

Volume 66, Issue 6

Texas Director

June 2017

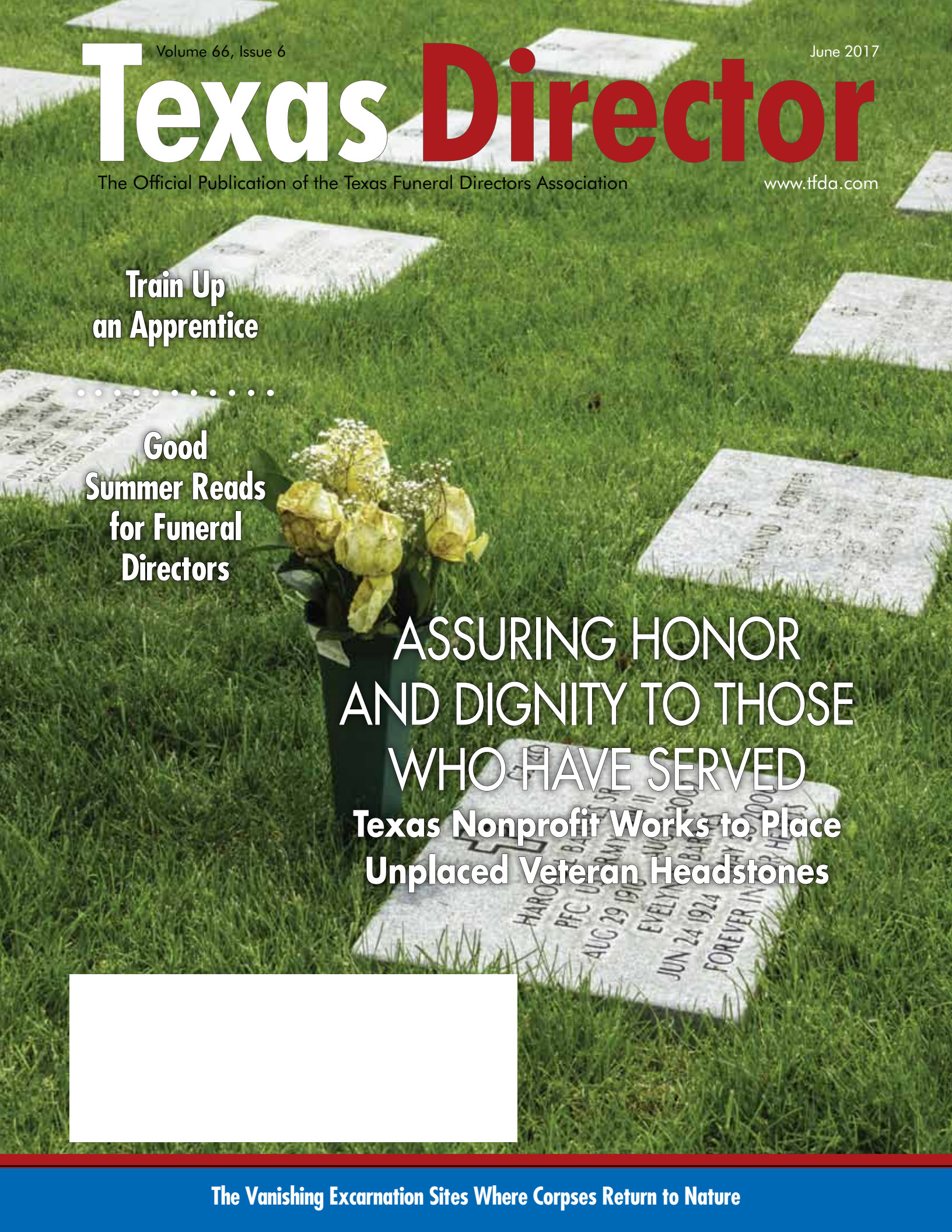
The Official Publication of the Texas Funeral Directors Association

www.tfda.com

**Train Up
an Apprentice**

.....

**Good
Summer Reads
for Funeral
Directors**



**ASSURING HONOR
AND DIGNITY TO THOSE
WHO HAVE SERVED**
**Texas Nonprofit Works to Place
Unplaced Veteran Headstones**



The Vanishing Excarnation Sites Where Corpses Return to Nature



TEXAS
SERVICE
LIFE

Family¹[®]
PLAN AHEAD FOR THOSE YOU LOVE

IT'S OUR HOMETOWN - COME SEE US
131ST TFDA CONVENTION
BOOTHS 506 & 508

WIN A WILLIE NELSON SIGNED GUITAR!

TEXAS OWNED & OPERATED

800.756.7306 • WWW.TSLIC.COM

LIFE INSURANCE OR ANNUITY UNDERWRITTEN BY TEXAS SERVICE LIFE INSURANCE COMPANY. NON-INSURANCE FUNDING ALSO AVAILABLE.
FOR MORE INFORMATION: WWW.PREPAIDFUNERALS.TEXAS.GC WWW.DOB.TEXAS.GOV

TEXAS FUNERAL DIRECTORS ASSOCIATION

1513 South Interstate 35
Austin, Texas 78741
512/442-2304
Fax: 512/443-3559
www.tfda.com

STAFF

EXECUTIVE DIRECTOR

Ann Singer
ann@tfda.com

MEMBER AND REGIONAL SERVICES

Joyce Dawson
joyce@tfda.com

FINANCE

Karen Grice
karen@tfda.com

DIRECTOR OF LEGISLATIVE AFFAIRS AND FINANCE

Marco Mancillas
marco@tfda.com

LOBBYIST

Bill Haley
bhaley1@gmail.com

PUBLISHER

Sail House Publishing
3510 Crowncrest Dr.,
Austin, TX 78759
512-346-0892
kscheberle@austin.rr.com

PUBLISHER

Kim Scheberle

EDITOR

Alice Adams
rtadams2@aol.com

ART DIRECTOR/DESIGNER

Kiki Pantaze

ADVERTISING SALES

Patty Huber
512-310-9795
210-579-7054 - Fax
phuber2@austin.rr.com



COVER FEATURE

No Stone Left Un-Turned:

Assuring Honor and Dignity to Those Who Have Served

12

FEATURES

TFDA Convention: Exhibitors and Sponsors for this Year's Convention & Expo.16

Bryan-College Station's New Funeral & Cremation Center18

Comprehending the Unspoken Words of Those We Serve.22

Surprise Passenger Left on Roadside by Transport Vehicle Thief .24

Train Up an Apprentice26

Good Reads for Funeral Directors30

Types of Gravestone: The Early Use of Sandstone32

THROUGH THE AGES/ The Vanishing Excarnation Sites Where Corpses Return to Nature.54

EDUCATION

COMMUNICATION/Too Many Buzzwords? 34

SAFETY/Stay Safe During the Summer Months 36

DEPARTMENTS

President's Message 4

TFDA Leadership 6

Bravos & Bouquets 8

TFDA News 10

Director News 38

Vendor News 42

Community News 44

Endorsed Provider 48

Member Services 52

Index to Advertisers 53

Calendar of Events 53

Classified Advertising 53



It Has Been a Fun Ride!

Wow! What a wonderful ride this has been. Being the first ever couple to serve as your TFDA presidents was pretty awesome. We would like to thank each and every one of you for your support these past years.

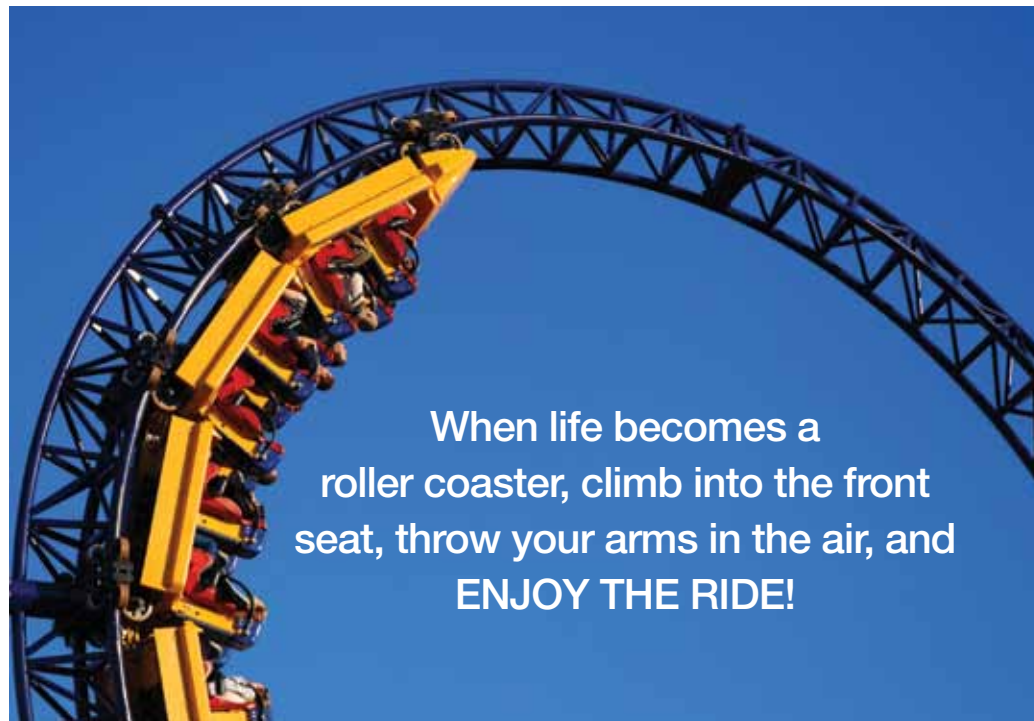
We enjoyed our time building relationships and friendships along the way. Not only across the great state of Texas, but on a national level, as well. It reminds us this profession is filled with a great number of truly wonderful people who are concerned, and care about where our profession is going.

Ann, Karen and Joyce, your support and help throughout the years has been priceless! We do know that meetings, agendas, reservations, and convention would not happen if it were not for the determination, passion and foresight that each of you have to make sure everything runs like it should. We thank you and admire you for what you do to make TFDA function.

Karen, since you are retiring this year, you will certainly be missed not only by us but by everyone in TFDA. We wish you and Neil the very best and hope you enjoy being able to pick up and go!

Charlie and I, alongside several of our past-presidents have been instrumental in helping to make the many changes to our association. Hopefully they were for the better, and we look forward to seeing more positive changes made in the future for the betterment of our association.

I would be totally remiss if I did not take the time to ac-



knowledge my chair persons, committee members, TFDA board members, and regional board members for all the hard work, time and effort in making this year a success. This job would certainly not be possible without it. To the numerous suppliers throughout our industry, KUDOS to you for your input, support and time you have given and continue to give to TFDA!

As my home region, I especially want to thank the North Texas association and members. You have gone above and beyond for me. Thank you!

As Charlie and I reflect over the last two years as your presidents, we feel that there is one thing that stands out above the rest, and we encourage all of you to do this at least once in your career. Take time to attend

the NFDA Advocacy Summit in our nation's Capital, and STORM THE HILL. This was and is an incredible experience and I guarantee you won't be sorry, and you will never forget it.

To my Texas Service Life family, I want to thank you for the time you have allowed me to take to serve our profession. Without your support I would not have been able to take this wonderful journey and a mere thank you just does not seem to be adequate. Now, here is the good news....by the time you read this I will be ready to get back to work!

To our Grace family, we want to express our thanks for all of the hard work you did while we were serving TFDA for the past two years. We know it was not always easy, but you succeeded

and for that we thank you! Now...here is the bad news! By the time you all read this you will have found out HE'S BACK FOR GOOD!

Although our time as your president and past-president have come to a close, we will continue to stay involved and serve you and this association however and wherever we can!

Hope you have a memorable time at the convention and will return next year.

Dear Alice, what can we say...your patience, experience, your patience, input, and all of your help to us in getting these articles written each month has been invaluable to us and to the association. Did we mention your patience with us for having to extend deadlines? From the bottom of our hearts, we sincerely thank you! ★



Twinwood Mortuary Service

TOLL FREE: (844) 2-EMBALM

Houston Local: (713) 526-1234 Fax: (713) 529-1113

HOUSTON'S PREMIER INDEPENDENT MORTUARY SERVICE

***Rapid
Removals**

***Excellent
Embalming**

***Superior
Service**

**We offer Removals, Embalming, Refrigeration, Ship-In and Ship-Out Service,
International Ship-Outs, Overland Transportation, Airport Transfers,
Documentation Service, Complete Cremation Service,
and Funeral Director's for Graveside Services.**

Learn more about us by visiting our Website:

TFDA

www.twinwoodmortuary.com

NFDA



**Our service area is all of Houston and Southeast Texas, including Galveston, Conroe, Katy, Sugar Land,
Freeport, Baytown, League City, Texas City, Pearland, Rosenberg, Friendswood,
Pasadena, Tomball, Kingwood, Clear Lake, and more.**

We transport all over Texas and Louisiana.

4801 Alameda Rd Houston, TX 77004

Email us at: Twinwood.Mortuary@comcast.net

TFDA Executive Board Officers



Heather Edwards Hauboldt
President
Texas Service Life Insurance Co.
209 Woodridge Drive
Victoria, TX 77904
(800) 756-7306
hgoad@tslic.com



Lee Castro
President-elect
Legacy Chapels
4610 South Jackson Road
Edinburg, TX 78539
(956) 618-5900
lee@legacychapelsrgv.com



Charles W. "Chuck" Robertson, CFSP
Secretary Treasurer
Robertson Funeral Directors
P. O. Drawer 1090
Clarendon, TX 79226
(806) 874-3515
c.robertson@amaonline.com



Charles H. Hauboldt III
Past President
Grace Funeral Home
2401 Houston Hwy.
Victoria, TX 77901
(361) 573-4341
gracefuneralhome@sbcglobal.net



Wayne Giese
Director at Large
Memoria Oaks Chapel, Inc.
1306 West Main
Brenham, TX 77833
(979) 836-4565
dawg1419@yahoo.com



Bill Vallie
NFDA Policy Board Rep.
Sunset Memorial Gardens & Funeral Home
6801 E. Business 20
Odessa, TX 79762
(432) 559-4252
vallie@legacyfuneralgroup.com

2016-2017 Board of Directors



Christopher Aguilar
Dodge
Seguin
South Texas Region



Tiffany Aguilar
Palmer Mortuary
Seguin
South Central Region



Jennifer Branton
Vera Lee Garments
Fort Worth
Sales Club President



Jeremy Cameron
Sam B. Harvey Funeral Home
Mt. Vernon
East Texas Region

James Campbell
Robert Massie Funeral Home
San Angelo
West Texas Region



Brant Davis
Amarillo College
Amarillo
Panhandle Texas Region



John Goobek
Greenwood Funeral Homes - Cremation
Fort Worth
North Texas Region



Andy Graves
Sam Houston Memorial Funeral Home
Huntsville
Southeast Texas Region



Shana D. Hass
Batesville Casket Company
Dalhart
West Texas Region



Luis Mendoza
Miller Mortuary and Crematory Svc.
Lubbock
lemendoza806@gmail.com
Panhandle Region



Jay Morrill
Lucas Funeral Home
Keller
North Texas Region



Lois Keller Nelson
Cremate Texas
South Houston
Sales Club Vice President



Jeffrey Nobles
Nobles Funeral Chapel
Navasota
Southeast Region



David Patterson, CFSP
Global Mortuary Affairs, LLC
Mesquite
East Texas Region



Alejandro "Alex" Villarreal
Laredo
South Texas Region



Sabrina N. Young, CFSP
Harper Talasek Funeral Home
Temple
South Central Region



Executive Director
Ann Singer
Texas Funeral Directors Association
1513 S. Interstate 35
Austin, TX 78741
(512) 442-2304
Fax (512) 443-3559
ann@tfda.com

Financing Available for Everyone!!!

