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YOUR BUSINESS, COMMUNITY AND LIFE.

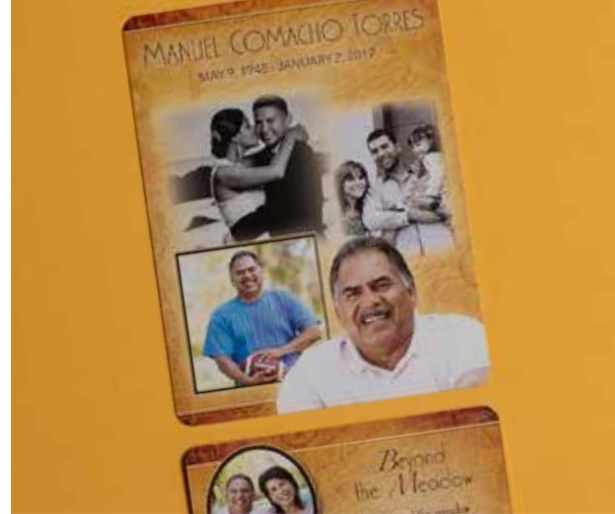
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BUSINESS MANAGEMENT AND OPERATIONS



A Career in Funeral Service

By NFDA

This video presents what it's like to work in funeral service – from the education required and day-to-day responsibilities in the funeral home to the personal qualities that help funeral directors make a difference in the lives of the families they

serve. Perfect for presenting at school or community organizations. Includes facilitator's guide. 12 minutes.

Product Code: D338

Member Price: \$15

Nonmember Price: \$30



A Career in Funeral Service (Brochure)

By NFDA

Ideal for anyone considering a career in funeral service, this brochure covers what to expect when working in funeral service, the education required, and the rewards of working in the profession. Use on its own or as a companion to the "A Career in Funeral Service" DVD. Perfect as a

leave-behind when speaking at a school or community organization.

Product Code: BR308

Member Price: \$35/100; Under 100/40¢ each

Nonmember Price: \$50/100; Under 100/55¢ each



Control the Conversation: How to Charm, Deflect and Defend Your Position Through Any Line of Questioning

By James O. Pyle and Maryanne Karinch

Learn how to manage the four areas of disclosure – people, places, things, and events in time. Develop

competence in techniques that will help you take control and get your message across during any kind of interview. Discover how to: master "answer enhancers," such as keywords and body language; analyze a question and understand the motivation behind it; and use questions artfully as part of your response. With these skills as part of your repertoire, you'll also learn to apply them in specific applications, such as job interviews, sales, meetings and media. 212 pages. (Also available for CE; page 20.)

Product Code: BK599

Price: \$16.95

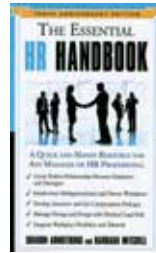


Employee Discipline and Discharge

By SESCO Management Consultants

Product Code: SR514

Member Price: \$35



The Essential HR Handbook: A Quick and Handy Resource for Any Manager or HR Professional

By Sharon Armstrong and Barbara Mitchell

Whether you are a newly promoted manager, a seasoned business owner, or a human-resource

professional, knowing the ins and outs of dealing with HR issues is critical to your success. This book provides a quick-reference guide that sheds light on the issues that keep managers up at night. Filled with information, tools, tips, checklists and roadmaps, this book will guide you through the maze of people and legal issues, from recruiting and retaining the best employees to terminating poor performers. 245 pages. (Also available for CE; page 20.)

Product Code: BK598

Price: \$16.99



Family Business Succession Planning

By SESCO Management Consultants

Product Code: SR505

Member Price: \$75

Family Satisfaction Survey

By NFDA

Gain valuable feedback to help your firm provide the best care to every family you serve. Each survey set includes a comprehensive survey form printed with your funeral home name and up to two additional lines of copy you provide, along with a postage-paid return envelope addressed to NFDA. Your firm mails the survey in your company-branded envelope, along with the postage-paid return envelope so families can mail the completed survey to NFDA, ensuring confidential assessment. NFDA enters responses into its Family Contact Survey database and then mails the surveys back to your funeral home every month.

Product Code: SR3002

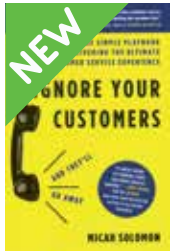
Member Price: \$2.25/set

Human Resources Guide

By SESCO Management Consultants

Product Code: SR515

Member Price: \$145



Ignore Your Customers (and They'll Go Away): The Simple Playbook for Delivering the Ultimate Customer Service Experience

By Micah Solomon

Discover how to create exceptional customer service and a superior customer experience that will

transform your organization and boost your company's bottom line. 240 pages.

Product Code: BK616

Price: \$24.99



2020 NFDA International Convention & Expo Keynote Speaker



The Infinite Game

By Simon Sinek

Sinek offers powerful and encouraging words that address the tension felt in a profit-driven leadership environment. What is needed these days is a different type of leader who does more than excel at corporate growth – someone who

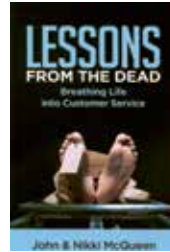
also moves others to achieve the most good. 272 pages.

Product Code: BK618

Price: \$28



2020 NFDA International Convention & Expo Keynote Speaker



Lessons From the Dead: Breathing Life Into Customer Service

By John and Nikki McQueen

This book provides real-life examples and how-to advice on providing your customers with exceptional service that drives both profitability and brand loyalty. 179 pages.

Product Code: BK606

Price: \$16.95



Making Your Phone Ring With Internet Marketing for Funeral Homes

By Welton Hong

Conventional wisdom suggests that funeral homes shouldn't market themselves the same way as other businesses. While that's true to a degree, it's just as true that deathcare providers need to evolve with today's digital age, just like any other business. Hong explains how a well-executed internet marketing plan can get your phone ringing off the hook with new business, make your revenue skyrocket, and ensure your business' future today and for many years to come. 194 pages.

Product Code: BK591

Price: \$7.93



NFDA's Cremation Certification Program is Available Online!

We've added a new way to become certified in 2021!

Now you can earn the recognized standard for cremation certification when you need it and on your own schedule with an online, on-demand Cremation Certification Program from NFDA. Featuring NFDA's VP of Cremation Services, Mike Nicodemus, and other nationally renowned cremation experts, our new online program provides robust content in an interactive and engaging learning experience and includes the *Cremation Standards for Funeral Service Professionals* manual. This must-have certification is for everyone offering cremation to the families they serve.

The online Cremation Certification Program will be available in January 2021.

Visit nfda.org/education/cremationcertification to learn more.



Book



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BUSINESS MANAGEMENT AND OPERATIONS

Ready-to-use Employee Handbook

By *SESCO Management Consultants*

The cornerstone of the employer-employee relationship is an effective employee handbook.

Product Code: SR500

Member Price: \$149

SESCO Screening and Hiring Code

By *SESCO Management Consultants*

Product Code: SR510

Member Price: \$55



Staying Alive in the Funeral & Cemetery Profession: Building a Business, Weathering Changes, and Finding Growth

By *Jake Johnson*

Johnson offers the insights you need in order to understand current trends and opportunities to buy, grow and sell while building a legacy. 184

pages.

