



The Buckeye Director

A publication of the Ohio Funeral Directors Association

Winter 2015

10th Annual PAC Clay Shoot Outing

PAGE 8

Getting Out of Your Comfort Zone

PAGE 10

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The Buckeye Director

Volume 7 • Issue 4

The Ohio Funeral Directors Association

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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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Did You Know?

OFDA accepts articles written by our membership for possible publication in *The Buckeye Director*.

The deadline for future issues is as follows:

- December 28 for the March issue

Please contact Lindsay Titus with content.



Cremation is no longer just an "alternative" to burial. Nearly half of all families making funeral arrangements today will choose cremation.

ICCFA provides comprehensive cremation-specific trainings, resources and support so its members can **lead the way with cremation**—including the first-of-its-kind **Cremation Arranger Certification Program**. Not only do members also gain access to an extensive cremation resource library, ICCFA links you to five cremation advisors and a 24-hour hotline to answer any question or concern anytime it comes up.

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Don't Lose Your Sense of Wonder

*"Believe in what your heart is saying
Hear the melody that's playing
There's no time to waste
There's so much to celebrate
Believe in what you feel inside
And give your dreams the wings to fly
You have everything you need
If you just believe"*

— Alan Silvestri and Glen Ballard, from *The Polar Express*

Many years ago, more years than I care to admit, I received a Christmas gift of a Lionel electric train. Complete with an engine that puffed smoke, a bell that rang, a whistle that wailed and lighted caboose, it was a thing of wonder! I spent many hours, sitting beside the Christmas tree, watching it and listening to the sounds.

As I got older, the train seemed less important, just a toy and nothing more. Finally, one Christmas, it seemed too much of a bother to take it out of the box and set it up. For many years, the train sat unused and little remembered.

When my children were born, I decided to get them an electric train of their own. That Christmas, I watched them sit enchanted

by the same toy that had brought me so much pleasure. I promised myself that the train would remain a part of the holiday custom of our family. In fact, a couple of years ago, I purchased a new Lionel set, a collector's edition of *The Polar Express*, one of my favorite Christmas movies. I now get to share it with my grandson. Ah, boys and their toys!



Terry L. Palmer,
CFSP

As we get older, we all tend to lose our sense of wonder of Christmas. It's easy to become distracted from the joy of the season. It is our nature as funeral directors to focus ourselves toward serving others. All too often, we strive to create the "perfect" holiday for those around us, and we end up being disappointed. This Christmas, I hope that you will remember to take the time and enjoy those close to you. Celebrate the wonder of this most special time of year! And remember ... it's OK for you to play with the train!

It has been an honor to serve as president of our association. To our wonderful OFDA members, my fellow officers and our staff, I wish for you a joyous holiday season!

Terry L. Palmer, CFSP

Scholastic Assistance Committee

Congratulations and many thanks to all 2015 OFDA SAC applicants!

The committee dispersed \$10,400 to the following eight students:

- Alexander Bable, Columbiana, Ohio, CCMS
- Lorenzo Bentley, Lucasville, Ohio, CCMS
- Crystal Brandfass, Zanesville, Ohio, CCMS
- Kelly Burrell, Zanesville, Ohio, PIMS
- Elizabeth Dunn, Hamilton, Ohio, CCMS
- Miranda Mackey, Maple Heights, Ohio, CCMS
- Jasmine Oliver, Martinsburg, West Virginia, CCMS
- Kyle Turner, Brookville, Ohio, CCMS

These scholarships would not be possible without the donations from our members and vendors. Thank you to those who help OFDA award scholarships to these deserving students.



Calendar of Events

DECEMBER

- 1 District 5 Meeting with OFDA, H.J. Benken Florist & Greenhouse, Cincinnati
- 24-25 OFDA Office Closed for Holiday

2016 JANUARY

- 1 OFDA Office Closed for Holiday
- 20 Board of Directors Meeting

FEBRUARY

- 3-8 Annual Educational Conference, St. Maarten

APRIL

- 6-8 NFDA Advocacy Summit, Washington, D.C.

MAY

- 16 Pre-Convention Education Day
- 17-19 OFDA Annual Convention & Exhibition

FULL CALENDAR

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Lasting Impressions

"A good character is the best tombstone. Those who loved you, those who were helped by you, will remember you when the forget-me-nots are withered. Carve your name on hearts and not on marble."
— Charles H. Spurgeon

I was touched by this quote found on the memorial card of Paul Frederick while attending his visitation this summer. Paul, OFDA past president, was a gentle giant. He was warm-hearted, dashing and endearing to others, yet his very presence commanded respect. Not unlike another similarly statured OFDA past president, Myron Van Horn, with his booming voice and firm handshake, who would delight audiences with his "Myronisms" and hearty laugh. Both of these admired men are perfect examples and reminders of how important it is, especially as a funeral director, to appreciate the value of the human aspect of conversation and the effect a face-to-face interaction can have.

With the advent of the Internet and mobile forms of communication, there has been a societal shift away from personal interaction. While these changes have expanded our networks, efficiencies and our access to each other, they have also in some ways limited us. Focusing too much on these new platforms tends to leave our emotional intelligence unused. When we communicate simply via text or email, it is harder to communicate how heartfelt our words are, and it is more challenging to perceive the feelings of the other party. The inclusion of :) or ;-) emojis attempts to convey our feelings,

but be aware of "fat-finger" keying. Well-intended art may distort into :(or :o. We cannot see the recipient's body language or hear his or her vocal quality. We cannot listen reflectively and offer gentle, unspoken gestures to show our understanding. Nothing replaces in person dialogue/contact.



Melissa S. Sullivan

In funeral service, one of the greatest purposes we serve is that of comfort. We need to be experts at reading, understanding and embracing our soft skills to provide the best personal experience for our families. As Maya Angelou so accurately noted, "People will forget what you said, people will forget what you did, but people will never forget how you made them feel." In a field so focused on remembering, we want to leave a lasting positive impression on those we help to commemorate a loved one.

As we work to carve our names on hearts, one of our upcoming 2016 Convention speakers, Deborah Thomas-Ninger of DTN Productions, offers the contemporary approach to building up this critical communication skill set and helps us strengthen and potentially reinvent ourselves and our own brand.

Join me in leaving lasting impressions on those we come in contact with.

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 Routing Transit/ABA # _____
 Account # _____

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PLEASE INITIAL THE TRANSACTION DAY OF YOUR CHOICE—If the Transaction Day falls on a weekend or holiday, the Transaction Day will roll to the next business day:
 _____ 10th day of each month _____ 25th day of each month

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PURCHASER'S SIGNATURE DATE _____

PAYMENT INFORMATION

Start Date _____ Starting Balance \$ _____
 Monthly Payment \$ _____ Final Payment \$ _____



Winners

10th Annual PAC Clay Shoot Outing

Thirty-two OFDA members, their friends and families traveled to Mad River Sportsmen’s Club, nestled in the hills of Zanesfield, Ohio, for a day of shooting on October 8.

As a result of this year’s event participation, the OFDA PAC graciously accepted a net profit of \$2,815 toward the 2015 campaign.

A big thank-you to the sponsors who helped generate the much-appreciated participation and revenue!

- First Place:** Jim Meeker
- Second Place:** Seth Westfall
- Third Place:** Jeff Bell
- Best Golf Score:** Ronda Jenkins



Thank you to all who donated to the 2015 PAC campaign. Your contributions are prudently allocated to worthy candidates and legislative efforts. You are encouraged to support the PAC if you have not yet done so. Every dollar matters.

Capitol Club (\$300 or more)

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As of 10/15/15





by Deborah
Thomas-Nininger,
DTN Productions
International



Getting Out of Your Comfort Zone

Yes, It's Time to Mix and Mingle!

It's that time of year where the art of mingling and networking is more needed than ever. How to make small talk and work the room with ease is an art worth developing. And statistically a business and relationship development "need to know" — not just during the holiday season!

Feeling awkward, tongue-tied and uncomfortable when needing to mix and mingle? Don't worry, that means you are among the majority of people today who feel the same way! No better time than now to stretch yourself and grow into a master mingler.