See us at Booth "G"
Texas Funeral
Director Association



Federal Cadillac XTS Renaissance Coach



Federal Cadillac XTS Ambassador Raised Roof Six Door

**We are funeral directors...
We know your needs...
We have what it takes...**

VAUGHAN

• SPECIALTY AUTOMOBILES •

Serving the Industry since 1929



Artie Vaughan
Owner & CEO



Tara Campbell-Mauney
President



Lydia Huffman-Moon
Finance & Warranty Director



Jim Flippen
Sales



Andy Reed
Senior Salesman

709 South Parkway Drive, Alvarado, TX 76009

800-245-4127 • www.vaughanspecialtyauto.com

To **Cody Jones** and staff with **Callaway-Jones Funeral Home** in Bryan-College Station, on the recent grand opening of their new facility. As Cody reflected: "The outpouring of love, kindness and friendship shown by all of you was—simply stated—overwhelming. From the moment the doors opened, floral bouquets poured in and we were greeted with your smiles, handshakes and hugs that meant so much to all of us. The music of Nancy Matus and the BCS String Quartet underscored the welcoming hello's and welcome backs between you all and our family and staff. It truly was a gathering of celebration."



To **Harold Chism**, former owner of **Chism & Smith Funeral Home** in Irving, who was recently honored with a Lifetime Service Award by the District IIXI Lions Club at their annual banquet. Mr. Chism started working with Lions International in Kerrville in 1949. He is a charter member of the Irving Noonday Lions Club and is a past-president. At the banquet, Mr. Chism was joined by fellow funeral directors Dennis Jeter, owner of Jeter & Son Funeral Home in Dallas, and Mark Dean, owner Guerrero-Dean Funeral Home in Grand Prairie. Altogether, the three funeral directors have served Lions International more than 125 years and all three attended the chartering of the Lions

Club formed at Dallas Institute of Funeral Service.

To **Tres Hewell**, owner of **Tres Hewell Mortuary**, Sequin, and Embalmer **Bonny St. Clair**, who made a presentation on Improved Prep Room Ventilation during the Best Practices Exchange at Selected Funeral Homes' annual meeting at Disney World. Excerpts from their presentation, along with photos of their prep room, were published in the April issue of the Selected magazine.

To **Jim Lucas** and family, owners of **Lucas Funeral Homes** and the Family-owned Network. On April 20, a formal ribbon-cutting was held at the new Lucas facility in Keller, at 1601 South Main Street, just off the Denton Highway. The Lucas family has done business in Keller for years, but they recently moved into their new building and celebrated with a community open house.

To **Steven Palmer**, owner of **Westscott Funeral Homes** in Cottonwood and Camp Verde, Arizona, for his column in Funeral Home & Cemetery News - April 2017, about the Texas City disaster in 1947 and the funeral, attended by more than 5,000 mourners. A number of Texas funeral directors, including Victor Landig, owner and dean of the Landig College of Mortuary Science, directors in Houston and as far north as Bryan-College Station, assisted in the preparation of the 405 identified and 63 unidentified dead.

To **Maxey Funeral Home**, Paris, as it celebrates its 100th Anniversary. Founded in 1917 by William Maxey. It is the oldest continuously black-owned funeral home in the area. Funeral Director **Leon Williams** joined the firm in 1965 as managing director, and upon the deaths of William Maxey in 1966 and his wife Ruth Maxey in 1994, Williams inherited the business.

To **Melissa Unfred**, CFSP, funeral director and green burial consultant, for her presentation on the green burial option and creating a green burial section in existing cemeteries for the Texas Cemeteries Association's meeting in Allen at the end of April. Her presentation introduced the concept of green burial and the growth of this concept in Texas.

To **Michael Land** and **David Medina**, owners of Forest Ridge Funeral Home in Hurst, on their recent acquisition of **Memorial Park Funeral Home** in North Richland Hills, now known as Forest Ridge Memorial Park Chapel.

To **Alice Adams'** granddaughter Emma Dane Berthelsen on her acceptance to the Sam Houston State University's Honors College. Emma also has been selected as a Terry Scholar, earning a four-year, full scholarship to SHSU. She

is a 2017 honors graduate of Dripping Springs High School and plans to pursue a career as a reading specialist, working with underserved early childhood students.

To **Marco Mancillas**, TFDA's new Legislative Affairs and Finance Director, welcome to the family! A 15-year veteran in the non-profit sector, Marco has worked on multiple campaigns as a consultant and a staffer and also has worked in the State House and State Senate. Say "hello" when you see him at convention.

To **John Gooback** and family on the May 13 graduation of son **Matthew** from The University of Texas - Arlington. Matthew earned a bachelor of science in engineering with a double-major in aeronautical and aerospace engineering! Wow! Congratulations to all.

To **Chuck Robertson and family** when February 27, 2017, was declared "Delbert Wayne Robertson Celebration of Life Day" in Clarendon by Mayor Sandy Skelton. The proclamation from the mayor was accepted by Chuck Robertson, Delbert's grandson and others in the family. Delbert Robertson passed away in January, leaving a legacy of civic leadership and community service for this and future generations.

Does your name/firm need to be on this page? Let us know what's happening in your world. Email [announcements/news to rtadams2@aol.com](mailto:announcements/news@rtadams2@aol.com).

ASSIGNMENTS HAVE YOUR CASHFLOW TIED UP?



C&J Can Help!

CJ **C&J Financial, LLC**
F *The Leader in Insurance Assignment Funding™*
www.CJF.com | (800)785.0003



TFDA Disaster Team Hosts Successful Training Session, Prepare for San Antonio Exercise June 21-23

Fifteen members of TFDA's Disaster Team met recently in Weatherford for a two-day training session, preparation of the team trailer for an upcoming event and an information session on family assistance and the various responsibilities required for disaster response.

"We covered establishing an operational area and family assistance center," said Disaster Team Member Chet Robbins. "The team's trailers are being repainted, which gave us an opportunity to inventory and replenish supplies and perform testing and maintenance of all systems."

Jaime Walker, owner of All Faiths Embalming Service in Houston and one of the organizers of the team, said those attending were committed to the continuing success of the team and thanked all of those who contributed to the training session.

"We absolutely need additional members from across the state so we can respond in an efficient and timely manner," Walker said, "and we want to encourage everyone planning to be in Austin for the TFDA convention to support the TFDA Disaster Team's fundraiser."



Robbins praised the two-day event for offering extensive hands-on opportunities, role plays and valuable information for these first responders, such as Charlotte Chism-Waldrum's presentation on the West Di-

saster and how TFDA members responded through the Disaster Team's efforts and individual supplier and member contributions.

A number of TFDA's Disaster Team A-Teamers have been temporarily sidelined by injuries this season. Dick Owens of Wolfe City tripped as he was coming through the back door of the funeral home a few months ago, injuring his knee, which required surgery and rehab, along with the use of a walker while he was recovering. The weekend of May 21, Larry Payne of West missed a step on a stairway, injuring his ankle and now sporting a boot until his orthopedist decides whether he will require surgery...and the week prior, during a service in rainy weather, Victoria's Adrian Fulton slipped on a wet spot and ended up on the floor. His orthopedist found a broken bone and Adrian was awaiting surgery at last report. True to his dedication to his families, Adrian completed the funeral – on a very painful leg.

The next meeting will be held during the San Antonio disaster exercise.

To find out more about the Disaster Team or to sign up to participate, contact Jaime Walker at 281-703-5050, or email her at fattatersgranny@yahoo.com ★

Victoria Mortuary & Cremation Service

"On site crematory – Serving Funeral Directors Only"

Also Serving the Corpus Christi Bay Area

Adrian Fulton

Funeral Director

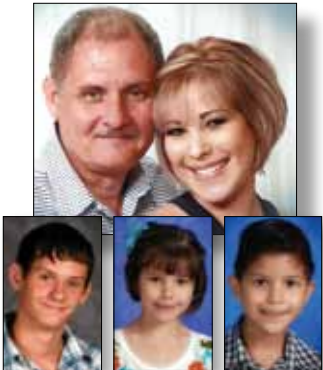
Air • Combo • Cremation Trays in stock

1-888-524-1646

**Removals • Embalming • Gravesides • Cremations
• Transportation**

**1505 La Valliere Ave.
Victoria, Texas 77901
361-578-4646**

**PO Box 7662
Victoria, Texas 77903
361-578-0228**



The Fulton Family

BAY CITY • CUERO • EDNA • GANADO • GONZALES • HALLETTSVILLE
NIXON • PALACIOS • PORT LAVACA • REFUGIO • SCHULENBURG • SHINER
WAEOLDER • WHARTON • WEIMER • YOAKUM • YORKTOWN



TFDA Introduces Web-Based and Social Media Platforms Policy

This policy applies to all users of web-based and social media platforms hosted, operated, or controlled by TFDA, including TFDA members, TFDA employees, and the public. Access to and use of TFDA's web-based and social media platforms is subject to compliance with this policy and all other written TFDA policies, including its Anti-Trust Policy.

All web-based and social media platforms hosted, operated, or controlled by TFDA are moderated. TFDA will review all comments before posting them. TFDA will not post comments that contain abusive, vulgar, profane, threatening, malicious, or harassing language, personal attacks of any kind, incite violence, or make discriminatory comments targeting specific individuals, businesses, organizations, or groups. Spam in any form, including unwanted requests, bulk messag-

es, and excessively posting links or images, directed to or against TFDA, its employees, or its members is prohibited. TFDA also will not post comments that violate TFDA's other written policies, including its Anti-Trust Policy, or that violate any applicable Texas or federal law or regulation.

No persons may use TFDA's web-based and social media platforms to misrepresent themselves or others, divulge confidential or other proprietary information belonging to others, or to impinge on the legal rights of others. No material protected by copyright, trademark, and other intellectual property laws may be posted except by the copyright holder and/or owner of the protected material.



TFDA reserves all rights related to all of its web-based and social media platforms, including but not limited to (1) adding, removing, or modifying any content that violates this policy or is otherwise inconsistent with TFDA's Code of Conduct; (2) blocking users who violate this policy; and (3) discontinuing any of TFDA's web-based and social media platforms at any time.

TFDA reserves any additional and further rights it may have to take action against repetitive violators of this policy, including blocking offenders from further use of TFDA's web-based and social media platforms.

Questions regarding this policy should be directed to TFDA's Executive Director, Ann Singer at ann@tfda.com. ★

FAMILY OWNED, FAMILY OPERATED. 29 YEARS + IN THE INDUSTRY.



**FEDERAL
COACH • LIMO**



2017 Renaissance Coach

Authorized Federal Coach Dealer

Miller & Sons Funeral Car Sales

Without quality, there is no value!

Dallas

Denver

Phoenix

www.hearseandlimo.com • sales@hearseandlimo.com • 800-822-9586



No Stone Left Un-Turned: Assuring Honor and Dignity to Those Who Have Served

By Alice Adams



Through their research, the couple learned if a veteran is buried in a military cemetery all funeral, burial, marker and marker placement is covered by VA benefits, but if the veteran is not buried in a military cemetery, the marker placement fee is left to family to pay.

The VA still provides a marker, which is usually sent to the funeral home or the cemetery, but when the burial is in the family plot or in a public cemetery the fee to set the marker – which costs an average of

Lee Pelly, 38, saw an afternoon news segment back in 2013 that got his attention. “In fact, it broke my heart,” he recalled. “It was about a Beaumont cemetery with stacks of veteran headstones needing to be placed.”

When his wife, Authum, came home from work, Pelly, a professional musician, songwriter and ordained minister, shared the story.

“After telling Authum what I had seen, we went to the cemetery to see for ourselves,” he remembered. “Behind a maintenance building we saw all these markers sent by the VA, just stacked up with weeds growing through them. Some were still partially wrapped in cardboard while others were cracked or chipped...and all of them, just waiting to be placed on the graves of veterans.”

They also visited a break-room where about a dozen markers in cardboard wrappers were stored.

Authum (pronounced Aut-tum), who works in accounting in the petrochemical industry, said neither she nor her husband has served in the military, but they have numerous family members, dating back several generations, who have fought for this country in several wars.

“We’re no more patriotic than the next person, but Lee and I share a respect for veterans and the sacrifices they make for us all,” Authum explained. “But when a soldier is deployed, we understand that man’s or woman’s family is deployed too.”

\$300...and that’s \$300 the next-of-kin may not have.

“Sadly, sometimes there is no family,” Pelly said, “so, we decided to start our own 501(c)3 nonprofit organization to help place these markers, completing the legal filings and paperwork by July 2013 to establish No Stone Left Un-turned – and from the way things have fallen into place, we know God’s hand is in this effort.”

“So far, we’ve had great response and support from our community as well as several cemeteries and have successfully placed all markers in the first stack we found at the cemetery here in Beaumont along with others in Vidor, Silsbee, Lumberton, Temple, Mid-County and Orange. To date we have placed 34 markers.”

Many times, the couple never meets the families. In fact, they’ve only met two.

“One woman who called us said a co-worker had seen Lee on TV after we had placed several markers in Beaumont cemeteries,” Authum remembered. “She said her father’s last name was Briggs – and that rang a bell.”

“She brought newspaper clippings about him, including how the family had fought most of his life before he received his Purple Heart – just a few years before he died.”

“Six months before I had photographed several piles of headstones, including one still partially wrapped in a cardboard box...ex-

cept the box had been torn to reveal the name 'Briggs.' I went through my photos, found the stone and called his daughter."

When they set the stone, the family told Pelly and his wife they had visited his unmarked grave and placed small flags and flowers on the holidays as well as his birthday. "Now we can do it right," the daughter said. "Now we can set the flags on each side of his headstone."

The couple believes the issue of unplaced VA markers exists nationwide. "Our goal is to educate people so they know that there are many veterans' graves with nothing but tiny metal signs or home-made headstones," Authum said, "while their marker rests in a shed or closet somewhere. Lee and I feel that all veterans deserve to rest in respect and have their service to our country acknowledged with honor and dignity. It is the least we can do to try to help get these markers on a veteran's final resting place."

No Stone Left Unturned was a featured segment on "Texas Country Reporter" in 2015 and the organization has been invited to the TCR Festival in Waxahachie for the past two years and said it has helped spread the word about their project. (To see the segment, go to <https://www.youtube.com/watch?v=fTbgA1Lg9ro>).

"The Texas Country Reporter segment really helped, and basically we've continued discovering caches of markers and contacting families," Pelly said. "We're willing to work with any cemetery or funeral home that have markers from the VA but no funding to set them. It's important to us that families have a place to go and touch the marker, to speak to their loved one buried there and to see this country appreciates their contributions and sacrifices."

Born in Galveston, after Lee graduated from high school, he went into Discipleship training, where he earned his license as a clergy. "One day I got a call from Branson, Missouri, asking if I would understudy the part of Jesus in Branson's annual pageant," said Lee, a guitarist, who also lived in Beaumont and Lumberton. "I don't think I was too great as a back-up Jesus,

but I enjoyed performing, so I started playing small music gigs until people began calling to ask me to play."

Authum, born in Bridge City, also lived in Beaumont as well as Colorado and Hawaii, said she moved back to Texas when her brother was diagnosed with cancer and later passed away.

The two are active in their communities and have organized fundraisers for families in dire straits or non-profits low on funds. "We have helping hearts," Pelly explained. "If we see a need, we want to help...and we don't judge. We just want to place the stones...whatever we can do to help."

Their caring has caught on. Working with Alliance Masonry, a company that has volunteered to help with setting the stones, the

U.S. Veterans 101: Headstones, Markers and Medallions

Information from the U.S. Department of Veterans Affairs

(Editor's Note: Please visit the National Cemetery Association's page on the U.S. Department of Veterans Affairs website for complete information on eligibility, forms, current rules and all other information. <https://www.cem.va.gov/CEM/index.asp>)

The Department of Veterans Affairs (VA) furnishes upon request, at no charge to the applicant, a Government headstone or marker for the unmarked grave of any deceased eligible Veteran in any cemetery around the world, regardless of their date of death.

A Government-furnished headstone or marker may be provided for eligible Veterans who died on or after Nov. 1, 1990 and whose grave is marked with a privately purchased headstone. A Government-furnished medallion may be provided for eligible Veterans who served on or after Apr. 6, 1917 and whose grave is marked with a privately purchased headstone or marker.

Flat markers in granite, marble, and bronze and upright headstones in granite and marble are available. Bronze niche markers are also available to mark columbaria used for inurnment of cremated remains. The style chosen must be permitted by the officials in charge of the private cemetery where it will be placed.

