

North Carolina Board of Funeral Service

1033 Wade Avenue, Suite 108, Raleigh, NC 27605

(919)-733-9380 or 1-800-862-0636

www.ncbfs.org

E-NEWSLETTER June 2016: Volume 12, Issue 6

The Board will next meet at 9 a.m. on Wednesday, August 10, 2016, at 1033 Wade Avenue, Ste. 108, Raleigh, NC. The agenda will be posted on the Board's website by August 5.

BOARD MEETING CALENDAR CHANGE

The Board voted to cancel its monthly meeting scheduled for July 13. The Board will be meeting next on August 10, 2016. Any updates to the Board's calendar may also be found on the Board's website at www.ncbfs.org/calendar.html.

INTRODUCING DAVID SHEHDAN, EXECUTIVE DIRECTOR OF THE NCBFS

Please join the Board in welcoming David Shehdan, our new Executive Director!

David is finishing his service as the Human Resources Director of Operations at the North Carolina Department of Health & Human Services. David has over 30 years of experience in state government, including formerly serving in various human resources roles within the North Carolina Department of Public Safety, North Carolina Department of Administration, North Carolina Office of the Secretary of State, and the North Carolina General Assembly.

David is excited to be joining the Board's staff and looks forward to being of service to the Board, its licensees, and the public any way he can.

LEGAL ANNOUNCEMENTS

The Board announced in its May 2016 Newsletter that it recently filed an injunction against Heritage Cremation Provider, LLC and Legacy Funeral Services, LLC. This week, Board staff sent letters to Crematory Managers throughout North Carolina alerting them to this information and providing Board staff's opinion that performing a cremation on behalf of Heritage Cremation Provider, LLC and/or Legacy Funeral Services, LLC would constitute aiding and abetting the unlicensed practice of funeral service. For your reference, please find below the text contained in the letters mailed to crematory managers throughout the state this week:

"On May 10, 2016, the North Carolina Board of Funeral Service (the "Board") filed a Complaint and Motion and Application for Preliminary and Permanent Injunction against Heritage Cremation Provider, LLC; Legacy Funeral Services, LLC; Anthony Joseph Damiano; and Joseph Damiano, Sr. (the "Defendants"). In

the Complaint, the Board alleges that the Defendants have engaged in the unlicensed practice of funeral service in North Carolina, which violates the Board's governing statutes. The Board is asking Wake County Superior Court to order the Defendants to cease their practice of funeral service in North Carolina until such time that they become properly licensed by this Board.

The purpose of this letter is to put you on notice of your obligations and responsibilities under the Board's governing statutes and rules. Specifically, please be aware that aiding or abetting a person who is not licensed by this Board to perform funeral services in North Carolina is grounds under which the Board may take disciplinary action against a licensee. N.C. Gen. Stat. § 90-210.25(e)(1)(h). You must exercise caution when an unlicensed individual seeks your assistance to provide funeral services for a decedent who: (i) has died in North Carolina; (ii) requires funeral services in North Carolina; and (iii) whose final disposition will be in North Carolina. If the Board staff becomes aware that you have aided or abetted the unlicensed practice of funeral services after having received this letter, the Board staff may pursue a disciplinary proceeding with regard to your licensure.

This correspondence does not represent a determination that any individual or entity has violated the laws or rules governing the practice of funeral service. An occupational licensing board does not have the authority to determine if an individual or entity is engaged in unlicensed practice. Only a court may determine that an unlicensed individual or entity has violated or is violating any law and, if appropriate, impose a remedy or penalty for the violation.

Pursuant to North Carolina General Statute §150B-4, you may have the right, prior to initiation of any court action against you by this Board, to request a declaratory ruling regarding whether your particular conduct is lawful. You are further notified that any right to a declaratory ruling supplements any other legal rights that you may already have to establish the legality of your conduct with respect to the goods or services you offer or provide. You may request a declaratory ruling from the Board at the following website: <http://www.ncbfs.org/applications/RequestForDeclaratoryRuling.pdf>."

