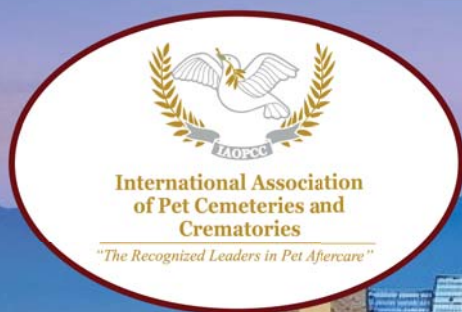




48th ANNUAL IAOPCC
Conference Program
September 26-28, 2019
Aurora, CO



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the companion animal
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A MESSAGE FROM THE PRESIDENT

Welcome to our 48th Annual Conference! I know it's a big commitment for you to be here and it shows your dedication and passion not only to your individual businesses but to the industry as a whole. Our Board of Directors, which is a voluntary position, have put in numerous hours to ensure the organization and this conference is successful. This year's conference not only provides you with numerous networking opportunities but also pertinent information that you can relate directly to your business, including trends happening in the industry.

As a person who not only gives seminars but attends as many as I can, I have always said if I can just learn ONE thing from this it was worth my time. That ONE thing may be a technique that helps you with clients; you may connect with that ONE person that helps you break into the industry. That ONE thing might be what lands you a new career etc... I think you get the point. Success doesn't come overnight but it's a combination of years of hard work and dedication toward a specific goal. If you are ready to Elevate Your Business, then this year's conference was designed for you!

This is going to be the best conference ever offered to the membership and you will not want to miss out on any of the sessions. As a board and Annual Conference Committee, we addressed a few concerns and took into consideration ideas that many of you submitted with your conference survey. Our ultimate goal is to provide a conference not only with great networking opportunities, but to offer educational sessions, workshops, and inspiring speakers to help you grow as a professional. We want you leaving the conference excited to come back and eager to employ something you have learned or foster a relationship that you have gained.

Take advantage of every opportunity and I look forward to being with you all.



**ROBERT
BLOSSER**

IAOPCC PRESIDENT



A very special **THANK YOU** to our **SPONSORS**

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LASTING PAWS PET MEMORIALS**

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**DONNA
SHUGART
BETHUNE**

*IAOPCC EXECUTIVE
DIRECTOR*

A MESSAGE FROM THE EXECUTIVE DIRECTOR

Welcome to our 48th Annual Conference and the beautiful Gaylord Rockies Resort & Conference Center. Our theme this year is *Elevate Your Business!* and you have chosen to do just that! By being here you are choosing to strive for excellence and you are committed to propelling your business forward. As the leaders in our industry, we are committed to the highest standards, operations, and ethics. Whether you are attending one of the four Continuing Education Classes, taking part in our Accreditation Discussions and Round Table Topics, visiting with our many Suppliers, attending our Crematory Site Tours, or networking with your peers, our agenda is geared for success.

While you are here, be sure to take advantage of the experience and meet new people, exchange ideas, and ask questions. Always remember, your success at this conference is dependent upon your participation! Now is the opportunity to develop friendships with others across North America and indeed worldwide; we extend a special welcome to our international members this year here from Australia, France, Mexico, Canada, and China.

A HUGE THANK YOU to all the wonderful Suppliers and Sponsors that are here supporting our Association and its members. We appreciate you! To our Members, I urge you to spend time with each of our Exhibitors, using this opportunity to discover the newest products and services available to us. And don't forget your EXHIBITOR PUNCH CARD. Visit all our Suppliers, and be entered to win a \$100 gift card!

Please let me know if I can assist you in any way during your time here. I look forward to meeting and speaking with each of you while you are here and hope that you find time to enjoy the beauty of the Colorado Rockies!

Don't forget our site tours scheduled for both Saturday and Sunday. A tremendous THANK YOU to our gracious hosts, Lasting Paws Pet Memorial Services and Evergreen Pet Cemetery & Crematory. We are thankful for the preparation and time put in to provide us all the opportunity to learn more and be better together!

2019 OFFICERS & BOARD OF DIRECTORS



ROBERT BLOSSER
President

608-635-7270
Mid-Western Cremation Services, WI



ROBERT ERDMAN
Vice President

405-771-5510
Precious Pets Cemetery, OK



ANGIE HANSEN
Director

208-887-7669
Memorial Pet Services, ID



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A Beloved Friends Pet Crematory, NV



DONNA BETHUNE
Executive Director

770-457-7659
Deceased Pet Care Funeral Homes, GA



MARTIN HOPP
International Director

marhopp@gmail.com
Pets in Peace, Australia

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Steve Woods
Keith Shugart, Steve Woods
TJ Bishop, Keith Shugart, Steve Woods
IAOPCC Past Presidents

Standing Committee

Registered Pet Funeral Director
Certified Pet Crematory Operator
Pet Bereavement Specialist Certification
Pet Celebrant Certification
Annual Conference
National Marketing & Promotion
Industry Council & Supplier Liaison
Scholarship Fund

Chairperson

Keith Shugart, Robert Erdman
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Robert Blosser
Robert Erdman



International Association
of Pet Cemeteries and
Crematories

"The Recognized Leaders in Pet Aftercare"

48th Annual Conference

SEPTEMBER 26-28, 2019

GAYLORD ROCKIES
RESORT & CONVENTION CENTER

AURORA, COLORADO

ELEVATE YOUR BUSINESS!

AGENDA-AT-A-GLANCE*

*Tentative and subject to change

Thursday, September 26

PRE-CONFERENCE CONTINUING EDUCATION CLASSES
4 CLASSES THIS YEAR – 1 BRAND NEW CLASS!

8:00am – 12:00pm

Pet Bereavement Specialist Certification (PBSC) – Level 1 – 4 CEUs

Instructor: Dr. Susan Cohen with Barbara Wells

The most intensive Pet Bereavement Certification program in our industry! This course will provide you with specific tools and information necessary for you to guide your clients through the grieving process.

Location: Red Rock 4, Includes Breakfast



8:00am – 12:00pm

Registered Pet Funeral Director (RFPD) – Level 1 – 4 CEUs

New Format! Back by popular demand!

Instructors: Keith Shugart & Robert Erdman – Facilitated by same

Two of our industry's most experienced Pet Funeral Directors will provide valuable knowledge regarding handling and prepping of pets, preparing difficult cases for viewing, what you must know for spiritual and interfaith services, and more!

Location: Red Rock 5, Includes Breakfast



1:00 – 5:00pm

Pet Bereavement Specialist Certification (PBSC) – Level 2 – 4 CEUs

New Format! Perfect for Re-Certification!

