

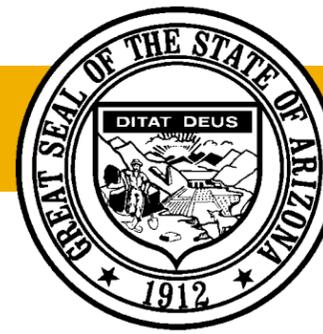
ARIZONA STATE BOARD OF
FUNERAL DIRECTORS AND EMBALMERS

1400 W Washington
Room 230
Phoenix, AZ 85007

(602) 542-3095
FAX (602) 542-3093

2002 BOARD MEETING SCHEDULE

January 15 th	May 21 st	September 17 th
February 19 th	June 18 th	October 15 th
March 19 th	July 16 th	November 19 th
April 16 th	August 20 th	December 17 th
	(Tele-Conf)	



ARIZONA STATE BOARD OF
FUNERAL DIRECTORS AND EMBALMERS

Welcome to 2001 and this edition of the 7th Board Bulletin.

This publication offers the Board's 2001 Annual Report, and other information specifically designed to increase the level of licensee and public awareness relative to the responsibilities and obligations of both. The Board will make every effort possible to assure current issues that impact on licensees and consumers alike are disseminated in an expeditious manner.

Anticipated modifications in the Federal Trade Commission (FTC) Funeral Rule failed to materialize and essentially all is status quo with no immediate or future changes in sight. Many states are legislatively attempting to revise or amend existing merchandisers rights such as retail casket sellers to provide funeral goods to consumers. Members of the Death Care Industry are not against those that provide funeral goods, however; most feel that providers of death care products should be on the "same playing field" as those whom are regulated. Regulatory agencies throughout the nation bring out an overwhelming consensus in terms of fair and equal regulation of these retailers but legislative revision does not come easy.

The "optimum law" notion or ideal does not exist in our society. It is impossible to create a law that will adequately extend to all situations. We as citizens of the greatest nation in the world should make every effort to work within the guidelines and pursue changes when necessary. Current State Statutes although not perfect, provide for fair and equitable management of the State's Funeral Industry. The finalization and revision of the remaining State Board rules should also enhance existing laws.

It is very easy for one to remain quietly in the background and criticize the system for what appears to be inadequacies and failures due to oversight, neglect, or lack of knowledge and correct information. However, one of the most difficult actions one can take is to stand up and be heard for what one believes is right or address an issue that possibly could improve an existing condition. The old adage, "If you have a problem, be part of the solution not the problem" holds true especially in our industry. Lately, I have observed many favorable changes within the industry and I am proud to be part of such a dynamic era. The cooperation between licensees and the Board Staff have created a working environment that is totally synergetic to the benefit of consumers and industry members. The Board's Staff stands committed to providing only optimum service to all those it serves.

Thank you and have an outstanding year!

Board Members

Randall Bunker

FUNERAL DIRECTOR
PRESIDENT

Teresa Hayes

CONSUMER MEMBER
SECRETARY

Kristen Lietz-Aldridge

FUNERAL DIRECTOR
TREASURER

Gary Williams

FUNERAL DIRECTOR
MEMBER

Paul Messinger

FUNERAL DIRECTOR
MEMBER

Brian Townsend

CONSUMER MEMBER
MEMBER

Sindi Martinez

CONSUMER MEMBER
MEMBER

Staff

Rodolfo Thomas

EXECUTIVE DIRECTOR

Michael Loughran

DEPUTY DIRECTOR

Betty J. Vermillion

COMPLIANCE
ADMINISTRATOR

Patricia Keith

ADMINISTRATIVE
ASSISTANT II

A MESSAGE FROM THE BOARD PRESIDENT

As a board, with very few exceptions, we continue to see a willingness of the professional we oversee to comply with the expected state standards. The staff of the state board has shared with us that the prevailing attitude of those they visit is a desire to be knowledgeable about the rules and regulations the industry is subject to. Clarification of these rules and regulations is sometimes necessary by the board and staff. The best advice I can give to our establishment is please call the board's office if you have a question. The role of this board is to **help** each of you to be in compliance by means of education and clarification.

These are two things that the board cannot compromise. The first is **legality**. In other words, does it comply with the statutes and rules we have an obligation to uphold? The second is whether or not it is **ethical**. Did the actions of the licensee meet the standards of decency, respect, and sensitivity that are set forth and expected?

We trust that when a dispute between a consumer and a licensee is unresolved, this board will act in the best interest of what is legal and fair in that particular situation. We have an obligation to protect the integrity of the system that governs us. We individually and collectively believe in the work that this board has been appointed to do.