Some of my top tips to practice include:

- Making only an appearance requires letting your host know in advance that you want to stop by but will not be able to stay — it is important to stay at least 15 to 30 minutes and take off your coat, making it less obvious to others your time at the event is limited.
- If you're invited to someone's home, never arrive empty-handed. Take a nice box of chocolates — it's an easily shared and displayed gift.
- If provided a nametag, it is worn high on the right shoulder — the "sight line," which makes it easy to read when shaking hands.
- When forgetting someone's name, it is better to admit than to bluff — it has happened to everyone!
- Don't hover near the buffet line or beverage station — that is often where people stand who don't know how to mingle. Instead, that is the place to look for people who need "rescued."
- Choose food or a beverage unless there are cocktail tables in the room on which to rest one of the items while enjoying the other — don't try to balance both.
- The very best mingler only talks about 20 percent of the time and is exceptional at asking open-ended questions to get everyone else talking.
- Ideally spend about 10 minutes per person or group before moving on to others — not too long or too short of a timeframe.
- When joining an ongoing conversation, don't be interruptive. A smile and a head nod are all that's needed — when the conversation stops, then you can introduce yourself, add comments, etc.
- Present your business card almost as an afterthought right before you exit the conversation — "Steve, it was wonderful to meet you — may I give you my card? I'll look forward to visiting with you again soon." Don't rapid-fire your business cards at mingling events — it comes across as desperate and impersonal.

- Be ready with a few different 30- and 10-second self-introductions. A self-introduction provides just enough information to keep it interesting as well as enabling the asking of questions to get to know each other better.
- In advance of any event, do your homework — research who will be there in order to plan and prepare for conversational topics of interest — to them! And certainly preplan meaningful questions designed to target your objectives.
- If you are the host, have a snack in advance of your event so you can focus on your guests rather than the food — don't go hungry to any event.
- When held hostage by someone, don't desert him — instead use the technique of including him as you continue to work the room. "I need to say 'hello' to Jim Thomas who has just arrived. May I introduce you?" At some point, he will excuse himself once he is comfortable working the room alone.
- Alcohol etiquette is critical — knowing your limit and when to switch to club soda. You don't want to be the conversational topic the following day per any misbehaviors or inappropriate gaffes.
- Before going to an event or any group meeting, plan in advance at least two to three interesting topics to talk about that are nonpolarizing yet will showcase your ability to make small talk.
- As a guest, don't arrive too early for a cocktail hour (it's best to arrive a few minutes after the start time), and always leave by the end time stated on the invitation — your host will love you! And respond within 24 to 48 hours of the receipt of the invitation — yes, R.S.V.P.'s are critical.
- Nonverbal communication: establish rescue signals in advance, and avoid any and all fidget signals of boredom, nervousness or discomfort in order to ensure a successful event. And pay attention to the body language of others — their signals are very telling if you're taking the time to notice.
- Revisit your objective(s) throughout a mingling event to ensure you are meeting yours and they are meeting theirs — make adjustments as needed while the opportunity is still available.
- And as a guest, don't neglect those thank-you notes to be sent immediately after all events expressing your appreciation.

Business-building and relationship-building opportunities are at your fingertips if you maximize your social skill set — it should feel seamless and genuine to you and them in order to move those relationships forward. So get out there, and mingle with the best of them!

Deborah Thomas-Nininger works for DTN Productions International, a soft skills/people skills professional development company. She can be reached at dtn@dtn-productions.com or 614-888-7790.

Ohio Department of Commerce

Cemeteries are a unique piece of real estate, which require attention to safety and security standards set by law. The cemetery section of the Ohio Division of Real Estate and Professional Licensing (division) is tasked with registering Ohio's cemeteries and supporting the Ohio Cemetery Dispute Resolution Commission (commission) in resolving disputes or complaints involving its registered cemeteries.

Registration

According to Ohio Revised Code Section 4767.02(A), no person, church, religious society, established fraternal organization or political subdivision of the state shall own, operate or maintain a cemetery unless the cemetery is registered with the division. Cemetery registration does not apply to or affect a family cemetery or a cemetery in which no interments have occurred during the previous 25 years. A family cemetery is defined as a cemetery "containing the human remains of persons at least three fourths of whom have a common ancestor or who are the spouse or adopted child of that common ancestor."

There are three basic types of cemeteries that need to register, and registration affects each type differently. Political subdivisions are those cemeteries that are typically operated by a township, village or municipality. Although this type of cemetery must be registered, the registration never expires. The second type of cemetery is run by religious, fraternal or benevolent organizations. This type of cemetery must renew its registration every year. Finally, cemeteries operated by cemetery associations or companies must register and renew every year. This type of cemetery may also be required to maintain trust accounts for endowment care and preneed merchandise and services.

Ohio Cemetery Dispute Resolution Commission

The commission is made up of seven cemetery operators and two public members with no interest in the death care industry. A complaint can be filed with the division against a registered cemetery. Complaints are resolved using informal mediation, conciliation and persuasion. If a violation of Ohio cemetery law is believed to have been committed, the division and the commission have the authority to make a referral to a county prosecutor's office that has jurisdiction

over the matter or to the Ohio Attorney General's Office for alleged violations of the Ohio Consumer Sales Practices Act. If you are unable to resolve a problem on your own, call the division at 614-466-4100.

In addition to resolving disputes involving its registered cemeteries, the commission annually adopts suggested maintenance guidelines for all cemeteries registered in the state of Ohio. The guidelines cover items such as grounds maintenance and the management of a cemetery's rules, regulations and records. These guidelines provide very important information and can be found here: www.com.ohio.gov/documents/real_CemeterySuggestedMinimumMaintenanceGuidelines.pdf.

General Information

The division's website also offers a wealth of information for both consumers and the death care industry. One of the resources available online is a consumer brochure that offers information about cemetery registration, the availability of the commission to help resolve complaints and consumer tips. The commission's member list, meeting schedule and meeting minutes from 2005 to the present can be found online at www.com.ohio.gov/real/default.aspx.

Looking for a cemetery or trying to find out if a cemetery is registered? At the division's eLicense Center, you can look up registered cemeteries in the state of Ohio and the cemetery operators. While searching, you will find different prefixes associated with different registration numbers. Here is a quick key to those prefixes:

- CGR – political subdivisions (governmental) cemeteries
- CBR – religious/benevolent/established fraternal organization cemeteries
- CRC – cemetery associations
- CEO – cemetery operators

The eLicense Center can be found online by visiting <https://elicense3-secure.com.ohio.gov/Lookup/LicenseLookup.aspx>.

The division will be continuing to add new resources to the website, so be sure to check back regularly. Your suggestions and comments are always welcomed and can be shared by emailing webreal@com.state.oh.us or by calling the division at 614-466-4100.

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OFDA Legislative **Accomplishments**

During this session of the Ohio Legislature, which began in January, OFDA has been working on the following legislative issues:

State Budget – HB 64 (Effective 7/1/2015)

- Worked with the Ohio Department of Health and the Legislature to successfully insert in HB 64 language that makes it clear that signatures on death certificates “may be filed and registered by photographic, electronic, or other means as prescribed by the director.” This language will help assist the Ohio Department of Health to move forward on updating the Electronic Death Registration System (EDRS) relating to electronic signing of death-related records.
- Supported small-business income-tax cuts that could help many OFDA members. The cuts were as follows: The first 75 percent of business income up to \$250,000 (up to \$125,000 for spouses filing separately) is not taxable for 2015, and for 2016 and thereafter, 100 percent of the first \$250,000 (\$125,000 for spouses filing separately) is not taxable. Sole proprietorships, partnerships and limited liability companies all qualify for the tax cut.

SB 61 (Effective 10/15/2015)

To restrict to whom a certified copy of a death certificate containing the decedent’s Social Security number may be issued. The purpose

of the bill is to help deter identity theft. The bill includes a licensed funeral director as one of the entities who can obtain a death certificate with a Social Security number on it. OFDA was successful in adding an amendment to the bill that also includes the person who has been assigned the right of disposition pursuant to Ohio law to be able to receive a certified copy with a Social Security number on it.

