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Steve and Carla Schneider

Kallan Kropp

"MY FAMILY HAS BEEN IN THE FUNERAL INDUSTRY FOR FOUR GENERATIONS, I HAD A RELATIVELY ACCESSIBLE PATHWAY INTO THE BUSINESS."



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mtc1@bresnan.net
Cell-406-951-1546



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tj@stevensonandsons.com
Cell-406-853-1860
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skirkegard@yahoo.com
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Office 406-453-7257



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todd@oconnorfuneralhome.
com
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Cell-406-595-1410



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Anaconda
iamzmany@yahoo.com
Office-406-563-3371



James Brown
Executive Director
jim@thunderdomelaw.com
Office-406-449-7444



Terri James
Association Assistant
info@montanafda.org
Office-406-449-7244
Cell-406-490-7712

Calendar of Events 2021

- May 13**
7 PM-9PM-2 CE's
MFDA Spring District Meeting
Leili McMurrough
Virtual Event
- June 10**
1 PM – 4 PM
MFDA Board Meeting
Copper King Inn-Butte
- June 10**
Virtual Webinar 3 CE's
4-6 PM Scott Gilligan
Cremation Liability Seminar
Montana's Right of Disposition Issues
6-7 PM Virtual Membership Meeting
- August 1-4**
NFDA Leadership Conference
- September 16**
MFDA Board of Directors Dinner
Celtic Cowboy/Hotel Avron
Great Falls
- September 17**
MFDA Board Meeting
Historic Hotel Avron
8:00 AM
Great Falls
- October 25**
Northern Hotel Billings
Fall District Meeting –Live 2 CE
6:00-9:00
Cocktails, Dinner, Meeting
Featuring Dominick Astorino
Associate Members Welcome
- October 27**
Missoula-location TBD
Fall District Meeting –Live 2 CE
6:00-9:00
Cocktails, Dinner, Meeting
Featuring Dominick Astorino
Associate Members Welcome
- Oct 17-20**
NFDA Convention – Nashville, TN.

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PRESIDENT'S REPORT BY CHRIS HOLT

Greetings and Happy Spring. I hope all is well with everyone. Let us hope we can get some nicer weather and enjoy the great outdoors soon.

It has been a busy few months with a lot happening. A lot of restrictions are being lifted across the State resulting in more freedoms for people. I know with us in Helena, we are scheduling way out for gravesides and celebrations that were on hold during the pandemic. This is resulting in a lot of services and work along with our current services.

We had our MFDA Board meeting on April 9th, virtually of course, and it seems the Association is doing very well at this point, big thanks to Jim and Terri.

We had Guest Speakers on the FEMA program and got some good information on that. We also had an update on our Trust and our investments. Just so we all are aware, the Trust is on the move downward, significantly, this of course helps fund the operations of our Association. This is something that we will have to address in the future.

FEMA has started on April 12, the Funeral Assistant Program to help reimburse families that have had a death associated with COVID. This is only for families to apply for and not the funeral homes. The requirements and instructions are on the FEMA website, but by now, I am sure we are all aware of them. The only drawback is families are not qualified if they had a prepaid Funeral Trust or Funeral Insurance that paid for the services even though the deceased passed from COVID complications. I have already fielded a couple disappointed families on that. As a funeral home in Helena, we went through all our files from Jan 20, 2020 till now and narrowed down the COVID cases and the ones that paid out of pocket and sent them a letter on how to file and get information on this program.

HB139 was signed by the Governor becoming Law to help fund the Board of Funeral Service from now on. This has been a long six-year battle to get this done and fix the broken funding system of the Board.

Many thanks to Jim and Terri and our lobbyist, Chris Puyear. Many thanks to those that wrote, called, emailed, and testified before the Legislators, it obviously made the difference. Thanks to all. Another piece of legislation is HB609, which sets up a donation funded program for indigent burials. I believe it is on its way to the Governor's desk to be signed. We are waiting on details on how this will be administered, stay tuned.