Instructor: Dr. Susan Cohen with Barbara Wells

The Level 2 Pet Bereavement Certification program will build upon and expand your knowledge of how to handle difficult cases. PBSC Level 1 is required prior to taking this class.

Location: Red Rock 4, Includes Lunch



1:00 – 5:00pm

Occupational Health & Safety Certification – Level 1 – 4 CEUs

New Class! This class is a must for business owners!

Instructor: Dr. Richard Hobart, DVM – Facilitated by BOD Steve Woods

Come ready to learn important information regarding health and safety within the workplace of Pet Aftercare. Avoid potential problems by understanding must-have safety equipment and procedures on how to handle zoonotic disease and other infectious diseases. Know why it is important to exercise precaution to ensure employees are not at risk. This class will also cover best practice safety habits in relation to driving, lifting, first aid, safety equipment, and professionally dealing with customers and veterinary hospitals.



This certificate class will be offered online in 2020 for your employees! We encourage you to be at this class to evaluate the enormous benefit this class will provide your business and employees! Location: Red Rock 5, Includes Lunch

10:00am – 5:00pm

Suppliers May Begin Setting up in Exhibit Hall – Location: Colorado C

3:00 – 5:00pm

Registration Desk Opens – Pick Up Your Packets!

6:00 – 8:00pm

48th Annual Welcome Reception! – Location: Juniper Patio; weather back-up: Homestead 3-4
Sponsored by Terrybear Pet Urns & Memorials



Friday, September 27

48th Annual Conference Opens at 8:00am!

8:00 – 9:00am

Breakfast & Visit with Suppliers – Location: Colorado C

9:00 – 10:00am

Opening of the 48th Annual Conference – Location: Colorado B

Invocation & Introduction of President by Treasurer, Debby Bjorling

Address to Members – IAPCC President, Robert Blosser

Home Office Report and Committee Reports

Recognition of Our Sponsors

Presentation of Awards to Approved Accredited Facilities

Supplier Introductions

A leading supplier in the companion animal bereavement industry since 1985



10:00 – 11:30am

The Power of Telling Your Story Sponsored by MCS Supply, Inc.

Kelly Swanson, Motivational Business Speaker, Strategic Storytelling Expert

It's no longer about selling. It's about connecting! A firm believer in making your story count for business growth, Kelly Swanson is an award-winning storyteller, comedian, and motivation speaker. With intentional purpose, Kelly will show us where the art of story meets the business of persuasion and how a few words can make all the difference in your business! Learn how to tell your story and increase your profits! Buckle up for the ride! – Location: Colorado B



Friday, September 27 *continued*

- 11:30am – 1:30pm **Lunch & Visit with Suppliers – Location: Colorado C**
- 1:30 – 3:00pm **Building Your League of Pet Cremationists**, Jennifer Head, Education Director, CANA
Your number one asset is your people. Employee turnover is costly and wastes business resources including time and money. Hiring the right people from the very start is the key to success. But how do you make sure you're bringing the right people on board? It's all about culture and competencies. In this workshop session, you'll identify the key competencies of your company as well as those needed by employees to be successful. Then we'll translate that into effective job descriptions and job postings, how we evaluate employees and identify training to develop our employees into the best they can be! *You will not want to miss this session!* – **Location: Colorado B**
- 3:00 – 3:30pm **Break & Visit with Suppliers – Grab a refreshment! – Location: Colorado C**
- 3:30 – 4:30pm **Workshop – How to Tell Your Story – Kelly Swanson – Location: Colorado B**
- 3:30 – 5:30pm **Roundtable Sessions – Come ready to learn valuable information from your peers who, just like you, deal with these tough topics daily. Choose 4 topics to sit in on and ask the questions you've always wanted to ask! Sessions will flip every 30 minutes.**
- Computer Software to Move Your Business Forward – Robert Blosser – **Location: Red Rock 3**
 - IOAPCC Accreditation – How to Get It Done! – Steve Woods – **Location: Red Rock 6**
 - How to Value Your Business Today! – Martin Hopp – **Location: Red Rock 7**
 - Building a Relationship with The Veterinarian – Donna Bethune – **Location: Red Rock 8**
 - Do's and Don'ts of Operating Your Cremator – Robert Erdman & Keith Shugart – **Location: Red Rock 9**
- 5:30 – 6:30pm **New! Supplier Happy Hour - Come for refreshments and enjoy time learning about the latest products and services in our industry!**
Location: Colorado C



Attendees to enjoy the sights of Denver on their own

Saturday, September 28

- 8:00 – 9:00am **Breakfast & Visit with Suppliers – Location: Colorado C**
- 9:00am Opening Remarks by *President, Robert Blosser – Location: Colorado B*
- 9:00 – 10:30am **A Greener Death? Alkaline Hydrolysis**, Samantha Sieber, Biologist and Vice President of Research at Bio Response Solutions, Inc.
Join us as Samantha shares an overview of Alkaline Hydrolysis, a water-based dissolution process for pet remains. As a Biologist and Vice President of Research at Bio Response Solutions, Inc., Samantha is experienced in answering your top questions! – **Location: Colorado B**
- 10:30 – 11:30am **Open Forum – Discussion**
The State of Our Industry, Association & Changes in Crematory Regulations!
Having contingency plans in place for the "what ifs" can be the difference maker in your business. Come be a part of the discussion and be ready to learn from one another! – **Location: Colorado B**
- 11:30am – 1:00pm **Lunch & Last Visit with Suppliers – Location: Colorado C**
- 2:00pm Meet in lobby to board buses for tour
- 3:15 – 4:30pm **Tour of Lasting Paws Pet Memorial Services, Henderson, CO**
- 5:30pm Arrive back at the Gaylord Rockies Hotel



Sunday, September 29

Post-Conference

- 10:00am **NEW! WE'VE ADDED AN ADDITIONAL TOUR!**
Tour of Evergreen Pet Cemetery & Crematory!
*Must be pre-registered to attend.
Join us as we tour this historical, 100-acre memorial pet cemetery, crematory, and game ranch park. Roaming with buffalo, deer, and elk, this working game ranch park is also a one of a kind memorial park you will not want to miss! We will tour the cemetery grounds as well as the crematory facility while enjoying panoramic views of a working game ranch park and wildlife. Our tour will include a catered lunch of buffalo and elk at The Chapel Barn Event Center located inside the memorial park.
- 10:00am Meet in lobby to board buses for tour
- 11:15am Arrive at Evergreen Pet Cemetery & Crematory
- 11:15am – 12:30pm Tour facility
- 12:30 – 1:30pm Lunch on-site at The Chapel Barn Event Center
- 2:00pm Board buses back to hotel
- 3:00pm Arrive back at Gaylord Rockies Hotel