Licensees who have any questions regarding their own prospective compliance with the Board's laws and rules are encouraged to contact their inspector. As a reminder, each inspector's contact information is as follows:

Darrell Cagle, Central Region Inspector: (919) 604-4828; dcagle@ncbfs.org
Inez Green, Northeast Region Inspector: (919) 215-8851; igreen@ncbfs.org
David Hall, Southeast Region Inspector: (919) 219-8701; dhall@ncbfs.org
Brett Lisenbee, Western Region Inspector: (919) 218-8083; blisenbee@ncbfs.org

ANNOUNCEMENTS FROM THE INSPECTORS

New Sample Monthly Cremation Report on the Board’s Website

In an effort to help Crematory Managers comply with the Board’s laws and rules regarding the submission of monthly cremation reports, Board staff has uploaded a fillable PDF document of a sample monthly cremation report to the Board’s website. It can be located by clicking “Sample Crematory Report” under the At-Need tab on the Board’s home page, or by entering the following URL into your web browser: <http://ncbfs.org/crematoryreport.pdf>.



MONTHLY CREMATION REPORT

North Carolina Board of Funeral Service

Due by the 10th of the month

1033 Wade Ave. Suite 108

Month/Year: _____

Raleigh, NC 27605-1158

Name of Crematory: _____

Address: _____

Phone Number: _____

Phone Number: 919-733-9380

License Number of Crematory: _____

Number	Decedent’s Name	Date of Death	Date of Cremation	Name of Entity Cremation Performed on behalf of	Name of Authorizing Agent(s)	Fees
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

Total Number of Cremations:

Total Amount of Fees:

Signature of Authorized Representative of the Crematory: _____

As a reminder, every crematory licensee is required to submit a monthly cremation report that contains the following information: (1) the name of the crematory; (2) each decedent’s name; (3) date of each cremation; (4) the person or other entity for whom each cremation was performed; (5) the number of cremations performed; and (5) the total amount of the respective fees owed remitted with the report. 21 NCAC 34C .0305
Board-sponsored Continuing Education Classes

The Board's Compliance Liaison & Lead Inspector, Brett Lisenbee, will be teaching continuing education courses on Tuesday, June 21 and Thursday, December 1. On both days, Inspector Lisenbee will be teaching two (2) continuing education credit hours covering preneed funeral planning and three (3) continuing education credit hours covering compliance with the Federal Trade Commission's Funeral Rule. To register for any of these continuing education opportunities, please contact Marty Mills by e-mail at mmills@ncbfs.org or by phone at (919) 733-9380.

Q&A Sessions and Continuing Education Programs Taught by Inspectors

Is your funeral establishment interested in hosting a continuing education course taught by one of the Board's Inspectors? Or, is your funeral establishment interested in hosting an informal Question & Answer session with one of the Board's Inspectors? If so, please e-mail your request to Brett Lisenbee, Compliance Liaison / Lead Inspector, at blisenbee@ncbfs.org. You may also call Mr. Lisenbee at (919) 218-8083.

PRENEED ANNOUNCEMENTS

Preneed sales licensees who execute preneed funeral contracts funded by trust deposits are reminded of the laws governing the withholding of up to ten percent (10%) of the payments made by the consumer. Pursuant to N.C. Gen. Stat. § 90-210.61(a)(2), preneed sales licensees may only retain up to ten percent (10%) of funds paid towards trust-funded preneed funeral contracts if he or she "fully discloses in writing in advance to the preneed funeral contract purchaser the percentage of the payments to be retained." Additionally, if the preneed establishment retaining a percentage of the trust-funded preneed contract payments is the same establishment that performs the at-need services upon the death of the purchaser, the establishment must provide credit for the amount previously retained at the time of performance. See N.C. Gen. Stat. § 90-210.61(a)(2).

Should you have any questions about preneed compliance, please do not hesitate to contact Tanya Pearson, the Board's Preneed Services Administrator. Ms. Pearson may be reached by calling (919) 733-9380, or by e-mailing tpearson@ncbfs.org

TRAINEE ANNOUNCEMENTS

Pursuant to 21 NCAC 34B .0110, each trainee's monthly work reports must be received by Board staff on or before the 10th calendar day of the month that immediately follows the completion of each one month period of his or her resident traineeship.