Product Code: BK625

Price: \$19.99



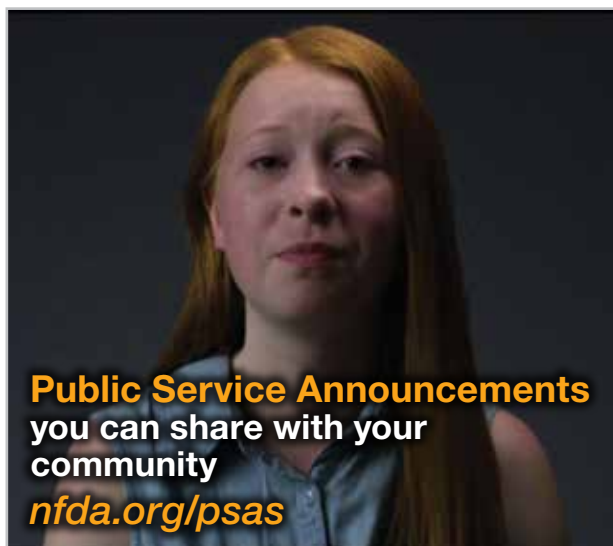
Tiny Habits: The Small Changes That Change Everything

By *B.J. Fogg*

When it comes to change, tiny is mighty. Learn how to start the change process from an experienced behavior coach. 320 pages.

Product Code: BK622

Price: \$16.99



2020 NFDA Cremation & Burial Report

By *NFDA*

The latest statistics, projections and analysis of consumer preference for cremation and burial in the United States, Canada and worldwide, as well as cremation and burial data for every U.S. state and Canadian province, projected out to the year 2040. This report also explains the key influences driving rising cremation rates and trends in deathcare preferences, while touching on how the COVID-19 pandemic is affecting funeral service in the U.S. 15 pages.

Product Code: SR201

Member Price: FREE!

Nonmember Price: \$175



2020 General Price List Survey

By *NFDA*

This survey lists the cost of an adult casketed funeral and how these costs have changed over time. Detailed costs also list other funeral service products and services, such as cremations, funeral packages, types of caskets and vaults. Results are presented at the national level and also broken out by census district, case load and size of city. 41 pages.

Product Code: SR118

Member Price: FREE!

Nonmember Price: \$175



Who Comes Next? Leadership Succession Planning Guide Made Easy

By *Meridith Elliott Powell*

To successfully compete, organizations need to build depth of experience, perspective, and increase the knowledge base of their leadership bench. 140 pages.

Product Code: BK621

Price: \$16.95



2020 NFDA Leadership Conference speaker



Why Facebook Works for Funeral Homes and Everything Else Doesn't

By *Bill A. Johnston*

A guide to help funeral home owners understand and leverage the power of Facebook to reach the communities they serve with the right message, right frequency and the

right thing. 185 pages.

Product Code: BK623

Price: \$29.95



FOR YOUR FAMILIES/ REMEMBERING A LIFE



Creating a Meaningful Funeral (Brochure)

By NFDA

Examines the many options a family has during this difficult time and guides them in creating a tribute that beautifully memorializes a loved one.

Product Code: BR315
Member Price: \$35/100;
Under 100/40¢ each

Nonmember Price: \$50/100; Under 100/55¢ each



Embalming: Answers to Your Questions (Brochure)

By NFDA

Explains the basics of the embalming process, why it's important and when it is required or recommended. Written in easy-to-understand language, this brochure is appropriate for families choosing burial or cremation.

Product Code: BR316

Member Price: \$35/100; Under 100/40¢ each

Nonmember Price: \$50/100; Under 100/55¢ each



Every Life Deserves a Tribute (Brochure)

By NFDA

Encourages families affected by tragic death, such as suicide, drug overdose or homicide, to hold a meaningful funeral to honor their loved one.

Product Code: BR317
Member Price: \$35/100;
Under 100/40¢ each

Nonmember Price: \$50/100; Under 100/55¢ each



NEW Funerals Help Both the Dead and the Living (Brochure)

By NFDA

Describes the benefits of conducting a funeral, both to lay the remains to rest and to provide an opportunity for loved ones to gather, reflect and begin their grief journey.

Product Code: BR323

Member Price: \$35/100; Under 100/40¢ each

Nonmember Price: \$50/100; Under 100/55¢ each



Grieving the Loss of a Pet (Brochure)

By NFDA

Offers support for those grieving the loss of a pet and examines the many options a family has to create a meaningful memorial for a beloved pet.

Product Code: BR318
Member Price: \$35/100;
Under 100/40¢ each
Nonmember Price: \$50/100;
Under 100/55¢ each



"Have the Talk of a Lifetime" Conversation Cards

By NFDA

Sitting down with loved ones to talk about their lives can prove a rich and satisfying experience. Learning about memorable events, people, places, values and lessons they have learned can help bring you closer to those you

care about. It's called "having the talk of a lifetime" and this deck of 50 conversation-starter cards can help you do it!

Product Code: L800

Member Price: \$5/deck

Nonmember Price: \$10/deck



"Have the Talk of a Lifetime" Conversation Cards: Celebrations

By NFDA

Relive memories – both serious and humorous – while asking questions about family holidays and celebrations.

Product Code: L820
Member Price: \$4/deck
Nonmember Price: \$8/deck



"Have the Talk of a Lifetime" Conversation Cards: Kids

By NFDA

Include your youngest family members in the fun with this deck of questions that are both silly and serious.

Product Code: L821
Member Price: \$4/deck
Nonmember Price: \$8/deck



FOR YOUR FAMILIES/ REMEMBERING A LIFE



“Have the Talk of a Lifetime” (Brochure)

By FAMIC

An introductory guide to help families hold meaningful conversations with their loved ones about life and the things that matter most.

Product Code: BR1201
Member Price: \$45/100;
Under 100/50¢ each

Nonmember Price: \$55/100; Under 100/60¢ each



“Have the Talk of a Lifetime” (Booklet)

By FAMIC

This workbook will help you capture meaningful conversations with your loved ones about life and the things that matter most.

Product Code: BR1200
Member Price: \$80/100;
Under 100/85¢ each

Nonmember Price: \$90/100; Under 100/95¢ each



Healing After the Loss of a Loved One (Brochure)

Addresses specific signs of grief, both physical and emotional, and how individuals can help themselves, such as contacting support groups and taking care of their health.

Product Code: BR319
Member Price: \$35/100;
Under 100/40¢ each

Nonmember Price: \$50/100; Under 100/55¢ each



Helping Children Through Their Grief (Brochure)

Helps adults identify and understand the different signs of a child’s grief so they can help them through this difficult time.

Product Code: BR320
Member Price: \$35/100;
Under 100/40¢ each
Nonmember Price: \$50/100;
Under 100/55¢ each



Preplanning a Meaningful Funeral (Brochure)

Examines the many options a family has during this difficult time and includes a worksheet to help create a meaningful funeral.

Product Code: BR321
Member Price: \$35/100; Under 100/40¢ each

Nonmember Price: \$50/100; Under 100/55¢ each



Remembering A Life Self-care Box

Make a lasting impression on the families you serve by helping them begin their grief journey with this keepsake box containing a journal, memory jar, candle, essential-oil roller, dragonfly keychain, rose quartz stone and water bottle.

Product Code: RALBOX
Price: \$50



Items sold separately



Remembering A Life Candle

Product Code: RALCAN
Price: \$10



Remembering A Life Essential-oil Roller

Product Code: RALOIL
Price: \$10



Remembering A Life Grief Journal

Product Code: RALNOTE
Price: \$15



Remembering A Life Memory Jar

Product Code: RALJAR
Price: \$10





Supporting Survivors of Suicide Loss: A Guide for Funeral Directors

Created by the Education Development Center and The Samaritans; funded by the Funeral Service Foundation

An essential resource for any funeral professional who works with people

who have lost a loved one to suicide. This comprehensive guide takes a thoughtful approach to educating funeral professionals about the effects of suicide loss and offers insight into the unique grief responses that follow. 22 pages.

Product Code: BR1302

Price: Free (limit 2) + \$2 shipping



Understanding Cremation (Brochure)

By NFDA

Focuses on the important questions families have, including the role cremation plays in the context of a funeral, its religious acceptance and personalization.

