

THE THANA GRAM

FALL • 2017

Official Publication of the Tennessee Funeral Directors Association, Inc.

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BRAD RIDGEWAY, PRESIDENT • TFDA BOARD OF DIRECTORS



TFDA Family,

Greetings, I hope everyone is excited as fall is upon us and football is in the air. Whether you are a Vol fan, a Titan Fan, or the many other College Teams and High School teams in your town, I am sure you are cheering for your team already.

Teams are always fun to play on and be a part of. That's just like Team TFDA. We are always stronger and more effective as a Team. You need TFDA and TFDA needs you. Your association is stronger if you participate more and contribute more because Together Everyone Accomplishes More.

Thanks so much to all of you who volunteer your time on various committees and attend and contribute at meetings and seminars. Team TFDA is stronger because of you.

TFDA continues to be your voice in funeral service across the state. But a voice needs air to breath. To give air, your support is needed. I want to encourage you to support our Endorsed Preneed Provider, Investors Heritage. They don't want you to totally change the way you do business, because most of us funeral directors don't like change. I am just asking you to send some business their way because they are TEAM players who make a positive impact on your association. They will take great care of you and will work hard to earn your business. Also ask them about enhancing your membership with incentives for decreased TFDA dues and convention registration fees and even a trip.

Another important Team TFDA supporter is Matthews Aurora Funeral Solutions as our Exclusive Premier Partner. They provide superior service and products. Please thank them and support them as they are a part of our Team. State Auto Insurance Companies is also our Endorsed Property & Casualty Provider and Team TFDA supporter. Tell your local provider that you are a TFDA member to receive your benefits from being a Team TFDA member.

Finally, Electronic Death Certificates are closer than ever. We had a great meeting with The Tennessee Office of Vital Records to voice your concerns and get some answers. They are now sending updates out to all TFDA members to keep them advised of the progress and they should be up and rolling very soon. This is once again, your TFDA Team working hard for you.

Let TFDA be the team you root for this fall. On October 1, your statement of dues will go out. I want to urge you to pay your dues, contribute to the PAC fund and help grow TFDA by encouraging a former member around you to come back to TFDA. We have some special incentives for them. Don't let them ride our coattails and sit on the sideline. Ask them to join the TFDA team and contribute. Because, we are more effective and stronger as a TEAM.

Proud to be a Team TFDA Member,
Bradley W. Ridgeway

Our Mission:

To be the Tennessee Funeral Professionals leadership advocate, through communication, education and legislation; thereby empowering the licensed funeral professional the ability to serve at the highest level.

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UNITY IN DIVERSITY

WHY MEMBERSHIP IN TFDA IS SO IMPORTANT

By Todd Van Beck

It has been my good fortune, (and trust me friends my life and career has not been a planned event nor was it ever by design), to have been associated with this in one way or another every funeral directors association in the United States and across the provinces of Canada. Because of this fact I feel some small credibility in speaking to the subject of why membership in funeral association is important.

Throughout my career I have often asked this question: "Who speaks for funeral service?" I have concluded, because of my experiences in my travels that it is the funeral directors association who ultimately on a state wide and national, and nay international level speak on behalf of the nobility and mission of our great beloved profession.

I know this must strike some as a bold statement but I nonetheless believe it to be true.

Associations are simply important to the well-being of any profession, and this is particularly true when there is trouble.

I look back at the 1970's when the Federal Trade Commission hearings were going hot and heavy, and I have to conclude in the positive that it was because of the diligent work of the National Funeral Directors Association, then being led by Howard Raether, and Tom Clark that stood up and eloquently spoke for our profession.

Over my speaking career I have made this statement, and most often in the crowd there will be the predictable naysayer who stands up and levels this challenge: "Well they didn't do that well, the Funeral Rule went through!"

Of course I forgive such statements because this type of naysayers simply doesn't know the history of what the FTC was originally proposing. In a nutshell, it could have been a lot worse. Space does not permit me to elaborate on this point, but trust me, the FTC had much more punitive proposals to regulate our profession than then end result.

This is one example of why funeral director association are so important, and the men and women (and there are hundreds of them) who have dedicated their lives to protecting, and speaking for funeral service do not have an easy job.