I commend our staff. We are fortunate to have quality, caring individuals that work for the good of this industry and on behalf of the board. We have a model system, but this system is not perfect. We are committed to make it better for all involved. Our staff and the work they do is respected and emulated across the country by those both in and out of our industry. Under the capable leadership of Rudy Thomas and his staff, we can be proud of the direction our industry is taking in this state.

We encourage you to communicate with the state board staff. Use this valuable resource to help you provide quality service to those who entrust the care of their family and friends to your establishments. With the genuine efforts of the board and staff to properly supervise and direct our industry and the sincere commitment of each of you, the consumers in this state will be served with the dignity and respect each individual is entitled to.

Randall Bunker
President

**Active Crematory List
(40)**

Apache Junction Crematory
 Arizona Cremation Services
 Best Funeral Services, Inc
 Bradshaw Crematory, LLC
 Bring's Crematory
 Camino del Sol Crematory
 Desert Lawn Crematory
 Desert Rose Crematory & Burial
 Desert Lawn Memorial Park
 Deca Cremation Services
 El Encanto Memorial Cremation-Dodge
 El Encanto Memorial Cremation-Avalon
 East Valley Crematory
 Evergreen Crematory
 Flagstaff Crematory
 Foothills Memorial
 Green Acres Mortuary & Cemetery, Inc
 Greenwood Memory Lawn
 Green Valley Crematory

Hatfield Cremation
 Lietz Crematory
 Melcher's Mission Crematory
 Meldrum Crematory
 Mohave Cremations Service
 Mt. Meadows Memorial Park
 Mt. View Cemetery, Inc
 Mt. View Memorial Gardens
 Paradise Memorial Crematory
 Parker Funeral Home
 Ryzek Yuma Mortuary & Crematory
 Sedona Funeral Home
 Serenity Mortuary Services, Inc
 South Lawn Memorial/Tucson Memorial Park
 Southwest Arizona Crematory
 Sunland Memorial Park, Inc
 Sunrise Crematory
 Sunwest Vista Crematory
 Swan Crematory
 Westside Crematory
 White Mountain Cremation

World Trade Center and Arizona Representation

The events, which took place on September 11, 2001, will remain in our hearts and minds for an eternity. One can only pray and ask for the blessings upon those who lost their lives and for comfort to the families who will require the continual support of friends, family and citizens of this great nation. After thirty years of military and law enforcement experience the sadness bestowed in my heart was one of overwhelming sorrow and helplessness. However, it was upon receipt of information pertaining to the participation of several of our licensed individuals that really makes me proud of our licensees and the death care industry. Several licensees have been assisting the New York Medical Examiners office in many ways. This includes Ground Zero Assistance, DNA cutting for identification and analysis, Medical Examiner and Landfill assistance. Those that assisted like many others actually on the grounds reiterate the magnitude of the damage and death from personal observations. Additionally, some of our personnel were in Pittsburgh at the site of one of the hijacked plane crashes. We are proud of these individuals who have represented the State in an exemplary manner. The following personnel were involved and will be on a rotational basis for perhaps a year. Again, we thank you!

Walter Lietz	Robert Vigil	Herbert & Melinda Roberts
Robert Hennis	Paul Wilson	Personnel from Maricopa County
Robert Ziegler	Robyne Bohn-Borik	Medical Examiners Office

2001 Annual Report
 Reporting Period January 1, 2000 through December 31, 2001

BOARD VISION

To create and maintain a balance between fair and equitable business regulation and the protection of the public's health, safety and welfare in the use and purchase of goods and services required for death.

PHILOSOPHY

To maximize public protection through education and minimal regulation.

BOARD MISSION

To maintain and enforce a set of standards that provides protection for the health, safety and welfare of Arizona citizens by educating the consumer and by actively and impartially regulating those licensed to provide funeral goods and services.

BOARD STRATEGIC PLAN GOALS

1. To ensure that where regulation is required that consumers are only accessing licensed Businesses or Individuals and that licenses are only granted and renewed to competent Individuals with high standards of professional and ethical conduct.
2. To ensure and enforce that information is made available to both the consumer and the Licensee that educates them to the standards of practice, their rights and obligations.
- 3 To actively and impartially investigate and resolve allegations and complaints, and provide enforcement to protect the public from incompetent services, unprofessional, unethical and illegal conduct.

