

The Buckeye Director

A publication of the Ohio Funeral Directors Association

Fall 2009



**OFDA's 129th Annual
Convention &
Exhibition Wrap-Up**
PG 12

OFDA Past Presidents front row – (left to right): Bob Barid; Keith Walker, CFSP; Bob Shank Sr., CFSP; Tami Baird, CFSP; Bill Rutherford, CFSP; Jack Higgins; Ed Nurre; and Bob Van Horn, CFSP. Back row (left to right): Walt Lindsey, CFSP; Dan Tobias, CFSP; Bill Wappner, CFSP; Mike Krill, CFSP; Nick Ciriello; Don Pucak, CFSP; Scott Davis, CFSP; Ken Cahall, CFSP; Gary Heller; Tom Rue, CFSP; and Henry Epstein

**OFDA Annual
Family Day**
PG 27

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The Buckeye Director

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OFDA Mission Statement

To represent and support our membership by promoting professional standards and excellence in funeral service.



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The Buckeye Director Magazine Schedule

The schedule for all contributors to adhere to for future publications is as follows:

December publication deadline is October 12, 2009

If your copy is not received by the deadline date, it will not be published. We feel it necessary to impose these restrictions in order to better serve our members.

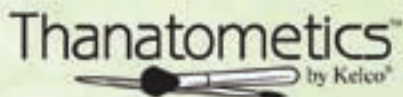
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It's Our Turn

I recently read a wonderful little book, *Customer Love: Great Stories About Great Service*, by Mac Anderson. There were many incredible stories illustrating outstanding customer service in this book, and I would like to share a few with you that really touched me.

One story involved a flight attendant with Southwest Airlines who truly is committed to excellent customer service. On a flight, she accidentally spilled pretzels in the aisle, and when a passenger went to help clean up, she responded, "That's OK, Dan; it's my turn."

The passenger was obviously surprised by her response and that she knew his name. When he asked her about it, her reply was that she always tried to know the names of passengers by looking at their ticket and that she believes we all take turns serving each other in life. Right now, it was her turn to serve him, and she wanted him to enjoy his flight — WOW!

Talk about a parable for funeral service. Whether we serve at the OFDA office or at your specific funeral home, the lesson of taking our turn to serve to the very best of our ability is powerful. It is also an honor and privilege to be chosen by families to take care of their loved ones.

We also need to constantly remind ourselves that when it is our turn to serve, going the extra mile and providing service above and beyond is what truly sets us apart from other caregivers. James C. Penney said it best: "It is the service we are not obliged to give that people value most."

I also liked the story about the exceptional service culture Nordstrom has created for its customers and employees.

What really impressed me about the Nordstrom experience was its simplicity. The Nordstrom handbook sums it up with the following:

Welcome to Nordstrom

We're glad you are with our company. Our number one goal is to provide outstanding customer service. Set both your personal and professional goals high. We have great confidence in your ability to achieve them.

We Have Only One Rule

Use good judgment in all situations. There will be no other rules. Please feel free to ask your department manager, store manager or human resource office any question at any time.

What a simple, understandable, empowering and dignified approach to leading employees and teaching them the culture of the organization.

I know we all work very hard to provide outstanding experiences for those we serve. I also know some families can be difficult and even dysfunctional at times. And I know that increased regulation, etc. adds incredible stress to our lives every day. One comment in this powerful book may help you when the difficult times make it seem nearly impossible to please certain families or customers: **"You can't promise your customers sunny weather, but you can promise to hold an umbrella over them with it rains."**

You have always been a shelter in the storm to the families in your community. God bless you for the work you do.



Stephen J. Gehlert

Seeking Candidates

The OFDA Nominating Committee, under the chair of OFDA Immediate Past President Walt Lindsey, CFSP, is requesting members interested in seeking elective office as OFDA secretary, treasurer or president-elect for the 2010-2011 term to please submit a letter requesting an interview before the Nominating Committee. Please submit your letter to Attn: Walt Lindsey, CFSP, c/o OFDA, P.O. Box 21760, Columbus, OH 43221. All letters of intent must be received no later than December 15, 2009.



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What Is in a Name?

by Bob Shank Jr., OFDA Director of Technology

As promised, this installment of “Directors Data” will take a look at domain names and their importance to your online identity. If you already have your primary domain name established, you have taken a good first step, but keep reading — you too may learn something new.

Shakespeare’s question of “What’s in a name?”, a famous quote from *Romeo and Juliet*, makes me think about the importance of our names to our businesses. Many funeral homes are generational in nature, and our personal relationships with the communities we serve are how we maintain these reputations. It is our family name, it is our image, it is our reputation and our personal connection to the community. It is important to protect your name, both in your community and on the World Wide Web. I wonder if Shakespeare ever envisioned a world with an Internet?

If you have not established your domain name yet, you should do it immediately. You need to protect the name and reputation you have built. To get you started, let me share a few things to consider when purchasing your name.

1. Do it TODAY. You are behind if you don’t own a name already. Names like smithfuneralhome.com were purchased back in the late ’90s or early 2000s. So if you have a common name, you may have difficulty finding the exact name you want.

2. If you are using a third-party provider to purchase your domain name and host your Web site, MAKE SURE that YOUR COMPANY is the registered OWNER of the domain name, not your third-party provider. I have heard stories where providers would not release domain names back to the funeral home owners if they wanted to change to a new Web host. While there is a legal mechanism to deal with this situation, it is better not to have it happen in the first place. If you already have a Web site provider and do not know who owns the domain name, you can look this information up at <http://www.networksolutions.com/whois/index.jsp>.

3. Shorter names are easier to remember but are usually not very descriptive. There is always a balance here between easy to type and easy to remember and find, yet not too long as to confuse people. “Sjfh.com” for “Smith Jones Funeral Home” is not easy to remember nor is it very descriptive. But it is short. And then “smithjonesfuneralhomecremationandpetservicesinanytownusa.com” is too long. Try different combinations, and get a group of people involved in your discussions — more ideas generally yield better results. Once you find the name you like, I recommend that you go to Network Solutions or GoDaddy and search to see

if it is available — if it is, buy it. If it’s not available, just keep working, and you will come up with something. I am always available to you as well if you would like help thinking of and searching for appropriate names.

4. To hyphenate or not hyphenate? Many of our member firm names contain multiple names separated by hyphens. I am always asked what my opinion is on this issue. I prefer no hyphens for the primary domain name, even if those hyphens are part of the legal name. Hyphens make a domain name harder to communicate verbally — “I went to Smith Jones’ Web site to leave a condolence” — hyphens are not “spoken” and therefore may be missed in discussion.

5. One name or more than one name? Many firms purchase more than one name in order to protect not only their exact name but also some variations of it. All names you purchase can easily be pointed to send visitors to your main domain name. All names other than your primary name become “feeders” to get people to your Web site.

To use the example above, I am aware of a few firms who have purchased both the hyphenated and non-hyphenated versions of their names, i.e. “smithjones.com” and “smith-jones.com.” That way, no matter what the consumer types, he or she gets to your site. Another reason you may want to do this is to protect yourself from unscrupulous people who like to purchase domain names that are similar to real names just to divert visitors to malware-infested or other inappropriate sites. Bad people sometimes purchase names just based on the fact that some people will misspell the real domain name and end up on the bad site instead.