When burial or memorialization is in a national cemetery, state Veterans' cemetery, or military post/base cemetery, a headstone or marker will be ordered by the cemetery officials based on inscription information provided by the next of kin or authorized representative. Spouses and dependents are not eligible for a Government-furnished headstone or marker unless they are buried in a national cemetery, state Veteran's cemetery, or military post/base cemetery.

Note: There is no charge for the headstone or marker itself, however arrangements for placing it in a private cemetery are the applicant's responsibility and all setting fees are at private expense.

Setting Government Headstones and Markers

Cemetery staff in national, military post, and military base cemeteries are responsible for setting the headstone or marker at no cost to the applicant. Some state Veterans' cemeteries may charge the applicant a nominal fee for setting a Government-furnished headstone or marker. Arrangements for setting a Government-furnished headstone or marker in a private cemetery are the applicant's responsibility and all placement costs are at private expense. ★



student council from Little Cypress Mauriceville High School in Orange met Lee and Authum to work on placing four markers.

“We had made a presentation to the student council and they brought a bus load of students to spend the afternoon, molding the concrete and putting it down and then placing the markers,” Authum said. “I brought along information I had found from Ancestry.com about the veterans and was able to show them pictures.”

One of the veteran’s graves the kids had prepared for setting was not marked. “Often, if there’s no marker, the grave is marked by a metal tag,” Authum explained. “Apparently, it had been washed away

by a storm or mangled by a mower or weedeater.”

Looking through Ancestry.com and cemetery records, the students found the veteran’s granddaughter was buried there – and he had been buried in the space next to his grandfather. The students found her grave and set his marker over the space next to hers...a proud moment.

“Some of the students were emotional,” Lee added, “and others really felt a proud sense of purpose, but I believe when they left, they were aware they had honored these brave men and women who had fought for our freedom.”

The couple, as they have continued their quest, said the most surprising thing they found was veterans don’t know the VA benefits don’t cover the cost of setting the marker in a public cemetery.

“I’ve contacted many people, many senior citizens, who have no idea the stone is not set because they’ve not been back to the cemetery,” Authum explained. “Some do realize the marker is available but don’t have the money to pay to have it set.”

“Another lady we spoke with said she had been driving around with her father’s marker in the trunk of her car for three years,” she continued. The cemetery where her father was buried wouldn’t let us set the stone ourselves, so we had it for another two weeks in our car. In that case, we paid the cemetery to have their staff set the stone.”

To contact No Stone Left Un-Turned, go to their website at www.nostoneleftun-turned.com or call 409-790-4360. ★

MOBILE SOLUTIONS DESIGNED TO GROW YOUR BUSINESS



The Matthews Aurora™ Funeral Solutions’ Catalog App allows you to take our product catalog with you on your iOS or Android® tablet to present products to your families. Browse the entire catalog or merchandise your favorite selections and add your retail prices to create a custom selection room. Simply configure once and deploy on multiple devices.

Help your families move from grieving to remembrance. Download the **FREE** Catalog App at the iTunes® or Google Play® store or contact your Matthews Aurora™ Funeral Service Consultant to learn more.



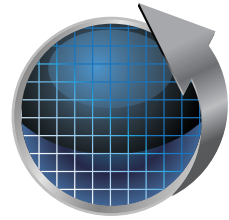
MARKETING SOLUTIONS • TRAINING SOLUTIONS • BURIAL PRODUCTS • CREMATION PRODUCTS • TECHNOLOGY SOLUTIONS • MEMORIAL STATIONERY

©2017 Matthews Resources, Inc., all rights reserved.
MATTHEWS® and MATTHEWS INTERNATIONAL® are registered trademarks of Matthews Resources, Inc.

THE SMART DIRECTOR

FUNERAL HOME MANAGEMENT SOFTWARE

by Continental Computers, Inc



ACCESS ANYWHERE AROUND THE WORLD



Named Software Magazine's

**TOP 500 SOFTWARE IN THE
WORLD FOR 15 YEARS**

"We have been providing superior software to the death care industry since the beginning"

Find us on:

facebook®

Smart Director™

The Smart Director™, Continental's new management tool is web accessible and can be utilized anywhere around the world on most any web capable device resulting in more efficient time and resource management. The Smart Director™ is filled with tools that can help you make informed decisions that will increase your bottom line.

Arrange Online™

ArrangeOnline™ is an interactive tool in The Smart Director™ allowing families to make arrangements for loved ones without the need to be physically present at the funeral home.

UDesign™

UDesign™ allows you to create and control a website from inside of The Smart Director™. You are no longer at the mercy of others. Control your obituaries and funeral home's image. If you want more revenue, service your families not others.

CONTINENTAL COMPUTER CORP. | 800.240.1016 | www.continentalcomputers.com

sales@continentalcomputers.com | p. 870.932.0081 | f. 870.931.1273

Find us on: **facebook®**

Exhibitor List

Visit these vendors during the 2017 TFDA Convention & Expo June 4-7 Austin, Texas



ABM Funding, Inc.	604
AFP Horizon	313
American Crematory Equipment Co.	720
American Mortuary Service	308
ASD - Answering Service for Directors	404
B & L Cremation Systems, Inc.	504
Bass-Mollett Publishers	412
Batesville	C
BioSheen of Texas	724
Body Scoop by B-Mobile	333
C & J Financial, LLC	214
C & M Precast	E
Capital Mortuary Services	424
Cathedral Park Urns	304
Classic Coach & Limousines	AA
ClearPoint Federal Bank & Trust	605
Commonwealth Institute of Funeral Service	425
Custom Air Trays	612
Dallas Institute of Funeral Service	430
Directors Choice Assignment Service	403
Dodge Company	201, 203
Doric Texas	E
Eagle's Wings Air (EWA)	401
Express Funeral Funding	711
Federated Insurance	300
First Bank SBA	215
First Call Coaches	J
FRIGID FLUID	315
Full-Circle Care Program	414
Funeral Directors Life Insurance Company	400
Funeral Home Finders	303
FuneralOne	705, 707
Global Atlantic Financial Group	712
Great Western Insurance	528
Homesteaders Life	614
Hoyt Matise Corporation	524
ICCFA	213
Javier E. Najera Agency	327

JST Architects	513
Legacy Touch	502
Live Oak Bank	515
Matthews Aurora Funeral Solutions	H
Messenger	501, 503
Metro Mortuary & Crematory	207
Miller & Sons Funeral Car Sales	A
Mission Valley Bank	617
MKJ Marketing	405
Monarch Resources	500
Mortuary Lift Company, Inc.	526
National Funeral Directors Association	314
NGL Insurance Company	205
Passare	402
Pierce	432
Precoa	306
Reeder Vogel Advertising	305
Regions Bank	613
Riley-Gardner Memorial	619, 621
Roark Casket Company	407, 409
San Antonio College	209
Security National Life Insurance	212
Sentiments Unlimited	331
Shields Professional Vehicles	D
SinoSource Intl.	625, 627
Skyways Media	325
Southeast Texas Crematory	312
Southwest Airlines Cargo	713
Southwest Professional Vehicles, Inc.	B
Star of Texas Casket Company	K
State Auto Insurance Companies	426
Texas Funeral Service Commission	427
Texas Service Life Insurance Company	506, 508
TFDA Disaster Response	
TFDA Marketplace	
TFDA	
Trust 100	216
Tukios Inc.	505
United Benefits, Inc.	302
United Community Bank	329
Unity Financial Life	600, 602
US Cremation Equipment	301
Vantage Products Corp.	615
Vaughan Specialty Automobiles	G
Wilbert Funeral Services, Inc.	F
Wise Products, Inc.	I
Xpressdocs	428

THANK YOU CONVENTION SPONSORS!



FUNERAL DIRECTORS LIFE



PIERCE
The *Willcott* Group



TFDA Services, Inc.



ADDITIONAL CONVENTION SPONSORS

Alice Adams
 All Faiths Mortuary Service
 Nancy Pierce Barber
 Capital Mortuary Services
 Carnes Funeral Home
 Cremate Texas
 Hunter Daniels
 First Bank SBA
 Homesteaders Life Company
 J Stuart Todd, Inc.
 Legacy Chapels/Lee Castro
 David, Carol & Jennifer McCoskey

Memorial Funeral Homes
 Velma Sue & Leon DeLeon
 Messenger/Glenn Vaughn
 Miller Coaches/Frank & Geoff Miller
 National Funeral Directors Association
 NeutrOlene/Chet Robbins
 Riley-Gardner Memorial
 Signature Group
 Solace Eco Friendly Funeral Service
 State Auto Insurance Companies
 Victoria Mortuary Service

Bryan-College Station's New Funeral & Cremation Center

A Dream 106 Years in the Making

By Alice Adams



Cody Jones, fifth generation funeral director and owner of Callaway-Jones Funeral and Cremation Center, looks up toward the 20-foot ceiling above a 300-seat chapel and takes a deep breath.

The two years of construction, the permits, moving out of the building Callaway-Jones Funeral Home had occupied since 1953 (the firm was established in 1910 in Crockett) and the demolition of the five buildings on the space now occupied by the new facility and the 90-vehicle parking lot—all of it seems a distant memory as he shows visitors through the new funeral and cremation center he designed and built.

Like his dad, Mike Jones, and his grandfather, Raymond Jones, Cody didn't enter funeral service until age 24, after Mike's death in 2004. But he grew up around the profession, accompanying his father to TFDA conventions and various golf tournaments through the years.

"Most of the Texas directors in the baby boomer age group watched me grow up," said Cody.

The director said he became a funeral service professional as a choice. "My granddad was retired when Dad passed away, and there was no one else in the family to take the reins of the business. After I saw how much I liked it, I went to mortuary school (at Commonwealth in Houston) and felt like it was my true calling and had a special passion for helping families," he explained.

Except for doing summer maintenance work at the funeral home during high school, Cody never had an opportunity to work in the family business with his father. "I grew up seeing the passion Dad had for helping people in general. He was like a father to many of my friends and volunteered as a soccer coach for many years as well as other community organizations."

"I learned kindness from my granddad. He was a gentle man, kind to everyone, always willing to help anyone who didn't have money for a funeral and had a giving spirit. He received his 50-year licensure award several months before he died, which meant so much," Cody recalled. "My great-grand-

mother (Raymond's mom) was licensed as a Texas funeral director. She was a Callaway and married Manley Jones.

"Both my dad and granddad were active in TFDA, and my dad was a regional president (Cody also held this position), and Raymond was a recipient of Funeral Director of the Year in Southeast Region."

The original Callaway-Jones facility hadn't had an update for the past 60 years, other than new carpet periodically. Before Mike Jones was diagnosed with leukemia, he had plans to renovate the old building, but that all was put on hold after he passed away.

Acknowledging building a new building requires substantial time spent researching and preparing, Cody saw the task from a slightly different perspective. "For me – I plan to continue in funeral service for the next several decades, so the decision, as I saw it, was to stay relevant and compete or slowly decline."

Before the new building was built, Callaway-Jones was seeing 300 families a year. "Raymond grew up in the Depression Era and knew how to save money. He didn't spend much on appearance and upkeep of the facility through the years. Rather, he focused his time and energy on helping families," Cody explained.

"Before Raymond passed away in 2009, we had talked about renovating or building but he just didn't have the energy for that kind of task. It wasn't until after he passed away we started having plans drawn. I took bids from funeral home architects as well as local architects. Yet, because we appreciate our families who opt to use a locally owned funeral home – we made a specific effort to use local contractors."

Groundbreaking for the new facility was pushed back due to the demolition of four rent houses on the property, all of which required asbestos abatement and dirt work to

raise property out of the flood plain. Once permits were in place, the new funeral center was built. After move-in, the old building was demolished and the new parking lot was built. From planning to move-in took 24 months. The firm's grand opening and ribbon-cutting was held in April of this year.

"I knew I wanted to be different," Cody said. "Since I had this opportunity, I didn't want to build the same funeral home people have come to expect. I wanted to be different, so I toured more than 20 funeral homes across the country."

"I started paying attention, everywhere I went, visiting service industry and hospitality businesses such as restaurants and resorts. My wife and I began taking notes of what we liked and didn't like, and from those notes, started a list of what could be incorporated into a funeral home."

"First of all, we wanted a building with a warm and friendly atmosphere where people wouldn't be afraid to come visit us," Cody explained. "We didn't want their initial impression to feel like they were walking into a funeral home. And people say this all the time, which is exactly what we wanted to hear. Guests usually hang out in the lobby and lounge for an hour after a service, sometimes longer."

"I like to think of the design as a comfortable, modern interior," the director continued. "We've used warm colors, but all the colors are of a light shade...and with extra large windows, spaces are flooded with natural light because we didn't want to use lamps. Actually we don't even have one lamp."

"We also didn't want people afraid to touch or sit on the furniture. We didn't want to be overly opulent or fancy, so we chose furniture that was totally comfortable and inviting," he added.

"Nationally, funeral homes are reporting a decline in traditional services...so we designed our chapel so we can have more celebration events with catering and room enough so the viewing, the celebration and the reception or meal can be under the same roof, which is more convenient for the elderly," said Cody. "It's a slow process, educating the community about truly celebrating the life of a loved one, but aside from a facility with flexible spaces, it also takes an owner and director's willingness to offer that service."

What about heritage firms with space limitations?

"If your facility doesn't have the space avail-



able for these celebrations, it may be possible to find a venue to partner with for an alternative way to celebrate a life. But funeral directors and owners also must be willing to change their way of thinking," he said.

"In planning, we wanted to give options," the director continued. "We're not here to change their minds, but for families who don't want a funeral, we can help them with a celebration of life or other type of memorialization."

For the past four years, Callaway-Jones has included prices of services and merchandise on their website. "Families appre-

ciate it...and this is the 21st century. Today, people look to the internet for almost every aspect of their lives. They buy cars, buy groceries, rent houses and shop for doctors on the Internet. We're embracing the same technology."

"By providing prices online, this fulfills our goal of being transparent and wanting to take the guesswork out of our services. We believe this is one more way we can help make the journey easier for our families. It also let's the community know we are not charging different prices for different families."



He also pointed out, “We’re not the cheapest, but we’re not the most expensive, either, and we believe we represent the ideal combination of cost and quality.”

Jones replaced the arrangement room concept in the new facility with conversation suites – private spaces, comfortably furnished, where individuals or families can sit down with a director to discuss any concerns, questions, plans – anything they need to understand or help with.

There are two conversation suites – one

merchandised for burial and the other, for cremation.

The new funeral home and cremation center also offers their “Magnolia Cremation Suite” with an adjacent room – large enough to accommodate the family and guests – for viewing the beginning or all of the cremation process and for the performance of any cultural rituals required by some religions.

The chapel, with its soaring ceilings, has versatile banquet-style seating, offering flexibility where a family can welcome as many

The new 300-seat chapel has 20-foot ceilings, with an entire video wall that can create infinite number of settings for the service. The chapel can be divided into three rooms of various sizes to be used for multiple events, such as a visitation, service and luncheon or reception.

or as few guests as necessary. Room dividers can separate spaces of any size in the Bluebonnet Community Room so while the service or visitation can be held in one area, a reception space will be available after the service or visitation. The area is dividable into three separate rooms, each with its own access to the lobby.

The focal point of this spacious area is a 35-foot video wall, floor to ceiling, where various scenes can become a background for a service or a luncheon, such as a beach scene, a golf course, a highway with motorcycles or an inspirational tribute video. Services may also be recorded live and given to the family on a USB. The service can be streamed online as well or on a family members Facebook page live.

The Callaway-Jones team has partnered with several local caterers, but families also have the option of bringing in their own refreshments for a reception or a full meal to be served after the service.

A spacious prep room, body lift, and a large oversized walk-in cooler simplifies technical services for the firm. “We were continually running out of space to hold bodies when it became necessary,” Cody said. “Our new cooler gives us the capacity we need as well as space to move around comfortably, which our entire team really appreciates.”