Update of Laws Impacting Ohio’s Funeral Profession

The OFDA has been working with the Ohio Board of Embalmers and Funeral Directors and Rep. Tim Schaffer on a comprehensive update of Ohio’s funeral laws. Schaffer will likely introduce the legislation in the next few weeks. Key provisions in the legislation will likely include:

- Establishment of a Preneed Guaranty Fund
- Technical changes/updates to provide more uniformity/consistency in the laws governing the various licensees under the jurisdiction of the State Board of Embalmers and Funeral Directors
- Language relating to funeral-home ownership disclosure to the public
- Language relating to the lawful disposal of cremated remains
- Possible change in the composition of the State Board to remove one public member and add a licensed crematory operator

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Federal Funeral Law Quiz, 2015 OFDA District Meetings

1. A man dies, and his same-sex partner claims to be his surviving spouse. Which one of the following statements is accurate?
 - A. The funeral home may refuse to provide funeral services if you are not comfortable with same-sex marriage.
 - B. You should verify that the survivor is actually the spouse by demanding to see a marriage certificate.
 - C. You should make funeral arrangements with the surviving spouse unless a family member claims that the marriage never occurred, in which case you should demand to see a marriage certificate.
2. Your accountant tells you that the funeral home needs to send a Form 1099 to all ministers, musicians and other third-party payees who were paid more than \$600 per year from the funeral home through cash advances. You do not believe that is correct. Who is right?
 - A. The accountant. Accountants are always right.
 - B. The accountant. The U.S. Tax Code requires any business that pays out more than \$600 to any person for services in a particular year must send that person a Form 1099 reporting the amount of compensation paid to the person.
 - C. You. The IRS will never track you down. And if it does so, it will forgive you.
 - D. You. The IRS issued a private letter ruling back in 2000 that addressed this issue and concluded that the funeral home was simply serving as a middleman in paying out cash advances to third parties who the funeral home neither managed nor supervised. As such, the funeral home did not have to issue Form 1099 to the third-party payees.
3. An elderly member of a family dies at the Cleveland Clinic on Monday afternoon. Family members instruct you not to embalm the body but to prepare it for a graveside funeral that will be held in Louisville, Kentucky, on Thursday. They instruct you to drive the body down to Louisville. You tell them that you do not have refrigeration so you have to embalm the body despite their objections. Which statement is correct?
 - A. You may not embalm the body unless the family provides permission.
 - B. You may require embalming because Ohio law provides that, if final disposition does not take place within 48 hours, the body must be refrigerated or embalmed.
 - C. You may require embalming because federal law requires embalming whenever a body crosses state lines.
4. Family members arranging a funeral inform you that the decedent's sister is deaf and will need an interpreter for the visitation in your funeral home and for the funeral service at a nearby church. They also tell you that the funeral home is required to pay the interpreter's fees for attending both events. Which statement correctly reflects your obligation under the Americans with Disabilities Act (ADA)?
 - A. The funeral home has to pay the interpreter's fees for both services since you are supervising them.
 - B. The funeral home has to pay the interpreter's fees for the visitation since it is in your facility, but it does not have to pay for the interpreter's fees for the funeral service since the service is being held outside of the funeral home in a church.
 - C. The funeral home has no obligation to pay the interpreter's fees.
5. The Veterans Administration recently adopted a regulation to reimburse funeral homes for the price of caskets and urns provided to indigent veterans. Which statements are accurate with regard to the new regulation? (Hint: More than one statement is correct.)
 - A. For the year 2015, the regulation provides for funeral homes to be compensated for caskets up to \$1,967 and for urns up to \$172.
 - B. The regulation only provides for a reimbursement of metal caskets, but not for wooden caskets.
 - C. The regulation only provides for reimbursement of plastic urns, but not for ceramic, metal or wooden urns.
 - D. The regulation only provides for reimbursement of caskets and urns if the interment takes place in a national veteran's cemetery.
6. May a funeral home impose a surcharge against a consumer who pays funeral expenses with a credit card?
 - A. Yes, it may impose whatever amount of a surcharge it wishes.
 - B. Yes, it may impose a surcharge, but only after complying with several notice requirements imposed by credit-card companies and only if the surcharge paid by the consumer does not exceed the fee that the funeral home pays the credit-card company.
 - C. No, imposing a surcharge against a consumer using a credit card is prohibited by federal law.
 - D. No, imposing a surcharge against a consumer using a credit card is prohibited by Ohio law.

7. Which of the following statements are accurate about the Federal Trade Commission (FTC) Funeral Rule undercover shopping program? (Hint: More than one statement is accurate.)
 - A. If your funeral home fails to hand out a price list in a timely fashion during an undercover shop, it will be charged with a Funeral Rule violation.
 - B. The funeral home will only be charged with a Funeral Rule violation if it fails to hand out a price list in a timely fashion during at least two undercover shops.
 - C. If your funeral home has any mistakes or omissions whatsoever on its price lists, it will be charged with a Funeral Rule violation.
 - D. If your funeral home has at least three significant mistakes or omissions on its price lists, it will be charged with a Funeral Rule violation.

8. What is the funeral home's best protection against undercover shoppers? (Hint: More than one answer may be correct.)
 - A. Place all of the caskets and vaults on the general price list and eliminate the casket price list and outer burial container price list so you don't have to worry about handing them out in a timely fashion.
 - B. Train all of your staff members who come in contact with the public that price lists should always be handed out as soon as there is any discussion of funeral services, funeral goods, prices or arrangements.
 - C. Do not usher shoppers into rooms with casket or vault displays until you have handed them a casket price list and outer burial container price list.
 - D. Lock the doors, and do not let anyone into the funeral home.

9. Which caskets does a funeral home have to list on the casket price list?
 - A. Only the caskets that the funeral home shows in its casket display room.
 - B. All of the caskets and containers that the funeral home routinely offers for sale, regardless of whether they are shown in the casket display room.
 - C. All caskets or containers that the funeral home can order, including specialty and oversized caskets, which are not normally offered, but which can be ordered.

10. A third-party casket is delivered to the funeral home in a heavy-duty shipping crate that will require about 30 minutes of labor to uncrate the casket and haul away the packaging. Which statement is correct with regard to the funeral home's options?
 - A. The funeral home may refuse to accept delivery of the third-party casket.
 - B. The funeral home has to accept the delivery, but it can charge the consumer a fee for the labor in uncrating the casket and hauling away the packaging material.
 - C. The funeral home may require the shipper to uncrate the casket and haul away the packaging materials.

See answers on page 21

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by T. Scott Gilligan,
OFDA General Counsel

Ohio Funeral Homes May Need to Consider Alternative Employee-Compensation Methods

OFDA reported in a recent article that the U.S. Department of Labor (DOL) has proposed a new regulation that would significantly reduce the number of employees who would be covered by DOL's white-collar exemptions. As a reminder, if an employee is covered by a white-collar exemption, such as the "professional" classification, the employee is exempt from wage and hour laws. This means, the employer can pay the employee a salary instead of an hourly wage. It also provides an exemption from the wage and hour laws' overtime provision, which requires an hourly employee working over 40 hours a week to receive time-and-a-half pay for every hour of overtime.

Back in 2004, the DOL recognized for the first time that funeral directors may qualify as professionals under the white-collar exemption. The DOL ruled that funeral directors in states requiring four years of post-secondary education to obtain a funeral director's or embalmer's license could qualify as professionals as long as they met the salary test. The salary test merely required the exempt employee be paid \$23,660 a year. Therefore, starting in 2004, nearly every funeral director and embalmer in Ohio qualified as a professional under DOL's white-collar exemptions.

As part of President Obama's drive to increase the compensation of the middle class, he directed the DOL to update the white-collar exemptions. In July, the DOL rolled out the proposed update, which would more than double the salary test from \$23,660 to \$50,440. If that proposal is adopted by the DOL, any Ohio funeral director making less than \$50,440 annually would have to be paid on an hourly basis and receive time-and-a-half for hours worked in excess of 40 hours a week.

NFDA, along with hundreds of other associations and businesses, have filed comments with the DOL asking that the dramatic increase in the salary test either be adjusted or be phased in over several years. NFDA argued that doubling the amount of the salary test in one fell swoop would adversely impact funeral homes, most of which are small, family-owned businesses.

Despite widespread criticism of the DOL's proposal by the business community, most commentators believe that the DOL will not back away from doubling the dollar amount of the salary test. Moreover, it is anticipated that the increase in the salary test from \$23,660 to \$50,440 will probably take effect in the first half of 2016. For this reason, Ohio funeral homes that have licensees making less than \$50,440 should prepare to convert those employees from a salary to hourly compensation in 2016.

One alternative compensation method that Ohio funeral homes may want to consider is the fluctuating workweek arrangement. This



payment method permits an employer to pay half-time instead of time-and-one-half for overtime compensation. However, the tradeoff for the employee is that he or she is guaranteed a fixed weekly salary that will be paid even if the employee works less than 40 hours per week.

An employee under a fluctuating workweek arrangement who works in excess of 40 hours a week is entitled to one-half of the employee's regular hourly rate as overtime compensation. The tricky part of a fluctuating workweek arrangement is determining the employee's regular hourly rate. The regular hourly rate will fluctuate depending on the number of hours the employee works in a particular week. To determine an employee's hourly rate, one must divide the guaranteed salary by the number of hours worked during the particular workweek.

For example, if an employee is guaranteed \$800 a week and works 50 hours in a particular workweek, the hourly rate for that workweek is \$16. As compensation for that workweek, the employee would receive the \$800 guaranteed salary. In addition, he would receive one-half of his regular hourly rate for that week as overtime compensation. In this case, the overtime compensation would be \$8 per hour (one-half of the \$16 hourly rate) or \$80 in total for the 10 hours of overtime compensation. Thus, gross pay for the week would be \$880.