Because these monthly reports have to be notarized, Board staff must receive the original hard copy in the Board office. However, for purposes of meeting the deadline referenced herein, trainees may submit a copy of their monthly report by facsimile to the attention of Marty Mills at (919) 733-8271 or by e-mail to mmills@ncbfs.org. Please note that if a trainee submits his or her monthly report by facsimile or e-mail for the

purposes of complying with the submission deadline, the trainee will still need to submit the original, notarized monthly report in person or by mail to the Board's office at 1033 Wade Avenue, Suite 108, Raleigh, North Carolina 27605.

NCBFS REPORTS PROVIDED AT ANNUAL TRADE ASSOCIATION CONVENTIONS

On Tuesday, May 24, Board Secretary Charles Graves provided a report on behalf of the Board at the annual convention of the North Carolina Funeral Directors Association in Raleigh, North Carolina. On Tuesday, June 14, Board President Valdus Lockhart provided a report on behalf of the Board at the annual convention of the Funeral Directors & Morticians Association of North Carolina in Winston-Salem, North Carolina. Some topics reported on by Mr. Graves and Mr. Lockhart include:

-There are presently 2,939 individuals licensed by the Board, including:

- 1,875 funeral service licensees
- 924 funeral director licensees
- 15 licensees with both funeral directing and embalming licenses
- 5 embalmer-only licensees
- 120 transporters
- 207 trainees

-There are presently 742 active funeral establishments

-In 2015, 136 individuals applied to the Board for examination. Of those applicants, 102 candidates actually took the examination, and 83 licenses were issued to candidates who passed the examination and completed all other statutory requirements for licensure.

-The Board introduced online renewals for individual licensees for 2015; approximately 24% of licensees elected to renew online. The Board anticipates "going live" on online establishment renewal applications for the next renewal cycle, and is working towards implementing online crematory report submissions.

-The Board introduced a Compliance Opinion e-mail address to allow licensees with questions about their own prospective compliance to inquire of Board Staff pertaining to the Board's laws and rules. Thus far, 99 compliance opinions have been provided since Compliance Opinion's inception in October 2015.

If a licensee disagrees with a compliance opinion provided by Board Staff, the Board encourages licensees to submit Requests for Declaratory Ruling. The Board has issued 3 declaratory rulings since September 2015. You can find the form to submit a Request for Declaratory Ruling on the Board's website at www.ncbfs.org.

-The Board has named Brett Lisenbee its Compliance Opinion / Lead Inspector. Licensees are encouraged to reach out to their own inspector or the Compliance

Opinion e-mail address if they have compliance questions. Mr. Lisenbee will be happy to host an informal question & answer session or a continuing education course at your funeral establishment – please e-mail him at blisenbee@ncbfs.org if you are interested in scheduling such an opportunity.

-In 2015, the Board received 167 complaints, 114 of which were consumer complaints and 53 of which were staff-generated complaints.

-88 disciplinary actions were taken by the Board in 2015. These actions involved multiple types of allegations, licenses, and permits. Various sanctions were imposed, including individual license and establishment revocations; suspensions; probation periods ranging from 1 to 5 years; civil penalties ranging from \$250.00 to \$1,500.00; and mandatory continuing education course attendance.

IN MEMORIAM

The Board and Board Staff extend heartfelt condolences on behalf of the following individuals who have recently passed away:

B. Stuart Terry, FSL # 9, Past NCBFS Board President
Kathleen “Kathy” Boomer Lewis, Aunt of Board staff member Valencia Brown

COMPLIANCE OPINIONS

Have a compliance question? Remember to use our question-and-answer feature, Compliance Opinion. If the question relates to your own prospective conduct, you may send an electronic correspondence to complianceopinion@ncbfs.org. You may also send a facsimile to the legal department at (919) 733-8271, attention “Compliance Opinion.” Your correspondence must include: (1) your name; (2) your licensee affiliation/status; (3) all facts necessary for an opinion to be rendered; and (4) any supporting, pertinent documentation. In the order they are received, the Board Staff will provide responses to these inquiries, to the extent they pertain to future actions and matters within the purview of the Board’s Laws and Rules only. If your question relates to past conduct (your own or that of another licensee), the Board Staff may decline to answer.

