

A. H. Peters Funeral Home of Grosse Pointe sponsored three veterans, who are all residents of an assisted living facility in our community, to visit the World War II Memorial in Washington, D.C. The contribution made by the funeral home was an appropriate tribute for the veterans and created a public relations opportunity for the funeral home. Feedback from the community at large recognized the positive gesture. The following is the report from David Kesner, the funeral home's managing director.

Honor Flight Michigan

On Thursday, August 9, 2007, an article appeared in the **Detroit Free Press** describing the group, Honor Flight Michigan. This group of charitable volunteers based in Royal Oak, Michigan will send honorably discharged World War II veterans on an all expenses paid trip to Washington, D.C. to see the National World War II Memorial. Honor Flight Michigan, a charity started in the fall of 2006, only accepts donations to fund the project. Their goal is to send any eligible veteran from Michigan to see the Memorial before it is too late.

At the time I thought it would a great tribute to send my father, Harold Kesner, on this trip. At age 93, he served in the U. S. Army for over five years in the Pacific theater. I completed his application and sent it in.

My parents are residents of Sunrise on Vernier, an assisted living facility in Grosse Pointe Woods. Unknown to me, in the January of 2008, Sunrise submitted applications to Honor Flight Michigan to send three other residents on the trip. Those three, and my father were approved and scheduled for the first trip of 2008, on April 19, 2008. The Executive Director of Sunrise, Susan Berg and I were selected to travel with them as volunteer guardians.

Sunrise on Vernier is our neighbor, located about 150 yards from the front door of the funeral home. What a great opportunity the funeral home had to make a contribution in support of these men. David Peters, the company's president, made a donation to help defray the expense of these four Grosse Pointe residents. Unfortunately, at the last minute, one man was unable to accompany the group because of a health issue.

After the trip, a press release was prepared and distributed to our local newspapers. The **Grosse Pointe News** and the local section of the Sunday edition of **The Detroit Free Press** ran the story. Sunrise of Vernier published the event in their monthly newsletter, sent to all the families of residents.

While the group was visiting the Memorial in Washington, D.C. a reporter from **USA Today** interviewed all three men. On May 22, 2008 their story appeared nationally in **USA Today**.

This journey proved to be a trip of a lifetime for these men. It brought back memories from long ago and elicited stories that had never been told before. After serving their country some sixty years ago, this day was the crowning glory for the sacrifices these men made for their country. It was a great adventure for all.

purpose

Innovative Program

Crist Mortuary/Mountain View Cemetery Innovative Idea

Crist Mortuary and Mountain View Cemetery are hosting the Dignity Memorial® Vietnam Wall, a traveling replica of the memorial in Washington DC, July 18-20, 2008. To successfully host this event, a great deal of community involvement and community awareness must exist. To help with this, we have created a steering committee of various community leaders, veterans and volunteers to help plan and coordinate this three-day event. Each month, and then weekly leading up the event, this group of individuals comes together to plan for this three day event.

The marketing of The Dignity Memorial Vietnam Wall involves not only a series of ads in the newspaper but also human interest stories and articles. On top of that, we presented the information to the many service clubs in Boulder including the Optimist, Chamber and Kiwanis groups. We also created bottled water with an event specific label which was distributed at community events, exhibits and to our customers inside the funeral home. Our Innovative Idea for 2008, though, was the creation of event coasters (sample included in book).

Utilizing an image from the memorial in Washington DC and the event details of the traveling Wall in July, these coasters were distributed to many local restaurants and bars to be used by the patrons who order drinks. They were also placed in our local American Legion and Veterans of Foreign Wars halls. The coasters have proven to be helpful to the establishments they were placed in as well as a great means of marketing this event in a new and unique way. You would be amazed at how many community members have called inquiring about the Dignity Memorial Vietnam Wall because of a coaster they were given at dinner the previous night!

E. Essay for Pursuit of Excellence 2008

On Dec. 10, 2007, John and Alice Reed and members of the Webster Springs, Addison McLaughlin VFW Post #3738, traveled to the state capitol in Charleston, WV, to participate in the state ceremony promoting the Wreaths Across America Program. Ira and Judy Handley and the Daniel Boone VFW group of Madison, WV were also there to take part in the ceremony.

For several months plans had been made for this event. The West Virginia Funeral Directors Association had decided to promote the event and the president, John Kepner was to preside at the ceremony. John Reed and Ira Handley were placed in charge of the planning of the program and its publicity.