Because the fluctuating workweek payment method has the capability of significantly reducing the compensation paid to employees for overtime work, its use by employers is closely scrutinized by the DOL. If an Ohio funeral home chooses to use this method, it must ensure that it undertakes all of the following steps to avoid a challenge by the DOL to its use of the fluctuating workweek compensation method:

1. While the employee does not have to agree to the fluctuating workweek arrangement, the employee must have a clear understanding that he or she will be paid using the fluctuating workweek method. To verify the employee received an explanation of the payment system, the employer should provide the employee with a written explanation of how the fluctuating workweek arrangement operates and have the employee confirm in writing that the explanation has been received and understood. A sample explanation is provided at the end of this article.
2. The lengths of the workweeks for the employee must truly fluctuate. If an employee works the same number of hours each week, the fluctuating workweek payment system cannot be used. The fluctuating workweek arrangement works best when the employee is on a fixed schedule that requires him or her to work a certain number of hours one week and a different number of hours the next week. For example, an employee who is scheduled to work 42 hours the first week and 46 hours the next week of a two-week work schedule could be compensated by a fluctuating workweek arrangement.
3. The guaranteed amount the employee receives each week must provide compensation at a rate not less than the minimum wage (currently \$8.10 per hour under Ohio law).
4. The employee must receive an overtime premium equal to half-time of the employee's hourly rate for each hour worked in excess of 40 hours per week. The employee's hourly wage will fluctuate depending upon how many hours the employee worked in a particular week. Please examine the fluctuating workweek arrangement example at the end of this article for an explanation of how overtime compensation is calculated.
5. Other than the overtime premium the employee receives for hours worked in excess of 40 per week (see section 4 above), the employer must not pay the employee any other bonus or premium payment that will vary the guaranteed weekly amount. This prohibition on bonus payments does not include discretionary payments, such as a Christmas bonus.

A fluctuating workweek arrangement can be beneficial to both the funeral-home employer and the funeral-home employee. However, since the DOL closely scrutinizes the arrangement, it is critical that Ohio funeral homes using this compensation method adhere to each of the above requirements. OFDA members with questions regarding the fluctuating workweek arrangement may contact Scott Gilligan at 513-871-6332.

Sample Fluctuating Workweek Arrangement Information Memorandum

(This example is based on a guaranteed weekly base salary of \$800. Be sure to calculate the amounts below using the actual guaranteed weekly salary being paid to the employee.)

EMPLOYER: _____

EMPLOYEE: _____

POSITION: _____

GUARANTEED WEEKLY SALARY: \$800

1. **PURPOSE.** The purpose of this Fluctuating Workweek Arrangement Information Memorandum is to provide an explanation of the compensation that Employee shall receive. Employee will be paid in accordance with the regulations set forth in 29 CFR 778.114 governing fluctuating workweek arrangements.
2. **GUARANTEED WEEKLY SALARY.** In any week in which Employee works, Employee shall receive at least the Guaranteed Weekly Salary set forth above. The Guaranteed Weekly Salary will be paid even if Employee works less than forty (40) hours in a particular workweek.
3. **COMPENSATION CALCULATION.** For each workweek, the Employee's regular rate of pay is determined by dividing the number of total hours worked into the Guaranteed Weekly Salary. In any workweek in which the Employee works in excess of forty (40) hours, the overtime premium to be paid to the Employee is fifty percent (50%) of the regular rate of pay multiplied by the number

of hours of overtime work. The examples below show the compensation an Employee would receive for working forty-eight (48) hours in the first week and sixty (60) hours in the second week.

First Week

- Regular rate of pay: ($\$800 \div 48 \text{ hours} = \16.67 per hour)
- Overtime premium: ($50\% \times 8 \text{ hours} \times \$16.67 \text{ per hour} = \66.68)
- Total pay: ($\$800 + \$66.68 = \$866.68$)

Second Week

- Regular rate of pay: ($\$800 \div 60 \text{ hours} = \13.34 per hour)
- Overtime premium: ($50\% \times 20 \text{ hours} \times \$13.34 \text{ per hour} = \133.34)
- Total pay: ($\$800 + \$133.40 = \$933.34$)

4. **ACKNOWLEDGEMENT BY EMPLOYEE.** Employee acknowledges that the Employee has reviewed this memorandum and understands the compensation Employee will receive under the Fluctuating Workweek Arrangement.

Signature: _____ Date: _____

Kudos



Congratulations to Sharer-Stirling-Skivolocke Funeral Home, Alliance, Ohio, for being inducted into the NFDA Hall of Excellence!

Congratulations also to the following funeral homes for receiving the NFDA Pursuit of Excellence Award:

- Baird Funeral Home, Troy, Ohio
- Bayliff & Son Funeral Home Inc., Cridersville, Ohio
- Cassaday-Turkle-Christian Funeral, Alliance, Ohio
- Dwayne R. Spence Funeral Homes, Pickerington, Ohio
- Routsong Funeral Home and Cremation Services, Kettering, Ohio
- Wappner Funeral Directors, Mansfield, Ohio
- Wonderly Horvath Hanes Funeral Home and Crematory, Fremont, Ohio

Pittsburgh Institute of Mortuary Science (PIMS) is pleased to recognize the following student who has been placed on the Dean's List for the summer trimester, ending September 11, 2015.

This academic honor goes to those full-time students who have achieved a grade point average of 3.5 or better in this trimester of studies: Kelly Burrell, Zanesville, Ohio, associate in specialized business degree class.

PIMS held its 151st commencement exercise on Friday, September 11, 2015, at the Calvary Episcopal Church.

Candidates to receive the **associate in specialized technology degree, funeral service arts and sciences** are:

- Mallory Bell (student senator), Akron, Ohio
- Ian Forrest, Shaker Heights, Ohio
- Amy Greenaway, East Liverpool, Ohio

Candidates to receive the **associate in specialized business degree, funeral service management** are:

- Emily Bordenkircher, Coshocton, Ohio
- Tyrone Evans (student senator), Cleveland, Ohio
- Rachael Schaffer, Toledo, Ohio
- James Warren, Toledo, Ohio

Mallory Paige Bell was recognized for completing all of her academic requirements between Thiel College and Pittsburgh Institute of Mortuary Science. David Miller, chair of the business and accounting department at Thiel College, was present to confer Bell with the bachelor of arts degree in business administration.

Congratulations to long-time member E.F. Boyd & Son Funeral Home and Crematory, which celebrated its 110th anniversary in August. The funeral home held an open community event to mark the occasion.

WINTER DRIVING

Safe Driving and Vehicle Maintenance Are Key

Winter is a time when safe driving and well-maintained vehicles take on even greater importance.

“Failure to keep in proper lane or running off the road” and “driving too fast for conditions” are two of the most frequent driver behaviors, according to the National Highway Traffic Safety Administration (NHTSA).

In order to avoid potentially dangerous situations, below are some winter-driving tips:

- Give yourself enough time to arrive at your destination. Trips can take longer during winter than other times of the year, especially if you encounter storm conditions or icy roads.
- Bring a cell phone so that those awaiting your arrival can get in touch with you, or you can notify them, if you are running late. But avoid the temptation of using the phone while driving, as it can be a dangerous distraction — pull over first.
- Drive slowly because accelerating, stopping and turning all take longer on snow-covered roads.
- Leave more distance than usual between your vehicle and the one just ahead of you, giving yourself at least 10 seconds to come to a complete stop. Cars and motorcycles usually need at least three seconds to halt completely even when traveling on dry pavement.
- Be careful when driving over bridges, as well as roadways rarely exposed to sunlight — they are often icy when other areas are not.
- Avoid sudden stops and quick direction changes.
- Be sure to keep your gas tank full. Stormy weather or traffic delays may force you to change routes or turn back. A fuller gas tank also averts the potential freezing of your car’s gas line.
- Keep windshield and windows clear. Drivers in cold-weather states should have a snow brush or scraper in their vehicle at all times.

Your car’s defroster can be supplemented by wiping the windows with a clean cloth to improve visibility.

- Do not activate your cruise control when driving on a slippery surface.
- Do not warm up a vehicle in an enclosed area, such as a garage.
- Keep your tires properly inflated, and remember that good tread on your tires is essential to safe winter driving.
- Check your exhaust pipe to make sure it is clear. A blocked pipe could cause a leakage of carbon-monoxide gas into your car when the engine is running.
- Monitor the weather conditions at your destination before beginning your trip. If conditions look as though they are going to be too hazardous, just stay home.

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Why Does OSHA Care About *Ceiling Tiles*?

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

The following information is from the U.S. Congress Office of Compliance website, www.compliance.gov.

