

THE THANA GRAM

New Year's 2023

Official Publication of the Tennessee Funeral Directors Association, Inc.

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Greetings TFDA Professionals, and Happy New Year!

I hope that each of you had a wonderful Christmas and were able to enjoy some valuable time with your families. As we kick off the new year, all aspects of the TFDA are already in high gear. Here are a few of the things on the agenda:

With the State General Assembly re-convening, the TFDA Governmental Affairs Committee along with the great help of our lobbyist, Jay Bucy, both are hard at work monitoring what will affect our industry. As we all know, legislation can move quickly, and this industry-veteran led committee, when called upon, will respond quickly to what they collectively feel is in the best interest for every single TFDA Member.

Spring District Meetings are just around the corner, and I look forward to traveling our great state once again seeing friends and colleagues along the way. We will kick those off in West Tennessee on Tuesday, March 14 in Jackson at Jackson Country Club. The East Tennessee meeting will be held the following Monday, March 20 at The Chop House in Kodak, and we will conclude with West Tennessee the next evening, Tuesday, March 21 at the Farm Bureau Expo Center in Lebanon. We will have some great conversation topics at these meetings that you will not want to miss.

The Convention Planning Committee has been hard at work getting everything to be certain our convention is memorable and also informative with great educational opportunities. I am looking forward to seeing everyone at our Annual TFDA Convention in June as we gather for "A Salute to Service." We are honored to be joined by a long-time friend, Rev. Zach Lloyd as Convention Chaplain. Zach is a true walking miracle, and he will be sharing his testimony and story of being the recipient of a double lung transplant for one of our Sunday afternoon educational opportunities.

To quote President Harry S. Truman - "Our debt to the heroic men and valiant women in the service of our country can never be repaid. They have earned our undying gratitude." This is our goal, to honor our friends, colleagues, and family members among us who have served and are serving our nation. We ask that you contact the TFDA Office or myself and let us know those immediate family members, co-workers, and colleagues who have served so that they may be honored as a part of our convention.

Every so often, we have the opportunity to serve families that can truly renew our sense of importance of what we do and how serve the community. Just a few days ago, our funeral home served a wonderful family. We were told the same thing so many of us hear very often these days "We've never been a part of making funeral arrangements, can you help us?" This is where we could be such a positive influence for these families. At the end of the day, we are so much more than just a "Director", we are their trusted confidants and friends they can lean on in their time of need. So, to each and every one of you, keep up the amazing work that you are doing.

Respectfully,
Brent T. McNeeley

President's Message

Brent McNeeley, TFDA President



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The Tennessee Funeral Directors Association Board of Directors and Staff are here for you.

Our Mission:

To be the Tennessee Funeral Professional 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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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

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P.O. Box 324
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Fax (423) 968-5475
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COMPASSION FATIGUE IN THE FUNERAL INDUSTRY

International Grief Institute | www.InternationalGriefInstitute.com

"I feel burned out and don't know where to turn," said the funeral director at a state conference this past summer.

I admired his honesty, and an engaging conversation about compassion fatigue ensued. What exactly is compassion fatigue, and what makes the funeral industry at risk?

As a primary caregiver to the newly bereaved, funeral directors are subjected to traumatic stories through the families they comfort. Absorbing repeat exposure to secondary trauma coupled with long, irregular hours with few breaks are key ingredients that fuel the perfect storm—compassion fatigue.

It's a disorder that develops from doing your best funeral work without taking time to refuel the heart and decontaminate the mind.

Death is a daily occurrence for funeral professionals. It's more than a job—it's a calling that takes a special heart. While death is the foundation of the funeral industry, it's the repeat exposure to disturbing deaths—suicides, homicides, accidental deaths, mass casualties—that poses compassion fatigue as an industry danger.

In addition to the rise in traumatic deaths, the number of annual deaths in the U.S. has jumped from 2.4 million in 2010, to over 3.3 million in 2020 (CDC, April 2021). Over the same time, the number of funeral homes servicing those deaths declined by over a thousand (NFDA.org), meaning higher workload for those in today's industry.

THE COST OF CARING

Anyone who cares for others as part of their professional responsibilities is someone who has a higher risk of suffering from compassion fatigue. By the numbers (Gaille, 2017):

- 87% of emergency responders have reported symptoms of compassion fatigue
- 70% of mental health professionals have experienced compassion fatigue
- 1 in 2 child welfare workers experience symptoms of compassion fatigue in the severe range

Even Mother Teresa understood compassion fatigue—she mandated her nuns take an entire year off from their duties every 4 to 5 years to allow them to heal from the effects of their caregiving work (Stress.org).