This month’s sample question with answer:

Q: We have a deceased whose wife initially contacted our funeral home to arrange for cremation. After making the arrangements she refused to sign the statement of goods and services and cremation authorization form due to the cost of our services. Since that time we have been unable to reach her as she refuses to return our phone calls. We have also relayed our message through other family members with no success. It has been 5 days since the date of death. The deceased has one living daughter from a previous marriage who is willing to handle the arrangements for her father. Can the daughter sign the cremation authorization form?

A: Yes. In the situation described above G.S. 130A-420(b1) would apply.

“A person who does not exercise his or right to dispose of a decedent’s body...within 5 days of notification or 10 days from the date of death, whichever is earlier, shall be deemed to have waived his or right to authorize disposition of the decedent’s body or contest disposition in accordance with this section.”

Please note – Compliance Opinions are not reviewed, approved, or otherwise adopted by the Board, nor are they binding upon the Board. If one disagrees with Board Staff’s position on a matter, they may have the right to request a declaratory ruling from, or hearing before, the Board pursuant to Chapter 150B of the North Carolina General Statutes. Should you wish to submit a Request for Declaratory Ruling, you may find the form necessary to complete on the Board’s website at this link: <http://www.ncbfs.org/applications/RequestForDeclaratoryRuling.pdf>

DISCIPLINARY MATTERS

Case File Number: M15-044.

Licensees: Hamilton Funeral Chapel, Inc. (FE # 216); LaMont Hamilton (FD # 2479); Carolyn Whitehead-Jones (FD # 3932).

Summary: Board staff conducted a preneed audit examination in 2013. During the 2013 audit, Board staff found that Respondents were in violation of several preneed recordkeeping laws and rules enforced by the Board. In 2015, Respondents were re-audited. During the 2015 re-audit, Board staff found that Respondents were in violation of several preneed recordkeeping requirements and had failed to correct a substantial number of deficiencies identified in the 2013 audit.

Board Action: The Board adopted a Consent Order whereby Respondents admitted that they had committed the violations alleged. As part of the terms agreed upon through the Consent Order, Respondents’ preneed establishment and all ancillary preneed sales licenses were suspended for eighteen (18) months. Said suspensions were stayed on the conditions that Respondents’ preneed licenses be placed on probation; that Respondents provide written verification that its preneed records be brought into compliance with the Board’s laws and rules; that Respondent LaMont Hamilton shall not engage in preneed sales on behalf of Respondent Hamilton Funeral Chapel and that he shall never again apply for a preneed sales license; that Respondents pay a \$1,000.00 civil penalty in accordance with Article 31A of Chapter 115C of the North Carolina General Statutes; and that Respondents shall take at least three (3) hours of Board-sponsored continuing education.

Effective Date: June 15, 2016.

Case File Number: M16-007.

Licensees: Christian Brothers Funeral Home & Cremation (FE # 63); Jesse Hood (FD # 3234).

Summary: This matter was heard by the Board at its meeting on April 13, 2016. According to sworn statements provided by staff of the North Carolina Board of Funeral Service (hereinafter "the Board"), the results of an establishment inspection led to a subsequent undercover investigation. The results of the subsequent undercover investigation indicated that the unlicensed practice of funeral directing took place on January 27, 2016. During an establishment inspection conducted on January 20, 2016, the licensed manager reported to a Board Staff Inspector that an unlicensed person, William T. Cobb, manages the funeral establishment without a licensed individual present on a day-to-day basis. That same day, Board Staff became aware of an advertisement for Christian Brothers Funeral Home & Cremations depicting Mr. Cobb sitting alone, and listing Mr. Cobb's title as "Funeral Director AP." On January 27, 2016, Mr. Cobb engaged in the unlicensed practice of funeral directing when an agent of the Board Staff conducted a covert investigation at the funeral home.

Board Action: The Board issued a Final Agency Decision upholding the summary suspension of the funeral establishment permit of Respondent Christian Brothers Funeral Home & Cremation; revoking the funeral establishment permit of Respondent Christian Brothers Funeral Home & Cremation; and placing the funeral directing license of Respondent Jesse Hood on active suspension for a period of eighteen (18) months.