Properly installed ceiling systems allow smoke detectors, heat detectors and fire sprinklers to operate correctly in the event of a fire. They also provide a barrier to the spread of smoke and fire. Breaking, displacing or removing ceiling tiles enables hot gases and smoke from a fire to rise and accumulate above detectors and sprinklers. Doing so delays their activation, enabling fires to rapidly grow larger before an alarm and response occur.

Ceiling-tile breakage, displacement or removal often occurs as a result of mechanical-system repair or maintenance. Building occupants also often move aside or remove ceiling tiles to improve personal comfort by altering local air currents. The danger this creates impacts not only the person who moves the tile, but also endangers all building occupants. Moreover, older ceiling tiles may also contain

asbestos, so disturbing them can cause yet another health hazard.

The smoke and hot gases from a fire decrease in concentration as height and horizontal distance from the center of the fire increase. Once the smoke and hot gases reach the ceiling, they travel horizontally, creating a “ceiling jet.” This ceiling jet is what typically triggers smoke alarms, heat detectors and sprinkler systems.

Removal of ceiling tiles can enable smoke and hot gases to rise above the remaining ceiling system, circumventing the fire-protection systems located at or slightly below the level of the ceiling. If a fire starts in a room with a missing ceiling tile, the ceiling jet can travel to the hole created by the missing tile and will rise into the space above the drop ceiling, which typically lacks monitoring devices. This may delay smoke detectors from receiving the smoke concentration needed to actuate them and to send an alarm signal. Most of the heat may also rise into the space above the

ceiling, bypassing heat detectors and sprinklers completely. This renders them ineffective until the smoke and heat fill the space above, greatly lengthening the time it takes for them to actuate. Because fires can double in size each minute, this delay enables a fire to grow much larger and become more difficult to extinguish.

Missing ceiling tiles are not just a risk to those in the area where the tiles were removed. Space above a drop-ceiling system often provides a route for air to be drawn back to a conditioner ductwork and fan that recirculates the air. Therefore, smoke that enters this space is often spread to other areas in the building, exposing other occupants to smoke and toxic gases. Minimizing the number of unnecessary ceiling openings will make a building safer for all occupants.

Did you know? OSHA requires that safeguards designed to protect employees during an emergency — including displaced ceiling tiles — must be in proper working order at all times. [29 CFR 1910.37(a)(4)]

CLASSIFIEDS

Funeral Director/Embalmer

Semi-rural, family-owned funeral home looking for licensed individual to perform professional services, as well as assisting in day-to-day tasks. Potential to purchase is available as current owner is nearing retirement. Please contact Roger E. Linsley, Oliver-Linsley Funeral Home, East Palestine, Ohio; 330-426-2366 (phone); 330-426-47002 (fax); r.linsley@sbcglobal.net.

Funeral Director and Embalmer Apprentice

Blessing-Hine Funeral Home is seeking a funeral director/embalmer apprentice. Our funeral home has the privilege to serve around 120 families per year. The successful candidate must meet the Ohio requirements to serve a 12-month funeral director and embalmer apprenticeship. Candidate must have a high level of functionality with Microsoft Office (i.e., mail mergers, document creation and general knowledge of Excel) and have the ability and willingness to learn a variety of software and Web-based applications. Work schedule will include designated Monday to Friday office hours with rotating night/weekend call schedule. Much of the on-call schedule at night is by phone only, with the initial call being taken by ASD. Please only email with inquiries about this position and submit résumés to chine@stonemor.com. Résumés are to be submitted in PDF format. We offer a competitive benefits package that includes a cell phone allowance.

Trade Embalmer

Moffett Embalming Service is a well-established and growing trade service accepting résumés from licensed embalmers to join our company in serving our client firms and the families they serve. Trade embalming service is a unique position in our profession as we are serving the families of those whom employ us. It is a challenging and interesting career as each day we work with a wide variety of cases. Moffett Embalming Service has more than 30 years of experience working in central Ohio with a solid customer base throughout Columbus, Ohio; Kentucky; and West Virginia. Established and flexible schedule, fair pay, vacation time, and mileage as determined. Applicants should be motivated, dedicated funeral-service professionals who are capable of working alone and within a team environment. Strong embalming experience, cosmetology, knowledge of crematory operations and death certificate filing are encouraged. Current Ohio embalmer license required; be located or willing to relocate within Franklin County. Cover letter, résumé and references may be forwarded to MoffettTradeServices@gmail.com. In your cover letter, you may leave a brief message as to how you might relate and contribute to our team in the trade.

Answer Sheet to 2015 OFDA Federal Funeral Law Quiz

1). **C.** Funeral directors should treat same-sex spouses in the same manner as they treat any other surviving spouse. If someone questions whether a surviving spouse of a heterosexual marriage was truly married to the decedent, the funeral home typically asks for a marriage certificate as proof. The same would hold true with a same-sex marriage. However, in cases where no one has questioned whether the marriage took place, you should take the same-sex surviving spouse's word that the couple was lawfully married.

2). **D.** Many accountants are unaware that the IRS issued a private letter ruling 15 years ago, which holds that funeral homes that pay ministers, musicians, florists and other third-party providers as part of a cash-advance arrangement are not required to issue Form 1099 to the third-party payee. The IRS held that, in these cases, the funeral home is not supervising or managing the activities of the third party and is merely serving as a middleman in the payment scheme. As such, the funeral home is not responsible to issue a Form 1099. If OFDA members need a copy of the private letter ruling for their accountant, they may contact Scott Gilligan.

3). **B.** Several years ago, the Ohio General Assembly amended Section 4717.13 of the Ohio Revised Code to add a provision prohibiting a funeral home from holding a dead human body more than 48 hours after the time of death unless the body is embalmed or refrigerated. In this case, since the disposition would not take place within the 48-hour period and since the funeral home does not have refrigeration, it could embalm the body even though the family objected. As far as crossing state lines, there is no federal law that requires embalming.

4). **A.** Under the Americans with Disabilities Act, a funeral home, like all other businesses, must make its services available to persons with disabilities unless to do so would create an undue burden. The Department of Justice has issued advisories indicating that funeral homes would be required to provide at their own cost interpreters for individuals with hearing disabilities so that they could receive the benefit of funeral services provided by the funeral home. This includes not only services held at the funeral home but also services at other facilities, as long as the funeral home is being paid to arrange and supervise the services.

5). **A, B and D.** The Veterans Administration (VA) issued a regulation in 2015 that provides for limited reimbursement of the price of a casket and urn for indigent veterans who are interred in a national veteran's cemetery. The regulation provides that the VA will reimburse up to the amount of the average price of a 20-gauge casket or the average price of a plastic urn. For 2015, those average prices are \$1,967 for a casket and \$172 for an urn. The reimbursement applies only for metal caskets since national cemeteries discourage the use of wooden caskets. However, the reimbursement for the urn would apply no matter what type of material the urn is made of.

6). **B.** Credit-card companies used to prohibit merchants, like funeral homes, from imposing a surcharge against a consumer who used a credit card. However, several years ago, Visa and MasterCard entered into an antitrust lawsuit settlement, whereby they agreed to allow merchants

to impose surcharges. The amount of the surcharge cannot exceed the amount of the fee that the merchant pays the credit-card processing company. In addition, the merchant is required to post notices at the entrance of the store and on price lists indicating that a surcharge will be imposed. While the federal government has never had a law prohibiting surcharges, about a dozen states do have a law that prohibits a credit-card surcharge. However, Ohio is not one of those states.

7). **B and D.** When the Federal Trade Commission (FTC) began its undercover shopping program in 1994, the National Funeral Directors Association complained that the FTC was charging funeral homes for minor infractions. As a result, we were able to negotiate with the FTC that it would only charge a funeral home with the failure to hand out a price list during an undercover shop if the funeral home failed to hand out the price lists in a timely manner in at least two undercover shops. Therefore, funeral homes will not be charged if they fail to hand out a price list in a timely manner during a first shop. If that happens, the FTC will come back to the funeral home a second time, and if the funeral home fails to hand out the price lists in a timely manner, it will be charged with a funeral violation. In addition, the FTC will review the funeral home's price lists that it obtains during its shop, and if it finds three or more omissions or mistakes in the mandatory disclosures, it will charge the funeral home with a Funeral Rule violation.

8). **A, B and C.** Many funeral homes that enter into the Funeral Rule Offenders Program (FROP) do so because of a failure to hand out the casket price list or the outer burial container price list before the consumer is shown caskets or vaults. One way to reduce the risk of this happening to the funeral home is to incorporate the casket price list and outer burial container price list into the general price list. You can do this by simply listing caskets and vaults on the general price list.

