



MASSACHUSETTS CEMETERY ASSOCIATION NEWSLETTER

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August 2007

PRESIDENT'S MESSAGE



As the President for the Massachusetts Cemetery Association, I would like to take this opportunity to thank and congratulate the Board of Directors and its new members. The Board has already met and we have begun to plan for the upcoming year. We promise to provide the membership with informative and knowledgeable speakers at our meetings throughout the year and hope to increase the membership numbers, both as cemeterians and suppliers. If you know any of the Board, please congratulate and thank them. First Vice President, **George Milley**, Forest Hills Cemetery; Second Vice President, **James Shattuck**, Wildwood Cemetery; Treasurer, **Edward Butland**, Boston Catholic Cemetery Association; Secretary, **Brian Killelea**, Worcester County Memorial Park; Immediate Past President, **John DiPietro**, Knollwood Memorial Park; Directors, **Dennis Fazio**, Town of Wakefield, **Michael Keblin**, Newton Cemetery, **Robert Keller**, Mount Auburn Cemetery, **John Cobill**, Proprietors of Rural Cemetery, **Angella Snell**, Shrewsbury Parks and Cemetery, **Robert Ward**, Town of Nahant.

I look forward to working with you all in the coming year.

SUPPLIER'S DAY EXPOSITION AND NEW ENGLAND CLAMBAKE



Mark your calendar's today and plan on attending the **Supplier's Day Exposition and New England Clambake** on Wednesday, **September 19, 2007** at the VFW Hall in Medway, MA. Registration will begin at 8:00 AM for cemetery and supplier members. Coffee and donuts will be available for those arriving early. There will be a choice of lobster or steak for lunch to be included with steamers, salad, chowder, corn and desert. Registration forms have been sent in the mail for this event. If you do not receive a registration form, you may download one at our website, which is www.macemetery.org. You may also view a slideshow of last years event on the Suppliers page of the website.

Please join us for a day of mingling with our Supplier Members and learn about the products and services they provide to our industry. Please remember, the Board of Directors encourages its members to give their business to Supplier Members of the Massachusetts Cemetery Association whenever possible.

PAST PRESIDENT JOHN DIPIETRO RECEIVES CCE DESIGNATION

DIPIETRO RECEIVES CERTIFIED CEMETERY EXECUTIVE DESIGNATION

STERLING, VA (April 4, 2007) – John R. DiPietro, CCE, general manager of Knollwood Memorial Park in Canton, Massachusetts, was awarded a Certified Cemetery Executive (CCE) designation during the International Cemetery, Cremation and Funeral Association (ICCFA) 2007 Annual Convention and Exposition, March 20-23 in Las Vegas, Nevada.

DiPietro began work at Knollwood in 1983 as a sales counselor and has served as general manager since 1987. He is a past president and a member of the board of directors of the Massachusetts Cemetery Association and serves on the governing board of the New England Cemetery Association. He is founder and president of the Cemetery Sales Conference of New England. DiPietro He is a graduate of the ICCFA's premier educational forum, ICCFA University, and he holds a bachelor's degree in business administration from the University of Miami.



The CCE program recognizes individuals who have demonstrated a high level of cemetery management experience and skills. To date, 214 persons have been awarded the CCE designation. The ICCFA also offers Certified Cremation Executive, Certified Funeral Executive and Certified Cemetery Funeral Executive designations to qualified individuals.

All four certifications are intended to raise the standards of those engaged in cemetery and funeral management, to encourage individuals to participate in a program of continuing education and development and to encourage self-assessment through guidelines for achievement. The ICCFA executive designation program also assists in identifying people with extensive knowledge of the principles and practices of cemetery and funeral management, of related disciplines and of laws governing the profession.

Founded in 1887, the International Cemetery, Cremation and Funeral Association is the only international trade association representing all segments of the cemetery, funeral and memorialization industry. Its membership is composed of more than 7,200 cemeteries, funeral homes, crematories, memorial designers and related businesses worldwide.

E-mail Funeral Scam Expands to Phone and Fax Scam

In response to our recent reports concerning scam email requests for funeral prices and instructions to charge the amounts to a credit card, several members have also reported receiving these scams by telephone and by fax messages. The phone calls appear to be placed by "relay call" ordinarily used by the hearing impaired. Here's how it works:

After inquiring about prices, the caller gives instructions on placing a credit card charge, then requests that an additional amount of money, ranging from \$1200 to \$1650, be charged to the credit card and sent to a "burial agent" in another country via Western Union Money Transfer.

The apparent scam seems similar to the well-known "Nigerian money transfer" scam. Emails and faxes forwarded by members to the ICCFA are worded nearly identically with similar typos. Part of the first paragraph reads: "...and pis I will like to book a burial plot of my late mum. Pis I will like you to email me with the costs for the single burial plots which u have available at this time..."