December tenth was the chosen date for the states to hold some type of event to promote the Wreaths Across America project. This project was initiated by the Worchester Wreath Company of Worchester, Maine. The company began decorating the graves at Arlington National Cemetery during the Christmas season several years ago. By word of mouth and the participation of different groups, including the funeral directors associations, the efforts now extend to national cemeteries in all parts of the United States and some foreign countries.

December tenth came cool and rainy, but the enthusiasm of the groups involved was not dampened. The governor of West Virginia, Joe Manchin, delivered a speech and with the assistance of "Woody" Williams, West Virginia's only living WWII Medal of Honor winner, placed a wreath at the Veteran's Memorial on the capitol grounds. The VFW groups presented the flag, performed a ceremony of remembrance and explained the significance of the proper folding of the flag. Both groups were impressive in their performances and represented their communities with great pride.

Many television cameras were present for the event and interviews of those who participated were seen on Charleston, WV, local news broadcasts. Newspaper articles were also written in Webster Springs and Madison newspapers.

After the program was completed the VFW groups were treated to a wonderful meal at a local restaurant. The camaraderie between the groups was inspiring to see and be a part of. The group was informed that the shells which were fired during part of the ceremony would be placed in the capitol as a remembrance of the ceremony and also they were informed that this was the first time in the history of the capitol that such an event had taken place.

Best of the Best
Ippolito-Stellato Funeral Home
Fairfield, NJ

Veterans Are Special

At Ippolito-Stellato Funeral Home in Fairfield, we believe that we should acknowledge the veterans who have served our country, both past and present. We believe that those who defend our freedom should be honored as the heroes that they are.

Our secretarial staff takes an active role in making sure that each veteran is given whatever he or she is entitled to in the way of funeral re-imburement. We file the VA paperwork for each veteran we serve in hopes that they are entitled to government funds for burial. We inform each veteran or spouse of their right to be buried at a Veterans Memorial Cemetery at no charge. In addition, each veteran we served is awarded an authentic Presidential Certificate signed by the President of the United States. The proper paperwork for cemetery footstones in granite, marble or bronze is also filed with the VA, and we follow through until the footstone is in place at the cemetery.

Our funeral directors make sure that each veteran has a flag in or on the casket. They also notify the respective branch of the service to be at the cemetery to meet the funeral procession on the morning of the funeral. The flag is then presented to the next of kin by the honor guard,

accompanied by the playing of taps. The families are totally overcome by this wonderful presentation by the troops.

At times, the family of an older veteran may not be able to find the discharge papers that are necessary for all of the military honors. We have amassed a list of numbers to use in this case to search for the papers of each and every veteran that we serve. Our belief is that it is of paramount importance that each veteran receives their due honors.

Our funeral home makes a special military video tribute for each veteran. It is played during the times of visitation. The video opens with the American Flag and the veteran's military photo. It then continues with military background scenery and music to go along with the photos of that veteran's life. The videos are then presented to the family.

At our funeral home, we offer an Armed Services Tribute package which includes a casket with the American flag in the cap panel and the appropriate armed services emblem custom embroidered on the overlay, a Veteran vault which has a sculpted military emblem for the appropriate branch of service and customized name plate with rank, a flag display case for the government issued flag. For those who choose cremation, we include a Patriot Urn which has an American flag, eagle and name plate with rank. All Armed Services Tribute packages include military prayer cards and register book.

Finally, we have made it a practice that any person killed in active duty is given a funeral at the Stellato Funeral Homes, Inc. at no charge to the family. We take this responsibility

very seriously, and do our best to give a lasting, honorable tribute to that person killed in the line of duty.

Ippolito-Stellato Funeral Home believes in assisting veterans in their quest of re-entering civilian life. We make it a habit of giving newly discharged veterans positions at the funeral home. At the present time we have two veterans of the War in Iraq in our employ.



As funeral professionals, we commit to ourselves and the communities in which we serve, to provide a sacred care that extends beyond the funeral. Our caring and sensitive funeral specialists provide guidance and comfort to our grieving community. Part of our sacred care is to provide bereavement support services well after a loved one passes away. To continue our long tradition of service we have introduced to our community this year a loving way to honor and to say "Goodbye" to our veterans.

When duty called, these men and women answered. When the ultimate price was demanded the great veterans of this nation were willing to give their last full measure. These patriotic men and women who have served our country during its darkest hours will be long remembered for their heroism and courage through Memorial Mortuary's Veteran Tribute Program.