The Spring District meeting will be held virtually this year on May 13 with Leili McMorough presenting. I am really looking forward to that, she has done a great job with the last presentations. As you all know by now, the Convention in June has been cancelled. Terri has got Scott Gilligan from the NFDA to hold a Virtual Webinar for us, please be on the look out for more information on that.

It looks like Inspections are in full swing now, please be prepared to be inspected. I hope all of you are getting the regular updates from Terri on the happenings with MFDA and the various CE opportunities she is lining up for us. Thanks Terri! Thanks to all of you for what you do for your communities and the families you serve; it is an honor to serve you as your President. Remember to contact us any time with questions, requests, or any assistance you might need. Until next time, stay safe, well, and God Bless.

-Chris



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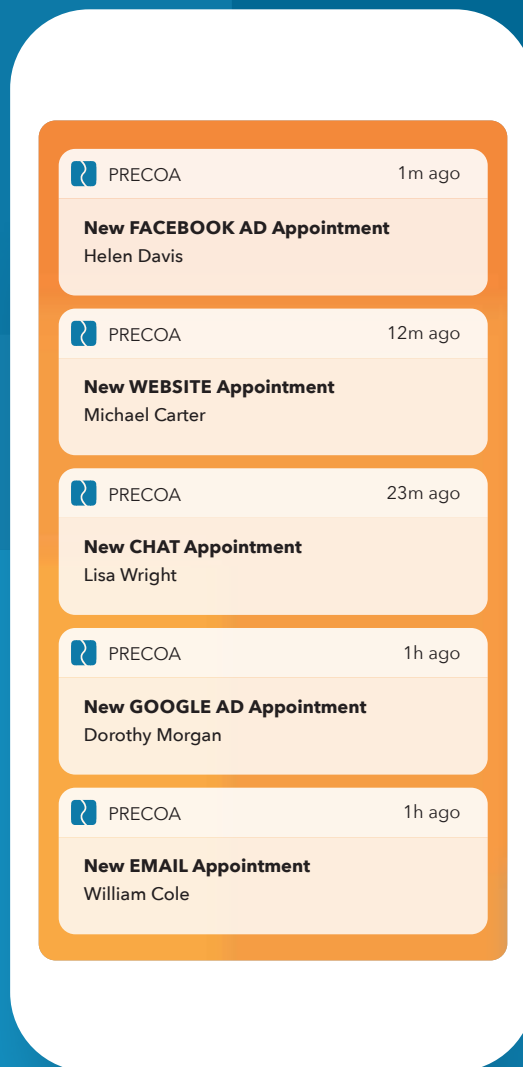
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EXECUTIVE DIRECTOR REPORT BY JAMES BROWN

“What a long strange trip it has been” – those words are the sage words of the Grateful Dead. But those words aptly describe what all of us have gone through this past year as a result of the Covid-19 pandemic. The last 9 months of 2020 were one long strange trip. It goes without saying that nothing was ‘normal’ about the year 2020 with the cancellation of association events, bans on in-person events, and the advent of huge federal relief programs. But, 2021 has brought us some hope that ‘we’ are starting to put the pandemic in the rear-view mirror.

In February, newly elected Montana Governor Greg Gianforte lifted Montana’s statewide mask mandate. This decision came on the heels of the CDC’s rollout of its Covid-19 vaccine plan.

In light of the lifting of gathering limit restrictions in Montana, the rollback of the state-wide mask mandate and the progress being made on vaccination of vulnerable populations and frontline workers, I am pleased to write the MFDA Board has decided to move forward with holding in-person Association events starting in the fall. At this point, MFDA plans to host the fall district meetings as live programs. Those meetings will be held in Billings and Missoula, October 25th and 27th.