Effective Date: June 10, 2016.

Case File Number: C15-031.

Licensee: Robert Brunson, III (FSL # 998).

Summary: This matter was heard by the Board at its meeting on May 11, 2016. A consumer filed a complaint with Board staff alleging that Respondent Brunson failed to comply with the Board's laws and rules. The Board found that insufficient evidence was presented to prove that Respondent Brunson committed a violation of any laws or rules that the Board has the authority to enforce.

Board Action: The Board dismissed the consumer complaint against Respondent Brunson.

Effective Date: May 25, 2016.

Case File Number: M15-031.

Licensees: Carl L. Barnekow (FSL # 2746); Carl Barnekow Funeral Service Licensee (Unaffiliated Practitioner # 133).

Summary: Board staff notified Respondents that it had received complaints pertaining to certain advertising used by Respondents. Board staff subsequently conducted an inspection and investigation of records provided by Respondents to determine whether they were acting in compliance with the Board's laws and rules. Board staff's investigation into said records evidenced that Respondents may not have been in compliance with the Federal Trade Commission's Funeral Rule and/or the Board's laws and rules. Board staff's investigation into Respondents' records also evidenced numerous consumer files that included invoices billed to Heritage Cremation Provider and/or Legacy Funeral Services.

Board Action: The Board adopted a Consent Order whereby Respondents agreed to be placed on probation for a period of at least six (6) months but not more than twelve (12) months and to pay a civil penalty of \$1,000.00. Respondents also agreed to take at least three (3) hours of Board-sponsored continuing education related to compliance with the Federal Trade Commission's Funeral Rule. Respondents also agreed to meet with a Board inspector to review the alleged violations and to ensure understanding regarding the expectations surrounding Respondents' compliance with the Board's laws and rules. Finally, Respondents agreed to submit to a compliance audit with a Board inspector before their licenses shall be restored to good standing

Effective Date: June 8, 2016.

Case File Numbers: V12-036; C13-089; C15-014; C15-053.

Licensees: Rosadale Funeral Parlor (FE # 744); Vincent Johnson (FSL # 2792); Ezzard Charles Parker (FSL # 1575); Stephen Holmes (FSL # 2325).

Summary: Under the terms of a Consent Order executed in 2011, the Board revoked the funeral establishment permit of Respondent Rosadale but stayed the revocation on the condition that they be placed on probation for a period of five (5) years. Since the execution of the 2011 Consent Order, Board staff received four (4) consumer complaints that were filed against Respondents during the probationary period set forth herein.

Board Action: The Board adopted a Consent Order suspending the funeral establishment permit of Respondent Rosadale but staying the suspension upon the following terms: (1) that Respondent Rosadale shall be placed on probation for a period of eighteen (18) months and that, after the expiration of the probationary period without any violations of the Board's laws and rules, the suspension shall be lifted; (2) that Respondent Rosadale pay a compromise penalty in the amount of \$1,750.00 to the Civil Penalty and Forfeiture Fund in accordance with Article 31A of Chapter 115C of the

North Carolina General Statutes; (3) that Respondent Rosadale reimburse the Board in the amount of \$2,500.00 for costs associated with the prosecution of the Show Cause hearing against it; (4) that Respondent Rosadale shall waive any and all fees owed by Complainant #1; (5) that Respondent Rosadale shall provide a partial refund to Complainant #2 in the amount of \$500.00; (6) that Respondent Rosadale shall provide a payment of \$750.00 to Complainant #3; (7) that Respondent Rosadale shall terminate all ownership interests and associations with Delrika McManus; (8) that Respondent Rosadale shall terminate all employment interests of Tito Truesdale; and (9) that the Board shall retain jurisdiction over these proceedings in the event of any non-compliance of the terms of the Consent Order.

Effective Date: June 8, 2016.

Case File Number: R16-092.

Licensee: Vernon Ray Clifton (FSL # 163).

Summary: The Board adopted a Consent Order, whereby the parties resolved the allegations against Respondent Clifton that he forfeited his funeral service license by failing to timely renew it.

