



CERTIFIED AFTERCARE SPECIALIST™

ACCREDITED TRAINING FOR FUNERAL PROFESSIONALS

ABOUT THE CERTIFICATION

Developed exclusively for the funeral industry, the CAS training is an innovative high-quality certification program that encompasses education and grief support skills that enables professionals to provide the highest standards of aftercare through their own outreach.

OVERVIEW:

- Exclusively for funeral service professionals
- Online and onsite training options
- 10.5 hours of live instruction
- Aftercare Solutions Manual includes everything needed to provide family and community outreach
- Exclusive access to print on-demand content

ADVANTAGE:

The CAS training is the first of its kind and the only accredited aftercare training on the market. The certification equips funeral professionals with the language, tools and practical methods needed to connect with their clients via a powerful evidence-based approach.

LEARN:

- How to nurture relationships after the funeral
- How to build community connections
- How to implement multiple programs
- Proven solutions for increasing pre-need and at-need sales
- How to mitigate compassion fatigue
- How to create positive media opportunities

ACCREDITATION:

Certified Aftercare Specialist™ training is approved for 10.5 contact hours and 1.05 CEUs by the Academy of Professional Funeral Service Practice (APFSP Category A) and most state licensing boards. State CE approval varies. Contact your state licensing board for specific state CE information.

I've never seen a group this good. It changes the conversation.

REGISTRATION:

InternationalGriefInstitute.com/CACS

FEE:

\$950 Accredited Fee

\$850 Nonaccredited Fee

BENEFITS:

- Aftercare Solutions Manual
- Turnkey programs
- Templates & scripts
- Evidence-based tools
- On-line resources
- Ongoing IGI support
- Print on-demand content

FAQ

WHAT IS A CERTIFIED AFTERCARE SPECIALIST?

A Certified Aftercare Specialist™ is a funeral professional who has been trained and certified by the International Grief Institute. Professionals learn the gold standard of care in aftercare and the skills necessary to confidently provide quality aftercare services for the families and communities they serve. CAS certification establishes the funeral professional as a consulting specialist during a critical incident or community crisis.

Developed exclusively for the funeral industry, the interactive training is an innovative high-quality certification program that encompasses education and grief support skills that enables professionals to provide the highest standards of grief support care.

The training provides comprehensive grief education, establishes best practices in delivering aftercare services, evidenced-based tools, practical solutions, and resources. Upon completion, professional will earn the Certified Aftercare Specialist™ credential and be fully trained to offer professional support in any setting.

WHO IS IT FOR?

It is designed exclusively for funeral professionals seeking education in the field of grief. Upon completion, professionals will earn the Certified Aftercare Specialist™ credential and be fully trained to offer professional support in any setting. A biennial online refresher class will keep certification current.

THE IMPORTANCE OF CERTIFICATION

The CAS designation is the gold standard for quality and ethical practices in aftercare and the only accredited aftercare credentialing that can be achieved in the funeral industry. Those who earn the CAS credential are designated as funeral service professionals who are dedicated to investing in family and community care. It establishes credibility and expertise in the field of bereavement skills with delivery of effective, useful and quality outreach. It also fulfills a requirement for those who are interested in becoming a Certified Debriefing Specialist and serve in the field of trauma.

PREREQUISITE

Must be a current funeral professional working with families in the industry.

REGISTRATION:

InternationalGriefInstitute.com/CACS

FEE:

\$950 Accredited Fee

\$850 Nonaccredited Fee

INFO:

Lin Findlay | 315-725-6132

linda@internationalgriefinstitute.com

PARTNER OPPORTUNITIES

IGI welcomes the opportunity to partner with state organizations. As the only training that establishes best practices and standard of aftercare in the funeral service and pre-need industries, we believe in the value of partnerships.