Another technique some funeral home owners are utilizing is the use of multiple domain names based on the services they offer. For example, Smith Jones Funeral Home of Anytown, USA, offers cremations and pet services. So Smith Jones could purchase the domain names of “anytownpetservices.com” or “anytowncremation.com” or some other variation they like, and then point it to their primary site. The use of multiple domain names can enhance traffic to your site and help you maintain better search rankings, making it easier for people to find your site.

I hope this discussion has helped you consider the current status of your domain names and maybe some enhancements that you can make to your current naming scheme. As always, I am available to you on my cell phone at 614-560-5182, or e-mail to my phone at 6145605182@vtext.com, or e-mail me at the office at bob@ofdaonline.org.

New Member Service!

New Leaf Resources E-Magazine

by Janet Blankenship, Resource Coordinator



New Leaf Resources™ has formed a partnership with the Ohio Funeral Directors Association to provide *New Leaf E-Magazine*, which allows you to contact more people for less money. Contact the OFDA Resource Center for information answering the following questions:

- What is *New Leaf E-Magazine*?
- What does it provide?
 - What are the *New Leaf E-Magazine* features?
 - How will this powerful marketing tool help you reach target audiences?
 - With an affordable initial fee, you may personalize with your firm's name for online and printer-friendly articles.
 - Why subscribe to the *New Leaf E-Magazine*?

Sherry Williams White, former president and co-founder of Accord, Inc., which closed in 2004, is now the founder and president of *New Leaf Resources*, a division of Sherry Williams Enterprises, Inc. based in Louisville, Kentucky. Sherry started *New Leaf Resources* to provide expanded services and product offerings for funeral directors, health care organizations, corporations, churches and other non-profit agencies that work directly with grieving individuals.

Remember:

There's still time to order resources including remembrance items for your community/school presentations, memorial/holiday programs, support groups and for future visitations, services and programs. Let the OFDA Resource Center assist you with your programming needs.

Available Discounts Through the OFDA Estore Are:

- OFDA Members – 20 percent
- Institutional – churches, hospice, hospitals and schools in Ohio – 10 percent
- Quantity discounts: purchase 1,000 OFDA brochures – receive one package of 100 FREE!

Thank You

As we approach the holiday season, I want all of you to know how grateful everyone in your community is for the work that you do; few realize the tasks you perform until they've had a need for your services. Give a gift of some time to yourself so that you may be able to serve the families in your community. As you read Alan Wolfelt's *The Bereavement Caregiver's Self-Care Manifesto** below, you will find these statements are applicable for all of us in the funeral service industry in whatever capacity we serve.

1. I deserve to lead a joyful, whole life.
2. My work with bereaved people does not define me.
3. I am not the only one who can help bereaved people.
4. I must develop healthy eating, sleeping and exercise patterns.
5. If I've been overinvolved in my caregiving for too long, I may have forgotten how to take care of myself.

6. I must maintain boundaries in my helping relationships.
7. I am not perfect and I must not expect myself to be.
8. I must practice effective time management skills.
9. I must also practice setting limits and alleviating stresses I can do something about.
10. I must listen to my inner voice.
11. I should express the personal me in both my work and play.
12. I am a spiritual being.

**Ten Freedoms for Creating Meaningful Funeral Ceremonies, The Mourner's Bill of Rights and The Bereavement Caregiver's Self-Care Manifesto* are all available on bi-fold wallet cards through the OFDA Resource Center for your employees and/or families you serve.

We welcome your questions, comments and requests! Contact Janet Blankenship, Resource Coordinator, janet@ofdaonline.org, 614-486-5339 or 800-589-6332 or fax your request to 614-486-5358 or 800-507-1465.

What to Do if Employees Come to Work with Flu-Like Symptoms

by Barb Garrison, M.S., CHMM, CET

You may be tired of hearing about H1N1, but it is still circulating throughout the world, and many experts warn that a second, more virulent wave of pandemic illness could attack the United States this fall. Is your business ready? Have you thought about how you will protect your employees?

A recent guidance document prepared by the U.S. Centers for Disease Control and Prevention (CDC) explains what employers should do if an employee comes to work with influenza-like symptoms in a community where novel influenza A (H1N1) virus is circulating. The symptoms of novel H1N1 flu virus are similar to the symptoms of seasonal flu and include fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills and fatigue. A significant number of people who have been infected with novel H1N1 flu virus also have reported diarrhea and vomiting. The CDC recommends that if an employee comes to work with these symptoms, the employer should:

- Place the employee in a room by him- or herself
- If the employee needs to go into a common area, he or she should cover coughs/sneezes with a tissue or wear a facemask if available and tolerable

- Send the employee home as soon as possible
- Call for emergency medical services if the ill person develops any of these emergency warning signs:



- Difficulty breathing or shortness of breath
- Pain or pressure in the chest or abdomen

- Sudden dizziness
 - Confusion
 - Severe or persistent vomiting
 - Flu-like symptoms that improve but then return with fever and worse cough
- Ensure the ill employee stays home for seven days after symptom onset or until symptom-free for 24 hours, whichever is longer

The guidance also explains what to do for co-workers of an employee who is a suspected or confirmed case of H1N1:

- Inform the employees of their exposure to a co-worker with confirmed, probable or suspected pandemic H1N1 flu during the ill person's infectious period
- Have the employees monitor themselves for symptoms
- Advise employees to check with their health care provider about any special care they might need if they are pregnant or have a chronic health condition, such as diabetes, heart disease, asthma or emphysema

If you have any questions about pandemic influenza preparedness or any other health, safety or environmental issues, please contact me at 614-404-3384 or barb_garrison@sandesolutions.net.

Calendar of Events



SEPTEMBER

- 7 OFDA Office Closed
- 10 OFDA Golf Outing, Deer Ridge Golf Club, Bellville
- 15 Master Trust Meeting
- 15 Executive Committee Meeting, OFDA Headquarters
- 15 Young Funeral Directors Committee Meeting, OFDA Headquarters
- 16 District 9 Meeting, Kettering
- 23 District 3 Meeting, Lima
- 28 District 19 Meeting, Geneva

- 29 District 14 Meeting, Plain City

OCTOBER

- 20 Master Trust Committee Meeting, OFDA Headquarters
- 20 Executive Committee Meeting, OFDA Headquarters
- 21 Board of Directors Meeting, OFDA Headquarters
- 25-29 NFDA Convention, Boston

NOVEMBER

- 6 Young Funeral Directors Seminar, OFDA Headquarters

- 17 Master Trust Committee Meeting, OFDA Headquarters
- 17 Executive Committee Meeting, OFDA Headquarters
- 18 District 4 Meeting, Middletown
- 26-27 OFDA Office Closed

DECEMBER

- 3 Executive Committee Meeting, Polaris
- 8 Insurance Seminar by Homesteaders, OFDA Headquarters
- 15 District 5 Meeting, Kenwood
- 24-25 OFDA Office Closed

CareWorks

Promoting Optimum Outcomes for Workers' Compensation Injuries

CareWorks is helping injured workers throughout Ohio recover from workplace injuries and return to work as quickly and safely as possible. Effective medical management helps our employer customers develop strategic return to work programs that reduces lost time. CareWorks' efficient strategies promote the healthy and timely recovery of injured workers and help control workers' compensation costs for more than 160,000 CareWorks customers.

