

Dear Licensing Authority,

At the request of one of your licensees, I am submitting our request for continuing education approval for the program, Principles of Funeral Service Counselling presented by Todd Van Beck, CFSP, on Friday, October 6, 2017.

This program has been approved by the Academy of Professional Funeral Service Practice. I have attached the Application, Agenda, Approval Letter and Todd's Curriculum Vitae.

If you require any further information, please do not hesitate to email me at robin@funeralfuturist.com or call me at 1-800-810-3595 or on my cell at 250-686-4576.

Thank you for your consideration and please let me know if you have any questions.

Sincerely,

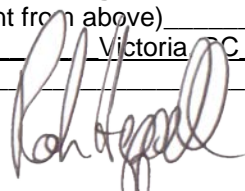
A handwritten signature in black ink, appearing to read 'Robin Heppell', written in a cursive style.

Robin Heppell, BComm, CFSP

Funeral Home Education, Consulting, Marketing, & Web Development
Google AdWords Certified Partner
robin@funeralfuturist.com
800-810-3595 | 250-744-3595

Helping Funeral Homes serve more client families since 1998.

PROVIDER/SPONSOR CONTINUING EDUCATION REQUEST APPROVAL FORM

Program Provider/Sponsor: Todd van Beck Email: toddvanbeck@gmail.com		Phone: 404-909-1829 Fax:
Program Provider's Address: Box 8723		City/State/Zip: Victoria, BC, Canada, V8W 3S3
Program Title: Principle of Funeral Service Counselling		Number of CE Hours Requested: 6
Program Date(s): October 7, 2017 and ongoing		Program Locations: Live / Online
Program Description: See attached		
Method of Instruction: (check all that apply) Self Study: *audio *audio/video *exam *book/printed material <input type="radio"/> online (attach study materials and exam samples & procedures) Classroom: * lecture * panel discussion <input checked="" type="checkbox"/> video/teleconference * workshop (indicate # of hours for each section on outline)		Course Evaluation Method: <ul style="list-style-type: none"> ● Registration ● Attendance Monitoring ● Participation in Online Polls
Program Objectives: See attached.		
Program Facilitator/Instructor(s): Todd van Beck		Faculty/Instructor Company, City, State, Phone #: FuneralGurus.com Victoria, BC 800-810-3595
Faculty/Instructor(s) Credentials: (brief summary and/or attach bio or vita for each, including education and teaching qualifications) See attached.		
Attendance is certified by: <input type="radio"/> Sponsor <input type="checkbox"/> Instructor <input type="radio"/> Other: <i>(sample certificate of attendance attached with certifier's name and address)</i>		
Describe method of attendance monitoring: Registration, Attendance Monitoring, Poll Participation		
This course is approved for C.E. credit by another licensing/professional organization? <input type="checkbox"/> No <input type="radio"/> Yes If yes, who? _____ (attach documentation)		
Will this program be open to all licensees? <input type="checkbox"/> Yes <input type="radio"/> No Fee Amount Charged: \$149.00		
To register contact: Robin Heppell at: (250) 744-3595 / (800) 810-3595 or visit http://www.funeralgurus.com/		
<i>This form must be filed with the Board not less than sixty (60) days prior to the date of the program. Without adequate info., the Board cannot grant approval. Attach additional info. that would be helpful to the Board in determining approval. Any change in a program after approval is granted shall be approved by the Board. Failure to do so shall be grounds for revocation of approval.</i>		
I certify information contained in this form including the attached documentation is complete and correct.		
Name of person completing the application: (Please Print) Robin Heppell, CFSP		
Address:(if different from above) _____		
City/State/Zip: _____ Victoria BC		Date: 8 September, 2017
Signature: 		Phone: _____ Fax: 250-483-5455

See next page for additional CE application info required by specific state boards with each application.