BOARD DESCRIPTION

The State Board of Funeral Directors and Embalmers examines and licenses individuals who provide funeral goods and services. The Board also accepts complaints against licensed and unlicensed individuals and businesses, investigates allegations, and forwards complaints on felony discovery to prosecuting authorities. The Board oversees approximately 1300 licensees practicing in the state, and serves all Arizona citizens who receives funeral goods and services.

BOARD STATUTORY FUNDING FORMULA

ARS 32-1308 requires that all fees and revenues accruing to the Board be paid to the State Treasurer. Ninety percent of the fees are paid to the Board's fund to cover operational fees and one hundred percent of civil penalties are deposited in the State's general fund. For Fiscal year 2001, ninety percent represents the Board's appropriated budget of \$253,000 however nearly \$277,000 was collected. With ten percent at approximately \$28,000, plus civil penalties estimated at \$1,200, the Board is returning at least \$29,000 to the State's general fund.

BOARD COMPOSITION

The Board is comprised of four qualified and practicing funeral directors and three consumers, one of which must be the owner or manager of a business. Members are appointed by the Governor and serve four year terms with annual elections for President, Secretary and Treasurer.

2001 Annual Report
Reporting Period January 1, 2000 through December 31, 2001

STAFFING & BUDGET

The Board maintains four full time positions. An Executive Director responsible for overall administration, a Deputy Director responsible for investigations and continuity of operations during the Directors absence, a Compliance Administrator responsible for the evaluations of all licensed establishments and an Administrative Assistant II responsible for licensing and continuing education. The Board was fully staffed during the reporting period.

The Board's appropriation for FY 2000 was \$224,200 and \$252,200 for FY 2001.

ENFORCEMENT ACTIONS

The current investigative process requires submission and evaluation of all pertinent facts to ensure that a funeral law violation has occurred. If no violations of funeral law are determined, it may be possible to render assistance if requested to resolve contractual or non-jurisdictional matters. In addition, when applicable the matter may be referred to the proper agency or government entity. A reoccurring example of the above is the fact that many consumers and employees of state agencies assume complaints involving cemetery matters fall within the purview of the Funeral Board.

The fact of the matter is that cemetery jurisdiction rest with the Department of Real Estate. However, cemetery matters are a part of the Death Care Industry and any type of negative connotation reflects on each and every one of us. Therefore, the Board Staff makes every attempt to assist and assure that a complaint relative to the cemetery is handled properly or directed to the proper authority. Overall the number of enforcements actions remained relative stable with the previous years number. Complaints submitted reflecting inadequate or poor

communications appear to be on the decline and the majority of establishments are displaying efforts, which truly symbolize what the industry is really all about. When an establishment receives a telephone from the Board Staff, it is with the hope that a misunderstanding or lack of information can be corrected with no further action required. However, there will be situations where the necessary investigative steps and statutorily prescribed processes must take place. As stated in the past, the Board Staff will continue to operate in a non-adversary position and act fairly to both licensee and consumer alike.

LAWS AND RULES

In March of 2001, time frames and several revisions of the rules was approved by the Governor's Regulatory Review Council. Prior to the revisions of the remaining rules a five-year rule review was required and subsequently completed. At this time the rules committee and appropriate personnel responsible for the initial rules will be again busy finalizing the last portion of our rules. Overall completion of the State Board's rules is anticipated next year.

On July 31, 2002, the licensing of Apprentice Embalmers will no longer be valid. Pursuant to A.R.S. 32-1325.01 all Apprentices Embalmers who have been registered as same for at least five continuous years are eligible and meet some basic requirements. The most important qualifications noted for the new position is each person desiring to achieve this position must first take a mandatory review class being offered by Mesa Community College, Mortuary Science Program. These review classes will take place on January 12, 2002 and March 2, 2002. On March 9, 2002 an approximate one hundred-question examination will take place. This examination is not simply a pass-fail result orientated process. The analysis of the examination will assist