IAOPCC PRESIDENTS

From 1971 to date

1971 – 1971	Robert Limpus
1972 – 1972	Adlai Wheel*
1972 – 1975	Pat Blosser*
1975 – 1976	Edward Jordan
1976 – 1976	Josephine Sheehan*
1976 – 1978	David C. Cooke
1978 – 1979	Fred Miller*
1979 – 1980	Albert Lange
1980 – 1981	Howard Crevia
1981 – 1982	Marty Snook*
1982 – 1982	Dorothy Hodgson
1982 – 1984	Jane Belding*
1984 – 1985	Thomas Lawton
1985 – 1987	Bettye Clem
1987 – 1988	Patricia Strnot
1988 – 1990	Velma M. Matthews*
1990 – 1992	Mac McCord
1992 – 1992	Don Brooks
1992 – 1994	Pat Blosser*
1994 – 1996	Peter Drown*
1996 – 1998	Dan Harberts
1998 – 2000	Bill Morgan
2001 – 2002	Walt Weilenbeck*
2002 – 2004	Doyle Shugart*
2004 – 2007	Barbara Wells
2007 – 2011	Scott Hunter
2012 – 2014	Debra Bjorling
2015 – 2018	Angie Hansen
2019 – Present.....	Robert Blosser

* *Deceased*



IAOPCC ANNUAL CONVENTION SITES

1971 - Chicago, IL
Conrad Hilton

1972 - Scottsdale, AZ
Mountain Shadow

1973 - New Orleans, LA
Jung Hotel

1974 - Miami, FL
Deuville Hotel

1975 - Atlanta, GA
Holiday Inn

1976 - San Francisco, CA
Golden Gate Inn

1977 - St. Charles, IL
Pheasant Run

1978 - Sarasota, FL
Sandcastle

1979 - South Padre Island, TX
Bahi Mar

1980 - St. Petersburg, FL
Happy Dolphin

1981 - Tucson, AZ
Ramada Inn

1982 - Arlington, VA
Hyatt Hotel

1983 - Nashville, TN
Marriott Hotel

1984 - Philadelphia, PA
Marriott Hotel

1985 - San Diego, CA
Hanalei Hotel

1986 - Dallas, TX
Lincoln Hotel

1987 - Orlando, FL
Embassy Suites Hotel

1988 - Las Vegas, NV
Dunes Hotel

1989 - New Orleans, LA
Monteleone Hotel

1990 - Sacramento, CA
Delta King Hotel

1991 - St. Charles, IL
Pheasant Run

1992 - Miami, FL
Doubletree Inn

1993 - Oklahoma City, OK
Sheraton Century

1994 - Tampa, FL
Radisson Bay Harbor Inn

1995 - Las Vegas, NV
Flamingo Hilton

1996 - New Orleans, LA
Monteleone Hotel

1997 - Dallas, TX
Bristol Suites

1998 - Branson, MO
Big Cedar Lodge

1999 - San Francisco, CA
Golden Gateway Inn

2000 - Atlanta, GA
Sheraton Colony Hotel

2001 - Lake Tahoe, NV
Harrah's Hotel

2002 - Fort Lauderdale, FL
Sheraton Yankee Clipper

2003 - Las Vegas, NV
Flamingo Hotel

2004 - Lake Tahoe, NV
Harrah's Hotel

2005 - Memphis, TN
The Peabody

2006 - Seattle, WA
Crowne Plaza Hotel

2007 - Arlington, VA
Marriott Key Bridge

2008 - Denver, CO
Warwick Hotel

2009 - New Orleans, LA
Bourbon Orleans

2010 - San Diego, CA
Hilton Del Mar

2011 - Atlanta, GA
The W Midtown

2012 - San Antonio, TX
The Sheraton Gunter Hotel

2013 - Boston, MA
The Omni Parker House

2014 - Las Vegas, NV
The Mirage Hotel & Conference Center

2015 - Nashville, TN
Gaylord Opryland Resort & Conference Center

2016 - Tarrytown, NY
Tarrytown House Estate & Convention Center

2017 - Seattle, WA
Seattle Marriott Waterfront Hotel

2018 - Fort Lauderdale, FL
Bahia Mar Fort Lauderdale

2019 IAOPCC 48th Annual Conference

SEPTEMBER 26-28, 2019

**GAYLORD ROCKIES
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AURORA, COLORADO

ELEVATE YOUR BUSINESS!

SPEAKERS



KELLY SWANSON, KEYNOTE SPEAKER

Kelly Swanson is an award-winning storyteller, comedian, motivational speaker, Huffington Post Contributor, and cast member of The Fashion Herotelevision show airing on Amazon Prime. She is also author of Who Hijacked My Fairy Tale, The Land of If Only, The Story Formula, and The Gutsy Girls Pocket Guide to Public Speaking. She was a featured entertainer for Holland America Cruise Lines, keynote speaker for the International Toastmasters Convention, and has keynoted other major conferences and corporate events from coast to coast. Kelly's wacky wit and powerful stories have charmed hearts and tickled funny bones for over 15 years. In addition to her role as a funny motivational speaker, Kelly teaches people how she does it by sharing what she has learned about connecting and engaging with people to have more influence in business, through the use of one tool – strategic storytelling. Sharing her own powerful journey through story and the formula she discovered, you come to that magical place where the art of story meets the business of persuasion.



JENNIFER HEAD, EDUCATION DIRECTOR, CANA

A former high school science teacher, Jennifer Head has 18 years of experience in education. She holds a Bachelor's degree in Science Teaching from Clemson University and a Master's Degree in Curriculum, Instruction, and Assessment from Walden University. Jennifer began working for the American Foundry Society in 2005 and served as the Director of Education from 2010-2015, where she was responsible for the administration and operations of the AFS Institute's programs and facilities. Jennifer joined CANA in 2015 and brings a wealth of experience in best practices for workplace learning, especially in the area of online course development.



SAMANTHA SIEBER, BIOLOGIST & VICE PRESIDENT OF RESEARCH AT BIO RESPONSE SOLUTIONS, INC.

Samantha is Vice President of Research at Bio-Response Solutions, Inc in Danville, IN. She has worked as a Biologist since 2008 and works almost exclusively with alkaline hydrolysis (AH) technologies. Her work covers biocontainment/institutional use of AH for tissue disposal, agricultural applications, and use in the aftercare industries for water-based cremation. Samantha has assisted numerous state and provincial agencies with drafting their regulatory language for the approval of human disposition by alkaline hydrolysis.

FUN FACTS ABOUT DENVER



300 Days of Sunshine a Year



Denver is Near the Mountains, but not in them



At an elevation of 5,280 feet, Denver is nicknamed the "Mile High City" because it sits exactly one mile above sea level.



