

THE THANA GRAM

WINTER 2018

Official Publication of the Tennessee Funeral Directors Association, Inc.

IN THIS ISSUE

**Beware!
Heritage
Cremation
Providers
Using Alias**

**Women in
Business**

**Parking Lot
Safety**

Obituaries

**The Little
Black Book**



PRESIDENT'S MESSAGE

JUSTIN JEFFERS, PRESIDENT • TFDA BOARD OF DIRECTORS

As this year's holiday season quickly approaches, I want to give my heartfelt thank you for all you do. For most people, this is a time to slow down for a little while and spend time with family. As funeral directors, however, you have chosen a life of service. The general public does not realize that most of you will be lucky to be able to stop for a few hours on Christmas Day to be a normal father or mother. You may even be called away from the family table to go on a call or meet with a family that just can't wait. This is the life we chose. A life of service. The life of a funeral director. To my knowledge there is not a day set aside to recognize your efforts. There is not an appreciation week to highlight the sacrifices you make on a daily basis. You are the most humble of servants. You do what you do not for the recognition but because it is what you have been called to do. Because you choose to put others before yourself. So thank you to each and every one of you. You are among the best of humankind. You are funeral directors. I am honored to be one of you.

**Merry Christmas and Happy New Year
from Justin, Jennifer, Addison, and Garrett Jeffers**



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.

1616 Church Street
Nashville, TN 37203
Phone (615) 321-8792
Email: office@tnfda.org
Web: www.tnfda.org

 Find us on Facebook

2017-2018 TFDA BOARD OF DIRECTORS



PRESIDENT
Justin Jeffers
(Term 2017 - 18)
Jeffers Funeral &
Cremation Service
208 North College Street
Greenville, TN 37745
(423) 639-2141
jeffersjustin@yahoo.com



VICE PRESIDENT
Randy Nash
(Term 2018 - 19)
Crestview Funeral Home,
Memory Gardens &
Cremation
1623 Highway 109 North
Gallatin, TN 37066
(615) 452-1943
nash@afamilylegacy.com



SECRETARY-TREASURER
Marc Sims
(Term 2018-19)
Karnes & Son Funeral Home
134 W College St
PO Box 289
Dyer, TN 38330
(731) 692-3711
karnesandson@karnesandsonfuneralhome.com



IMMEDIATE PAST PRESIDENT
Brad Ridgeway
(Term 2018 - 19)
Ridgeway Funeral Home
P.O. Box 788
Paris, TN 38242
(731) 642-2121
ridgewayth@gmail.com



DIRECTOR WEST
Jeff Shackelford
(Term 2017 - 20)
Shackelford Funeral
Directors of Bolivar
109 Mecklinburg Drive
PO Box 232
Bolivar, TN 38008
(731) 658-6111
Jeff.shackelford@sfdcures.com



DIRECTOR MIDDLE
Dale Layne
(Term 2016-19)
Layne Funeral Home
32871 State Road 108
Palmer, TN 37365
(931) 779-7777
Laynefh@gmail.com



DIRECTOR EAST
Mitchell Kyker
(Term 2018 -21)
PO Box 232
Harriman, TN 37748
W- 865-882-1515
C-865-599-6333
Mitchell@Kyker.net



NFDA POLICY BOARD REPRESENTATIVE
Chris Christian
(Term 2016 - 18)
Christian Sells Funeral Home
1520 E. Main Street
Rogersville, TN 37857
(423) 272-0555
office@christiansells.com



DIRECTOR WEST
Patrick Williams
(Term 2018 - 21)
Johnson-Williams Funeral
Home
P.O. Box 180
Newbern, TN 38059
731-627-3236
johnsonwilliamsfuneral@gmail.com



DIRECTOR MIDDLE
Mandi Marlin
(Term 2017-20)
Williamson Memorial
Funeral Home and
Cremation Services
3009 Columbia Avenue
Franklin, TN 37064
(615) 794-2289
mandi@williamsonmemorial.com



DIRECTOR EAST
Laura Farrar Cantrell
(Term 2017-20)
Farrar Funeral Homes
162 East Meeting Street
P.O. Box 1025
Dandridge, TN 37725
(865) 397-2711
laura@farrarfuneralhome.com

EXECUTIVE DIRECTOR
Robert W. (Bob) Batson
EXECUTIVE DIRECTOR ASSISTANT
Dawn Elliott
Tennessee Funeral Directors Association
1616 Church Street, Suite A
Nashville, TN 37203
(615) 321-8792
Bob@tnfda.org • Dawn@tnfda.org • office@tnfda.org

TFSI BOARD OF DIRECTORS



PRESIDENT

W. Jack Farrar, CFSP

Farrar Funeral Homes
162 East Meeting Street, P.O. Box 1025
Dandridge, TN 37725
(865) 397-2711
farrar3000@bellsouth.net

BOARD MEMBERS

Tommy Howell

Lawrence Funeral Home
203 South Horton Parkway, P.O. Box 8
Chapel Hill, TN 37034
(931) 364-2233
Funeralhome@united.net

Daniel Ownby

Weaver Funeral Home
630 Locust Street, P.O. Box 324
Bristol, TN 37620
(423) 968-2111
dpownby@aol.com

Brad Ridgeway

Ridgeway Funeral Home
201 Dunlap Street, P.O. Box 788
Paris, TN 38242
(731) 642-2121
Ridgewayfh@gmail.com

Tony W. Hysmith, CFSP

Shackelford Funeral Directors - Casey Chapel
304 Crook Avenue
P.O. Box 66
Henderson, TN 38340
(731) 989-2421
twysmith@bellsouth.net

TFDA GENERAL COUNCIL

J. Russell "Russ" Farrar

Farrar & Bates, LLP
(615) 321-8792

TFDA LOBBYIST

J.A. "Jay" Bucy

Capitol and 5th Public Strategies
(615) 417-5826

Endorsed Preneed Provider



Exclusive Premier Partner



Endorsed Property & Casualty Provider



THE THANAGRAM is an official Newsletter published by the Tennessee Funeral Directors Association. Individual written contributions and advertisements appearing in THE THANAGRAM do not necessarily reflect either the opinion or the endorsement of the Tennessee Funeral Directors Association.