In the years that I have been a resident of the great Volunteer State I have been connected with TFDA in several capacities. As with my experience with all funeral associations TFDA has not been without detractors. However I have had detractors my entire career, which is already long and has not been totally uneventful. I concluded many

years ago that detractors were just a part of the grand adventure and in the end I would never be asked to give an account of them, only myself – and I believe in the value, purpose and benefit of funeral director associations. The work these organizations accomplish is far greater, and much more lasting than the naysayers are willing to admit.

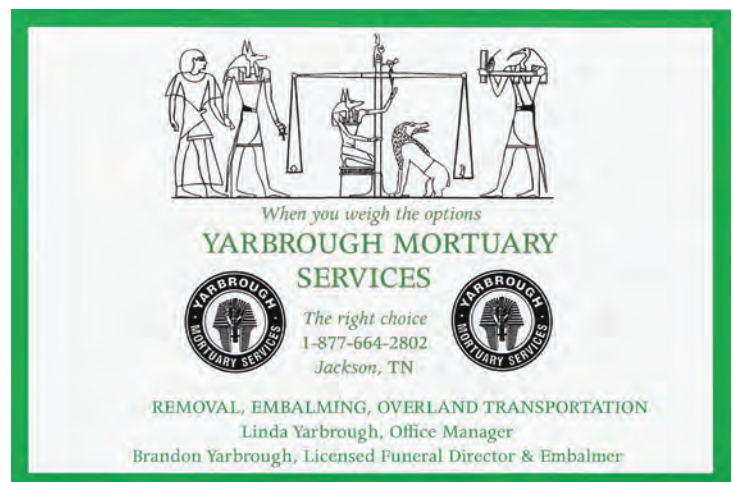
There were a bunch of naysayers who took Howard and Tom to task in the FTC period of history. The naysayers were quite clear that the association was not doing enough, not doing it fast enough, and it was costing too much money. However the lesson none of us our this great profession should never forget is that without Howard and Tom and a legion of other dedicated association people it could and have been disastrous for any funeral home in the United States.

God knows where. ICCFA was a totally unforeseen event, but what a blessing it has been.

I have found, for me anyway, that one phrase, a three word phrase, can very aptly encompass the attraction of funeral director associations for me, anyway, and that phrase is "unity in diversity."

All my life I have been attracted to that phrase and the deep idea that it communicates and in fact as I have aged this idea of unity in diversity has become even more attractive and powerful in how I personally view and cope with the real world, which sometimes is not pleasant, and sometime can be mighty cold. I believe that TFDA membership offers this concept across the state: Unity in Diversity.

Membership is money well spent, well anyway that is one old undertaker's opinion.



Hello from the Tennessee Office of Vital Records!

Welcome to our weekly update on Tennessee's new Electronic Death Registration System (EDRS)

UPDATED: SEPTEMBER 7, 2017

We are very excited that we are just a few days from providing the tools for our funeral homes, medical certifiers, and medical examiners to easily comply with the statutory requirements for filing of death certificates. Once in place, the new system will make it very easy to comply with the Tennessee law requiring physicians to complete the death certificate within 48 hours of the death and for the certificate to be filed in our office no more than five days after the death (T.C.A. §68-3-502).

We are pleased to report that we have begun our User Acceptance Testing (UAT). Volunteer users from around the state are currently testing in a simulated operational environment. We have already identified some improvements and installed an update to address those issues this morning.

We fully expect to transition to pilot testing (a small-scale trial) on Monday. During the pilot testing, we will be using the system from end to end to ensure that the system works in

its final form. As soon as the pilot is a success, we will quickly expand our number of users towards our "Go Live".

We would like to remind everyone that each medical certifier and funeral director will need to complete a user form, so they are in the system. Later this week an online registration form will be added to <https://www.tn.gov/health/article/vr-vrism>. You may also follow this link for information on training or help with other questions.

We are in the process of loading the user agreements that we have already received, and you should receive your user names and passwords in the next few weeks. If for any reason there is an unexpected delay due to a problem found in testing, I will send an update e-mail Friday with our status and the expected correction date.