The Veteran Tribute Program begins with the initial notification of death. We inquire whether the deceased person was a veteran and obtain all necessary military information at that time. When the transfer of care from the family to the funeral home occurs the veteran is draped with the American flag. Many family members have expressed their great appreciation for this tribute and display of gratitude.

Whether the veteran was a Marine, in the Army, Navy or Air Force each individual has developed an eternal bond with their comrades in arms and with their particular branch of service. To recognize this eternal bond, on the day of the funeral, the funeral coach and the family car are decorated with the sacred emblems of the veteran's particular branch of service. These emblems are affixed to the door panels of each vehicle and two American flags are attached to the hood of the funeral coach.

Memorial Mortuary's Veteran Tribute Program in conjunction with the honors provided to veterans through the United States Government affords each family the opportunity to pay tribute to a local hero, their loved one. Our tribute program is only a small token of the appreciation and gratitude we feel in our hearts for all of the courageous men and women who have served to secure our liberties and freedoms. .

I.Basic Requirement Essay (E)



Honoring Veterans

Effective immediately we are raising our standard on how we care for those whom have served our country. These changes will help set us apart from our competitors and help us pay the respect due to the deceased veteran.

First notification of death

When receiving a notification of death, while gathering information regarding the decedent, please ask "Was (Name of deceased) a Veteran?" When the deceased is a veteran, then please incorporate the procedures as outlined below.

Transfer from place of death.

Staff members tending to a deceased veteran will drape a flag over the remains prior to leaving the place of removal. This should be done over the removal cot cover. Flag will be folded in the appropriate manner, so our staff will need to unfold. The blue field should be over the left side of the head of the deceased. Leave place of removal professionally and with respect for the American flag and for the veteran. Once at funeral home fold flag and place back into container.

Presidential Memorial Certificate

Eligible recipients, or someone acting on their behalf, may receive a Presidential Memorial Certificate. Please fax or mail VA form 40-0247, a copy of the veteran's discharge and death certificate to verify eligibility. The VA cannot process any request without proof of honorable military service. Please submit copies only, they will not return original documents.

Vehicles

The funeral coach and limousine used on the service of a veteran shall have American Flags placed on the hood of each vehicle along with magnetic decals symbolizing the branch of service the veteran served in. The funeral coach should have a symbol on each side and the rear door. The limousine shall have an emblem on each side of the vehicle. A set of flags and emblems will be stored at Deseret Memorial and Murray Memorial Mortuaries.

**Consider offering the family "The Last Ryde", a service offered by Scott and Debbie Bodell. It is a Harley Davidson Motorcycle Hearse which has glass sides so the flag can be seen draped.





DVD TV Combo

There are three TV's available to take to a service at an outside location. Two are stored at Murray Memorial and one is stored at Deseret Memorial Mortuaries. Please use these to show our video tributes as an added professional touch for veterans. (Note: you can also use these TVs for other outside services as well.)

Military Honors

Ensure that the family is offered military honors for their loved one. Contact the appropriate branch of service to make arrangements. They will handle the coordination of the honor guard with Veterans groups such as the DAV or the VFW if needed.

Veteran's Matching Memorial Program

It used to be that the family of an honorably discharged veteran had few choices when it came to a marker.

They could receive a free standard marker that the VA offers, which uses the format the VA dictates (Without personalization, using the legal name – no nick-name, etc); leaving the spouse's site unmarked until needed, **or** they can use a non-veteran style marker that does not give them the proper designation as a veteran of the Armed Services, **or** they could use a VA marker for the Veteran and different style marker for the spouse.

This is no longer the case. Thanks to a program that we offer through Matthew's Bronze, a family can get a **free** veterans solid bronze memorial marker with words of remembrance and the name the way they want it when they order a matching solid bronze memorial marker for the spouse.

Why Memorial Cemeteries and Matthews Bronze provides this:

Matthew's Bronze used to have the VA contract for markers; they lost it a few years back to another company over a cost difference of pennies per marker. They still have the forms and molds for making the VA marker and are more than qualified to provide Bronze Veteran markers. We also understand the importance of families having a companion marker for husband and wife and the importance of having a marker that designates the service a Veteran and their family provided our country.

This is how the program works:

When a family chooses a VA marker for a Veteran they simply purchase the matching marker for the Veteran's spouse, the granite foundation the markers are placed on and the setting and maintenance of the marker package. Both markers are ordered together through Matthews Bronze. (**Important: Do not submit paperwork to the VA** for the order; orders through the VA for markers traditionally take longer, are shipped separate and have several design restrictions) Both markers are shipped together and arrive at the cemetery together for installation. Matthews then submits a form to the federal government to cover their costs to manufacture the Veteran's marker.