Beware! Heritage Cremation Providers Using Alias

November 09, 2018

by T. Scott Gilligan, NFDA general counsel

Over the past two years, NFDA has issued warnings to funeral homes regarding the operations of Heritage Cremation Providers, an internet middleman that holds itself out to the public as a locally-owned and trusted funeral home providing low-cost cremation services. In fact, Heritage Cremation Providers is an unlicensed seller of funeral and cremation services with a long track record of consumer fraud and abuse. State Funeral Boards in Colorado, Florida, Georgia, North Carolina, Oregon and Tennessee have all taken action against Heritage Cremation Providers; however, because Heritage Cremation Providers can hide behind the internet, it is virtually impossible for a state board to be able to shut it down. Despite efforts of state regulators, they continue to peddle low-cost cremation services to the public through its website.

Because of warnings issued by NFDA and state funeral associations, in addition to efforts by state funeral boards to prohibit funeral homes and crematories from providing services to Heritage Cremation Providers, many funeral homes have refused to enter into agreements with Heritage Cremation Providers to service families.

It appears that the warnings by NFDA and others have had an effect because we just learned that Heritage Cremation Providers has adopted a new subterfuge in contacting funeral homes to provide services to them. An NFDA member in New Hampshire informed NFDA that it was contacted over the last several weeks by a Colorado funeral home operating under the name of “Families First Funeral Homes.” After receiving several calls, the New Hampshire funeral home became suspicious and reviewed closely the paperwork that it had received from Families First Funeral Home. Buried in the paperwork were several written listings of “Heritage Cremation Providers.” Apparently, when Heritage Cremation Providers decided to disguise itself as Families First Funeral Home, it overlooked several references to Heritage Cremation Providers in its own paperwork.

Upon discovering the discrepancies, the member in New Hampshire notified NFDA and we have been able to confirm that Families First Funeral Home LLC is a limited liability company organized in Colorado. In addition, NFDA was able to verify that the contact agent for Families First Funeral Homes LLC listed with the Office of the Colorado Secretary of State is Anthony J. Damiano. Of course Anthony J. Damiano, also known as A.J. Damiano, is one of the owners and operators of Heritage Cremation Providers.



While NFDA members who receive calls to provide cremation services for Families First Funeral Home or Heritage Cremation Providers know to refuse those requests, it is highly probable that Heritage Cremation Providers will simply adopt a series of new aliases and fictitious trade names to disguise its actual identity. For that reason, funeral homes should always investigate when they receive a request for services from out-of-state funeral homes that they are not familiar with. If you have not previously dealt with a particular out-of-state funeral home, ask for its contact information and confirm through NFDA’s website, state board licensing listings and funeral home directories that it is an operating funeral home. Since nearly every funeral home has a website, this will be helpful in confirming who owns and operates the funeral home that is requesting you to provide cremation services.

NFDA members with questions regarding this matter may contact Scott Gilligan at 513-871-6332 or scott@gilliganlegal.com.

“Women in Business” The Daily Post Athenian

Reba has played a tremendous role in the funeral service industry and at our funeral home for the last 43 years. Her compassion for our clients and knowledge of the business have been a vital part in the way that we care for our families long after the services are over. She has often said that this business is a calling with long hours and a commitment of 24 hours a day, 7 days a week, and 365 days a year. She has proven time and time again that she was called to be a funeral director. Her passion for the funeral business sets the bar high as we will have big shoes to fill after her retirement, but we are fortunate enough that she will be close by in case we need to consult with her or as she would say “pick her brain.” She has been truly invaluable to us and we want her to leave here knowing that she made an impression on us personally as fellow employees and also the funeral industry as a whole. Reba, thank you for your service and dedication to Laycock-Hobbs Funeral Home.



Helping people in their time of need is ‘fulfilling’ work for Reba McKinney.

Reba McKinney has spent her career supporting families when they need it the most.

McKinney is a licensed funeral director with Laycock-Hobbs Funeral Home of Athens.

After 10 years of staying home to raise her four children, McKinney decided she would re-enter the workforce. Her husband’s parents were friends of James R. “Jay” Laycock and his wife, Dottie. Laycock was seeking someone at the funeral home who could take on full-time office work and bookkeeping, which was McKinney’s previous work experience. In May 1974, she decided to take the job.

“I soon learned it is a very fulfilling profession and was and is very rewarding and challenging,” said McKinney.

After a few years, Laycock encouraged McKinney to become a licensed funeral director.

“I had learned that my job had become more than just being a secretary and bookkeeper,” she said.

On April 22, 1977, McKinney earned her license.

Laycock was experiencing medical issues in 1985 and hired Larry Hobbs to help. A year later, Hobbs and his wife, Carolyn, purchased the business.

“I continue to work for him and have been able to continue helping those in need,” said McKinney.

McKinney has seen significant changes in the funeral industry in her 40-plus years in the profession.

“When I started, obituaries were hand-written or typed and given over the phone to newspapers and radio,” she said. “Now, they are computerized and emailed.

“As with most industries, computers have revolutionized the funeral business.

“Computers allow us to make a lot of different things for funeral services, programs and videos, and in printing the forms we need,” said McKinney. “The latest change is in the making of the death certificate.

“Both the funeral home and the doctor fill out their portion of the form electronically, which has made the processing time from the State of Tennessee much faster.

Another major change in the industry was the increase in pre-arrangements and pre-paying for funeral plans.

“Clients want to make sure they can choose their merchandise and arrange the type of service they want – tradition-al, graveside or cremation – as many do not have immediate family members,” explained McKinney.

When McKinney started in the business, the few clients who pre-paid had their money deposited in a local bank. In 1984, the State of Tennessee started the audit of pre-need funds. McKinney set up a ledger system for pre-paid accounts. A few funeral directors visited McKinney to see how her system worked after they were told about it by the state auditor.

Another important part of serving families is after-care. McKinney and Carolyn Hobbs attended a convention that provided literature about the grief families experience following the death of a loved one – particularly those who have been widowed. Laycock-Hobbs makes these after-care materials available to its clients.

“Death affects us all differently – the loss of a child, husband, wife or close friend,” said McKinney. “One important thing to remember is to be a good listener.

“While on a break from college, the Hobbs’ daughter, Andrea, came to work at the funeral home. Andrea was considering becoming a licensed funeral director and embalmer and McKinney encouraged her to follow that path.

“I always tell young people, ‘Get an education, nobody can take that away from you,’” said McKinney.

Andrea did obtain her license and works for the family

business alongside her parents.

McKinney is a cancer survivor after having Stage 3 colorectal cancer. McKinney's daughter, Libby, recently completed treatment for breast cancer and other members of her family have also battled the disease.

"Our family is very thankful for the information available to patients through the American Cancer Society," said McKinney. "People need to go online and get all the information they can get. It helps them make the decisions they will face."