Meldrum Mortuary
Memory Chapel Mortuary
Menke Funeral Home
Mercer Mortuary
Mesa Funeral Care
Mesa Heritage Mortuary
Messinger Fountain Hills Mortuary
Messinger Indian School Mortuary
Messinger Payson Funeral, Inc
Messinger Pinnacle Peak Mortuary
Miles Mortuary
Miles-Damron Funeral Home
Morris-David's Safford Funeral home
Mortensen Kings Funeral Center
Mountain Shadows Funeral Home
Mountain View Memorial Gardens
National Cremation Society
Newcomer Family Mortuary & Cremation Service
Northern Arizona Cremation & Burial
Norvel Owens Mortuary
Norvel Owens Mortuary-Flagstaff
Owens Mortuary
Owens Mortuary White Mountain Chapel
Paradise Chapel Funeral Home
Parker Funeral Home
Phoenix Memorial Mortuary
Regency Mortuary
Reliance Funeral Services, inc
Resthaven Park Mortuary
Richardson Benson Mortuary
Rude Family Northwest Mortuary
San Antonio Funeral Home
San Pedro Funeral Home
Sedona Funeral Home
Shadow Mountain Mortuary
Silver Creek Mortuary
Simes Mortuary-Casa Grande
Simes Mortuary-Coolidge Chapel
Simes Mortuary-Florence Chapel
Sinai Mortuary of Arizona
South Lawn Mortuary
Stewart Chapel
Sunland Mortuary & Cremation Center
Sunrise Funeral Home
Sunset Vista Funeral Home
Sunwest Funeral Home
Superior Funeral Home
Sutton Memorial Funeral Home
Tempe Mortuary
Tuba City Mortuary

Universal Memorial Center
Universal Sunset Chapel
Valley Funeral Home
Valley Funeral Home-Eloy
Valley of the Sun Mortuary
Valley West Funeral Chapel
Webber's Eastlake Mortuary
Westcott Funeral Home
Westcott Funeral Home CV
Westlawn Chapel & Mortuary
Whitney & Murphy Funeral Homes, Inc
Wickenburg Funeral Home
Wolfrey's Peace Chapel
Wyman Cremation & Burial Chapel
Yuma Mortuary & Cremation, Inc.

**Active Establishment
Endorsement Licensee
(30)**

A L Moore-Grimshaw Mortuaries
A L Moore-Grimshaw Mortuaries
Adair Funeral Homes-Avalon
Adair-Funeral Home-Dodge
Adair's Carroon Mortuary
Arizona Mortuary University Chapel
Bloom Funeral Chapel
Camino del Sol Funeral Chapel & Cremation
Carr Tenney Funeral Home
Carrillo's Tucson Mortuary, Inc
Chapel of the Chimes
East Lawn Palms Mortuary
Flagstaff Mortuary
Green Acres Mortuaries & Cemeteries, inc
Hatfield Funeral Home, Inc
Heather Mortuary
Johnson Mortuary & Desert Lawn Memorial Park
Kammann Mortuary
Lakeshore Mortuary
Lundberg Mortuary White Rose Chapel
Melchers Mortuary Mission Chapel & Crematory
Memory Chapel Mortuary
Menke Funeral Home
Mesa Funeral Care
Mortensen Kings Funeral Center
Mountain View Memorial Gardens
National Cremation Society
Newcomer Family Mortuary & Cremation Service
Parker Funeral Home
Resthaven Park Mortuary

Krizak, Kevin
 Moellman, Robert
 Noecker, R
 O'Banion, I Elaine
 Pearson, Jacqueline
 Rosefsky, Linda
 Sedlmayr, Roger
 Wells, Maceo

**Active Establishment
 Licenses
 (152)**

A L Moore-Grimshaw Mortuary
 A L Moore-Grimshaw Mortuary-Sunnyslope
 Abbey Funeral Chapel
 Adair Funeral Home-Avalon
 Adair Funeral Homes-Dodge
 Adair's Carroon Mortuary
 Adobe Chapel Funeral Home
 All Care Cremation and Burial Services
 Apache Junction Mortuary
 Arizona Aftercare
 Arizona Mortuary University Chapel
 Arizona Ruffner Wakelin Funeral Home
 Arizona Wakelin Bradshaw Chapel
 Best Funeral Home
 Best Funeral Services, Inc (N. Central Chapel)
 Bisbee Funeral Home
 Bloom Funeral Home
 Botimer Funeral Home
 Bring Broadway Chapel
 Bring Memorial Chapel
 Brown Page Mortuary
 Brown's Colonial Mortuary
 Buckeye Funeral Home
 Bueler Chandler Mortuary
 Bunker's Family Funeral Homes Caldwell Funeral
 Bunker's Desert View Chapel
 Bunker's Garden Chapel
 Bunker's University Chapel
 Camelback Sunset Chapel
 Camino del Sol Funeral Chapel & Cremation
 Carr Tenney Mortuary
 Carrillo's Tucson Mortuary, Inc
 Chapel of Prayer
 Chapel of the Chimes
 Chino Valley Funeral Home
 Cole & Maude Chapel of the Valley Mortuary
 Cole & Maud Mortuary of Casa Grande