Product Code: BR322

Member Price: \$35/100;

Under 100/40¢ each

Nonmember Price: \$50/100; Under 100/55¢ each



The Value of Viewing (Brochure)

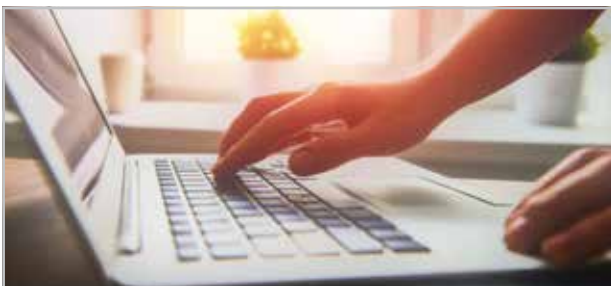
By NFDA

Educates families and friends about the benefits of viewing the deceased's body, the types of viewings, and what to expect when attending a viewing.

Product Code: BR324

Member Price: \$35/100; Under 100/40¢ each

Nonmember Price: \$50/100; Under 100/55¢ each



Ready to order?

Visit nfd.org/store

or call **800.228.6332**

FUNERAL SERVICE HISTORY



"The Funeral" Poster

By NFDA

An affirmation of the value of the funeral, this beautiful printed piece with gold-leaf accents is ready to frame in two sizes (8x10 and 24x36) and serves as a beautiful conversation starter to engage families in a discussion about the importance of a funeral.

8x10 Product Code: M200

Member Price: \$19.99

Nonmember Price: \$29.99

24x36 Product Code: M201

Member Price: \$34.99

Nonmember Price: \$44.99



Going Out in Style: The Architecture of Eternity

By Douglas Keister

Step back in time and visit America's forgotten architecture: the mausoleum. This book offers captivating photographs of cemetery architectural style and historical information. From Classical to

Egyptian Revival, mausoleums assume many different architectural forms and represent a time capsule of a specific period of our history. 150 pages.

Product Code: BK589

Price: \$26.95



The History of American Funeral Directing (9th Edition)

By Robert Habenstein and William Lamers

This comprehensive, richly illustrated occupational history of funeral service in the United States provides historical depth and significance to the principles and practices of American funeral directing, detailing

its historical origins thousands of years ago in ancient Egypt and its rise since the Colonial period in America. 415 pages.

Product Code: BK583

Price: \$75



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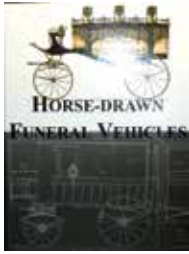
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FUNERAL SERVICE HISTORY



Horse-Drawn Funeral Vehicles: 19th Century Funerals

By Carriage Museum of America

This is the most-comprehensive book available on horse-drawn funeral vehicles, including hearses, undertaker's wagons, embalmer's wagons, pallbearer's coaches and florist wagons. This book features illustrations, technical drawings

and specifications for these vehicles; histories of various leading hearse manufacturers; information on trimming (lamps, fringes and hardware) for hearses; and many other topics of related interest. 414 pages.

Product Code: BK312

Price: \$35



Walking Papers

By Thomas Lynch

In this fourth collection of poems, Lynch attends to flora, fauna, and fellow pilgrims: dead poets and living masters, a former president and his factotums, a sin-eater and inseminator. Faux-bardic and mock-epic, deft at lament and lampoon,

fete and feint, Lynch's poems are powerful medicines, tonics for the long haul and home-going. 88 pages.

Product Code: BK417

Price: \$24.95



The Pulse of the Profession.

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nfda.org/podcast

GRIEF AND BEREAVEMENT

Adults Helping Children



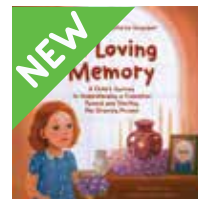
Children Grieve, Too: Helping Children Cope With Grief

By Joy and Marv Johnson

Ideas for you to use to help children deal with a death, in general, and before a funeral. 14 pages.

Product Code: BK613

Price: \$4.50



In Loving Memory: A Child's Journey to Understanding a Cremation Funeral and Starting the Grieving Process

By Lacie Brueckner & Katherine Pendergast

Through gentle words and

illustrations, this book tells the story of Harper, who lost her grandmother, and how she learns what a funeral looks like and how she can participate. 32 pages.

Product Code: BK617

Price: \$11.95



Featured in the "A Brush with Death" podcast



In Loving Memory: A Child's Journey to Understanding a Funeral and Starting the Grieving Process

By Lacie Brueckner & Katherine Pendergast

Through gentle words and

illustrations, this book tells the story of Harper, who lost her grandmother, and how she learns what a funeral looks like and how she can participate. 32 pages.

Product Code: BK620

Price: \$11.95



Featured in the "A Brush with Death" podcast



The Invisible Tattoo: True Stories About Children Grieving, Living and Loving After Loss

By Karen Ali and Christina Miskura

Death is not easy to talk about, but this book shows readers that there is a way forward after a profound loss. We can find hope in memories, friends, community and in knowing

that those who we have loved are still alive in us. 120 pages.

Product Code: BK594

Price: \$14.99





Someone I Love Died From a Drug Overdose

By Melody Ray

The number of accidental substance overdoses continues to rise, leaving families struggling to tell and assist grieving children. An excellent tool for

parents and caregivers, this story includes a workbook, definitions, some facts and a note to the adult reading the story. 24 pages.

Product Code: BK600

Price: \$9.95



Turned Upside Down: A Flip Book – Turning Upside Down Right Side Up... By Connecting With the Other Side

By Teana Tache

Written to help guide children through the grieving process by way of their

own journey, this book will help open conversations with children and adults, allowing them to process, understand and embrace the loss of their very special someone. 33 pages.

Product Code: BK604

Price: \$17.95



Dealing With Bereavement



Baseball Forever! A Boy's Book on Grief, Loss and Healing

By Margaret Grebin

Baseball is a universal sport, and this story uses America's pastime as a metaphor to help young boys process their thoughts/feelings associated with loss. 72 pages.

Product Code: BK612

Price: \$9.95



Bereavement Groups and the Role of Social Support

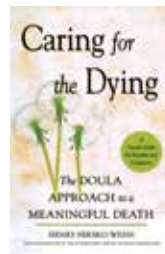
By William G. Hoy

Practical techniques for organizing a grassroots bereavement group in your community, backed by solid, contemporary empirical studies. Readers will learn when well-loved practices make sense and are

supported by sound evidence, as well as which practices should possibly be discontinued. 238 pages. (Also available for CE: see page 19.)

Product Code: BK582

Price: \$ 44.95



Caring for the Dying: The Doula Approach to a Meaningful Death

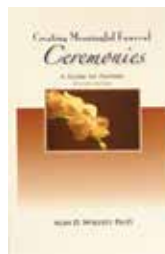
By Henry Fersko-Weiss

Explore how the dying and their families can bring deep meaning and great comfort to the care given as death approaches. The end-of-life doula model is adapted from the

work of birth doulas and helps the dying find meaning in their life, express that meaning in powerful and beautiful legacies, and plan for their final days. The guidance provided can help a dying person, his or her family, and caregivers transform the dying experience from one of fear and despair into one that is uplifting and even life affirming. You will see death in a new light and gain a different perspective on how to help the dying. 222 pages.

Product Code: BK584

Price: \$16.95



Creating Meaningful Funeral Ceremonies: A Guide for Families

By Alan D. Wolfelt, Ph.D.

Designed to complement both the clergy and funeral director's roles in the funeral-planning process, this inspiring guide walks families through the many decisions they will make

after a death and helps them create a ceremony that will prove both healing and meaningful. Options are clearly explained, and alternatives are also given. 80 pages.

Product Code: BK209

Price: \$12.95



Creating Meaningful Funeral Experiences: A Guide for Caregivers

By Alan D. Wolfelt, Ph.D.