“Our ribbon-cutting and grand opening was packed,” he said, “and a huge success, so there is community pride in having a new modern locally-owned facility in town. Overall though, I would say the greatest impact has been among the awesome people who make up our team. Our morale is at an all-time high and I believe we have an excellent team, all passionate about serving the people of Bryan-College Station with the compassion and the kindness that have become the hallmark of Callaway-Jones.”

You can visit the funeral home’s popular blog page at CallawayJones.com/blog.

“With Directors Choice Assignment Services, we are partners in serving families together. Using Directors Choice cuts out about 80% of the work we used to do on insurance assignments and frees our staff up to do more for the families we serve. It’s like hiring a part-time person you don’t have to pay for.”



DIRECTORS
Choice
ASSIGNMENT SERVICES*

Come see us at the TFDA convention,
Booth #403!

800-692-3688
www.directorschoiceservices.com

BILL VALLIE
Funeral Director/West
Texas Regional Manager
Legacy Funeral Group
Past President of the TFDA



VISIT YOUR DORIC DEALER AT **BOOTH E**

“Anyway You Want It”

Life is a JOURNEY that should be celebrated!

Celebrate the Memories, Doric’s customization program, allows our burial vaults to be beautifully customized, beginning with the Patrician.

We have a catalog of images for all military branches, first responders and scenes to fit any lifestyle.

Contact your nearest Doric Dealer to learn more.

Stop by our booth for a chance to win a YETI Tumbler!*



*Mention this ad for an extra chance to win!



PATRICIAN® VAULT WITH APPLIQUE.

PATRICIAN® URN VAULT WITH APPLIQUE.

Virtual Showroom



DoricLink
Free iPad or Android App



CVIFuneralSupply.com



Comprehending the Unspoken Words of Those We Serve

By Matthew D. Morian



When asked what I think a funeral director's most underappreciated duty is to a family, I answer: "To listen."

At the arrangement table we begin building a solemn trust with those we serve in this time of their unique needs. In doing so,

the director becomes the guiding force, the preparer of rites, the wisdom bearer and the unburdening ear.

As funeral directors, we spend a lot of our time talking. We could learn so much about why we are called to this profession if we

would retain experiences from our families as plentifully as we gave them in return.

Death forms a vacuum around the bereaved. Life as they've known it will never be the same. The realization an integral part of themselves has come to an end can be a shock to the nervous system...so what a funeral director is encountering at a family conference is the rawest form each person may assume. Those who normally have a strong filter may let something crass slip from their lips. Dark feelings about the deceased or surviving relatives have a way of floating to the surface during the planning process.

In my professional experience, a handful of experiences come to mind when discussing what we are taught by those we serve.

I remember meeting with a man whose mother had passed away rather suddenly. He had chosen cremation with a memorial service for his mother and when asked if he had any siblings he exclaimed, "My brother is NOT to have a part in this!"

I took a deep breath and began explaining our funeral home's policy regarding cremation and our need for all next of kin to be in agreement. His face took on a scowl you could have molded into a horrific Halloween mask. "My brother is a (expletive filled rant)... and he is actively suing me."

The son went on to explain his mother, brother, and he ran the family business until his brother was removed from his duties. I felt dreadfully unrehearsed at handling the situation at the time.

The anger the son exuded was palpable, and he was clearly terrified of what his brother might do. After several dialogues, the son agreed to let me act as a liaison with his brother.

His brother seemed quite agreeable to what his sibling had arranged and was willing to compromise to the terms.

At the memorial service, they sat in their own reserved sections on opposite sides of the center aisle in the chapel. The memorial lovingly honored the magnificence of their

Flexibility in designs and sizes

Order online today:
www.lamcraft.com

Current sale is advertised on the home page.
Stock up and save \$\$\$!

Call toll free 1-800-821-1333

Serving Texas
Funeral Homes and
Cemeteries since 1974

LAMCRAFT INC.

mother's spirit. At the end of the service, the two weeping siblings shuffled through their pews towards one another.

I winced, anticipating a full out brawl, but was pleasantly shocked to see the men embrace in a hug. However temporary a cease-fire, I witnessed the power of a funeral to fuse a broken bond.

Observing the true feelings of those surrounding a family during a death may be critical to understanding the consumer's perception of funeral directors. A recent social media post, which garnered national attention, has sparked plenty of controversy, outside of, and within, the funeral profession.

A funeral home reportedly refused to place a veteran in a casket for his visitation in a dispute over insurance funds. At least that is what the public was being led to believe by an erroneous Facebook post from someone near the family.

The 71-year-old Vietnam War veteran was photographed while lying in state on a dressing table with a head block. An American flag had been draped over his legs.

The photos went viral overnight and news outlets from all over the country ran the story with headlines such as, "Funeral Home Disgraces Veteran."

Hysteria gushed through the fingertips of the Tweeting public. Without a clear assessment of the facts, message boards across the nation exploded into pandemonium, each comment section receiving multiple calls for the funeral home to be shuttered, shunned, and shamed for putting a veteran and his family through such trauma.

In all fairness, few facts are presented in this one-sided story, leaving the reader unaware of what truly transpired between the family and the funeral home. What we, as directors, can determine from several of the more vehement and venomous responses is some within our communities see us as the "dismal traders" as which we were once described by Jessica Mitford in her book, *The American Way of Death*.

"Vultures!" one commentator noted.

"The funeral home should lose its license and be closed down!" wrote another.

The exclamation points were piling up as I read through hundreds of comments. The words rang with loathing for our profession...a profession synonymous with the subject of death...a subject that is deeply taboo and which nary a layman wishes to discuss.

Yet, here they were, spelling out their deep-

est darkest fears about their ultimate fate in the care of a funeral director.

No survey could be this precise. No focus group would give us this kind of unfettered access to what was being written about us. As a funeral director, my heart was crushed by every biting phrase, but I decided to decipher their messages instead of confronting their criticisms.

Be the funeral home that creates the uplifting counter-story to one such as this. Use what we can establish from a family's appre-

hensions to sooth their skepticisms.

Our calling appears to have an uphill climb in earning society's trust. However, if you can digest all the negative, hurtful, and misunderstood moments from your experiences in this field and channel them into positive progress, you will exceed your families' highest expectations. ★

Matthew D. Morian is a TFDA Emerging Leader and manager/funeral director at Lucas Funeral Home in Grapevine.

EWA
EAGLE'S WINGS AIR

**We are
the leader
in human remains
transportation.**

www.EWAcare.com 866-550-1EWA (1392)

Surprise Passenger Left on Roadside by Transport Vehicle Thief

BRYAN, Texas — A body was abandoned on the side of a Brazos County road on May 19 in the aftermath of a transport vehicle theft.

It was 5:37 a.m. in Bryan, time to stop for a cup of coffee by a Stackhouse Mortuary Services driver who had just transported a case from the Travis County's Medical Examiner's office. Only taking a few minutes to buy a newspaper, the driver returned to the parking lot to find his tan Suburban nowhere in sight. He immediately called 9-1-1.

According to Bryan Police Department Public Information Officer Sgt. Jason James, while the driver was inside getting coffee, a woman jumped into the unmarked vehicle and sped away.

Ninety minutes later, at 7:09 a.m., a passing motorist notified authorities of a stretcher on the roadside with a body on it in the 6900 block of Dick Elliott Road. Shortly thereafter, Brazos County Chief Deputy W. James Stewart tweeted a picture of a toppled-over gurney, saying the body, a male who had been covered with a sheet, was ditched in rural Brazos County.

After crime scene investigators had scoured the area, the abandoned passenger



was removed by Stackhouse personnel.

Shortly before noon Friday, some six and one-half hours after the theft, the stolen Suburban was spotted in the 15700 block of Macy Rd. and FM 974. The two occupants of the car were taken into custody.

Both Adam Crow, 27, and Tanya Albrecht, 28, of Bryan face charges of unauthorized use of a motor vehicle and Albrecht is charged with abuse of a corpse.

The police department's spokesman did not know the name of the decedent, the next-of-kin or the final destination of the corpse.

The police report that was released after the event provided a few more details on how the event unfolded.

According to the report and footage taken from the convenience store where the Suburban was taken, Albrecht was alone when she stole the hearse. She picked up her friend (Crow) 30 minutes later.

Both were charged with unauthorized use of a motor vehicle, which is a state jail felony punishable by up to 2 years in jail and a \$10,000 fine.

They also were charged with using a fake license plate after police say they used a black marker to alter a 3 into an 8 on the Suburban's license plate.

The charge of abusing a corpse, which is a Class A misdemeanor and carries a maximum punishment of a year in jail, was filed against Albrecht. ★

MORTUARY LIFT™ COMPANY

FEEL THE POWER!

- RELIABLE 110v POWER SOURCE
 - NO DEAD BATTERIES
 - NO EXPENSIVE BATTERY REPLACEMENT
 - PLUGS INTO ANY OUTLET
- NO SCRATCHING OF CASKETS OR TABLES
- SINGLE-PERSON TRANSFERS
- NO TOOLS REQUIRED
- ZERO TO 1000 LB LIFTING CAPACITY

SUPER DURABILITY!!

MOST HAVE A LIFESPAN OF 30 YEARS



LIFT Dressed & Undressed
Embalmed & Unembalmed



Load Scale



Casket Lifting



Nothing Dangling
in Workspace

NEW ONLINE Store
Check It Out!

1-800-628-8809 • WWW.MORTUARYLIFT.COM

Interested in obtaining a degree in the funeral service industry?

Commonwealth Institute of Funeral Service (CIFS) now offers an **Associate of Applied Science** in Funeral Service partially online! The online format allows you the opportunity to earn a degree in a growing industry, no matter where you are.

THE PROGRAM OFFERS:

- **High-Quality Education** – All instructors are licensed funeral directors and embalmers
- **Accelerated Format** – Obtain a degree in only 12 to 15 months at your convenience
- **Reputation** – A leading provider of funeral service education

Take the next step to your future!

www.commonwealth.edu

Commonwealth Institute of Funeral Service
415 Barren Springs Dr.
Houston, TX 77090
(800)628-1580
(281)873-0262



Train Up an Apprentice

By Dylan Stopher



You know what's crazy? If I were to ask 100 funeral directors from different firms how to train a student or apprentice, they would give me 100 different answers. Those answers would vary greatly in scope and level of intensity, some focused on arrangements and some focused on embalming, some looking into paperwork and some looking at professional demeanor.

The best part is, none of these are wrong. The worst part is, all of them are not given equal focus. So I'd like to propose a set of specific steps for standardized training within any facility for students, apprentices, or new funeral directors in your organization. And please know, these are only suggestions.

Let's begin with the obvious "Rule Number One" for all funeral professionals: **the family is in charge**. Every new member to your team should know this, but one thing we need to do as leaders is never assume that someone knows something. Yes, their mortuary college should've taught them this truism, and yes, they should have an innate understanding of it even without that instruction. But the simple rule to apply

to everything that ever happens is (in my words when I teach it) as follows... if you had someone die in your family this week, then you get to be in charge; if you did not have someone die in your family this week, then you do not get to be in charge.

I'm here to tell you, I've been around directors in more than one state who have said to me, "I'm the funeral director... I'll TELL the family what to do." I've also heard them instruct students and apprentices in these same attitudes, because, "I'm the funeral director." This is bad. We certainly have inside knowledge, and we absolutely have the information the family needs, but if we don't come into every day with an awareness that the family is in charge of what will happen... then our days will be numbered. Never forget, the family is in charge.

Now that our first rule is established, we need to move on to practical things. And since most of us started in the prep room, we need to talk about the big deal in the embalming area... keeping it clean! Cleanliness matters, and all you need is an annual inspection to remind yourself of that. Espe-

cially if it fails. But see, if you take the time as a seasoned director to walk your new teammate through the proper steps more than once, they might actually retain it. Further, if they see you **DOING** what you're always **SAYING**, then the chances that it will become habit increase exponentially.

This leads me to another solid truism, and we'll call it "Rule Number Two" for all funeral professionals: **more is caught than taught**. Basically, people are going to do what they see you do, regardless of what you tell them to do. If they see you cut corners, they will grow up in the business to cut corners. If they see you clean meticulously during and after every embalming, they will pick up those patterns of behavior. It will be seen as the expectation, the standard, the guide post, and it will be the norm. But if you don't walk the walk, there's a massive chance the person(s) you're teaching will never adopt positive habits.

Nope, they'll do what you do.

For our next practical thing, we'll look into the arrangement conference. There needs to be a process, a flow, a pattern that begins with the first call and how to properly gather initial information. That process needs to move into how to dispatch your removal team, how to speak to the family to set an appointment, how to prepare the file and/or electronic systems for the family's arrival, and how to move through the conference itself. I'm not going to dig too deeply into those, because we all have our own tried and true methods. However, I will say that if you aren't seeking out your best arranging director and modeling your conferences after him/her, you're missing the boat in a huge way.

This brings me to "Rule Number Three" for everyone in our profession: **practice, practice, practice**. It sounds silly, but simply sitting and role playing the scenario with a student or apprentice will ease the difficulty of facing a family for the first time. I am one of countless directors who watched the arrangement conference from a corner, and then one day had to conduct one under the scrutiny of a licensed director. It's not the best system to throw someone to the wolves, as it were, when our profession

deals with extremely sensitive material and emotional states. So practice! Role play with your team. Serve in the capacity of the family that is easy to serve, and then serve in the role of a family that is challenging. Throw the curve balls, prepare your up and coming directors for the worst, and then hope for the very best. As a dear friend of mine says all the time, proper preparation prohibits poor performance. So prepare and practice. Practice a lot. And then practice some more.

Now on to another wonderful thing that I was once taught, something that I wish I had been taught sooner. It revolves around how to serve all of the families in the building, all at the same time. I'll never forget that night that we had a rosary in both chapels, another rosary in our largest state room, and the other three state rooms all had visitations... all in one night. I was a fresh-faced apprentice, straight out of the restaurant business, wearing a suit for the first time, and the coffee pot wouldn't stay full. Trash needed to be taken out, people needed temperatures adjusted, flowers were still arriv-



ing, and three different deacons needed to start their rosary services.

Then my apprenticeship supervisor walked slowly to me as I blazed through the corridors, and he delivered to me our

"Rule Number Four": **never let them see you sweat.** My head was in serve mode, move fast and get things done to stay ahead of the curve. And don't misunderstand, I wasn't being told to stop that. What I was



Dotti Bierschwale
Funeral Director/Owner

IN
SAN ANTONIO
Olinger-Saenz
MORTUARY SERVICE



Ephraim Saenz
Funeral Director/Owner

REMOVAL • EMBALMING • OVERLAND TRANSPORTATION • CREMATION
GRAVESIDE • NATIONAL & INTERNATIONAL SHIPPING
SERVICE INTO AND OUT OF MEXICO
KNOWN SHIPPER WITH ALL LOCAL AIRLINES

NFDA-TFDA • Lion's Club • Chamber of Commerce

6614 S. FLORES ST. • SAN ANTONIO, TEXAS 78214

1-800-247-4137 FAX (210) 924-3299

**OLDEST AND LARGEST IN SAN ANTONIO
FAMILY OWNED AND OPERATED**

being told revolved more around the poise and finesse that are necessary for the professionals who serve families in their darkest hour. We need to be calm. We need to be

collected. And we need to never appear flustered in front of the families we serve. Our calm will translate (in most situations) over to them, and the confidence they have in us

will grow as they see us handle obstacles and keep moving forward.

That's what professionals do. That's what funeral professionals do. We keep going, we tackle each task as it comes, and we never stop striving to exceed the expectations of every family we are privileged to serve. And we never let people see us sweat.

Finally, I'd like to point out the one thing that must exist in any training and development program at any level. It's one of those things that people cannot underestimate, and they cannot leave out or play down to a lower level. This is likely the most important part of the entire idea, over and above the practical stuff and the theory stuff.

Our "Rule Number Five" for this set of thoughts is fairly simple: **accountability matters.** You see, as the license in the room with an apprentice, whether we are embalming or arranging or serving in a chapel or church, I am accountable. The mistakes are mine, even if they're not. That's the purpose of an apprenticeship... to learn, to make mistakes with a safety net, to grow out of the simple errors and become competent to serve families as a licensed director. So yes, the accountability is real, and it will hit the licensed person first. The key there is to take the time to explain to the apprentice what happened, why, how it was wrong, and what steps could've been taken to avoid the error. If your students and apprentices don't learn from every possible scenario, they'll never be ready to face the challenges of carrying all the weight on their shoulders. You're there to protect them, yes, but you need to educate them in the entire spectrum of occurrences. Otherwise, we are the ones who fail.