Yet, interestingly enough, compassion fatigue has been studied very little in the oldest caring profession in the world—funeral professionals.

HOW IT HAPPENS . . . AND HOW TO HELP

When funeral professionals are unable to recharge while juggling families in crisis, the emotional residue of secondary traumatic stress can erode one's mental and physical health. Common feelings include irritability, difficulty concentrating, insomnia, and worse—clinical errors. Without mitigation, it can even lead to career-ending burnout.

To fully understand how it develops and how to protect against it, we must be aware of our own stressors, examine our work-life balance, and cultivate positive connections.

AWARENESS:

- What types of cases do you take home with you?
- What cases increase your vulnerability to compassion fatigue?
- What external stressors are going on in your life?

BALANCE:

- How do you set emotional boundaries?
- How do you minimize external stress?
- What self-care activities allow you to de-stress?



CONNECTIONS:

- Have you built a positive support system?
- What connections do you have to like-minded activity groups?

A noble profession, the funeral industry requires a strong sense of decorum, compassion yet professionalism, empathy yet common sense. Finding a balance in a busy profession that leaves little time for self-care is a challenge.

Proactively developing—and regularly practicing—positive stress-buffering habits can help offset stress and restore a sense of control before it impacts performance, disrupts quality of care, or worse—lead to career burn-out.

Because none of us can pour from an empty cup.



ABOUT THE AUTHOR

Lynda Cheldelin Fell is founding partner of the International Grief Institute, author of the award-winning Grief Diaries anthology series, retired firefighter/EMT certified in critical incident stress management,

and a member of the continuing education faculty at Whatcom Community College. She has earned six national literary awards and five national advocacy award nominations for her work. International Grief Institute is dedicated to building community resilience through program and trainings available exclusively for the funeral industry.

For a 90-minute workshop on evidence-based modalities to mitigate compassion fatigue in the funeral industry, contact Lynda Cheldelin Fell at 360-510-8590 or lynda@internationalgriefinstitute.com.

Warm regards,

Lynda Cheldelin Fell | 360-510-8590
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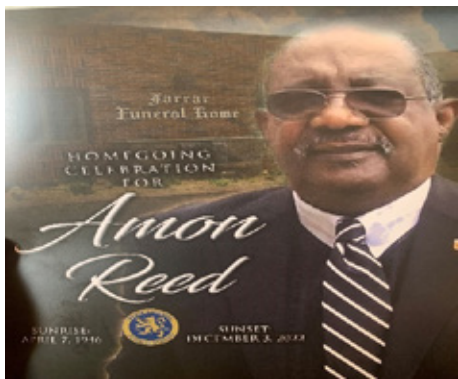
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Obituaries

Amon Reed passed away on December 3, 2022, at Parkwest Hospital after a lengthy illness.

He was born on April 7, 1946, in Harriman, TN, to the late Amon and Vadith Reed. He attended Campbell High School. Reed, as he was affectionately known, graduated from Harriman High School in 1964. He was a veteran of the U.S. Army. Reed enjoyed being a Funeral Director for Farrar Funeral



Home until his health failed. Amon studied mortuary science online at (PIMS) the Pittsburgh Institute of Mortuary Science in Pittsburgh, PA. He was employed with Union Carbide in Oak Ridge, TN, with ten years of service. Reed retired

from Yellow Freight Transportation after serving faithfully as a driver for over 30 years. He was a member of Tn. Funeral Directors Association, National Funeral Directors Association, Teamster local # 519, F.O.P. lodge #19 American Legion Post #2, Oak Ridge Sportsman Club. Out of all his achievements, he was most proud of being a Licensed Funeral Director for the state of T.N.

He was a faithful member of Shiloh Presbyterian Church, where he regularly attended until his health declined. He was preceded in death by his devoted wife of 40 years, Willie C. Frances Reed. Sister; Elizabeth Ann and Brother; Wayne C. Reed.

He leaves to treasure his memories are daughters, Tracy Reed and Charlotte Willis; son; Demond Reed; granddaughter, Feyth Reed; sisters, Lois Imogene Cooley of Accokeek, MD, Alene (Wallace) Green of Bear, DE, Louise Miles of Dover, DE, and Sandra (Charles) Knaff of Harriman, TN; devoted friend; Lillie Davis, of Atlanta, GA. A host of other family and friends too numerous to name.



