “Managing Millennials” held March 26, 2020.
3. National Funeral Directors Association home study programs for 2020 including DVD’s, Books, CD-ROMs and Audio CDs (hour for hour).
4. National Funeral Directors Association for the following Online Learning Center courses.
  - 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
  - Funeral Service Ethics 2 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
5. National Funeral Directors Association for a webinar entitled “Cremation Litigation: How to Avoid the Courthouse and What to Do When You Can’t” (1 hour) to be held April 16, 2020.
6. National Funeral Directors Association for a webinar entitled “All-Staff Annual FTC Funeral Rule Review” (2 hours) to be held June 11, 2020.
7. Matthews Cremator Operator Certification (6 hours) webinar held April 7, 2020.
8. National Funeral Directors Association webinar entitled “Connecting with the LGBTQ Community” (1 hour) to be held August 20, 2020 – DENIED.

9. National Funeral Directors Association for webinar entitled “The New Customer Satisfaction Paradigm: What Customers Expect From You Right Now” (1 hour) to be held July 14, 2020.
10. National Funeral Directors Association for webinar entitled “Optimizing the Customer Journey: How to Create Memorable Experiences Inside Your Funeral Home” (1 hour) to be held July 21, 2020.
11. National Funeral Directors Association for webinar entitled “Building a Brand for Your Business: How to Distinguish Your Funeral Home from the Competition” (1 hour) to be held July 28, 2020.
12. WebCE for an online home study course entitled “Death Care Trends That Are Changing Tradition” (2 hours).
13. Matthews International for a webinar entitled “Funeral...FUNeral...Moving Families from Grieving to Remembrance” (1 hour) to be held in August 2020.
14. National Funeral Directors Association for webinar entitled “Therapy Dogs: Mans Best Friend” (1 hour) to be held September 10, 2020.
15. National Funeral Directors Association for a webinar entitled “Defusing Conflict in the Arrangement Office” (1 hour) to be held November 12, 2020.
16. National Funeral Directors Association for a webinar entitled “Supporting Survivors of Suicide Loss: A Guide for Funeral Directors” (1 hour) to be held November 18, 2020.
17. National Funeral Directors Association for a webinar entitled “The Relevance of Restorative Art” (1 hour) to be held October 22, 2020.
18. National Funeral Directors Association for a webinar entitled “All Stressed Out and Ready to Blow” (1 hour) to be held October 22, 2020.
19. International Cemetery, Cremation and Funeral Association for a virtual seminar series entitled “Fiscal Management” (1 hour each) to be held as follows.
 

• Budgeting & Forecasting	11/05/20	1 hour
• Trust Fund Management & Investment	11/12/20	1 hour
• Should Outsourcing be a Piece of Your Resource Puzzle	11/19/20	1 hour
• Analyzing Financial Statements and Valuation	12/03/20	1 hour
20. International Cemetery, Cremation and Funeral Association for a webcast entitled “2020 Crematory Operator & Cremation Arranger Certification” (14 hours) to be held November 17-18, 2020.

21. Wilbert Funeral Services for a webinar entitled “It’s About Time” (1 hour) to be held November 5, 2020.
22. Wilbert Funeral Services for a webinar entitled “The 4 P’s” (1 hour) to be held November 12, 2020.
23. Wilbert Funeral Services for a webinar entitled “Children, Death and Funerals” (1 hour) to be held November 19, 2020.
24. Wilbert Funeral Services for a webinar entitled “Cremation and Connection through Ceremony” (1 hour) to be held December 3, 2020.
25. Continuing education credit was denied for the Wilbert Funeral Services webinar entitled “Cemetery Development for Cremation” (1 hour) to be held December 10, 2020.
26. Wilbert Funeral Services for a webinar entitled “Digging Into Disinterment and Other Cemetery Issues” (1 hour) to be held December 17, 2020.
27. Wilbert Funeral Services for a webinar entitled “Connecting the Dots: How to Properly Network with Deathcare Influencers” (1 hour).
28. Wilbert Funeral Services for a webinar entitled “Death by Suicide” (1 hour) to be held April 8, 2021.
29. Wilbert Funeral Services for a webinar entitled “Better Communication with Families” (1 hour) to be held April 22, 2021.