Through some basic workers' compensation best practices, which are discussed below, you can achieve a level of control that may result in reducing the severity of claims that occur in the workplace.

Early Reporting and Transitional Work

Early reporting of a claim is important in controlling costs. The longer it takes to report a claim, the more costly the claim becomes. That's why CareWorks educates its clients on the importance of reporting claims through our online First Report of Injury (FROI) system. If done at the time of an injury, the notice is automatically sent to the assigned case manager, initiating our triage process. The case manager evaluates the medical information, determines injury severity and begins facilitating an appropriate treatment and return-to-work plan. The FROI and corresponding medical information is imaged into our system, eliminating any delays associated with the routing of paperwork. This is a key first step in managing new claims and promoting optimum outcomes.

The second step is to develop a plan to bring the injured worker back to work through transitional duties. Transitional duties enable the injured employee to perform valuable work during their recovery, as opposed to staying home from work. The transition initiates a number of

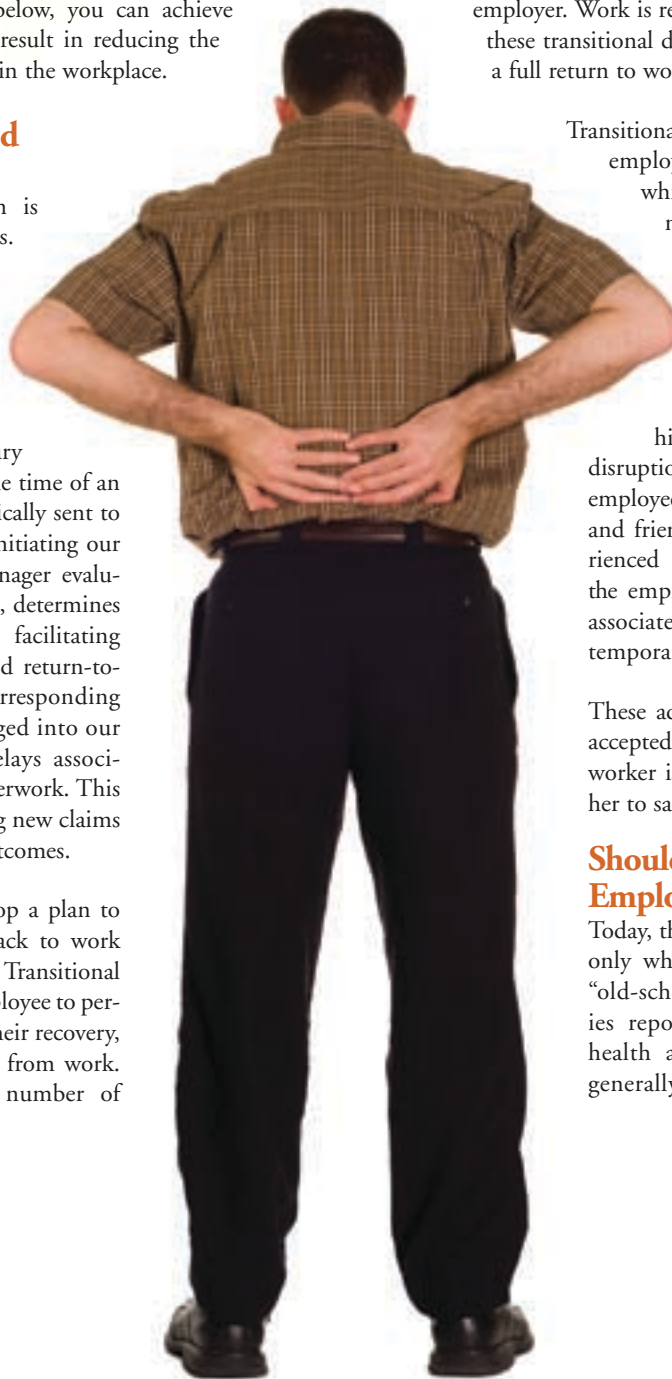
physical and mental advantages for both the employee and the employer. Work is rehabilitative. If the worker can perform these transitional duties, he or she is more likely to attain a full return to work.

Transitional work has several benefits. First, the employee remains active and productive, which helps prevent loss of physical fitness and muscle tone due to inactivity. Second, the employee can earn full or partial wages during transition, which brings income closer to pre-injury wages, thus alleviating concerns about continued employment. Third, getting the employee back to his or her day-to-day routine reduces disruption to his or her life and provides the employee contact and support from co-workers and friends. Lastly, the retention of this experienced staff member in the workforce helps the employer eliminate unnecessary expenses associated with hiring and training new or temporary employees.

These advantages are in defense of the widely accepted theory that the longer an injured worker is off work, the harder it is for him or her to safely return.

Should I Let the Injured Employee Stay Home to Recover?

Today, the strategy of having an employee work only when fully recovered can be considered "old-school thinking." Recent national studies report that work is generally good for health and well-being, and worklessness is generally bad.



While employers often focus primarily on physical recovery, the time an injured employee spends away from his or her career and peers can be just as traumatic as the injury itself.

Oftentimes, an injured employee may be limited in what tasks he or she can perform when he or she first return, based on work restrictions prescribed by his or her health care provider. However, today's occupational health providers are more receptive to work with employers and focus on an injured employee's abilities, as opposed to his or her disabilities. These providers share the same goal of returning an injured employee to productivity as soon as medically possible because of the positive impact work can have on achieving a healthy long-term recovery.

I Don't Have the Time or the Budget to Develop an Early Return-to-Work Program

The truth is many employers do not have time or budgetary resources to afford even one lost-time claim. Transitional and alternative-duty programs are designed to give employers the tools they need to eliminate the occurrence of costly lost-time claims.

Creating optimum outcomes of occupational claims does not occur through happenstance. Implementing early reporting procedures and a transitional duty process will result in your injured employees returning to a healthy and productive lifestyle as quickly as possible. The outcome of such steps include improved employee morale, a healthier workforce and a financially stronger organization.

For more information about this article or about CareWorks, please call Ron Lucki, director of business development, at 888-627-7586, ext. 3510.

Visit CCI's New Web Site Today!

CareWorks Consultants Inc. (CCI) continues to distinguish itself in the marketplace. On Friday, June 19, 2009, we launched our new Web site. This exciting change is one of many upcoming enhancements promoting and establishing us as the leader in the workers' compensation third-party administrator (TPA) industry.

Please take some time to visit our new Web site at www.careworksconsultantsinc.com. Our old Web address still works and will redirect your members to our new address.

Our hope is that the new Web site will prove to be an invaluable resource for current clients and a powerful sales tool for potential clients. New and improved features include:

- A resource page with frequently used forms for employers
- Updated information on BWC programs
- A special page dedicated to group sponsors
- Information on CCI's Quality Assurance standards
- An easily accessible application for group rating

Keep in mind, the new Web site is a work in progress. Please feel free to share feedback and suggestions with us to better enhance our image and accessibility. Feel free to contact your account executive with any questions or suggestions.



OFDA's 129th Annual Convention & Exhibition **Life Is Short ... Enjoy the Ride**



The officers and OFDA staff officially start the 129th Convention with a ribbon-cutting ceremony.



Brian James, Wilmington winner of the Harley-Davidson Raffle, picks up his bike with the help of his sons. Also pictured are members of the OFDA staff and Tom Fleming, OFDA president.



