



eNews

A monthly news update for the Wilbert Licensee Network

January 2023



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Any Personnel Changes for the Directory or eNews Subscription?

Kindly report any changes in your Licensee information to Susan Barry at sbarry@wilbert.com or call Susan at 708-865-1600 at your first opportunity when changes occur. Thank you!



upcoming events

January 11-13, 2023
ICCFA Dead Talks
Las Vegas, NV

February 6-9, 2023
WFSI Sales Seminar
Palm Harbor, FL

February 8-10, 2023
CANA Symposium
Las Vegas, NV

April 16-18, 2023
WMA Mid-term Meeting
St. Pete Beach, FL

May 16-19, 2023
ICCFA
Kansas City, MO

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We'd Like to Hear from YOU!

What have you found that works in your experience? Anything poignant or tastefully funny that you would like to share? Old photos of Wilbert products or employees from days gone by that would be interesting? Please email your stories to Ken Moore at kmoore@wilbert.com. If you're not comfortable writing, don't worry – he will be happy to help.



We encourage you to circulate this issue of eNews to others in your organization.

Chippiannock Cemetery Association

November 9, 2022

After much planning and preparation, Gary Mosier and a team from Wilbert Memorials in Parsons, Kansas, arrive at Chippiannock Cemetery to restore the Robinson monument to an upright position. With the skillful crane work by Barnhart Crane and Rigging in East Moline, the team raises the column, capital, and urn back into position over the course of several hours. Once more, the Robinson family monument is made whole again.

This work would not have been possible without the assistance of the Chippiannock Cemetery Heritage Foundation.



2023 Convention Calendar

ICCFA Dead Talks

January 11-13, at Bally's Hotel in Las Vegas

[DEAD Talks - ICCFA](#)

WFSI Sales Seminar

February 6-9, 2023, Innisbrook Resort, Palm Harbor, FL.

Contact [Royden Wood](#), Vice President of Licensee Development.

CANA Symposium

February 8-10, at the LINQ Hotel

[Cremation Association of North America \(CANA\)](#)

WMA Mid-term Meeting

April 16-18, The Don Cesar Hotel, St. Pete Beach, Florida

[MIDTERM MEETING | WMA](#)

ICCFA

May 16- 19, at Loews Kansas City Hotel and Kansas City Convention Center, Kansas City, MO

[Annual Convention & Exposition - ICCFA](#)

WilbertEDU® Updates

WilbertEDU continues to be a huge success! Thanks to all of you and your outreach to funeral professionals, we continue to see our webinar attendance rise each session and to date have seen over 23,000 attendees since we began in November, 2020. We continued to have informative industry experts in December and look forward to more successful webinars in 2023.

WilbertEDU Upcoming Sessions

Kicking off our 2023 WilbertEDU webinar series January 19th will be Duane Hills, President of the Joseph Gawler's Sons in Washington DC., the Funeral Home of the Presidents! Their history began at its start-up in 1850 until present day, 172 years later. Duane entered funeral service in 1978 after graduating from the Simmons School of Mortuary Science in Syracuse, New York. Over the years, he worked at and then owned funeral homes in Big Flats and Corning, New York until he sold them to the Loewen Group in 1995. Over the years he has remained in funeral service and began working with SCI. In 2012 he transferred to Washington DC to become the Assistant Manager of Joseph Gawler's, and four months later, became the President where he currently works. Duane will discuss the four generations of Gawler's and their roles in the development of funeral service especially when servicing their first presidential funeral, Woodrow Wilson, followed by seven more presidential services over the course of their 172 years. He will talk about what goes on behind the scenes when serving these high-profile individuals, especially what goes into the planning and execution in pulling it off. Other items he will touch on is taking the original funeral home and the modernization of the facility in Washington, DC, to keep up with current trends in funeral service. They have also created the Founder's Room Museum at the funeral home to showcase the history and services of this historical building. He will enlighten the audience on the importance of funeral service professionals taking a bow and understanding their positions in a community, while embracing the changes in funeral service demanded by the people we serve. Duane has written a book entitled, "One Block West of the White House" and several attendees will win a copy of this newly released book.



