

# Crematory Operator Certification

Learn about the science, technical and legal aspects needed to operate and/or work with a crematory in this one-day program offered by the Iowa Funeral Directors Association.

**MONDAY, SEPTEMBER 11**  
**8 A.M. - 4:30 P.M.**

Stoney Creek Hotel / 5291 Stoney Creek Court / Johnston, Iowa  
**7:30 a.m.** Sign-In & Continental Breakfast / Lunch included

**7.5 HOURS OF CE CREDIT**

*Attendee must be present for entire program to be awarded hours.*

**DEADLINE TO REGISTER IS SEPTEMBER 5, 2017**

The ICCFA Crematory Operator Certification program is presented by ICCFA cremation advisers Poul Lemasters, Esq., and Larry Stuart Jr. with Crematory Manufacturing & Service, Inc.

The extensive training curriculum includes:

- professional terminology
- incinerator terminology
- principles of combustion
- cremation and the environment
- incinerator criteria and design
- basics of operating cremation equipment
- general maintenance and troubleshooting
- forms and record keeping
- handling and exposure control



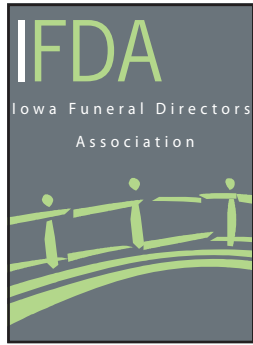
**Lemasters**



**Stuart**

**Attendees will receive a comprehensive Operations Manual covering all aspects of crematory operation and maintenance.**

You must pass an open-book, take-home test to receive your certification. If you miss five or more questions, you will need to retake the test. Failing a second time requires that you take the training course again before retesting.



# Crematory Arranger Certification

Cremation Arranger training is NECESSARY for anyone who works with families to create meaningful tributes for their loved ones. Learn how to stress the value of services, offer attractive options to families, increase customer satisfaction and boost revenue.

**TUESDAY, SEPTEMBER 12**  
**8 A.M. - 4:30 P.M.**

Stoney Creek Hotel / 5291 Stoney Creek Court / Johnston, Iowa  
**7:30 a.m.** Sign-In & Continental Breakfast / Lunch included

**7.5 HOURS OF CE CREDIT**

*Attendee must be present for entire program to be awarded hours.*

**DEADLINE TO REGISTER IS SEPTEMBER 5, 2017**

This intensive training is designed to give you new tools to create better cremation arrangements.

Learn the history of cremation, pertinent laws and regulations, how to identify your customer base, how demographics should impact your marketing and arrangement process, and how people's perception of price affects their behavior. All of this information is presented with one singular focus—to help you create a better arrangement for each family you serve.



**Poul Lemasters, Esq., Principal**  
*Lemasters Consulting, & ICCFA cremation counsel*

First Call Crash Course  
Reducing Your Liability to Add to Your Bottom Line



**Glenda Stansbury, VP & Certified Celebrant Trainer**  
*The InSight Institue*

Understanding the Dynamics of the Arrangement Process



**Larry Stuart Jr., President**  
*Cremation Strategies & Consulting*

The A to Z of Cremation Including Historical Background



**Cole Imperi, Owner & Creative Director**  
*Doth Brands*

The Modern Consumer  
Firt Call Crash Course



**Victor Imperi, COO**  
*Doth Brands*

Understanding Price, Vaule and the Families You Serve

You must pass an open-book, take-home test to receive your certification. If you miss five or more questions, you will need to retake the test. Failing a second time requires that you take the training course again before retesting.



# CREMATORY OPERATOR & ARRANGER CERTIFICATION PROGRAMS

## REGISTER BY SEPTEMBER 5, 2017

**Operator Certification - Monday, Sept 11 / Arranger Certification - Tuesday, Sept 12**

Stoney Creek Hotel / 5291 Stoney Creek Court / Johnston, Iowa

**7:30 a.m.** Sign-In & Continental Breakfast / **8 a.m. - 4:30 p.m.** Program

Name \_\_\_\_\_

Title \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_ Cell Phone \_\_\_\_\_

### REGISTRATION FEES PAYMENT

Select the certification program(s) you will be attending:

- |  |                   |                    |
|--|-------------------|--------------------|
| <input type="checkbox"/> <b>Operator Certification (9/11)</b>        | IFDA Member \$495 | Non-Member \$995   |
| <input type="checkbox"/> <b>Arranger Certification (9/12)</b>        | IFDA Member \$495 | Non-Member \$995   |
| <input type="checkbox"/> <b>Operator &amp; Arranger (9/11, 9/12)</b> | IFDA Member \$895 | Non-Member \$1,895 |



**Total Payment to IFDA \$ \_\_\_\_\_**

**Check**

**Credit Card**       MasterCard       Visa       Discover       American Express

Card Number \_\_\_\_\_ Expiration Date \_\_\_\_ / \_\_\_\_

Name \_\_\_\_\_ Security Code \_\_\_\_\_

Billing Address (including Zip) \_\_\_\_\_  
\_\_\_\_\_

Signature \_\_\_\_\_

**Return this form and payment to IFDA:**

Iowa Funeral Directors Association / 1454 30th Street, Suite 204 / West Des Moines, IA 50266  
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