

MINUTES
November 20, 2012
1400 West Washington, Basement Conference Room B-1

MEMBERS PRESENT: John Munden, Secretary
Samuel Bueler, Member
James Ahearne, Member
Kristina Dyrre, Member

TELECONFERENCE: Reverend Katherine Shindel, President

MEMBER ABSENT: Harold Adair, Member
Monsignor O'Keeffe, Member

STAFF PRESENT: Rodolfo Thomas, Executive Director
Alex Estrada, Licensing Administrator
Patricia Keith, Programs & Project Specialist

ATTORNEY GENERAL'S OFFICE:
Nancy Beck, Asst. Attorney General

CALL TO ORDER

John Munden called the meeting to order at 9:00 a.m.

I. CALL TO THE PUBLIC

Steven McCarthy, Funeral Consumer Alliance is conducting their annual General Price List review. Some funeral homes did not comply. Steven McCarthy has requested the Board to review funeral home General Price lists and to place this item on the December 18, 2012 agenda.

II. MINUTES

James Ahearne motioned to approve the board minutes and legislative committee minutes of October 16, 2012.

Samuel Bueler seconded the motion. The motion passed unanimously. (5-0).

III. LICENSING

By motion and second, and motion carrying, the following actions occurred relative to applications for licensure subject to the conditions noted:

NAME	TYPE OF LICENSE	ACTION	MOTION BY	SECOND BY
*Monica H. Torres	Funeral Director	Approved 5-0	Ahearne	Bueler
*Jaime M. Parker	Embalmer	Approved 5-0	Ahearne	Bueler
*Courtney DeCarlo Austin	Embalmer	Approved 5-0	Bueler	Ahearne
*Jennifer L. Rensch	Embalmer	Approved 5-0	Ahearne	Dyrr
*David B. Allen	Embalmer	Approved 5-0	Dyrr	Bueler
*Steven J. Lewis	Multiple Funeral Director	Approved 5-0	Dyrr	Ahearne
*Serenicare Operations Center, LLC	Establishment	Tabled, not in Compliance	None	None
*San Tan Mountain View Funeral Home	Establishment	Approved 5-0	Shindel	Ahearne
*Rebecca L. Fisher	Intern	Approved 5-0	Munden	Bueler
*Murl W. Green	Salesperson	Approved 5-0	Ahearne	Bueler
*Russell A. Patterson	Salesperson	Approved 5-0	Dyrr	Bueler
*Linda Green	Salesperson	Approved 5-0	Ahearne	Bueler
*Sharon M. Smith	Salesperson	Approved 5-0	Ahearne	Bueler
*Brenda J. Haney	Salesperson	Approved 5-0	Bueler	Dyrr
*Julie M. Silverthorn	Salesperson	Approved 5-0	Ahearne	Bueler
*Lisa Lunning	Salesperson	Approved 5-0	Ahearne	Bueler
*W. Catherine Manning	Salesperson	Approved 5-0	Bueler	Ahearne

*Steven G. Wohlman	Salesperson	Approved 5-0	Dyrr	Bueler
--------------------	-------------	--------------	------	--------

- *Monica H. Torres did not attend the Board meeting.
- *Jaime M. Parker did not attend the Board meeting.
- *Courtney DeCarlo Austin appeared before the Board.
- *Jennifer L. Rensch did not attend the Board meeting.
- *David B. Allen did not attend the Board meeting.
- *Steven J. Lewis appeared before the Board.
- *Steven J. Lewis, Stephen Adkins, RFD appeared before the Board.
- *Rebecca L. Fisher did not attend the Board meeting.
- *Murl W. Green did not attend the Board meeting.
- *Russell A. Patterson, Jr appeared before the Board.
- *Linda Green did not attend the Board meeting.
- *Sharon M Smith appeared before the Board.
- *Brenda J. Haney did not attend the Board meeting
- *Julie M. Silverthorn appeared before the Board.
- *Lisa Lunning did not attend the Board meeting.
- *W. Catherine Manning did not attend the Board meeting.
- *Steven G. Wohlman did not attend the Board meeting.

IV. DOCKETS:

1. #2012-1 Initial Interview Katie Carpenter v. Avenidas Funeral Chapel

Present before the Board were RFD Donald Tucker and owner Miguel Legaspi. The complainant Katie Carpenter and friend Linn Brix were also present and made statements before the Board. Complaint was filed by Mrs. Carpenter alleging disception and incorrect information given by the establishment. Following deliberation and discussion, Board member James Ahearne motioned to issue a Letter of Concern to the establishment and Responsible Funeral Director citing a failure to establish proper communications with the family to avoid misunderstandings. Additionally, staff and Responsible Funeral Director are to improve their communications skills to ensure that problems of this nature do not occur again. Motion seconded by Board member Kristina Dyrr. Motion passed 5-0.

2. #2012-2 Initial Interview Marsha Ford v. Black's Show Low Mortuary

Present before the Board were RFD and owner Robert T. Holland and office manager Carolyn Lentz. Complainant Marsha Ford was also in attendance. Complaint was filed by Mrs. Marsha Ford alleging unprofessional conduct by two staff members of Black's Show Low Mortuary during the removal of the complainant's deceased mother. Immediately following the death of complainant's mother at a Hospice facility, complainant advised the hospice nurse on call to contact Black's Show Low Mortuary for the removal and transportation to their facility since her mother had earlier purchased a prearranged funeral plan with the establishment. When the staff members arrived, the family was shocked at the unprofessional attire and behavior of the staff. Complainant stated that removal staff reaked of smoke or possibly the odor of meth. One of the employees continually coughed and was making jerky twitching movements. Complainant

advised the hospice nurse on duty following staff's arrival that she did not want the two gentlemen to remove her mother and desired to select another establishment. The hospice nurse agreed and subsequently Owens Livingston Mortuary arrived and handled the funeral arrangements for complainant. Complainant does not want another family to experience what she and her family had to go through. Following deliberation and discussion, Board member James Ahearne motioned to move the proceedings to an Informal Interview. Motion seconded by Samuel Bueler. Motion passed 5-0.

V. GENERAL

Executive Director's Report – Executive Director Thomas advised Board members that a meeting was held with John Mangum and Kurtis Lauffer of the Arizona Funeral Crematory and Crematory Association concerning the language proposed for the Intern Trainee in statute. A copy of the initial proposal was provided to Board members and will be discussed at the Legislative Committee meeting to be held following the initial Board meeting.

VI. ADJOURN

There being no other business, Samuel Bueler moved to adjourn at 10:20 a.m. Kristina Dyrr seconded the motion (5-0).

2012 BOARD MEETING SCHEDULE

January 17, 2012	May 15, 2012	September 18, 2012
February 21, 2012	June 19, 2012	October 16, 2012
March 20, 2012	July 17, 2012	November 20, 2012
April 17, 2012	August 21, 2012 teleconf.	December 18, 2012

Rodolfo Thomas
Executive Director

APPROVED BY:

Reverend Katherine Shindel, President

John Munden, Secretary

James Ahearne, Member

Samuel Bueler, Member

Kristina Dyrr, Member