More than 200 parks within the city and 20,000 acres of parks in the nearby mountains



619,968 people



10th largest downtown in America



Denver International Airport is the 6th busiest airport in the United States



Named one of the healthiest cities for pets



Denver has 7 professional sports teams



CODE OF ETHICS

We, as a member of the International Association of Pet Cemeteries & Crematories engaged in the owning, operating, and developing pet cemeteries and/or crematories and other activities incident thereto, and mindful of the duty which our Industry bears to the public, and for the purpose of proclaiming our ideals for the benefit and the protection of the public, our employees, ourselves and our Association, do hereby accept the following Code of Ethics of the International Association of Pet Cemeteries & Crematories.

We believe that in all of our business dealings the following to be fair and equitable principles and we subscribe thereto:

1. We pledge to uphold the highest standard, always striving to raise the level of the profession.
2. We will perform all services in a dignified manner showing the compassion, sympathetic understanding, and genuine concern required.
3. We will respect the confidence of every family need.
4. We will provide adequate cemetery and crematory facilities, maintain them to the best of our ability, keeping in mind our cemetery/crematory reflects all pet cemeteries/crematories.
5. We will not use any method of advertising, sales presentation or persuasion which conceals, evades, or mis-states a material fact.
6. We will comply with all federal, state, local and provincial laws.
7. We will maintain our own Individual price policy.
8. We will maintain adequate burial, cremation and financial records.

THINGS TO DO IN AURORA



AURORA HISTORY MUSEUM

The Aurora History Museum is a community-based history, arts, and cultural center featuring a permanent exhibition on the history of Aurora, as well as two changing exhibit galleries focusing on aspects of local, state, and regional history, cultural awareness and appreciation, and decorative and fine arts. Programs, tours, workshops, teas, and family events are offered for all ages throughout the year. Take a look at their website for more information on hours.

STANLEY MARKETPLACE

The Stanley Marketplace is a mixed-use urban marketplace with a variety of retail options, including boutiques, gift shops, food and beverage, a chocolatier, and a cutting-edge zero waste market. It includes 50+ independently owned Colorado businesses under one roof, as well as a public park.

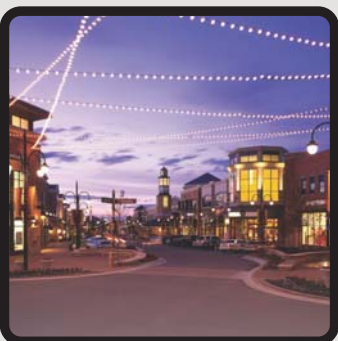


GEORGETOWN LOOP RAILROAD

The Georgetown Loop Railroad takes riders on an adventure through the foothills. Discover a different side of Colorado from the windows of a traditional locomotive during a 5 mile-loop. Open April through early January, the Georgetown Loop Railroad celebrates holidays and hosts their own seasonal events. Check their website to purchase tickets and discover their events calendar.

MOUNTAIN VILLAGE TRAIL

A gentle 2.5-mile trail beginning across the street from the Blue Mesa Building at Lost Creek Lane. The path continues toward Mountain Village Town Hall Plaza (paved) and west toward Hwy. 145 (natural surface). Watch for signage and pedestrian crossings. Trail is well-maintained and wide enough for strollers. Please note: The trail from Blue Mesa to the Adams Ranch Road turn-off is also referred to as the Boulevard Trail on some maps.



SOUTHLANDS

Fashion, dining, and entertainment have merged on a modern Main Street in the heart of southeast Aurora. Southlands offer area residents and visitors a convenient, comfortable, charming atmosphere and a great place to gather. Southlands is an outdoor lifestyle center with a four-block Main Street and community plaza surrounded by additional retailers, restaurants, plus a state-of-the-art health club facility.

THINGS TO DO IN AURORA



A PRIVATE GUIDE, INC.

Visitors looking for an exciting half-day tour of Aurora, Denver, and the Colorado Foothills or a day trip to the expansive Rocky Mountains can be at ease with A Private Guide, Inc. Whether it's a corporate group, a family reunion or wedding, they're here to handle all your guided tour and transportation needs.

R LINE PUBLIC ART TOUR

Grab a front row seat of Aurora's spectacular public art. The R Line Public Art Tour allows riders to view some of Colorado's most impressive art collections around the Denver metro area. The tour begins at the Fitzsimons station.



BRIDAL VEIL FALLS

These stunning waterfalls, at 365 feet in length, are the tallest free falling falls in Colorado, and they entice many people to hike, bike or four-wheel drive up the road. From Pandora Mill to Bridal Veil Falls and the power plant, it is 1.8 miles and a 1,200 foot elevation gain on a rocky road. You can also bike to the bottom of the falls and get energized in the midst of the mist.

12 MILE STABLES

12 Miles Stables has been a staple of the Aurora community for decades. With over 3,300 acres and 27 miles of riding trails, visitors can experience a portion of Aurora's history. They cater to small or large group for horseback riding and are located inside Cherry Creek State Park.



AURORA RESERVOIR

Aurora Reservoir offers fishing, sailing, non-motorized boating, windsurfing, a seasonal swim beach, SCUBA area, archery range, and large group picnic shelters. Stroll or ride your bike on the 8 mile multi-use, concrete trail that circles the reservoir.

AURORA CULTURAL ARTS DISTRICT

The Aurora Cultural Art District (ACAD) combines the cultural influences of Aurora with the creativity of artistic expression. Visitors can experience Aurora's local art and culture during any of ACAD's annual festivals and exhibits. Check out their events page for the latest activities.



2019 EXHIBITOR PROFILES

American Crematory Equipment Company | Table Number: 26

Tom Clayton, Sales Representative

Phone: 216-374-7101 | Email: tom@americancrematory.com

American Crematory Equipment Company is considered the premier manufacturing, service and repair company in North American and beyond. We have been Manufacturing with Pride™ since our incorporation in 1974. We manufacture, service and repair with the highest standards and integrity in the industry. It is with our Manufacturing with Pride™ commitment that we at American Crematory can bring you, our customers, the latest in technology. With our State-of-the-art operating platforms and innovative design and engineering insure you receive the most dependable, reliable, environmentally conscience, cost effective and longest lasting equipment with the best warranty on the market today.

Our Philosophy "Service Is Everything"™ is simple, always put the customer needs first, have integrity in every aspect of customer service and be reliable. Our entire team pride themselves on listening to what the customers' needs are and being committed to complete success. Everyone at American Crematory Equipment Company practices Service Is Everything™ and it is what sets us apart from the competition.