For Board Use Only	State Board:	Checklist:
Activity/Program #:	Provider #:	<input type="checkbox"/> Complete Application <input type="checkbox"/> Instructor/s Credentials/Vita <input type="checkbox"/> Agenda/Outline <input type="checkbox"/> Measurement Criteria <input type="checkbox"/> Sample Certificate (if applicable) <input type="checkbox"/> Fee enclosed (if applicable) <input type="checkbox"/> Roster Received after Program <input type="checkbox"/> Other:
On Agenda for:		
Approved for:	hours in category:	
Disapproved – Reason:		
Signed:	Date:	
(authorized board staff/reviewer)		

Additional Continuing Education Application Information Required by State Boards

Arizona: Indicate the number of hours and what part of program for EACH of the following categories :

- _____ A. Mortuary Science -
 _____ B. Legal Compliance/Ethics -
 3 C. Professional/Individual Development -

Arkansas: 30 day notice

Connecticut, Delaware, Maryland, New Mexico, Oklahoma, South Carolina: Activities approved by the Academy of Professional Funeral Service Practice will be granted credit by these states. Provide necessary documentation along with copy of approval letter from the Academy

Florida: Apply for CE on Florida's website. \$200 Annual Application Fee due June of each year

Georgia: \$250.00 Annual Application Fee due March of each year

Kansas: If approved, do you want this program to appear on our C.E. List? Yes No

Maine: Use Maine's CE request form.

Minnesota: Programs being held in different locations, but having identical curriculum and faculty, are considered one program. Programs that differ in either substance or faculty must apply as separate programs.

North Carolina: Use North Carolina's CE request form.

Ohio: **Type or print one activity per application.** Do not list 2 different activities/2 different months on the same application.
60 day notice required

- Check one: Application is submitted for **Prior Approval (prior to activity)** Individual Request
 Post Approval (submitted by individual licensee within (30) days after completion of an out-of-state activity)

Pennsylvania: 60 day notice required, \$100 fee per course, \$100 Annual application fee. No business. No Distance Learning. No Home Study. No need to reapply for repeat courses.

Tennessee: 60 day notice required, Requires 1 copy of this form form per course.

Texas: Indicate *what portion and the amount of hours* in your program pertains to ethics: **0 hours**

Use Texas CE request form. Texas Law Updates or Texas Vital Statistics? none
 \$50.00 fee per course/\$250.00 annual fee

Vermont: Continuing education topics shall be directly related to maintaining competence in essential issues of public protection and welfare. Use Vermont CE form and required outline form. Send 1 original and 4 copies of CE request. Continuing education shall be for whole hours only, with a minimum of fifty minutes constituting one hour. Contact hours may not include travel time, lunch or breaks. Approval will be granted for continuing education for a funeral director and/or embalmer. **60 day notice required**

West Virginia: It is the responsibility of the requesting organization to certify a licensee's attendance at an approved program. Board attendance forms must be used for attendance certification. *Indicate the number of hours and what part of program is considered for the OSHA/Health Education Category (all others will be considered General Education).* \$100 Application Fee due each year. **45 day notice required.**

Wisconsin: Describe under EACH subject category, those areas of the program which are educational for funeral directors. Itemize the number of educational hours for each part of the program. Automatic approval with Academy approval. **Failure to provide required info. will delay processing.**

- | | |
|---|---|
| 1. <u>Grief Psychology/Communications</u> | 3. <u>Business Management/Delivery of Services: 3 hours</u> |
| 2. <u>Professional Conduct/Ethics</u> | 4. <u>Technical/Sciences</u> |

National Approval Authority

Academy of Professional Funeral Service Practice: It is the responsibility of the requesting organization to certify a licensee's attendance at an approved program. **30 day notice requested**

For home study approval, include two (2) copies of each program or electronic copy and a one-time \$50 fee.

Providers are required to pay an annual fee of \$250 and submit programs for annual review.

If approved, do you want this program to appear on the APFSP CE list? Yes No

CONTINUING EDUCATION OBJECTIVES & OUTLINE

Principles of Funeral Service Counselling

Todd van Beck: Principles of Funeral Service Counselling (6 hours)

Description:

This educational seminar addresses the basic needs of the grief stricken and presents pertinent information on how the funeral professional, in meeting those needs, do it in a way that grieving people can move through their death crisis and not get bogged down in them. As funeral professionals we want to help our bereaved families emerge as whole and restored persons rather than as diminished and damaged individuals. The funeral experience is a major factor in helping people confront the reality of their loss with wisdom and experience.