Never misunderstand the importance of training. It is at the core of the competent funeral professional, and it is vital for the growth of any apprentice. If we don't teach them, and if they fail, it is actually not them that fail... it's us. ★

The author, Dylan Stopher, is the regional sales representative for Wilbert Vaults, based in Houston. A funeral director for the past 13 years, he graduated from Commonwealth Institute of Funeral Service in 2002. Dylan is a member of TFDA as well as the Emerging Leaders group. He also serves on six TFDA committees. He resides in Friendswood with his wife, Mollie, and three children. He has enjoyed writing his entire life, and has published three books (all found on Amazon) and multiple industry-related articles.



A DIFFERENCE YOU CAN SEE & FEEL

The power of touch is what forges permanent connections between your families and their loved ones.

Experience the Meadow Hill difference.

877.848.6243 • meadowhillco.com

Meadow Hill
CORPORATION



METROPOLITAN FUNERAL SERVICE INC.

Serving:
ARLINGTON NATIONAL CEMETERY
District of Columbia, Virginia & Maryland Areas

Receiving Remains for Arlington National Cemetery
Casketed- \$650 • Cremlains - \$80

TOLL FREE 1-800-527-7774 • FAX (703) 971-8143

24 Hour Service

• SHIP-OUTS • SHIP-INS • CREMATIONS

Washington Area's FIRST Shipping Service Not Affiliated With a Public Funeral Home

Steven Wooddell, President
5517 Vine Street, Alexandria, VA 22310



Exclusive distributor of Armbruster Stageway



The most innovative
new car in the industry.

Southwest Professional Vehicles

Proudly serving our customers since 1958.

3910 East Overton Road, Dallas, Texas 75216 | www.spvinc.com | 1.800.282.1544

Good Reads for Funeral Directors

The start of summer is a great time to add to your summer reading list. Here are four great ideas funeral directors should check out.



Architects' Gravesites: A Serendipitous Guide

By Henry Kuehn

Most architects leave behind monuments to themselves in the form of buildings they have designed. But what about their final resting spaces? Are architects' gravesites more monumental—more architectural—than others?

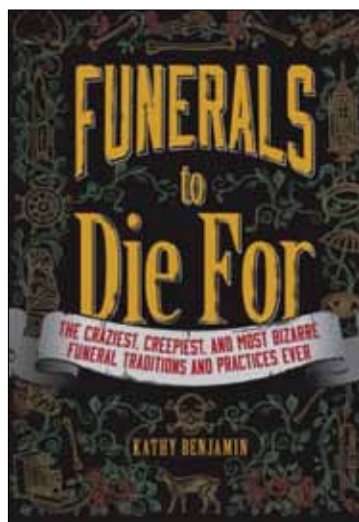
This unique book provides an illustrated guide to more than 200 gravesites of famous architects, almost all of them in the United States. Led by author Henry Kuehn, we find most graves of architects are not monumental but rather modest, that many architects did not design their final resting places and a surprising number had their ashes scattered.

Architects' Gravesites offers an alphabetical listing, from Alvar Aalto and Dankmar Adler (Louis Sullivan's partner) to Frank Lloyd Wright and Minoru Yamasaki (designer of the World Trade Center's twin towers). Each entry includes a brief note on the architect's career and a color photograph of the site. For example, Ludwig Mies van der Rohe is buried in Chicago under a simple granite slab designed by his architect grandson.

Louise Bethune, the first American woman to become a professional architect, is buried under a headstone inscribed only with her husband's name (a plaque honoring her

achievements was installed later); Philip Johnson's ashes were spread in his rose garden, with no marker, across the street from his famous Glass House; and the grave of Pierre L'Enfant in Arlington National Cemetery offers a breathtaking view of Washington, D.C., the city he designed.

Architects' Gravesites is an architectural guide like no other, revealing as much about mortality as about monumentality. (Paperback for \$17.23 on amazon.com)



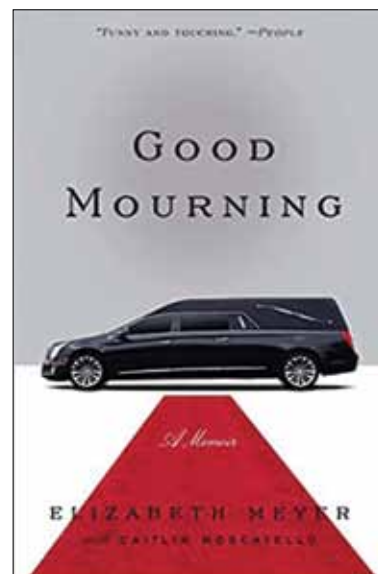
Funerals to Die For: The Craziest, Creepiest, and Most Bizarre Funeral Traditions and Practices Ever

By Kathy Benjamin

People are strange, and have always been... with weird habits, practices and proclivities. Even more so regarding something as mentally and emotionally fraught as death.

With wit and insight, Kathy Benjamin highlights some of the stranger stories and cultural practices surrounding death. Her engaging and entertaining voice keeps you reading story after story, from gravediggers stealing clothes from the fashionable dead to a future where we Skype Grandma's funeral (sorry Grandma).

Funerals to Die For is a sharp, funny read about the dead, death, and dying. A very funny book from a very smart, funny woman. (Available on Kindle or in paperback for \$12.15 at amazon.com).



Good Mourning: A Memoir

By Elizabeth Meyer

Manhattan socialite Elizabeth Meyers decided in her early 20s to go to work in an Upper East Side funeral home (Frank E. Campbell's) that serves many Manhattanites but mostly the rich and famous.

After working in funeral service four years, she wrote the book, *Good Mourning: A Memoir*, recalling her four years in funeral service and the invaluable life lessons she learned from deathcare.

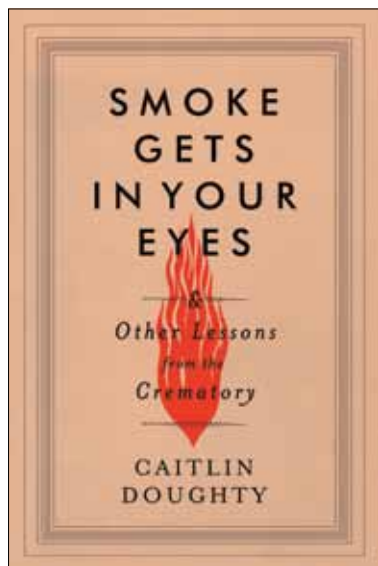
In a 2015 interview with USA Today's Sara Moniuazko, Meyers said she never thought about working in a funeral home, but after losing her father when she was 21, she said that experience changed her life. "One of them being I decided to make a career out of working in a funeral home. Nothing else was fulfilling enough. So I applied for a job and started my career (beginning as a receptionist) and learned about funeral service from there."

Her family and friends' reaction to this sudden change in career direction?

"Clearly, this was not my family's business, so they just didn't understand why in the world I'd want to make a career of being among dead people, and I actually believe their reactions were probably the reaction of most people, especially in the U.S., towards death...that funerals and funeral homes are

scary and morbid, and why would anybody opt to be there? And what I learned was that funeral homes are actually quite lovely," she told Moniuazko.

In her book, Meyer names the funeral home "Crawford" and she doesn't name names because of her families' privacy, but she does think the most valuable lesson she learned was to appreciate life. "It's funny, because I was in what people consider the most morbid place," she explained, "and I came to life! I realized, it's not about mourning, it's about celebrating what you had. One of my mom's fears was I would become this horribly depressed, morbid person, but instead I now accept death as a part of life." *Good Mourning: A Memoir* is available in paperback (\$11.43 amazon.com).



**Smoke Gets in Your Eyes:
And Other Lessons from
the Crematory**
By Caitlin Doughty

Most people want to avoid thinking about death, but Caitlin Doughty's twenty-something with a degree in medieval history and a flair for the macabre – took a job at a crematory. Thrown into a profession of gallows humor and vivid characters (both living and very dead), Caitlin learned to navigate the culture of those who care for the deceased.

Smoke Gets in Your Eyes tells an unusual coming-of-age story full of bizarre encounters and unforgettable scenes. Caring for dead bodies of every color, shape, and afflic-

tion, Caitlin soon becomes an intrepid explorer in the world of the dead. She describes how she swept ashes from the machines (and sometimes onto her clothes) and reveals the strange history of cremation and undertaking, marveling at bizarre and wonderful funeral practices from different cultures.

Her eye-opening, candid, and often hilarious story is like going on a journey with your

bravest friend to the cemetery at midnight.

Honest and heartfelt, self-deprecating and ironic, Caitlin's engaging style makes this topic both approachable and engrossing. Now a licensed mortician with an alternative funeral practice, Caitlin argues that our fear of dying warps our culture and society, and she calls for better ways of dealing with death (and our dead). ★



AMA Containers has been providing quality containers for Texas funeral homes since 1991.

Call us with your next order
- you'll be glad you did!

(T) 281-540-4141 (F) 281-540-4159

P.O. Box 5953 • Kingwood, Texas 77325

- AIRTRAYS - ATA Certified
- COMBO UNITS - ATA Certified
- CREMATION CONTAINERS (5 TYPES)
 - RENTAL CASKET INSERTS (FITS ALL MFG. REGULAR & OVERSIZE)
- ZIEGLER METAL SHIPPING CONTAINERS
- INTERNATIONAL WOOD SHIPPING CRATES

Best Service • Best Containers
Manufactured in Texas



www.airtrayman.com

Email: ama_containers@yahoo.com

AMA Containers
1-800-624-3630

Types of Gravestone: The Early Use of Sandstone

Part 3 in a series



The earliest types of headstones in the United States were typically fieldstones, some that included inscription.

But in the mid-1600s, sandstone replaced fieldstones in Colonial America. Some sandstone markers are very well preserved, where individual chisel marks can be discerned in the carving. Others have delaminated and crumbled into dust.

Sandstone use was primarily used be-

tween 1650 and 1890, when technology and tools used to cut stone and inscribe text allowed for use of even harder materials, like granite and slate.

A sedimentary rock, sandstone is composed mostly of quartz sand, but it also can contain significant amounts of feldspar, and sometimes silt and clay. Simply put, sandstone is sand cemented together into rock - and it is easy to identify by looking closely at a specimen.

Because it is composed of light colored minerals, the color of sandstone varies – from nearly white to nearly black – but it’s typically light tan in color. Other elements, however, create colors in sandstone. The most common sandstones have various shades of red, caused by iron oxide (rust). In some instances, there is a purple hue caused by manganese.

Sandstone forms where sand is laid down and buried. Usually offshore from river deltas, but this also can happen when desert dunes and beaches can leave sandstone beds in the geologic record too.

Another example is the famous red rocks of the Grand Canyon, formed in a desert setting. Fossils can be found in sandstone, although the energetic environments where sand beds form don’t always favor preservation.

When sand is deeply buried, the pressure of burial and slightly higher temperatures allow minerals to dissolve or deform and become mobile. The grains become more tightly knit together, and the sediments are squeezed into a smaller volume.

This is the time when cementing material moves into the sediment, carried there by fluids charged with dissolved minerals. Oxidizing conditions lead to red colors from iron oxides, while reducing conditions lead to darker and grayer colors.

The sand grains in sandstone give information about the past:

- The presence of feldspar and lithic grains means that the sediment is close to the mountains where it arose.
- The degree to which the grains are rounded is a sign of how far they were transported.
- A frosted surface is generally a sign that sand was transported by wind—that, in turn, means a sandy desert setting.
- Various features in sandstone are signs of the past environment:
 - Ripples can indicate the local water currents or wind directions.
 - Load structures, sole marks, rip-up clasts and similar features are fossil footprints of ancient currents.
 - Liesegang bands are signs of chemical action after burial of the sand.
 - The layers, or bedding, in sandstone are also signs of the past environment:
 - Turbidite sequences point to a marine setting.
 - Crossbedding (truncated, tilted sandstone layering) is a rich source of information on currents. ✪

It's all well and good to look back after the fact and see what we should have done, but we rarely know what path is best when we take that first step.

— *Christine Feehan* —

We help the families you serve take that first step to peace of mind and financial security. Contact us about Pathway,[®] one of our prefunding options from Pekin Life Insurance Company.

For more information, contact:
Michele Voss, FLMI, CLU, CPC
Director of Pre-Need Sales
Phone: 800-322-0160
Extension 2821



WWW.PEKININSURANCE.COM

Too Many Buzzwords? So BYOB* to Work



Ah yes! It's time to talk about euphemisms again, but this time, there's not one funeral euphemism in the group. So, where did these shopworn little phrases littering America's business landscape come from?

Euphemisms first surfaced in the workplace to help us deal with touchy subjects... you know, those phrases they used to try and make people feel better when they were talking about accidental death coverage when corporations once offered life insurance as a benefit to employees.

Before long, they morphed into corporate buzzwords (corporate speak) that expanded and took over our vocabulary until everyday conversations started sounding like they're

taking place on Planet Zorb in another galaxy. Don't believe me?

"Listen Ray, I don't have the bandwidth for it with everything that's on my plate, but ping me anyway because at the end of the day it's on my radar and I don't want to be thrown under the bus because I didn't circle back around on this no-brainer."

I am certain this speaker is thinking, "I'm cool. I'm in the club. People will think I'm cool!"

Yeah, right...which brings me to the asterisk after "BYOB" in the title. Little does the speaker realize, but these spicy little phrases make you feel clever, right? But that's because you're paying attention. The people around you are getting out their BYOB

– for the purposes of this article is not the BYOB that's code for Jack Daniels. Nope! Here BYOB for this one article stands for "Bring Your Own Barfbag" because these buzz-phrases annoy the hell out of people.

No, those are not balloons your coworkers are blowing up, nor is everyone hyperventilating. Just pay close attention to the expressions on your co-workers' faces, not to mention the eye-rolls behind your back.

A group calling themselves TalentSmart has tested the emotional intelligence of more than a million people and one of the biggest areas of need for most people is social awareness. Most of us are so focused on what we're saying and what we're going to say next, we lose sight of how our words affect other people.

So take a minute, read the list below and then think of how often you use some of these words. Then see if you can catch yourself before you use them again.

Oh, and have fun with it, because at the end of the day if you don't hit the ground running you can always go back to the drawing board and get the ball rolling...

- At the end of the day
- Back to the drawing board
- Hit the ground running
- Get the ball rolling
- Low hanging fruit
- Thrown under the bus
- Think outside the box
- Let's touch base
- Get my manager's blessing
- It's on my radar
- Ping me
- I don't have the bandwidth
- No-brainer
- Par for the course
- Bang for your buck
- Synergy
- Move the goal post
- Apples to apples
- Win-win
- Circle back around
- All hands on deck
- Take this offline
- Drill-down
- Elephant in the room
- On my plate
- Reach out to
- Not my first rodeo
- In your wheelhouse
- Facebook me
- Hard Stop

What phrases are your pet peeves? ★

Come see us at booth #424



Capital Mortuary Services, Inc.

"We Are Here When You Need Us"

512-373-8467

"THE PROFESSIONAL CHOICE IN AUSTIN METROPLEX AND SURROUNDING COUNTIES"

Please visit our website at: www.capitalmortuaryservices.com

<small>CMS</small> Family Owned & Operated	<small>CMS</small> Permit and Certificate Procurement
<small>CMS</small> On-Site Crematory	<small>CMS</small> National and International Shipping
<small>CMS</small> Removals & Transport	<small>CMS</small> Easy Access Located 2 Blocks off I-35
<small>CMS</small> On Site Embalming Facility	<small>CMS</small> Licensed staff for Funeral and Graveside Services
<small>CMS</small> We Offer Complete Shipout Services	

Fax 877-505-1106
cms@capitalmortuaryservices.com Member TFDA & NFDA

201 Victor St. • Austin, TX 78753



Call us for all your Texas Mortuary Needs!