McKinney is also proud to be associated with the American Cancer Society-sponsored Relay For Life fund-raiser.

"I like to say, 'This year, I am 14 years past treatment,'" she said. "I want people to know there is hope."

"McKinney and her husband, Mark, are the parents of Marsha, Libby, Stuart, and Lori. She is a member of Spring Creek Church of Christ, a former member of the Nocatula Civitan Club and a current member of the Luncheon Pilot Club of Athens.

"I enjoy the opportunities that civic clubs offer us to give back to our communities," she said.

McKinney's hobbies include reading, sewing, and especially traveling.

"I tell people, 'Don't wait until you retire. Make a trip somewhere each year, make memories while you can with your family,' be it a picnic on the side of the road or at a park," she said.

McKinney, along with Larry, Carolyn, and Andrea Hobbs, and Dan Early, are the licensed members of the Laycock-Hobbs staff, which also includes several part-time employees.

"I can truly say I have been blessed to enjoy my profession and to work with people who enjoy helping others," said McKinney. "We have all been affected by illnesses and deaths in our families and realize how important it is to be cared for, which I think helps us understand the needs of the families we are privileged to serve."

Reprint permission by Andy Brusseau, Staff Writer, The Daily Post Athenian, "Women in Business"



TFDA would like to recognize the NFDA 2018 Pursuit of Excellence Award recipients:

Arrington Funeral Directors, Jackson, TN

Bass Funeral Home, Inc., Gordonsville, TN

Morris-Baker Funeral Home and
Cremation Services, Johnson City, TN

Oakley-Cook Funeral Home & Crematory,
Bristol, TN[^]

Tetrick Funeral & Cremation Services,
Johnson City, TN

Tetrick Funeral Home, Elizabethton, TN

** Previously inducted into the NFDA Hall of Excellence
^First-time Award Recipient*



AFFORDABLE CREMATION SOCIETY & Mortuary Service

3774 Summer Avenue
P. O. Box 22966
Memphis, Tennessee 38122
901-458-8575 Fax 901-458-5764
1-800-358-8575

*Full Service Mortuary Service
Funeral Director and Embalmer available
24 hours a day / 7 days a week assisting with*

*Removals – Transportation
International Shipping – Embalming – Cremations*

Together,
we can
restore
something
even more
precious
than
mobility.



Tennessee Donor Services

We have the power to
make things possible.



Parking Lot Safety

What do cracks, snow and grocery carts have in common?

What do cracks, snow and grocery carts have in common? They're all common ingredients in parking lot losses, and therefore important factors in parking lot safety. How often do you think about parking lots? If you're a store owner, funeral home director, an insurance agent, or an underwriter, you may think about parking lots and parking lot safety more often than most.



Parking lot conditions are sometimes thought of last - or not at all - when a business owner looks at possible retail locations.

Yet where your customers will park may be a big source of problems for your customers and your store if not considered carefully.

We encourage store owners to start by stepping outside the store. Look around your parking area, and ask yourself questions, such as: Is it a beautiful, smooth patch of concrete or blacktop? Or are there cracks, bumps or holes? Would you be okay with your 80-year-old mother or your 2-year-old grandson walking across it? What about at night, or in snow?

Even a hole as small as one-inch wide can cause someone to stumble, trip or fall.

For example, a customer had a large parking lot. It had a very small hole smaller than your hand for a drain that happened to be missing its cover. A woman was making her way back to her car with her cart, when she accidentally stumbled on that tiny hole, breaking her femur in not one, but two places. The loss ended up costing almost \$1 million.

Walk around your parking lot and look through the eyes of your customers, especially those who may have difficulty walking. Hazards like holes (of any size), uneven pavement, cracks and bumps can cause big problems.

Lights are another critical consideration for parking lots. Do you check regularly to ensure the lights are all in

working order? Parking lots that do not have a ton of lighting or are dimly lit may be more open to things like trips and falls, criminal activity, and drivers hitting other vehicles, or worse, pedestrians.

As the business owner, you may have full or partial responsibility for incidents in your parking lot. Be sure to keep an eye on those lights so your parking area can stay well lit.

Surveillance cameras may also be incredibly helpful in protecting your business, your employees, your customers and yourself.

If you live in an area that has snow and ice, you may be all too familiar with how dangerous these conditions can be for driving and walking through parking lots. How you handle the snow removal is important. Do you clear the area yourself or hire a snow removal company? Or, do you hope it gets sunny and the snow melts? Clearing the snow and/or ice yourself may put you directly in the line of responsibility, should someone slip or fall on your property. If you are using a snow removal company, make sure you have a contract in place. Check your contract to see who is accountable in the event someone is injured on your property, and seek legal advice if you are unsure. Snow and ice removal responsibility can vary greatly by state, so be sure to speak with an insurance agent or attorney to find out the legal requirements where your place of business operates.

Grocery stores and other stores that have carts present an additional parking lot exposure.

Think about the path your shoppers will take with their carts in the parking lot. How can you make the experience easier for your customers and safer for the people and cars around them?

Cart corrals can minimize some risk of damage, but the other factors we've mentioned also play a role where carts are concerned. Parking lots are also a common place

for criminal activity. “If parking lots aren’t the scene of the crime, they are the entry point and staging area for a lot of crime that takes place in stores and shopping centers,” according to an article published by the National Retail Federation that offers data and tips for store owners.

Making sure you’re following proper parking lot procedures and providing the safest possible environment may be just as important as the measures you take to keep people safe inside your store. Read “6 parking lot perils property owners need to pay attention to”, from PropertyCasualty360.com for more information and tips.

State Auto Insurance makes no representations or guarantee as to the correctness or sufficiency of any information contained herein, nor guarantees results based upon use of this information. State Auto does not warrant that reliance upon this document will prevent accident and losses or satisfy federal, state and local codes, ordinances and regulations. The reader assumes entire risk as to use of this information.



FAMILY OWNED AND OPERATED SINCE 1893

Dodge

KEN COLLINS

931-510-5015

KCOLLINS@DODGECO.COM

<https://shop.dodgeco.com> / www.dodgeco.com

HELPING YOU MAKE ALL THE DIFFERENCE

TEL 800-443-6343 / FAX 800-443-4034

For those who believe that second place Is just as good as last.

Go beyond the competition with a Kellerman made coach worthy of your legacy.