I am pleased to announce that our speaker for the two district meetings will be Dominick Astorino. The annual district meetings are a great opportunity for you to interact with your local peers and the events present a great opportunity to obtain CE credit while doing so. Terri James, President Chris Holt, and I look forward to seeing you at one of the district meetings.

This being written, recognizing that Covid-19 still presents a risk of danger to vulnerable populations and, as a result, that many of our

members and associate members may not be comfortable with attending the event in person, the Board made a tough decision in February to cancel our 2021 annual convention. The Board did not come to this decision lightly. But, out of an abundance of caution, the Board felt that it was better to err on the side of safety as opposed to risking having the convention turn into a “spreader” event. Our annual state convention is set to resume in June of 2022 at the Great Northern Hotel in Helena. We hope to see you in the Capital City at that time.

Turning now to industry developments, MFDA’s 2021 Montana legislative session lobbyist, Chris Puyear, has been hard at work on the Association’s behalf during the past few months. Chris has done a great job of keeping the MFDA membership aware of the ‘comings, goings, and doings’ of the Montana legislative session through his weekly capital report, which is mailed out every Sunday afternoon or Monday morning.

The 2021 session has been a very productive one for Montana’s funeral directors. I could not be more excited to write that in early April, Governor Gianforte signed into law MFDA’s priority legislation, HB 139. With the enactment of HB 139 into law, more than 6 years of hard work on behalf of the Association has come to a close. HB 139 permanently adds two dollars to the cost of every death certificate sold and directs that revenue to the Board of Funeral Service to shore up the finances of that Board. As we are aware, the Board has gone into the red twice in the last ten years. This legislation should ensure that (1) the Board has enough revenue to cover its expenses moving forward and (2) the industry will not be hit with another 45% increase to cover board expenditures, as the industry was so taxed in 2020.

House Bill 139 is also important because it improves financial oversight for the Board of Funeral Services by requiring the Department of Labor to report to the Economic Affairs Interim Committee on the board’s activities every two years. The Department of Labor’s management of the Board has raised strong concerns by the MFDA over the years, and having the Department appear and be accountable to the Legislature on its activities will be beneficial.

On behalf of the MFDA Board, MFDA would like to thank all of our members who dedicated their time to get this bill over the finish line. We couldn’t have done it without your phone calls and emails. MFDA would also like to thank its bill sponsor, Representative Tom Welch of Dillon for carrying this important legislation.

In addition to the passage of HB 139, the MFDA strongly supported HB 609 carried by Representative Scott Kerns of Great Falls. This legislation, which has passed the Legislature and is on its way to the Governor for Signature as of the time I write this article, establishes a donation-funded, state indigent

burial account. The Association is well aware of the financial burden that is often borne by our members when it comes to covering the cost of indigent burials. The Association is very pleased with the passage of HB 609 because it serves as both a recognition of this problem and as a first step in establishing a permanently-funded indigent burial program. MFDA is presently investigating whether to bring indigent burial legislation during the 2023 Montana legislative session. We will discuss in more detail these bills, and federal legislation (namely passage of the Federal BRAVE Act), in more detail at the Association’s upcoming Spring District meeting, so I encourage you to attend to tune into that virtual event.

Finally, let me once again express my appreciation for your continued membership in and support of the MFDA. MFDA’s mission remains consistent and enduring – that mission simply is to be Montana’s association for Montana’s funeral industry and its partners. The membership dues you have paid in 2021 are a key financial resource by which MFDA achieves its mission. So, on behalf of the MFDA’s Board and Officers, we hope you enjoy this edition of the MFDA magazine. And we thank you for being a part of our small, but vibrant Association. I truly believe Montana’s funeral industry is also entering a springtime period in its history, with growing association member numbers and increased sponsorship dollars. Until next time, be safe and be well.

Jim



Seated with Jim at the State of the State address Montana State Auditor Troy Downing, Secretary of State Christi Jacobson, PSC Commissioner Jennifer Fielder, Office of the Superintendent of Public Instruction Elsie Arntzen Front Row Lt. Governor Kristin Juras and her husband, John.