Board Action: Pursuant to the terms of the Consent Order, Respondent Clifton admitted to the allegations against him and agreed to pay a \$250.00 compromise penalty to the Civil Penalty and Forfeiture Fund in accordance with Article 31A of Chapter 115C of the North Carolina General Statutes.

Effective Date: May 24, 2016.

DECLARATORY RULING

In the Matter of *Tori S. Dixon*, Petitioner, Board Ruling No. D16-003.

Summary: Petitioner filed a request for declaratory ruling seeking the Board's ruling regarding her compliance with the Board's laws and rules. Specifically, Petitioner serves as the manager of a licensed funeral establishment that shares office space with a cemetery. Petitioner seeks a ruling regarding whether she would be in violation of the Board's governing statutes and rules if the cemetery employees show and sell urns/vaults to the consuming public in certain rooms within the establishment.

Ruling: In part, and based solely on the facts as presented to the Board, the Board ruled as follows:

“...If the Funeral Establishment and the Cemetery are separate legal entities and if the Cemetery sales employees are not making arrangements for the care or disposition of the decedents, or making arrangements to prepare the decedents

for a funeral service, transportation, burial, or cremation while they sell vaults and/or urns to consumers, their activities will not constitute the ‘practice of funeral service’ as defined in N.C. Gen. Stat. § 90-210.25(k). Under such circumstances, neither Petitioner nor the Funeral Establishment would be aiding or abetting the unlicensed practice of funeral service in North Carolina, in violation of N.C. Gen. Stat. § 90-210.25(e)(1)(h).

However, if Cemetery sales employees are conducting their sales activities on the Funeral Establishment’s premises – regardless of whether the Cemetery and the Funeral Establishment are separate legal entities – the Board will consider the Cemetery sales employees to be ‘agents’ of the Funeral Establishment for purposes of N.C. Gen. Stat. § 90-210.25(d)(4). As such, any violation of the Board’s governing statutes and rules by the Cemetery sales employees may subject the Funeral Establishment and/or Petitioner to disciplinary action, particularly if the licensees are aiding or abetting unlicensed persons to perform funeral services. Likewise, as allowed under N.C. Gen. Stat. § 90-210.25(g), the Board may pursue injunctive relief against any unlicensed person performing funeral services. It is the expectation of the Board that the sales activities of the Cemetery employees will be subject to the same constraints as those restricting the sales activities of any unlicensed employee of the Funeral Establishment.”

Effective Date: June 10, 2016.

NEW LICENSEES

The Board congratulates the following individuals licensed in May:

FUNERAL DIRECTORS

Ernest Simmons, III, Gastonia, NC
Sarah McLean Levy, Gastonia, NC

FUNERAL SERVICE LICENSEES

Joshua A Gordon, Gaffney, SC
Scott C. Whitney, Gastonia, NC
Erin Brooks Clements, Durham, NC
Lindsey Marie Osborne, Asheville, NC
Eric J. Weston, Charlotte, NC

RESIDENT TRAINEES BEGINNING IN MAY

Ramick Darell Brooks, Cotton Funeral Home
Kimberly Ann Coleman, Johnson Funeral Home & Cremation Services
Nathan B. Ingle, Asheville Mortuary Services
Deborah R. Johnson, Sechrest Funeral Service

Dana Arnold Overcash, Cavin-Cook Funeral Home & Crematory
 John David Sheilds, Pierce-Jefferson Funeral Home
 Chelsea M. Stygles, Quinn-McGowen Funeral Home
 Kendall Shane Taylor, Howard-Carter Funeral Home
 Carolyn W. Thompson, Dirk M. Thompson Mortuary

FUNERAL ESTABLISHMENTS (NEW & OWNERSHIP CHANGE) – PERMITTED IN MAY

Cumbo Funeral Home, Alliance, NC
 McClure Funeral Service, Mebane, NC
 McClure Funeral Service, Graham, NC

RECENTLY APPROVED CONTINUING EDUCATION COURSES

The Board’s list of approved Continuing Education courses is updated regularly and can be found on the Board’s website at the following link: <http://www.ncbfs.org/list.html>.