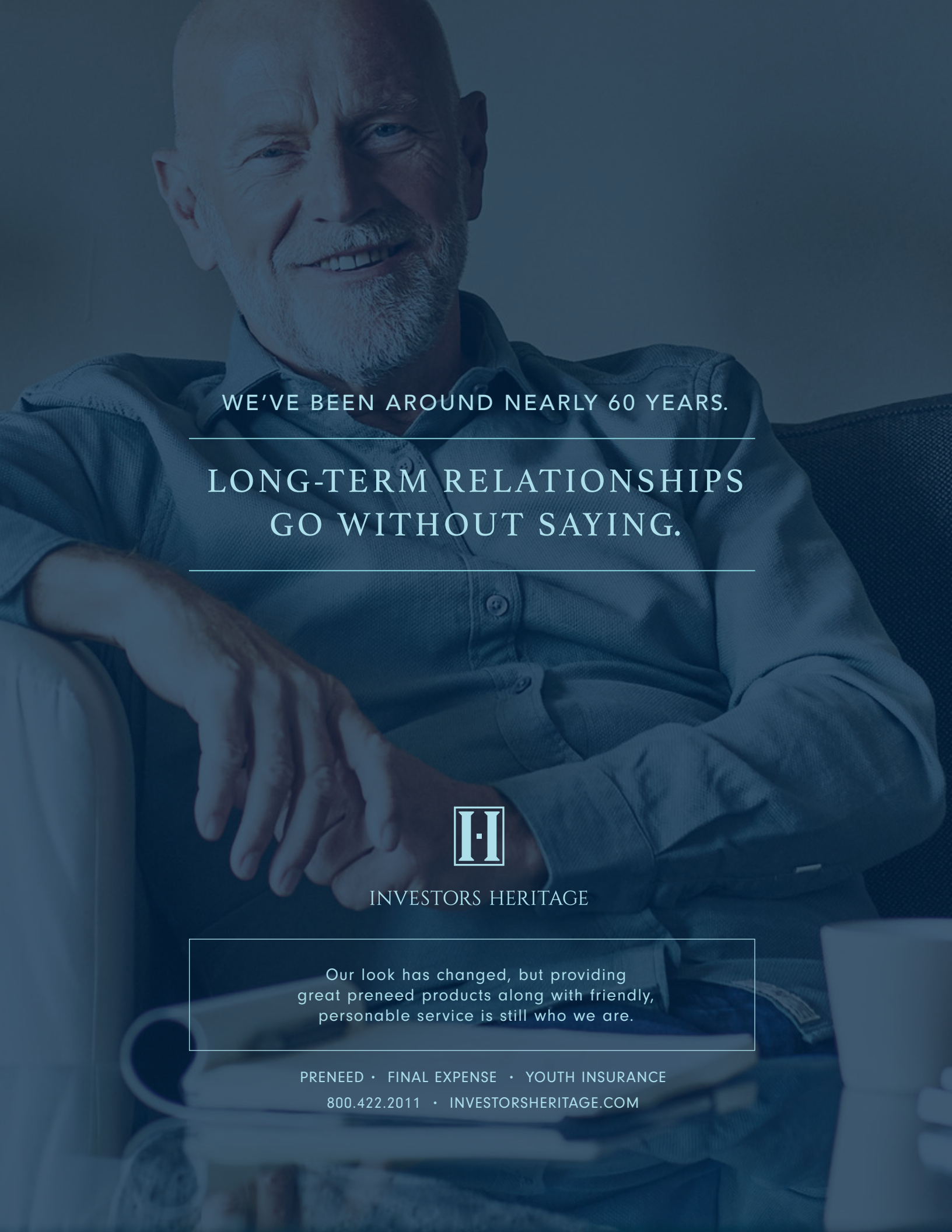
MK Coach Collection



MYHEARSE.COM 1-800-334-2697



A proud Master Dealer of Platinum, MK Coach, and K2 Vehicles



WE'VE BEEN AROUND NEARLY 60 YEARS.

LONG-TERM RELATIONSHIPS
GO WITHOUT SAYING.



INVESTORS HERITAGE

Our look has changed, but providing
great preneed products along with friendly,
personable service is still who we are.

PRENEED • FINAL EXPENSE • YOUTH INSURANCE
800.422.2011 • INVESTORSHERITAGE.COM

Obituaries



Mr. Robert A. Shelton Trenton, TN

Robert passed away September 30, 2018 at Jackson Madison County General Hospital.

Mr. Shelton was born on July 31, 1926 to the late Mack and Mary Shelton. Robert was an Army veteran who served during World War II and married Wanna

Mae Meeks on October 5th, 1947. Mr. Shelton was a licensed funeral director and owner of Shelton Funeral Home from 1969 until 1991 at which time he retired. Robert served as an Alderman for the City of Trenton for several years and was a member of the Trenton Church of Christ.

He was preceded in death by his loving wife of 64 years, Wanna Mae Shelton, a brother, Ewell Shelton, and a sister, Ruth Brown.

Mr. Shelton is survived by two sons, Robert M. Shelton, Sr. and wife, Virginia of Humboldt, TN and Philip S. Shelton and wife, Emily of Trenton, TN; one sister, Mary Catherine Crowley of Bemis, TN; three grandchildren, Robert M. Shelton, Jr and wife, Kristy of Humboldt, TN, Ashley Shelton Sweeney and husband, Ben of Brentwood, TN, and Melissa Shelton Comer and husband, Rob of Morton, IL; and five great grandchildren, Tess Shelton, Chloe Shelton, McMillan Sweeney, Neal Comer and Aubrey Comer.

Shelton Funeral Home • 415 S. College St. • Trenton, TN 38382
p: (731) 855-1621 • www.sheltonfuneralhomes.com



Mr. Charles E. McNeeley, age 66 of LaFollette, passed away Wednesday, October 24, 2018. He was a licensed Funeral Director, Embalmer, Manager and along with his Wife, Debbie, Owned and Operated Walters Funeral Home. He was a Charter Member and Deacon of New Horizon Baptist Church where he had also served as Organist and Assistant Pianist. He

was a 1970 Graduate of LaFollette High School, attended Roane State Community College, and was an Honor Graduate of the

Kentucky School of Mortuary Science where he received the Scholastic Achievement Award, and also served as Chairman of Student Council. He was a member of the Tennessee Funeral Directors Association, National Funeral Directors Association, Greater Knoxville Funeral Services Associates, Tennessee Academy of Graduate Embalmers, a member of Pi Sigma Eta National Morticians Fraternity, and a member of the British Institute of Embalmers. Charles was Charter President of the Campbell County Lions Club, a former member of the Board of Directors for the Campbell County Chamber of Commerce, a member of Campbell County Masonic Lodge #778 F.& A.M., a 32* Scottish Rite Mason, a member of Knoxville Scottish Rite Bodies, and Campbell County Scottish Rite Club. He was a Member of Campbell County Cancer Association, Campbell County Historical Society, a Kentucky Colonel, and a Veteran of the U.S. Army. Charles loved gospel music and its message. He was a former keyboard player for the Different Way Quartet, Soul Desire Quartet, and sang with the Miracles of Grace. He was preceded in death by Father, Clyde H. McNeeley; Grandparents, William R. and Cora Paul, and Bill and Sally McNeeley; Brother-in-law, Gene Hobbs; Two Nephews, several Aunts, Uncles, and cousins.