Karen Giles, CCMS president, speaks to attendees about her experience with the Port Mortuary.



New OFDA President Tom Fleming accepts the gavel from OFDA Past President Walt Lindsey, CFSP.



Thom Winninger addresses the attendees regarding Leading on Purpose – Creating Priceable Value in Funeral Services.



Scott Gilligan, OFDA general counsel, put the funeral director in the hot seat during his Ohio Cremation Trial of the Century.



U.S. Rep. and OFDA Past President Charlie Wilson spoke to the attendees about his experiences in the political arena.

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 OFDA Mortuary Response Team
 Ohio Funeral Supply Sales Club
 Southland National Insurance Corporation
 State Auto Insurance Companies
 Wilbert
 World of Travel



2009-2010 Executive Committee and staff (left to right): Executive Director Steve Gehlert; Secretary Mark Merz, CFSP; Treasurer John Evans, CFSP; President Tom Fleming; President-elect Terry Reardon; Immediate Past President Walt Lindsey, CFSP; and Assistant Executive Director Melissa Sullivan



John H. Fitch Jr., NFDA, discussed the Politics of Change with the attendees.



50-Year Award Recipients (left to right): Anison Colbert and P. Thomas Varley



Ohio Courts Find No Obligation to Identify

by T. Scott Gilligan, OFDA General Counsel



Scott Gilligan

According to Section 4717.24(A)(17) of the Ohio Revised Code, when a funeral director signs a cremation authorization form, the funeral director is certifying the identity of the decedent has been verified. Therefore, if there has been a mix-up in bodies at a hospital or morgue, and the funeral home is given the incorrect body, in nearly all cases, the funeral home will be held liable for cremating the wrong body, even though the funeral home did not cause the initial mix-up.

Juries and trial judges will usually impose a disproportionate amount of liability against the funeral home under the theory it could have avoided the wrongful cremation had it carried out its statutory obligation to identify the body prior to cremation.

For this very reason, experts in the funeral profession constantly preach the absolute necessity of obtaining positive identification prior to cremation. Funeral homes cannot simply assume medical examiners, coroners or hospitals have provided them with a correctly identified body. Even in cases where it can be shown these institutions caused the misidentification of the body, the funeral home will ultimately share in the liability because it has an obligation to identify the body prior to cremation. The failure to carry out this statutory safeguard carries a very high price tag.

Seeing the liability that can arise from wrongfully cremating a misidentified body, some funeral homes have pondered whether to also require identification in the case of disposition by burial. They have raised the question whether Ohio law or their common-law obligation to carry out their professional duties in a careful and prudent manner mandate the funeral home have the body identified prior to burial.

The answer to this issue was recently handed down by the 12th District Court of Appeals in a case involving a southwest Ohio funeral home. In that case, a woman named Deborah Reed died as a result of a house fire. Her remains were taken and placed in the cooler of the coroner's office. A day later, another woman by the name of Paula Webb died of a drug overdose. She was also taken and placed in the cooler of the coroner's office.

The family of Deborah Reed was unable to afford a funeral and applied to the municipality where she resided to cover the cost of an indigent burial. The municipality contracted with the funeral home to provide funeral services and with a local cemetery to provide a vault, grave and marker. Several days later, an employee of the funeral home went to the coroner's office to pick up Ms. Reed's remains. However, due to a mistake made by the coroner's office, the funeral home was given the remains of Paula Webb instead of Deborah Reed. The remains were presented in a body bag, which the funeral home did not open because it was a burn case. After receiving the remains, the funeral home placed

them in a casket and transported the body to the cemetery, where the family had a brief closed-casket interment service.

Later that day, the coroner discovered the remains of Ms. Webb were missing from the cooler. They quickly realized the mistake and contacted the funeral home and the cemetery. Officials from the coroner's office then went to the cemetery and had the remains of Ms. Webb disinterred and returned to the coroner's office. The body of Ms. Reed, which had remained undisturbed throughout this entire episode, was buried at the cemetery the following day.

The family of Ms. Reed sued the coroner's office, various county employees, the funeral home and the cemetery, claiming tortious interference with a dead body, gross negligence and fraudulent concealment. The trial court found for the defendants and dismissed all of the claims. The family appealed the dismissals.

After finding that the county officials could not be sued because of immunity, the appeals court turned to the question of the claims against the funeral home. The family had claimed that Section 4717.13(B) of the Ohio Revised Code placed a statutory duty on the funeral home to properly identify a dead body prior to interment. The family argued that had the funeral home followed that obligation, it would have discovered the mix-up from the morgue, corrected the mistake and interred the remains of Ms. Reed instead of Ms. Webb.

The court noted that Section 4717.13(B) requires a funeral home to place on the remains a tag containing the name, date of birth, date of



Body Prior to Burial

death and Social Security number of the deceased. The alternative is to place that information in a capsule, which is placed in the casket. The court rejected the idea that these statutory obligations could be construed to impose upon the funeral home an obligation to identify the body. Contrary to the family's claim, the court held that the plain meaning of the statute does not impose a duty upon a funeral director to conclusively identify the remains of the deceased. Instead, the statute merely requires the placement of a tag containing the name, date of birth, date of death and Social Security number of the deceased on the remains or in a capsule placed in the casket. As a result, the court held that the funeral home had no duty to identify the remains and was not guilty of gross negligence.

Funeral homes cannot simply assume that medical examiners, coroners or hospitals have provided them with a correctly identified body.

The court also held the funeral home did not commit tortious interference with a dead body. In order for the family to make out that claim, the court held it had to show it had suffered serious mental anguish. While the court recognized the family was upset and saddened by their mother's death, it held the family failed to produce any evidence that they suffered serious mental anguish. The court found serious mental anguish must be proven by showing the emotional distress suffered by the plaintiff is both severe and debilitating. That was not shown in this case.

Finally, the court turned to the issue of fraudulent concealment. The Reed family had argued the cemetery owed a duty to the family to inform them of the disinterment. However, as the court found, there was no duty, since the remains of Ms. Reed were in the coroner's cooler at all times. Rather, it was the remains of Ms. Webb that were disinterred. Therefore, there was no fraudulent concealment claim, since there was no duty to disclose the disinterment of Ms. Webb's remains to the Reed family.

This decision of the 12th District Court of Appeals clarifies an Ohio funeral home has no duty to positively identify a body that will be buried. It also provides additional guidance as to the degree of emotional anguish a family must prove in order to make out a claim for tortious interference with a body. Ultimately, the decision represents a victory for funeral service.

Members with questions regarding this article may contact Scott Gilligan at 513-871-6332.

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CHARLES RICHARD “DICK” ARENSCHIED III passed away on June 2, 2009, from complications after a yearlong battle with leukemia. Dick was the son-in law of Donald and Alice Ferfolia of Ferfolia Funeral Homes, Sagamore Hills. He was the beloved husband of Donna M. (nee Ferfolia); loving father of Susan Pember (John), Paige (Sunny Yamada), Richard IV, Kristin Lang and Brian Lang; loving son of Helene Von C. Cowan (the late Charles Jr.); brother of Susan; dearest grandfather of Caroline Halaby; loving son-in-law of Donald and Alice Ferfolia; dear brother-in-law of Donald B. Ferfolia (Margaret), Mark Ferfolia (Christine) and Mary Lansky (Jeffrey); and loving uncle of many nieces and nephews.