Written in response to the current trend to de-ritualize death and funeral ceremonies, this book explores the ways in which caregivers and clergy can create heartfelt ceremonies

that help the bereaved begin to heal. Explaining the purposes behind rituals, Wolfelt reviews the many ways these have changed over the years and argues for a return to authentic, personalized and meaningful funeral ceremonies. He also examines the qualities in caregivers that make them effective funeral planners, and offers practical ideas to help create authentic, personalized and meaningful funeral ceremonies. 80 pages.

Product Code: BK288

Price: \$12.95



GRIEF AND BEREAVEMENT

Dealing With Bereavement



The Depression of Grief: Coping With Your Sadness and Knowing When to Get Help

By Alan D. Wolfelt, Ph.D.

Helps you understand your depression and express it in ways that will help you heal. Good for both the mourner and a caregiver to provide insight in grief care. 128

pages.

Product Code: BK614

Price: \$14.95



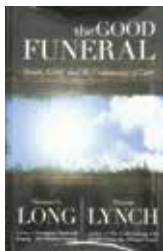
The End of Life Companion

By Greg Yoder

If you love or care for someone facing limited-life expectancy, this book offers a perspective to help you feel peace about whatever role you play in your loved one's experience. 80 pages.

Product Code: BK615

Price: \$10.95



The Good Funeral: Death, Grief and the Community of Care

By Thomas G. Long and Thomas Lynch

Two of the most authoritative voices in the funeral industry come together to discuss the current state of the funeral. Through their different lenses – one as a preacher

and one as a funeral director – they alternately discuss several challenges facing “the good funeral,” including the commercial aspects that have led many to grow suspicious of funeral directors; the sometimes tense relationship between pastors and funeral directors; the tendency of modern funerals to exclude the body from the service; and the rapid growth of cremation. An essential resource for funeral directors, morticians, pastors and anyone else with an interest in current funeral practices. 237 pages.

Product Code: BK487

Price: \$25



Grievers Ask: Answers to Questions About Death and Loss

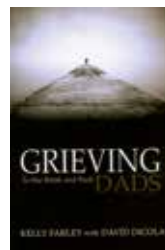
By Harold Ivan Smith, Ph.D.

Whether readers find the answers they seek, new perspectives to ponder, or comfort from knowing that others ask similar questions, this valuable resource will guide both

the grieving and those who wish to provide comfort. 200 pages.

Product Code: BK423

Price: \$16.99



Grieving Dads: To the Brink and Back

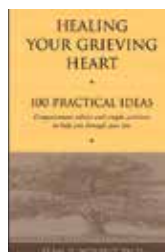
By Kelly Farley and David Dicola

Any grieving parent will tell you there are no words to describe the hell one experiences after the death of a child. Often, men have no clue how to deal with or understand the myriad emotional, mental and physical

responses experienced after the death of a child. The stories in this book were carefully selected to represent a cross section of fathers, as well as a diverse portrayal of loss. This approach helps reflect the full spectrum of grief, from the early days of shock and trauma to the long view after living with loss for many years. 127 pages.

Product Code: BK593

Price: \$19.95



Healing Your Grieving Heart: 100 Practical Ideas

By Alan D. Wolfelt, Ph.D.

Acknowledging that death is a painful, ongoing part of life, Wolfelt explains how people need to slow down, turn inward, embrace their feelings of loss, and seek and accept support when a loved one dies. This book can provide help for anyone experiencing

a healthy, grieving process. 105 pages.

Product Code: BK307

Price: \$11.95



It's OK That You're Not OK

By Megan Devine

Devine offers a new approach to both the experience of grief and the way we try to help others. 280 pages.

Product Code: BK619

Price: \$16.95





Sacred Moments: A Minister Speaks About Funerals

By Doug Manning

Manning wrote this book hoping to impress upon ministers the importance of a meaningful, personalized, individualized funeral service based upon a family meeting and a partnership with the funeral

profession. His message: people in grief need “sacred moments” and compassionate, caring professionals willing to provide those moments for them. 31 pages.

Product Code: BK431

Price: \$3



FUNERAL SERVICE FOUNDATION

CARING FOR FAMILIES & CARING FOR YOURSELF

A self-care handbook for funeral service professionals

Alan D. Wolfelt, PhD

Please visit FuneralServiceFoundation.org to order **FREE** copies of this useful resource. **SIMPLY PAY SHIPPING.**

For Children

Children's Coloring Book Series (Booklets)

By Karen L. Carney

This series of coloring books for children (ages 3+) offers information, education and support for end-of-life challenges.



Everything Changes, But Love Endures: Explaining Hospice to Children

Product Code: BK500

Price: \$7.95



Honoring Our Loved Ones: Going to a Funeral

Product Code: BK495

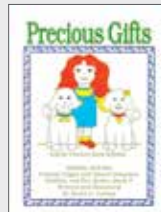
Price: \$7.95



Our Special Garden: Understanding Cremation

Product Code: BK496

Price: \$7.95



Precious Gifts: Organ and Tissue Donation

Product Code: BK499

Price: \$7.95



They're Part of the Family: Talk to Children About Pet Loss

Product Code: BK498

Price: \$7.95



Together, We'll Get Through This!

Product Code: BK502

Price: \$7.95



What is the Meaning of Shiva? Jewish Mourning Rituals

Product Code: BK497

Price: \$7.95

GRIEF AND BEREAVEMENT

For Children



How Do We Tell the Children? A Step-by-Step Guide for Helping Children and Teens Cope When Someone Dies (4th Ed.)

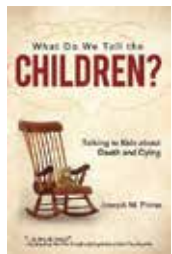
By Daniel Schaefer, Ph.D., and Christine Lyons

The lives of many children are touched by a serious illness within their families, and some will face the

loss of a parent or grandparent, or the death of a sibling or beloved pet. How can adults help young people cope with these losses? How can they explain and console a child in a language he or she can understand? This book provides strategies to assist children with grief and trauma and offers time-tested advice. 202 pages.

Product Code: BK433

Price: \$16.95



What Do We Tell the Children? Talking to Kids About Death and Dying

By Joseph Primo

One in seven children will lose a parent before the age of 20. Supporting grieving children requires intentionality, open communication and patience. Rather than avoid all

conversations about death, or pretend it never happened, normalizing grief and offering support requires us to be in-tune with kids through dialogue as they grapple with “how” and “why” questions. 129 pages.

Product Code: BK565

Price: \$15.99



Youth & Funerals (Booklet, Pack of 25)

By the Funeral Service Foundation
Provides information on the important role funerals and memorialization play in the lives of both adults and children.

Product Code: YF25

Price: \$16



Holidays and Special Events



Healing Your Holiday Grief: 100 Practical Ideas

By Alan D. Wolfelt, Ph.D.

With compassionate insight, this guide helps those in mourning through what can prove the hardest time of year – the holiday season. Mourners will better understand their complex emotions after reading about such topics as honoring thoughts and

feelings; creating new traditions; finding ways to de-stress; and incorporating healing rituals into the holiday season. 110 pages.

Product Code: BK364

Price: \$11.95



Holiday Blues: A Self-help Manual on Grief Through the Holidays

By Dr. Clarence Tucker

Discusses how to manage your grief during the holidays and other special days. Includes information on holiday feelings, pattern changes, and pre-planning advice. This easy-to-read

booklet can help the bereaved manage their grief during the holidays and on other special occasions. 31 pages.

Product Code: BK426

Price: \$4



Thoughts for the Holidays: Finding Permission to Grieve

By Doug Manning

The holidays are difficult for anyone mourning a death. The candles are lit and houses are decorated, yet the grieving person struggles to find any joy in the celebrations. Manning offers readers permission to find

their own special way to cope, remember and survive the hurdles that the holiday season can present. 22 pages.