Sincerely,

Lori Ferranti Ph.D. MBA, MSN

Assistant Commissioner

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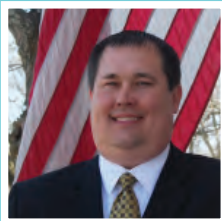
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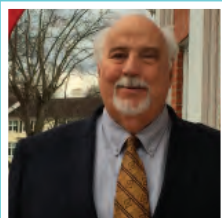


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Obituaries



Joseph Wayne Lindsey, age 44 of Spring Hill, TN passed away July 30, 2017. Veteran of the U.S. Navy. Employed as Cemetery Director with Middle Tennessee Veterans Cemetery. He was the recipient of several awards and accolades from the military and state government. Survived by: wife, Angie Lindsey; daughters, Loryn Lindsey, Isabella Lindsey, Irelynn Lindsey and Brooklyn Lindsey; sons, Ethan Alford and Alex Alford; parents, Marvin

and Cindy Lindsey; brothers, Jacob (Jenny) Lindsey, Michael (Michelle) Lindsey and his Lindsey nieces and nephews, Emily, Ashley, Chloe, Lily, Isreal and Caleb Lindsey; foster brother, Bobby (Danica) Barillas and other loving family members.

Spring Hill Memorial Funeral Home

931 486-0059 • www.springhill-memorial.com



Mr. Richard Tate, of Hohenwald, passed away on July 25, 2017 at his home surrounded by his loving family and friends. Richard worked at the McDonald Funeral Home in Hohenwald for over 30 years. Survivors Include: Kathy Robertson Tate, Wife-Hohenwald, TN

Richard Tate touched the lives and heart of millions of people during his time at the funeral home. The staff at McDonald Funeral Homes, Inc. would like to thank Richard for his years of dedicated service. He and his legacy will live on in our hearts forever.

McDonald Funeral Home, 20 West Second Street, Hohenwald, TN 38462, 931-729-3561



Nancy L. Rahm, Mother of Charles Rahm, Arrington Funeral Directors, former TFDA West-Director and current TN State Board of Funeral Directors and Embalmer Board Member.

Nancy L. Rahm, age 83, died on Sunday, September 3, 2017 at her residence.

A native of Huntingdon, TN, Nancy was born on May 25, 1934, the daughter of the late William Deward and Robert Nell Belew Tate. She was a graduate of Huntingdon High School and was a member of the school band. She received her

Bachelor's degree from the former Lambuth College in 1956 and later received her Master's degree in elementary education from Memphis State. She was married to the late Otto R. Rahm, who preceded her in death in 1986.

Nancy's teaching career began in Memphis and spanned from Alaska to Delaware while Otto served in the United States Air Force. They eventually returned home and settled and raised their three sons in Jackson, Tennessee. Teaching was a passion beginning with a sixth grade class at the former Highland Park Elementary; to traveling throughout the city teaching music in multiple classrooms; and later retiring as Music Supervisor with the Jackson Madison County School System in 1997. Following retirement, she continued her passion for music education teaching private piano and organ lessons for many years.

She was a fifty-year member of First United Methodist Church, where she was active on various committees; taught children's choir; handbell choir member; and was a very faithful member of the sanctuary choir. Nancy had been an active member of the Emmaus Community establishing many close friendships throughout the Methodist Conference.

She was a long-time member of the Jackson Choral Society traveling internationally with the group. Nancy was an active member of the Order of the Eastern Star # 85, holding various positions on the local and state levels. She was active in the Jackson Symphony League, the Symphony Association, Jackson Women's Club, the Gavel Club, and Alpha Delta Kappa (ADK), an international honorary organization for Women Educators. She proudly represented ADK at numerous national conventions throughout her professional career. Playing keyboard weekly for the Jackson Kiwanis Club was a highlight of her week.

She is survived by her three sons, Br. Nathaniel Deward Rahm BSG of Chicago, IL; Charles Rahm and wife Laura of Jackson, TN and their children, Dr. Charlie Rahm and wife Kimber of Memphis, TN and Dr. Elizabeth Rahm of Nashville, TN; Robert Rahm of Rutherford, TN and his sons, Ryan Rahm of Kenton, TN and Logan Rahm and wife Lexi of Martin, TN.

A word that could be used to sum up Nancy's life is Faithful, but as she so joyfully described it daily it was "Super-cali-fragil-istic-expi-ali-docious"!