972-992-1655

- **Documentation & Translations**
- **TSA Certified Cargo Screening Facility**
- **Transportation**
- **Domestic & International Shipping**



David Patterson, CFSP
CEO



Wes Hart
Chief Operations Manager

Email: drpatterson@calltrustgma.com
www.trustgma.com

Stay Safe During the Summer Months



Editor's Note: Our thanks to the Houston Fire Department, which wishes everyone a safe and happy summer vacation and offers some simple safety tips to make sure it doesn't turn tragic. We encourage you to tailor (put your firm's name wherever you see HFD) these safety tips to your media market as a public service.

Whether you're planning a road trip, cruise, trip to Grandma's or a simple staycation, HFD reminds citizens about the

importance of taking safety measures when outdoors to avoid heat-related medical emergencies as well as pool and water safety.

Heat Related Medical Emergencies

- Before conducting outdoors activities and feeling thirsty, drink plenty of water and electrolyte-replacement beverages. Avoid beverages or food sources with caffeine, alcohol or large amounts of sugar because these can actually result in the loss of body fluid.

- Most popular sodas contain high levels of sugar and should be avoided when conducting strenuous activity.

Pool and Water Safety

- Active, focused, adult supervision is the most important safety measure to prevent a water-related tragedy involving a child. The vast majority of children who drown in pools do so in the backyards of their own homes or of relatives.

- Designate responsible adults to take shifts to watch the pool or water area and make sure there are no distractions such as a cell phone.

HFD also recommends the following safety tips when cooking or barbecuing:

- Remember to use a moderate cooking temperature, don't overfill the container, and if you must leave the kitchen, turn the burner off.

- Turn pot handles away from the front of the stove. Curious children may reach up and grab the handle, pulling the hot contents down on themselves.

- Wear short sleeves or tight fitting long

Congratulations Nancy!

We want to thank Nancy Flanagan, a member of our Wilbert of North Texas Family since 1997, as we celebrate her twenty years of loyal service and dedication.



P.O. Box 130 Grapevine, TX 76099
Phone: 817-481-3577
Fax: 817-481-5964
Toll Free: 1-800-572-9970

**PLEASE JOIN US IN THIS CELEBRATION
AND GIVE NANCY A CALL!**



Owner John Settle with Nancy Flanagan, Lorrie Penton, Bill Eaton, Elree Griffin and Steve Hindman

Wilbert of North Texas - An Independent Licensee of Wilbert International, Inc.

sleeves when cooking to reduce a clothing fire hazard and make sure pot holders are not too close to the stove.

- If there is a fire in the oven, turn off the oven and keep the oven door closed.

- Always, have a working smoke detector!

- Over half the people attempting to extinguish a kitchen fire are injured. Never try to move the pan, don't throw water on it, and don't put flour on it.

- If you attempt to extinguish the fire, it is best to use a class ABC multipurpose fire extinguisher. Stay back 6 to 8 feet and be careful not to spray the grease out of the pan. Baking soda can also smother the fire.

Barbecue Grill Safety Tips

- Portable barbecue pits, charcoal grills and other open-flame cooking devices outside of a building should not be operated on combustible balconies or within 10 feet of combustible walls or roofs or other combustible materials.

- When igniting the barbecue charcoal, use a charcoal lighter, not gasoline.

- A fire extinguisher or charged garden hose should be handy while the fire is burning.

- Check the pit frequently to insure that

it is okay.

- Never leave children unsupervised near a hot grill.

- Hot ash and coals from barbecue pits and charcoal burners should be placed in a non-combustible container until cooled or

thoroughly saturated with water, before being disposed of. ★

These tips are courtesy of the Houston, Texas Fire Department. For these and additional safety tips visit www.houstonfire.org.

The Answering Service in a Class of its Own



- Award-Winning App
- Highly Trained Staff
- Tools For Growth
- 30-day Free Trial

Funeral Solutions

1-800-868-9950 myASD.com



FAMILY OWNED, FAMILY OPERATED. 29 YEARS + IN THE INDUSTRY.



Authorized Eagle Coach Dealer **2017 Echelon Coach**

Miller & Sons Funeral Car Sales

Without quality, there is no value!

Dallas Denver Phoenix

www.hearseandlimo.com • sales@hearseandlimo.com • 800-822-9586

West Texas Clay Shoot & Meeting



Panhandle Meeting



Like

Texas Funeral Directors Association

One More Way to Get All the Information You Need.

Never Lift Again!

- EFFICIENT EFFECTIVE AFFORDABLE
- Save time with One-person Transfers
- No damage to Tables, Casket or Clothing
- Safe 24 volt System, no Expensive Batteries, plugs into any Outlet
- Powerful, Quiet, Medical Quality Lift Motor
- Easily Handles Clients to 1000 pounds
- Motor Glides Smoothly on Medical Quality Rails
- No Pushing and Pulling of Straps
- Tools Not Required

Email: bodyscoop.bmobile@gmail.com

Visit: www.BodyScoop.net

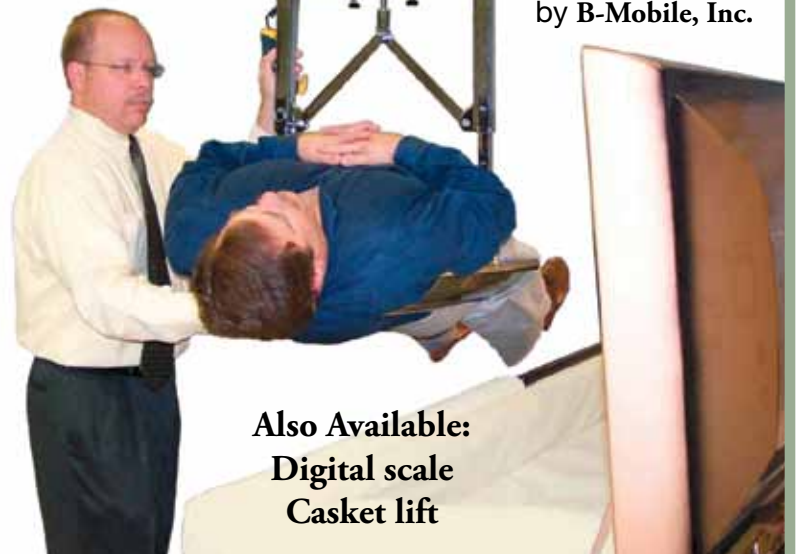
Call today for more information:
626-233-9574

Visit Us
in Booth
#333!

“Best purchase
we ever made!”

- Longtime customer

Body Scoop
by B-Mobile, Inc.



Also Available:
Digital scale
Casket lift

Regions Select Class Outstanding Nominees for TFDA's 2017 Annual Awards

Each spring, TFDA's eight regions are called upon to vote on nominees who have demonstrated outstanding professionalism and service to families, TFDA and their communities.

These nominees are then considered by a blue ribbon panel, and

the selections are then announced at the annual TFDA convention and awards are presented during the gala.

Outstanding directors and vendors nominated by each region for 2017 are the following:

2017 Funeral Director of the Year

Region	Nominee	Employer
Southeast	Woody Dorman III	Dorman Funeral Home, Orange
East Texas	Kyle Barton	Croley Funeral Home, Gladewater
North Texas	Pam Moore	Winscott Road Funeral Home, Benbrook
South Central	Doug Ray	Legacy Funeral Group
West Texas	James Campbell	Robert Massie Funeral Home, San Angelo
Panhandle	Robert Glen England	Englands Funeral Service & Chapel, Slaton
South Texas	Jack Sawyer	Sawyer-George FH, Corpus Christi

2017 Supplier of the Year

Region	Nominee	Employer
Southeast	Gary Nelms	Wise Products, Honey Grove
East Texas	Abby Shurtz	Wilbert / Pierce, Rowlett
North Texas	Ron Toon	Matthews Aurora Funeral Solutions, Granbury
South Central	Don Summers	Wilbert / Pierce, Waco
West Texas	Mike Dolan	Batesville Casket Co., Frisco
Panhandle	Michael Robinson	FDLIC, Amarillo
South Texas	Ruben Ontiveros	Texas Service Life Ins. Co., Austin

2017 Young Funeral Professional of the Year

Region	Nominee	Employer
Southeast	Dylan Stopher	Wilbert Vaults, Houston
North Texas	Matthew Morian	Lucas Funeral Home, Grapevine
South Central	Melissa Unfred	Modern Mortician, Austin
Panhandle	Marcy Lorenz Hopkins	Minton-Chatwell Funeral Directors, Borger
South Texas	Aaron Daniel Rivera	Rivera Funeral Homes, McAllen & Mission

2017 Ed C. Smith Lifetime Achievement Award

Must be a current or past TFDA member

Region	Nominee	Employer
Southeast	Bob Smiley	Retired, Corrigan
East Texas	Craig Harvey	Sam B. Harvey Funeral Home, Mount Vernon
North Texas	Ken Whittaker	Whittaker Funeral Support Services, Lewisville
South Central	David McCoskey	Hubbard Funeral Home, Weimar
Panhandle	Warford Charles	Warford-Walker Funeral Home, Amarillo
South Texas	Joe Jackson, Jr.	Joe Jackson Heights Funeral Chapel, Laredo

Meet Sirius Chan. Born in Ningbo, China, educated in Toronto, Sirius returned home to build caskets for U.S. funeral homes better and more affordably than anyone thought possible. He has shown funeral directors how rethinking their casket business can lead to much higher



profits while serving families better. With hundreds of hardwood and metal casket models that rival the top domestic brands in quality but at prices far below theirs, along with a national distribution network providing the personal touch, all this could only come from a casket maker who's Sirius.

With 1.3 Billion Chinese, it was inevitable that at least one would know how to build the perfect caskets for U.S. funeral homes.



Sirius Chan
Founder & CEO



ONLY YOUR ACCOUNTANT CAN TELL THE DIFFERENCE.

For your nearest Sich distributor, call 888-794-1744 or visit www.sichcasket.com

Sich Casket Appoints Jeff Tyler as National Account Director

Sich Casket Company has hired Jeff Tyler as National Account Director. As part of his new role, Tyler will be working with current Sich Casket distributors in providing both sales and marketing assistance, as well as customer support to current clients. Tyler will also be the main contact for new inquiries from prospective funeral homes.



Tyler comes from a background of extensive sales and distributor experience, having previously worked with Moen, Black and Decker, Nestle and other well-known international corporations.

“Given the high level of interest that we’ve been receiving from funeral homes across the country, we felt the time was right to enhance the infrastructure of our U.S.-based operations,” said Sirius Chan, founder and CEO of Sich Caskets.

Tyler will be based in Los Angeles, and can be reached at Jeff@sichcasket.com or (888) 317-1929, ext. 106.

New Memorials Direct Announces New Personalized Charm Bangle



New Memorials Direct has released their new Personalized Charm Bangles. These polished sterling silver bracelets are easily adjustable to fit anyone. They come with one or more personalized petite charms that accommodate fingerprint, photo and text engravings. One can choose multiple combinations of these charms, or even add on birthstones. The charms come in both ash holding and non-ash holding options. These bangles can be worn alone or layered together with two or more of the bracelets. The turn-around time is 24 hours and satis-

faction is guaranteed. For more information call 877-995-8767 or visit www.newmemorialsdirect.com.

Homeward Bound Shipping a New Provider in Human Remains Shipping

Homeward Bound Shipping, LLC, a nationwide shipping company founded in 2016, is happy to announce Nationwide Shipping Services to Funeral Homes.

Homeward Bound Shipping was founded by Matt Smith in response to comments and complaints from funeral directors at seminars and conventions. Services are to include:

- + Offering national and international shipping services to funeral homes
- + Arranging ship-out air arrangements.
- + Providing translation services for required documents, as well as help with communication with consulates and embassies.
- + Providing transportation from place of death to your funeral home if driving makes more sense than flying.

For information: 866-699-7447 (SHIP) or www.homeardboundshipping.com

Selected Independent Funeral Homes 7th Spring Management Summit

On April 26-28, Selected Independent Funeral Homes hosted the seventh Spring Management Summit in Raleigh, NC drawing more than 60 members from across the nation and Europe to experience thought-provoking presentations, hours of continuing education and peer-to-peer sharing of best practices.

Members used words like “energizing,”



“relevant” and “worthwhile” to describe the lineup that included speaker John Cal-

laghan of Funeral Success Marketing who presented Seven Proven Marketing Strategies That Can Help You Win More Calls and Wellness Coach, Dr. Eileen T. O’Grady who addressed the value of self-care with her presentation, What Makes a Great Life?

Summit participants also visited Duke University for a session with Dr. Gregory Dale of Excellence in Performance who is a professor of Sport Psychology and Sports Ethics at Duke. He focused on performance in high pressure situations with his highly-interactive discussion titled Creating a Championship Mindset for Your Staff Team.

Two local Selected member firms, Bryan-Lee Funeral Homes and Hall-Wynne Funeral Service and Crematory, in Raleigh and Durham, respectively offered facility tours.



Thelma T. Garza
Owner/Operator

Let's Make AUSTIN MORTUARY SERVICE Your Austin Connection!

- Removals
- Embalming
- Shipping
- Transportation
- Gravesides
- Cremations
- Quality Service
- Se Habla Español
- TFDA member

Austin Mortuary Service, LLC (new ownership)

13200 Pond Springs Rd. E-36 • Austin Texas 78729
512-441-3114 • fax 512-276-6761 • Austinmortuaryservice@yahoo.com

Who Is AccuCare?

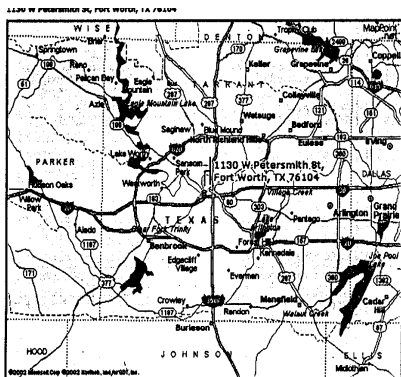
If you are not familiar with us, we would like to take this opportunity to introduce ourselves.



We are committed to being the best mortuary service in our area by providing accurate, caring and quality service. When representing you, we take pride not only in our response times serving your families, but also our professionalism in meeting your expectations.



What gives us an advantage while servicing your needs, is our central location in the historic downtown Fort Worth South medical district. It gives us easy access to major freeways, hospitals, nursing homes, and the Tarrant County Medical Examiner's Office.



Our offices are located in the back of the oldest family-owned funeral home in Fort Worth.

AccuCare

*MORTUARY SERVICE INC.
& Crematory*

1130 W. Peter Smith Street
Fort Worth, Texas 76104

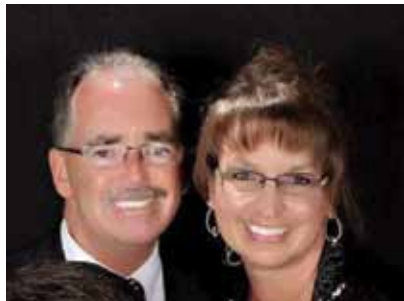
817-335-4321
1-800-449-4320
Fax 817-335-4313

www.accucaremortuaryservice.com

Username: fd Password: fd

www.acmsdfw.com

info@acmsdfw.com



Monte Joe and Chris Brown
Owners – Past President NTFDA



Dusty L. Pyle
General Manager



Kitt L. Wood
Assistant Manager

What sets us apart?

All of our vehicles have landau bars giving a professional look and identifying us as part of the funeral industry.



We carry one mini-max mortuary cot and one standard f-w mortuary cot with quilted cot covers & veteran flags.

We also use First Call Med-Sleds for those difficult stair removals.

We have link cargo management systems with bumper lift gates

Each vehicle has a Wex Telematic tracker which allows us to see from our smart phones where each vehicle is at all times.

All night and weekend calls are recorded and documented through ASD.

We Provide

- Removals
- Embalming
- Refrigeration
- Transportation
- Documentation
- Cremation
- I. D. Viewing
- Ship-in/Ship-out Services
- Graveside Services

Including
DFW National Cemetery

Our Crematory Is On-Site



Features:
Capacity Up To 850 Lbs.