Survivors: Wife, Mrs. Debra Kay Hobbs McNeeley; Sons, John Charles McNeeley and Wife, Tegan, and Brent Tyler McNeeley and Wife, Ashlie; Grandson, John Connor McNeeley, and Granddaughter, Ava Claire McNeeley; Mother, Mrs. Josie P. McNeeley; Sister, Karen McNeeley Brown and Husband, Chris; Brothers, Kenneth McNeeley and Wife, Sheila, and William P. McNeeley; Sister-in-law, Doris Hobbs Fields and Husband, Randall; Niece, Kendra McNeeley; Nephews, Derek McNeeley and Wife, Jessica, Cory McNeeley, Tyler Johnson, Adam Johnson, and Stephen Fields and Wife, Holly; Two Aunts, Della Summers and Lois Goins, Two Uncles, Calvin Wilson and Joe Wilson; Several Cousins, other relatives and many friends too numerous to mention.

www.waltersfuneralhome.net.

Although our hearts are broken, we at Walters Funeral Home are very proud to serve our Husband, Father, and Friend.

*A memorial donation was made to the TFDA Memorial Scholarship fund in memory of Mr. Charles E. McNeeley by
Mr. Jerry Griffey, Knoxville, TN
Farrar Funeral Homes, Dandridge*



Mr. Bennie M. Scott

1967 Graduate of John A Gup-ton College

1966-1979 Funeral Director & Embalmer, Lawrence FH in Chapel Hill

1979 - 1996 Funeral Director & Embalmer, part time, Pafford FH in Lexington

Funeral services for Bennie Scott are scheduled for 2:00 PM Tuesday, November 6 at First Baptist Church with Rev. Clay Hallmark and Dr. Hoyt Wilson officiating; with interment following at Lexington Cemetery. The family will receive friends at the First Baptist Church on Monday from 3 – 9 PM and Tuesday from 10 am until time of services.

Bennie was born January 26, 1947 in Lexington to the late Verlie “Pete” Sego Scott and Bertha Mae Tart Scott and passed away peacefully on October 31, 2018 at his residence in Lexington. We believe that Jesus his Savior was walking by and said, “Bennie, come walk with me to Beulah Land”, and he got up and walked with Him.

A life of service can best describe the life of Bennie Scott, with church and faith being his cornerstone, and Lexington being the benefactor. He was a 1966 graduate of Lexington High School and a 1967 graduate of John A. Gup-ton College of mortu-ary science. From 1966 until 1979, Bennie was a funeral director and embalmer with Lawrence Funeral Home in Chapel Hill, TN and returned to Lexington in 1979 after the death of his father in law and quickly became a part of our community; even con-tinuing to assist families in a part time role with Pafford Funeral Home. He was a faithful member of the First Baptist Church of Lexington where he served as a Deacon and Discipleship Train-ing Director for 21 years. Bennie was a member of the Jack Hay Sunday School Class but for the last 20 plus years has been the Sunday School teacher for the 2 year old class.

In 1996, Bennie was stricken with Guillain-Barre Syndrome and his life changed forever. After thirteen months of hospitaliza-tion, skilled care and rehab, he was able to regain some indepen-dence while confined to a wheelchair and continued his mission of serving. Bennie served as a three term Mayor of Lexington from 1999 until 2005 and served on the Board of Alderman from 2007 until 2009. Even after his term of alderman, he continued to serve the City on the Board of Zoning Appeals. Even confined to a wheelchair, Bennie maintained a weekly schedule of visiting friends and acquaintances at the hospitals, nursing and retirement homes. On a civic level, he was a member of the Lexington Li-on’s Club as the current President and a former District Gover-nor. In 2017 Bennie was awarded by the Chamber of Commerce the Volunteer of the Year and in 2018, awarded, Person of the Year for a Lifestyle of Service Above Self by the Lexington Ro-tary Club. His life and mission was an example for all to follow.

Bennie is survived by his wife of 51 years, Brenda Cross

Scott; four daughters: Amy (Tim) McEwen of Arlington, TN, Angie (Tim) Larson of Lexington, Rachel (Bryan) Lark of Mon-trose, CO and Rebecca (Ryan) Keaton of Lexington; 10 grand-children and a granddaughter-in-law; his mother, Bertha Mae Scott; a sister, Sherry (Steve) Flanagan; two brothers, Harry Scott and Jerry (Judy) Scott all of Lexington.

www.paffordfuneralhome.com



Mr. Charles Michael Sargent, Jr.

Charles Michael Sargent, Jr., age 73 passed away peace-fully November 13, 2018. Born and raised in New York City, NY. Honorable veteran of the U.S. Navy. Moved to Franklin as manager of the John Hancock Ins. Co. He then started his State Farm Ins. Co. in Green Hills in