Colorado River Cremation & Burial
 Crystal Rose Funeral Home
 Desert Lawn Funeral Home
 Desert Lawn Memorial Chapel & Funeral Home
 Desert Rose Cremation & Burial
 Desert View Funeral Chapel
 Dimond & Sons Silver Cell Chapel. Inc
 Douglass Funeral Home
 Dugan Funeral Home
 East Lawn Palms Mortuary
 Evergreen Mortuary Cemetery & Crematory
 Falconer Funeral Home
 Family Burial & Cremation Center
 Flagstaff Mortuary
 Fletchers Mortuary-Snowflake
 Fletchers Mortuary-Show Low
 Frey Funeral Home & Cremation Service
 Gortarez Funeral Home
 Green Acres Glendale Mortuary
 Green Acres Mortuaries & Cemeteries, Inc
 Green Valley Mortuary
 Greenwood Memory Lawn Mortuary
 Greer's Scott Mortuary & Chapel
 Greer-Wilson, Funeral Home
 Griffith Mortuary
 Hampton Funeral Home
 Hansen Arrowhead Funeral Center at Joy
 Hansen Desert Hills Mortuary Memorial Park
 Hansen Mortuary
 Hatfield Funeral Home, Inc
 Heather Mortuary & Chapel
 Hepler Funeral Home
 Heritage Funeral Chapel
 Jensen's Sierra Vista Mortuary
 Jewkes Mortuary
 Jewkes Mortuary-St Johns
 Johnson Mortuary & Desert Lawn Memorial Park
 Kammann Mortuary
 Lake Havasu Mortuary
 Lakeshore Mortuary
 Lamont Mortuary
 La Paz Funeral Home
 Lietz-Fraze Funeral Home
 Lowmans Arizona Funeral Home
 Lundberg Mortuary White Rose Chapel
 Lundberg's Golden Door Chapel
 Martinez Funeral Chapels
 Maryvale Mortuary
 Melchers Mortuary Chapel of the Roses
 Melcher Mortuary Mission Chapel & Cremation

those proctoring the practical exercise in measuring the knowledge and qualifications of potential Embalmers Assistants. Essentially, the review is again mandatory and the examination will be utilized in determining if that person is qualified to embalm without supervision. Eligible personnel shall be notified of exact times and location. If you have any questions or concerns, please contact the State Board Office.

LICENSING ACTIONS

During the reporting period, in addition to over 1300 renewals, the Board also issued:

- 59 Funeral director licenses
- 49 Embalmers
- 2 Pre-need salespersons registration
- 26 Establishment licenses (includes new/and location changes, ownership)
- 3 Crematory Licenses
- 21 Interns
- 5 Multiple Funeral Directors
- 9 Interim Permits

The Board's Staff cannot express the importance of utilizing A.R.S. 32-3265.01 (Immunity Document) and most importantly, assuring the correct use of the statute. For example, a signed dated prearranged cremation plan by funeral trust or insurance will not suffice under current law. You will not be protected under the immunity doctrine because you have failed to include the necessary language on a separate sheet. The Board's Staff recommends that in addition to a completed prearranged plan that you include not only the authorization for cremation, burial, or embalming and include as a separate document the language of A.R.S. 32-1365.01 to avoid future problems. Remember, anyone can challenge your decision but maintaining proper documentation under the law will prevent headaches and additional out of pocket expenses. All of our licensee's and establishments must understand the value of the law and we must attempt to maintain uniformity throughout the State to

assist you. Therefore, once again we feel that it is imperative that the Staff includes a copy of the statute as it appears and invite anyone to call the office if there are any questions or concerns.

IMMUNITY DOCUMENT A.R.S. 32-1365.01

A legally competent adult may prepare a written statement directing the cremation or other lawful disposition of the legally competent adult's remains. This written statement may but need not be part of the competent adult's will.

The legally competent adult shall sign and date the document. The document shall be notarized or witnessed in writing by at least one adult affirming that the notary or witness was present when the competent adult signed and dated the document and that the competent adult appeared to be of sound mind and free from duress at the time of execution of the document.

The document of immunity conforms to this section in authorizing a crematory, cemetery or funeral establishment to carry out the wishes of the competent adult who is the subject of the document. *It is not necessary for a crematory, cemetery or funeral establishment to obtain the consent or concurrence of any other person when it cremates or provides for the lawful disposition of a dead human body.*

The legally competent adult must provide financial arrangements so a crematory, cemetery and funeral establishment can execute the adult's wishes as expressed in the document.

A crematory, cemetery or funeral establishment that cremates or provides the lawful disposition of a dead human body in good faith as per an apparently genuine document executed pursuant to this section is immune from criminal and civil liability and is not subject to professional discipline. Document execution must be made in **good faith**.