Alma Blue Keepsakes | Table Number: 11

Nayla Mouannes, Owner

Phone: 858-208-6089 | Email: almalbluekeepsakes@gmail.com

My name is Nayla Mouannes and I run a company called Alma Blue Keepsakes. We specialize in high-end silver jewelry with a secret pocket that can hold a pinch of something priceless to you. We work with veterinarians, funeral and cremation homes, and people who have lost a beloved person or pet that want to: 1. Keep something small to hang on to, 2. Hold a memory close to them, 3. Keep the love and connection on a daily basis.

Alma Blue Keepsakes offers a vast variety of exclusive high-end silver Jewelry, with a secret pocket for a pinch of something priceless to you. We work with veterinarians, pet hospitals, cremation and funeral homes. We design our own line of keepsake jewelry and we help develop a line that fits your needs. In addition, we developed a fun Pet ID tag line.



ASD – Answering Services for Directors | Table Number: 9

Craig Meehan, National Sales Manager

Phone: 800-868-9950 | Email: sales@myASD.com

ASD has created a new class of answering service for funeral homes and funeral-related businesses by raising the bar with unparalleled levels of advanced training and technology. Family owned and operated, ASD's mission is to provide the same level of customer service funeral professionals have been providing for generations.



ASD's new MobileFH™ Texting feature allows users to send and receive text messages using their business main phone number as the sending number, ensuring their cell phone stays private.

B&L Cremation Systems, Inc. | Table Number: 6

Kevin Looker, Vice President

Phone: 800-622-5411 Email: sales@blcremationsystems.com

B&L Cremation Systems, Inc. have not only changed today's crematories but have changed the entire industry. Our sleek and innovative designs set new standards that



We manufacture human, pet, animal & medical waste cremation and incineration equipment. We offer crematory service, training, certification, repair and refractory rebuilds to all crematory makes.

2019 EXHIBITOR PROFILES

Bio Response Solutions | Table Number: 2

Samantha Sieber, Vice President of Research
Phone: 317-386-3500 | Email: sam@bioresponsesolutions.com



BIO-RESPONSE
SOLUTIONS

Bio-Response Solutions, Inc. specializes in the design, production, and implementation of custom biowaste treatment systems. This includes Biokill liquid decontamination systems (Effluent Decontamination Systems - EDS) and alkaline hydrolysis tissue digesters for research laboratories. Our systems can be found in BSL 1-4, BSL3ag, and pharmaceutical institutions. We take great pride in providing the safest, most technologically advanced, and easiest to own systems in the world.

Bio-Response is led by Joe Wilson and his seasoned group of Associates with more than 30 years of experience as a leader in the bio-safety industry. Joe is well-known for his accomplishments and capabilities in the bio-safety industry worldwide. While Bio-Response has a wide variety of expertise in the design and implementation of all types of systems in this field, we are experts in waste water systems and alkaline hydrolysis technology; it is what we do and we strive to stay on the cutting edge of the sword in this industry.

BIS Computer Solutions, Inc. | Table Number: 3

Robb Idels and Fausto Mok
Phone: Robb: 818-371-2972 | Email: robbi@biscomputer.com
Phone: Fausto: 818-213-4241 | Email: fmok@biscomputer.com



BIS Computer Solutions is the maker of Pet Cremation System (PCS), the pet after care industry's most comprehensive enterprise resource management solution. Offering a wide range of tools, features, and customization options, PCS is the international standard turnkey solution for pet after care specialists of all sizes.

Pet Cremation System provides unparalleled control of the complex pet cremation chain. Stop by to explore how PCS can be of great benefit to your operation.

ClayPaws, the Original Paw Print Kit | Table Number: 22

Kaia Lagoni, Conference Coordinator
Phone: 970-223-5753 | Email: kaia.lagoni@wbtt.com

Clay Paws Kits are made with a specially formulated clay that captures the intricate details of a pet's paw. Clay Paws keepsakes create tangible memorials and satisfied customers for your pet crematory business. They can also be used as a profit center and customer retention tool to differentiate your business from competitors.



Forever in Glass | Table Number: 12

Henry C. Duquette, Owner/ Glass Artist
Phone: 508-989-9445 | Email: henry@forever-in-glass.com

Forever in Glass specializes in hand blown glass cremation keepsakes. We will memorialize your customers pets by interweaving different colors of glass with cremains into a very artistic piece of glass keepsake. We will then personalize each piece by signing or engraving the pet's name so they will be Forever in Glass.



Forever Pets Inc. | Table Number: 18 & 19

Suzie Ziemer, Sr. Customer Relations
Phone: 651-450-7727 Email: sue@foreverpets.com

We are a company that specializes in custom personalized and volume service urns. We are known for high quality products, prompt delivery and great customer services.



We will be exhibiting: Shotgun Shell Cremation Urn available in black, red and green. It is 100 cubic inches – 10 inch tall and 4 inch round.

2019 EXHIBITOR PROFILES

Forever Wildflowers | Table Number: 14

Debra Whiteing, Owner

Phone: 719-783-9099 | Email: debra@foreverwildflowers.com

Forever Wildflowers provides a wildflower seed product to help families create special, long lasting tributes to a pet friend or companion in a time and place of their choosing. The velvet pouches include a custom printed hang tag with your company information and sentiment which is also a unique advertising tool.

The living Memorial Planting kit for pets is a great offering for families with children or special clients.



Kanga-Woo First Call Pouches | Table Number: 7

Al Schiavone, Owner

Phone: 503-481-4470 | Email: info@kanga-woo.com

Kanga-Woo is your First Call pet removal carrier and pouch solution. A simple way of making your pet removal more personal, professional and dignified. While using our removal carrier you will feel 100% confident going into any home or clinic. A Kanga-Woo carrier or pouch will bring an extra sense of your caring nature.

Our newly released pet removal carriers and pouches make for a more functional and practical way to make your pet removals.



Loved Pet | Table Number: 27

Cassandra Thompson

Phone: 831-262-6419 | Email: cassthompso@aol.com

Loved Pet is dedicated to providing the best selection of custom, personalized and unique pet cremation urns. Our goal is to give pet owners full control of the customization process while creating an everlasting tribute to your beloved pet.

Each of our patented urns at Loved Pet is individually selected by our team to ensure that you receive the best quality, all natural, solid wood urn. With options including our elegantly engraved scenes, UV LED photos, quality name engravings and more, we are dedicated to creating the urn that you and your pet deserve.



M. Cornell, Inc. | Table Number: 15

Henry Cornell, Merchandise Manager

Phone: 651-235-8322 | Email: hcornell@cornellgifts.com

Since 1957, M. Cornell Inc of St. Paul, MN has been designing and distributing European-made giftware. Since 1983, we offer an extensive collection of moderately priced Wooden Urns, all made in Poland, with an average price of \$10.00. Hand-crafted from seasoned woods with dovetail corners to ensure a long-lasting closures. All urns are hand-stained, hand-burned & many with brass inlays. All organic decorations, all wood harvested from sustainable forests.