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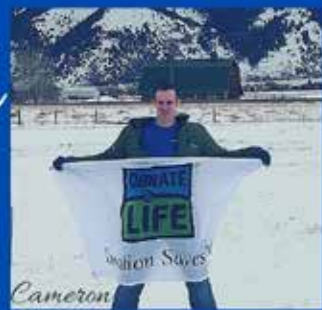
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Chris

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MEMORIAL

— MONUMENTS —

FUNERAL INDUSTRY NEWS

by Diana Lonescu

A proposed bill in the Maine legislature would create new requirements for vehicles used by funeral homes to protect the safety of drivers, reports Steve Collins for the Sun Journal. As with many vehicle-safety bills, this one resulted from a tragic accident that claimed a life. In this case, it was the life of a deathcare professional. According to Collins, the proposed bill would “change state law to require that platforms installed in cars and trucks used by funeral homes be lower than the front seats” and “secured to the floor of the vehicle so they can’t become dislodged.” It would also “require ‘a functioning system’ that ensures nothing within can be jarred loose in an accident.”

FAMILY BLAMES THE FUNERAL HOME

The bill is the result of efforts by Marie Charest. Charest is the widow of part-time funeral home worker Richard Charest, 59, who died in a crash during a routine transport in 2017. A speeding Hummer rear-ended the Ford Flex minivan driven by Charest, forcing Charest’s vehicle off the road. Charest might have survived the crash if the wooden platform that held the deceased hadn’t dislodged and slid into the front seat. The platform severed Charest’s spine and killed him on the spot.

PROPOSED MAINE BILL WOULD REGULATE FUNERAL VEHICLES



Marie Charest blames the funeral home and wants to see transport vehicles redesigned with added safety features. She found out that worker’s compensation laws prevent her from suing her husband’s employer for negligence. The funeral home had not broken any laws or skirted any existing regulations. Consequently, she decided to take her cause to the state legislature to ensure the same tragedy won’t happen to others. “The state Board of Funeral Services, which regulates the industry in Maine, heard her complaint and quickly decided the funeral home was not at fault,” writes Collins. “It didn’t do anything outside standard industry practice in the state.”

NEWER VEHICLES ARE SAFER

Experts say most funeral and transport vehicles sold today are safer than the vehicle Charest drove. Jason Cartwright, an operations manager for Armbruster Stageway, said he performs a lot of repairs from collisions. He said he has “never heard of an instance where the casket or platform wound up hurting a driver.” Rep. Tavis Hasenfus introduced HP 889, the bill Charest is promoting. It would create a set of rules for modifications of funeral industry vehicles. The bill would also hold funeral homes accountable for making the appropriate changes to ensure driver safety in all transport vehicles.

IT WOULD ALSO “REQUIRE ‘A FUNCTIONING SYSTEM’ THAT ENSURES NOTHING WITHIN CAN BE JARRED LOOSE IN AN ACCIDENT.”

Charest hopes the bill’s passage will prevent other families from experiencing the same trauma. She also hopes it will keep funeral home workers safe while on the job.

2021 LEGISLATURE

CHRIS PUYEAR

CHRISPUYEAR2011@GMAIL.COM

406.431.2499

April 8, 2020

Montana Funeral Directors Association
15 South Idaho St
Dillion, MT 59725

Dear MFDA Board Members,

As the 2021 session of the Montana Legislature draws to a close, I want to thank you for the opportunity to represent funeral services professionals across Montana. It's no secret that MFDA had more experienced lobbyists than myself to choose from, and I truly appreciate your vote of confidence in my abilities.

It was an honor to marshal your priorities through the legislative process and I couldn't be more ecstatic to see House Bill 139 was signed into law. Incidentally, serving as your voice in the halls of the Montana Capitol turned out to be a tremendous catalyst for professional growth and opened up possibilities I could never have expected.