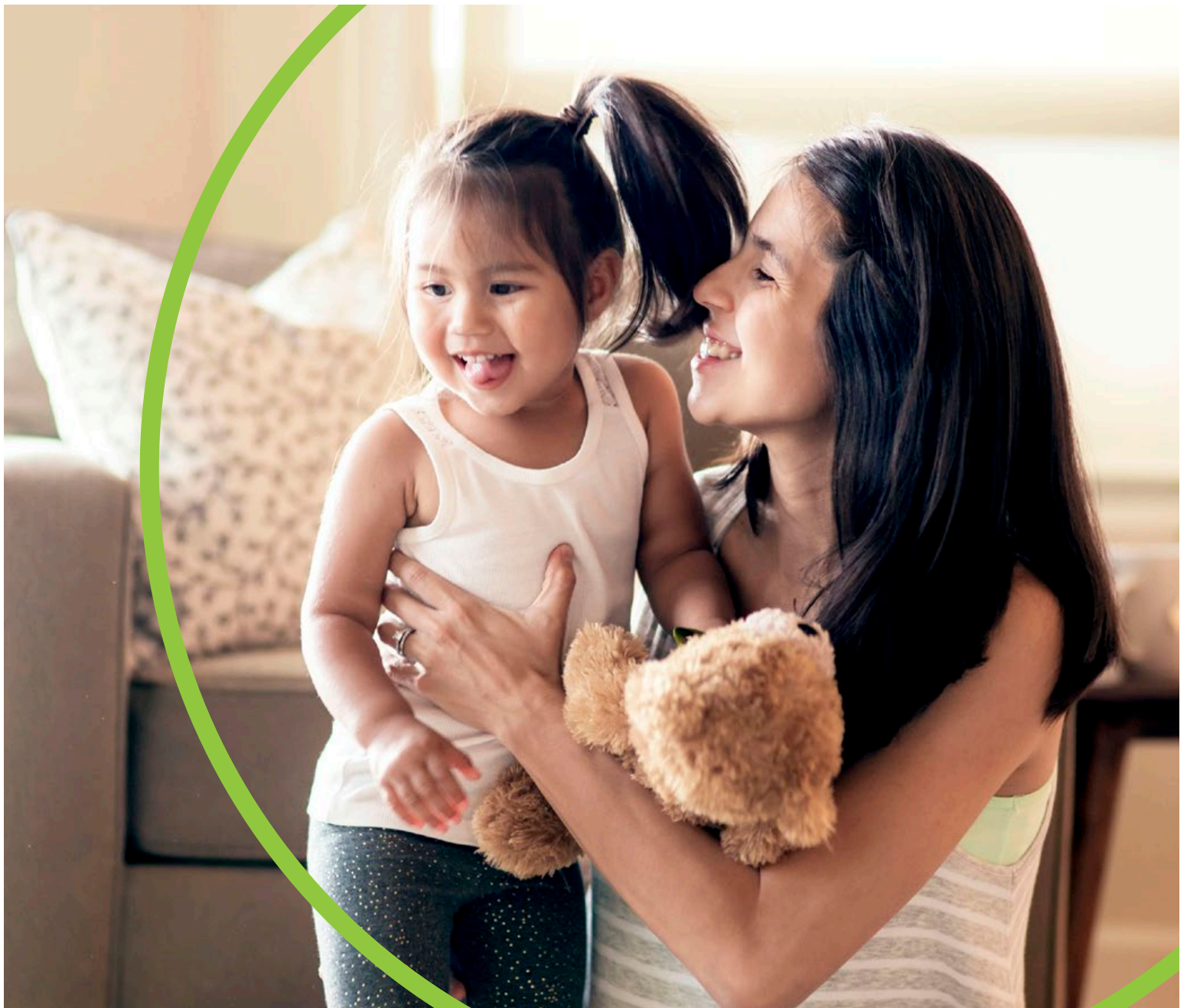
1975. He became Williamson County Commissioner in the Grassland Community while serving as county com-missioner, he served in various committees and chaired the budget committee and the regional planning commission. He successfully filled the vacant seat of State Rep. Clint Callicott in 1996. He remained the 61st State Representa-tive until his passing. He served in various committees and subcommittees and in 2010 he was elevated and offered the position by Speaker Beth Harwell as chair of the House Fi-nance, Ways and Means Committee. His love and passion was serving the great State of Tennessee. He stood strong in supporting public education and being active in the expan-sion of Columbia State Community College in Williamson County. More importantly, he was a dedicated friend and family man to his wife, children and Grandad to his two beautiful girls. Preceded in death by parents, Charles Mi-chael, Sr. and Marion Geagan Sargent and sister, Carole Dowd.

Survived by: wife of 41 years, Nancy Sargent; daugh-ter, Margaret (Dave) Mahew; sons, Robert Davidson (Cin-di) Gurley and David Shawn Sargent; grandchildren, Sa-vannah and Adelyn Gurley; sister in law, Gwynn DuBose; several nieces and nephews.

WILLIAMSON MEMORIAL FUNERAL HOME,
615 794-2289 • www.williamsonmemorial.com



continued
on page 13



Protecting your legacy begins with **State Auto®**.

Enhancing the value of your professional funeral directors association membership with quality insurance protection and annual dividend potential.

Contact your local Independent Agent or visit StateAuto.com to learn more about how we can safeguard your tomorrow.



StateAuto.com



Mrs. Margaret Louise Schubert Solomon, age 87, a lifelong resident of Wartburg, TN passed away Sunday, November 18, 2018 at her home, after a lengthy illness. She was preceded in death by her husband, G. Wayne Solomon; parents Ray and Buna Schubert, and sister, Kathryn Schubert Cook.

She is survived by sister-in law, JoAnn Solomon, brother-in-law, Marion Cook, and nieces, Melanie Cook Goff and Allison Cook Lowrey, their families, and several cousins. She also leaves behind very special caregivers who became like family - Helen Wright, Betty Sue McKinney, Linda Moore, Jeanie Greene, and Anna Joyce Terry.

She worked alongside her late husband Wayne Solomon, previous owner of Schubert Funeral Home, which was founded many years ago by her uncle Otto Schubert. She was a graduate of Central High School in Wartburg and Carson-Newman College, Jefferson City, TN. She taught in Morgan County Schools and worked in Food Service for the school system for many years. She was a long-time member of First Baptist Church, Wartburg. Mrs. Solomon loved people and took many opportunities to invest in their lives. She loved to cook, play golf, walk at the park, and serve the residents of her community. She truly had a servant's heart.

Schubert Funeral Home

1318 Knoxville Hwy, Wartburg, TN 37887

*Happy
New Year*



from the Tennessee
Funeral Security, Inc.

ANSERCALL

The Perfect Answer for Your Funeral Home

Cindy Hutchinson, General Manager

Continuing Standards Established by Lester McAlister

1-888-649-1983

P.O. Box 4231 • Laurel, MS 39441-1231

www.ansercall.com

Paid Advertisement

*Merry
Christmas*

from the Officers,
Directors and Staff
of the
Tennessee Funeral
Directors Association



**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.**



**JOHN A. GUPTON
COLLEGE**

**1616 Church Street | Nashville, TN 37203
615-327-3927 | www.guptoncollege.edu**

THE LITTLE BLACK BOOK

by Todd Van Beck

One of the most poignant examples that I have ever encountered of a funeral professional giving people something to believe in is discovered and exemplified in this story which I call "The Little Black Book."

Many years ago I worked for a man whom today I call a Great American Funeral Director. His name was Cornelius Patrick Heafey, he was the President of the Heafey & Heafey Mortuary, the establishment where I began my career.