Objective:

This program identifies ways in which a funeral professional can help the grieving and identify what are the easiest and most economically sensible resources that all funeral professional have to help bereaved families meet their emotional needs. These are indeed difficult questions to ask; the answer, however, lies in identifying and exploring specific qualities that all in the funeral service profession have at the immediate disposal.

Agenda (Times noted are in Pacific Daylight Time)

8:00 am	to	9:25 am	Who Am I As a Funeral Director / The Wisdom and Logic of the Funeral
9:25 am	to	9:40 am	Break
9:40 am	to	11:15 am	Foundations of Funeral Counselling / Objectives in Funeral Counselling
11:20pm	to	12:05 pm	Lunch
12:10 pm	to	1:25 pm	The Challenges of Funeral Counselling / Referrals and Aftercare
1:30 pm	to	1:45 pm	Break
1:50 pm	to	3:30 pm	Unique Situations in Funeral Counselling / Our Responsibility / The Future

Program Facilitator/Instructor(s):
Robin Heppell, CFSP

Faculty/Instructor(s) Company, City, State, Phone #:
**c/o Robin Heppell
Box 8723, Victoria, BC, V8W 3S3 – (250) 744-3595**

**I certify
and**

Name of
Address:(if



**information contained in this form including the attached documentation is complete
correct.**

person completing the application: (Please Print) **Robin Heppell, CFSP**
different from
above)

City/State/Zip: _____ Date: September 6, 2017

Signature: _____ Phone: _____ Fax: 250-483-

5455

TODD W. VAN BECK, CFSP

8209 Jefferson Square Court

Decatur, Georgia 30030

Home Phone: 404-299-7607

Cell Phone: 404-909-1829

TODDVANBECK@SBCGLOBAL.NET

WWW.VANBECKSEMINARS.COM

EDUCATION

**2005 – Honorary Doctorate of Humane Letters Degree
Commonwealth Institute of Funeral Service
Houston, Texas**

**1986 – Master of Arts
Mount Saint Mary's Seminary
Cincinnati, Ohio**

**1981 – Bachelor of Arts
Mount Mercy College
Cedar Rapids, Iowa**

**1973 – Diploma in Mortuary Science
New England Institute of Anatomy, Sanitary Science, Embalming and Funeral
Directing
Boston, Massachusetts**

CERTIFICATIONS

Fellow – British Institute of Embalmers

Certified Death Educator, Association for Death Education and Counseling

**Graduate Study in Embalming, Fountain National Academy of Professional
Embalming Skills**

**Certificate of Completion, Hospice Training Program, Mercy Hospital, Cedar
Rapids, Iowa**

**Certified Funeral Service Practitioner, Academy of Professional Funeral Service
Practice**

Certification of Passing the National Board of Funeral Service Examination, by the International Conference of Funeral Service Examining Boards

Licensed Funeral Director and Embalmer

Wyoming #377 (Inactive Status)

Iowa #4292 (Inactive Status)

Ohio #7742 (Inactive Status)

New York #6771, Registration #04073

Texas #111911

Georgia #4532 Embalmer, #4942 Funeral Director

Certified Disaster Coordinator, Federal Emergency Management Academy

Certified Eye Enucleation Technician

University of Iowa Hospitals

Departments of Anatomy and Ophthalmology

Certified Homograft Eardrum Autopsy Retrieval

University of Cincinnati College of Medicine

PROFESSIONAL FUNERAL SERVICE EXPERIENCE

2006 – Advanced Seminar in Quality Funeral Care:

This three day seminar was held in Chicago, Atlanta, Portland, Oregon, Washington, D.C. and Albuquerque, New Mexico. It covered the following: The Quality Principles of Dr. W. Edwards Deming, The Cycle of Professionalism in Management; The Five Momentums of Management; Fifteen Points of Quality Funeral Service; The Problem Rules in Service; Plan, Do, Check and Act; The Seven Deadly Sins in Management; Quality Assurance in the Organization; Client Satisfaction & Funeral Design Program; Community Outreach Programs; Community Presentations; Funeral Home Strategic Planning.