One of those possibilities was joining NorthWestern Energy as a Government Affairs Specialist. Unfortunately, this means I won't be able to continue MFDA's lobbying work beyond this session. However, please know I am leaving this experience with a deep appreciation for the role of funeral service professionals and more than a few new friendships.

If you'd like to stay in touch, you can reach me anytime at 406-431-2499 or chrispuyear2011@gmail.com. Please don't hesitate to reach out if I can ever be of service.

Thank you for the faith and trust you placed in me.

Sincerely,

Chris Puyear

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BEGINS
JULY 1
2021**

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MEMORIAL

— MONUMENTS —



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1911-2021

When T.F. O'Connor purchased the building in 1911, McAllister was the oldest funeral home in Great Falls.



O'Connor

A SCHNIDER FAMILY FUNERAL HOME

ABOVE
McAllister Undertaking Parlor

Located at 701 Central Ave, the McAllister Undertaking Parlor was the first of three locations to house O'Connor Funeral Home. When T.F. O'Connor purchased the building in 1911, McAllister was the oldest funeral home in Great Falls. At that time, Great Falls boasted a population of 22,000 and a downtown area of approximately six square blocks. The original building was moved from downtown to its present location on South 6th Street.

O'Connor's is the oldest funeral home existing in Great Falls with a huge heritage. Tom O'Connor and Vern Vial sold the business to John Malletta of Missoula (Funeral Service Management) in 1982. Steve & Carla Schnider then moved from Missoula to Great Falls for Steve to manage O'Connor's from 1987-1997. John sold his holdings to the Loewen Group in 1993. Carla and Steve purchased O'Connor's in 2010 when SCI devastated themselves of all their holdings in Montana.

PAST MFDA PRESIDENTS FROM O'CONNOR FUNERAL HOME

1903 J. McAllister
1913 T.F. O'Connor
1915 T.F. O'Connor
1931 W.G. O'Connor
1957 Peter Hartman
2005 Steven A. Schnider
2018 Todd Carmichael



THE PRESENT FACILITY AT 2425 8TH AVE NORTH WAS BUILT IN 1958 AND DEDICATED IN 1959

STEVE AND CARLA SCHNIDER OWNERS

In 2001 Steve and Carla founded Schnider Funeral Home, realizing their lifelong dream of owning a business and serving the community.

Their blessings continued as they acquired O'Connor and Chapel of Chime Funeral Homes in 2010, returning Steve to where he began his Great Falls career.

They are thrilled to have all three of their children and four grandchildren reside here in Great Falls.

The new building included three viewing rooms, a spacious chapel, a drive through garage, and a sound system throughout. The cost was \$125,000.

The funeral home was featured in the January 1960 issue of Casket and Sunnyside Magazine as an example of a well-planned, modern funeral facility.

A crematory was added to the facility in 1985. The funeral home was expanded in 1998. The expansion included the addition of two arrangement offices, a new business office area, and two more offices for directors. The preparation area was expanded as well.

In 2006, O'Connor Funeral Home and Crematory was acquired by Services Corporation International and became a Dignity Memorial® provider.

In 2010, Steve and Carla Schnider of Great Falls, MT purchased O'Connor's. "It was like coming home to a place that I had invested so much time in, Steve was quoted saying"

The facility is now locally owned and operated.