It is also vital that funeral homes regularly train all staff members who come into contact with the public about the need to get a price list in the hands of the consumer as soon as there is any discussion about funeral goods, services, arrangements or prices. The FTC has also recently cited funeral homes for placing consumers into rooms that have casket and vault displays without first giving to the consumer a casket price list or an outer burial container price list. If your funeral home displays caskets or vaults in its arrangement office, always make sure that consumers are given the casket price list and outer burial container price list before or as soon as they enter the room.

9). **B.** The Funeral Rule requires that the casket price list contain all caskets and containers that the funeral home routinely offers for sale. A funeral home does not have to list on the casket price list special-order caskets or other models that it does not routinely offer for sale, but which it makes available to consumers who may want something different than what the funeral home regularly offers.

10). **C.** The FTC does not allow funeral homes to charge any type of fee to a consumer who utilizes a third-party casket. This includes any type of fee to unload, uncrate or dispose of packaging from a third-party casket. However, the FTC has issued an opinion letter that allows a funeral home to require the shipper of a third-party casket to uncrate the casket and haul away the packing material.

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Merlin Reese James, 84, of Fort Myers, Florida, formerly of Cincinnati and Coldwater, Ohio, areas passed away early Tuesday morning, September 29, 2015, at the Hope Hospice in Fort Myers, Florida.

He was born April 14, 1931, in Coldwater, Ohio, son of the late Spain Nile and Alice Margurite (Bell) James. On July 23, 1968, in Las Vegas, Nevada, he married Barbara Jeanne Clover James, who preceded him in death on April 26, 2006.

A 1949 graduate of Coldwater High School, he received his bachelor's degree from Miami University in 1954 and his master's degree from Miami in 1960. He was an ardent defender of the Redskins. "Pug" served in the U.S. Army, being stationed in Panama from 1954 to 1956.

He was a teacher and school administrator in the state of Ohio for 23 years, textbook publishing house sales rep for seven years, and professional speaker impersonating Gen. George S. Patton Jr. and president of MiReCo Productions from 1979 to 2000. He had been a member of New Hope Presbyterian Church and Covenant Presbyterian Church, Fort Myers, Florida, where he had been a Sunday school teacher, a teen advisor for church activities and on the church council; a member of the Whiskey Creek Country Club, Fort Myers, where he won numerous golf tournaments, acquired several holes-in-one, and had been on the leadership board of the club; a Kentucky Colonel and an Arkansas Traveler, bestowed upon him by then-Gov. Bill Clinton; a life member of the American Legion Post 274; and a life member of the Korean War Veterans Association.

Surviving are his sons: Brad A. (Patty) James of Toledo, Ohio, Bruce N. (Mary Beth) James of Celina, Ohio, and Brian R. James

of Wilmington, Ohio; stepchildren: Jeanne A. (Rocky) Johnson of St. Petersburg, Florida, James B. (Becki) Clover of Riverside, California, Betsy K. (Brian) Hall of Bradenton, Florida, and Chuck W. Clover; grandchildren: Joseph James of Toledo, Ohio, Stephen James of Cleveland, Ohio, Gabe (Nikki) James of Columbus, Ohio, Leana James of Columbus, Ohio, Roby Ruppert James, Wilmington, Ohio, Kari (James) Allen, Krista (Kevin) Donovan, Ryann Clover, Sidney Clover, Megan Hall, and Molly Hall; great-grandchildren: Taylor, Madison, Sydney, and Hadley; special friend Tan Noll, Fort Myers, Florida; mother to his sons, Joan Bollenbacher of Celina, Ohio; and sister Shirley (Jerry) Hemmelgarn of Kent, Ohio.

In addition to his parents and wife, Merlin was preceded in death by his brothers, Don, Mac, Dean, and Burt James, and sisters Beverly James, Ginnie James, Marilyn Huelsman, and Jane Shrock.

John C. Carge, 92, passed away peacefully at his residence in Fort Myers, Florida. Loving husband of the late Virginia (née Schafer). Dear father of Phillip J. and John K. (Karen). Beloved grandfather of Christopher (Kristy), Danielle, Michael (fiancé Haley) and Ryan. Dear great-grandfather of Giada, Marin, Ava and Jacob. Dear brother of the late Anna Juhasz and Sam Dragoi. World War II Army veteran.

Neil Earl Carlson, 59, passed away peacefully with his family surrounding him on September 23, 2015. Loving husband of Jacqueline (née VanGieson). Cherished and loved father to Grady, Brittany and Paige. Son of Katherine and Earl (deceased). Stepfather to Nicholas and

Nena Gamboa. Brother to Michael (Karen), Kathleen Bolan, Patrick (Patricia), Mary (Tim) Marcovy, Carleen (Rick), and Sean (deceased) and Lani (deceased) Carlson. Uncle and friend to many.

Neil graduated from Padua Franciscan High School in 1974 and later graduated from Ohio University in 1978. He played football at both. Neil enjoyed sports, including football and basketball. Neil was a funeral director for Carlson Funeral Homes for over 30 years. Neil most enjoyed spending time with his family and golfing. He was very active in the community.

Harry George Stefanyk, 93, of Marysville, Ohio, formerly of Delaware and Lakeville, Ohio, died peacefully Saturday, September 12, 2015, at Memorial Gables in Marysville. He retired in 1987 as assistant vice president of Akron Brass Company of Wooster, Ohio, after 32 years. Following graduation from high school, he served almost four years in the Royal Canadian Air Force (RCAF) as bandsman, where he was stationed at McCloud, Calgary and Toronto. Upon discharge from the RCAF, he attended the School of Hygiene in Toronto and served six years with the Sanitary Engineering Division with the Leeds and Grenville Health Unit in Brockville, Ontario. In 1952, he began his career with Akron Manufacturing Ltd. (Canada) in the irrigation division and later assumed duties as sales manager with the firefighting division. After being promoted as the company's general manager, he was transferred to Wooster, Ohio. While living in Lakeville, Ohio, near Wooster, on his family's "Four Ponds Farm," he was active with his son's and daughter's Future Farmers of America (FFA) and 4-H activities and annually raised a hearty vegetable garden. Upon moving to Delaware during retirement with his wife,

Wilda, he led an active lifestyle and assisted the staff at his daughter's family establishment, Underwood Funeral Home. He also attended many events with the Delaware senior citizens. He was a member of First Presbyterian Church of Marysville and a former member of St. James Episcopal Church in Wooster. He passionately played his euphonium, even for his own personal enjoyment in his 90s, and loved listening to classical music and marches. He was deeply involved with the activities of his grandchildren throughout their growing years and attended many of their musical and athletic events. He will be remembered for his ethnic cooking and as a sprightly conversationalist with a heavy Ukrainian inflection, an attentive spirit and a hearty laugh. He was born August 9, 1922, in Edmonton, Alberta, Canada, to the late Nickolay and Zonia Tanasichuk Stefanyk. He was predeceased in 2003 by his wife of 52 years, Wilda P. Tennant Stefanyk; in 1981 by his son, Lance M. Stefanyk; four brothers, William "Bill," John, Mike and Murtt Stefanyk; and four sisters, Irene and Annie Stefanyk, Pearl Koral, and Mary Mulek. He is survived by his daughter, Holly (Scott) Underwood of Marysville; three grandchildren, Grant M. Underwood of New Haven, Connecticut, Grace Marie (Caleb Sowers) Underwood of Delaware, and Mallory Kathleen (Raleigh) Ingram of Marysville; a great-granddaughter, Amelia Perry Le Ingram; and many loving nieces and nephews and other relatives.

Dianna M. Blackstone, 76, of Girard, passed away on Monday, August 31, 2015, at her residence with her family by her side. Dianna was born August 22, 1939, in Renova, Pennsylvania, the daughter of Harry W. and Patricia Wiggins Mackey. Dianna graduated in 1957 from Niles McKinley High School and was on the committee for the class reunions for many years. She was a member of First United Methodist Church in Girard, a former member and past president of Girard Junior Women's Club, and a PTO member and room mother for all of her children during their school years. Dianna loved life and lived her life to the fullest. She enjoyed golfing and was on the Hubbard Ladies Golf League. She played volleyball for many years at the city gym, and played tennis at the Liberty Racket Club and also with her friends in Florida for many years. She was an avid reader, loved going to Florida with her husband and her walks on the beach, enjoyed going on trips with her friends and yoga classes, but most of all she dedicated

her life to her family. She leaves to cherish her memory her husband of 58 years, Thomas G. Blackstone Sr., whom she married, June 14, 1957; her children: Kathleen (Frank) Tomasino of Girard, Thomas G. (Marilyn) Blackstone Jr. of Campbell, and Sheri L. Blackstone of Girard; sisters: Sandra A. Mackey of Columbus, and Debbie J. (Bill) Hayes of Boardman; brothers: Stanley W. (Melanie Adams) Mackey of Tampa, Florida, and Terry L. (Kathy) Mackey of Columbus; her grandchildren: Ralph (Candace) Rivera, Marie (Nick) Love, Brent Kovachik, Faith Kovachik, Danielle Kovachik and Ryan Forte; and great-grandchildren: Jaden, Jill and Sophia Rivera, and Addison Altaffer; and several nieces and nephews. Besides her parents, she was preceded in death by her grandson, Steven.

