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2009 Home Study Courses

**Save Money, Save Time, Save Gas
Need CEU's? Apply all of these credits
for the October 31, 2009 deadline.**

<p align="center">CREUTZFELDT-JAKOB DISEASE: A REPORT ON EMBALMERS PREPARATION GUIDELINES</p> <p align="center">By Curtis D. Rostad, CFSP</p> <p align="center"><i>Approved by the Massachusetts State Board for 4 hours CEU's</i></p> <hr/> <p>Description: Throughout the 130 plus years of modern embalming, funeral service has faced many infectious and potentially fatal diseases and has still found ways to serve families and protect the public health. We have survived the emergence of TB, polio, hepatitis, and HIV/AIDS because we have formaldehyde and other embalming chemicals that effectively kill the bacteria and viruses that cause these diseases and we have learned to protect ourselves from infection during the embalming process. But, what if, in the future an organism comes along that we can not destroy through embalming? What then? Well, the future is now. Such a disease exists. It's called Creutzfeldt-Jakob Disease.</p>	<p><input type="checkbox"/> Cost: \$60.00</p> <p align="center"><u>Member Benefit Pricing*</u></p> <p align="center"><i>*non-members call MFDA for non-member rate</i></p>
<p align="center">CONTROLLING YOUR ACCOUNTS RECEIVABLE</p> <p align="center">By Curtis D. Rostad, CFSP</p> <p align="center"><i>Approved by the Massachusetts State Board for 4 hours CEU's</i></p> <hr/> <p>Description: The course is designed to assist the funeral director in developing a comprehensive program to improve their collection efforts while continuing to serve their families in a professional and compassionate manner.</p>	<p><input type="checkbox"/> Cost: \$75.00</p> <p align="center"><u>Member Benefit Pricing*</u></p> <p align="center"><i>*non-members call MFDA for non-member rate</i></p>
<p align="center">EXPANDING FUNERAL ETHICS</p> <p align="center">By the Funeral Ethics Association</p> <p align="center"><i>Approved by the Massachusetts State Board for 6 hours CEU's</i></p> <hr/> <p>Description: The course includes a Manual Of Professional Practice and 76 actual case studies. Together, they challenge and teach owners, licensed staff, and other personnel in making ethical decisions. Whether you seek credit for completing the course, or use the test as a training aid at periodic staff meetings, the cases allow you to address ethical issues based upon actual situations which call for analytical solutions. As an owner or licensed professional, you may benefit from the case study educational training. Leaders first!</p>	<p><input type="checkbox"/> Cost: \$50.00</p> <p align="center"><u>Member Benefit Pricing*</u></p> <p align="center"><i>*non-members call MFDA for non-member rate</i></p>
<p align="center">FUNERAL HOME CUSTOMER SERVICE A-Z:</p> <p align="center">By Alan Wolfelt</p> <p align="center"><i>Approved by the Massachusetts State Board for 6 hours CEU's</i></p> <hr/> <p>Description: There's a new customer out there – one who no longer implicitly values the funeral and the role of the funeral home. Where did these new customers come from and how do you make them happy? This motivational (yet extremely practical) resource, written by one of North America's leading consultants to funeral service, explains the evolution and expectations of today's "experience economy" customer, then offers practical advice for exceeding those expectations every step of the way.</p>	<p><input type="checkbox"/> Cost: \$75.00</p> <p align="center"><u>Member Benefit Pricing*</u></p> <p align="center"><i>*non-members call MFDA for non-member rate</i></p>



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CONTACT INFORMATION

(WHERE TO SEND HOME STUDY COURSE MATERIALS)

NAME REQUESTING COURSE: _____

FUNERAL ESTABLISHMENT: _____

ADDRESS: _____

CITY/STATE/ZIP: _____

TEL: _____ FAX: _____

E-MAIL: _____

COURSE REQUESTED: CREUTZFELDT-JAKOB DISEASE
 CONTROLLING YOUR ACCOUNTS RECEIVABLE
 EXPANDING FUNERAL ETHICS
 FUNERAL HOME CUSTOMER SERVICE A-Z

**PRESENTED BY
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CEU's to be applied in the
2009 licensing year.