This scam appears to be increasing and members are advised to alert their staff to this activity. Members receiving such calls, faxes or emails are encouraged to report them to the Federal Trade Commission's "Consumer Sentinel" complaint forum on the FTC web site at [https://www.econsumer.gov/pls/econsumer/wimsnery2\\$com.main?p_lang_seq=1](https://www.econsumer.gov/pls/econsumer/wimsnery2$com.main?p_lang_seq=1).

Complaints entered into this FTC law enforcement database will be made available to certified government law enforcement agencies in participating countries. The information is used by government agencies to spot new trends, uncover new scams, and target suspect companies and individuals for law enforcement actions. Submitting your complaint will help law enforcement agencies worldwide in their efforts to keep the Internet safe for the public.

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Massachusetts Cemetery Association Scholarship

Once again, the Board of Directors has decided to offer a scholarship to the New England Cemetery Association Educational Seminar at the University of New Hampshire in Durham, NH in November of 2007. Applications for the scholarship are available on the website at www.macemetery.org and are downloadable. A copy of the application form follows in this newsletter as well. Do you know a worthy candidate for this scholarship? Please encourage them to complete the application. The deadline for us to receive a completed application is October 31, 2007. Completed applications should be mailed or faxed to: *John Di Pietro, C/O Knollwood Memorial Park, PO Box 92, Canton, MA 02021 Fax: 781-828-8824*

Spotlight on Southborough Cemetery Department by Angela Snell

Bridget Gilleney-DeCenzo is the Supervisor of the Cemetery Division for the Southborough Department of Public Works. To speak to Bridget is to listen to someone who has a passion for her job and the people she works for...the people in her community.

Bridget has been working in Southborough, population 9,559, for 18 years. Southborough is located 15 miles east of Worcester. Her department was under the jurisdiction of Town of Southborough's Cemetery Commission until 1992 when the town organized a Department of Public Works. The Commission was disbanded and now all policies are formulated by the Board of Selectman.

Southborough Cemetery division oversees 20 acres at Rural Cemetery which was founded in 1842 and also historical burial grounds in town called the "Old Burial Ground" founded by the first settlers of Southborough in 1727. Rural Cemetery averages 58 burials per year.

Bridget's team of Cemetery staff consists of 2 full time employees and one seasonal employee who works full time during the spring and summer months. All of the year round employees join forces with the Highway division in the winter and assist with snow removal duties for the town roadways.

Rural Cemetery has seen some new developments in the past few years. In 2005 the town opened a columbarium with 684 niches. The Department allows for 2 urns per niche. The Town also added 240 double lawn crypts to help expand the cemetery and at the same time conserve space.

Some of the best parts of the job are working with the families in the community. Bridget enjoys helping families research their genealogy. It's a "great moment" when a family finds some of the information they have been looking for.

Thank you to Bridget for sharing with the members' information about the Southborough Cemetery Department. Watch the next newsletter for another spotlight cemetery.

As a member of the Massachusetts Cemetery Association, would you like to have your cemetery featured under the spotlight? If so, please contact Angela Snell, Shrewsbury Parks and Cemetery, Shrewsbury, MA

Visit the website of the Massachusetts Cemetery Association often at:

www.macemetery.org

What will you find at our website?

1. The **Board of Directors** and their contact information.
2. A listing of our **Supplier Members** with their contact information.
3. A **slideshow** of the 2007 Supplier's Day Exposition and New England Clambake.
4. **Legislative News** by Thomas Daly, our legislative liason.
5. **Membership Applications** for cemeterians and cemetery suppliers.
6. A schedule of **Meetings and Events** for the upcoming year.
7. The current **newsletter** and previous newsletters.
8. **Contact information** for the Massachusetts Cemetery Association.
9. An **About Us** page.

CALENDAR OF EVENTS 2007-2008

September 19, 2007

Suppliers Day Exposition and New England Clambake

VFW Hall
123 Holliston Street
Medway, MA

November 7, 2007

Fall Luncheon Meeting

Location and Speakers TBA soon.

February 13, 2008

Winter Luncheon Meeting

Hilltop Steakhouse
Route 1 South
Saugus, MA

11:30 A.M.

Speaker/Presenter: **Patriot Guard Riders**

April 4, 2008

Annual Meeting

Best Western Royal Crown Plaza
181 Boston Post Road West (Route 20)
Marlboro, MA

Registration: 8:00 A.M.

Program and Speakers TBA

Annual Meeting: 1:30 P.M.

If you have any ideas or suggestions for the Newsletter of the Massachusetts Cemetery Association, please contact the Editor:

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Remember to visit the website of the Massachusetts Cemetery Association at:

www.macemetery.org



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