

**MINUTES**  
**December 18, 2012**  
**1400 West Washington, Basement Conference Room B-1**

**MEMBERS PRESENT:** James Ahearne, Member  
Samuel Bueler, Member  
Harold Adair, Member

**TELECONFERENCE:** Reverend Katherine Shindel, President

**MEMBER ABSENT:** John Munden, Secretary  
Monsignor O'Keeffe, Member  
Kristina Dyrr, 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**

James Ahearne called the meeting to order at 9:00 a.m.

**I. CALL TO THE PUBLIC**

Stanley Stobierski advised the board of his concern that graduates of the Mesa School of Mortuary Science are penalized after completing their educational requirements due to the May date for graduation and have to pay twice for their initial licenses. Additionally he stated that this process prolongs their tenure as an Intern.

**II. MINUTES**

Samuel Bueler motioned to approve the Board minutes and Legislative Committee minutes of November 20, 2012. Harold Adair seconded the motion. The motion passed unanimously. (4-0).

**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
*Ron A. Mugge	Funeral Director, Embalmer	Approved 4-0	Bueler	Adair
*Hector De Los Santos	Reinstate Funeral Director, Embalmer	Approved 4-0	Bueler	Adair
*Heritage Arrowhead Funeral Center	Establishment	Approved 4-0	Bueler	Adair
*Andrea M. Fountain	Intern	Approved 4-0	Adair	Bueler
*Dennis P. Eisbach	Cremationist	Approved 4-0	Bueler	Adair
*Mark A. Piacitelli	Cremationist	Approved 4-0	Bueler	Adair
*Donald R. Randall	Cremationist	Approved 4-0	Bueler	Adair

- \*Ron A. Mugge did not attend the Board meeting.
- \*Hector De Los Santos did not attend the Board meeting.
- \*Stanley Stobierksi, owner appeared before the Board.
- \*Andrea M. Fountain appeared before the Board.
- \*Dennis P. Eisbach did not attend the Board meeting.
- \*Mark A. Piacitelli did not attend the Board meeting.
- \*Donald R. Randall did not attend the Board meeting.

**IV. DOCKETS:**

**1. #2012-2 Informal Interview Marsha Ford v. Black’s Show Low Mortuary**

Present before the Board was Robert T. Holland, Responsible Funeral Director/Embalmer and owner of Black’s Show Low Mortuary. Ms. Carolyn Lentz the office manager of the establishment was on the teleconference phone. Complainant Marsha Ford was also in attendance along with her Son Matthew Ford and daughter Janessa Kuhl. Complainant Marsha Ford once again summarized her original complaint alleging unprofessional behavior and appearance by Black’s Show Low Mortuary staff on the removal of complainant’s deceased mother. Following deliberation and discussion, Board President Katherine Shindel via teleconference phone motioned to issue a Letter of Reprimand to licensee, impose probation for a six month period and pay administrative costs of the investigation totaling \$500.00 to be paid within the six month probationary period. Additionally licensee will meet with Board staff Executive Director Thomas to review actual training and standards that shall be in place at the establishment for all staff members to prevent reoccurrences of the violations substantiated.

Motioned seconded by Board member Samuel Bueler motion passed 3-1. James Ahearne voted “no”.

## **V. GENERAL**

### **Executive Director’s Report – Executive Director Thomas**

Executive Director Thomas responded to a memorandum submitted to the Board by Mr. Steve McCarthy of the Funeral Consumers Alliance of Central Arizona. Mr. Thomas addressed issues cited by Mr. McCarthy’s alleging that several establishments were in violation of statute for not distributing Consumer Guide Pamphlets when he requested a General Price Lists via the telephone. Mr. Thomas cited Arizona Revised Statutes and portions of the Federal Trade Commission to provide factual evidence that licensees were not in violation and if requested would in most situations receive a copy of the pamphlet. Executive Director Thomas also covered concerns for mandating General Price Lists and copies of Consumer Guide Pamphlets on websites which are also not mandated by statute or rule. Mr. Thomas did agree with the issue of providing a good faith estimate for the renting of Limos and the elimination of the requirement to have families present upon receipt of caskets received by establishments other than the establishment itself. Mr. Thomas stressed the need for total communications to be conveyed in both a courteous and respectful manner between staff and organization.

Legislative Update- Kurtis Lauffer reviewed current amendments to proposed Intern Trainee bill. Additionally the board was advised to avoid being attached to the current language at this time which is subject to change next year. Board was comfortable with the changes and will meet the first of next year with the legislative committee.

## **VI. ADJOURN**

There being no other business, James Ahearne moved to adjourn at 10:40 a.m. Samuel Bueler seconded the motion (4-0).

### **2013 BOARD MEETING SCHEDULE**

January 15, 2013	May 21, 2013	September 17, 2013
February 19, 2013	June 18, 2013	October 15, 2013
March 19, 2013	July 16, 2013	November 19, 2013
April 16, 2013	August 20, 2013 teleconf.	December 17, 2013

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Rodolfo Thomas  
Executive Director

APPROVED BY:

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Reverend Katherine Shindel, President

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Harold Adair, Member

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James Ahearne, Member

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Samuel Bueler, Member