February 2nd, David Edwards will be presenting to the audience, When Helping Them is Hurting Us! This webinar will explore the concept of burnout with a focus on elements such as vicarious trauma and secondary traumatic stress. David is a subject matter expert in the area of first responder suicide and serves as a police chaplain, reserve police officer, and has over 45 years of experience in education and public speaking. He is a member of the American Academy of Experts in Traumatic Stress and the Association of Traumatic Stress Specialists and is credentialed as a Certified Trauma Services Specialist. David is an approved instructor with the International Critical Incident Stress Foundation and is a member of the International Law Enforcement Educators and Trainers Association. His audiences have included first responders and military personnel in more than 25 states. His current position is Wellness Officer, City of Monroe. He has been helping professionals working in the funeral profession, first responders, medical and mental health professionals to learn about both risk factors and protective factors that are inherent in the individual and in the environment as a means to focusing on preventing burnout and building resilience. In this session he will



- Help to identify risk factors associated with the potential to suffer from secondary traumatic stress.
- Help us to recognize his/her own protective factors and those within, or missing from, his/her organization.
- Discuss the concepts of compassion satisfaction, burnout, and secondary traumatic stress.
- Employ appropriate self-care strategies to guard against suffering from secondary traumatic stress.

WilbertEDU® December Recap

On December 1st, Angela Berwald and Kahlen Knapik of National Mortuary Shipping and Cremation discussed The ABCs of Shipping Human Remains. This session looked at what you need to know about shipping human and cremated remains, both within the United States and internationally. They truly gave the attendees important information about what to do and especially what not to do when a family contacts you and shipping is involved. NMS has been a trusted funeral industries source when a death occurs away from home for over 40 years; providing funeral homes with a source for out-of-town removals, embalming, cremations, and any need, anywhere in the world. We thank Angela and Kahlen for this highly informative session.

On December 15th, we welcomed Poul Lemasters back to the WilbertEDU webinar to discuss how the Funeral Profession is convinced that the big risk in getting sued revolves around cremation. And rightfully so! There are more and more cremations and more and more lawsuits following right along. But the funeral profession is filled with risks. Poul specifically addressed the overlooked risk of liability is embalming. The truth is that Funeral Homes continue to have embalming liabilities hit them all the time. From wrongful embalming to negligent embalming – the potential lawsuit is always there.

As always, Poul's presentation educated the audience and provided steps they can implement to help protect them from liability.

Commemorating First Responder Captain Robert Moore

KENNETT, MO – Dec. 4, Captain Robert “Big Rob” Lee Moore responded to the scene of a residential fire. Early the next morning, Moore suffered an apparent heart attack and passed away. He was 56 years old.

Captain Moore began his career as a part-time firefighter with the Kennett Fire Department in September 1992. He was promoted to the rank of lieutenant in November 1995. After accepting a full-time position as a police officer in May 2000, Moore continued to serve as a part-time firefighter.

In May 2005, Moore accepted a full-time position with the fire department, serving part-time as a city police officer.

Moore was promoted to the rank of captain in August 2019.

Services were entrusted to the care of Powell Funeral & Cremation Service, Kennett, MO.

Wilbert Funeral Services of Jackson, MO., was honored to provide the family a 34-inch Continental® burial vault, along with a graveside service.



Commemorating First Responder Deputy Sheriff Oscar Yovani Bolanos-Anavisca, Jr.

Fayetteville, NC – Deputy Sheriff Oscar Bolanos-Anavisca was struck and killed by a vehicle while investigating a robbery. He passed away Friday, December 16, 2022. He was 23 years old.

Deputies had completed a canine track, and Deputy Bolanos-Anavisca was walking along the roadway when a passing vehicle struck him. The driver fled the scene and was located a mile and a half from the scene. The subject was found to be intoxicated and taken into custody.

Deputy Bolanos-Anavisca was transported by ambulance to Cape Fear Valley Medical Center, where he succumbed to his injuries.

Deputy Bolanos-Anavisca had served with the Cumberland County Sheriff's Office for two years. He is survived by his mother, father, siblings, and fiancé.

Services were entrusted to the care of Rogers & Breece Funeral Home, Fayetteville, NC.

Arnold Wilbert Corporation, Goldsboro, NC., was honored to provide the family a Stainless Steel Triune® burial vault with a Treasured Tribute image, along with a graveside service.