Bill DeBerry, Sr.

TFDA Executive Board & Staff
 Heather & Charlie Hauboldt
 Gary & Della Shaffer
 Douglas Nobles & Jeffrey Nobles
 Robby & Betty Bates
 Matt Boyd – Funeral Planning Agency

DeBerry

Bill DeBerry of Denton, entered into God's eternal care on May 13, 2017. He was born in Whistler, Alabama to Edmond Clyburn and Ella Nora (Briggs) DeBerry.

The family moved to Galveston, Texas in 1948, a short time later Edmond died. Bill quit school and went to work at various odd jobs to help support the family. Bill was a lifeguard on Galveston beach until he went to work for J. Levy Funeral Home in Galveston driving an ambulance assisting with funerals. During his time in Galveston Bill was known as "Scooter" although his mother called him "Buddy". He was one of the best pool players on the island and made extra money hustling pool. Mr. Levy convinced him to go back to school. At age

21, he went back to a Catholic High School driving the school bus to cover his tuition, and he graduated. His mother raised him as a Catholic to insure he was able to receive the proper education, after moving to Denton he later joined St. David of Wales Episcopal Church.

He moved to Denton, Texas in 1958 to attend the University of North Texas. He went to work for J.B. Floyd at Schmitz-Floyd-Hamlett Funeral home. While working for J.B. Floyd, he went to the Dallas Institute of Mortuary Services and began his lifelong career in Denton of over 59 years.

He married Juanita Clampitt in 1960 and had three children; Bill DeBerry Jr., Jennifer DeBerry and Andrew DeBerry. He later married Betty Foshee in 1970. Bill was a fan of old blues music and Waylon Jennings. You could walk in the house and hear the likes of Son House, Howling Wolf, Muddy Waters, Waylon, Willie and Meryl to name a few, playing on the record or 8-track player.

He worked for J.B. for many years and later for Bob Schmitz at Jack Schmitz and Son Funeral Home. At the time Bob retired, Bill went back to work for J.B. Floyd until the fall of 1988 when Bill made a huge

commitment to open his own funeral home in Denton in 1990. At that time very few people thought that he could actually make it work. Those who did believe in him supported him wholeheartedly. Bill Jr worked a full-time job and in his time off helped Bill Sr. at the funeral home; Betty and Andrew helped where they could.

In his 64 years in the funeral service, Bill dedicated himself to the families he served, and the community in and around Denton. He touched so many lives and will certainly be missed.

He is survived by his sons, Bill DeBerry Jr. and wife Mary Ann of Denton, Andrew DeBerry and wife Nichole of Krum, and daughter, Jennifer DeBerry Evans and husband John of San Marcos; his grandchildren, William "Justin" DeBerry, Erin Nicole DeBerry and Jessica Lynn DeBerry all of Sanger, Cody and Tyler Evans of San Marcos; step-grandchildren, Alyssa and Damian Perez of Krum, one great-grandson, William "Waylon" DeBerry, and extended family members with an enormous amount of friends.

He is preceded in death by his wife, Betty DeBerry, his mother and father, sister, Matye Mae DeBerry Aaron, brothers, Edmond



EQUIPMENT

Prep Room
 Funeral Home
 Cemetery
 Mortuary
 Transport

SUPPLIES

Prep Room
 Crematory
 Funeral Home
 Cosmetics
 Cemetery
 Urns

IN-HOUSE GRAPHICS

Logo Development
 Custom Graphic Layouts
 Logo Cleanup
 Funeral Home Marketing

FURNITURE

Chapel
 Office
 Lobby
 Reception

AWARDS

Employee Recognition
 Safety Programs
 Customer Appreciation

DECORATED APPAREL

Embroidery Services
 Screen Printing
 Shirts and Jackets
 Headwear

210 N East Street, Arlington, Texas 76011
 monarchresources.com • 817-265-4535



“I’ve been self-employed my entire life and never dreamed of working for someone else. Trusting Michael Soper’s team to continue serving families in the same manner they were accustomed to, was one of the best decisions I’ve made. Selling to Legacy was not only good for my wife and I, it offered my employees more opportunities than I could have ever provided for them.

Legacy brought us in and immediately made us feel as if we were part of their ministry and we continue to proudly serve one family at a time.”

-Doug Ray

Doug Ray

**Former Owner-Manager of Adams-Foster-Ray Funeral Home in Hamlin, Texas
& Weathersbee-Ray Funeral Home in Rotan, Texas**

It’s worked out fine.



**For a confidential talk,
call Michael Soper, CEO
713-529-5770
P.O. Box 56005
Houston, TX 77256-6005**

**LEGACY
FUNERAL
GROUP®**



www.legacyfuneralgroup.com

For questions on how to join our family of professionals or to find other opportunities to advance in the funeral care industry, please visit our website.

"Buck" DeBerry and Albert "Al" DeBerry Sr.

A visitation was held at Bill DeBerry Funeral Directors in Denton May 17. A Requiem Mass was held at the Immaculate Conception Catholic Church in Denton, with interment following at Roselawn Memorial Park in Denton.

The only request from the family is: Your thoughts and prayers for our family as we make this transition in our lives. If you would like, please consider making a memorial contribution to one of the following in honor of Bill DeBerry Sr.: St. David of Wales Episcopal Church in Denton or The Immaculate Conception Catholic Church in Denton.

Harper

Roland Davis Harper of Temple, Texas passed away on March 4, 2017 in his home. He was 58. Davis was born in Temple, Texas on June 28, 1958 to the late Dan C. and Suzanna Davis Harper.

Davis was a 1976 graduate of Temple High School and attended Southwest Texas State University. He later graduated from Dallas Institute of Mortuary Science in 1979.

Davis began his life of service to families by becoming a fourth-generation funeral director in 1980 at Harper-Talasek Funeral Home in Temple, Texas.

After working in the family business for a number of years, Davis and Philip Scanio opened Scanio-Harper Funeral Home in 1997, where he continued to serve the Temple community for many years.

At an early age, Davis was active in the Boys Scouts of America and Temple Boys Choir. Later he became a member of Gideon's International and was a member of the Temple Lions Club. He also enjoyed hunting, camping, hiking and especially trout fishing at his beloved Hermit Lakes in Colorado. His passion for reading became a lifelong enjoyment, especially in World War II, history and his family ancestry. He had the ability to talk for hours on just about any subject, but most of all he cherished being able to share the love of Jesus in scripture and prayer.

He is preceded in death by his parents and his brother Russell Harper.

He is survived by his wife, Jo Ann, of Temple, Texas. He is also survived by his two sons Joshua (Heather) Harper of Tem-

ple, Texas, Cass Harper of Fort Worth, Texas and one granddaughter Ellie Harper also of Fort Worth, his sister Rashelle Harper of Temple, Texas and his twin brothers Ray Harper of Whitney, Texas and Rinn (Leslie) Harper of Leander, Texas.

Funeral Services were held March 9 at Scanio-Harper Funeral Home. Burial followed at Bellwood Memorial Park in Temple.

**Would you like
to advertise in
Texas Director?**

Contact

Patricia Huber
phuber2@austin.rr.com
512.310.9795
210.579.7054 fax

TFDA

Houston's Choice

NFDA

KIRK MORTUARY SERVICE

of HOUSTON

1-800-825-4603

www.kirkmortuary.com



Robert C. (Bobby) Davis
Owner & Operator

The Leading Independent Commercially Licensed
Embalming Establishment in the
Houston/Galveston Area.
WHEN QUALITY COUNTS

REMOVALS, EMBALMING, TRANSPORTATION, DIRECT CREMATION SERVICES,
GRAVESIDE SERVICES OR SPECIAL SERVICES UPON REQUEST

—COMPLETE SHIP OUT SERVICE—

HOUSTON 713/869-6621
FAX 713/869-8614

2017 AIRLINE DRIVE • HOUSTON, TEXAS 77009



LIVE OAK BANK®



Matthew C. Smith
Owner & Licensed Funeral Director
Spicer-Mullikin
Funeral Homes & Crematory

Harvey C. Smith, Jr
Former Owner
Spicer-Mullikin
Funeral Homes & Crematory

HONORING TRADITION, FINANCING GROWTH

If you are planning to purchase or grow your funeral home business, Live Oak Bank's lending experts are ready to guide you through the process.

Contact Tim Bridgers at 910.685.7446 to learn more.



liveoakbank.com/funeral

Top 12 Helpful Mobile Apps for Busy Funeral Professionals

By Jessica Fowler, ASD

As mobile technology grows, more tools and apps are being created every day to help users manage their business needs. Funeral directors must often conduct business on the go and juggle multiple tasks at once, making smart phone technology a perfect solution for this unique lifestyle. Yet, many funeral professionals today are still using flip phones and are reluctant to use mobile tools to complete any business tasks at all. For directors who have not adopted any new technology into their routine, this is a major missed opportunity. Smartphones can help funeral home staff to streamline tasks, communicate more effectively with families, stay organized and save money.

While not every solution is compatible with every business model, the list below provides a wide range of different mobile apps designed for business owners. These apps have been recommended by other funeral professionals for their ease of use and functionality.

1. Asana Mobile

Asana Mobile is a shared task link for your funeral home team that helps keep everyone on the same page. It allows co-workers to communicate and work together on projects without email. From basic to-do lists to complex projects, Asana Mobile is a



handy tool for funeral home staff to keep on top of all tasks and stay organized. Available for Free download in the Apple and Google Play Stores.

2. Splashtop

Splashtop Business allows users to control their desktop computers from their mobile device and access documents remotely from any location. Have you ever needed to access a prearrangement policy from home or attach a file to an email that is saved on your office computer? Splashtop is the solu-

tion. You can also share or transfer files with other app users or back up your vital documents in case of an emergency. Available for download in the Apple and Google Play Stores for \$60/yr (Free Trial period offered)

3. ASD Mobile

ASD Mobile is the most downloaded and highest-rated app created specifically for funeral directors. This powerful tool allows ASD clients to control and monitor their funeral home's telephone communication from anywhere. With ASD Mobile, you can listen, read, re-dispatch and respond to messages, control your outgoing Caller ID, change your on-call preferences, update service information, handle online chats from your website and more, all from the palm of your hand. ASD is the only company to be recognized by the NFDA with two Innovation Awards (2012 and 2015), both of which were in recognition of the benefits of the ASD Mobile app for funeral directors. Clients of ASD – Answering Service for Directors can download the ASD Mobile app for Free in the Apple and Google Play Stores.

4. eFax

Funeral homes must send out many faxed transmissions – which can eat up a great deal of time. Send and receive faxes from your mobile phone instead with this helpful app. Faxes are sent as an email attachment and the app is compatible with Outlook and other email accounts. Save money on fax machine paper and toner while gaining the flexibility to send and receive faxes without being near a machine. Available for Free download (with in-App purchases) in the Apple and Google Play Stores.

5. Pinterest

Pinterest is a fantastic tool both for brainstorming new service ideas and boosting your funeral home's marketing. Get inspiration for memorial services by looking through other boards. Create boards to showcase your funeral home's facilities and service options. Invite families to share their boards so you can create visual elements for a service that matches the family's vision. Available for Free download in the Apple and Google Play Stores.

The Carlson Law Firm

We care. We can help.

Your Wrongful Death Support Team

(If the client has a viable claim, most funerals are paid within 24 hours.)

AUTO ACCIDENTS • TRUCKING ACCIDENTS
WRONGFUL DEATH DEFECTIVE PRODUCTS
SLIP & FALLS • MEDICAL MALPRACTICE
DENTAL MALPRACTICE • BRAIN INJURIES
MOTORCYCLE ACCIDENTS

The Carlson Law Firm
ATTORNEYS AND COUNSELORS AT LAW

866-707-1252

www.carlsonattorneys.com



The Carlson Law Firm Partners

6. JotNot

Transform your mobile phone into a portable scanner with this app. Using Jot-Not, you can convert images scanned by the phone into a PDF file. Correct photos and documents instantly and share them without delay, saving time and reducing unnecessary paperwork. Available for download in the Apple and Google Play Stores for \$4.99.

7. DocuSign

With the DocuSign app you can quickly send contracts, order forms and other important documents to your phone's contacts for their sign-off. You can also use DocuSign to sign paperwork that is sent to you when you're on-the-go. The app archives all documents you upload, eliminating paperwork and streamlining tasks for the funeral home. Available for Free download (with in-App purchases) in the Apple and Google Play Stores.

8. Trello

Trello allows you to easily organize your ongoing projects, collaborate on ideas with your staff and easily assign tasks. The drag and drop design of this app makes it incredibly user-friendly and simple. Keep your team connected on all of your funeral home's upcoming services. Users can post comments, upload files, add checklists, labels, due dates and more. The app even works when you are offline and not connected to Wi-Fi. Available for Free download (with in-App purchases available) in the Apple and Google Play Stores.

9. Mint

Mint helps you keep your accounting, taxes and payroll all in one central location. Consolidate your bank, credit and loan information to create a real-time financial dashboard. Create budgets, access your credit score, manage bills, set up payment reminders and more with this powerful finance app. Available for Free download in the Apple and Google Play Stores.

10. MileWhiz

If you drive your personal car to conduct funeral home business, you can get reimbursed for your driving expenses, including mileage, parking, gas and tolls. With the MileWiz app, your miles are automatically tracked. Rather than wasting time with paper mile logs, MileWiz's multiple tools allow you to categorize drives with a swipe,

set working hours, track expenses like gas/tolls, see a digital log of all your trips and more. Available for Free download (with in-App purchases available) in the Apple and Google Play Stores.

11. Evernote

Evernote's tagline is, "capture what's on your mind." The app provides an incredibly user-friendly portal for important reminders, to-do lists and other items you want to save. Store photos, websites, lists and more. Information can be accessed from any computer or mobile device and individual documents can be found easily with the app's

Search tool. Available for Free download (with in-App purchases available) in the Apple and Google Play Stores.

12. iCamViewer

iCamViewer can be synched to your funeral home's CCTV cameras and Network IP cameras, allowing you to monitor surveillance video from your smartphone 24/7. Be sure to check the app's list of compatible surveillance equipment. If your device is not listed, explore other similar apps that can be synced with your equipment. Available for Free download in the Apple and Google Play Stores. ★

American Forensics

Funeral Directors

We are proving answers to life's questions.

When a family requests an autopsy, they often seek the help of a professional funeral director to refer them to a reputable provider. American Forensics puts the needs of your clients first. Scheduling is flexible and our **Nationally Accredited** facility is open 24/7 365 days per year to accommodate Directors and the families we both serve.

Our pathologists are **American Board Certified in clinical, anatomic, forensic, neuropathology** and, in good standing with numerous national organizations. We provide **free transportation** within the Dallas-Ft. Worth Metroplex and the most competitive rates for quality forensic autopsy in the nation.

Our 24 hour preliminary diagnosis and 60 day complete report is un-matched by any regional competitor. Our complete neuropathology (Alzheimer's) examination is turned around in approximately 90 days.

Cost is \$2500.00 for a complete autopsy including toxicology testing.
Cost is \$2500.00 for a complete neuropathology examination.

Please call with questions: (214) 221-2700
Fax(972) 692-6676 e-mail Info@usaforensics.com

Visit our website: WWW.USAForensics.com
Or Visit our booth at TFDA!

TFDA Services, Inc. Endorsed Providers

Answering Service

ASD — Answering Service for Directors was the first answering service devoted solely to serving the needs of funeral directors and has been family-owned and operated since 1972. Many funeral directors began using this service at its inception and continue using it today. ASD maintains the highest degree of professionalism with extensive training, cutting-edge technology and an unmatched level of service. Contact Jason Bathurst at (800) 868-9950 or jason@myASD.com.

Banking

Live Oak Bank provides financing solutions to funeral home and cemetery owners nationwide. Beginning with funeral home lending and later expanding to funeral and cemetery trust services, we are dedicated to helping funeral professionals succeed. Our team works solely with funeral home and cemetery owners allowing us to truly understand the unique needs each client faces. To learn about Live Oak Bank, visit liveoakbank.com/funeral or contact Tim Bridgers the General Manager of Funeral Home Lending at Tim.bridgers@liveoakbank.com or 910-685-7446.

