

Vermont Board of Funeral Service
National Life Building North Fl2,
Montpelier, VT 05620-3402

November 2, 2009 at 8:30 a.m.

Unapproved Minutes

Board Members Present: Paul Guare, Erceel Harvey, John Coffin, Lyndon Mann, Peter Beck

Staff Members Present: Rita Knapp, Kevin Leahy, Dan Vincent, Judith Griffen,

Public Attendees: Lucien Hayes, Gregory Camp, Lisa Carlson, James Johnston, Sandra Whitcomb, Mary Bisbee

1. Called to order at 9:00 a.m.
2. Approved September 1, 2009 minutes
3. Status of Cases: None
4. Disciplinary Action: None
5. Concluded Reports: None
6. Applications: None
7. Discussion:
 - 8:30 CE Committee met and reviewed continuing education courses due to lack of time all courses were not reviewed. They will be reviewed at the next meeting or via email before the next meeting.
 - Pre-paid funeral arrangement contracts were discussed. This was a lengthy discussion with many suggested changes. These changes will appear on the next contract draft that will come before the Board at the January meeting.
 - Request to Notify EDRS/Vital Records from Dawn Anderson was discussed. The Board and staff members seen no possible need to do this for any specific organization because this information is available for download on the website at www.vtprofessionals.org for all organizations. Judith and Rita will respond to Dawn Anderson.
 - Public Comments—Lisa Carlson spoke to the board regarding her research on disciplinary matters. She was in disagreement with the information she found and would like to see a public member on the investigativeteam for all disciplinary matters. Peter Beck did explain to Ms. Carlson the procedure on complaints and the complaint/disciplinary process.
 - There will be no meeting in December. The next scheduled meeting will be January 5, 2010.
8. FYI: None
9. Adjournment was at 11:02 a.m.
10. Next Meeting: December 1, 2009

Funeral Service Board Education Committee

Courses for Review

National Funeral Directors Association

Certified Preplanning Consultant Program for 16 hours – **tabled not enough time**
Ethical Practices for Today's E-World for 1 hour – **tabled not enough time**

Selected Independent Funeral Homes (appealing denied decision)

Opening Session for 1.5 hours – **denied**
Topgrading: Building a Winning Team for 2.5 hours – **denied**
Assessing Risk in a Down Economy for 1.0 hour – **denied**
The Myth of Multi-Tasking: How Doing it All Gets Nothing Done for 1.5 hours – **denied**
Ask Dr. Mac: Answers to Top Employees & Management Concerns for 1.5 hours – **denied**
Serving Unique Groups in your Community for 1.5 hours – **denied**
Cremation and more: Ideas and Lessons Learned From Half a World Away for 1.0 hour – **denied**
Checking the Crystal Ball: What's the Future of Embalming for 1.0 hour – **denied**
The Three C's – Copyright, Cremation, Consolidation – and other Legal Topics & Concerns for Funeral Service for 1.5 hr
Closing Session for .5 hour – **denied**

Academy of Professional Funeral Service Practice Inc.

Technology in Funeral Service and the Evolution of the Obituary: How Leverage both to Provide Value-Added Services & Generate Revenue for 1 hour – **tabled not enough time**

International Order of the Golden Rule

More Than a Funeral Home for 8 hours – **approved for 4 hours**

MKJ Marketing

Public Speaking for Funeral Service for 7 hours – **denied**
Funeral Home Management for 7 hours – **denied**
Professional Funeral Arranging for 7 hours – **denied**
Improving Communication with Families for 7 hours – **denied**

NFDA

GPL Packages – Doing them Right for 1 hour – **approved**

Batesville Casket Company

Understanding & Meeting the Needs & Challenges of Our Changing Families for 9 hours – **denied**
Getting a Deeper Grasp on Cremation Consumers for 3 hours – **approved**
A Better Way to Assist Today's Value-Driven Consumer for 2 hours – **approved**
Getting to Know the Cremation Consumer – An Initial Action Plan for 2 hours – **approved**
Using Technology to Create a Meaningful Funeral Experience for 2 hours – **approved**
Research to Results for 2 hours – **denied**
Creating Value for Families through Meaningful Funeral Experiences for 3 hours – **denied**
Plant Tour & Product Knowledge for 2 hours – **denied**

Selected Independent Funeral Homes

Strategic Implementation: Turning Strategy into Reality for 3 hours – **denied**
Funeral Service in the Real World for 3 hours – **denied**

Vermont Funeral Directors Association

Veterans Services for 3 hours
Removal Safety for 3 hours