

E. CUSTOMER SATISFACTION FEEDBACK

I certify that Gardinier Funeral Home, Inc. gathers customer satisfaction feedback by participating in a survey program through the International Order of the Golden Rule. Continuing Care Ministry Provider, Beth Ann Fisher (CPC Assoc.) incorporates the surveys in the continuing care packet which is given to the next of kin approximately one week following funeral services. The survey examines vital information in regards to all areas of the funeral home and services provided. Families then return the survey directly to the International Order of the Golden Rule, where they are compiled anonymously and returned to the funeral home once a month. The staff at Gardinier Funeral Home, Inc. then reviews and discusses the surveys. Please review the provided enclosures for further details.

Thank you,



Michael W. Gardinier, CFSP, CPC
Supervisor & Owner
Gardinier Funeral Home, Inc.

<Enclosure 1E>

F. INNOVATIVE PROGRAM ESSAY

We hope you enjoy the following essay describing an innovation program The Gardinier Funeral Home, Inc. implemented. Enclosed are photos and external pdf copies to support our entry. Thank you.

PURSUIT OF EXCELLENCE 2021

INNOVATIVE PROGRAM ESSAY

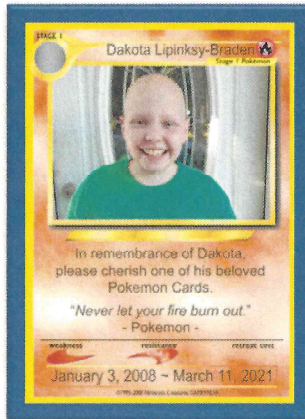
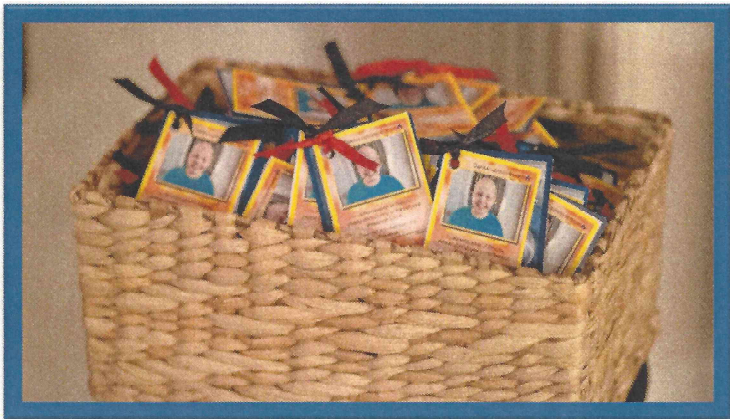
When Gardinier Funeral Home, Inc. receives telephone calls regarding pre-arranging a loved one's funeral, the staff at the funeral home usually expects the individual to be an older person. The day we received a telephone call regarding the pre-arrangement of a young boy, our hearts were heavy. A brave soul who had been fighting a battle with cancer was told his fight would soon be over. Dakota was only 13 years old.

Dakota's tragic life story began when he was a little over a year old. He lost his father due to a tragic motorcycle accident. For many years he grew up as any typical child. When he was 10 years old, he fell off his trampoline and bumped his head, which led to the discovery of something more sinister – a Neuroepithelial Brain Tumor. Most tumors of this type are benign, but Dakota's was malignant. Surgery was performed to remove the larger tumor from his brain, but smaller tumors located around his frontal lobe were unable to be eradicated. He underwent radiation treatments and chemotherapy for a couple years, and finally in early 2021, Dakota and his family received the news that no one ever wants to hear – his cancer was spreading too aggressively to treat.

Once Dakota's family received this devastating news, his mother contacted Gardinier Funeral Home, Inc. to begin his 'final tribute'. The Gardinier Funeral Home, Inc. staff met with Dakota's mother and began forming ideas for his perfect life celebration. Dakota had a love for Pokémon cards and Nerf guns and his favorite colors were black and red.

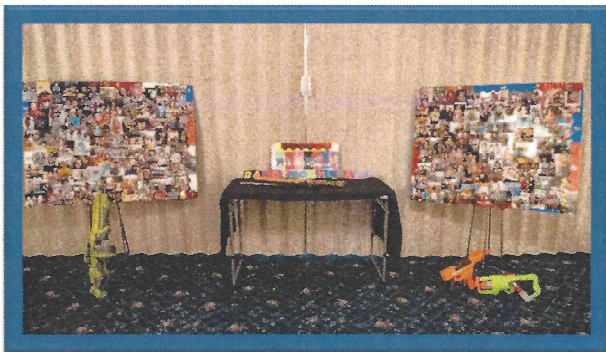


Using these themes, the Gardinier Funeral Home staff designed a personalized register book and memorial folders that incorporated the Pokémon characters and the Nerf logo. A customized trading card with Dakota's picture and the Pokémon phrase, "Never Let Your Fire Burn Out", were tied to a collection of his Pokémon trading cards with black and red ribbon. These cards, as well as red and black beads, were given as keepsakes to all who visited and paid tribute to Dakota at the funeral home.