Mr. Heafey was one of life's "Unforgettable Characters." He was definitely from the old school in funeral service. His lifelong motto was "families first, no matter what" his other motto was "Do as I tell you, no matter what!" and he lived these philosophies of life with a consistency that few people ever achieve in attaining their ideals.

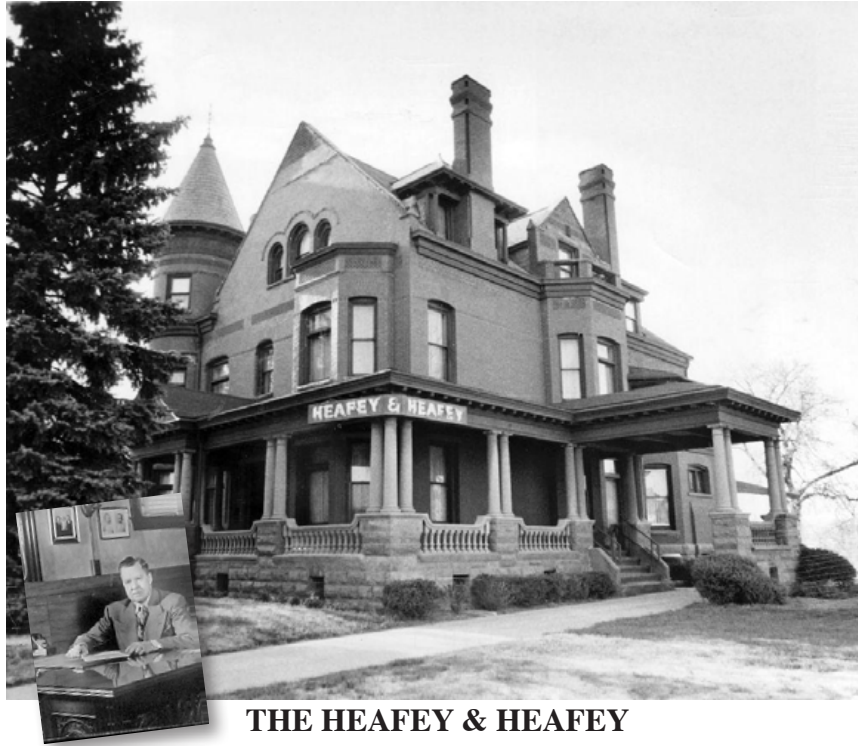
The funerals he conducted were flawless and people genuinely admired and respected him. He was a grand person. One of the most interesting aspects of this man was his "little black book." It was a small black book with a lock on the cover. It looked as if it was very old and it was his constant companion.

If you went to his office, you would see it lying on his desk. At funerals, he would pull the black book out and scribble brief notations in it. He wouldn't do this all the time, just once in a while.

If you picked up his suit coat, you could feel the black book in his coat pocket.

Can you just imagine the gossip and speculation around the funeral home coffee room by the staff as to what was in the black book?

I remember the first day I worked for him, the embalmer told me to be on the lookout for the little black book. Soon enough, I saw him take it out and scribble in it. Later that day, I asked the embalmer what the black book was for, and he responded with a very knowing glance, "Well what do you think is in the book?" I was not the sharpest



**THE HEAFEY & HEAFEY
RESIDENTIAL MORTUARY**

knife in the drawer and very innocently said, "I have no idea." "Oh, come on farm boy," the embalmer replied. "He keeps his list of girl-friends in there." I was stunned!

Later that same day I asked the receptionist about the black book, her response was that it was where he kept the list of the horses he bet on at the race track. Again, I was stunned. My employer was a womanizing horse better! I could not believe it.

For nearly three years the mysterious saga of the little black book continued. All the time, the stories, gossip, and intrigue getting more and more spectacular and ridiculous.

Then suddenly one day, while conducting a funeral, my boss, this great funeral director, died. He had a massive heart attack just as we were putting the casket in the funeral coach and was dead when he hit the ground. I was crushed.

Four days later, we had a grand funeral for him. He was laid out in a solid cast iron bronze glass top sealer casket, flowers were everywhere and when we took him to the church, the place was packed, the Archbishop of Omaha concelebrated the Mass, fifty priest from Creighton University were on the dais, as were fifty priests from Boy's Town and the Governor of the State of Nebraska was in the front row.

I was standing in the back of the church with the church truck (that was my job), as the officiating clergy went on about what a great man my boss was and how just knowing him made us all better people. I couldn't have agreed with the minister more.

Then the minister asked my boss's widow to come up and talk about her husband's character. I thought, "Now this will be great," as she rose to walk to the pulpit. It was then I saw she was carrying his little black book! My tears of grief instantaneously turned to sweats of terror. "Gosh almighty, I thought, "What will she say, Oh, what does

she know?"

She walked to the pulpit, stood with complete dignity and looked at the assembly and said, "Thank you all for being here today. I want to share with you a secret about my husband's character." I thought, "Oh boy, here it comes, women and horses!" She continued, "You see this small book. Most of you know he carried it with him constantly. I would like to read to you the first entry of the book dated April 17, 1920 - Mary Flannery she is all alone. The next entry August 8, 1920 - Fred Pritchard, he is all alone. The next entry - Edna Gale November 15, 1920, she is all alone.

You see, when he made funeral arrangements with somebody that he knew would now be all alone because of the death, he would write their name in this book. Then at Christmas time he would call each person, maybe only three or four people a year, and invite them to share a wonderful Christmas dinner at our house.

I want you to know that this was the true character of my husband; he was concerned, compassionate, and caring. This is what the little black book is all about, and I also want you to know that this being 1971, he did this for 56 Christmases."

There was not a dry eye in the church, and I remember thinking, "I knew that book wasn't a book of women or horses!"

Now many years after his death, I look back at the inner spirit that motivated this funeral director to do what he did. During his life he truly gave people, humble ordinary everyday people something to believe in.

May this belief in kind, thoughtful, and compassionate action guide each of us in our work in this great profession. Just think of the believing in others possibilities if every member of the funeral profession developed their own little black books. The results of believing in human kindness and acting on it would be staggering!

Quality Lamination Products

Offering a wide variety of items designed specifically for the funeral industry



Lamcraft INC.

Lamcraft.com • 800.821.1333

Create custom memorial cards at lamcraftdigitalmemories.com

Families...

