

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.) mails the surveys 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 2019

INNOVATIVE PROGRAM ESSAY

Heather L. Nickrand and Cara M. Brock states in their book *Culinary Grief Therapy: Cooking for One*, "Although the loss of a loved one is a universal experience, individuals who experience this loss grieve in different ways. Cooking and mealtimes are often overlooked aspects of grief and daily activities such as eating, meal planning, and grocery shopping can become painful and isolating."

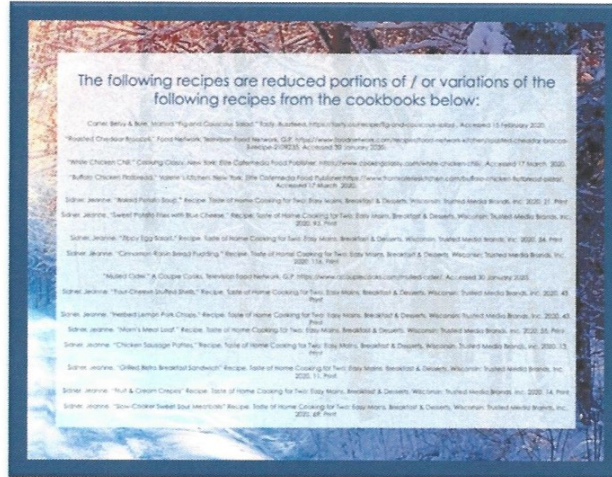
The connection between food and mourning runs deep. In almost every culture or tradition, a community brings dishes to the survivors in the weeks or months after a death; but for a spouse, who is accustomed to sharing every meal with a partner, the grieving can go on long afterward and is renewed constantly by the routine of shopping, cooking, and eating.

We were then faced with a new question: how can we better help those faced with cooking for one after a significant loss? Several staff members at Gardinier Funeral Home, Inc. have a passion for cooking and share favorite recipes with each other several times throughout the work week. In December of 2019, the staff at Gardinier Funeral Home Inc. wanted to go above and beyond to help better serve their community. With some research and careful planning, the idea to create four different seasonal cookbooks full of recipes specific to each season came about to give to those that now find themselves in a situation where they will be needing to "cook for one", whether it be from loss from death or loss from a change in household situation.



By the end of March 2020, staff members of the funeral home produced and carefully designed four editions of the cookbook: Spring, Summer, Fall, and Winter. Each edition contains simplified recipes to help guide one person cooking breakfast, lunch, dinner, appetizers, and desserts specific to what is in season with local cuisine and flavors kept in mind, with easy and somewhat more challenging recipes for the home cook to try. In addition to the recipes, bonus material and cooking tips are also available.

For example, in the *Summer* edition, the cookbook contains tips on how to grill and each book contains information on how to store leftover portions of food by freezing to be enjoyed at a later date. Each recipe was tested by the funeral home staff members to be sure that they are suitable for one person cooking it.



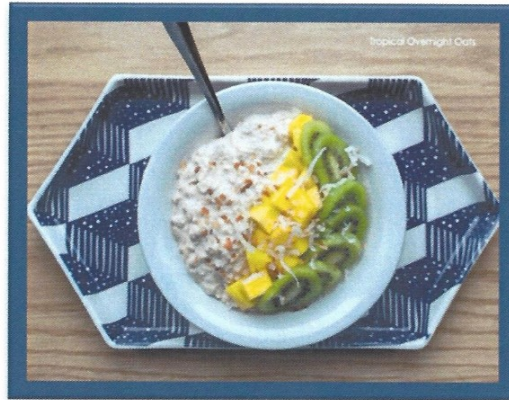
In hopes the seasonal cookbooks benefit those in need for grief counseling centered on meal planning, grocery shopping, meal-preparations, and eating meals alone, a free copy of each edition is distributed to the next of kin who may have lost their spouse and find themselves living alone now. This happens during a family's Continuing Care conference which occurs at the funeral home after all at-need services are concluded. The targeted group we intend to start with includes widows and widowers.



During April 2020, a plan has been developed to expand our Culinary Grief Therapy Program to help reach those who have lived alone, and those that now find themselves in a position of living alone, whether it be from divorce, or a shift in the household dynamic (like a child moving out of the house). The staff at Gardinier Funeral Home, Inc. understands that not everyone grieves the same and that each journey is special and unique, so not all situations are going to be the same with the families we serve. We are dedicated to tailoring our grief programs to each individual family, so that we can help them heal in their best possible way.

Once the COVID-19 pandemic has cleared and state limitations are lifted, along with distributing the cookbooks during our Continuing Care conferences, we have plans in motion to collaborate with St. John's Episcopal Church, a local church in Franklin PA, to host a culinary grief therapy cooking workshop every 8 weeks. This will allow us to reach out to those who have lived alone, and those that now find themselves in a position of living alone. We will announce the date, time and location in the local newspaper and have Mother Elizabeth, pastor of St. John's Episcopal Church, announce the workshop to her congregation to help spread the word around town. Those who wish to participate must RSVP by a certain date.

Staff members of the funeral home along with members of St John's Episcopal Church, who are ServSafe Certified, will demonstrate and prepare various recipes in the church's kitchen from the cookbooks to those who attend. Each member of the community that participates will leave the workshop with a copy of the cookbook for that season and the confidence that they can cook for themselves.



We hope these cookbooks bring some ease during one of life's most difficult transitions. Culinary Grief Therapy is a new approach to the needs of those experiencing the loss of a loved one and may reduce or prevent complicated grief associated with meal planning, grocery shopping, and cooking for one instead of two.

<Additional Enclosures External PDF>

CATEGORY 2: LEADERSHIP AND STAFF PROFESSIONAL DEVELOPMENT

A. TECHNICAL SKILL TRAINING

RECONSTRUCTIVE TECHNIQUES FOR SEVERE TRAUMA

PRESENTED BY: JASON MISHLER, CFSP (OWNER, MISHLER EMBALMING AND TRANSIT SERVICES)

On Sunday, October 27, 2019, Michael Gardinier (Owner/Supervisor) attended the seminar entitled "Reconstructive Techniques for Severe Trauma" at the NFDA International Convention and Expo held in Chicago, IL.

The seminar description is as follows: Open-casket viewing of difficult cases can be achieved with proper training. Join Mishler for an in-depth, step-by-step view of reconstruction cases, including severe-trauma cases that resulted in open-casket services even after families were told that might not be possible. Both novice and expert embalmers will gain confidence to work with trauma cases, such as motor vehicles accidents, farming accidents and gunshot wound victims.

(1 CE Hour)

B. COMMUNICATION SKILL TRAINING

LESSONS FROM THE WEB

PRESENTED BY: ED MICHAEL REGGIE (MANAGING DIRECTOR, FUNERALOCITY)

On Sunday, October 27, 2019, Michael Gardinier (Owner/Supervisor) attended the seminar entitled "Lessons From The Web" at the NFDA International Convention and Expo held in Chicago, IL.

The seminar description is as follows: Two key dynamics are completely shifting how funeral homes successfully market these days – the internet and the consumer – and owners and managers must learn how to understand the mindset of the internet – shopping consumers. Almost 42% of all consumers fit into a demographic classification called "Movers." Discover the difference between how Movers and Non-Movers think, and take away a complete internet strategy and the features each business hold.

(1 CE Hour)