Business Insurance

Federated Insurance Cos. is the endorsed TFDA Services, Inc., property/casualty, liability and workers' compensation insurance provider. Federated is recognized as the national leader in partnering with trade association and buying groups and has been endorsed by 29 state funeral directors associations. The company has more than 100 years' experience providing insurance and risk management services to business owners. They currently have 29 representatives in Texas to serve you. Federated offers very competitive rates.

Continuing Education

APEX Continuing Education Solutions is now partnering with TFDA to help you meet your continuing education needs. To qualify for the TFDA partnership, simply go to TFDA.com and click on "Continuing Education" and then on the Apex link. You will

be taken to their website where you can sign up for CE hours. TFSC has approved all the continuing education modules. It is possible to get all 16 hours, including the required hours, through this program. You may study the modules and take the tests online, or order the modules through the website and have them mailed to you. The cost is reasonable and the process user-friendly.

Credit & Debit Card Processing

Authorized Credit Card Systems has no start up fees, no monthly fees, no contracts and no cancellation fees. Their credit card processing rates are very competitive and may be lower than the rates you are paying now. For a quick comparison of rates, or to add a new location or for questions regarding your existing service, please contact Anthony Truitt at (512)659-5592 or anthony@authorizedccs.com.

Electricity

SimplySmart Solutions offers competitive non-biased electricity bids from multiple Retail Electric Providers with personal attention, accessibility and customer service. The team works together with each customer to ensure that member's electricity needs are met in a timely and cost-effective way.

Contact: Jessica Dusek at (512) 691-6260 or Jessica.duske@nrgsimplysmart.com.

Final Assistance

Full Circle Care is a unique service will provide your families with the assistance they need to finalize matters such as credit cards, bank accounts, credit bureaus, pensions, social security and much more. They make calls with the family on a three-way conference call. For more information, please call Matt Van Drimmelen, (888) 713-4625, matt@finalassistance.com

Funeral Financing

Stairway Lending is a quick and easy way for your family to secure a loan for funeral expenses. They assist the family in their time of need from a large pool of lending institutions. It is much like a personal loan. The funeral director has no obligation to follow

up for payments. For more information, contact Josh Holloway (205) 572-5640 or email jholloway@stairwaylending.com. Website: www.stairwaylending.com

Group Health – Retirement (401k)

Advanced Benefit Solutions offers TFDA members a free confidential evaluation of their employee benefit program. ABS can offer proven cost-saving alternatives and increased benefits. Products include employee retirement programs, group life insurance, long-term disability, dental and group medical insurance. Call Ron Seibel at (800) 291-2009 or fax (512) 582-9493. Customer service and satisfaction is guaranteed.

Internet/Phone/Cable

SimplySmart Solutions can help with service and/or equipment. Let us know when your current contract is expiring if you want to improve internet speeds and/or phone services to make your business more efficient. Contact: Jessica Dusek at (512) 691-6260 x104 or Jessica.duske@nrgsimplysmart.com.

Online Newsletters

MultiView produces and provides a weekly email newsletter, Funeral Trends, to the TFDA membership. The information in the newsletter is industry related covering a variety of news stories from across the country. They also sell advertising on the TFDA website. Members have the opportunity to purchase advertisements in the newsletter or on the website. For information on advertising rates, please contact Geoffrey Forneret at (469) 420-2629 or email gforneret@multibriefs.com.

Phone "On Hold" Systems

HEAR HERE "On Hold" Systems offers customized music and message "on hold" service to TFDA and its members. They can help you project your professional image each time you find it necessary to place a caller "on hold" by creating custom productions especially for your business. They are proud to offer their services without any equipment to buy or contracts to sign. You can hear a sample of their service by calling the TFDA office. For more information about this great image enhancing marketing tool, call Vince at (800) 613-3197 or visit them online at www.hearhere.net.

Interested In Serving On A TFDA Committee?

President Elect Lee Castro is in the process of contacting individuals who are interested in serving on a TFDA Committee. Once appointments are made, you will serve from July 2017 - June 2018.

NAME: _____ FIRM: _____
ADDRESS: _____
CITY: _____ STATE: _____ ZIP: _____
Phone: _____ Cell: _____
EMAIL: _____

Yes, I am interested in serving on the following TFDA committee(s):

1st Choice: _____

2nd Choice: _____

3rd Choice: _____

I will serve where needed. _____

Committee choices:

Awards Committee, Bill Pierce Memorial Golf Tournament Committee, Budget Committee, Bylaws Committee, Convention Committee, Ethics Committee, John Cathey Memorial Golf Tournament Committee, Legislative Committee, Long Range Planning Committee, Media Relations Committee, Membership Committee, Nominating Committee, Programs and Education Committee, Resolutions Committee, TFDA PAC Committee

Thank you for your commitment and support of TFDA!

“Our preneed products provide financial security,” they said...

Let SNL show you a better way.

Todd Clendennen (East TX)

ToddC@SNLpreneed.com

Eddie Rhodes (West TX)

EddieR@SNLpreneed.com

www.PreneedSuccess.com



Security National
Life Insurance Company

Don't let low preneed growth rates starve your profits. A good preneed program should grow your business and your profits too! Let SNL show you a better way to preneed success.

TFDA Services, Inc.

Executive Officers



President
D. Michael Land
Hurst



Vice President
Gary Westerman, CFSP
Irving



Secretary Treasurer
Zach Carnley, CFSP
Kennedale

Board Members



Bob Earthman
Houston



Larry Don Graves
Huntsville



D. Elree Griffin, Jr., CFSP
Wylie



Dick Owens
Wolfe City



Larry W. Payne, CFSP
West



Christopher Ramsey
Fort Worth

MEMBER SERVICES These services are provided to TFDA members only.

AT&T Discounted Cell Phone Service TFDA members are eligible for a 10 percent discount. This is for personal accounts under users' social security numbers. Business accounts are not eligible. They offer some great specials not available anywhere else. To access the link, you must go to the Members Only portion of the TFDA website and log-in. You may also take your membership card to any AT&T store to verify eligibility.

TFDA Job Bank assists funeral homes, commercial embalming establishments and crematories looking for personnel. Information is posted to the TFDA website for 90 days unless otherwise stated. Using the TFDA job bank significantly increases your applicants and shortens your search time. Licensed funeral directors and embalmers are encouraged to email their resumes to joyce@tfda.com so that potential employers can contact them. Contact the TFDA office at (512) 442-2304 for more information.

Verizon Wireless Service TFDA members (all existing and new customer Verizon accounts) will receive an 8 percent discount off their monthly bill along with discounts of up to 25 percent off all accessories. This discount applies to business accounts and personal accounts. All activation fees will be waived for new services provided, along with early termination fees up to \$350. All agreements will be for a duration of two years. Apple products will not receive discounts. To initiate your account, contact Will Godfrey (832) 349-5106, will.godfrey@cellularsales.com.

El Dorado Motor Group offers TFDA members and their employees the ability to purchase GM vehicles at fleet pricing. El Dorado Motors will sell all eligible vehicles at GM Supplier Pricing as detailed on the manufacturer's invoice. This is truly a "no hassles/no haggle" process. For each vehicle purchased, they will donate \$50 to the Colin Owens Memorial Scholarship Fund. Contact Tom Bresnahan in McKinney, Texas, at (972) 569-0101.

Funeral Service Credit Union, located in Springfield, Illinois, is a state-chartered credit union established in 1983 that provides financial services to funeral service professionals, their employees and immediate families. This credit union is endorsed by NFDA, many other national funeral service organizations and state funeral directors associations. They offer many services and very competitive rates. For more information, visit www.fscunet.org or call toll-free (866) 701-3728 or (217) 546-5480.

Music Licensing TFDA members are eligible for the same low rate for music licensing as is available to NFDA members. NFDA allows members of the state associations to receive a discounted music license. The 2017 music license is \$246. This is a considerable discount over the price you would pay to become licensed directly with each agency (ASCAP, BMI and SESAC). For a copy of the 2017 NFDA music license renewal form, go to www.tfda.com and click on "Helpful Forms." Failure to obtain an annual license may result in substantial fines.

Men's Wearhouse Men's Wearhouse is the go-to menswear store for funeral directors of all ages. Superior suit selection is broad on styles and brand names. To get discounts go to www.tfda.com, then Members Only.

Index to Advertisers

Accucare **43**
 AMA Containers **31**
 ASD Funeral Solutions **37**
 American Forensics **49**
 Austin Mortuary Service **42**
 B-Mobile, Inc. **39**
 C&J Financial, LLC **9**
 Capital Mortuary Services Inc. **34**
 Commonwealth Institute of Funeral Service **25**
 Continental Computer Corp. **15**
 Directors Choice **20**
 Doric Texas **21**
 Eagle's Wings Air **23**
 Elliott Properties Inc. **53**
 Funeral Service Credit Union **53**
 Global Mortuary Affairs **35**
 Kirk Mortuary Service of Houston **46**
 Lamcraft **22**
 Legacy Funeral Group **45**
 Live Oak Bank **47**
 Matthews Aurora Funeral Solutions **14**
 Meadow Hill Corp. **28**
 Metropolitan Funeral Service Inc. **28**
 Miller & Sons Funeral Car Sales **11, 37**
 Monarch Resources **44**
 Mortuary Lift Company **24**
 Olinger-Saenz Mortuary Service **27**
 Pekin Insurance **33**
 Security National Life Ins. Co. **51**
 Shields Professional Vehicles **BC**
 Sich Casket Company Ltd. **41**
 Southwest Professional Vehicles **29**
 Texas Service Life **IFC**
 The Carlson Law Firm **48**
 Twin Wood Mortuary Services **5**
 Vaughan Specialty Automobiles **7**
 Victoria Mortuary & Cremation Service **10**
 Wilbert Funeral Services
 and Signet Supply **IBC**
 Wilbert of North Texas **36**

CLASSIFIED

FOR SALE OR LEASE

- Almost new Central Texas Bank building in great condition.
- Flexible design allows for easy and affordable conversion to a funeral home.
- Located in the heart of the Central Texas IH-35 corridor experiencing explosive growth.
- In a very fast growing city currently without a funeral home.

**For additional information
 please visit
www.elliottpropertiesinc.com
 or contact us at
 512-452-2553
mike@elliottpropertiesinc.com**

2017 TFDA CALENDAR OF EVENTS

July 1	South Central Team Building	Temple
August 7,8,9	TFDA Leadership	The Woodlands
September 14 28	Southeast Texas Meeting South Central Meeting	Houston TBD
October 24 Tu 25 W 29 – Nov. 1	TFDA Services, Inc. Board TFDA Board Meeting NFDA Convention	Austin Austin Boston, MA

Know an Emerging Leader?

We would like to interview folks new to the funeral profession. Email us their name and contact information and we can feature them in *Texas Director*.

Email Kimberly Scheberle at kscheberle@austin.rr.com.

MEMBERS OF THE TEXAS FUNERAL DIRECTORS ASSOCIATION

Did you know that because of your membership with TFDA you qualify for membership with Funeral Service Credit Union?
 This includes your employees and their immediate family members.

FSCU is a financial cooperative dedicated to the funeral industry.
 We currently offer the following services:

- **Online Banking** – www.fscunet.org
- **Savings Options** – Share savings & checking, Christmas & Vacation club, Certificate of Deposit, Direct deposit, Payroll deduction and Check Card/ATM debit card (checking accounts only)
- **Loan Options** – Visa credit cards, Consumer loans, Professional Vehicles, New & Used Auto loans, Share Secured loans and Unsecured loans.

FUNERAL
Service
 CREDIT UNION

 866-701-3728
WWW.FSCUNET.ORG

Please visit www.fscunet.org to see our current savings and loan rates.

Have any questions?? Please feel free to call us at 866-701-3728.



The Vanishing Excarnation Sites Where Corpses Return to Nature



Drigung Monastery
LHASA, TIBET



Yazd Tower of Silence
YAZD, IRAN



Mumbai Tower of Silence
MUMBAI, INDIA

The ritual of leaving corpses exposed to the elements of weather has long been a sacred approach to interment. In this method, bodies are taken outdoors and left on mountainside platforms or stone towers, where they decompose in the natural environment. Then carrion birds – such as buzzards – feed on the flesh, stripping the bones clean.

While this may appear to be an inhumane practice, defleshing was once considered a best practice – a natural and efficient means of disposing of the dead for eons. Zoroastrian communities in Iran and India practiced this ritual, as did certain Buddhist regions of Tibet, China, and other nations throughout Asia.

As communities have grown and modernized in these countries, sky burial sites are disappearing. In their places, more “civilized” forms of burial. Only a handful of sites where outdoor burial rites are still practiced remain around the world. Only scattered remnants of some of the old, traditional

structures, now abandoned, can be seen.

Drigung Monastery LHASA, TIBET

In the mountains of Tibet, and in some provinces of China, Bhutan, Mongolia and Nepal, a practice similar to the Zoroastrian Towers of Silence takes place: the tradition of jhator, or sky burial.

This form of interment is a part of the Vajrayana Buddhist tradition, dictated by both religious traditions as well as practical concerns—in mountainous regions, sky burials were a more convenient form of burial when fuel for cremations was scarce, and the terrain was too rocky to dig graves.

The sky burial practice was briefly banned in the 1960s but later came back into being. But logistical and sanitary concerns have triggered the slow decline of the jhator custom in favor of cremation, and today active sky burial sites are incredibly rare.

The Drigung Thil monastery in Tibet is home to one of the few remaining and most

famous sky burial sites, and bodies from the surrounding valley are sent here. The death ceremonies are performed by the monks every afternoon, and the following morning the bodies are carried to the site, which is situated at 14,975 feet, high on the mountaintop, surrounded by small stupas and temples. Himalayan vultures are invited to feed on the flesh and anything that remains is burned and offered to the sky in another ritual.

Yazd Tower of Silence YAZD, IRAN

The Tower of Silence in Yazd, Iran, is an example of an ancient dakhma no longer in use—though until just 40 years ago, corpses could still be found on top of the structure, slowly disintegrating or being picked apart by desert vultures. As Iran developed and urbanized, dakhmas became located increasingly closer to city limits, which severely curtailed their use as a purification process. In the 1970s, they were deemed illegal, forcing orthodox Zoroastrians to adapt to new burial meth-

ods. Many in the Zoroastrian community have moved to burying bodies beneath concrete to keep out contaminants.

Mumbai Tower of Silence MUMBAI, INDIA

The Zoroastrian faith travelled to India between the 8th and 10th centuries, when its followers migrated to the country to avoid persecution after the Arab invasion of Persia. Today, India is still home to a small but affluent Parsi community, as the Zoroastrians came to be in called in the country. Mumbai has one of the largest populations of Parsis.

The Mumbai dakhma is located within city limits, but set deep inside a 54-acre forest, a complex locally called the doongervadi and still used by Parsis in the city. The Tower of Silence in Mumbai is facing problems, though, due to the fact that the local vulture population has dwindled in recent years. Without sufficient birds of prey to feed on the corpses, the excarnation process is delayed or even left incomplete. ★

ClearVault™

Acrylic Urn Vault



ClearVault is a unique urn vault designed for various place settings as well as protection from ground elements when buried. ClearVault is lightweight for easy transporting yet built to withstand a minimum 5,000 pounds center-load.

ClearVault is available in two sizes to accommodate most urns.

Vertical
9"Wx9"Dx12"H

Horizontal
12"Wx12"Dx9"H

Contact your local Wilbert representative for more information about this exclusive product available only from Wilbert.

Amber Lee

Jennifer DiCamillo



Each ClearVault includes white gloves for handling.

**Visit the Wilbert booth at
TFDA in Austin to see the
new ClearVault Acrylic Urn
Vault for yourself!**



S H I E L D S
PROFESSIONAL VEHICLES

www.myhearse.com
800-334-2697

XTS CORTEGE
FLOWER CAR



Phoenix



Lincoln MKT

Legacy



Blaine Smith

(Cell) 214-519-1457

blainehsmith@yahoo.com



Phoenix C

Providing The Finest Funeral Coaches Since 1969