Come see our new photo-frame urns, new heart-vine urns, new cat themed urns, and new patriotic urns.



Majestic Casket & Urn, Inc. | Table Number: 8

Don VonDielingen, President

Phone: 812-523-3630 | Email: don@majesticurns.com

We are a manufacturing company that specializes in wooden pet urns and caskets, who can proudly say that all of our products are made in our Seymour, Indiana, location. We take great pride in our product quality ...Because they are family.



2019 EXHIBITOR PROFILES

Makey's Group | Table Number: 28

Makey Zeng, Owner

Phone: 86 138 6393 5899 | Email: makey@wood-urns.com

One stop pet funeral supply of urns & memorials, we have 14 years' experience in pet crematory supply, and have cooperation with over 300 customers around the world.

We will be exhibiting Paws Print Clay and Colorful Urns.



Matthews Environmental Solutions | Table Number: 4

Megan Halaychik, Marketing Coordinator

Phone: 407-886-5533 | Email: mhalaychik@matw.com

Matthews is the proven global leader in creating better ways to run a pet cremation business. With more than 5,000 crematory installations on six continents, no one can match our experience and expertise in helping cremation businesses succeed.

MatthewsEnvironmental.com



MCS Supply Inc. | Table Number: 24

Joshua Blosser, Sales

Phone: 608-635-7270 | Email: info@mcssupply.com

MCS Supply Inc. is a leading supplier for pet urns, pet tins, clean-out brushes and carcass bags for the animal cremation industry.

We will be exhibiting the friendship collection – A simple yet stylish urn. Also, the cherry colored urn has a slide-out bottom for easy access and is secured with one screw when closed.



Passages International, Inc. | Table Number: 10

Darren Crouch, President

Phone: 505-830-2500 | Email: Darren@passagesinternational.com

Passages International offers the broadest selection of green and non-traditional funeral supplies.

Our pet line includes beautiful minimum returns containers that elevate your brand image while also reducing cost. We also offer a wide variety of earth and water biodegradable urns, unique wicker and paper caskets, stationery, and more.

The Biotree Urn for Pets, which grows a tree around pet cremains in a beautiful biodegradable urn, and includes an industry-first geotag and online memorial.



Petributes USA | Table Number: 23

Alan Boot-Handford, Vice President, Sales & Marketing

Phone: 941-404-4761 | Email: alan@tributes.ltd.uk

Petributes manufactures top quality products and provides a service second-to-none, combined with creative thinking in the design of outstanding urns. We are a proud and happy family-run company that still understand the needs and culture of small businesses, whilst having the infrastructure to serve large companies and groups.



2019 EXHIBITOR PROFILES

PETS, LLC | Table Number: 29

Charles Crook, President

Phone: (866) 332-3294 | Email: charles@goodshepherdpet.com

Monitory software that tracks cremations by verification, validation and value. PETS is the first software created for your business; not a modification of someones' funeral business software.



Quick and Simple Imports, Inc. | Table Number: 17

Ryan Bator, President

Phone: 248-462-6818 | Email: ryan@importedbyqsi.com

Quick and Simple Imports is a direct importer with deep roots in the pet cremation industry. We supply a variety of standard cremation products and can also work with our customers to course custom supplies that meet their specific criteria. Our goal is to add value to your business by providing quality products at amazing prices.



We supply a line of economic MDF and tin urns, eco-friendly cremation bags, shadowbox frames, paw print stands, and custom designed paper packaging.

Shiva Shade | Table Number: 5

Irwin Maltz, President

Phone: 516-665-8323 | Email: sales@shivashade.com

ShivaShade Eco-Friendly products made in U.S.A.: Absorb-It (for purging), Blood BeGone soap (removes dried blood, makeup and finger print ink), Very Berry or Lavender (room deodorizer to neutralize de-com). Gel caps for coolers. Biomint used for, viewing, shipping and cremations. Suture BeGone Adhesive bonds skin or cranium (dries clear put makeup over it). Cremation Processor, BodySealer a hermetically sealed biocontainment pouch.



Terrybear Urns & Memorials | Table Numbers: 1 & 25

Nikki Nordeen, Director of Sales

Phone: 888-588-8767 | Email: NNordeen@terrybear.com

For over 30 years Terrybear Urns & Memorials has committed to designing and sourcing beautiful, high quality products at an affordable price. With its new, innovative technology and an extensive variety of cremation jewelry, urns, and keepsakes, Terrybear has the perfect memorial for any loving pet. Visit us to see our new products and the many ways we can help you differentiate your business, including our new innovative personalization technology!



Therm-Tec & FC Industries | Table Number: 13

Steve Rohleder, Vice President of Sales

Phone: 816-941-2009 | Email: srohleder@fcindustries.net

For 45 years Therm-Tec has specialized in designing, engineering and manufacturing state-of-the-art cremation equipment. Therm-Tec and their distributors have installed over 2,800 units throughout the U.S. and the world. Therm-Tec's controlled air design is unique to the industry and they are leading innovators of the multi-chamber crematory.



Introducing the model S-18-P4 and S-18-P6 multi-chamber crematories featuring 4 or 6 separate cremation chambers connected to one central secondary chamber.

2019 EXHIBITOR PROFILES

Timberland Urns | Table Number: 21

Val Grinshpun, President

Phone: 651-688-0875 | Email: customerservice@timberlandurns.com

We are artists! Our mission is to create unique and artfully designed Memorial Urns with a personal touch. Based on our strong background in sculpting, carving and experience in handling different materials, we offer a variety of beautifully crafted urns and keepsakes for both people and pets.

www.timberlandurns.com

We will be exhibiting Memorial Urns for Cats, Dogs and Horses.

Timberland Urns

US Cremation Equipment | Table Number: 20

Brian Gamage, Sales

Phone: 321-282-7357 | Email: bgamage@uscremationequipment.com

High-Quality, High-Performance CREMATION SYSTEMS designed for the unique demands of pet cremation services. We build our equipment differently, which provides longer useful life of the chambers...

we have not had to rebuild a chamber in 19 years! Compare that with spending \$40,000 every seven years, and the week off-line that other manufacturer's models require.