Date(s):	July 13, 2016
Sponsor:	Centurion Enterprises
Title:	Death can hurt you
Location(s):	Willis Reynolds Funeral Home – 56 NE Blvd.-Newton, NC 28658
Time:	12:00pm – 5:00pm
Hours:	5 hours
Contact:	Steve Ertzberger – 704-460-4425
Registration Fee:	\$60.00

Date(s):	July 26, 2016
Sponsor:	Regulatory Support Services, Inc.
Title:	The cost of compliance: OSHA building a workplace safety program
Location(s):	Groce Funeral Home – 1401 Patton Ave – Asheville, NC 28806
Time:	5:00 pm – 7:00 pm
Hours:	2 hours
Contact:	Twila Dickerson – 804-784-7347
Registration Fee:	\$150.00

Date(s):	August 2, 2016
Sponsor:	MKJ Marketing
Title:	Receptions & Event Planning
Location(s):	Villagio Inn & Spa
Time:	8am – 9:30 & 9:45-11:15
Hours:	3 Hours
Contact:	Erica Heuer – 888-655-1566
Registration Fee:	\$795.00

Date(s):	August 2, 2016
Sponsor:	Imperial Training Services, Inc.
Title:	Mandatory Ethics
Location(s):	Hampton Inn – 612 Dickens Place NE-Concord, NC 28025
Time:	8:30 am – 12:15 pm
Hours:	4 Hours
Contact:	Cliff Davis/ Linda Sorrell – 919-662-2169
Registration Fee:	\$50.00

Date(s):	August 2, 2016
Sponsor:	Imperial Training Services, Inc.
Title:	Long Term Care Partnership Update
Location(s):	Hampton Inn – 612 Dickens Place NE-Concord, NC 28025
Time:	1:15 pm – 5:00 pm
Hours:	4 hours
Contact:	Cliff Davis/ Linda Sorrell – 919-662-2169
Registration Fee:	\$50.00

Date(s):	August 3, 2016
Sponsor:	Imperial Training Services, Inc.
Title:	Need, Greed, Faith & Charity
Location(s):	Hampton Inn – 612 Dickens Place NE – Concord, NC 28025
Time:	8:00 am – 3:00 pm
Hours:	6 hours
Contact:	Cliff Davis / Linda Sorrell – 919-662-2169
Registration Fee:	\$75.00

Date(s):	August 4, 2016
Sponsor:	Imperial Training Services, Inc.
Title:	Planning For the Senior Market
Location(s):	Hampton Inn – 612 Dickens Place NE – Concord, NC 28025
Time:	8:00am – 12:15 pm
Hours:	4 hours
Contact:	Cliff Davis / Linda Sorrell – 919-662-2169
Registration Fee:	\$50.00

Date(s):	August 4, 2016
Sponsor:	Imperial Training Services, Inc.
Title:	Planning for the Senior Market – Case Study
Location(s):	Hampton Inn-612 Dickens Place, NE – Concord, NC 28025
Time:	1:15 pm – 5:00 pm
Hours:	4 hours
Contact:	Cliff Davis / Linda Sorrell – 919-662-2169
Registration Fee:	\$50.00

Date(s):	September 20, 2016
Sponsor:	Thomas McAfee Funeral Homes
Title:	What have you done for you lately? Stress management for grieverers
Location(s):	TD convention Center-1 Exposition Dr.-Greenville, SC 29607
Time:	6:45pm – 9:00 pm
Hours:	2 hours
Contact:	Kerry Glenn – 864-235-8330
Registration Fee:	Free

Date(s):	September 21, 2016
Sponsor:	Thomas McAfee Funeral Homes
Title:	Understanding young hearts: tips, tools and techniques to heal grieving children & teens
Location(s):	TD Convention Center-1 Exposition Dr. – Greenville, SC 29607
Time:	8:30am – 4:00 pm
Hours:	6 hours
Contact:	Kerry Glenn – 864-235-8330
Registration Fee:	\$35.00

If you are a sponsor submitting an application for course approval, please be reminded that you must submit your application and all supporting materials at least thirty (30) days in advance of the scheduled Continuing Education course.