August 2005 – Present: Director of Family Funeral Care and Public Relations, A. S. Turner & Sons Funeral Home, Decatur, Georgia

Duties include: Holiday Bereavement Programs, Bereavement Support Group formation, Clergy Seminars, Bereavement counseling, funeral programs for churches, schools, colleges, civic organizations, allied health, hospital and hospice organizations. Represent A. S. Turner & Sons in NSM, NFDA, CANA, ICFA, GFDA, other state, national and international funeral director associations, Staff training, aftercare program, compliance officer.

May 2002 – July 2005 – President and CEO of the Commonwealth Institute of Funeral Service, Houston, Texas

Accountable for the day to day activities, operations, leadership and supervision of a college of mortuary science with an enrollment of 170 students, management of a faculty of 14, and management and oversaw a yearly revenue stream of one million dollars. Improved National Board scores by 22 points. Served on various committees with the Texas Funeral Directors Association. Served on the Board of Directors of the Houston Metropolitan Funeral Directors Association and the National Museum of Funeral Service History. Responsible for budget development, organization and management of the

school, conducted annual Board of Trustees meeting, and served as an ambassador for funeral service in the larger community of Houston, Texas and throughout the state and nation. Developed the Harris County Funeral and Burial Program whereby the student's embalmed, dressed cosmetized, casketed, and helped on the actual burial and funeral service for over 600 Harris County indigent dead annually.

August 1999 – May 2002: Executive Director of the New England Institute of Funeral Service

Daily management of the mortuary college with a budget of \$500,000.00 and 80 students and 14 faculty members. Other duties involved public relations and marketing of the school program; liaison with the funeral service and cemetery communities and other allied professions

May 1992 – August 1999 – Director of Education for the Loewen Group, Inc.

Responsibilities: developed and implemented educational programs for advanced planners, funeral directions, cemeterians, after-care coordinators, embalmers and apprentices. Developed a 5 day manager's workshop and taught over 500 funeral home managers this program. Other duties included funeral home acquisitions, funeral home management operations, due diligence programs, budgeting, morale management; corporate activities; working with every funeral directors association in the United States, Canada, and Great Britain (traveled over 300,000 miles a year) authored 4 books, wrote over 70 training manuals covering every aspect of funeral home operations and authored many articles for basically every professional journal in the funeral profession.

**1992 – Present - Dean of the College of Funeral Home Management
IFCA University/University of Memphis, Memphis, Tennessee**

This position involves conducting a four and one half day workshop and seminar for funeral professional in instruction and education in organization and management of the funeral home, finance and pricing, expanding the service offerings to the families, community outreach, staff meetings, employee issues, trust and funding options in advanced planning and a intense examination of the quality management theory of Dr. W. Edwards Deming. The Management Program covers besides the Deming information the following: funeral arranging skills, government compliance, credits and collections, bereavement counseling, public relations and advertising, product knowledge, trends in funeral service, creative memorialization, and the Service Plan. All sessions are taught by Mr. Van Beck

1991 – Present – Annual Presenter at the Dodge Sunshine Seminars for the Dodge Company of Cambridge, Massachusetts

Lecturer and Presenter: Two times a year (February and March) I present new programs and information for the Dodge Managerial and Technical Seminars. These seminars are very well known and prestigious within the funeral service profession.

1977- Present – Adjunct Faculty Member: Foundation of Thanatology, New York City

Served in the capacity of author and lecturer for this scholarly organization, which is associated closely with the world famous Columbia-Presbyterian Hospital. I serve on the Executive Committee as a liaison member between the Foundation and the funeral service profession.