Note: Any and all services for an honorable discharged Veteran needs to have this program explained to them by a Family Service Counselor, regardless of where they plan on burying.

WW II Memorial Trip

By, Patrick T. Lanigan Funeral Home, East Pittsburgh, Pa.

In Dec. 2007, our funeral home was celebrating the Open House of our new building addition to our Turtle Creek, Pa. funeral home. At that time, we were considering taking a busload of World War II veterans on a bus trip to Washington, D.C. We asked some of the folks that attended the Open House if they would be interested in such a trip and, not surprisingly, there was quite a bit of interest. So, our staff started to plan a **free** bus trip to our nation's capital for World War II veterans and civilian homefront workers, and a guest for each.

We decided that April 17, 2008 would be a good date to make the trip. Easter season would be over, spring weather would have arrived and the annual Cherry Blossom Festival crowds would have disbursed by then. We did not figure that Pope Benedict would also select that week as a great time to visit Washington on his first trip to the United States as Pope. Although, he attracted huge throngs of people, his visit did not interfere with ours, as we were visiting different sites.

During a planning session, our staff decided that the visit should not only include the World War II Memorial, but also Arlington Cemetery. We also concluded that we should have time to take a spin around Washington to show some sites since we would all be tourists. We were confident that we could make the trip as a one-day trip, since it is only 240 miles, an easy 4 hour trip by car.

We first contacted a local bus company for a quote on their fee for our trip. This company was referred by a friend who uses the bus company for all of the senior citizen tours she manages. Their price was \$1,850 for a 56 person bus and we accepted that offer.

We advertised the trip with our local newspapers and through the local VFW clubs and Amvets. We gave seating priority to any World War II veteran or civilian homefront worker who had not yet had the chance to visit the Memorial. After a few weeks of advertising, our roster was filled. We had 54 reservations with 2 seats left for staff members. There were 24 WW II veterans, some spouses and even some adult children. There also were some Korean War veterans who wanted to pay homage to their fellow veterans. Two of the WW II vets were ex-Prisoners of War. There were 2 adult children of a deceased WW II veteran who also was an ex- P.O.W. We had an excellent roster of folks.

Our next step would be to plan the itinerary and determine any supplies that would be needed. We decided that we would need 2 stops where we would have a brunch and, later, dinner served to travelers. Supplies for the bus and a picnic lunch at The Memorial would be sandwiches, snacks, fruit, juices, soft drinks and bottles of water. The first piece to our itinerary puzzle was solved when, via a friend, we were able to gain access to Arlington Cemetery for a tour in our own private bus. The only condition is that we arrive at Arlington after 4 pm which would be after the last burial service of the day was complete.

We acquired access and permission from the local Greek Orthodox Church to use their parking lot as our portal and parking lot for the day.

The itinerary was as follows:

7:00 a.m.	Depart from Ypapanti Greek Church parking lot in East Pittsburgh
9:30 a.m.	Stop for Buffet Brunch at Clara's in Bedford, Pa.
10:30a.m.	Depart from Bedford.
1:00 p.m.	Arrive at World War II Memorial. Visit with picnic lunch on grounds.
2:00 p.m.	Tour Washington with stop at Lincoln/ Korean War/ Vietnam War Memorials.
4:00 p.m.	Tour Arlington Cemetery
5:30 p.m.	Leave Arlington and stop for dinner at Crystal City Sports Pub
7:00 p.m.	Depart from Crystal City
9:00 p.m.	Make a short rest stop in Breezewood, Pa
11:30 p.m.	Arrive in East Pittsburgh.

The itinerary proved to be mostly accurate, except towards the end of the day, as Arlington was visited while some of the folks were experiencing fatigue. The dinner proved a bit longer than anticipated even though we secured reservations and ordered from a limited, select menu for groups. And, since when leaving Washington we were driving by the U.S. Marine Corps Memorial which is a huge sculpture of the Flag Raising of Iwo Jima with funeral director Jack Bradley, and with several ex-Marines on board our bus, we just had to stop.

The schedule/itinerary proved to be compromised, somewhat, and we finally returned to East Pittsburgh at 1:00 am.

