

## Local Events

### Oregon Mortuary & Cemetery Board Meetings

#### 2021 Meeting Dates

Tuesday, July 13th  
Tuesday, October 12th

#### Please note:

Meetings will typically be held at the State Board Offices at 800 NE Oregon St, Suite 430 in Portland at 9 AM.

For official location information, you can contact the OMCB at 971.673.1500

#### Funeral Service Practitioner & Death Care Consultant Exam Schedule

(Exams Held At The Portland State Office Building)

TBA

#### OFDA Events

2021 Convention  
September 28-30th  
Three Rivers Casino & Hotel  
Florence, Oregon

#### CAO Events

TBA

## National Events

#### July 2021

23-28th  
ICCFA

2021 ICCFA University  
Emory Conference Center Hotel  
Atlanta, GA

#### September 2021

14-16th  
ICCFA

2021 Fall Management & Leadership Conference  
Mountain Shadows Resort  
Paradise Valley, AZ

#### October 2021

17-20th  
NFDA

2021 NFDA Annual Convention & Expo  
Venue TBA  
Nashville, TN

#### January 2022

12-14th  
ICCFA

2022 DEAD Talks Sales Conference  
Bally's Las Vegas  
Las Vegas, NV

#### October 2022

9-12th  
NFDA

2022 NFDA Annual Convention & Expo  
Venue TBA  
Baltimore, MD



# The Communicator

## May/June 2021

# 2021 OFDA Convention September 28-30th Three Rivers Casino & Hotel in Florence

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*Relevant topics and presenters  
Golf for a good cause!*

*A time to reconnect, recharge, & renew*

*A record number of vendors with new products  
and services to offer!*

*And an amazing closing installation banquet  
you will not want to miss.  
Featuring Justin James, Comedy Hypnotist*

*Take this opportunity to re-engage with  
your colleagues!*

*Please watch for more information coming soon!*

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Oregon Funeral  
Directors Association  
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Portland OR 97223  
(503) 639.1186

Portions of this newsletter  
are taken from other  
sources and may not  
represent all available data  
or be complete statements.  
An attorney or accountant  
should be consulted on any  
legal or tax matters.  
Conclusions are based on  
our best analysis of  
industry information  
sources.

#### OFDA Officers

**President**  
Alan Burns  
Florence

**Vice President**  
Holly Houston  
St. Helens

**Secretary/Treasurer**  
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Newport

**Business Admin. Chair**  
Rob Neff  
Medford

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Redmond

Kristal Dufour  
Albany

Lonnie Beeler  
Portland

Windy Hanson  
Baker City

Joe Sharps  
Eugene

**Executive Director**  
Wally Ordeman

## President's Letter

Dear Members:

Summer is on and I for one love it and with changes that we have had to endure and adapt has most certainly made us stronger not only has individuals but also as a profession because each and every family we serve is our only one. Over the past year I am proud that OFDA has grown with nearly 20 new members. Thank you Mia and Wally for our growth.

With the recent restrictions opening up for gatherings we have had talks for district meetings. Our convention is on Sept. 28, 29 and 30th in Florence. This year's convention will have the first annual RICK HARVEY Memorial Golf tournament and on the 29th a Steak and Crab dinner - and I hear a dance - and the band is by someone in our membership. Thanks to board member Brian Norris from Newport, we will be spotlighting members in the newsletter.

You may have heard some conversation about an increase in fees (Filing Fees) etc. Your board is being served very well through the legislation committee and its Chair, Jason Widing, and our Executive Director, Wally. At convention I am sure a presentation will be given. Also, our NFDA representative Kristal Dufour will be traveling back east in a few months and I am looking forward to hearing her report at convention. I could go on and on but your OFDA is doing very well thanks to Mia and Wally and I am looking so forward to seeing everyone in September.