OTHER AGENCY IMPROVEMENTS

The State Board’s Office has finally completed the database conversion from the prior Lotus based system to Microsoft Access. All license are now the same color and style throughout the state. The office has received many calls from consumers who are very pleased with the results. New Identification cards will continue to be issued every renewal period and we hope to improve the renewal process on a continual basis. As with any new informational system minor adjustments must be made after identification of problems. Your patience in this year’s renewal process was greatly appreciated.

“Compliance Corner”

Two years after legislative approval of the position of Compliance Administrator, the state’s funeral industry has observed many positive changes. The initial concerns associated with an official from the State’s Board Office examining or reviewing licensed establishments have quickly been removed. However, questions still exist among our licensees. Firstly, if your establishment is called and notified of a compliant visit and you just happen to be the first, don’t fret! The order of compliance visits is based solely upon the most efficient and effective means of making the rounds in your vicinity. Secondly, unless you are informed that there is an immediate or urgent need for a visit then you are simply one of the annual visits required by law. Thirdly, if a deficiency or problem continues to surface and violations not corrected will the appropriate disciplinary action take place. Lastly, the purpose of the compliance visit is to educate and notify responsible personnel of any non-compliance or deficiencies within each establishment. Your undivided cooperation and assistance is greatly appreciated in achieving the most professional and ethical death care industry in the country.

“When someone you love becomes a memory ~ the memory becomes a treasure.”

*In Memory of all the dedicated members of the Arizona State Board of Funeral Directors and Embalmers who worked, taught and gave of themselves. They will be remembered and missed.
By Royce Greer*

- Chester Hansen, 8-5-98
- William Yost, 12-28-99
- James W. Sieving, 05-11-00
- Cecil Ray Johnson, 06-09-00
- J. Ney (Sonny) Miles, 11-29-00
- George P. Peppas, 6-19-01
- Howard L. Westcott, 09-22-01
- Curtis Page 10-12-01

The following statistics were gathered in this time frame.

Conventional Burials	18,148	42%
Cremations	21,623	50%
Ship Outs	<u>3,474</u>	<u>8%</u>
Total	43,245	100%

- Studley, Everett
- Sturdevant, Todd
- Sutton, Jr., Frank
- Sutton, Lorrie
- Sutton, Sr., Frank
- Sutton-Zorn, Jamie M
- Swagerty, Fred L
- Tachoir, Patrick A Jr.
- Taggart, Thomas R
- Talbott, Clayton L
- Thompson, Marty L
- Thorman, Timothy L
- Thorp, Monica A
- Thozeski, Kenneth
- Toker, Richard
- Tolman, Timothy M
- Tovsen, Mark S
- Tracy, Todd R
- Trice, Sherman
- Tweddell, Steven D
- Van Natta, James, R
- VanMeter, Elizabeth M
- Vickers, James L
- Viles, Edward A
- Vining, Mark A.
- Von Berbaum, Steven
- Wakelin, Fred D
- Waldrop, Mark C
- Walker, Neil W
- Wallace, Tristen
- Ward, Dillis R
- Warren, Brandon J
- Warren, Jerry W
- Warren, R Michael
- Watts, Margaret M
- Weaver, Kevin M
- Webber, Bryan R
- Webster, Christine A
- Wells, Maceo H
- Welsh-Reyes, Jessie
- Westcott, Anthony L
- Westcott, Howard L
- Wheeler, Kevin A
- White, Duane E
- White, William L.
- Whitney, Tony J
- Whitwam, F Russell
- Wilcox, Robert W
- Williams, Gary A
- Wilmot, Hal D

- Wilson, Donald
- Wilson, Paul L
- Witkowski, Jennifer
- Wolfrey, James T
- Wolfrey, Michael T
- Wood, George L
- Wright, Ryan M
- Wyman, Kenneth L
- Zarzycki, Casimir J
- Zelt, Stephanie
- Ziegler, Robert J. Jr.
- Zufelt, Jack

Active Embalmers (35)

- Bailey, Adolphus
- Bell, Hugh
- Bennett, James
- Bernier, Ruth
- Bowley, Thomas
- Bown, David
- Brown, David
- Crown, Thomas
- Domingues, Wayne
- Felix, Henry
- Ferrin, Doug
- Friedlander, Neale P
- Garriott, William
- Hernandez, Ernest
- Jones, Erin
- Karbiner, Kennie
- Lopez, Joseph
- McKnight, David
- Mills, Adam
- Miranda-Pullen, Teri
- Norton, Bart
- O’Conner, Stephen
- Pettis, Edward
- Pritchard, Kim
- Ragsdale, Hartwell
- Rossman, Susan M
- Schumacher, John
- Shivers, Edmond
- Shufran, Carrie
- Smith, Julie
- Trice, Sherman
- Underwood, Richard
- Vigil, Richard
- Woodward, Douglas