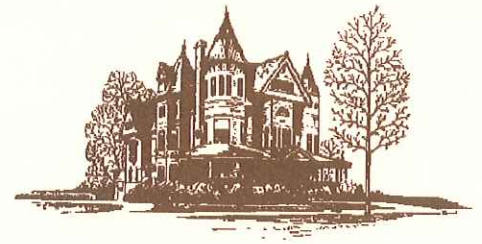
The expense of the trip included the bus rental (\$1,850), the brunch (Clara's \$351.13), our food supplies for the bus (\$250) and dinner (Crystal City Sports Pub \$139). The dinner was such a low figure because all of the travelers adamantly wanted to pay for their own meals at \$14 per person, even though we had expressly included it in the trip. We were not going to argue with that proud, grateful group. All things considered, our expenses were a low price to pay for a cloudless, perfect spring day with a busload of real heroes.

There are a few snippets that I would like to share. First, we had a lot fun on the bus, especially when we played 'Name That Tune'. Stephanie, our resident intern who accompanied me and the group, had downloaded over 30 World War II era songs onto a CD. On the trip to Washington, we divided the 2 sides of the bus into teams to guess the name of the song being played and the recording artist/group. One side was the Obama side; the other was the Hilary side. On virtually every song, someone blurted out the correct name and recording artist. I was stunned by their recall and impressed by the impact their music had made on them. The tunes put smiles on their faces as it took them back to a special time in their lives.

Another episode that occurred on our trip and was a great thrill to the veterans happened at the World War II Memorial. They were relaxing to enjoy their lunch under the shade of the trees at The Memorial, watching other sightseers, when a gentleman approached them. He wanted to know if they were all World War II Veterans. Explaining that they were, the young gentleman asked he if would be able to get a picture with the group. "Of course", they said. The gentleman then explained what an honor it was to meet them and that he was back from his first tour of duty in Iraq and would soon be going back for a second tour. He expressed his gratitude towards each and every one of them for serving our country before him, and that he would keep up their tradition in protecting our country as they did in their time.

Another stirring moment for me came after we had visited the WW II Memorial and toured around Washington. We stopped at the location of the Lincoln, Korean War and Vietnam War Memorials. Most of the busload of folks ambled over to the Korean War Memorial, with a small group of men walking toward the Vietnam Wall afterwards. While I walked with them toward The Wall, I bumped into a teacher who had a group of students on tour with him. He asked if I was a teacher and I responded that I was with this group of WW II veterans. He then exclaimed to his grade school students that these particular men were WW II veterans. They immediately, without cue from the teacher, surrounded the veterans, shook their hands, offered thanks, and asked for their autographs. The veterans were surprised by the acclamation and we are all visibly moved. In fact, it was the talk of the bus as we headed to Arlington Cemetery.

The trip proved most rewarding to everyone. The veterans and their family members were truly appreciative and grateful for the opportunity to see the Memorial, the Changing of the Guard at Arlington and the other sites. Their gratitude was sent in numerous 'Thank You' cards and photos. New friendships were forged and old ones renewed as stories were shared, memories were rekindled, and homage was paid. And, in some small way, I feel we were able to offer some recompense to these heroes of the Greatest Generation.



PURSUIT OF EXCELLENCE

July 1, 2007 through June 30, 2008

I. BASIC REQUIREMENTS

A. A copy of the Pledge of Ethical Practices signed by all licensed and full time staff appears on page 12.

B. A statement on funeral home letterhead appears on page 13 stating that all funeral home staff members have received training related to the FTC Funeral rule between July 1, 2007 and June 30, 2008.

C. A statement on funeral home letterhead appears on page 14 stating that our funeral home's General Price List, Casket Price List, Outer Burial Container Price List, and Statement of Funeral Goods and Services are in compliance with the FTC Funeral Rule.

D. A statement on funeral home letterhead appears on page 15 stating that the funeral home has proper OSHA documentation, policies and procedures in place and that training has been provided to management and staff regarding any applicable OSHA standards.

E. Our essay is about an innovative recognition program sponsored by our funeral home this year entitled "Honor Guard Appreciation". It was a very special program for the Traverse City Senior Center's annual USO event for area veterans held on November 9, 2007 at the Elk Club in Traverse City.

Our first planning meeting was held on August 10, 2007. Peg, Tim (our Certified Funeral Celebrant), Pat Thompson and Lori Wells both staff members of the Senior Center attended this

important brainstorming meeting. Invited guests included area veterans and their guests, Senior Center members, city officials/commissioners and any interested funeral home work family. Peg sent invitations to the Honor Guard and Lori and Pat sent flyers to area veterans groups. Normal attendance at the USO event is 100. Our event goal was 200.