Sincerely yours,  
Alan Burns  
President  
OFDA

## Executive Director's Letter

Many of you know that I do radio sports broadcasting for West Albany football and basketball. I do color commentary, and the three of us have a blast (Ryan does play by play, and Jeff does stats). With the successes of the teams over the years we've gotten to call games at some of the best venues in Oregon. When I coached basketball I used to tell my players that sports isn't just about the activity and competition, but also about the life lessons and parallels between sports and our lives. Both include diligence, planning, teamwork, conditioning, study, trust, practice and execution, success and failure. When a team is having success, you feel its momentum and it feeds your enthusiasm. My beloved Bulldogs are 0-10 to start this shortened season and a win might be very difficult to come by this season. It's much harder for the fan base of students, the listening audience, the broadcasters, and the players & coaches themselves to stay positively engaged when they're struggling and winless. Sometimes such a season would necessitate a coaching change too.

A year and a half ago OFDA lost its leader Rick Harvey and then Covid hit. Funerals ground to a halt, revenue slowed, rules of engagement with families changed, and we couldn't find PPE. We'd also lost our coach and we felt like we were 0-10. But then you proved your resiliency. You adapted, you adjusted, you improvised, you sought information, and you continued to serve your communities **as if you were undefeated**. You found your momentum again and so has OFDA, with 19 new members in the last year and a half and an upcoming convention that will knock your socks off. Engaging speakers, fun social events, golf, and an installation banquet you won't want to miss.

I am so grateful for all of you, my teammates, for staying with the gameplan. You have continued to support your association in very tangible ways including thoughtful replies to our dissemination of Covid info and updates, trust participation, payment of dues, and just as importantly positive reinforcement of the work the Board, Mia, and I are doing on your behalf. I look forward to upcoming seasons with great anticipation. This team has veteran coaches with your Board, some excellent rookies coming up in our membership, and a favorable schedule. If you haven't been to convention in awhile, use this opportunity to re-engage or send someone from your firm that might benefit from three days of professional development. It's going to be a blast!

As they say in broadcasting....."stay tuned!"

Wally Ordeman, Executive Director

Add **comfort** to your list of services.



**You asked, we listened! Now offering enhanced trust and preneed contract management for you and your clients.**

We've been listening to your feedback and working to enhance our preneed and endowment care trusts and preneed contract management capabilities. National Funeral Trust Service (NFTS) now offers modern tools and services, including:

- No account minimums and low management fees
- Pre-authorized debit payment
- Coupon books for multi-payment plans
- One time and/or recurring credit card payment setup
- 24/7 access to trust records
- Fast distribution of trust funds - often within one business day
- No 1099s
- Endowment care deposit calculations are automated
- Less endowment care administrative activity required by your cemetery

NATIONAL FUNERAL  
**TRUST**  
SERVICE

POWERED BY **FSI**

[Learn more](#)

## Member Spotlight; Eternal Wings



Eternal Wings joined the OFDA in August of 2020. They are an OFDA Approved Vendor for scattering ashes by aircraft. Owner Bret Kizer is a lifelong Oregonian and has been a commercial pilot for over 40 years, logging over 4900 flight hours. After his career as a corporate pilot, he now offers his flying services to scatter ashes by aircraft. Co-owner Melanie Peterson is also a lifelong Oregonian and has been an educator for 30 years.

There are three different packages that Eternal Wings offer their families, with optional add-ons of additional scatterings, rose petals, pictures, poems or prayers, certificates and custom services. For Funeral Home Directors or any businesses that need their services, you can contact them directly for a special industry rate.

**ETERNAL WINGS**
HOME
ASH SPREADING SERVICES
ABOUT US
CONTACT



**Economy Package**

RESERVE NOW

- Location of our choice within The Willamette Valley.
- Certificate with the name of the deceased and date of the spreading of ashes.

Optional Add-Ons Available during Reservation

Your Base Cost: \$600.00



**Supreme Package**

RESERVE NOW

- Your choice of location within The Willamette Valley between Portland to Eugene.
- Certificate with the name of the deceased and date of the spreading of ashes.
- Details on the coordinates of latitude and longitude covered by the plane.

Optional Add-Ons Available during Reservation

Your Base Cost: \$800.00



**Elite Package**

RESERVE NOW

- Your choice of location:
  - The Cascade Mountains between Three Sisters and Mount Hood OR
  - Along Oregon Coast between Seaside and Florence
- Certificate with the name of the deceased and date of the spreading of ashes.
- Details on the coordinates of latitude and longitude covered by the plane.
- Rose Petals.
- Aerial Photo

Your Base Cost: \$1,200.00

“We pay special attention to families' needs and wants. We spread cremation ashes by air to fulfill loved one's final wishes with dignity. We look forward to serving your members,” said Bret Kizer.