All training includes:

- ✓ Registration processing & CEU processing
- ✓ Aftercare Solutions Manual for each student
- ✓ Ongoing support
- ✓ Unlimited access to print on-demand content

CONTACT:

Lin Findlay
315-725-6132
linda@internationalgriefinstitute.com

FEE:

\$950 Accredited Fee
\$850 Nonaccredited Fee

ONSITE TRAINING:

IGI PROVIDES:

- ◆ Two instructors and all training material.
- ◆ 1 complimentary registration for every 10 registrants.
- ◆ 10.5 contact hours of instructions and 1.05 CEUs accredited by the APFSP.
- ◆ The 10.5 contact hours are scheduled across one and a half days. Start and end times are at the discretion of the host.

HOST PROVIDES:

- ◆ Meeting space that can accommodate classroom style seating including tables and chairs.
- ◆ Projector, screen, audio connections, and mic.
- ◆ Beverage service.
- ◆ Minimum of 10 registrants.
- ◆ Nonrefundable travel expenses for two trainers including airfare, transportation, and two hotel rooms.

ONLINE TRAINING:

Online training offers two schedule options. Start and stop times are at the discretion of the host.

OPTION 1

- ◆ Two hours weekly for 6 weeks
- ◆ Up to 15 participants
- ◆ Minimum of 5 participants
- ◆ \$300 nonrefundable private hosting fee to secure training time
- ◆ 1 complimentary registration to your organization for every 10 registrants

OPTION 2:

- ◆ Two consecutive days
- ◆ Up to 15 participants
- ◆ Minimum of 5 participants
- ◆ \$300 nonrefundable private hosting fee to secure training time
- ◆ 1 complimentary registration to your organization for every 10 registrants

INSTRUCTOR CVs

LYNDA CHELDELIN FELL

Lynda Cheldelin Fell is founding partner of the International Grief Institute and international bestselling author of over 35 books including the award-winning Grief Diaries series. With a background in trauma, grief, and critical incident stress management, Lynda teaches professional development courses and certifications across the nation. A popular keynote speaker and educator, Lynda is a member of the continuing education faculty at Whatcom Community College. She has earned seven national literary awards and five advocacy award nominations for her work.



PHONE: 360-510-8590 **EMAIL:** lynda@internationalgriefinstitute.com

EXPERIENCE

- ◆ **Founding Partner, International Grief Institute**
Accredited certification training, personal enrichment courses, educational workshops, and turnkey products and services for the funeral and bereavement care industries.
- ◆ **Whatcom Community College**, Continuing Education faculty
- ◆ **IGI University**, Administration/Instructor
- ◆ **International Critical Incident Stress Management Foundation**
Certified in Critical Incident Stress Management, Group Crisis Intervention, Assisting Individuals in Crisis, Managing School Crises
- ◆ **Bellingham Technical College**, Instructor
- ◆ **CEO, AlyBlue Media, LLC**
Award-winning Grief Diaries anthology series, Grief Diaries Radio, Moments of Hope Show, educational content and resources.
- ◆ **PeaceHealth Hospital**, NICU Volunteer Trainer & member of Perinatal Bereavement Committee
- ◆ **Firefighter/EMT** (ret.)

RADIO/TV/KEYNOTES

- ◆ Compassion Fatigue: 10 Ways to Mitigate Bereavement Career Burnout (March 2020), Seattle University
- ◆ Resilience Rx, Whatcom Community College, Bellingham, Washington (recurring)
- ◆ My Playbook of Hope (August 2019) Bereaved Parents of the USA Annual Gathering, St. Louis
- ◆ Managing Grief in the Workplace (June 2019), National Alliance for Grieving Children National Symposium, Salt Lake City (June 2019)

RADIO/TV/KEYNOTES (continued)