Dick was fortunate enough to be with his wife, Donna, the love of his life, for the last six years. Donna was by his side every day and night during his battle with leukemia. She gave him the strength he needed during the toughest times. Their love for each other was envied by all.

RICHARD E. BARKDULL, age 78, resident of Bradley Avenue, Shelby, died Sunday, June 14, 2009, in Hospice House, Ashland, Ohio.

Born October 30, 1930, in Shelby to Albert W. and Elizabeth (Ziegler) Barkdull, he had been a lifelong Shelby resident. A 1948 graduate of

Shelby High School, he attended Ohio University and the Ohio State University. In 1951, he enlisted in the U.S. Army, serving during the Korean conflict. He graduated with honors from the Cincinnati College of Mortuary Science in 1954. Following graduation, he joined the family business, ultimately becoming the fourth-generation Barkdull to own and operate Barkdull Funeral Home until his retirement in 1994.

A community-minded individual, he was active in several service groups, including the Shelby Jaycees, where he was a two-time recipient of the Keyman Key Award, and in 1963, he was instrumental in forming the Shelby Kiwanis, where he was a lifetime member. He was also a member of the First Presbyterian Church, the Ohio and National Funeral Directors associations, Shelby Ad Club and a 46-year member of the American Legion Post #326. Dick was a car enthusiast and enjoyed his participation in the Jag Club of Ohio and the Ohio Cobra Club, as well as the many car shows, where he had received best-of-show trophies for both his E-Type Jaguar and his Shelby Daytona Coupe. A talented artist, he painted signs for numerous businesses, many of which are still seen today. He was a meticulous woodworker as well as the consummate “Mr. Fix-It.” He enjoyed building and flying model airplanes and was a charter member of the Shelby Balsa Buzzards local model airplane club.

Dick's greatest joy was the time spent with his family, especially while on family trips, whether it was snow-skiing, spending time on his boat at Lake Erie and Apple Valley or on the sands of Myrtle Beach. He loved music, a passion that carries on through his children. He was his children's and grandchildren's biggest fan, watching their music performances and sporting events with enormous pride.

Survivors include his wife, Bette (Strolein) Barkdull, whom he wed April 25, 1952; his children, Eric (Sharon) Barkdull of Shelby, Kurt (Laura) Barkdull of Vermilion, Lesli (Bill) Neal of Shelby, and Colbi (Roy) Reese of Howard; eight grandchildren, Ian, Collin, Dane, Devin, Samantha, Carli, Jameson and Nikkias; three step-grandchildren, Clay, Austin and Shelby; his mother, Elizabeth Barkdull of Shelby; one brother, Jim (Sharon) Barkdull of Morrison, Colorado; nieces, nephews and many, many good friends. He was preceded in death by his father in 1992.

HUGH A. BAUMGARDNER, 72, went home to be with the Lord on May 29, 2009. He was born on June 7, 1936, in Cleveland, the son of Richard D. and Martha A. (McPherson) Baumgardner. Hugh was a 1955 graduate of Andover High School, after which he served in the U.S. Army from 1955 until 1958 as a military police officer in France. He then attended Kent State University and was a 1962 graduate of the Pittsburgh Institute of Mortuary Science, at which time he joined the family business. On March 7, 1964, Hugh and Ardean B. Nelson were married. That same year, the Baumgardner Funeral Homes expanded, so Hugh and his wife, Ardean, moved to Kinsman and began serving the people. He could be seen daily at either of the funeral home locations in Andover or Kinsman, at the monument shop or at the Baumgardner Furniture Store, formerly located on the square in Andover.

Hugh diligently served and comforted the people in the surrounding area for more than 45 years and was a fourth-generation funeral director. Hugh was a member of the Kinsman Presbyterian Church for more than 25 years and, for more than the last 20 years, has attended the Rock of Grace Family Ministries of Kinsman. He was a member and enthusiast of the Ashtabula County Antique Engine Club and of the Mosquito Lake Power Squadron, as well as a founding member and past president of the Kinsman Area Rotary Club. Hugh served on the Kinsman Cemetery Association Board since 1967 and was a member of both the Ohio and National Funeral Directors associations. An avid boater for more than 40 years, Hugh also enjoyed woodworking, fishing and working with his Farmall M, but most of all, he loved spending time with his family and friends. His legacy is one of service above self, compassion and unique humor.

Preceding him in death are his parents. Survivors include his wife of 45 years, Ardean B. Nelson; three daughters, Kristan A. and husband, Howard Hornickel of Washington, Pennsylvania; Pamela E. and her husband, William R. Toth Jr.; and Ingrid B. Baumgardner of Kinsman; six grandchildren, Kyle, Alexis and Ryan Hornickel and Jacklyn, John William Hugh and Julia Toth; a brother, Sanford L. and his wife, Carol Baumgardner, of Andover; and many nieces and nephews and great-nieces and great-nephews.

SUSAN J. "SUSIE B" BLEVINS-THOMAS, 67, went home to be with the Lord Saturday, June 6, 2009, surrounded by her family, after fighting a courageous three-month battle with lung cancer. She was the grandmother of Justin Kaszowski of Lane Funeral Home, Warren.

Susie was born February 26, 1942, in Cleveland, the daughter of the late Cecil and Dorothy (Trobridge) Walker, and graduated from John Marshall High School. Susie retired on April 1, 2002, from General Electric Ohio Lamp Plant in Warren, where she worked for more than 35 years as a high lift driver in shipping. Susie was a talented artist in drawing and acrylic painting. She enjoyed flower gardening and was a lover of animals. Most especially, she was proud of her two daughters and all of her grandchildren and showed them all great love.

Susie is survived by her husband, Edwin P. Thomas Jr., whom she married July 5, 1996; two daughters, Kimberly Raye (Timothy) Fenstermaker and Tracy Lynne McElravy; sisters Kathleen Silvestro and Debbie (John) Cash; a brother, William "JB" (Brenda) Pease; seven grandchildren, Justin Robert (Michelle) Kaszowski, Amanda Raye (Ryan Cole) Fenstermaker, Matthew Rhea McElravy, Christopher Dean Fenstermaker, Kaitlynn Marie Fenstermaker, Jacob Dean Fenstermaker and Chase William McElravy; four stepchildren, David Ralph Thomas, Michael Allen Thomas, Candy Lynn Thomas and Cassandra Dawn Thomas; an adopted son, Anthony Joseph "TJ" (Katherine) Kaleta; a special and dear friend of more than 30 years, Raymond Chiles; a close friend, Bradley Markel; three nephews; and a host of friends. Besides her parents, Susie was preceded in death by her second husband, whom she married on July 29, 1971, James "Billy B" Blevins, past president of Warren Chapter of Outlaw Motorcycle Club, who was killed June 9, 1979.

EDGAR D. "ED" BONHAM, age 78 of Lima, died Sunday, July 12, 2009. He was born October 29, 1930, in Pittsburgh, Pennsylvania. He is the son of Edgar Darwin and Rebecca Estella Lewis Bonham. Both parents are deceased. Survivors include a sister, Nancy (Bruce) Roser of Wapakoneta; two nieces, Martha Mullins of Lima and Gretchen Eisert of Wapakoneta; and a special friend, Sue C. Nocera of Lima. Mr. Bonham was a retired funeral director and embalmer. He was also a retired U.S. Marine Corps veteran. He was a member of the St. Gerard Catholic Church in Lima, where he was a member of the Holy Name Society.