We are a family-owned company serving families throughout Oregon and Washington. With nearly 45 full-time employees, we specialize in remediating biohazards. We are contracted with multiple agencies to clear public roadways following traumatic incidents that involve bio-matter. We can assist your client families with the following:

**Homicide • Suicide • Decomposition • Accidents • Tear Gas • Hoarding • Feces • Drugs**  
(Most Scenes are Covered by Insurance)

We are also able to help you with some of your behind-the-scenes operations. Funeral homes have used us for detailed cleaning and disinfection of prep-rooms and refrigeration facilities. We also offer low-cost medical waste disposal services for clients located in Multnomah County.

You are invited to attend our open house at our new facility in Clackamas, OR; on **July 17th, 2021**. You will learn about the “Crime Scene Cleaning Industry”, and how we help families grieve. We will be performing a mock fatality cleanup during the open house, plus demonstrating how we turn used hypodermic needles into recyclable materials and PolyDiesel™.

**Contact Andrew Caswell to reserve your seat and learning materials:**  
**24/7 Direct Contact: (541) 304-9180; Email: Andrew.C@RapidResponseBioClean.com**  
*ABRA & NIDS Certified, CCB#: 232333, HAZWOPER employees, Licensed Vehicle Dismantler*  
*Office: (503) 477-8765 www.RapidResponseBioClean.com*

## Vital Records Fees for Oregonians Affected by the Oregon Wildfires

Reprinted from an Oregon Health Authority Press Release May 25, 2021

Oregonians who have been affected by the wildfires still need assistance getting certified copies of vital records. To help these families, the Oregon Health Authority will provide certified copies of vital records free of charge starting June 1, 2021 through October 28, 2021 to Oregonians affected by the Oregon wildfires.

There will be no fee charged for a search and issuance of up to three (3) certified copies of a birth, death, marriage, divorce, domestic partnership or dissolution of domestic partnership record if the search or issuance is requested in connection with Oregon Wildfires. Customers may order up to three (3) certificates of each type of record at no charge.

**This will be effective June 1, 2021 through October 28, 2021.**

In the "Reason for needing record" section on the death order form, customers and funeral homes must list "Oregon Wildfires" to receive the records free of charge.

The following web page has information about the no fee charged due to wildfires as well as some FAQs: <https://www.oregon.gov/oha/PH/BIRTHDEATHCERTIFICATES/GETVITALRECORDS/Pages/VitalRecordsFeesforOregoniansAffectedbytheOregonWildfires.aspx>

Please contact Jennifer Woodward at 971.673.1185 or at [Jennifer.A.Woodward@dhsosha.state.or.us](mailto:Jennifer.A.Woodward@dhsosha.state.or.us) if you have any questions.

## Correcting The Date & Time Of Death

Reprinted from the Oregon Health Authority newsletter, Matters Of Record, May 2021

Funeral Directors can enter and change the date-of-death and the time-of-death on the Pronouncement page in OVERS if it is done before the following actions:

- Selecting Request Medical Certification
- Selecting Refer to Medical Examiner (Done only before the Medical Examiner has Accepted the Referral)
- Selecting Drop to Paper (Hybrid record)

If an edit is needed after one of the above scenarios has occurred, Funeral Homes can still contact the OVERS Help Desk Technical Support to make changes. (For Hybrid records, changes can only be made before the drop to paper record has been mailed to the medical certifier.)

Once a record has been certified, only the Medical Certifier or Medical Examiner can correct the date-of-death and time-of-death. All fully paper death records will require the Medical Certifier or Medical Examiner to correct the date-of-death and time-of-death. These corrections can only be done by a submitted paper medical affidavit to the Center of Health Statistics.

Records that have been dropped to paper will not show the time-of-death on the printed paper record, even if you have entered it in OVERS. This is because the Medical Certifier has the final say on the time-of-death. Time-of-death will print on the certified copies that come from OVERS.

For any questions about the above information, contact the OVERS Help Desk Technical Support at 971.673.0279.