## 2021

1. Cremation Association of North America for an online program entitled “Crematory Operations Certification Program” (8 hours) effective January 1, 2021 – December 31, 2021.
2. Cremation Association of North America for an online program entitled “Cremation Arrangement Conference Best Practices” (2 hours) effective January 1, 2021 – December 31, 2021.
3. Cremation Association of North America for an online program entitled “Phone Shoppers: Your Best First Impression” (1 hour) effective January 1, 2021 – December 31, 2021.
4. Cremation Association of North America for an online program entitled “Cremation & the Environment” (2 hours) effective January 1, 2021 – December 31, 2021.
5. Continuing education credit was denied for the International Cemetery, Cremation and Funeral Association program entitled “Virtual DEAD Talks: Back to Basics” to be held January 11-15, 2021.
6. Massachusetts Funeral Directors Association for the following home study courses.
  - Supporting Survivors of Suicide Loss: A Guide for Funeral Directors 2 hours
  - Caring for Families & Caring for Yourself 2 hours
  - Grieving Alone & Together – Responding to the Loss of a Loved One During the COVID-19 Pandemic 2 hours
  - Youth & Funerals 1 hour
  - OSHA Training for Funeral Professionals 1 hour
7. National Funeral Directors Association program entitled “Certified Preplanning Consultant (CPC) Correspondence Option” (15 hours) effective January 1, 2021 – December 31, 2021.
8. National Funeral Directors Association program entitled “Online Cremation Certification Program” (6 hours) effective January 1, 2021 – December 31, 2021.
9. National Funeral Directors Association for a webinar entitled “Avoiding Cremation Litigation: Don’t Let Your Profits Go Up the Stack” (1 hour) to be held February 18, 2021.
10. National Funeral Directors Association for a webinar entitled “Advanced Embalming Techniques for Infants, Stillbirths and the Unborn” (1 hour) to be held March 11, 2021.



11. Education Workers Group ([funeralcontinuingeducation.com](http://funeralcontinuingeducation.com)) for the following online courses effective January 1, 2021 – December 31, 2021.

• Upselling Without Upsetting the Client	1 hour
• Understanding Hospice and Palliative Care	1 hour
• Modern Funeral Customs	1 hour
• Limiting Exposure to HIV / AIDS	2 hours
• Complying with the FTC Funeral Rule	2 hours
• Funeral Products and the Environment	2 hours
• OSHA Compliance for Funeral Homes	2 hours
• Helping Parents Cope with Unexpected Death	1 hour
• Ethics, Attitude and Customer Service	3 hours
• When Children Die: Guidance for the Final Arrangements	1 hour
• Helping Parents Help Children Cope with Death	1 hour
• Burial with Military Honors – Best Practices	3 hours
• Funerary Ethics and Best Practices	2 hours
• Perinatal Bereavement and Memorialization	2 hours
• The Sociology of Death	2 hours
• Restorative Art and Modern Techniques	3 hours
• Funeral Home and Heroin Overdose Training	Denied

12. Wilbert Funeral Services for a webinar entitled “Restricted Cervical Injection” (1 hour) to be held February 4, 2021.

13. Wilbert Funeral Services for a webinar entitled “Survival Skills During and Post Pandemic” (1 hour) to be held January 21, 2021.

14. National Funeral Directors Association for the following Online Learning Center courses effective January 1, 2021 – December 31, 2021.

• 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
• Funeral Service Ethics	2 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

15. National Funeral Directors Association home study programs for 2020 including DVD's, Books, CD-ROMs and Audio CDs (hour for hour).
16. National Funeral Directors Association for a webinar entitled "Partnering with Procurement Agencies to Better Assist Families" (1 hour) to be held April 15, 2021.
17. MKJ Marketing for an online program entitled "Virtual Arrangements – Managing Funeral and Cemetery Arrangements Remotely" (5 hours).
18. Wilbert Funeral Services for a webinar entitled "Cremation is \_\_\_\_\_ : Understanding Cremation Motivations" (1 hour) to be held February 18, 2021.
19. Wilbert Funeral Services for a webinar entitled "Back to Basics – Burial Vaults" (1 hour) to be held March 4, 2021.
20. National Funeral Directors Association home study programs for 2021 including DVD's, Books, CD-ROMs and Audio CDs (hour for hour).
21. National Funeral Directors Association for a webinar entitled "The Future of Funeral Service is Emotional" (1 hour) to be held April 7, 2021.
22. Wilbert Funeral Services for a webinar entitled "Connecting the Dots: How to Properly Network with Deathcare Influencers" (1 hour).
23. Wilbert Funeral Services for a webinar entitled "Death by Suicide" (1 hour) to be held April 8, 2021.
24. Wilbert Funeral Services for a webinar entitled "Better Communications with Families" (1 hour) to be held April 22, 2021.
25. National Funeral Directors Association for a webinar entitled "COVID-19 Prevention Programs and the Top 10 OSHA Violations" (1 hour) to be held May 13, 2021.