Arrington Funeral Directors, 148 W. University Parkway 668-1111, www.arringtonfuneralgroup.com

A donation has been made to the TFDA Memorial Scholarship Fund in memory of Mr. Richard Owen Tate by:

Old Classmates:
Bob Arrington
Danny Bass
Keith Stapleton
Mack Woods

A donation has been made to the TFDA Memorial Scholarship Fund in memory of Mrs. Nancy L. Rahm by:
Curry Funeral Home, Dyersburg, TN

License Self-Print for State Board of Funeral Directors and Embalmers, and Burial Services Program

The Regulatory Boards Division of the Department of om-merce and Insurance has exciting news for you as a licensee of the State State Board of Funeral Directors and Embalm-ers, and Burial Services Program. Beginning today, your license can be printed directly from your home or office without extra cost. This convenience allows you to imme-diately have a copy of a new or renewed license once your application is approved. At this time, we are offering this program to licensees of the Accountancy Board, the Burial Services Program, and the Board of Funeral Directors and Embalmers, but we hope to enable all licensees to have this convenience by the end of 2018. If you have any questions or have suggestions for how we can make our services more convenient for you in the future, please do not hesitate to contact us at reg.boards@tn.gov or call (615) 741 – 3449.

Distracted Driving News

Talking on a handheld cell phone while driving a vehi- cle in a school zone becomes illegal as of Jan. 1. For drivers under the age of 18, all use of cell phones will be illegal in school zones. The law results from legislation by state Sen. Jim Tracy and Rep. John Holsclaw Jr. that was down- sized from a full handheld cell phone ban. Tracy’s amended SB 0954 was approved by the Legislature in late April and May, and signed into law by the governor in mid-May.

Despite the retreat on a handheld cell phone ban, Tracy said “there is a lot of interest” in one. “We are definitely looking at it.” “You have to eat an elephant one bite at a time,” Holsclaw told the USA Today Network. Legislators are considering at least six other distracted driving mea- sures for 2017-18, several of them reruns. None of the oth- ers advanced during the 2017 sitting.

Tennessee toughened its texting & driving penalties in 2016. Those sanctions made texting a moving violation that comes with demerit points.



VANDERBILT UNIVERSITY MEDICAL CENTER

Effective July 16, 2017 Vanderbilt University Medical Center will have designated release times for the VUH and VCH morgues. **Hours of release will be 7:00 am – 11:00 pm, 7 days a week.**

Due to this process change, it will be required that you confirm the body is ready for release with the Decedent Affairs liaison at least one hour prior to pick-up. The liaison should be contact via pager (615-835-1497).

Once on site, the process for release will remain unchanged. If you have any questions or concerns, please contact Christin Ayre, Director of Patient Flow at 615-343-6725.

John A. Gupton College Top 10% Summer 2017 Semester

Sofia Biancalana - Clanton, Alabama
 Allison Higgins - Auburntown, Tennessee
 Rachelle Kessinger - Monroe, North Carolina
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NFDA News

NFDA Cremation and Burial Report Shows Rate of Cremation at All-time High

Increase in Cremation Impacts the Way Families Honor the Lives of Their Loved Ones

Brookfield, Wis. (July 18, 2017) – The rate of cremation in the United States is at an all-time high and surpassed the rate of burial for the second year in a row according to the National Funeral Directors Association's (NFDA) 2017 Cremation and Burial Report. The annual report found that 50.2 percent of Americans chose cremation in 2016, up from 48.5 percent in 2015, while 43.5 percent of Americans opted for burial, down from 45.4 percent in 2015.

NFDA expects the trend shifting from burial toward cremation to continue over the next 20 years, with the projected rate of cremation reaching 78.8 percent of deaths by 2035. Over the next eight years, cremation rates will likely exceed 50 percent in 44 states, up from just 16 states in 2010. Simultaneously, the rate of burial is expected to decline from 45.2 percent in 2015 to 30.3 percent over the next eight years.

In response to this changing consumer preference, many funeral homes have opened crematories to meet the demands of Americans. Today, almost 30 percent of funeral homes in the U.S. operate their own crematories and another 9.4 percent intend to open a crematory within the next five years.

"The rate of cremation is projected to continue to rise as more Americans choose cremation," says NFDA President W. Ashley Cozine, MBA, CFSP, CPC, CCO. "This shift has prompted many funeral homes to expand their service offerings to meet the emerging needs of consumers who prefer cremation."

Many consumers are still unaware of the full spectrum of choices available for end-of-life services. In 2015, 32 percent of people who were cremated had no funeral or memorial service; 37 percent had a memorial service; and 31 percent had a full funeral including viewing.

However, many consumers are not aware that cremation can be accompanied by a memorial service or viewing. Less than half of Americans associate cremation with a memorial service, and just 11.8 percent associate cremation with a funeral that includes a viewing. Over half of Americans (52.2 percent) are not aware that, as part of a funeral with cremation, they can view a body that has been prepared but is not embalmed.