## Drop Box Option For Vital Records Orders

Reprinted from the Oregon Health Authority newsletter, Matters Of Record, May 2021

The Center for Health Statistics is offering another option for the public to order or amend a vital record certificate. Customers may now submit order forms or amendment documents along with other required materials into a secure drop box located at the Portland State Office Building in Northeast Portland (800 NE Oregon Street - Portland, OR 97232). This process is similar to submitting information through the mail, but with a shorter processing time.

Oregon Vital Records that may be ordered are birth, death, marriage, divorce, Oregon registered domestic partnership, dissolution of domestic partnership, certificate of stillbirth and pre-adoption birth records.

Those requesting a certificate or amendment of record will need to include the following in a sealed envelope:

- Order form with signature
- Photocopy of valid ID or alternative ID documents
- Payment (check or money order, no cash)

Amendments may require additional material. Please visit the Making Changes or Amendments to Vital Records page or email [CHS.Amendments@state.or.us](mailto:CHS.Amendments@state.or.us) for more detailed instructions for the amendment process.

The drop box will be emptied multiple times a day. Orders that are received by drop box will take an estimated five to seven business days for processing before mailing. If a record problem is discovered or any information is missing, the processing will be delayed.

For additional information on the process for ordering a vital record by using the drop box or its location, please visit the Order by Using the Drop Box webpage.

JIM DOBBINS  
SIMPLICITY LOWCOUNTRY  
CREMATION & BURIAL

"WHEN YOU'RE  
BUILDING A  
BUSINESS, IT'S  
ESSENTIAL TO  
FIND THE RIGHT  
PARTNER."

Our business was busting at the seams. We couldn't keep up with our call volume and continue delivering the high level of service our families were accustomed to without a major change or addition to our business – that addition was Foundation Partners Group. Our firm needed a partner to provide us with more resources.

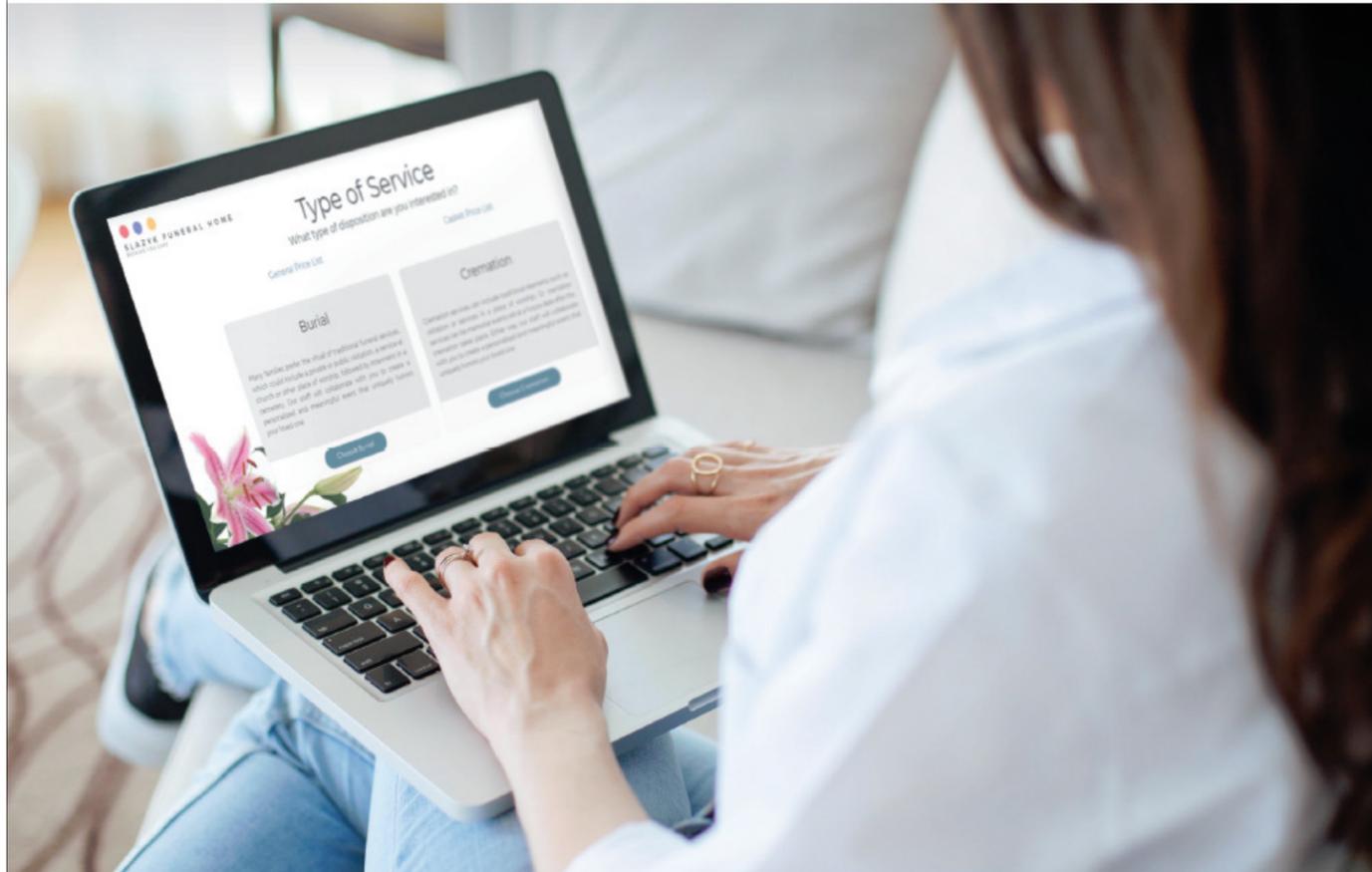
We were a young business, and we didn't have benefits, a legal department, IT, or marketing. After meeting with Foundation Partners, it was clear they were a great fit. Today, the business is thriving. There are new opportunities not only for myself, but also for my staff. Having a true partner walk with us every step of the way is invaluable to us.