Product Code: BK429

Price: \$3.25



Loss of Immediate Family and Sudden Loss



The Gift of Second: Healing From the Impact of Suicide

By Brandy Lidbeck

After a suicide, loved ones painfully struggle to make sense of the unexplainable tragedy. This book can help survivors navigate the common pitfalls experienced by those left behind and offers hope

and encouragement to guide them through this desperate time. 103 pages.

Product Code: BK578

Price: \$13.99



Healing a Grandparent's Grieving Heart: 100 Practical Ideas After Your Grandchild Dies

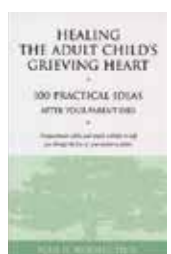
By Alan D. Wolfelt, Ph.D.

This heartfelt manual is an indispensable and easily referenced resource for grieving grandparents that offers a way forward after the death of a grandchild. Whether

they were close to their grandchild and keenly feel his or her absence, or not close to the child yet still mourn the loss of a relationship they'll never have, this book offers compassionate comfort and practical ideas for their grief journey while also addressing the unique pain of watching their children mourn the loss of their child. 109 pages.

Product Code: BK506

Price: \$11.95



Healing the Adult Child's Grieving Heart: 100 Practical Ideas

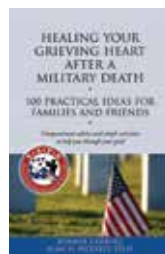
By Alan D. Wolfelt, Ph.D.

Offering heartfelt and simple advice, this book provides realistic suggestions and relief for an adult child whose parent has died. Practical advice is presented in a one-topic-per-page

format that does not overwhelm with psychological language, but instead provides small, immediate ways to understand and reconcile grief. Some of the action-oriented tips include writing down memories, completing a task or goal left unfinished by a deceased parent, or honoring the parent's birthday. In addition, the common challenges facing grieving adult children, such as helping the surviving parent, resolving sibling conflicts, and legal and financial issues, are addressed clearly and concisely. 105 pages.

Product Code: BK306

Price: \$11.95



Healing Your Grieving Heart After a Military Death: 100 Practical Ideas for Families and Friends

By Alan D. Wolfelt, Ph.D.

When a loved one dies in the line of duty, the survivors' grief is shaped by the unique circumstances of the death. Because military deaths are

almost always sudden and violent, the traumatic nature of the loss creates a two-part grief – one focused on the manner in which he or she died, and the other focused on the long-term repercussions of life without this special person. This guide acknowledges the unique mixture of sadness, pride, anger and blame that often characterizes grief after a military death, including death resulting from suicide, and offers ideas for constructively expressing thoughts and feelings. 128 pages.

Product Code: BK547

Price: \$11.95



Healing Your Grieving Heart After a Miscarriage: 100 Practical Ideas for Parents and Families

By Alan D. Wolfelt, Ph.D.

The miscarriage of a hoped-for child is a shattering loss, and everyone already feeling attached to the baby in anticipation will naturally grieve – particularly the mother and father, as

well as the siblings this baby would have had, extended family, and friends. Fostering communication between partners, explaining the loss to others, and reconciling anger and guilt are some of the additional topics covered in this compassionate book for those grieving in the aftermath of a miscarriage or ectopic pregnancy. 112 pages.

Product Code: BK532

Price: \$11.95



Memories Too Few: A Letter to Parents About Pregnancy Loss

By Kathy Manning Burns

Few people understand the true depths of pregnancy loss. Many treat miscarriage, stillbirth or newborn death as "minor grief." Here, Burns offers a personal message to parents who have experienced the death of a

child during pregnancy. 31 pages.

Product Code: BK430

Price: \$3





NFDA Merchandise



Tie

Show your NFDA pride with a trendy purple or pink design, or a classic blue stripe.

	Purple	Pink	Blue
Product Code:	N102	N103	N104
Price:	\$20	\$20	\$20



Windbreaker

Available in two colors and bearing the NFDA logo, please specify your preferred size and color when ordering.

Product Code: L700 (Navy)
 Product Code: L712 (Gray)
 Size: XS-S-M-L-XL-2XL-3XL
 Price: \$40



Scarf

NFDA logo
 (90 cm square; silk)

Product Code: L111
 Price: \$30



Membership Pin

NFDA logo in white with blue background and silver trim.
 (For NFDA members only.)

Product Code: L105
 (tie-tack back)

Price: \$8.95

Product Code: L106
 (magnetic back)

Price: \$8.95



Coffee Mug (12 oz.)

Color: White with NFDA logos.

Product Code: N100

Price: \$12



Koozie

Keep those cans cold and show your NFDA pride with this logo'd can koozie.

Product Code: M600

Price: \$3



Membership Plaque

This specially crafted recognition plaque identifies you as a member of the National Funeral Directors Association. Three lines of personalization are available and can include your name, firm and/or city and state. (For NFDA members only.)

Product Code: MB2106

Member Price: \$70



Desk Organizer

This leatherette, foldable desk organizer features a compact cube design that offers a pen/pencil holder, memo pad, photo frame and two other compartments.

Product Code: N101

Price: \$15.50



NFDA DISTANCE LEARNING OPPORTUNITIES

Earn CE from the convenience of your home or office! Access comprehensive and practical professional-development resources – anytime, anywhere – from the largest network of funeral service experts in the world. With more than 70 distance learning CE options, NFDA helps you achieve more in your business, community and life through professional development and continuing education.

Home-study Courses

This convenient opportunity lets you earn CE on your schedule from work or home. Course packages offer from 2 to 10 CE hours and include one home-study test, plus a book or video presentation. Additional licensees can earn CE for the same home-study course by purchasing individual tests. Members: \$60 per test; Nonmembers: \$105. Order at nfda.org/store

Interactive Online Learning

These engaging, on-demand courses allow you to earn CE hours at your own pace from the comfort of your home or office, while saving you time and travel expenses. Online courses offer from 1 to 6 CE hours. Simple online purchase with same-day access includes online testing and immediate results. Visit nfda.org/online-learning for a complete list of all available courses.

Virtual Roundtables With Experts

Live online events allow you to engage with internationally known experts, as well as other conference participants. Join the conference from the convenience of your computer, tablet or smartphone and earn 1 to 2 CE hours. For dates, details and to register, visit nfda.org/virtualroundtables

All NFDA courses are approved for CE by the Academy of Professional Funeral Service Practice (APFSP) and by most state licensing boards. Courses are approved through December 31 of the year purchased. 1 NFDA CE hour = 0.1 APFSP hour. For more information, call 800.228.6332 or +1.262.789.1880.

Because CE approval varies by state/province, it is the individual's responsibility – before purchasing an NFDA distance-learning course – to verify that the course is currently approved for CE in the state(s)/province(s) in which the individual is licensed. All courses and events are subject to change.

nfda.org/education

HOME-STUDY COURSES

Business Management and Operations

Aftercare: Strengthen Your Families and Business

By Nancy Weil and Charles Castiglia

Learn from the founder of one of the most comprehensive grief-support programs about addressing aftercare content, looking at financial considerations and business benefits, building community partnerships and getting positive publicity.

Course Package Code: 17NFDA-3QS

Member Price: \$75

Nonmember Price: \$125

  2 CE hours



Bereavement Groups and the Role of Social Support

By William G. Hoy

Practical techniques for organizing a grassroots bereavement group in your community, backed by solid, contemporary empirical studies. Readers will learn when well-loved practices make sense and are

supported by sound evidence, as well as which practices should possibly be discontinued. 238 pages.

Course Package Code: BK582QS

Member Price: \$104.95

Nonmember Price: \$149.95

  8 CE hours



Connecting With the LGBTQ Community

By Tim Mcloone and Sara Murphy, Ph.D.

The relationship between the LGBTQ community and the funeral service profession has historically been problematic, often due to stigma, oversight and/or lack of education. LGBTQ-identified persons who work within the profession, and those who are clients, frequently cite experiences of discrimination and exclusion as a result of their identities. Discover practical strategies to more effectively reach and serve LGBTQ-identified clients and staff to equally support them with inclusivity and protection from discrimination.