**October 1988 – April 1992: Dean and Executive Vice President
The Simmons Institute of Funeral Service
Syracuse, New York**

I was responsible for the standards and policies of the College. I maintained constant activity in developing long and short term planning for the present as well as for the future expansion of the College. All personnel matters concerning hiring, dismissal, and job descriptions were handled through the Dean's office. Also, I was active in the public relation programs that the College sponsored. In addition to the above administrative duties, I conducted classroom instruction in the management and social science areas. I counseled with students on a regular basis and was responsible for all student services. I also spent regular clinical time in the embalming laboratory.

**November 1986 – October 1988: Chairman, Department of Mortuary Science
Hudson Valley Community College
Troy, New York**

I supervised the Department of Mortuary Science at a community college of 8,000 students in Upstate New York. I was responsible for faculty development, training and educating a funeral service student body of 50. Other responsibilities included maintaining academic records, developing and implementing ongoing educational programs, advising the Mortuary Science Club, maintaining all accreditation standards for the American Board of Funeral Service Education. Public relations on the state and national level. On campus, I was a member of the Learning Resource Committee, and the Affirmative Action Advisory Committee. I was active with private bereavement counseling, support groups, a national lecture Circuit, the Disaster Preparedness Committee of the National Funeral Directors Association, numerous civic activities and Hospice work, and served as Chairman of the Curriculum Committee for the American Board of Funeral Service Education

**February 1986 – September 1988: Executive Director
The Institute of Thanatological Studies**

This organization was a subsidiary of the Mortuary Science Department, which I developed and implemented in 1988 as part of the Department's community Outreach and continuing education program. The Institute ran continuing Education programs for the community at large and awarded a certificate in Bereavement care to each successful participant. The program received a great deal of positive community response.

**March 1982 – September 1986: Chairman, Social Science Department
Cincinnati College of Mortuary Science
Cincinnati, Ohio**

Coordinated and instructed in the academic areas of Mortuary Arts and Sciences. Specific teaching responsibilities included the following courses: Psychology of Grief, Funeral Conference Laboratory, Sociology of Death and Dying, Funeral Service Ethics, Funeral Directing, Contemporary Funeral Principles and Practice, Merchandising, Government in Funeral Service, Comparative Law, Ohio Statutory Law, Color and Cosmetics, Pathology and Anatomy. This position also included numerous speaking engagements on the local, state and national level in the area of Funeral Service and Thanatology. I was responsible for an academic department that employed three additional instructors and I served as advisor to both the Alpha Tau Epsilon Fraternity and the College Women's club. I conducted continuing education courses and was the clinical laboratory Supervisor for two years, responsible for the preparation of 1000 cases per year.

**1980 - 1982: Adjunct Professor – Kirkwood Community College
Cedar Rapids, Iowa**

Organized, implemented and taught two five week courses on Death and Dying for the evening division of Adult Education.

1979 – 1982: Instructor, Hospice Training Program, Mercy Hospital, Cedar Rapids, Iowa

1978 – 1982: Manager, John B. Turner & Son Mortuary, Cedar Rapids, Iowa

1975 – 1979: Owner, T. W. Van Beck Funeral Homes and Ambulance Service, Belle Plaine and Blairstown, Iowa

1973 – 1975: Funeral Director & Embalmer, Wiederspahn Mortuary, Cheyenne, Wyoming

1968 – 1973: Apprentice: Heafey & Heafey Mortuaries, Omaha, Nebraska

VOLUNTEER WORK

2004 – Present: Board member ICFA Educational Foundation

2005 – Present: Deacon, Peachtree Christian Church

2005 – Present: Sunday School instructor, Peachtree Christian Church and the Decatur First United Methodist Church.

2005 – Present: Tour guide, Historic Oakland Cemetery, Atlanta.