**Foundation Partners Group**  
4901 Vineland Road, Suite 300  
Orlando, FL 32811

**Get in Touch**  
1-888-788-7526  
[FoundationPartners.com](http://FoundationPartners.com)



## Help Families Make Online Arrangements with **FAMILY CONNECTIONS**



With Family Connections, your firm can provide each family with a private, password-protected planning website that allows them to:

- ✓ Preview and select choices for creating meaningful funeral services
- ✓ Browse and select caskets, urns, keepsakes and other funeral merchandise
- ✓ Complete biographical information for the death certificate and other forms
- ✓ Upload favorite photographs for an online obituary or video tribute

Contact your Matthews Aurora Funeral Service Consultant for more information or visit [matthewsaurora.com](http://matthewsaurora.com).

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## How OFDA Members Can Leverage FSI's Digital Tools to Better Serve Families

By Paul White, Senior Vice President of Client Development and Marketing, Funeral Services, Inc.

Serving families every day in our industry is job one. It's a safe bet, however, that dealing with the mountains of paperwork required to keep your funeral home running smoothly can take much needed time away from your families and from being active in your community.

As a licensed funeral director and having worked in our industry for 41 years, I know firsthand how much time death care professionals spend on administrative duties, especially related to their firm's trust. I would much rather interact with families and minimize time spent on clerical tasks. But fine-tuning those administrative processes to make them more efficient can have a dramatic impact on your funeral home or cemetery – and it is time well spent. Market research firm International Data Corporation found that companies lose between 20% and 30% of their revenue each year due to operational inefficiencies.

Alleviating the burden of managing back-office operations is one of the main reasons why the Oregon Funeral Directors Association (OFDA) and Funeral Services, Inc. (FSI), have teamed up to help OFDA members improve their trust and sales programs. Our partnership, announced last November, enables OFDA members – including those participating in OFDA's trust program, the National Funeral Trust Service (NFTS) – to use FSI's suite of trust recordkeeping and administrative services free of charge.

Participating Oregon death care professionals can leverage FSI's technology, including our tools that allow professionals to generate and sign error-free, compliant preneed contracts digitally, sell contracts on a firm's website, process electronic payments and deposits, and manage an entire trust program and its contracts in one location, 24/7.