KATHERINE H. CAREY, 73, passed away Saturday, June 13. Beloved wife of John, a funeral director and owner of Carey Funeral Home, Cleveland. Dearest mother of Ann Marie (Tom) Butler, Sean (Tricia), Jim (Jennifer), Maureen (Ron) Russ and the late Patricia Martau. Loving grandmother of Tommy (Heather), Sean, Carey, Kait, Connor, Molly and Aidan Butler; Megan, Kevin and Katherine Martau; Emma, Casey, Bailey and the late Madison and Jack Russ; and Kayla, Aubrey, Scarlett and Leo Carey. Beloved aunt. Sister of Elizabeth Manson, Ronald (Margie), Robert (Joyce), Vernon (Muggy) and the late William (Marge) Herron. Sister-in-law of Sister Kathleen Carey, CSJ, Michael (Cara) Carey and the late Dorothy (Eugene) Stack.

RAYMOND E. DAVIS, 87, of Austintown, died Tuesday, May 19, 2009, at home. Ray Davis is the father of Ken Davis of Richardson-Davis Funeral Home in Galion and the father-in-law of Don Bloom of the OFDA Disaster Response Team, Penn Care Products in Niles and Lane Funeral Homes in Youngstown.

Born October 10, 1921, in Rimerton, Pennsylvania, he was the son of the late Frank Davis and Edna Mae (Staples) Davis. He was preceded in death on May 13, 1997, by his wife of 46 years, Rebecca B. "Becky" (Johnson) Davis, whom he married on June 29, 1951.

He graduated from Austintown Fitch High School in 1941 and attended night school at Youngstown College. A World War II veteran, he joined the U.S. Marine Corps in 1942 and was seriously wounded in action against the Japanese on February 2, 1944, during the assault and capture of Roi-Namur, Kwajalein Atoll, in the Marshall Islands. Following the war, he returned to the Youngstown area to make his home and raise a family. Ray was a machinist at the William B. Pollock Co. for 30 years, retiring in 1971. He then worked 15 years for Packard Electric Division of General Motors in Warren as a form grinder in the skilled trades department, retiring in 1986. He continued to stay active during his retirement years as an agent with Jordan-Schriber Realty and Brighton Realty, both in Youngstown. He was a life member of the 4th Marine Division Association, a charter member of the World War II Memorial in Washington, D.C., and a member of the Military Order of the Purple Heart.

He was a 71-year member of Four Mile Run Christian Church in Austintown, where he served as a Sunday School superintendent, teacher and deacon. Originally a member of St. Albans Masonic Lodge 677 in Youngstown, he later transferred his membership to Argus Masonic Lodge 545 in Canfield. He was a former president of the Warren Junior Military Band Parents and also belonged to the Aut Mori Grotto in Youngstown; V.F.W. Post 4237 and American Legion Post 301, both in Austintown; the Tuesday Night Supper Club; the Square Dance Club; Niles Moose Lodge 627; and the Scope Rhythm Band in Warren. Until 2008, he never missed attending the Canfield Fair. On his 75th birthday, he parachuted out of an airplane, earning him the nickname "Skydive 75."

Ray was self-made. He designed and crafted his own tools and designed and built his own home. He enjoyed reading, studying and investing in the stock market, astronomy and dancing. But his family was foremost in his life, whether it was their six-week trip through the western United States back in 1971 or more recent cruises to the Caribbean with his children and grandchildren. He especially relished watching them learn to water ski on their annual vacations to Sparrow Lake in Canada. He was the true "patriarch" of the family.

Surviving are his four children and their spouses, Kenneth L. and Rhonda Davis of Galion; Pamela R. and Donald Bloom of Canfield; Sandra L. and William McHenry of Medina; and Barbara K. and James Schehl of Stafford, Virginia; six grandchildren, Stacey and Andrea McHenry, Kaylee and Audrey Davis and Courtney and Corey Schehl; one sister, Jean Bass of Forest City, North Carolina; and his special caregivers, Mary Salvino and Judi Carder.

In addition to his wife and his parents, he was preceded in death by two brothers, Frank Davis Jr. and Richard L. Davis; two sisters, Joann Davis and Marilyn Lucas; his first wife and high school sweetheart, Mary Margaret (Burke) Davis in 1947; and their infant daughter, Joann Rae Davis.

WILLIAM THOMPSON DONLON, 85, has died. Mr. Donlon was the owner and retired funeral director of Donlon Funeral Home, Cleveland. He was the beloved husband of the late Rose E. (nee Gulyban); dearest father of William T. Jr. (Maxine), Mary F., Richard T. (Kitt), Sally R. Armstrong (Timothy) and the late Ann M.; and the loving grandfather of Jessica and Christopher Donlon and Emily, Halle and Molly Armstrong.

RALPH LOUIS DOTSON, age 87, of Georgetown, Ohio, died Sunday, June 14, at his residence. Ralph is the father of Shannon Dotson, a former OFDA MRT Policy Board member and an Ohio licensed funeral director. He was a retired farmer, he owned and operated Dotson's Lawn Care Service, and he was the previous owner of several car washes and laundromats. He was a U.S. Army World War II veteran and a member of the Walter Miller American Legion Post #394. He was a member of Faith in God Fellowship Church in Russellville, Ohio, and, for more than 40 years, a member of the Georgetown Church of the Nazarene. Ralph was a Christian man, and his faith in God was shown in his life every day. His strong faith helped get him through his illness. He loved the outdoors, farming and gardening and he especially loved fishing with his grandchildren and friends.

He was born January 27, 1922, in Lawshe, Ohio, the son of the late John Henry and Polly (nee McCoy) Dotson. In addition to his parents, he was preceded in death by his first wife, Edna (nee Boone) Dotson; a brother, Donald Dotson; a sister, Verle Phares; and a granddaughter, Tina Dotson. He is survived by his wife of 47 years, Carol Jean (nee Dickens) Dotson; five children, Diane (Mike) Multner, Dean (Bonnie) Dotson, Dale (Jill) Dotson, Shannon (Paula) Dotson and Tonya Schloemer; two sisters, Ruth Arvay and Jerry McLain; 12 grandchildren, Travis, Mark, Randy, Andy, Joni, Michael, Cole, Chase and Bryson Dotson; Matthew Botkins; and Ella and Jack Schloemer; and nine great-grandchildren. He is also survived by numerous nieces, nephews and a host of other dear friends.

D. PATRICK "PAT" KENNEY, 73, passed away on July 2, 2009. He was born on May 26, 1936, the son of John and Naomi (Toni) Kenney in Springfield, Ohio.

He was a graduate of Catholic Central High School Class of 1953 and the Cincinnati College of Mortuary College as a funeral director and embalmer. He also attended Wittenberg University. Pat was a member of St. Joseph Catholic Church, a veteran of the U.S. Marine Corps and a member of the K of C, the VFW and the Irish Fellowship.