- Yonke, Heather

Active Multiple Funeral Director (15)

- Adair, Arthur
- Dimond, Kenneth
- Hassett, James
- Jewkes, Reuben
- Maynez, Ronaldo
- Nerison, Cameron,
- Owens, Earl
- Owens, Norvel
- Parker, Paul
- Rogers, Richard
- Simes, Arthur
- Stobierski, Stanley
- Sutton, Frank
- Wakelin, Fred
- Warren, Jerry

Active Interns (14)

- Allen, David
- Cahill, Susan
- Douglas, Carri
- Gossett, William
- Kennedy, Charles
- Lockard, Christopher
- Miguel, JoAnn
- Miller, Shawn
- Rabideau, Jennifer
- Robbins, Kristen
- Schnepf, Jeremy D
- Sheffield, Travis W
- Smith, VeraAnn
- Vitan. Valentin

Active Apprentices Embalmers (42)

- Aira, Dominic
- Brooks, Philip
- Calza, Sergio
- Carley, Alfred
- Cate, Paul
- Contreras, Martin

- Crawford, Thomas
- Dahmer, Grant
- Dimond, Donald
- Durham, William
- Elliott, Danna
- Escarcega, David
- Fredley, Elmer
- Gonzales, Alfred
- Gortarez, Robert
- Hanson, Wayne
- Holden, David
- Hunt, Earlene
- Jayme, Guillermo
- Kerkow, Weymuth
- Kerr, Patricia
- Kimzey, Sherri
- Labajetta, Paul
- Lee, Albert
- Licano Carmen
- Manning, Michael
- Mitchell, Cleveland
- Moore, Troy
- Murillo, Steve
- Murphy, Shawn
- Owens, Clarice
- Perlman, Spencer
- Sherlock, Sean
- Taylor, Jack
- Tecku, Kathy
- Thornson, Naron
- Vigil, Robert
- Villelas, Manuel
- Von Ronne, Richard
- Wilson, Scott
- Woodward, Calvin
- Zuniga, Alejandro

Active Pre-Need Salesperson (17)

- Adair, Susan
- Barnett, David
- Bester, Eric
- Beutel, James
- Brown, Thomas
- Dunigan, Delores
- Gibson, James
- Gottry, Karla
- King, Carol

2000 DISCIPLINARY ACTIONS

Licensee	Violation	Action Taken
Best Funeral Services	<i>Cremation Authorization Problems</i>	Letter of Concern
Sunland Mortuary & Cremation Center	<i>Unprofessional Service</i>	Complaint, Withdrawn
Crystal Rose Funeral Home	<i>Unprofessional Services</i>	Closed, No Funeral Law Violated
Cole & Maud Mortuary of Casa Grande	<i>Pre-need Dispute</i>	No Funeral Law Violation/ Civil Matter
Mortensen Kings Funeral Center	<i>Unprofessional Services</i>	6 mo's probation, Reimburse Customer, \$500.00 Admin Cost
Paradise Chapel Funeral Home	<i>Unprofessional Services (Embalming)</i>	Closed, No Funeral Law Violation
Carrillo's Tucson Mortuary, Inc.	<i>Improper embalming</i>	Dismissed, No Funeral laws violation
Best Funeral Services	<i>Unprofessional Services</i>	Probation 90 days, training classes \$500.00 CF Establishment
Arizona Aftercare	<i>Unprofessional Services</i>	PENDING Consent Agreement
Gortarez Funeral Home (Harvey)	<i>AZ Superior Court Information</i>	Closed-Licensed Surrendered
Greer Wilson Funeral Home Inc	<i>Licenses Funeral Laws Regulation</i>	PENDING Investigations
San Pedro Funeral Home	<i>ACC Violations</i>	PENDING Formal Office of Administrative Hearing
Greer Wilson Funeral Home	<i>Alleged Violation</i>	PENDING Investigation

Active Funeral Director Only Licenses (7)

Borgwardt, Randall
Fisher, Thomas J
Grimstad, Stuart
Lane, Charles H
Perlman, Raymond
Terrazas, Luis
Zufelt, Jack

Active Funeral Director & Embalmers Licensees (442)