What do your
returns containers say
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returns containers are the
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Rainbow Bridge

*There is a bridge connecting Heaven and Earth
It is called Rainbow Bridge because of its many colors*

*Just this side of the Rainbow Bridge there is a land of meadows,
hills, valleys with lush green grass*

*When a beloved pet dies, the pet goes to this special place
There is always food and water and warm spring weather*

*The old and frail are young again
Those who are maimed are whole again*

*They play all day with each other
There is only one thing missing*

*They are not with their special person who loved them on Earth
So each day they run and play until the day comes
when one suddenly stops and looks up!*

*The nose twitches! The ears are up!
The eyes are staring!
And this one suddenly runs from the group!*

*You may have been seen, and when you and your special friend meet,
you take him or her into your arms and embrace
your face is kissed again and again,
and you look once more into the eyes of your trusting pet*

*Then you cross the Rainbow Bridge together, never again to be
separated.*

-- Author Unknown

2019 CONFERENCE ATTENDEES

A Beloved Friends Pet Crematory of Northern Nevada

Steve Woods
5325 Louie Lane # 20
Reno, Nevada 89511
(775) 825-9900
woodsabfpc@att.net

Albuquerque Pet Memorial Services

Deidra Ewers
132 Mountain Park Place NW
Albuquerque, NM
(505) 550-4793
albuquerquepetmemorialservice@gmail.com

Allied Veterinary Cremation

Laura Kemmick
1966 Mastersonville Road
Manheim, PA 17545
(717) 665-1730
laura@alliedvc.com

Alma Blue Keepsakes

Nayla Mouannes
4061 Wade Street, Apt J
Los Angeles, CA 90066
(858) 208-6089
almabluekeepsakes@gmail.com

American Crematory Equipment Crematory

Tom Clayton
14530 Anson Avenue
Santa Fe Springs, CA 90670
(727) 230-2290
tom@americancrematory.com

Animal Medical Center of WY

Whitney Oster, Leslie Wooten
200 E. Lakeway
Gillette, WY 82718
(307) 287-9300
lesliewooten67@gmail.com

ASD - Answering Services for Directors

Craig Meehan
108 Chelsey Drive
Media, PA 19063
(800) 868-9950
lauren@myasd.com

At Home on the Range Pet Cemetery & Crematory

Nancy Bates
8400 Amsterdam Road
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montanapetcemetery@gmail.com

B&L Cremation Systems INC

Ellen Pazos
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sales@blcremationsystems.com

Bio Response Solutions

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Bubbling Well Pet Memorial Park

David Harberts
2462 Atlas Peak Road
Napa, CA 94558
(707) 255-3456
dharberts89@gmail.com

Cholla Afterlife Care for Animals

Paula Rivadeneira
11262 S. Holland Ave.
Yuma, AZ 85365
928-919-2611
chollaafterlife@gmail.com

ClayPaws, the Original Paw Print Kit

Kaia Lagoni
126 W. Harvard St., Ste. 5
Fort Collins, CO 80525
(888) 271-8444
kaia.lagoni@wbtt.com

2019 CONFERENCE ATTENDEES

Craig Road Pet Cemetery

Dennis Mastny, Mackenzie Mastny
7450 W. Craig Road
Las Vegas, NV 89129
(702) 645-1112
crpc7450@embarqmail.com

Deceased Pet Care Funeral Homes & Crematories

Donna Bethune, Hunter Shugart, Keith Shugart,
Letitia Shugart, Maudann Shugart
4991 Peachtree Road
Chamblee, GA 30341
(770) 457-7659
donna@dpc-i.net

Dixie Memorial Pet Gardens

Barbara Wells
7960 Epperson Mill Road
Millington, TN 38053
(901) 873-4127
dixiememorial@gmail.com

Eden Memorial Pet Care Inc.

Christine Johnson
5433 Clayton Road, Suite K#521
Clayton, CA 94517
(805) 235-3386
christine@edenmemorialpetcare.com

EdenHills Pet Cremation

Byron Smith
21 Stanford Way
Malaga Perth Western Australia 6090 Australia
61409487549
byron@fpc.com.au

Faithful Companions Pet Crematory & Cemetery

Kevin Schur, Rhonda Schur
PO Box 187
Strawn, TX 76365
(940) 769-9929
kevinschur.fc2013@gmail.com

Family Pet Care

Tony Leheny, Rachelle Wilson
42 School Lane
Maddingley Victoria 3340 Australia
353670556
tony@edenhills.com.au

Family Pet Care

Lance Stringer, Madeleine Stringer, Byron Smith
21 Stanford Way
Malaga WA
6090 Australia
61412724648
lance@fpc.com.au

Five Light's Pet Crematory

Claudia Waterman, Kourtnie Fitch
1072 21-1/2 Road
Grand Junction, CO 81505
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fivelights5@hotmail.com

Forever in Glass

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Forever Pets Inc.

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sue@foreverpets.com

Forever Wildflowers

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Westcliffe, CO 81252
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debra@foreverwildflowers.com

Hamilton Pet Meadow

Debra Bjorling Jon-Eric Bjorling, John Tedder,
Jackie Petersen, Dan Rajeski, Sydney Zimmer
1500 Klockner Road
Hamilton, NJ 08619
(609) 586-9660
debra@petmeadow.com

Hartsdale Pet Cemetery & Crematory

Ed Martin, Christopher Cooper
75 North Central Avenue
Hartsdale, NY 10530
(914) 949-2583
info@petcem.com

2019 CONFERENCE ATTENDEES

Hinsdale Animal Cemetery

William Remkus, Jonathan Remkus
6400 South Bentley Avenue
Willowbrook, IL 60527
(630) 323-5120
bill@petcemetery.org

Jonesboro Family Pet Hospital

Nanci Hill
3231 East Highland Drive
Jonesboro, AR 72401
(870) 932-7228
nanci@jfonline.com

Kanga-Woo First Call Pouches

Al Schiavone, Diane Schiavone
2170 NE Francis Ct.
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(503) 481-4470
info@kanga-woo.com

Loved Pet

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Majestic Casket & Urn, Inc.

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Memorial Pet Services, Inc.

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Midwest Cremation Service of WI

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Poynette, WI 53955
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info@mcsfwi.com

Only Cremations For Pets

Michael Riad
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Passages International, Inc.

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Paws & Cherish

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Deerfield Beach, FL 33064
(954) 971-9966
juan@pawsandcherish.com

2019 CONFERENCE ATTENDEES

Paws At Rest Pet Cremations, LLC

Katie Cantero, Valerie Cantero, Alan Waid, Mary Waid,
Melanie Waid
W2801 Center RD
Merrill, WI 54452
(715) 218-0863
alanmarywaid@gmail.com

Paws in Heaven

Matthew Hansen
55 Miller Ave
South Salt Lake, UT 84115
(435) 671-7548
Pawsinheaven7@gmail.com

Pet Cremation Services of Arkansas, LLC

Raymond Fee
PO Box 606
Heber Springs, AR 72543
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kennymare@gmail.com

Petributes USA

Alan Boot-Handford, Adam Masters
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Pets Above Ltd

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Pets at Peace California

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Pets Eternal

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Pets in Peace - Loganholme

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Precious Pets Cemetery

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Quick and Simple Imports, Inc.