2005 – Present: Chairman of the Board of Directors of the FrontPorch: Center for Grieving Children

**July 2000 – Present: Board of Trustees
President Calvin Coolidge Memorial Foundation
Plymouth, Vermont**

**1996 – 2005: Board of Directors
The Academy of Professional Funeral Service Practice**

**Served on the following committees of the National Funeral Directors Association
Education Committee
Clergy and Caregivers Committee
Planning Committee**

**1996 – 2000: Board of Directors
International Cemetery and Funeral Association**

**1996 – Present: Advisory Council
Federal Emergency Management Academy**

**1999 – Present: Chairman of the Board
LifeFiles.com**

**1994 – 1999: Chairman of the Board
Children’s Foundation of Vancouver**

1988 – 1990: Chairman, Curriculum Committee, American Board of Funeral Service Education

1985 – 1990: Member of the Management and Psychology Curriculum Committee of the ABFSE

**1985 – 1989: Board of Directors,
The Free Store and Food Bank, Cincinnati, Ohio**

**1984 – 1988: Professional Consultant
Sudden Infant Death Syndrome Foundation**

**1982 – 1988: Chairman of the Board
Ohio Embalmer’s Association**

1980 – 1982: Coordinator of Bereavement Services, Hospice of Mercy

1979 – 1982: Funeral Consultant, Legal Services of Iowa

1979 – 1982: Volunteer Coordinator, Hospice of Mercy

1975 – 1978: President of Benton County American Cancer Society

1975 – 1979: Member – Iowa State Board of Funeral Directors & Embalmers

1975 – 1976: Secretary of the Iowa Funeral Directors Association

PUBLISHED ARTICLES BY TODD W. VAN BECK

- 1. A Call to Duty: The Funeral Director’s Response to the Titanic Disaster
ICFA Magazine – December 1998**
- 2. What Should We Do With the Dead? The Ethic of Reverence for the Dead
The Director – July 1977**
- 3. The Value of Listening – Mortuary Management, January 2000**
- 4. Through the Family’s Eyes – Dodge Magazine, January 2000**
- 5. Put Yourself in the Other Person’s Shoes & The Timid Family – Dodge Magazine November 1999**
- 6. Reverence for the Dead – Funeral Service Ethics – ICFA Magazine, February 2000**
- 7. Unique Situations in Funeral Counseling – The American Funeral Director, August 1999**
- 8. Who Am I as a Funeral director – American Funeral Director, January 1999**
- 9. Foundations of Funeral Counseling – The American Funeral Director, February 1999**

- 10. The Wisdom and Logic Of the Funeral – American Funeral Director, March 1999**
- 11. Our Responsibility – American Funeral Director, April 1999**
- 12. Referrals and Aftercare - American Funeral Director, May 1999**
- 13. Objectives in Funeral Counseling - American Funeral Director, June 1999**
- 14. Challenges in Funeral Counseling - American Funeral Director, July 1999**
- 15. The Future - American Funeral Director, September 1999**
- 16. Funeral Service Counseling – Canadian Funeral Director, October 1999**
- 17. The Principles of Funeral Service Counseling - Canadian Funeral Director, January 1999**
- 18. The Principles of Funeral Service Counseling - Canadian Funeral Director, Part 2, February 1999**
- 19. The Principles of Funeral Service Counseling - Canadian Funeral Director, Part 3, March 1999**
- 20. The Principles of Funeral Service Counseling - Canadian Funeral Director, Part 4, April 1999**
- 21. The Principles of Funeral Service Counseling - Canadian Funeral Director, Conclusion, May 1999**
- 22. Aftercare - Canadian Funeral Director, September 1999**
- 23. Miracles Happen in Funeral Counseling - Canadian Funeral Director, November 1999**
- 24. The Power and Importance of Names – Mortuary Management, April 1999**
- 25. Pain and Suffering: an Unavoidable Part of Life – Dodge Magazine, January 1997**
- 26. R. Newman: Sexton and Undertaker Old North Church, Boston The Man Who Signaled the Revolutionary War, April 18, 1775 – The Director, January 1998**
- 27. The Death of John F. Kennedy, Jr. – A Funeral Directors Perspective – American Funeral Director – September 1999**
- 28. Price Shoppers: A Great Opportunity for Your Business – IFCA Magazine September 2002**
- 29. How to Make Your Message Available to the Public 24/7 - IFCA Magazine - March 2002**
- 30. Creative Ideas – Ideas 1-2-3 - IFCA Magazine, February – March 2001**
- 31. Creative Ideas – Ideas 4-5 - IFCA Magazine - June 2001**
- 32. Creative Ideas – Ideas 6-7-8-9-10 - IFCA Magazine - October 2001**
- 33. Creative Ideas – Idea 11 - IFCA Magazine December - 2001**