"It was like coming home to a place that I had invested so much time in." Steve Schnider

"MY FAMILY HAS BEEN IN THE FUNERAL INDUSTRY FOR FOUR GENERATIONS, I HAD A RELATIVELY ACCESSIBLE PATHWAY INTO THE BUSINESS." By Kallan Kropp

Growing up, I've always found that friends and family would come to me with concerns they were having. At first, I found this to be extremely perplexing. Why would anyone want to share their thoughts and problems with a young man whose hardly had any real-life experiences? However, this continued for a number of years and I began to take it to heart and really dive into these people's stories. I began asking each of these individuals, "why are you coming to me with these problems, is there no one else you can talk to?" The consistent responses were, "you're easy to talk to and you're a good listener" or "I feel like you won't judge me." People on the outside were seeing me as an approachable person, something I had never thought about myself before. These encounters were quite heartwarming and made me feel good about myself. I began to feel that my personable demeanor could benefit my future career path. This is when I seriously considered pursuing a life helping those when they needed it the most. Because my family has been in the funeral industry for four generations, I had a relatively accessible pathway into the business.

"MY WIFE AND I LOVE THE BITTERROOT VALLEY AND WE PLAN ON PLANTING OUR ROOTS WITHIN THIS SMALL COMMUNITY AND ASSISTING OUR NEIGHBORS THROUGH THE MOST DIFFICULT AND TRYING TIMES OF THEIR LIVES."

I will of course start at the beginning with my great grandfather Mark. He originally started out as a rancher in La Barge, Wyoming. After ranching for several years, he had a change of heart and knew he had to do something different. He chose the difficult but rewarding life as a mortician. He graduated from The Worsham Training School, worked in the industry and eventually purchased his own funeral home. Next, my grandfather Tom, Mark's son, wanted to do something different with his life. He didn't want to work in funeral service like his father, he wanted something new. So, he moved to Helena and earned his history degree from Carroll College. Tom intended to become a history teacher but soon found it wasn't for him. Instead, he followed in his father's footsteps and moved to Chicago where he earned his mortuary license from Worsham College of Mortuary Science. He then moved back to Helena and worked at Retz Funeral Home the rest of his professional career. He eventually purchased the business with Ben from the Retz brothers, Howard and Ernie. Now, my father comes into the picture. Bill wanted to work in the music industry for the first portion of his life. He and his friend packed up and moved to Washington state to study recording & engineering. After finishing his education, he moved back to Helena where he met my mother Helen, Tom's daughter.



He worked at record shops and other sound related jobs but found those avenues unfulfilling. So, you guessed it, he decided to try his hand at the funeral business. He also attended mortuary college at Worsham in Chicago, graduated and then moved to Missoula to work at Livingston Malletta & Geraghty. For twenty-three years he worked in Missoula at several funeral homes until he was able to purchase Whitesitt Funeral Home in Stevensville from Dean Whitesitt. Coincidentally, my uncle Bill Rothie also found his way into the funeral business. He initially wanted to be a music teacher, so he studied at Eastern in Billings and graduated with a degree in music. Bill then met my aunt Judy, also one of Tom's daughters and they married a short time later. He pursued music education for about a year but felt he wanted something more in life. After witnessing the success and achievements of his wife's family business, Bill decided to attend mortuary college in Kansas City.





He's now a mortician, owner/operator at the Daly-Leach Memorial Chapel in Hamilton. Then there's me. I originally went to Montana State University in Bozeman where I studied architecture and engineering. I enjoyed my time there and found the experience very rewarding, however I felt my career path was missing something. I felt I wouldn't be able to serve my community fully in that line of work and wanted to help them in a more meaningful way. Upon this realization, I knew life as a funeral director was the answer. I left Bozeman with my wife and baby girl and began working with my father at Whitesitt Funeral Home. I simultaneously studied mortuary science online at AAMI in New York. In 2019 I graduated and continued to pursue my license eventually achieving that goal this year. My wife and I love the Bitterroot Valley and we plan on planting our roots within this small community and assisting our neighbors through the most difficult and trying times of their lives.