For FSI to help Oregon death care professionals better serve their families, we focused on providing solutions in three key areas: convenience, compliance and consumer demand.

### Convenient, 24/7 access to trust documentation

Processing transactions and accessing records quickly and conveniently is no longer a "nice to have." It's a "need to have." When families have questions about their contract, today's death care professional needs to be able to access files anywhere, anytime – and with a few clicks, scrolls and taps of a mouse to get the information you need.

Death care professionals also need to be confident that deposits and payments are processed quickly and accurately. Due to continual technical advancements, electronic payment options are easier than ever.

You no longer need to visit your local bank to deposit checks. Electronic deposits and payments are now seamless, fast and simple – for both families and vendors.

### Using technology to mitigate compliance risk

Today's digital tools can help you mitigate unnecessary regulatory compliance risk. FSI's platform makes it easy to manage contracts, agreements and financial records. These tools are critical when preneed trust transactions are moving in or out of your accounts daily. Any mistake, such as an error in calculating monthly distribution of investment earnings, could result in unwanted attention for state and federal regulators and result in costly fines.

Compliance risk also increases when creating, editing and finalizing printed contracts. Funeral homes can become non-compliant by using outdated contracts or making a typo in an agreement. These risks can be mitigated significantly through automation with the latest digital tools.

### More families are comfortable doing business digitally

The coronavirus pandemic has most likely changed consumer behavior, including its impact on the death care industry. Research by the Foresight Companies last year found that consumer belief in the importance of having funeral arrangements made in advance went up from 57% to 73% – an increase of 28%. To meet the expectations of clients and the increasing demand for advance arrangements, funeral homes should utilize digital tools to make preneed offerings more accessible and easier to preview and purchase services.

While those trends have – and will continue to – impact the death care profession, it's essential that death care professionals have a trust recordkeeping and administrative services platform that they can rely on. That's where FSI comes in and here's the value we can deliver OFDA members:

#### 1. Secure, 24/7 access at your fingertips

FSI's technology provides death care professionals with a complete, detailed picture of the status of your preneed trusts and sales programs – and the files are accessible 24/7 on our robust, secure, online platform. With just a few clicks and in one easy-to-manage location, OFDA members have access to preneed program details, including:

- Market value of an entire trust account
- Images of any preneed contract
- Status of every preneed contract, down to the line item
- Statistics and analysis of your program
- Trust transaction history
- Reminders about upcoming events, such as regulatory reporting deadlines

Continued on Page 7

Delivering change, supporting tradition.

Accomplish more with byondcloud, the online platform for the death care industry.

- ✓ Freely book cemetery and crematory services anytime.
- ✓ Expand your service area by creating new partnerships.
- ✓ Save time and stress with easy to use webforms.

Sign up for free at [opusxenta.com](http://opusxenta.com)

OpusXenta

**Help Wanted:  
Litwiller-Simonsen  
Funeral Home In Ashland**

Submitted by Litwiller-Simonsen Funeral Home

Litwiller-Simonsen Funeral Home in Ashland has a current job opening for a Funeral Director, please see below for more information and details on how to apply.

We have a position open here in Beautiful Southern Oregon for a Licensed Funeral Director.

All interested parties should contact  
Greg Dunton at  
541.884.3456 or  
[gdunton@ohairsfuneral.com](mailto:gdunton@ohairsfuneral.com)

**Did you know that OFDA has  
added 19 new members since  
January of 2020?**

Pendleton Pioneer Chapel  
The Forest Conservation Burial Ground  
Rapid Response Bio-Clean  
Memorial Monuments  
Herland Forest Cemetery  
Cascade Cremation & Burial  
OpusXenta  
Oregon Health Authority  
Bolante Net  
Eternal Wings  
Michelle Imam Bakhsh  
Southern Oregon Cremation Services  
Skyline Memorial Gardens & Funeral Home  
Bateman Carroll Funeral Home  
Bio-One PDX  
Deon Strommer  
Daniloff Law Firms  
Easee Net  
Johnson Consulting

**The Mt. Hood Funeral Service Program Needs Your Help!**

Mt. Hood Community College Funeral Services Program has a **consistent need for bodies** so students can get the necessary personal experience in the lab (embalming, other preparation).  
**Transportation reimbursement is now available!**

MHCC will pay \$150.00 each way. Funeral homes can use this program to offer **free embalming** to families - and the families can know they are helping a great educational facility where our new or future funeral directors and embalmers learn their profession. If you bring us a body for embalming, and then pick it up again, you can bill the college for \$300.00.