Harold (Butch) D. Gallagher Jr., 73, of Boardman, died Saturday August 22, 2015. Born August 25, 1941, to Harold and Katherine Gallagher of Youngstown, he attended St. Joseph Elementary and graduated from Ursuline High School, where he lettered in football. After serving four years in the U.S. Navy, he returned to Youngstown and joined his father working on the Erie Lackawanna and later the ConRail Railroad as a locomotive engineer. He married the love of his life, Patricia Ann Colonna, on April 15, 1967, and together they raised their six sons in Boardman.

Butch was preceded in death by his parents, in-laws Joseph and Helen Colonna, brother George Gallagher, sister Phyllis Ferreri, and sisters-in-law Carol (Norm) VanWinkle and JoAnn Schiavone. He is survived by his wife, Patricia; sons David (Meg), Kevin (Shari), Shawn (Anne Marie), Daniel (Heidi Duhon), James and Tim (Cari) Gallagher; grandchildren Duke and Renee Duhon, and Nathan, Jenna, Mia, Zachary, Hayden, Jill, Justine, Nicholas and Ryan Gallagher; sisters Joyce O'Driscoll, JoAnn Kovall, and Peggy (Paul) Beveridge; brother-in-law Joseph Schiavone; sisters-in-law Anita (Michael) Coughlin and Debbie Miller Gallagher. He is also survived by many nieces, nephews and friends.

Susan Clare Hoaglund, 62, passed away Wednesday, August 5, 2015, at UCSD Medical Center in San Diego, California, after suffering a brain aneurysm. Born in Amboy, Illinois, Sue graduated from high school in Ottawa, Illinois, and went on to graduate with honors from Eastern Illinois University, where she was

a member of the Alpha Sigma Alpha Sorority. She settled in New Lenox, Illinois, with her husband, Bob, where they lived for 25 years. Sue was an active member of the New Lenox community, where she loyally served as a trustee on the library board and was instrumental in the construction of a new community library. She also co-chaired several committees for the New Lenox School District, which led to the successful passage of multiple referendums, and was awarded the Illinois State Board of Education's Those Who Excel Award. She was a member of the United Methodist Church of New Lenox, where she taught Sunday school and sang in the choir. She lived in Allentown, Pennsylvania, for three years before moving to Fort Wayne. Most recently, she owned a Decorating Den Interiors franchise in Fort Wayne. She was an active member of the Junior League of Fort Wayne and the Fort Wayne Encore Group. Married for 38 years to the love of her life, Bob Hoaglund, Sue's greatest passion was her family and spending time with her children, Melissa and Mark. She never missed a band competition or cross-country meet and loved planning family events. Sue found joy in making things beautiful, including the rooms of her own home and her clients' homes. She also loved to garden, spend time outside and read a good book. She spent many weekends in Bloomington, Indiana, attending Indiana University sporting events in addition to regularly attending concerts at Foellinger Theater. She and Bob were avid travelers, splitting time between their lovely home in Fort Wayne and whatever adventure was around the corner. She was a trusted confidant and fiercely loyal to her family and friends. Sue is remembered for her positive attitude, her infectious smile and laughter, and her energy, and she will be missed by many. Sue is survived by her husband, Bob; daughter, Melissa (Matt) Ekwinski; son, Mark Hoaglund (fiancé, Natasha Shadid); parents, Margaret and Francis Bybee; brothers, John Bybee, Steve (Debbie) Bybee, Jeff (Barbara) Bybee, and Scott Bybee; father-in-law, Robert Hoaglund Sr.; brother-in-law, Bill (Cheryl) Hoaglund; and 12 nieces and nephews. She was preceded in death by her mother-in-law, Joyce Hoaglund.

Joyce Masterson-Crook, age 63, of Hoffman Estates, Illinois, sister of Jeff Shimo of the Gluvna-Shimo-Hromada Funeral Chapel, passed away on the afternoon of Wednesday, August 12. She was born in Cleveland, Ohio, on April 8, 1952, and was raised in Strongsville.

Joyce was a 1970 graduate of Strongsville High School. She went on to receive her bachelor's degree in education from Southeast Missouri State University and later earned her master's degree in education from National Louis University.

Her career as an educator spanned more than four decades. She first served as a lay teacher at St. Albert the Great Parochial School in North Royalton and later in the same capacity at Sts. Joseph and John School in Strongsville.

In 1989, Joyce moved to Hoffman Estates and joined the faculty at Carmel High School in Mundelein, Illinois. For the past 26 years, she taught English and history there; she also served as an advisor and mentor to countless students enrolled at the school.

A self-professed shopaholic and shoe junkie, she enjoyed travel as well as attending art, craft and antique shows. Her greatest joy came in spoiling her pet dogs, Zoe and Licorice.

Survivors include her husband of 24 years, David; her brother, Jeff Shimo (Diane) of Lorain; niece, Andrea Shimo-Flynn (Donovan) of North Olmsted; and niece and goddaughter Jillian Shimo (fiancé Sean Finnegan), residing in Sheffield Township. She was preceded in death by her parents, Charles and Rosemary (née Hajek) Shimo.

Mark Liggett Hall, 87, of Warren, Ohio, went home to be with his Lord and Savior at 5 a.m. Tuesday, August 4, 2015, at St. Joseph Hospital. He was born January 4, 1928, in Warren, Ohio, a son of the late Carl W. and Marguerite Liggett Hall.

Mark attended the Staunton Military Academy in Staunton, Virginia, and went on to graduate from Muskingum College and the Cleveland College of Mortuary Science. He served the community as a licensed funeral director for over 50 years and was the president of Carl W. Hall Funeral Service Inc. for 28 years. A veteran of the U.S. Army, Mark served his country from 1952 through 1954 during the Korean War. Some of his other accomplishments include past president of the Trumbull County Agricultural Society, past president of the Trumbull County Coon and Fox Hunters Association, past director of the Buckeye Polled Hereford Association, and manager of the Caroma Polled Hereford Ranch for many years. After his retirement from the funeral

home, Mark operated "Tall Pines," a fishing and bear-hunting camp located in the Upper French River area of Ontario, Canada, for 15 years. He was an avid hunter and fisherman all his life and enjoyed watching baseball and football games. Mark was a member of Maranatha Church, where he served on the Mission Committee.

Mark will be deeply missed by his wife of 66 years, Marilyn Miller Hall, whom he married August 22, 1949; son Mark Lewis (Monica) Hall of Warren, Ohio, and their children, Dr. Megan (Kyle) Adams and Regina Hall; son Carl W. (Priscilla) Hall II of Claremont, New Hampshire, and their children, Carl W. (Amy) Hall III, Troy Hall, Kaitlyn Hall and Christopher Belcher; son Jon (Carol) Hall of North Bloomfield, Ohio, and their children, James Hall, Mark Andrew (Angela) Hall, David Hall and Jake Hall; son Col. Christopher (Laura) Hall of Hampton, Virginia, and their children, Margaret Hall, Andrew Hall, Thomas Hall and Madeline Hall. Mark was also blessed with three great-grandchildren, Matthew Hall, McKenzie Hall and August Adams. He was preceded in death by his parents and a sister, Carlie Hall Barnett.

Dr. Henry Holden Sr. was born September 6, 1922, in Duncan, Mississippi, a son of Richard Julius and Ammie Bell Holden, moving to Toledo as an infant. He attended Gunckel Elementary School and Libby High School and graduated from South Carolina State College in 1944. He was enshrined in the South Carolina Basketball Hall of Fame. Dr. Holden was a great athlete who earned his way through college on a basketball scholarship and was invited to play with both the Harlem Globe Trotters and the New York Renaissance. He entered Meharry Medical College in Nashville, Tennessee, graduating in 1948. After graduating, he interned at Harlem Hospital in New York from 1948 to 1949, a year he describes as "the hardest one in his life." He then took a residency in internal medicine at the Veterans Administration Hospital in Tuskegee, Alabama, in 1942. He enlisted in the U.S. Air Force in 1952 and served as a flight surgeon in Korea. Following his military journey, he served on the medical staff of the Tuskegee VA Hospital.