Mike Smalley is a Company Representative for Wilbert Vault in West Tn, North MS & Arkansas. He is also Past President of TFSSC 2021-22

Judd Ray Smalley

Mr. Smalley departed this life on Tuesday, December 20, 2022, at Jackson-Madison County General Hospital.

A life-long resident of Hardeman County, he was the son of the late J. P. and Rudell Lax Smalley. On February 19, 1961, he was united in marriage to Carrie Alice Brown of Jackson, TN and their union lasted for nearly 62 years. In the 1960's, Mr. Smalley was a member of the Tennessee National Guard.

Mr. Smalley ran his own concrete construction company for most of his life and for over 60 years was a member of Walnut Grove Baptist Church where he was also a deacon. An accomplished musician, he enjoyed playing with his small band at area nursing homes and was a member of the Hardeman County "Hee-Haw" show for several years. He was instrumental in helping get this now popular fund-raiser going and making it successful through the years. Judd also played with David Sipes and The Wheels (a local Bolivar-based band) and was active in gospel music circles, in years past, with The Harbingers Quartet. He devoted many unknown hours to volunteer efforts in our community including construction of the Hardeman County Arts Council building.

To many, Judd was known to be quite the practical joker and enjoyed making others, and himself, laugh with various tricks and pranks he would pull. He, Jamie Breeden and others built a "Clown Car" that was a famous attraction in Christmas parades all over West Tennessee even garnering an invitation to the Macy's Parade in New York City.

Mr. Smalley was a hard-working man who enjoyed time spent working on his farm in Hickory Valley. However, the most important parts of life for Judd were church and family. A man of few words, he proved his love through his actions.

He leaves his wife, Carrie Alice Brown Smalley of Hick-

ory Valley; his son, Michael Ray Smalley and wife, Melanie Johnson Smalley, also of Hickory Valley; three grandchildren, Sarah Morgan Smalley Bell and husband, Ryan, of Bolivar, Shelby Maisen Smalley Arner and husband, Chauncey, of Murfreesboro and Seth Mitchell Smalley of Hickory Valley; and great-grandchildren, Dallas Brooke Bell, Dottie Blair Bell, Demi Brynn Bell and one "on-the-way".

Memorials may be sent to The Gideons International [<http://www.gideons.org>], The American Heart Association [<http://www.heart.org>] or, St. Jude Children's Research Hospital [<http://www.stjude.org>].



C. Donald (Don) Gibson, age 83 of Maryville, passed away peacefully Wednesday, January 4, 2023 at his home. Don was a graduate of Everett High School and John A. Gupton College of

Mortuary Science. He was a devoted member of First Baptist Church of Maryville for over 50 years where he served in many roles, including deacon, the building and grounds committee, and the Encouragers Sunday school class. He also was a member of the Maryville Lions Club since joining in 1961. Don loved architectural design and real estate development and was very passionate about his position as Maryville High School Assistant Golf Coach. Don was a respected member of our local community and served on many state and national associations, including the Tennessee Funeral Directors Association and the National Funeral Directors Association Policy Board. He was the past president and co-founder of the Independent Funeral Group, and past president of Smith Funeral & Cremation Service. He had a long and distinguished career as a visionary funeral professional, serving as a Licensed Funeral Director, Licensed Embalmer, and a Certified Funeral Service Practitioner. Preceded in death by parents, Elmer and Raychel (Coulter) Gibson; brother, Dr. Marvin Gibson; son, Steven Rose; niece, Leann Drinnen. He is survived by his wife of 41 years, Sue Gibson; daughter and son-in-law, Lisa Gibson and Alan Debusk; sons and daughter-in-law, Drs. Lynn and Angelia Gibson, Jason Rose and girlfriend, Leah Kuzela; daughter, Michele Rose; grandchildren, Andrew and wife, Lauren, Will, Owen, Nate, Netsa, Kim, Stephanie and husband John, Jenny, Sidney, Kasey, Ryan, Peyton, Jason, Heather, and Brenna; sister and brother-in-law, Betty and Wayne Drinnen; sisters-in-law, Jane and husband Gary Church, and Carolyn White; brother-in-law, Gary Davidson and wife, Edna; nieces, Lara, Leslie, DeAnna, and Dana;

great-grandchildren and cousins; and long-time business partner and friend, Lee Chambers.