- 34. Creative Ideas – Ideas 12-13-14-15-16-17-18 - IFCA Magazine January – February 2002**
- 35. Creative Ideas – Ideas 19-20 - IFCA Magazine - April 2002**
- 36. Dependability: Indispensable in the Funeral Service Profession – Canadian Funeral News - May 1999**
- 37. The Tactics of Tact - Canadian Funeral News January 1997**
- 38. Selling the funeral Home - Canadian Funeral News – August 1993**
- 39. Enthusiasm Is Contagious - Canadian Funeral News – December 1993**
- 40. The Coconut Grove Fire - Canadian Funeral News – August 1994**
- 41. Funeral Professionals are Always Diplomats - Canadian Funeral News – November 1995**
- 42. The Cynic: The Problem of Winning Their Confidence - Canadian Funeral News – March 1996**
- 43. The Power of Thank You - Canadian Funeral News – June 1994**
- 44. Make it Easier for Families to Deal With You - Canadian Funeral News – May 1996**
- 45. So What? - Canadian Funeral News – September 1995**
- 46. Service - Canadian Funeral News – May 1995**
- 47. Old-fashioned Manners - Canadian Funeral News – March 1995**
- 48. Confidentiality - Canadian Funeral News – April 1994**
- 49. The Power of Names - Canadian Funeral News – October 1994**
- 50. The Value of Listening - Canadian Funeral News – February 1994**
- 51. Confidence in Funeral Service - Canadian Funeral News – July 1995**
- 52. Client Complaints - Canadian Funeral News – January 1995**
- 53. Why People Like Funeral Directors – Canadian Funeral News – September 1997**
- 54. Professional Arrogance: What Does It Get Them - Canadian Funeral News –May 1997**
- 55. What Price Mistakes? - Canadian Funeral News – March 1997**
- 56. Stand By Your Word - Canadian Funeral News – September 1996**
- 57. Coolness Under Fire - Canadian Funeral News – July 1996**
- 58. Handling the Difficult Family - Canadian Funeral News – November 1996**

- 59. The History of the Funeral Home Ambulance Service – American Funeral Director – May 1992**
- 60. The Garden Cemetery Movement – NETWORK – March 1999**
- 61. The future of Funeral Service – The Director – April 1998**
- 62. The Funeral of the Unknown Soldier – American Funeral Director – March 1997**
- 63. The Funeral of the Five Hapless Victims of Jack the Ripper – American Funeral Director – October 1996**
- 64. Funeral Flowers: A lasting Tradition – ICFA Magazine – February 1999**
- 65. The History, Value and Benefit of Funeral Flowers - Canadian Funeral Director – October 2001**
- 66. Human Nature and the Ethical Model – ICFA Magazine – March 2000**
- 67. Consequences of Irreverence and the Ethical Model – ICFA Magazine – April 2000**
- 68. Universal Convictions and the Ethical Model – ICFA magazine – July 2000**
- 69. Moral Feelings and the Ethical Model – ICFA Magazine – August 2000**
- 70. Funeral Service Psychology - Canadian Funeral News – September 2002**
- 71. Funeral Service Psychology Part 2 - Canadian Funeral News – November 2002**
- 72. Funeral Service Psychology Part 3 - Canadian Funeral News – January 2002**
- 73. Funeral Service Psychology Part 4 – Canadian Funeral News – March 2002**
- 74. Funeral Service Psychology Part 5 - Canadian Funeral News – May 2002**
- 75. Funeral Service Psychology Part 6 - Canadian Funeral News – July 2002**
- 76. Death in the Bible – American Funeral Director – May 2002**
- 77. Joseph of Arimathea Buries Jesus – Canadian Funeral News – May 2001**
- 78. The Burial Place of Jesus of Nazareth: The Church of the Holy Sepulcher – Canadian Funeral News – July 2001**
- 79. The Funeral In The Bible: Cremation in Christianity - Canadian Funeral News – July 2000**
- 80. The Fossores: Our Early Funeral Directors and Cemeterians - Canadian Funeral News – September 2000**
- 81. Embalming Funerals in the Old Testament - Canadian Funeral News – November 2000**