Dear donor family,

I just wanted to thank you for your donation to me. I know that the loss of a loved one is hard, but through your decision to donate, my love on it was 2 weeks before to yours, and I was going up for the rebound, and while I was still in the air I hit the wall by the basket and there went my knee. I am currently in and it's been rough I also play softball and I have to miss that too, but I am on the road to recovery. We all go through hard things, but that is what shapes us to who we are. It has currently been 5 months since my surgery I am apparently really good at making scar tissue, so I had to go through a manipulation and I am still recovering to get my range of motion back. At least your donation has been strong like me. Anyways I am so grateful for your donation I wouldn't be able to heal and play again without it. I have learned a lot about myself and I have grown because of it. Thank you again for putting me back on the road to recovery.

Thanks a Million

-Denver-

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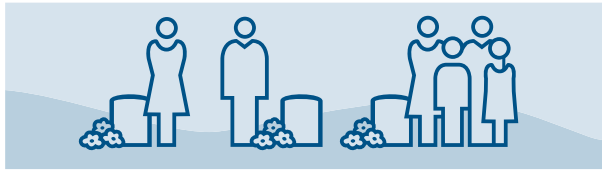
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Coronavirus (COVID-19) Funeral Assistance

The COVID-19 pandemic has brought overwhelming grief to many families. At FEMA, our mission is to help people before, during and after disasters. We are dedicated to helping ease some of the financial stress and burden caused by the virus.

FEMA is providing financial assistance for COVID-19-related funeral expenses incurred after January 20, 2020.



To be eligible for funeral assistance, you must meet these conditions:

- The death must have occurred in the United States, including the U.S. territories, and the District of Columbia.
- The death certificate must indicate the death was attributed to or caused by COVID-19.
- The applicant must be a U.S. citizen, non-citizen national or qualified alien who incurred funeral expenses after January 20, 2020.
- There is no requirement for the deceased person to have been a U.S. citizen, non-citizen national or qualified alien.

Which expenses will qualify for reimbursement?

Examples of eligible expenses for funeral services and interment or cremation may include, but not limited to:

- Transportation for up to two people to identify the deceased individual
- The transfer of remains, a casket or urn
- A burial plot or cremation niche
- A marker or headstone
- Clergy or officiant services
- The arrangement of a funeral ceremony
- The use of funeral home equipment or staff
- Cremation or interment costs
- Costs associated with producing multiple death certificates

What information do I need to provide to FEMA?

Please have the following information before contacting FEMA to apply:

- Your name, social security number, date of birth, mailing address and contact phone numbers.
- The name, social security number and date of birth for each deceased individual.
- The location or address where the deceased individual passed away.
- Documentation and receipts for any assistance already received from other sources, including burial or funeral insurance, donations, voluntary agencies, other government programs or non-profit organizations.
- If you and another person both incurred funeral expenses for the same deceased individual(s), you can also provide that person as a co-applicant – include their name, social security number and date of birth on the application.

HOW DO I APPLY FOR THIS ASSISTANCE?

Call FEMA's COVID-19 Funeral Assistance Helpline at
1-844-684-6333
(TTY: 800-462-7585)
from 9 a.m. to 9 p.m. ET,
Monday – Friday and begin the
application process.

For fastest service following your application, you can begin submitting documentation online through
[Disasterassistance.gov](https://disasterassistance.gov),
by fax 855-261-3452.

Documents may also be mailed to:
COVID-19 Funeral Assistance
P.O. Box 10001
Hyattsville, MD 20782

FREQUENTLY ASKED QUESTIONS

You can also visit us online at
[FEMA.gov/funeral-assistance/faq](https://fema.gov/funeral-assistance/faq).
Information is provided in several
languages both by telephone and
the website.



FEMA

Event planner, counselor, florist, entrepreneur... what role doesn't a funeral director play?

As this past year has taught us, funeral professionals are an invaluable and essential part of our public health infrastructure and society. While their tireless, physically, and emotionally punishing work often goes unnoticed, funeral directors and morticians are there to ease our burden at the most difficult times of our lives. The COVID-19 pandemic has only served to highlight the vital services they provide and the silent shadows in which their profession is so often shrouded.