Course Package Code: 20NFDAVR3QS

Member Price: \$75

Nonmember Price: \$125

  2 CE hours

HOME-STUDY COURSES

Business Management and Operations



Control the Conversation: How to Charm, Deflect and Defend Your Position Through Any Line of Questioning

By James O. Pyle and Maryanne Karinch

Learn how to manage the four areas of disclosure – people, places, things, and events in time. Develop

competence in techniques that will help you take control and get your message across during any kind of interview. Discover how to: master “answer enhancers,” such as keywords and body language; analyze a question and understand the motivation behind it; and use questions artfully as part of your response. With these skills as part of your repertoire, you’ll also learn to apply them in specific applications, such as job interviews, sales, meetings and media. 212 pages.

Course Package Code: BK599QS

Member Price: \$76.95

Nonmember Price: \$121.95

4 CE hours

NEW Defusing Conflict in the Arrangement Conference

By Jason Troyer, Ph.D.

Increasingly, families fight among themselves and clash with funeral directors regarding service options, the cost of products and services, and many other things. Hear specific examples of conflict, examine the psychological roots of specific behaviors, and discover tactics for defusing and resolving conflict. The strategies are drawn from clinical psychology and family therapy, where therapists must quickly decipher challenging family dynamics and work toward positive outcomes. Take away practical approaches you can use immediately to defuse conflict during an arrangement conference.

Course Package Code: 20NFDAVR5QS

Member Price: \$75

Nonmember Price: \$125

2 CE hours



Embalming and Renal Failure: A Silent Danger for Embalmers

By Jzyk S. Ennis, Ph.D.

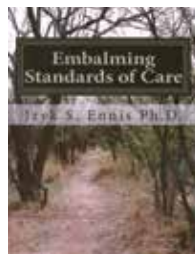
This practical guide for embalmers suggests protocols to successfully embalm cases with regard to kidney disease, renal failure and dialysis. 64 pages.

Course Package Code: BK586QS

Member Price: \$77.95

Nonmember Price: \$122.95

4 CE hours



Embalming Standards of Care

By Jzyk S. Ennis, Ph.D.

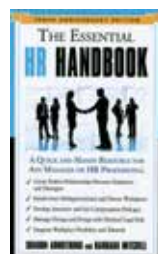
Inspiration for the next generation of embalmers and for seasoned embalmers, as well. This publication will help you achieve greatness through superior embalming science, standards of care, and risk management. 98 pages.

Course Package Code: BK557QS

Member Price: \$115

Nonmember Price: \$160

6 CE hours



The Essential HR Handbook: A Quick and Handy Resource for Any Manager or HR Professional

By Sharon Armstrong and Barbara Mitchell

Whether you are a newly promoted manager, a seasoned business owner, or a human-resource

professional, knowing the ins and outs of dealing with HR issues is critical to your success. This book provides a quick-reference guide that sheds light on the issues that keep managers up at night. Filled with information, tools, tips, checklists and roadmaps, this book will guide you through the maze of people and legal issues, from recruiting and retaining the best employees to terminating poor performers. 245 pages.

Course Package Code: BK598QS

Member Price: \$76.99

Nonmember Price: \$121.99

4 CE hours

NEW Lessons Learned From Funeral Home Mystery Shoppers

By Lacy Robinson, Kurt Eddins and Russ Weeks

Explore how funeral homes nationwide utilize mystery shoppers to improve the customer experience. Discover the most common mistakes employees make when speaking to a family member on the phone, and areas of improvement for employees when helping a family in person. Learn how to use mystery-shopping evaluations to help team members understand their role in establishing long-term satisfaction for client families. Hear from a funeral home owner who has used professional mystery shoppers to bring self-awareness to his employees in providing exceptional customer service at every touch point with client families.

Course Package Code: 20NFDAVR1QS

Member Price: \$75

Nonmember Price: \$125

2 CE hours

NEW

Therapy Dogs: Man's Best Friend

By Beth Johnson, R. Bryant Hightower and Douglas Nie II

Therapy dogs are specially trained to provide comfort and support to people in tense environments to help them feel more at ease, improve their mood, relieve anxiety, and to remove social barriers. Therapy dogs are highly trained and certified to demonstrate their ability to work in stressful environments, ignore distractions and provide therapy to people of different ages, looks and many different disabilities. Learn how your funeral home can benefit from a therapy dog.

Course Package Code: 20NFDAVR4QS

Member Price: \$75

Nonmember Price: \$125

  2 CE hours

Compliance and Ethics

NEW

Funeral Rule Update

By T. Scott Gilligan and Patricia Poss

Hear the latest information on the Federal Trade Commission (FTC) review of the Funeral Rule, launched at the beginning of 2020, as well as a discussion of how the review process will play out. Examines the top Funeral Rule compliance issues and the steps your funeral home can take to avoid FTC Funeral Rule violations.

Course Package Code: 20NFDAVR2QS

Member Price: \$76.99

Nonmember Price: \$121.99

  2 CE hours

Is it Sexual Harassment?

By Jamie Hasty

Every employee has the right to work in an environment free of behaviors that are sexual in nature, but are you certain your firm and employees know the definition of sexual harassment? Learn the difference between behavior that is unprofessional versus behavior considered harassment and/or discriminatory. Explore and learn how management can investigate and address allegations and workplace misconduct, as well as best practices to prevent harassment from occurring in the workplace.

Course Package Code: 18NFDA-26QS

Member Price: \$75

Nonmember Price: \$125

  1.5 CE hours

NEW

2020 Annual All-Staff FTC Training

By T. Scott Gilligan and Patricia Poss

Features a guided review of price lists; preparing for an undercover shopper; testing your knowledge on mandatory disclosures; and requirements for itemization, price inquires and package options.

Course Package Code: 20NFDAVR6QS

Member Price: \$75

Nonmember Price: \$125

  2 CE hours

Understanding Legal Issues in the Arrangement Conference

By T. Scott Gilligan

Discover methods to greatly reduce legal liability for funeral homes, including presenting price lists in a timely manner and completing the appropriate forms during the arrangement conference. Gilligan emphasizes the importance of using forms as checklists, advisories and documentation for the protection of your funeral home.

Course Package Code: 17NFDA-16QS

Member Price: \$75

Nonmember Price: \$125

  2 CE hours

Cremation

Bringing Ritual to Cremation Arranging

By Mike Nicodemus

Provide the families you serve with practical tips to increase arrangement satisfaction. Learn how to differentiate your quality firm from discount, direct-disposal and other cremation providers and put the value and ritual back into cremation arrangements.

Course Package Code: 17NFDA-25QS

Member Price: \$75

Nonmember Price: \$125

  2 CE hours

NEW

Cremation Litigation: How to Avoid the Courtroom and What to Do When You Can't

By Mike Nicodemus, T. Scott Gilligan, Chris Farmer and Mike Sharkey

Cremation procedures are the largest source of risk exposure and liability in the funeral industry. Attorneys Gilligan, Farmer and Sharkey explain the best policies and procedures to avoid a courtroom. Learn how to reduce the potential for lawsuits, as well as how to mitigate the effects if a lawsuit is filed against your business. Explore the legal issues confronting funeral practitioners and discover best practices and other ideas for immediate use at your funeral business.

Course Package Code: 20NFDAVR7QS

Member Price: \$75

Nonmember Price: \$125

  2 CE hours

Book



Continuing Education



DVD



Family



Digital Download



PowerPoint on DVD



HOME-STUDY COURSES

Cremation

Five Keys to Cremation Success

By Mike Nicodemus

Families frequently don't know their cremation options, but you can guide them by showing that there are several ways to make cremation a ceremonial act instead of just an industrial one. Learn how a well-trained staff, a great website and a beautiful facility can produce a big impact on your bottom line.