"Our role as a funeral director is to help make sure families understand all of the available options and commemorate the life of their loved one in a meaningful way regardless of whether they choose burial or cremation," said Cozine.

Trends Impacting Rate of Cremation Vs. Burial

Several factors contribute to the changing rate of cremation and burial in the U.S., including:

Religion: Non-religious Americans are the most likely to consider cremation for family and friends (23 percent in 2015). In fact, since 2012, the percent of Americans who feel it is very important to have religion as part of a funeral has decreased from 49.5 percent to 39.5 percent.

Age: The aging of the American population has a direct impact on the funeral profession. In 2011, the Baby Boomer generation began turning 65, and by 2030, all Boomers will be age 65 and older. Individuals between the ages of 65 and 79 account for 27.7 percent of funeral service marketplace, and individuals 80 and older account for 46.1 percent of the marketplace. Individuals 80 years old and older are less likely to be cremated and more likely to opt for burial.

About the NFDA 2017 Cremation and Burial Report

The statistical projections contained in the 2017 NFDA Cremation and Burial Report were compiled by the University of Wisconsin-Madison Applied Population Laboratory Department of Community and Environmental Sociology. State-level deaths by method of disposition data were collected from state vital statistics departments or similar state regulatory agencies for the years 2002-15. Other findings presented in the report are from proprietary NFDA research studies, such as the 2017 Annual NFDA Consumer Awareness & Preferences Study.



CONTINUING EDUCATION ON-LINE

John A. Gupton College has developed online continuing education courses. These courses have been approved for CEU hours by both Tennessee and Kentucky Boards. The online subjects range from funeral service history, embalming techniques, funeral home management, grief psychology and bereavement counseling. **For information concerning cost and program call 615-327-3927, go to our website at guptoncollege.edu or email admissions@guptoncollege.edu.**



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About the National Funeral Directors Association (NFDA) NFDA is the world's leading and largest funeral service association, serving 19,700 individual members who represent more than 10,000 funeral homes in the United States and 49 countries around the world. NFDA is the trusted leader, beacon for ethics and the strongest advocate for the profession. NFDA is the association of choice because it offers funeral professionals comprehensive educational resources, tools to manage successful businesses, guidance to become pillars in their communities and the expertise to foster future generations of funeral professionals. NFDA is headquartered in Brookfield, Wis., and has an office in Washington, D.C. For more information, please contact 800-228-6332 or visit www.nfda.org.

Note: NFDA members may download a copy of the 2017 NFDA Cremation and Burial Report from the website; the report and other exclusive cremation-related resources are available to you at no cost as a benefit of their membership. Members of the media may contact Ms. Koth or Ms. Heffron for a copy of the report.

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FTC Reminder: Price Inquiries By Phone

NFDA members often receive price inquiries by phone. Sometimes these requests are clearly from families who are searching for a funeral home. Other times, the calls come from businesses, such as a funeral concierge service or other commercial entity that compiles pricing information and sells it to funeral consumers. Regardless of who is making the call, funeral homes may not refuse to provide price information over the telephone.

Under the Funeral Rule, funeral providers must give out pricing information to all persons who call – not just consumers. Your obligation includes:

Disclosing Prices Over the Phone

The Funeral Rule requires funeral directors to answer telephone inquiries regarding funeral services and prices. Therefore, if you receive a call from a business or consumer asking about the cost of various goods and services, you **MUST** provide that information over the telephone. This requirement applies even though the company is not a consumer.

Mailing or Faxing a Price List

The Funeral Rule only requires funeral homes to distribute a GPL if there is a face-to-face discussion involving funeral prices, arrangements, services or goods. Therefore, you are not required to mail or fax your GPL to a consumer, business or anyone else who calls and requests a price list. It is up to you to determine whether you want to honor that request, but you are not required to do so.

If you have questions about your responsibilities under the Funeral Rule, as an NFDA member you may contact NFDA General Counsel Scott Gilligan for a complimentary consultation (scott@gilliganlegal.com or 513-871-6332).