Dr. Holden met his future wife, the former Velma L. Alexander, at Meharry College, where she was attending nursing school. On June 19, 1948, Henry and Velma were united in holy matrimony, and to this union three wonderful

children were born. After serving in the military, Dr. Holden opened his medical office at 312 E. Federal Street and, after 15 years, moved his practice to 932 Belmont Avenue, retiring in 1985, after serving the community for 50 years.

Dr. Holden has served in the capacity of being the first black president of the Mahoning County Medical Society and secretary-treasurer of the Youngstown Hospital Association staff. He also served on the Board of Directors of Dollar Bank (later known as National City Bank, now known as PNC). He also served as the chairman of the Board of Directors of the Western Reserve Care System (formerly Forum Health, now known as Valley Care). He was also past president of the Benedict Club, president of the Bid-Rite Bridge Club, member of the National Association for the Advancement of Colored People (NAACP), member of the Ohio State Medical Association and American Medical Association (AMA), charter member and founder of the Youngstown Area Development Corp, and active member of the Board of Directors for the L. E. Black, Phillips & Holden Funeral Home, Inc.

He enjoyed bridge and professional sports, basketball and football in particular. He used to attend games of the Cleveland Browns and basketball tournaments.

He leaves to mourn his passing, but rejoice in his peace, his devoted children, Henry (Pamela) Holden of Youngstown, Rosalinde (Clifford) Smith of Woodbridge, Virginia, and Michelle (Anthony) Robinson of Fort Washington, Maryland; six beloved grandchildren, David (Joan), Brian (Raynetta), Trey, Olivia, Henry III, and Lydia; five great-grandchildren; his caregiver, Marlene Frances; and a host of nieces, nephews, other family and friends.

Waiting to greet him at heaven's gate are his parents, Richard and Ammie; his beloved wife of 63 years, Velma, who passed away May 13, 2012; a son, Stephan Holden; a brother, Mansfield "Ace" Holden; and a sister, Carrie M. Jenkins.

Dale Emerson Hill, 59, of Kingston, went to be with our Lord on July 16, 2015, at his home.

Dale was born the only son of Loring and Ruth (Hoffman) Hill on January 5, 1956. On September 25, 1978, Dale fulfilled his father's

dream of him becoming a licensed funeral director/embalmer and taking over the family business, The Hill Funeral Home. Dale married the love of his life and business partner, Kathy Lee (Clever) Hill, on August 14, 1982. Dale was a 1974 graduate of Zane Trace High School, 1976 graduate of Capital University and 1978 graduate of Cincinnati College of Mortuary Science.

Dale is survived by his wife and daughter, Sierra Hill. Also surviving are his sisters: Alice (Ewing) Giffin of Wooster, Carol (Steve) Ewing of Waverly, Theresa (Todd) Colopy of Kingston, and many special nieces and nephews. Dale is also survived by special friends Ralph Wiseman, Jerry Adams, David Hedges, "Spank" Morrison and Gary Stevens, as well as many other friends and colleagues in the community.

Dale was preceded in death by his parents; sisters Sue Gay and Judy Chandler; and mother-in-law, Bonnie Clever.

Dale was a football enthusiast. He was very proud of his years of playing football at Zane Trace High School and Capital University. Dale was a member of the first varsity football team and scored the first touchdown in Zane Trace football history. Dale also dedicated years of service to the Green Township Fire Department and was a member of the Green Township Fire Association. Dale also touched the lives of countless grieving families in his community during his 37-year career as a funeral director.

Dale's proudest moment was when his daughter, Sierra Hill, decided to pursue becoming a funeral director and taking over the family business. Sierra plans to continue the Hill tradition as a third-generation funeral director, following in her father's and grandfather's, Loring Hill's, footsteps.

Lesli Barkdull Neal, age 54, resident of Shelby, died peacefully Tuesday, July 21, 2015, at Hospice House in Ashland surrounded by family.

Born January 15, 1961, in Shelby, she was the daughter of Richard and Bette (Strolein) Barkdull. A 1979 graduate of Shelby Senior High School, she received her associate degree from Columbus Technical Institute and was employed as a registered optometric

technician with Dr. Edwin Windbigler until 1985. In September 1985, she came to work with the family business and received her funeral director's license in 1987. Upon her father's retirement in 1994, she became a fifth-generation co-owner of the Barkdull Funeral Home.

Lesli was passionate about caring for others and being a funeral director came naturally. She cared for her families as if they were her own and took great pride knowing her daughter, Carli, would continue the family business as the sixth-generation of the Barkdull bloodline to join the business. Her smile was warming, and her laugh, contagious. She will be missed by all that knew her, met her or were helped by her at the funeral home.

A member of the First Lutheran Church, she truly enjoyed sharing her musical talents playing with the church bell choir and playing her flute. She also was a member of the Ohio and national funeral directors associations and sat on the Board of Directors at The Shelby Foundation.

In 2003, she married her soul mate, Bill Neal, and together they shared a mutual appreciation for their love of music, laughter and travel. A nature enthusiast, she loved seeing animals in their natural habitats. Swimming with the stingrays in the Cayman Islands and snorkeling in the British Virgin Islands were highlights on her bucket list. She was an accomplished snow skier who enjoyed teaching her children to ski and cherished the memories of their family ski trips in New York and Colorado.

Even though her life was cut short by ovarian cancer, Lesli continued to live life to the fullest and encouraged others to do so daily. "It's not how you weather the storm ... it's how you dance in the rain." Her example of optimism and grace in the face of cancer was an inspiration to all who knew her.

In addition to her husband, she is survived by her two children, whom she cherished, Dane (fiancé Anne Marie Leanza) Fichter of Cascade, Colorado, and Carli (Nick) Jernigan of Shelby; three stepchildren, Clay (Ericka) Neal, Austin (fiancé Gretchen Riley) Neal and Shelby (fiancé Nate Lydy) Neal; her mother, Bette Barkdull of Shelby; her siblings, Eric (Sharon) Barkdull of Shelby, Kurt (Laura) Barkdull of Vermilion and Colbi (Roy) Reese

of Howard; nieces; nephews; cousins; her dog, Petey; and many caring friends.

She was preceded in death by her father.

Paul Edward Frederick passed away on Tuesday, July 21, 2015. Beloved husband of the late Patricia "Patsy" (née Logan) Frederick. Devoted and most cherished daddy of Patty (Ed) Rivera, Sandy (Barry) Schuster, Paula (Bob) Heinecke, Lynn (Dennis) Yockey and Beth (Jim) Schoenlaub. Loving and proud grandfather of Ed (Elizabeth) Rivera, Tricia (Mark) Hoffmann, Michael (Jodi) Rivera, Ann (Mike) Hug, Katie (Russ) Litt, Paul (Cornie) Schuster, Dawn (David) Ravenscraft, Danielle (Pat) McCarthy, Tracy (Keith) Jones, Rob (Tracy) Heinecke, Scott (Tracy) Heinecke, Kari Donaldson, Todd (Alison) Heinecke, Renee (Ryan) Reardon, Victor Yockey, Matthew (Christina) Yockey, Sarah (Scott) Kist, Elizabeth (Chris Cullum) Schoenlaub, Emily Schoenlaub and the late Jimmy Schoenlaub. Great-grandfather of Logan, Alex, Gabe, Spencer, Marissa and Madison Rivera; Julia, Nicholas and Abby Hoffmann; Chase, Layne and Miles Rivera; Benjamin and Jacob Hug; Gabi (Jonny) Chick; Austin, Isaac and Tierney Schuster; Reid, Rhet and Ryne Ravenscraft; Allison and Patrick McCarthy; Maddox, Avery and Luca Jones; Aimee and Robby Heinecke; Megan, Tyler, Max and Kaitlyn Heinecke; Brandon, Grace, Shawn and Hope Donaldson; Kaden Paul Heinecke; Ethan, Jackson, Luke and Bennett Reardon; Ava, Ella and Mia Kist; and Isabel Cullum. Preceded in death by his parents, Paul and Otila (née Trapp) Frederick, and his sister, Jeanne Hais. Also survived by his dedicated caregiver, Angela Norwell, and many nieces, nephews and cousins. Paul was a proud graduate of Roger Bacon High School and Xavier University, a member of St. James (White Oak) Seniors, past president of Ohio Funeral Directors Association, past national commander of Disabled American Veterans, and a member of the Ohio Veterans Hall of Fame. Paul proudly served his country as a medic in the U.S. Army during World War II and was a Purple Heart recipient. Paul was the second-generation funeral director and owner of Frederick Funeral Home. He passed away surrounded by his family on Tuesday, July 21, 2015, at the age of 92.

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