Course Package Code: 17NFDAWB06QS

Member Price: \$75

Nonmember Price: \$125

  2 CE hours

NEW It's Not Just a Cremation!

By Adam Sanden

Funeral homes across the country need to run their business like a business. Explore revenue models, call-volume trends, "true" cremation rates, business model diversification, economic staffing models, profit-margin management, and much more. Hear real-world examples of how one firm increased revenue, decreased expenses, and vastly increased its bottom line during the last decade while facing rising cremation rates and increasingly price-sensitive consumers.

Course Package Code: 20NFDAVR8QS

Member Price: \$75

Nonmember Price: \$125

  2 CE hours

Interactive Online Learning

Approaching Trauma Cases With Confidence

By Dominick J. Astorino

Featuring video from the 2018 NFDA Embalming and Restorative Art Seminar at the Pittsburgh Institute of Mortuary Science, Astorino demonstrates restorative art techniques and emphasize the importance of cranial sutures, anatomical markings and bone structures, as well as proper chronological order of methods and techniques. Gain the confidence you need when trying new incisions, sutures and restoration techniques. (NFDA MEMBERS ONLY: Contains Graphic Content)

Course Code: OL161

Member Price: \$139

 3 CE hours

Conflict Management for Funeral Directors

By Stephen R. Rocco

Understand your role as a "caring expert" whose expertise can help reduce conflicts with both families and employees, and learn to recognize the significance of adopting an emotions-based philosophy in interpersonal relationships.

Course Code: OL114

Member Price: \$90

Nonmember Price: \$120

 4 CE hours

Demonstration of Soft Tissue Repair

By Dominick J. Astorino, Wallace P. Hooker

Featuring video from the 2018 NFDA Embalming and Restorative Art Seminar at the Pittsburgh Institute of Mortuary Science, this practical demonstration of restorative art techniques includes the surgical reduction of swollen eyes, surgical reflection of facial tissue, and treatment of lacerations and abrasions of the face. (NFDA MEMBERS ONLY: Contains Graphic Content)

Course Code: OL158

Member Price: \$179

 4 CE hours

Do-it-Yourself Memorials (With a Little Help From the Funeral Director)

By Lacy Robinson

Discover how you can reposition your role and partner with family members to bring additional value to life-tribute events through unique ideas and great resources, as well as gain the confidence you need to embrace the growing DIY culture.

Course Code: OL152

Member Price: \$55

Nonmember Price: \$75

 2 CE hours

Embalming Perspectives & Paradigms Challenged

By John S. "Jay" Rhodes III

Discussed are various perspectives, skills and techniques on a variety of embalming problems, current challenges and changing family expectations of higher embalming standards.

Course Code: OL107

Member Price: \$140

Nonmember Price: \$160

 6 CE hours

Embalming Risk Management 4.0

By T. Scott Gilligan and Jzyk Ennis

Similar to doctors and hospitals, embalmers might also face malpractice risks. Learn many common-sense steps to reduce liability exposure, including the importance of embalming documentation. Recorded at the 2018 NFDA Embalming and Restorative Art Seminar at the Pittsburgh Institute of Mortuary Science.

Course Code: OL157

Member Price: \$75

Nonmember Price: \$100

 3 CE hours

Embalming the Obese Case

By Vernie Fountain

Between 30-40% of bodies received for embalming are classifiably "obese," so it's prudent for professional embalmers to continue to learn and improve specific techniques to manage the obese case.

Course Code: OL101

Member Price: \$75

Nonmember Price: \$100

 3 CE hours

The Funeral: A Chance to Touch, A Chance to Serve, A Chance to Heal

By Doug Manning

This online version of Manning's seminal book provides a comprehensive review of today's funeral service challenges, as well as solutions to help funeral practitioners assume a new role required by changing times and new demands.

Course Code: OL131

Member Price: \$90

Nonmember Price: \$120

 4 CE hours

Mastering the Art of Funeral Home Phone Etiquette

By Lacy Robinson

Make a great impression on every phone call by learning how to overcome challenges with phone shoppers using NFDA's four-step process.

Course Code: OL159

Member Price: \$35

Nonmember Price: \$55

 1 CE hour

RSVP: I'll See You at My Living Funeral

By Lacy Robinson

Living funerals represent a complete shift in what society thinks about death and dying. Learn how you can market living funerals through partnerships with hospice, long-term-care communities, and senior adult centers.

Course Code: OL155

Member Price: \$55

Nonmember Price: \$75

 2 CE hours

The Relevance of Restorative Art

By Dominick J. Astorino

This online course features video of Astorino's captivating presentation at the 2018 NFDA Embalming and Restorative Art Seminar. The history of restorative art and its continued relevance to society and the profession is explored. Give families the gift of a proper goodbye and learn best practices for full restorative and open-casket viewing, even in cases when many would assume it is impossible. (NFDA MEMBERS ONLY: Contains Graphic Content)

Course Code: OL162

Member Price: \$179

 3 CE hours

Supporting Pregnancy Loss Families

By Sarah Rickerd

Gain a more complete understanding of how to provide support to bereaved parents, create a better experience for pregnancy- and infant-loss families, and establish your funeral home as a local leader within the local pregnancy-loss community.

Course Code: OL153

Member Price: \$75

Nonmember Price: \$100

 3 CE hours

Ten Tools for Stress Relief

By Nancy Weil

Offers practical approaches to funeral service professionals to help mitigate on-the-job stress and prevent professional burnout through the establishment of a stress-management plan.

Course Code: OL151

Member Price: \$75

Nonmember Price: \$100

 3 CE hours



PROFESSIONAL SKILLS



Educating the Families You Serve About the WHY of the Funeral: A Guide for Funeral Home Staff

By Alan D. Wolfelt, Ph.D.

A practical workbook to help funeral home staff educate today's families about the value of funerals – to

safeguard the future of funeral service. 74 pages.

Product Code: BK488

Price: \$29.95



Embalming and Renal Failure: A Silent Danger for Embalmers

By Jzyk S. Ennis, Ph.D.

This practical guide for embalmers suggests protocols for successfully embalming cases with regard to kidney disease, renal failure and dialysis. 64 pages. (Also available for CE; see page 20.)

Product Code: BK586

Price: \$17.95



NFDA by the Numbers

Add up the reasons to be a member!

- **245** – Number of legal forms NFDA members can access.
- **81%** – Percentage of members who used NFDA as their primary source of COVID-19 information.
- **102** – Number of educational opportunities offered (virtual and in-person)
- **\$30,000** – The fine assessed for using copyrighted music without a license.
 - **\$263** – Cost to members to purchase a music license.
 - **\$51** – Cost to members to purchase a webcasting license.



Embalming Standards of Care

By Jzyk S. Ennis, Ph.D.

Inspiration for the next generation of embalmers and for seasoned embalmers, as well. This publication will help you achieve greatness through superior embalming science, standards of care, and risk management. 98 pages. (Also

available for CE; see page 20.)

Product Code: BK557

Price: \$50



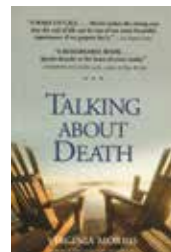
Funeral Home Customer Service A-Z

By Alan D. Wolfelt, Ph.D.

Explains the evolution and expectations of today's "experience economy" customer and offers sound steps to exceed those expectations. A must-read for every funeral director. 240 pages.

Product Code: BK200

Price: \$24.95



Talking About Death

By Virginia Morris

Even in this candidly confessional age, we've been conditioned to avoid discussions of death. Our youth-worshipping culture does everything to deny death, which is why, when the end nears, most of us are inadequately prepared to deal with

it. Morris skillfully weaves together personal stories and practical matters, scientific fact and spiritual sensitivity into an important book about how we can achieve a greater sense of peace in dying and rediscover the art of living. 292 pages.

