OPEN SESSION MEETING AGENDA

1) OPEN STATEMENT

2) ROLL CALL

John Radzieta Sr., President
James J. Marrocco, Secretary
Charles F. Bechtold
Thomas E. Day
Thomas M. Keiser, Jr.
Curtis S. Macysyn (Public Member)
Bayode Olabiisi (Public Member)
Anthony J. Papavero Jr.
Lloyd Wimberg
Ana Zevallos

3) APPROVAL OF MINUTES

A) December 3, 2013

4) EXECUTIVE DIRECTOR'S REPORT

A) Total number of complaints received in December: 1  Total for 2013: 45

B) Next regular Board meeting: Tuesday, February 4, 2014 Hudson Room, 6th floor.

C) Jurisprudence Examination is scheduled for February 21, 2014.
5) **INTERN REGISTRATIONS**

A) Mia Antimary, Brenna Cellini Funeral Home  
B) Amanda Flenard, Boakes Funeral Home  
C) Alexa Marino, Selover Funeral Home  
D) Marco Patella, Ippolito-Stellato Funeral Home  
E) Salvatore Rametta, Scillieri Funeral Home  
F) Alexandria Sprague, The Hindu Funeral Home

6) **NEW LICENSEES**

A) Allison P. Reinhard Licensed by Application  
B) Bruce J. Van Tassel Licensed by Application

Licensed by Application for 2013: 33  
Licensed by Credentials for 2013: 4

7) **NEW INSTALLATIONS**

8) **CONTINUING EDUCATION**

(Approved courses are found on the state website www.njconsumeraffairs.gov/mort under the licensee tab)

A) National Funeral Directors Association: Kathleen Walczak

1) NFDA Certified Crematory Operator Program (1/28/14) 7hrs

B) International Order Of The Golden Rule: Jessica Smith

1) Regional Workshop-A Lifeline for Funerals:... (2/13/14 & 5/13/14) 4hrs
C) National Funeral Directors Association: Kathleen Walczak  
(Additional information provided to Chairman Bechtold only)

1) 9 Powerful Practices of Really Great Bosses (home study) 8hrs
2) 9 Powerful Practices of Really Great Teams (home study) 8hrs
3) A Cemetery Should Be Forever (home study) 8hrs
4) After a Parent’s Suicide: Helping Children Heal (home study) 8hrs
5) Companioniing You! A Soulful Guide to Caring......(home study) 6hrs
6) Creating Meaningful Funeral Experiences (home study) 6hrs
7) Ethics In Funeral Service (home study) 6hrs
8) Educating The Families You Serve About The......(home study) 6hrs
9) Funeral Home Customer Service A-Z (home study) 8hrs
10) Funeral Service Psychology and Counseling (home study) 6hrs
11) Getting Things Done: The Art of Stress-Free....(home study) 8hrs
12) The Good Funeral: Death, Grief and the Community...... (home study) 8hrs
13) Great Answers To Difficult Questions About Death:......(home study) 6hrs
14) Grievers Ask: Answers to Questions About Death & Loss (home study) 8hrs
15) Help Them Grow Or Watch Them Go (home study) 6hrs
16) Hug Your Customers (home study) 8hrs
17) Instant Cashflow (home study) 8hrs
18) Only Angels Can Wing It: How To Write a Eulogy.....(home study) 6hrs
19) Traversing The Minefield: Best Practices (home study) 10hrs
20) 30 + Innovative Price List Offerings (home study) 3hrs
21) 2013 All-Staff Funeral Rule Training (home study) 4hrs
22) Advanced Cremation Arranging (home study) 4hrs
23) Formaldehyde: Health Effects, Precautions and its Future (home study) 2hrs
24) GPL Funeral Packages-Doing Them Right (home study) 2hrs
25) Minimize Your Funeral Home’s Wage & Hour......(home study) 2hrs
26) 30 Questions About the 30 Year-Old Funeral (home study) 2hrs
27) The Art of Facial Reconstruction (home study) 4hrs
28) Battling Burnout: Management Techniques......(home study) 2hrs
29) Becoming Profitable Through Sustainable Business.....(home study) 2hrs
30) Boosting Profits Through The Power of Possibility.....(home study) 4hrs
31) Cremation Basics: Staff Attitudes Drive Business (home study) 2hrs
32) Cremation Due Diligence is in Your Hands:.........(home study) 2hrs
33) Current Perspectives On Grief and Bereavement......(home study) 2hrs
34) Embalming Difficult Cases: Donor Cases (home study) 10hrs
35) Embalming Risk Management (home study) 2hrs
36) FTC Compliance: Handling the General Price List (home study) 4hrs
37) Funeral Home/Cemetery Synergy (home study) 2hrs
38) Insights and Tactics to Increase Your 2014 Market....(home study) 2hrs
39) Redesigning Customer Service For Outstanding Results (home study) 2hrs
40) Shoestring Marketing (home study) 2hrs
41) Strengthening Hospice Relationship for Better Service....(home study) 2hrs
D) National Funeral Directors Association: Kathleen Walczak

1) Update In the Affordable Care Act For .....(1/23/14) 2hrs
2) The Art of Cremation Phone Inquiries:.... (1/9/14) 1hr
3) Pet Loss Services And Your Funeral Home:....(2/13/14) 1hr

E) Practicum Strategies: Richard Santore

1) Cremation: Yesterday, Today, Tomorrow (on-going) 4hrs

F) National Funeral Directors Association: Kathleen Walczak

1) Adventures in Cremation (2/5/14) 2hrs
2) Cremation Families Are Not All Created Equal (2/5/14) 1hr
3) The Future of Funeral Service Isn’t Social Media:....(2/5/14) 2hrs
4) Roundtables With A Twist (2/5/14) 1.5hrs
5) Breathing Life into Funeral Home Marketing:....(2/6/14) 1hr
6) Handling Claims, Litigation and Regulatory (2/6/14) 1hr
7) Leading in Times of Rapid Change (2/6/14) 1hr
8) Leading at 90 Below Zero (2/6/14) 2hrs

G) International Order Of The Golden Rule: Jessica Smith

1) SheCommerce: Understanding The Female Customer (2/27/14) 1hr

H) New Jersey Service Education Corporation: Emily Strausser

1) Certified Celebrant Training (9/28-30/14) 17hrs
9) **CORRESPONDENCE**

   A) NJ Cemetery Board Public Session Agenda for December 12, 2013. **FYI.**

   B) Attorney Suzanne Kourlesis, informed the Board of the passing of David Perinchief, and the decision to allow Matthew Gaskill to be in charge, until the newly licensed Alison Perinchief Reinhard is able to become manager.

   C) In receipt of Paskas Funeral Service, reinstatement application for their Union location.

   D) Linda Van Arsdale, Trust Project Manager of Choices, informs the Board that they were authorized to prepare the notification letters to the purchasers of records, regarding the move of the Izabela Funeral Service. **FYI.**

   E) Tracey Zbierski is looking for guidance on how to complete the necessary internship requirements if McAllister students are barred from taking the National Board Examination.

10) **EXECUTIVE SESSION** - Discuss consumer complaints and/or conduct investigative inquiries. The results of these deliberations will be made known if the Board determines disciplinary or other law enforcement action is necessary. If the Board determines to issue uniform penalty letters, that action will be taken in public session immediately after the executive session.

11) **ADJOURNMENT**