Funeral directors juggle a tremendous array of responsibilities. Working in an industry where families expect—and deserve—flawless service and convenience, funeral directors must manage the complicated logistics of planning a meaningful and fulfilling memorial while helping their clients navigate one of the most painful times in their lives. From the smallest, family-run mortuaries to the biggest, corporate memorial parks, every funeral director knows the countless hours poured into planning and executing the perfect funeral. When working with bereaved families, the stakes are high, and the smallest details matter.

Whether it's a small informal affair (as it has to be nowadays) or a large memorial for a public figure, every funeral has dozens of moving parts that have to be expertly managed by a sharp and attentive funeral director. Today's technology can help funeral homes streamline operations, save time, and make their services more efficient, leaving your staff with more time to handle customer relations and give each family the personalized attention they deserve.

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THE FUNERAL DIRECTOR: DOZENS OF JOBS IN ONE CAREER



As a funeral director, you are the face of your business and the primary link between a family and the many aspects of funeral planning. You are not only ushering the body of your client through this transitional phase but also guiding their family and loved ones through an emotional time of their lives as well as a series of necessary and often confusing transactions and arrangements. From preparing and distributing the obituary to embalming to sourcing products, the funeral director oversees all parts of each funeral—not to mention the day-to-day operations and staffing of their funeral home. Even in an age of online shopping and app-based services, personal interaction remains at the heart of the funeral industry, and a strong and intuitive digital presence goes hand-in-hand with the personal service families expect. Your service is what sets you apart and helps families feel comfortable putting an important event entirely in your hands. To maintain the success and growth of your business, it is essential to cultivate the personal service and face-to-face (or, in the pandemic age, screen-to-screen) relationships at the foundation of your service. When you have a small staff and resources are stretched thin, efficiency is everything. Like any modern business, technology can help you eliminate time-wasting tasks, automate some of your processes, and save yourself and your staff time.

Every funeral home runs a little differently, but everyone could use some help streamlining their services, prioritizing their tasks, and keeping track of vendors and clients. Using technology effectively in your funeral home can save you time on the back-of-house logistics so that you can focus your time and energy on interacting with clients and providing the best service to families. Using modern Customer Service Management (CRM) and Enterprise Resource Planning (ERP) can enhance your business through time-saving automation, comprehensive resource management, and other organizational tools. A great CRM brings together the data your sales team needs to manage sales activities, pipeline, and customer communications.

Are you still keeping client paperwork in bulky folders and file cabinets and relying on manual methods to find records you need? Do you use dozens of different appointment systems and software to manage bookings, get permits, handle payments and funds, and other tasks? All of these crucial but tedious day-to-day jobs can be made more efficient using technology that eases the burden on you and your hard-working staff. Your team deserves to reap the benefits of effective, streamlined tech that gives you more time to interact with clients and focus on the truly important things.

As someone who juggles so many tasks, having a clear end-to-end view of your entire sales process is essential to keeping your business running smoothly—and staying sane. Using simple automation tools, you can facilitate chapel, cemetery, and crematory bookings online, manage your marketing assets, and build out your digital presence to better serve your clients and expand your market. You'll be able to identify inefficiencies, schedule shipments, and payments so you never miss an invoice, and keep a clear and searchable record of your transactions and interactions. The right funeral home management software simplifies and improves communication and collaboration between teams while you connect with customers and complete funeral arrangements and keeps important data, documents, records, and relationships at your fingertips.

By bringing modern management and marketing tools into your funeral home, cemetery, or crematorium, you can expand your client base, improve services for your clients, and better showcase your offerings. At OpusXenta, we celebrate the tireless professionals who support and guide countless families through one of life's most difficult and inevitable milestones, and we strive to develop the highest caliber of tools and applications that enhance your service. You already wear dozens of hats—let technology help you take some of them off!

by
OpusXenta



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BEYOND THE
CALL OF DUTY.**

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