**It is essential that written permission  
from the family be obtained  
before bringing any bodies to the lab.**

**Indigent bodies may be embalmed as well.  
For more information, contact Terri Makinson at  
503.419.7967**



**We are working on the body acceptance process at this time,  
and will keep the OFDA informed about  
our embalming lab status.**

# New Designs for 2021



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Funeral Directors  
since 1974

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- Micro-perfs
- Imprinting

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to speak to a representative

Online catalog: [lamcraft.com](http://lamcraft.com)

## Cont. From Page 5; How OFDA Members Can Leverage FSI's Digital Tools to Better Serve Families

By Paul White, Senior Vice President of Client Development and Marketing, Funeral Services, Inc.

### 2. Our commitment to compliance

FSI follows the highest industry standards and remains aware of ever-changing and complex death care industry laws and regulations. Our platform is SSAE-18, Type II compliant – and we are one of the only death care trust administrators that have earned this certification. And we are the only company of our type that undergoes an annual audit per guidelines established by the American Institute of Certified Public Accountants (AICPA).

SSAE-18, Type II certification means our company's technology has been audited by an independent third-party that has verified FSI's reporting procedures. For NFTS participants, our certification means you can sleep well at night knowing our platform can help mitigate the costs, risks and liabilities associated with regulatory compliance for financial reporting.

### 3. Multiple deposit and payment options

From PayPal to Venmo, consumers continue to embrace digital payment technology. With PRISM, FSI's secure, mobile-friendly online platform, OFDA members can make it easy and convenient for families and clients to make credit card payments online. Families and clients can set up and process one-time and recurring consumer credit card payments online.

Our platform also allows for other types of convenient payments, including pre-authorized debits (where a company or financial institution is given permission to debit a customer's bank account when the payment is due, such as a mortgage, utilities, phone bill). Families also coupon payment books – and the return address can be FSI's, which eliminates the need for the funeral home or cemetery to process the payment.

### 4. Faster distribution of trust earnings

Despite advances in digital technology, many funeral homes and cemeteries still process preneed trust payments the old-fashioned way by depositing checks at their local bank. At FSI, our trust withdrawal process allows you to have funds in your account typically within one to two business days – one of the fastest turnaround times in the death care industry. In many cases at other companies, it can take days and sometimes even weeks for funds to be processed.

### 5. Hassle-free, compliant eContracts

While some families still prefer paper contracts, many more are becoming increasingly comfortable reviewing and signing digital agreements. FSI's platform is the industry's most advanced preneed contract generating software and allows OFDA members to create and edit electronic contracts – with automatic, error-free calculation – from desktops, laptops or tablets, 24/7. And all contracts include the requirements of the FTC Funeral Rule and Cooling Off Rule.

With eContract, your families can easily select a preneed package and execute a contract online and from the comfort of their homes. They receive via encrypted email a secure link to FSI's website to access their contracts, make changes and digitally sign the agreement – without having to send confidential information on traditional email apps that are vulnerable to cybercriminals.

The advancements FSI has made to our technology, including our PRISM platform, provides Oregon death care professionals with the best solution available to manage their trust recordkeeping and administrative operations so they can do what they do best – take care of their families and communities, positioning their funeral home or cemetery for future success.



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"It's about continuity spanning generations."  
— Lee Kell

### ESTATE PLANNING FOR LIFE.

Lee Kell and Bob Kabacy are well-versed in helping individuals and families manage their estate. Their superior knowledge of business planning, long-term perspective, and creative focus on meeting individual goals and priorities give their clients a financial anchor for future generations in needed areas of service.

Estate Planning ■ Asset Protection ■ Trust Administration ■ Probate

Estate planning is just one of 24 practice areas in which Kell, Alterman & Runstein specializes. Our 20 attorneys continue a proud tradition begun by Gus J. Solomon when he founded the firm in 1929. We remain as progressive and passionate as ever about meeting our clients' needs.