Yours to serve
Ours to protect



Celebrating
93 Years

**ATLANTIC
COAST LIFE**
INSURANCE COMPANY

1565 Sam Rittenberg Blvd
Charleston SC 29407

Don Lucas | aclicdl@aol.com
Tennessee Regional Director

AtlanticCoastLife.com

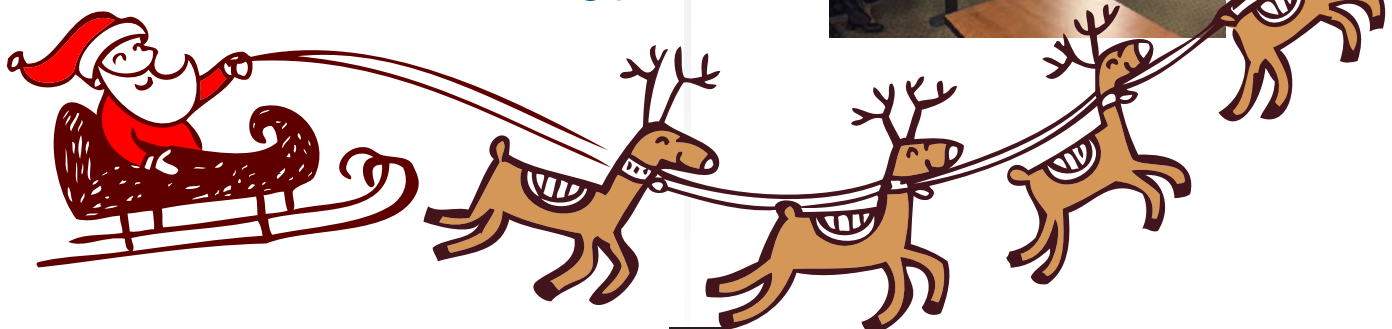
PN-515 (AS)

Age Demographics of Tennessee Funeral Directors and Embalmers

Data compiled by the Board of Funeral Directors and Embalmers regarding the age of practicing funeral directors and embalmers lends itself to some interesting observations. Of 1,906 individual licensees in our state, 60.12% are 51 or above, with the largest category (430) in the range of 61-70. In comparison, only 138 licensees fall into the 20-30 age group. Astonishingly, the State of Tennessee can boast of a total of 49 individuals continuing as licensees in the practice of either funeral directing or embalming at the age of 81 or above. Note: Persons licensed as both a funeral director and embalmer were only counted once for these statistical purposes.

Age Ranges	Number of Licensees	Percentage
20-30	138	7.24%
31-40	247	12.96%
41-50	375	19.67%
51-60	419	21.98%
61-70	430	22.56%
71-80	248	13.01%
81-90	39	2.05%
91-100	10	0.52%

Ho!
Ho! Ho!
Merry Christmas!



Matthews Aurora Funeral Solutions Seminar

Matthews Aurora Funeral Solutions the TFDA Exclusive Premier Partner provided “Building Trust and Teamwork” seminar presented by Mary Andres Russell, November 2.

The seminar was TN approved for 5 continuing education credits, at no cost to the attendees and included lunch.

We appreciate Matthews Aurora for providing this opportunity!



DIGITAL SOLUTIONS FOR ENHANCED PRODUCT MERCHANDISING



**NOW AVAILABLE FOR
WINDOWS® PC!**

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

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

Available for Windows®, iOS, or Android® operating systems.



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

**PC is required to have Windows® 7, 8, or 10 operating system to run Catalog App for Windows®.*

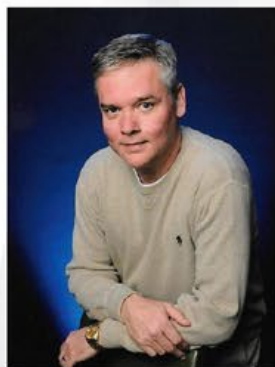
© 2018 Matthews International Corporation, all rights reserved. MATTHEWS® and MATTHEWS INTERNATIONAL® are registered trademarks of Matthews International Corporation.



Matthews® Aurora

FUNERAL SOLUTIONS

As the "Exclusive Premiere Partner," Matthews Aurora™ Funeral Solutions has been and will continue to support TFDA with our programs, partnership and our total solutions. We want to re-introduce our sales team in Tennessee. Our team has almost 150 years of funeral service experience that can help you not only survive these challenging times but thrive in an ever-changing market. We are here to serve you.



Mike Blair (615) 308-7811
mikeb@auroracasket.com

I've been with Matthews Aurora for 22 years and a Funeral Director/Embalmer for 32 years. My travels include most of middle and west Tennessee and Western KY. Served as Past President of the Tennessee Funeral Supply Sales Club. Reda and I have a son, Brandon and we call Franklin, TN home.



Tripp Byrd (901) 652-0977
jbyrd@matw.com

I've been with Matthews Aurora since 1996, I started with a Regional Company called West Point. My travels included West Tennessee, North Mississippi and North Eastern Arkansas. I also served as Past President of the Tennessee Funeral Supply Sales Club. I live in Arlington, Tennessee with my wife Judy.



David Akard III (423) 797-1704
dakard@auroracasket.com

I've been fortunate enough to be with Matthews Aurora for over 15 years now. I'm also a fourth-generation Funeral Director/Embalmer, having graduated from John A. Gupton in 1997. I mainly travel East TN and live with my wife, Rae and three kids in Bristol, TN.



David Frye (812) 584-0146
dfrye@auroracasket.com

Regional Sales Director with over 15 years in leadership roles, most recently, the past year with Matthews Aurora. Cincinnati is my home where I live with my wife Amy and my triplet sons- Tucker, Tanner, and Tyler.



Max Miller (618) 559-4367
mmiller@auroracasket.com

I have been a Funeral Service Consultant with Matthews Aurora for 26 years. Prior to that, I was a licensed Funeral Director/Embalmer for 25 years. I travel West Tennessee, North Mississippi and Southern Illinois for Matthews Aurora and reside in Anna, IL, with my wife Janis.



Tim Kalthoff (865) 567-0188
tkalthoff@matw.com

Funeral Service Consultant with Matthews Aurora since 2006 and in the funeral service industry since 1985. I travel east and middle Tennessee territory and have served as Past President of the Tennessee Funeral Supply Sales Club. I live in Knoxville and Franklin and married to Pam, Funeral Director and Past President of Tennessee Funeral Directors Association. We have a blended family of six children and seven grandchildren.



Roger Grizzel (423) 292-6103
rgrizzel@auroracasket.com

I was in funeral service as a Funeral Director/Embalmer for 19 years before joining Matthews Aurora. My responsibilities for 28 years have been calling on firms in TN, KY & VA. Barbara & I have two daughters & two grandsons. We reside in Kingsport, TN.