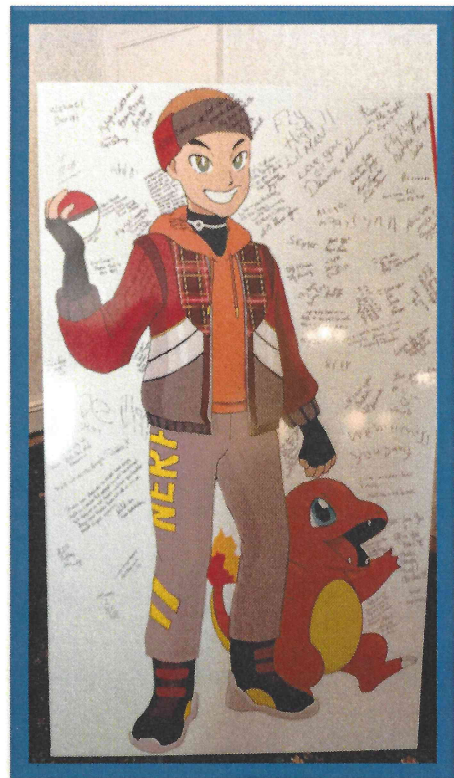


His prized Nerf gun collection, and numerous other of his favorite personal items, were placed throughout the funeral home for all to see. To honor his late father, a display was set, which included his father's military honor's flag, photos and other precious mementos.

Photo boards were placed throughout the funeral home so everyone could see Dakota's beautiful life and how happy he was, in spite of the turmoil he endured. His smiling face permeated the hearts of everyone he came in contact with – even through his photos.



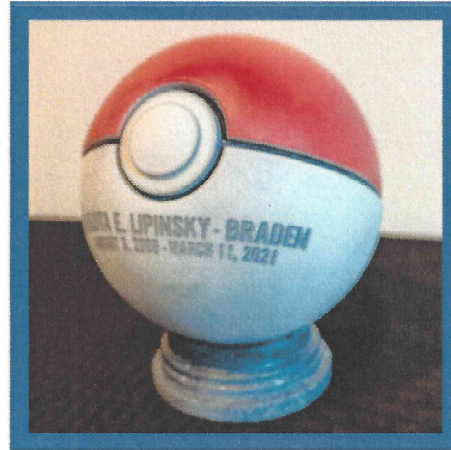
As a surprise for Dakota's mother, the staff at Gardinier Funeral Home, Inc. took a photo of Dakota and transformed it into a life-size Pokémon trainer with his favorite Pokémon character, Charmander, at his side. This silhouette was printed on a life-sized white board, where family and friends were encouraged to write a tribute to Dakota.



From the start of Dakota's funeral service, it was evident that this would be less of a somber experience. Laughter filled the air when the pastor started 'telling his story'. As many memories were shared, laughter filled the room and became contagious. Tears were shed, but it was evident how special Dakota was to many people, how many lives he touched, and what a special individual he was.

During Dakota's funeral service, you could occasionally hear the 'pop and whir' of a Nerf gun being shot. At the end of Dakota's funeral service, as a special tribute to him, all in attendance were encouraged to have a Nerf gun battle. The children attending were filled with joy and laughter and even tried shooting the funeral home staff.

Dakota was cremated and as a final tribute to him, the Gardinier Funeral Home, Inc. staff were instrumental in helping to create a 3-D Pokémon Urn in the likeness of a Poké Ball for his mother to keep and cherish for many years.



<Additional Enclosures 1F>

CATEGORY 2: LEADERSHIP AND STAFF PROFESSIONAL DEVELOPMENT

A. TECHNICAL SKILL TRAINING

EVERYDAY EMBALMING TIPS AND TECHNIQUES

PRESENTED BY: WALLACE HOOKER CFSP, MBIE (OWNER/FRIENDS FUNERAL HOME, INC.)

On Wednesday, October 21, 2020, Heather J. Brown (Assistant Manager/Funeral Director) attended the seminar entitled "Everyday Embalming Tips and Techniques" at the NFDA International Convention and Expo held virtually.

The seminar description is as follows: Take an in-depth look at the steps required to create an acceptable and viewable body. Families and friends need to have the opportunity to experience a proper goodbye and have a lasting memory picture that will help them heal from their loss. Following the body from start to finish, you will discover useful information that you can use every day.

(1 CE Hour)

RESTORATIVE ART AND MODERN TECHNIQUES

PRESENTED BY: EDUCATION WORKERS GROUP

On Wednesday, September 09, 2020, Madalyn King (Funeral Director) completed the self-study course entitled "Restorative Art and Modern Techniques" from FuneralContinuingEducation.com.

The seminar description is as follows: Embalming and body restoration are closely linked. As a result, restoration specialists and embalmer's duties often overlap. Because of this, it is beneficial for funeral directors and embalmers to become educated in restorative arts. For the purposes of this course, we will assume that the embalmer is performing the restoration without any outside help from restorative arts specialists or mortuary cosmetologists. Thus, the course will present embalming techniques alongside restorative techniques for a balance presentation.

(3 CE Hour)