Chris Christian, NFDA Policy Board Representative

The NFDA members have elected the following individuals to serve as officers on the 2017-2018 Board of Directors: President Kenneth A. Cahall, CFSP, CCO; resident-elect Charles "Chuck" T. Bowman, CMSP, CFSP, CCO; Treasurer R. Bryant Hightower, Jr., CFSP and Secretary Randall P. "Randy" Anderson, CFSP, CCO. Along with electing officers to serve on the Board of Directors, qualified association members were also responsible for voting on a package of proposed enhancements to the NFDA Bylaws. The proposal passed with 93.88% of members voting in favor of changing the bylaws. The Policy Board elected Pasquale S. Folino, CFSP, CCSP and Douglas "Dutch" R. Nie II, CFSP, CCO as At-large Representatives to the NFDA Board of Directors to join At-large representative John "Jack" O. Mitchell IV, CFSP, CCO.

The Policy Board has conducted group discussions about how the opioid epidemic is impacting funeral service from personal, business and community perspectives and working on ways that our industry can help.

Don't forget the 2017 NFDA International Convention and Expo in Boston, Mass. October 29 – November 1, 2017.

Thank you,

Chris E. Christian, CFSP, CCO

NFDA Policy Board Representative, TN


TENNESSEE FUNERAL DIRECTORS ASSOCIATION

**TFDA 2018 Statement of Dues
will be mailed the first week of October**

Renew your membership or become a new member!

Together We Can Make A Difference

Contact the TFDA office if you have any questions.
Phone: 615-321-8792 • Email: office@tnfda.org



Complying with the FTC's Funeral Rule

Dear Funeral Home Owner or Director:

The Federal Trade Commission's Trade Regulation Rule Concerning Funeral Industry Practices ("Rule" or "Funeral Rule"), 16 C.F.R. Part 453, went into effect in April 1984 and was revised in July 1994. The Funeral Rule requires that funeral providers give consumers accurate, itemized price information and various other disclosures about funeral goods and services.

The Rule requires disclosure of itemized price information both over the telephone and in writing concerning funeral services and ancillary arrangements offered, as well as price lists for caskets and outer burial containers. The Rule also requires persons arranging a funeral be given a statement of the funeral goods and services selected by that person and the price to be paid for each item. **Failure to comply with the Rule may result in civil penalties, which have recently increased at the direction of Congress to \$40,654 per violation.**

Funeral Rule Offenders Program ("FROP")

The FROP consists of a legal review of the price disclosures required by the Rule, and on-going training, testing, and monitoring for compliance. Each year, the FTC conducts undercover inspections of funeral homes for compliance with the Rule. In cases where an inspection has identified only minor compliance deficiencies, the funeral home must pro-

vide evidence that it has corrected the problems. However, funeral homes with price list disclosure violations must enter a training program run by the National Funeral Directors Association or be subject to a possible civil penalty action by the FTC. Funeral homes participating in the program make a voluntary payment to the U.S. Treasury in place of a civil penalty, and pay annual administrative fees to the Association.

The FTC has published a guide entitled "*Complying with the Funeral Rule*" that is designed to aid compliance with the Rule for anyone selling or offering to sell funeral goods and services. The guide provides detailed information about the Rule's specific requirements of General Price Lists, Casket Price Lists, and Outer Burial Container Price Lists. A copy of the guide and the Funeral Industry Practices Revised Rule are found at: <https://www.ftc.gov/tipsadvice/business-center/guidance/complying-funeral-rule>. You can also use this link to order free copies of the guide for each member of your staff. Some of the guide's highlights include:

The General Price List or "GPL" The GPL should be printed or typewritten and must include the following basic information: the name, address, and telephone number of the business; the caption: "General Price List;" and the effective date for the GPL. Additionally, the GPL must include six disclosures concerning: the consumer's right to select only the goods and services desired; embalming; alternative containers