- ◆ My Playbook of Hope (May 2019), Seabeck Annual Conference, Seattle
- ◆ Managing Grief in the Workplace (April 2019), Association for Death Education & Counseling Annual Conference, Atlanta
- ◆ Managing Grief in the Workplace (March 2019), Annual Safety & Health Conference, Bellingham, Washington
- ◆ Welcome Home Veterans Radio (March 2019), Ocean City, NJ
- ◆ My Playbook of Hope (January 2019), Grief Resources Expo, Las Vegas
- ◆ KDWA Radio 1460 AM (September 2018), Hastings, Minnesota
- ◆ Keynote (Aug. 2018), Hospice of the Northwest Annual Summit, Mt. Vernon, Washington
- ◆ Keynote (Mar. 2018), National Alliance on Mental Illness, Bellingham, Washington
- ◆ Open to Hope TV (Feb. 2018), Tucson
- ◆ NBC-KING5 TV (June 2017), Seattle
- ◆ KBAI Radio (May 2017), Bellingham, Washington
- ◆ Open to Hope Radio (March 2017), Manhattan
- ◆ KBAI Radio (Dec. 2016), Bellingham, Washington
- ◆ Open to Hope TV (April 2016), Manhattan
- ◆ Keynote, Campfire Organization Annual Gala (2015), Everett, Washington
- ◆ NBC-KING 5 TV (June 2015), Seattle
- ◆ MC/Host, National Grief & Hope Convention (April 2015), Indianapolis
- ◆ KGMI Radio (June 2015), Bellingham, Washington
- ◆ KGMI Radio (Jan. 2015), Bellingham, Washington
- ◆ Grief Diaries Live (Aug. 2014), Nashville
- ◆ Grief Diaries Live (July 2014), Lake Tahoe
- ◆ KGMI Radio (June 2014), Bellingham, Washington

BOOKS/MANUALS/PUBLICATIONS (partial list of 40+ books):

- ◆ Compassion Fatigue: 10 ways to mitigate compassion fatigue & bereavement care burnout
- ◆ Aftercare Solutions Manual, coauthored with Linda B. Findlay
- ◆ iCare Facilitator Manual for church leaders & congregants, coauthored with Linda B. Findlay
- ◆ iCare Participant Workbook for church groups, coauthored with Linda B. Findlay
- ◆ iCare Chapter Manual for community groups, coauthored with Linda B. Findlay
- ◆ iCare Chapter Workbook for community groups, coauthored with Linda B. Findlay
- ◆ Award winning Grief Diaries series (35+ books)
- ◆ Award-winning Real Life Diaries series (8 books)
- ◆ Multiple magazines including:
 - New York Daily News
 - Womens Health Magazine
 - Human Resource Executive Magazine
 - Huffington Post
 - Lifezette

LINDA FINDLAY

Linda Findlay has worked with grieving families for over 30 years. After losing her daughter in 1989, she started a resource and referral service for grieving families. Soon after she began providing personalized aftercare solutions for hundreds of funeral homes across the nation. Linda is now managing partner of the International Grief Institute. A Christian lay counselor, to date, Lin has supported over 158,000 people on behalf of funeral homes across North America.



PHONE: **EMAIL:**

315-725-6132 linda@internationalgriefinstitute.com

EXPERIENCE

- ◆ **Funeral Service Aftercare Coordinator**
Coordinates and provides grief support services to bereaved families for 300 funeral firms in 25 states and Canada. To date, has worked with over 157,000 families.
- ◆ **Support Group Facilitator & Trainer**
Facilitates support groups for all types of loss for sponsors including funeral homes, hospices and faith-based organizations. Provides curriculum and facilitator training for program sponsors.
- ◆ **Facilitator, Heartstrings Ministry**
Co-facilitator of a support group for bereaved mothers, and assists with an annual retreat.
- ◆ **Facilitator & Trainer, Local Chapter of Grief Recovery After a Substance Passing (GRASP)**
Provides group facilitator training, and facilitated support groups for families who lost a loved one to substance abuse.
- ◆ **Outreach Coordinator, Interim Hospice**
Created and maintained the bereavement services website and marketing material. Also presents and assists with community outreach events and support groups.
- ◆ **Program Facilitator, Hospice Care Inc.**
Served as Life Changes Program Facilitator. Provided support groups for grieving seniors. Co-developed and facilitated a 6-week support group for newly bereaved individuals in the community.
Guest speaker at a 9/11 community memorial service. Developed and presented annual workshops and memorial services for the community.
- ◆ **Kenyon International Disaster Management**
Family Service Team Member