Pat is survived by his wife, Mary Lou; daughters Marisa (Stacy) Kenney, Patra (Marty and Gage) Wilson; Mary Lou's children, daughter and son-in-law Jill and Mike Reid and son Craig and wife, Sheryl Meier; grandchildren Annalise Reid and J.R. and Emily Kenney; his sisters, Joan Canavan, Frances Shroyer and Kathleen (Kate) Trenner; many nieces, nephews, friends and family; and his very faithful and loving dog, Sydney Kenney. Pat was preceded in death by his parents and his son, John Kenney.

CHARLES L. "CHUCK" KIRKPATRICK, age 84, of Mansfield, died Saturday, June 26, 2009, in his South Trimble Road home following a short illness. Mr. Kirkpatrick was born January 2, 1925, in Shelby to Ray O. and Ethel Mae (Ritchie) Kirkpatrick, and remained an area resident all of his life. He attended Shelby schools and was a veteran of the U.S. Army of World War II, serving in the Asiatic-Pacific theater. Following the war, he continued to serve the country in the Air Force Reserves. Chuck was a driver with Consolidated Freightways, retiring in 1990 with 30 years of service. He was a member of St. Luke's Lutheran Church since 1947, where he served as an usher. He was an honorary retired member of the International Brotherhood of Teamsters, Chauffeurs, Warehousemen & Helpers of America Union Local #40 and Mansfield Teamsters Retirees

Club. He was a former member of Venus Lodge #152 F&AM; American Legion Post #16; V.F.W. Post #7651; Robert Spreng Post #26 AMVETS; and Mansfield Leiderkranz. He had been active with both the Lexington Senior-Civic Center, Lexington Area Senior Citizens and Ontario Senior Citizens. A loyal Ohio State Buckeyes fan, he attended all their home games for years.

Chuck is survived by his son, Gary L. Kirkpatrick, former owner of Criss-Kirkpatrick Funeral Home in Newark and of Westerville; grandson Lee M. Kirkpatrick and granddaughter Abby L. Kirkpatrick, both of Newark; his sister, Leta R. Brown of Gettysburg, Pennsylvania; nieces Rebecca A. (James) Eiben of Gettysburg, Pennsylvania, Linda S. Cain of Kennington, Maryland, and Roberta J. (William) Johnson of Alexandria, Virginia; his dear companion, Mary Ann Culler of Mansfield; and special friends for more than 60 years Dale and Dot Mawhorr. Along with his parents, Mr. Kirkpatrick was preceded in death by his wife, Georgia Mae (Bogan) Kirkpatrick on September 5, 2000; two brothers, Robert Dalton Kirkpatrick and Raymond Ritchie Kirkpatrick; two nieces; and one nephew.

WALTER H. LINDSEY JR., 83, of Willard, died peacefully Wednesday morning, June 24, in Mercy Hospital of Willard after a two-month battle with cancer. Walter was born May 10, 1926, in Willard, the son of the late Walter H. and Lelah V. (Fink) Lindsey. He lived his entire life in Willard and was a 1944 graduate of Willard High School. Immediately following graduation, he enlisted in the Army Air Corps,



flying in B-29s from Guam as a tail gunner in missions in the South Pacific and over Japan. He was very proud of his military service, but he rarely spoke about it. After his discharge from the Army, he joined the family funeral home and furniture business that his grandfather, B.F. Fink, had started in 1894. He graduated in 1948 from the Cleveland College of Embalming and became a licensed funeral director and embalmer. He worked under his father until his death in 1968 and became the owner and manager of The B.F. Fink Furniture Company and Fink-Lindsey Funeral Home and Ambulance Service in Willard, one of Huron County's oldest family-owned businesses, until his retirement in 1986. On October 20, 1946, he married Barbara Ann Easter, and she died April 6, 2009, after almost 63 years of marriage.

Walter enjoyed playing golf at the Willard Golf Club for many years and was a Lake Erie boater and former member of the Huron Yacht and US Power Squadron. He loved to play cards with friends, have a beverage and dance every chance he had. He spent many winters in Melbourne, Florida, until 2001. He was baptized and raised in First United Brethren Church and was a member of First United Methodist Church, Willard.

He is survived by his four children and their spouses: John R. and Nancy Lindsey of Huron Township, Mark S. and Karen Lindsey of Republic, Walt and Kim Lindsey of Loudonville and Marianne and Steve Rasmussen of Lexington; seven grandchildren: Jon Paul Lindsey of Willard, Benjamin Lindsey of Republic, Kristen (Brett) Eikleberry of Shelby, Stephanie (Nate) Huffman of Sunbury, Shanna Rasmussen of Ashland, Aaron Lindsey of Republic and Lauren Lindsey of Worthington; and two great-granddaughters: Chloe Lindsey and Grace Huffman. He was also preceded in death by his parents, his half-sister, Emma Lou Van Brunt, and half-brother, Scott "Bud" Sage.

JOHN M. ROGERS, 86 of Spencer, Ohio, went home to be with the Lord on Saturday, July 4, 2009, following a period of declining health. He was born June 12, 1923, in Cleveland to John and Catherine Sulkowski and grew up in the Spencer area, graduating from Spencer High School. Mr. Rogers was a longtime funeral director and embalmer in the Cleveland area. He was preceded in death by his parents and sister, Mary Sulkowski.

EDNA L. VORNHOLT, 79, died June 13, 2009. She was a homemaker and interior decorator and assisted her husband for 40 years as co-owner of Vornholt Funeral Homes, New Bremen and New Knoxville. She was born October 24, 1929, in Shelby County, near New Knoxville, to Florenz and Hattie Schneider Kuck. On February 23, 1949, she married Charles Vornholt, who survives in St. Marys. Other survivors are three children, Jan (Sandy) Vornholt, New Knoxville, Van (Judy) Vornholt, Horn Lake, Mississippi, and Amy (Richard) Price, Oakland Township, Michigan; three brothers, Allen Kuck, Quincy, Lloyd (Annette) Kuck, New Knoxville, and Darrell (Mary) Kuck, New Knoxville; three grandchildren; two step-grandsons; and four step-great-grandchildren. Deceased are three brothers, Homer, John and Ralph Kuck; and two sisters, Wilhelmina Schrolucke and Norma Henschen.

She was a member of the First United Church of Christ, New Knoxville, the New Knoxville and New Bremen Historical Societies and the American Legion Auxiliary, New Bremen. She graduated in 1947 from New Knoxville High School.

First-Place Team



OFDA MORTUARY RESPONSE TEAM ANNUAL GOLF OUTING

Skin Winners



On Thursday, June 4, the OFDA Mortuary Response Team (MRT) hosted its annual golf outing at Oakhaven Golf Club in Delaware; it was a pleasant day on the course with great weather and good scores.



The winning foursome was Mike Johnson, Ernie Hall, Rick Reed and Evan Hall. The second-place team was Jerry Inebnit, Mike Schoedinger, Bill Wappner and Sean Hartwell.

Thank you to all of the participants who continue to support the MRT by golfing each year in the outing. The proceeds from the outing help the MRT to offset expenses incurred by the team for trainings and the mobile morgue.

The OFDA MRT has a national reputation as one of the finest teams in the country.