Tommy Austin, Jr., former owner and manager of Austin & Bell Funeral Home, third generation funeral director.



Thomas Ewing "Tommy" Austin, Jr., age 78, of Springfield, passed away Monday, January 2, 2023 at Oak Point Assisted Living in Adams. Funeral services will be held Saturday, January 7, 2023 at 2pm in the

chapel of the Austin & Bell Funeral Home in Springfield with Brother Bob Hogan and Robert H. Bell officiating. Burial will follow in the Springfield Memorial Gardens with Tommy Hallman, Alan Gardner, John Echols, Robert Echols and Bob Bell serving as pallbearers. Honorary pallbearers are Burton Glover, Joe Casey, Winfred Wilkins, Robert Echols, Sr., and Denny Choate.

Visitation will be held at the funeral home on Friday, January 6, 2023 from 4-8pm and again on Saturday from 12pm until the hour of service at 2pm.

Mr. Austin was born November 1, 1944 in Springfield to the late Thomas E. and Susie Covington Austin, Sr. He was a funeral director and was of the Baptist Faith. He was a veteran of the U.S. Navy, was a member of the Civilian Club, was a Mason, was a member of the Rotary Club, and was a member of the New Chapel Men's Club.

Mr. Austin is survived by his son, Thomas E. Austin, III; daughters and son-in-law, Kenna and Tommy Hallman and Donna Ashley Austin; sister and brother-in-law, Marcia and Robert Echols; and grandchildren, Hailey Hallman, Madison Hallman, and Brianna Austin.

If so desired memorial contributions may be made the Greenbrier, TN VFW. Any donations may be sent in c/o Austin & Bell.

Austin & Bell Funeral Home in Springfield is in charge of these arrangements.

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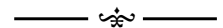
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A Memorial Donation was made in the name of Judd Ray Smalley by Arrington Funeral Directors, Jackson, TN

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A Memorial Donation was made in the name of C. Donald Gibson by Jerry Griffey, Knoxville, TN

A Memorial Donation was made in the name of Bill Dobson by Jerry Griffey, Knoxville, TN

A Memorial Donation was made in appreciation of Bob Batson and Dawn Elliott's hard work at the TFDA office by Jerry Griffey, Knoxville, TN

MARK YOUR CALENDAR

2023

WEST DISTRICT SEMINAR AND DISTRICT MEETING, Tuesday, March 14, 2023, Jackson Country Club, Jackson, TN
EAST DISTRICT SEMINAR AND DISTRICT MEETING, Monday, March 20, 2023, Chop House, Kodak, TN (date changed)
MIDDLE DISTRICT SEMINAR AND DISTRICT MEETING, Tuesday, March 21, 2023, Farm Bureau Expo, Lebanon, TN

REMINDER:

YOU WILL NEED TO SIGN IN TWICE, ONCE FOR THE 3 HOUR SEMINAR AND ONCE FOR THE DISTRICT MEETING 2 CEUS, TO RECEIVE YOUR 5 TOTAL CEUS. (CEUS ARE PENDING TN STATE BOARD APPROVAL)

Each location will begin with a three-hour seminar 3:00 pm – 6:00 pm (pending TN State Approval for 3 CEU's)
The Tennessee Donor Services and Medical Education & Research Institute will be providing the presentation.

Each location will begin the TFDA District at 6:30 pm (pending TN State Approval for 2 CEU's)
The topic will be Legislative Updates (\$50.00 per TFDA member, Dinner included)

50 YEARS OF SERVICE

If you have 50 Years of Funeral Service, the Tennessee Funeral Directors Association would like to honor you at the 2023 TFDA 120th Annual Convention, Monday, June 26, 2023 at the Embassy Suites Hotel at the TFDA Business Meeting. Please contact the TFDA Office so that we can honor you.
By phone (615) 321-8792 or by email Dawn@tnfda.org.



The 2023 Tennessee Funeral Directors Association
120th Annual Convention
June 25 – 27, 2023 at the Embassy Suites Hotel Cool
Springs in Franklin, TN
(more information to come)

FUNERAL DIRECTOR BURNOUT — HOW TO AVOID COMPASSION FATIGUE

By: LendingUSA, Last Updated: 04/26/2022

What is compassion fatigue for a funeral director?