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Attorneys  
*Eight decades of progressive thinking.*

Portland, OR & Vancouver, WA 503.222.3531 [www.kelrun.com](http://www.kelrun.com)

## COVID-19 Funeral Assistance

Reprinted from a FEMA Press Release, May 2021

FEMA is providing assistance for COVID-19 related funeral expenses incurred after January 20, 2020, that were not reimbursed by other financial sources.

### How do I apply for this assistance?

Call FEMA's COVID-19 Funeral Assistance Helpline at 844.684.6333 (TTY: 800.462.7585) from 9 AM to 9 PM Eastern Time, Monday – Friday.

You can also visit us online at <https://www.fema.gov/disasters/coronavirus/economic/funeral-assistance>

Information is provided in several languages both by telephone and the website.

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

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

### What information do I need to provide to FEMA?

- An official death certificate that attributes the death directly or indirectly to COVID-19 and shows that the death occurred in the United States, including the U.S. territories, and the District of Columbia.
- Funeral expenses documents (receipts, funeral home contract, etc.) that includes the applicant's name, the deceased person's name, the amount of funeral expenses, and the dates the funeral expenses happened.
- Proof of funds received from other sources specifically for use toward funeral costs. We are not able to duplicate benefits received from burial or funeral insurance, financial assistance received from voluntary agencies, government agencies, or other sources.

### How will I be reimbursed?

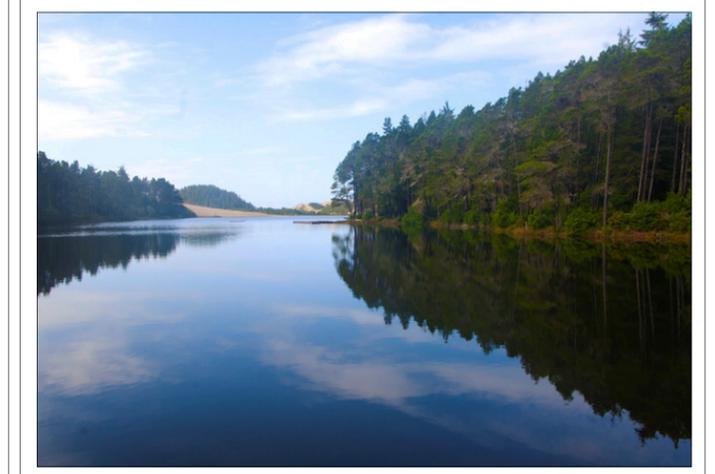
If you are eligible for funeral assistance you will receive a check by mail, or funds by direct deposit, depending on which option you choose when you apply for assistance.

Get answers to frequently asked questions about the application process on our Funeral Assistance FAQ Page at: <https://www.fema.gov/disasters/coronavirus/economic/funeral-assistance/faq>

The 2021 OFDA Convention  
will be held  
September 28-30th  
at the  
Three Rivers Casino & Hotel  
in Florence, Oregon



**Mark Your  
Calendars Now!**



## Thank You To Our 2021 Convention Sponsors!

Funeral Services, Inc. (FSI)  
Wilbert  
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## Annual Survey

Our success is in major part attributed to agencies, like yourself, doing their part in granting access to their facilities for not only the recovery of eye tissue but the transportation of donors.

We are constantly looking for ways to improve our processes, expand our reach, and improve our partnerships. It is with that in mind we mailed you our **2021 Funeral Home Outreach Campaign** survey. This is an opportunity for your organization to update us on any new access or contact information. If you have yet to receive yours—let us know. You can also scan the QR code below and be taken directly to our survey. In addition, you will be receiving a call, if you haven't already, from one of our staff members at the Donor Referral Line to update your funeral home information.

**Questions? Email [DonationSpecialists@visiongift.org](mailto:DonationSpecialists@visiongift.org)**

Thank you for your participation in filling out the survey, as your response is vital in ensuring we are working with you in the manner that works best for your staff. Thank you again for your continued support in advancing the cause of donation in the Pacific Northwest and please do not hesitate to reach out if you have any questions or concerns!

**Online Option Found at:**

<https://forms.gle/eSyBpNcZhW6sFLxj6>