EXPERIENCE (continued)

- ◆ **Hospice Care Inc.**
Completed Bereavement Skills Training Program and annual CE requirements. Completed Hospice Patient Care Volunteer Training. Former member of the Community Outreach Bereavement Educator & Speakers Bureau.
- ◆ **Certified Widowed Persons Service Volunteer Trainer, AARP Loss and Grief Program**
Trained volunteers to provide peer support to newly bereaved widows/widowers in their community.
- ◆ **Program Coordinator, Lutheran Care Ministries**
Developed and implemented bereavement outreach services. Trained volunteers to provide grief support to newly bereaved widows and widowers.
- ◆ **Past President, Share of The Mohawk Valley**
Bereavement Support Group Facilitator since 1991, past president of the Board of Directors.

RADIO/TV/KEYNOTES

- ◆ Pennsylvania Funeral Directors Association
- ◆ Allegheny County Funeral Directors Association
- ◆ Funeral Directors of Southern Pennsylvania
- ◆ Tri-County Funeral Directors Association
- ◆ Syracuse Funeral Directors Association
- ◆ Order of The Golden Rule
- ◆ Loyal Christen Benefit Society
- ◆ Hospice & Palliative Care Inc. Oneida Health Care Center, Rome Memorial Hospital
- ◆ Mohawk Valley Community College, Board of Education
- ◆ City School District of The City of Little Falls
- ◆ Oneida County Health Department
- ◆ Annual Interfaith Conference for Clergy
- ◆ Herkimer County Front Line Worker Forum
- ◆ St. Joseph Nursing Home
- ◆ Zion Lutheran Church
- ◆ Madison Oneida Board of Cooperative Education Services
- ◆ Utica College of Syracuse University
- ◆ State University of New York
- ◆ SUNY IT
- ◆ National Hospice and Palliative Care Tele-conference guest panelist
- ◆ Herkimer County Boces continuing education training for caregivers
- ◆ Healthy Babies, Healthy Women Program
- ◆ SIDS Coalition of Upstate NY

RADIO/TV/KEYNOTES (continued)

- ◆ SHARE of the Mohawk Valley
- ◆ St. Lukes Memorial Hospital in-service training for staff
- ◆ Enea Family Funeral Homes
- ◆ Lincoln Life Insurance Customer Service training
- ◆ Smith Funeral Home
- ◆ Malecki Funeral Home
- ◆ Catholic Family Life-Training for Sales Representative
- ◆ Doolittle Funeral Home Annual holiday workshop
- ◆ VanderPlatt Funeral Home holiday grief support program and remembrance service
- ◆ International Order of The Golden Rule audio training series contributor
- ◆ Interim Hospice annual holiday help seminar
- ◆ Heart String Ministry day retreat
- ◆ GRASP of Greenville

BOOKS/MANUALS/PUBLICATIONS

- ◆ The Family Care Series™
- ◆ Aftercare Solutions Manual, coauthored with Lynda Cheldelin Fell
- ◆ iCare Facilitator Manual, coauthored with Lynda Cheldelin Fell
- ◆ iCare Participant Workbook, coauthored with Lynda Cheldelin Fell
- ◆ iCare Chapter Manual, coauthored with Lynda Cheldelin Fell
- ◆ iCare Chapter Workbook, coauthored with Lynda Cheldelin Fell
- ◆ Mourning Discoveries 5-book series
- ◆ Mourning Discoveries: During the Holidays, coauthored with David J. Roberts, LMSW, CASAC
- ◆ Mourning Discoveries: Loss of a Pet, coauthored with David J. Roberts, LMSW, CASAC
- ◆ Nomis Publications
- ◆ Funeral Business Advisor
- ◆ Order of the Golden Rule
- ◆ The Catholic Sun Publication
- ◆ Utica Observer Dispatch
- ◆ Oneida County Home News
- ◆ Funeral & Cemetery Today
- ◆ Employee Benefit News
- ◆ Fraternal Monitor
- ◆ The Fraternal Leader