Product Code: BK605

Price: \$16.95



Turning Art Into Science: Applying Chemistry to Funeral Service

By Damon de la Cruz and Robert Holmes

Explore the fun side of chemistry in a text that puts chemical applications into the language of funeral service and embalming. 354 pages.

Product Code: BK581

Price: \$65



RESOURCES IN SPANISH



Advance Funeral Planning (Brochure)

By NFDA

Provides answers to consumer questions about advance funeral planning, including agreements and funding options.

Product Code: BR406

Price: \$.25 each



Embalming: History, Theory and Practice (5th Edition)

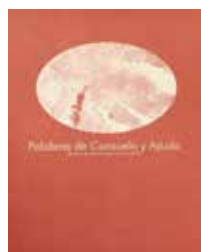
By Robert G. Mayer

This practical reference for student, novice or experienced embalmers addresses techniques and treatments based on the condition of the body, not the cause of death, to help embalmers design the best

method of body preservation for each situation. 731 pages.

Product Code: BK476

Price: \$25



Afterwords... Helping Yourself Heal

By Alan D. Wolfelt, Ph.D.

Offers compassionate and empowering messages about grief and healing to the newly bereaved. 7 pages.

Product Code: BK470

Price: \$2



Grief: What it is and What You Can Do

By Joy Johnson and Dr. Marvin Johnson

Covers feelings, issues, other people, rituals and caring for yourself. 24 pages.

Product Code: BK403

Price: \$3.50



The Art of Facial Reconstruction

By Gary Sokoll

Provides detailed, step-by-step directions showing how to reconstruct the nose, mouth, chin, eyes and ears. 100 pages.

Product Code: BK514

Price: \$25



Grieving the Loss of a Pet (Brochure)

By NFDA

Offers support for those grieving the loss of a pet and examines the many options a family has to create a meaningful memorial for a beloved pet.

Product Code: BR405

Price: \$.25 each



Coping With Traumatic Death: Homicide

By Bob Baugher and Lew Cox

Intended to help you understand what to expect after the homicide of a family member or friend, this book is divided into sections that cover the first few days, weeks, months, the first year and beyond. 50 pages.

Product Code: BK601

Price: \$7



"Have the Talk of a Lifetime" Conversation Cards

By NFDA

Sitting down with loved ones to talk about their lives can prove a rich and satisfying experience. Hearing about the memorable events, people, places, values and the lessons they have learned can help bring you closer to

the people you care about. It's called "having the talk of a lifetime" and this deck of 50 conversation-starter cards can help you do it!

Product Code: L806

Member Price: \$5

Nonmember Price: \$10



RESOURCES IN SPANISH



“Have the Talk of a Lifetime” (Brochure)

By FAMIC

An introductory guide to help families hold meaningful conversations with their loved ones about life and the things that matter most.

Product Code: BR1203

Member Price: \$40/100;

Under 100/45¢ each

Nonmember Price: \$50/100; Under 100/55¢ each



“Have the Talk of a Lifetime” (Booklet)

By FAMIC

This workbook/guide will help you capture meaningful conversations with your loved ones about life and the things that matter most.

Product Code: BR1202

Member Price: \$80/100;

Under 100/85¢ each

Nonmember Price: \$90/100; Under 100/95¢ each



Healing After the Loss of a Loved One (Brochure)

By NFDA

Addresses specific signs of grief – physical and emotional – and ways individuals can help themselves, such as contacting support groups and taking care of their health.

Product Code: BR402

Price: \$.25 each



Helping Children Through Their Grief (Brochure)

By NFDA

Helps adults identify and understand the different signs of a child's grief so they can help children through this time.

Product Code: BR403

Price: \$.25 each



Little Footprints: A Special Baby's Memory Book

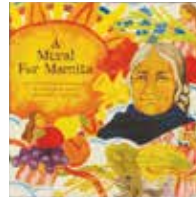
By Dorothy Ferguson

A write-in memory book for parents whose baby died shortly after birth. Pages include: The Story About Your Birth, Last Moments, Your Mother,

Your Father, Your Grandparents, Siblings, and Journaling. 74 pages.

Product Code: BK602

Price: \$5



A Mural for Mamita

By Alesia K. Alexander

A bilingual (English/Spanish) book about a grandmother, “Mamita,” who dies of cancer and her granddaughter, who inspires the family to create a special mural to

keep her memory alive. 40 pages.

Product Code: BK352

Price: \$8.95



Planning a Meaningful Funeral (Brochure)

By NFDA

Examines the many options a family has during this difficult time and includes a worksheet to help create a meaningful funeral.

Product Code: BR400

Price: \$.25 each



Planning Your Funeral in Advance (Brochure)

By NFDA

Leads readers through the process of planning their own or a loved one's funeral, including personalizing the service and pre-funding options. Includes a detailed planning worksheet to complete before meeting with a funeral director.

Product Code: BR401

Price: \$.25 each





Understanding Cremation (Brochure)

By NFDA

Focuses on important questions families have, including the role cremation plays in the context of a funeral, its religious acceptance and personalization.

Product Code: BR404

Price: \$.25 each



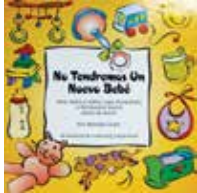
Youth & Funerals (Booklet; Pack of 25)

By the Funeral Service Foundation

Provides information on the important role funerals and memorialization play in the lives of both adults and children.

Product Code: SYF25

Price: \$16



We Will No Longer Have a New Baby: For Children Whose Sibling Dies Before Birth

By Marilyn Gryte

A storybook explanation for children about the sadness and loss of miscarriage. Assures children they

are not to blame and that it's okay to ask questions and have mixed feelings. 12 pages.

Product Code: BK404

Price: \$3.95



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Clearance Items

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A Teachers Guide to the Grieving Student (BK460)	\$3
The Art of Helping Others: Being Around, Being There, Being Wise (BK473)	\$20
Bereavement Counseling in the School Setting (BK533)	\$8
Building Memories: Planning a Meaningful Funeral (BK462)	\$3
The Class in Room 44: When a Classmate Dies (BK207)	\$3
The Daughter (BK597)	\$10
Do Funerals Matter? The Purposes and Practices of Death Rituals in Global Perspective (BK550)	\$30
Draw it Out: Kit (M503)	\$15
Ethics in Funeral Service (BK436)	\$15
The Go-Giver: A Little Story About a Powerful Business Idea (BK555)	\$5
Good Grief (BK456)	\$4
Grief Comes to Class: An Educator's Guide (BK490)	\$5
Grieving for the Sibling You Lost: A Teen's Guide to Coping With Grief and Finding Meaning After Loss (BK548)	\$13
Lynchpin: Are You Indispensable? (BK610)	\$13
Partnered Grief (BK407)	\$3
Peaceful Journey: A Hospice Chaplain's Guide to End of Life (BK552)	\$10
Presence: Bring Your Boldest (BK564)	\$5
Reverence for the Dead: The Unavoidable Link (BK545)	\$15
Ride to the Stars: A Story for Children About Life, Loss and Love (BK519)	\$5
Surviving the Folded Flag (BK531)	\$12
Swallowed by a Snake: The Gift of the Masculine Side of Healing (BK562)	\$5
Switch: How to Change Things When Change is Hard (BK563)	\$10
Teen Grief Relief: Parenting With Understanding, Support (BK535)	\$11
What Will They Say About You When You are Gone? Creating a Life Legacy (BK566)	\$13
When Your People are Grieving (BK509)	\$5
The Widower's Journey: Helping Men Rebuild After Their Loss (BK592)	\$12
Will My Cat Eat My Eyeballs? Big Questions From Tiny Mortals About Death (BK611)	\$25
Yoga for Grief and Loss (BK573)	\$18
Your Memories: Bringing Color Back Into Your Life (BK580)	\$3
Zayde Comes to Live (BK494)	\$5

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