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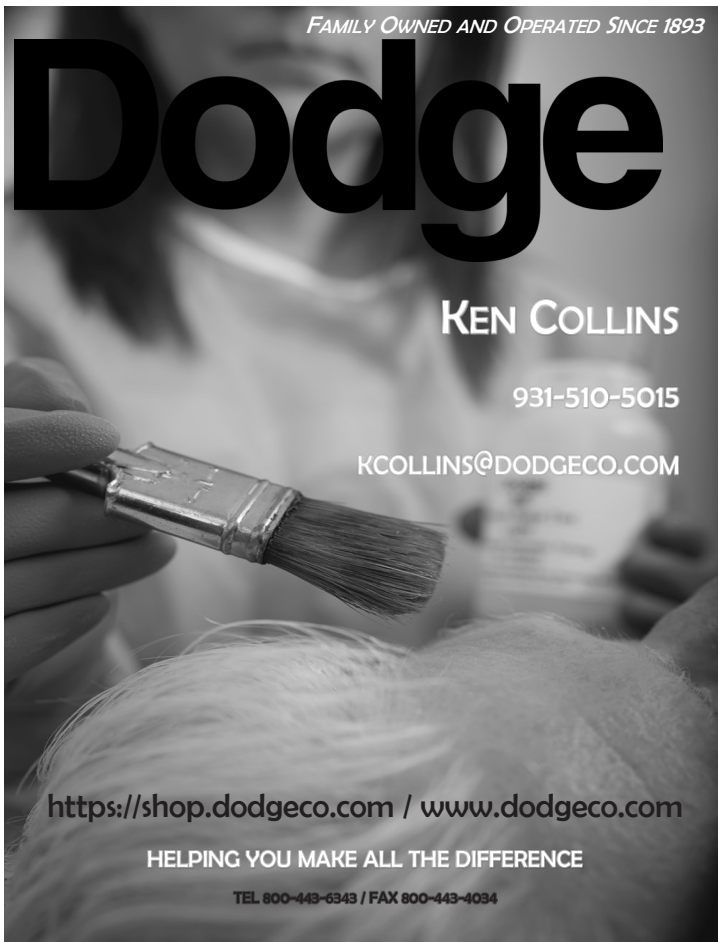
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for direct cremation; the basic services fee; the Casket Price List; and the Outer Burial Container Price List. These disclosures must contain the identical wording outlined in the Rule.

You must give the GPL to anyone who asks, in person, about funeral goods, funeral services, or the prices of such goods or services. This means all persons who inquire about funeral arrangements including, but not limited to, consumers, competitors, journalists, and representatives of businesses, religious societies, government agencies, or consumer groups. Further, you must physically offer such individuals a GPL that they can keep and take from the business premises.

The Casket Price List or "CPL" If your GPL does not list the retail price of each casket you sell, you must prepare a separate printed or typewritten CPL which must include the following basic information: the name of your business; the caption: "Casket Price List;" the effective date for the CPL; and the retail price of each casket and alternative container that you usually offer for sale (i.e., that does not require special ordering) with enough descriptive information to identify each.

You must show the CPL to anyone who asks in person about the caskets or alternative containers that you offer or inquires about their prices. You must offer the CPL when you begin discussing caskets or alternative containers – but before showing these items. Consumers must be able to look at the price list before discussing their options or seeing the actual caskets or pictures or models of them. Consumers should not first learn of casket prices by entering the casket showroom and reading price cards placed on individual caskets or by

having the funeral director recite such information orally. You can use individual price cards, but only in addition to a CPL.

The Outer Burial Container Price List or "OBCPL" If you sell outer burial containers and do not list the retail price of each such container on your GPL, you must prepare a separate printed or typewritten OBCPL which must contain: the name of your business; the caption: "Outer Burial Container Price List;" the effective date of the price list; the retail price of each outer burial container that you usually offer for sale (i.e., that does not require special ordering) with enough descriptive information to identify it. Your OBCPL must also contain a disclosure – with the identical wording outlined in the Rule – regarding state or local law concerning the purchase of a container to surround the casket.

You must show this price list to all persons asking about outer burial containers or their prices. You must offer this price list when you begin to discuss outer burial containers, but before showing the containers or pictures or models of them. Consumers must be able to look at the price list before discussing their options or seeing containers. You are allowed to use price cards on top of individual containers or models of containers, but only in addition to an OBCPL. Please review your funeral home's price lists and procedures to ensure that you are complying with the Funeral Rule. This information should assist you and your staff to fully comply. For further information, please contact Tonia Jackson at the FTC's Southeast Regional Office at FTCFuneralRule-SER@ftc.gov.

Are you working with families who need an alternative to traditional funerals?

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WELCOME ANDI POINER



I am extremely pleased to welcome Andi Poiner to Tennessee Donor Services (TDS). Andi will be working to strengthen the relationship with funeral directors, and to support educational and training programs to ensure our continued progress.

Andi has been a licensed funeral director & embalmer since her graduation from John A. Gupton in 1999. After graduation, she continued her Army career and retired as a First Sergeant in May 2013 with 20 years of active service. She is currently the John A. Gupton Alumni President.

Andi is passionate about merging her devotion to the funeral industry with the awareness of organ and tissue donation.

Please join me in welcoming her.

– Bob Arrington
TDS Advisory Board Member



+ **Tennessee** Donor Services



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