After countless e-mails and phone calls, the event happened in grand fashion! At 5 pm, Tim began announcing all of the area veterans as they entered through the color guard by means of a postcard with their name and branch of service. Ann Peterson, our pianist for the evening, played their respective branches theme song as they entered the banquet room. Each veteran received a complimentary photo with their wife/guest. Most veterans, especially the Honor Guard, came dressed in uniform. At 5:30 pm, Dan and Peg welcomed everyone, instructed that the colors be posted which was followed by the Pledge of Allegiance. At 5:35 pm, Tim offered the invocation and dinner was served which featured either a chicken or swiss steak buffet. Following dinner, a giant patriotic cake complete with sparklers was rolled in to the room by Dan and Peg. God Bless America was sung as the cake made it's way to center stage. This was a true "Kodak moment". At 7:15 pm, Tim presented a special program recognizing and thanking our area honor guard who so faithfully serve at their fallen comrades funeral services any day or time of the week. **This was in a nutshell the "reason" behind the idea.** Our veteran's funeral services are just so much more meaningful thanks to the dedicated efforts of our local honor guard. The funeral home staff in attendance and their spouse/guest included Dan J and Peg, John and Evelyn, Rick and Jody, Dan Z and Jan, Dick Merchant and Diane, Ann Miller and Jack, Sharon McDermott and Jim, John Block and Judy, Christine Taylor and Kirby, Tim Moeggenberg and Mickey, Wilma Radcliffe and Al, Nicole and Christy with Adam Hilt on-call and at work at the funeral home. All staff present took turns distributing the funeral home's

special thank you gift of a gold star paper weight. The names of each honor guard member were engraved in this impressive gold star. Of special note, John Block is our funeral home's veterans affairs specialist who makes sure every veteran's family receives all of the benefits to which they are entitled. John is the only veterans specialist dedicated to veterans service at any funeral home in northern Michigan. At 8:45 pm, dancing was an option to the music of Ann Peterson.

In summary, this was a sold out event with 200+ participants which included 51 Honor Guard members and their spouses who were recognized at this event. Our goal of 200 set at the outset was accomplished in grand style.

Especially considering the fact that we are at war in Iraq right now, our families and funeral home benefitted because (veteran family or not) all families are touched by the men and women of our armed forces who work sacrificially to keep our nation the land of the free and the brave. This special recognition of those that served and *continue* to serve via the Honor Guard is the very least our funeral home can do. It was our great honor to acknowledge their efforts.

Supporting documentation, photos, thank you examples and even an article from our local newspaper appears on pages 16 to 20.

II. CONTINUING EDUCATION AND STAFF DEVELOPMENT

D. As a part of her CFSP work, Christy Jonkhoff received training on bereavement and family support by participating in MFDA's on-line learning course entitled "Understanding Adult Grief" on September 11, 2007.

E. Licensed funeral director, Christy Jonkhoff is enrolled and pursuing certification in the Academy of Professional Funeral Service Practice. Our other licensed funeral directors, **Dan Jonkhoff**, licensed in 1976 - **CFSP in 2001**, **John Roeser** licensed in 1972 - **CFSP in 2000**, and **Rick Harkert** licensed in 1976 - **CFSP in 2000**, **Adam Hilt** licensed in 2005 - **CFSP in 2007**,

I. Basic Requirements

E. Essay

This year our funeral home is proud to present a new program that is dedicated towards our veterans and their families. Brigadier General William C. Doyle Veterans Cemetery is the only veterans cemetery in the state of New Jersey therefore it is where most veterans and their spouses go for disposition. However the cemetery is approximately one driving time from our funeral home and is difficult for most widows to visit.

What we have done over the last few months is to compile a list of all of the widows of veterans as well as the veterans who were pre deceased by their spouse that we have served in the past. We have contacted them about a bus trip down to the Brigadier General William C. Doyle Veterans Cemetery on veterans day this year to honor and visit their loved ones. The trip will begin at the funeral home with a brief service followed by the bus ride to the cemetery, when we arrive at the cemetery there will be another service performed by the four branches of the military. After the service the widows will be escorted to the graves of their loved ones. When everyone has returned to the buses we will proceed to a restaurant for a lunch and then back to the funeral home. We will also be providing transportation to and from the funeral home for any widow who doesn't drive or will have difficulty arranging transportation.

II. Continuing Education and Staff Development

A. Training on a Technical Skill Support Materials/Documentation