Compassion fatigue and its associated apathy, fatigue and loss of empathy don't discriminate. It can affect those in any caregiving or helping profession, including doctors, nurses, social workers, and of course — funeral directors. When you're in the funeral services industry, the stressors that bring about compassion fatigue and burnout are twofold. There's the stress that comes with lengthy, irregular hours and the constant output of empathy to grieving families.

Beyond that is the less definable stress associated with working in a profession that's often misunderstood. Although most funeral directors find their work gratifying, stigma and negative perceptions often come with the territory.

Preventing compassion fatigue — habits to build resilience

Much has been written about how to deal with the symptoms of compassion fatigue once they occur, but not as much about how to prevent that level of fatigue. Being proactive about strengthening your mental and emotional health is key to holding onto the gratification that comes from the work you do.

It's easy to think of the below tips as simply stress reduction or management, but there's an important nuance to them. They are habits that build resilience, which in turn can help you avoid getting to the point of burnout or compassion fatigue.

How can you build your resilience so that it allows you to care for the needs of others while still taking care of yourself?

Meditation — tools and inspiration

Practice some form of quietude. If you've never meditated, now's the time to give it a try. Perhaps you've previously attempted meditation and felt your practice was too inconsistent, or that you were 'not good' at it. Forget about that. There is no such thing as wrong, right or perfect when it comes to meditating.

The most important thing is to establish what works for you — a rhythm and routine you can stick with. Consistency is key to cultivating centeredness, calm and compassion. But don't be hard on yourself if you miss your meditation time occasionally. Just resolve to get back on track. Even 10 minutes a day will help you feel grounded, and better able to take what the workday throws your way.

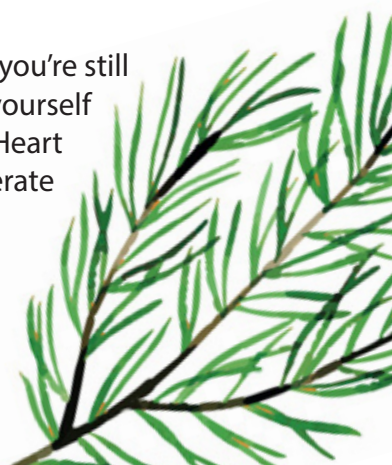
For some helpful inspiration, try a few of the meditation podcasts found on PlayerFM.com like the America Meditating Radio Show. It's full of "conversations with featured celebrities, leaders, authors and average folks sharing success stories. Discussions provide listeners with inspiring ways to master the challenges we encounter on the journey of life."

If guided meditation is more your speed, check out apps like Calm or Headspace. Each has a variety of both free and subscription offerings. You'll also find relatable blogs on each site that are worth perusing.

Exercise — why and how to get enough

We all know by now just how important regular exercise is. But, if you're like many of us, you're still trying to figure out how to stick to a workout routine long enough to benefit from it. Make yourself a priority by scheduling exercise into your week, and firmly committing to it. The American Heart Association offers practical advice on how to get in the recommended 150 minutes of moderate aerobic activity per week, and why you want to do so.

Besides the obvious physical benefits of exercise, there are many positive emotional and mental impacts to be gained. As stated in this Time.com Health article, "Exercise triggers the release of chemicals in the brain—serotonin, norepinephrine, endorphins, dopamine—that



dull pain, lighten mood and relieve stress.”When your job requires that you consistently interact with those who are experiencing grief and extreme stress of their own, these particular benefits are especially important.

According to Time, only 20% of Americans get the recommended 150 minutes of cardio per week. More than half of all Baby Boomers report doing no exercise at all. Don’t be one of them.

Boundaries are essential

It may not be easy but look for ways you can draw boundaries that help you create time and space for both you and your family. Those personal fences are crucial to maintaining resilience.

Create boundaries by ensuring you have a “second-in-command” or business partner to share management duties and off-hour phone calls with. Or, find some breathing room by giving yourself the gift of uninterrupted sleep and weekends via the use of an answering service. Of course, the best scenario is to implement both solutions.

It’s hard to exercise self-care while constantly on call. Without separation between your personal and professional lives, both your health and the quality of service you deliver to client families will suffer.

Think of these resilience-building, self-care suggestions like tools in your tool belt. With them, you can maintain a strong, healthy foundation — one that allows you to deal with others’ stress and grief each day...not to mention the late-night calls and crazy hours that come with running a funeral business.

Put these tools to good use and benefit yourself, your family and those that you help daily in your funeral business.



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Shown: Montgomery casket with Butterfly decorative panel and Image medallion.