- 82. Biblical References to the Issue of Funeralization , Care of the Dead, and Memorialization - Canadian Funeral News – January 2001**
- 83. The Gospel Account of the Death and Burial of Jesus - Canadian Funeral News – March 2001**
- 84. The Funeral in the Bible - Canadian Funeral News – May 2000**
- 85. Religious Convictions and the Ethical Model – ICFA Magazine – October 2000**
- 86. The Challenges of Funeral Counseling – The Funeral Director Monthly, London, England – October 2002**
- 87. In Her Day – American Funeral Director, December 2002**
- 88. Scooter and Katie - The Funeral Director Monthly, London, England – November 2002**
- 89. Foundations of Funeral Counseling - The Funeral Director Monthly, London, England – September 2002**
- 90. Death and Hope - The Funeral Director Monthly, London, England – July 2002**
- 91. A Mother’s Grief - The Funeral Director Monthly, London, England – June 2002**
- 92. Our Responsibility - The Funeral Director Monthly, London, England – June 2001**
- 93. Archie Bunker and the Identification of Quality – The Funeral Directors Monthly – May 2002**
- 94. People Do Like Funeral Directors – The Funeral Directors Monthly – July 2000**
- 95. The Wrong Way to Impress – The Funeral Directors Monthly – August 2001**
- 96. Why Argue – The Funeral Directors Monthly – October 2001**
- 97. The Veteran Funeral Director and the New Funeral Director – American Funeral Director – December 1998**
- 98. Character, Confidence, and Consistency – American Funeral Director – October 1999**
- 99. Empathy and the Funeral Director – American Funeral Director – March 2001**
- 100. Death and Hope – Thoughts for the Families We Serve – American Funeral Director – February 2000**
- 101. Chapter author for Mayer’s Textbook on Embalming**
- 102. Two Families – Dodge Magazine – October 1996**
- 103. Philosophical and Ethical Issues Regarding the Funeral - Dodge Magazine – 1996**
- 104. Depression and the Healing of Grief - Dodge Magazine – November 1997**

- 105. Anger, Part 1 - Dodge Magazine – February 1997**
- 106. Anger, Part 2 - Dodge Magazine – May 1998**
- 107. The Silent Family and Clues to Look For - Dodge Magazine – December 1998**
- 108. The Funeral Home Gopher and Approval - Dodge Magazine – March 1999**
- 109. The Art of Persuasion and Flattery - Dodge Magazine – June 1999**
- 110. Communication Blunders - Dodge Magazine – September 1999**
- 111. Put Yourself In The Other Person's Shoes – Dodge Magazine – November 1999**
- 112. Through the Family's Eyes - Dodge Magazine – January 2000**
- 113. The Impression You Give - Dodge Magazine – March 2000**
- 114. Advice - Dodge Magazine – September 2000**
- 115. A Winning Personality – Alfred B. Marsh, Funeral Director - Dodge Magazine – January 2001**
- 116. Who Am I as a Funeral Director, Part 1 - Dodge Magazine – June 2001**
- 117. Who Am I as a Funeral Director, Part 2 - Dodge Magazine – January 2002**
- 118. Who Am I as a Funeral Director, Part 3 - Dodge Magazine – March 2002**
- 119. Who Am I as a Funeral Director, Part 4 - Dodge Magazine – June 2002**
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September 15, 2017

SENT BY E-MAIL: robin@FuneralFuturist.com

Provider Number: 1067
Robin Heppell, CFSP
FuneralGurus.com
Box 8723
Victoria, BC V8W 3S3
Canada

Dear Rob:

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Sincerely,

Patty S. Hutcheson, CFSP
Executive Director