Aaron, William F Sr.
Acuna, Frank A
Adair, Arthur R
Adair, Harold R
Adkins, Stephen R
Adkins, Thomas M
Aegerter, John W
Ahearne, James
Allen, Todd M
Alvidrez, Elias
Armstrong, Raymond E
Ashford, Joseph K
Asta, Albert V
Avila, Jennifer L
Backhaus, Donna G
Baggett, Nathan D
Baker, Dean W
Balthrop, Brett A
Barlow, Dana N
Barlow, Levon K
Barnett, David K
Beal, James W
Bell, Hugh C
Beller, David E
Bennett, Doreen P
Bester, Eric M
Betz, Kirk S.
Bias, Ernest
Billie, Charles
Bitner, Amie K
Blakesley, Thomas J
Bohn-Borik, Robyne, R

Botimer, James W
Bradley, Scott C
Brandner, Dale G
Briggs, Harold, L
Brooks, John F
Browder, R Daniel
Brown, Terry M
Brown, Thomas
Buckwich, Raymond J
Bueler, Franklin S
Bueler, Samuel R
Bunker, B Allen
Bunker, Randall M
Buntin, Shawn D
Burke, Robert R
Callaghan, Peter J
Carlstedt, Dale A
Carrillo, Leo A
Carrillo, Leo C
Carry, Michael
Carter, Grant P
Casale, Kim M
Case, Robert G
Cerullo, Anthony
Chamber, John
Chambers, Andre K
Chambers, William D III
Choate, Michael G
Choban, George A
Christman, Rodger A
Church, Michael B
Clark, Phillip G
Collier, Stephen R
Conway, Veronica L
Coughenour, Glenn L
Crabaugh, Louis J
Crawford, Douglas C
Crespo, Madeleine, K
Cummings, Joseph M
Cusick, Timothy M
Dahn, Merle D
Dalton, Martin R
Damron, Paul S
Daniels, Rodney F
Danko, Georgianne M
Darby, Richard J
Darrow, Linda L
David, Paul R
Davis, Anthony E
Davis, Charles D

Davis, Daniel G
Davis, Kurt M
Dawson, Gerald
Day, Warren O
De Los Santos, Hector
Dearborn, Denise R
Dentlinger, Roy J
Dettra, Herman F
DiGiglio, Steven J
Dimond, Donald, C III
Dimond, Kenneth M
Disney, Michael L
Dobson, Douglas, R
Doughty, Biff W
Douglas, Brian L
Douglas, Gordon, D
Drechsler, Robert C
Dube, Otto B
Dudelston, George T
Dufresne, Claude B
Dugan, Daniel J
Dunn, William R
Dutcher, Danne W
Earl, David A
Earl, James S
Easter, Gary M
Eifert, Edward P
Eisenhour, Mark A
Errichetti, JoDina
Eup, Jerry
Ewing, Bruce E
Falconer, Timothy H
Farnsworth, Margaret S
Feingold, Mark
Felix, Henry
Ferguson, Bradley W
Ferguson, Lyle M
Ferre, Martin T
Fillmer, Ronald
Fleming, William G
Fletcher, DeWayne
Foley, Patrick A
Forbes, Todd A
Foster, Jack K Jr.
Francini, Mario G
Frey, Robert C
Friedrich, G Kay
Fries, Nadine
Frye, Francis L
Gabriel, Paul H

Ganely, Philip M
Ganely, Steven M
Gardner, Vergene F
Garrriott, William
Gentry, Aretha
Georges, Ramon
Gibson, James
Goldberg, Lawrence
Golf, Troy
Gonzales, Manuel
Gorishek, Louis
Graham, Craig
Greene, Omar
Greer, Douglas
Greer, Page
Greer, Patricia
Greer, Royce
Gregor, Lisa
Griffith, Bruce
Grimstad, Stuart
Gudzinis, David A
Guenette, Michelle
Gulley, Donald
Gumbert, William
Hall, Brandon
Hampton, Jr. Henry
Handley, David
Hann, Randy
Hanna, Richard A
Hanson, Bradley
Hardy, Marlo
Harman, Brian
Harper, Darrin
Harrington, Shannon
Harris, Lloyd
Harris, Michael
Harris, Thurman
Hartnett, Robert
Hassett, James
Haugen, Linda
Haverstock, Lynn
Hawkins, Lisle
Hawkins, Michael
Healy, Frank
Heinzeroth, David
Henderson, Frederick
Hendricks, Marilyn
Hennis, Robert
Hepler, Randall
Herren, Robert