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2022 TFDA/TFSSC Memorial Service

Sunday, June 25, 2022

Embassy Suites Hotel, Franklin, TN

What a great honor for our association to participate in celebrating the lives of our deceased loved ones who have left us this past year.

Please contact the TFDA office if there is a loved one not listed that should be included. Phone (615) 321-8792 or by email Rosemary Harrison, Memorial Service Chairperson rosemary.mc@gmail.com.

Loved ones we will be honoring at this year's 2023 TFDA/TFSSC 120th Annual Convention.

Pamela "Pam" Farrar	Dennis Longmire
Ellis Condor Galyon, Jr.	Adam Franklin Perryman
Nelson Randolph "Randy" Short	Gradyn Elijah Harvey
Kim Vencion Ray	Bill R. Dodson
John Roy Cason	Larry Woody
Carolyn Jean Stinson	Linda Jane Byrd
Janice Agee Anderson	Harold W. Childress
Charles Wilburn Capehart	Amon Reed
John Russell Gilley	Tommy Austin, Jr.
Robert Edward Batson	C. Donald "Don" Gibson



John A. Gupton
College Top 10%
Fall 2022
Semester

Roger Booker
Lindale, Georgia

Tiffany Bowman
Cleveland, Tennessee

Maranda Cawthon
Bruceton, Tennessee

Hayden Correll
Kingsport, Tennessee

Paisley Eads-Nunley
Bristol, Tennessee

Angie Garcia
Mount Juliet, Tennessee

Nicholas Gardner
Fairfax, Virginia

Jennifer Gasperson
Kingsport, Tennessee

Joseph Greenfield
Grand Rapids, Michigan

William G. Johnson
Locust Grove, Virginia

Jasper McClure
Dickson, Tennessee

Hannah Parsley
Woodbury, Tennessee

Callia Riden
Old Hickory, Tennessee

Andrea Snow
Portland, Tennessee

Joshua Sparks
Grand Rapids, Michigan

Chelsea Torres
Sevierville, Tennessee

Ashley Whitefield
Clarksville, Tennessee

Roger Wright
Charlotte, Tennessee



Matthews® Aurora

FUNERAL SOLUTIONS

As the “Exclusive Primer 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 many years of funeral service experience that can help you not only survive these challenging times but thrive in an ever-changing market. Experience the Matthews Aurora Difference!



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

I've been with Matthews Aurora for 26 years. I am also a licensed funeral director & embalmer for the past 36 years graduating from Dallas Institute of Funeral Service. My travels include most of middle and west Tennessee, northern Mississippi and western Kentucky. My wife Reda and I live in Franklin, TN. with our baby Ragdoll cat Bella.



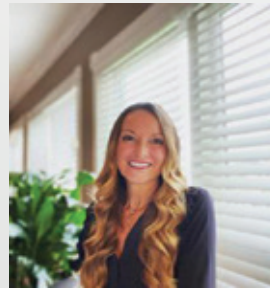
David Frye (812) 584-0146
dfrye@auroracasket.com

Regional Sales Director with over 20 years in leadership roles, most recently, the past 5 years with Matthews Aurora. Cincinnati is my home, where I live with my wife Amy, my Boston Terriers Phineas and Phoebe.



Daniel Pierce
812-577-2801

“I have been a Funeral Service Consultant with Matthews Aurora serving East Tennessee since August 2019, prior to that I served 2 years as an apprentice in the funeral service industry. I attended Tennessee Technological University, playing football and graduating with a degree in Business Management. My wife Cara and I and our two children currently reside in Cleveland, TN.”



Shannon Kalthoff Carver
865-274-6498
scarver@matw.com

I have been a Funeral Service Consultant with Matthews Aurora serving East and Middle Tennessee since September 2021. Before following in my father's footsteps and joining the Matthews Aurora team, I taught middle school English for 15 years. I attended the University of Tennessee graduating with a degree in English Literature and a Masters of Science. I live in Knoxville with my teenagers, Marghee and Trey.