A BIG THANK-YOU to all of those who graciously helped the team through sponsorships:

- Cincinnati Equitable Insurance Company – **Breakfast Sponsor**
- Funeral Directors Life Insurance Company – **Lunch Sponsor**
- State Auto Insurance Companies – **Dinner Sponsor**



- Keystone Group and Bob Shank Sr. – **Cart Sponsor**
- Wilbert Vault Dealers of Ohio – Akron Vault, Baxter Burial Vault, Bell Vault, Carr Concrete Corporation, Fithian-Wilbert Buria Company, Hupp-Stiverson, Longstreth Inc., Ohio Vault Works, Inc., Tri-State Wilbert Vault Company and Turner Vault Company Northwood/Lima – **Beverage Sponsor**
- John Atkins, Anthony Quahliero and Bob Van Horn, CFSP – **Cash Donation**

Contest winners were:

- Longest Drive Men: Evan Hall
- Longest Drive Women: Monique Shafer
- Longest Putt: Jay Davis
- Closest to the Pin: Ernie Hall

Skin Team Winner:

- Anthony Quahliero, Brian Scharff, Ashley Warne and Jerry Warne

The MRT would like to acknowledge the support received from the following companies, who were hole sponsors:

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Legal and Financial Issues for Today's Funeral Professional

PRESENTERS: T. SCOTT GILLIGAN, OFDA GENERAL COUNSEL,
AND POUL LEMASTERS, ROSENACKER & ASSOCIATES

Friday, November 6, 2009 • Located at the OFDA Headquarters
Five CEUs, pending approval • Registration fees: \$65 Per Registrant

The Seminar Schedule

9:00 a.m.

Registration

9:30-10:30 a.m.

Buying and Selling a Funeral Home

In this seminar, OFDA General Counsel Scott Gilligan will discuss important components of buying and selling funeral homes. Included in this discussion will be a review of the critical elements that a seller of a funeral home and a buyer of a funeral home need in the purchase contract for their respective protection. Mr. Gilligan will also outline the typical process of selling and buying a funeral home and what is normally expected from the seller and buyer. This seminar will provide the audience with an understanding of what steps are needed to take to protect the interest of the seller and buyer, how acquisitions are structured, the documents required and the expectations they should have as a seller or buyer.



10:30-11:30 a.m. Payment Policies and Collecting Receivables

Accounts receivables can quickly add up and consume the most successful business. Although we say payment is due by the day of the service — it does not always happen. Actions speak louder than words, but what action can be taken? In this seminar, attorney and funeral director Poul Lemasters will discuss the action steps necessary so you can evaluate

your current process of getting paid for your services and what you can do to reduce your accounts receivable in the future. After all, collection is always an option — the focus is prevention.

11:30 a.m.-12:30 p.m.

Lunch

12:30-1:30 p.m.

Ohio's New Preneed Law

This segment of the seminar will also be reviewed by OFDA General Counsel Scott Gilligan. Sample contracts will be utilized to show the new disclosures which are required by the preneed law and sample language for price guarantees, payment of taxes, treatment of excess funds and other disclosures required by the new statute. This segment of the seminar will also review the requirements of who may sell preneed funeral services and what steps insurance agents may and may not take in selling preneed insurance policies to consumers.

1:30-2:30 p.m.

Preneed Investments

Selecting a preneed trustee and/or a preneed insurance company is critically important for maintaining the future profitability of a funeral home. Recent preneed funding scandals and the downturn of the market have underscored the importance of these selections. The presenters will share suggestions and guidelines funeral homes may find useful in making these important choices.

2:30-3:30 p.m.

Health and Liability Insurance for Funeral Homes

Insurance is a complex issue that many individuals simply take for granted. You make a call, someone shows up with a policy, you buy it, and voila — you are covered. This should not be your process. Insurance, especially in struggling times, is an extremely important product that your business must have in times of trouble. Attorney and funeral director Poul Lemasters, in this segment, will share the basics of insurance, why it is critical to have coverage and the steps to make sure you are getting the right coverage.

Conclusion

Ask the Lawyers

Scott Gilligan and Poul Lemasters will field questions from the audience on legal issues impacting funeral service.

Registration material will be available soon.

OFDA Annual Family Day

OFDA held Family Day on June 26, 2009. Members enjoyed a visit to the Rock & Roll Hall of Fame and Museum and/or attended the Cleveland Indians vs. Cincinnati Reds ball game (150 tickets were sold to the game). Attendees enjoyed a backyard patio picnic dinner before the game and an awesome fireworks display after the game.

The Cleveland Indians beat the Cincinnati Reds with a score of 9-2.

Thank you to all of the members who participated in Family Day.



OFDA Fall District Meeting Schedule

District 9

Wednesday, September 16
 Presidential Banquet Center, Kettering, Ohio
 4-6 p.m. – OFDA
 District President – Brian Wolfe,
 937-859-3686

District 3

Wednesday, September 23
 Old Barn Outback, Lima
 4-6 p.m. – OFDA
 Dinner to follow
 District President – Jon Neeper,
 419-229-2300

District 19

Monday, September 28
 Laurello Winery, Geneva
 4:30 p.m. – Registration
 5-6 p.m. – Dinner
 6-8 p.m. – OFDA
 District President – Joan Billman,
 440-576-4055

District 14

Tuesday, September 29
 Der Dutchman Restaurant, Plain City, Ohio
 4-6 p.m. – OFDA
 6 p.m. – Dinner
 District President – Sue Jones, 614-885-4006

District 4

Wednesday, November 18
 Manchester Inn & Conference
 Center, Middletown
 6:15 p.m. – Dinner
 7-9 p.m. – OFDA
 District President – Lori Hicks, 513-422-5404

District 5

Tuesday, August 11
 Maggiano's in Kenwood Towne Center
 4-6 p.m.
 Batesville Casket Company – “Getting to
 Know the Cremation Consumer –
 An Action Plan”
 Two CEUs; program and appetizers
 compliments of Batesville

Monday, October 12

Annual CCMS Cookout for District 5
 4-6 p.m.
 Dave Hicks will do a program on British
 Funeral Customs
 Two CEUs; program and appetizers
 compliments of CCMS

Tuesday, December 15

OFDA Annual Update and Christmas Party
 Maggiano's, Kenwood
 4-6 p.m. – OFDA
 6 p.m. – Dinner
 Two CEUs; dinner to follow, along with enter-
 tainment and giveaway items
 Cost: \$30
 District President – Jonathan Stuchell,
 513-543-3780



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company! Fax résumés to 785-233-5354, or e-mail to employment@nfsgi.com. EOE.

Funeral Planning Advisor

Neidhard Gillen Funeral Home has an excellent career opportunity for a highly motivated self-starter to fill the role of an advanced funeral planning advisor. This is a rewarding service-oriented vocation. Average salary \$30,000 to \$50,000 for the first year. After that, you control it. Benefits include health, dental, retirement, professional training, bonuses, lead programs. Candidates with a current life/health license or a willingness to obtain one immediately or Ohio Funeral Director Licensed are preferred. Send inquiries to sean.gillen@carriageservices.com.

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Kudos

Joseph F. Rossi Jr., Joseph Rossi & Son's Funeral Home, Niles, was named Mahoning Valley Italian-American Sports Hall of Fame Man of the Year 2009 at the annual Scholarship and Man of the Year Banquet held on May 20. This is an organization dedicated to the scholarship of our youth, preserving and promoting the history and heritage of Italian-Americans in sports and honoring Italian-American heroes who have made contributions to sports and society. Congratulations!

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