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Pets in Peace - Australia

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2019 CONFERENCE ATTENDEES

Regency Forest Pet Memorial Park

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mfuss@regencyfamily.com

River Valley Gateway

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Rolling Acres Memorial Gardens For Pets

Gary Piper, Nancy Piper
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P.O. Box 12073
Kansas City, MO 64152
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nancy@visitrollingacres.com

Sarasota Pet Crematory

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Suites G & L
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smyers@sarasotapetcrematory.com

Senda A La Eternidad

Lara Elisa Pasillas
KM 3.2 Carretera Chihuahua a Santa
Eulalia Aquiles Serdán Chihuahua
Santa Elena 31650 México
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Shiva Shade

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Sleepy Hollow Pet Cemetery, LLC

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Don Sprangler

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Terrybear Urns & Memorials

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The Pet Memorial

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Therm-Tec & FC Industries

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Timberland Urns

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US Cremation Equipment

Brian Gamage
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(321) 282-7357
bgamage@uscremationequipment.com



IAOPCC CONFERENCE FACILITY TOUR 2019

Lasting Paws Pet Memorial Services offers Colorado veterinary clinics and their clients the very best in pet aftercare.

The newly renovated facility offers a range of cremation services, unique memorial products and keepsakes. Originally started as Rocky Mountain Pet Cremation under the leadership of Isaac Alldredge, the facility was rebranded in 2018 as Lasting Paws Pet Memorial Services and is pleased to build on our roots as a locally operated facility.

Our client care and customer service staff help guide our clients through this difficult time with compassion and sensitivity, and we are honored by the heartfelt testimonials we receive from families who have lost their beloved pets. We are proud of our long-standing relationships with our veterinary clinic partners and work closely with them to support their clients.

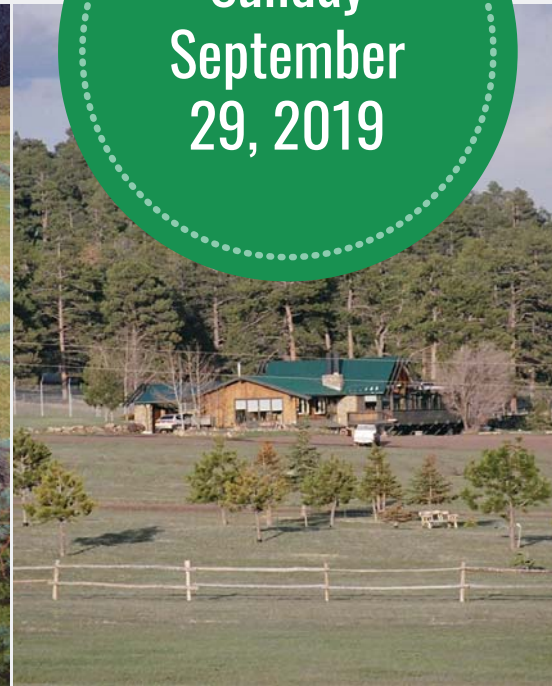
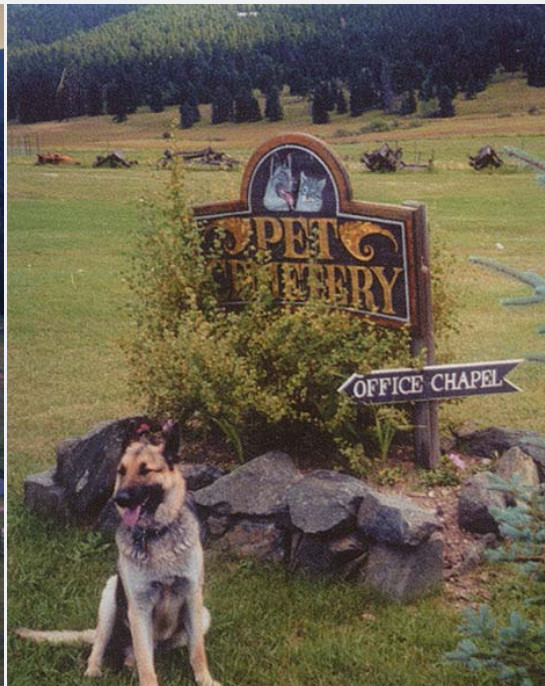
Lasting Paws Pet Memorial Services is pleased to be a member of the IAOPCC, as both organizations are committed to transparency in processes and standards regarding pet aftercare.



“Our vet uses your services and I want to thank Lasting Paws for the compassionate care you took of my sweet Bichon...thank you for the heartfelt care and dignity shown in his final stage”

Evergreen Pet Cemetery & Crematory*

Sunday
September
29, 2019



Evergreen Memorial Park is a tribute to the pioneers of Evergreen and the Old West. Surrounded by mountains and evergreens, the 100-acre park is graced by rolling meadows, rustic cabins and a beautiful barn overlooking a reservoir, buffalo herd, fields and the foothills. The Barn Chapel is an historic assembly of five old barns ranging from seventy to over one hundred years old. The barn features beautiful antique stained-glass windows, large picture windows and warm interior.

Founders Ron and Carol Lewis strive to preserve the pioneer heritage of the Old West at Evergreen Memorial Park. They have collected historically important antiques and artifacts of the Old West which are displayed in the main building and throughout the property. Much of the surrounding property is used as a private wild game ranch where you will find elk, deer and buffalo. The pride of the preserve is the buffalo herd including the iconic White Buffalo, the spiritual leader of the plains Indians.

Three restored stone and timber cabins in the Garden of the Pioneers serve as the property's centerpieces... sentinel tributes to the early pioneers.

** Not included in conference registration. See registration desk for details.*



RESOLUTION

National Pet Memorial Day

Related to showing deep devotion of the American people in their loyal relationships for their departed pets.

Whereas, the National Association of Pet Cemeteries is a National Association, encompassing the whole United States.

Whereas, the National Association of Pet Cemeteries has recognized the deep, loyal, abiding relationship between man and his pets.

Whereas, the National Association of Pet Cemeteries considers a pet such as a dog, a part of the fabric of modern civilization serving man in war and peace, work and play, as a guide to the blind, protector of the weak and helpless, and comforter of the infirmed.

Whereas, it is then only proper and fitting that the pets of America be immortalized with this honor.

Let it therefore be resolved, that the National Association of Pet Cemeteries has proclaimed the second Sunday of each and every September to be set aside as National Pet Memorial Day.

Adopted by the Board of Directors on June 29, 1972.

Adlai B. Wheel, President
B. Harberts, Vice President
Pat Blosser, Secretary-Treasurer
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