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

Matthews Aurora Funeral Consultant
30 years in casket sales
5 years Preneed Insurance Sales
25 Years Licensed Embalmer & Funeral Director

Presently travel West TN, North MS, Southeast MO and Southern IL for Matthews Aurora Funeral Service Married to Janis Wolters Miller
5 Children
21 grandchildren
1 great granddaughter



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

Tripp Byrd is a Sales Consultant for Matthews Aurora Funeral Solutions and Past President of the TFSSC and has worked for Matthews since 2007. He started his career in 1996 with a small regional company named West Point Casket Company, joining his father who retired in 2017 and is also a Past President of the TFSSC. Tripp and his wife Judy, reside in Arlington and have four children, Dede, Staci, Kristy, and Chelsie. Tripp enjoys hunting, fishing, the outdoors, and watching his grandchildren play ball, ride four wheelers, and racing dirt bikes.

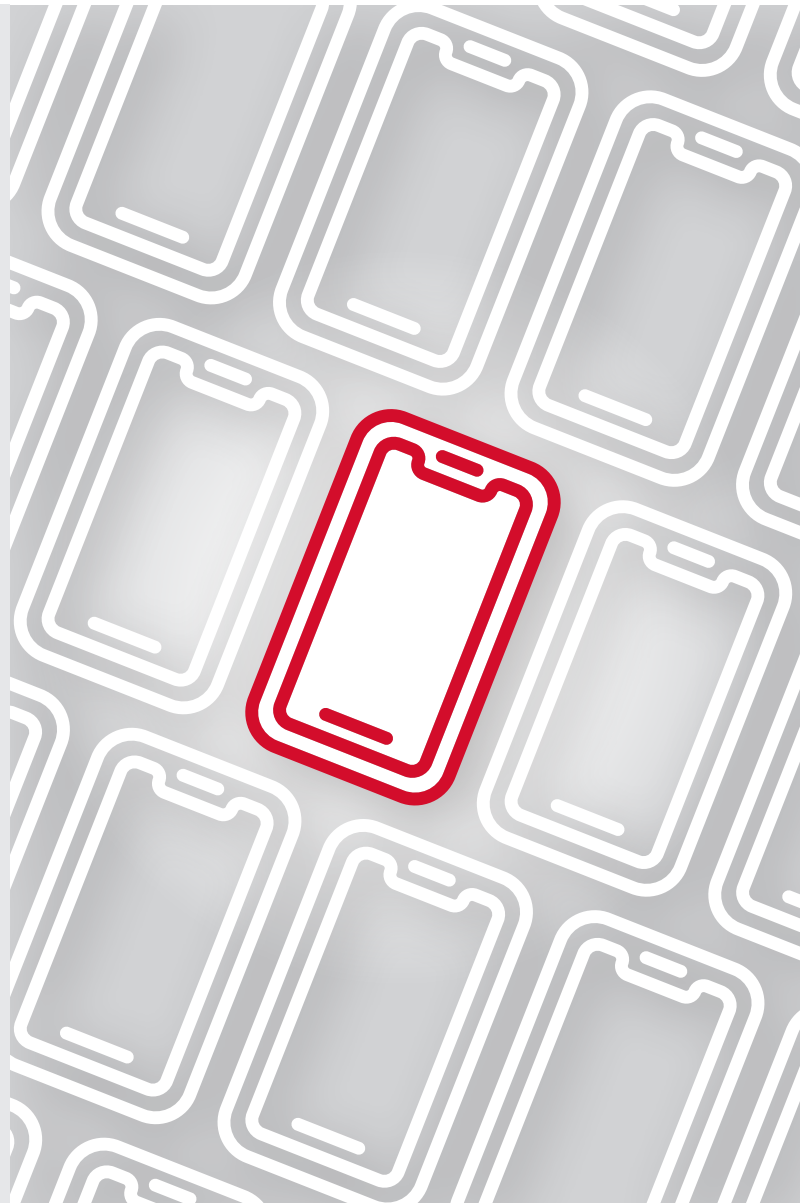


Experience the Matthews Aurora **DIFFERENCE.**

IF you want simple solutions to engage with families both in-person and online.

What is the Matthews Aurora Difference?

As families' needs evolve, funeral technology needs to evolve with them. That's why Matthews Aurora is focused on creating solutions that make it easy for you to serve families in today's digital world. Our *Family Connections* technology enables your firm to help families make arrangements from anywhere. Our *Arranger* software offers a simple presentation system to educate families about all your service and merchandise options. And our Solution Center is your one-stop-shop for quick and easy online ordering, product customization, digital merchandising and much more. Contact us today for a demo and learn how our technology solutions can help you grow your business.



Discover Matthews Aurora Funeral Solutions.

Please contact us at 1.800.457.1111 to be connected with your Matthews Aurora Funeral Service Consultant.