

2000 ANNUAL REPORT



Board of Funeral Services

Board Membership

The Board of Funeral Services was established by the *Funeral Services Act* in 1976 to succeed the Board of Administration, which had a history dating back to 1914.

The current legislation, the *Funeral Directors and Establishments Act*, requires that the Board be composed of thirteen members, eight funeral directors and five public persons. All members are appointed by the Lieutenant-Governor-in-Council.

MEMBERS OF THE BOARD OF FUNERAL SERVICES

	2000	2001
Chair	Joseph Salini <i>Thunder Bay</i>	John "Scott" Doney <i>Shelburne</i>
Vice-Chair	John "Scott" Doney <i>Shelburne</i>	Dr. William Steadman* <i>Sudbury</i>
Executive Member	Dr. William Steadman* <i>Sudbury</i>	Bruce Humphrey <i>Toronto</i>
	Carl Compton* <i>Toronto</i>	Carl Compton* <i>Toronto</i>
	Bruce Humphrey <i>Toronto</i>	Allan Lee <i>Harriston</i>
	Allan Lee <i>Harriston</i>	Patrick McGarry <i>Ottawa</i>
	William Maguire* <i>Cobourg</i>	William Maguire* <i>Cobourg</i>
	Scott Miller <i>Pembroke</i>	Scott Miller <i>Pembroke</i>
	Brian Parent <i>Windsor</i>	Brian Parent <i>Windsor</i>
	Richard Pedder <i>Toronto</i>	Richard Pedder <i>Toronto</i>
	Thomas Preston* <i>Oakville</i>	Thomas Preston* <i>Oakville</i>
	Julie Tubman <i>Ottawa</i>	Joseph Salini <i>Thunder Bay</i>
	Dr. Harold Wilson* <i>Belleville</i>	Dr. Harold Wilson* <i>Belleville</i>

* Denotes Public Members

BOARD STAFF

Registrar

Joseph Richer

Manager, Inspections & Investigations

René Brakel

Manager, Licensing & Administration

Susan Beck

Inspectors

Randy Balon

Ken Singh

James Wingate

Administrative Bookkeeper

Marlen Weiler

LEGAL COUNSEL

Steinecke Martin Maciura

Donald Posluns - *Barrister & Solicitor*

AUDITOR

Harris & Wright



Board of Directors 2000

Back Row L-R Bruce Humphrey, Allan Lee, Brian Parent, Carl Compton, William Maguire, Scott Miller, Julie Tubman, Richard Pedder

Front Row L-R Harold Wilson, John "Scott" Doney, Joseph Salini, William Steadman, Thomas Preston



From the Chair - Looking back at 2000

As I look back on the past year, the one thing that seems to be most prevalent in my mind is the constancy of the Board of Funeral Services. In this world of perpetual change, the Board has remained focused and undaunted in carrying out its mandate and has kept pace with all that is new in our profession. We have met with the government and offered comment on issues that have arisen in our profession throughout the year.

This year has brought new challenges and opportunities to the table for the Board, and we have faced these challenges as professionals representing the best interests of consumers. As funeral professionals, we share the ongoing responsibility of learning what is in the best interest of our consumers. The other members of the Board and I have worked hard to do this, and have made conscious and informed decisions that we believe are in the best interest of the public. I am confident that the new members of the Board, who were elected in our second district election, along with the former members who were reappointed, will continue to carefully and fairly represent the consumers we are all committed to serving.

Although other important issues remain in the forefront of our upcoming agendas, the Educational Review is without a doubt one of the most important issues going forward for the Board. The review was started in 1999 and will be completed later in

2001. Members of the Education Committee along with consultants have spent countless hours to bring this review to a meaningful end.

The staff at the office has been exemplary in their efforts to maintain a high standard of operation, and have treated everyone with respect and courtesy at all times throughout the daily operation of the Board. They strive to accommodate all the requests that are made of them, and have done a very good job responding to everyone's needs.

A very common quote used in funeral service is one by Gladstone in which he says that a Community's loyalty to high ideals and respect for the laws of the land can be measured by the manner in which it cares for its dead. I believe that the Board of Funeral Services exemplifies this by the manner in which it carries out its mandate with care and compassion while showing respect and loyalty to the public, whom it is mandated to protect.

Thank you for the opportunity to serve you, the people of Ontario.



Joseph Salini
Chair

A Changing Organization for Changing Times

Another year has gone by and again we must ask ourselves is it time for change? This time the answer must be "yes." The staff has worked very hard again this year trying to cope with the ever changing face of funeral service, but we have come to a crossroads and we are all certain that regulatory change is necessary. The "status quo" is no longer acceptable.

The staff has maintained its commitment to the Board's mandate of consumer protection. To this end, the Board and the staff have embarked on a public outreach campaign. Notices developed through the Long Range Planning Committee appeared in several publications and are scheduled to appear in many more in 2001. We also started an extensive review of our current consumer information brochure and anticipate that it will be available in 2001.

We believe that consumer protection must begin with educating licensees and registrants. While the expectations and requirements are set out in the legislation, we believe that outlining expectations to licensees and registrants in different ways will help keep them up to date. To reach this goal, we printed three newsletters in 2000 and plan to print at least three per year as we move forward. Newsletters are distributed to all licensees and registrants. The inspection staff created and presented a seminar on the requirements of the legislation at Professional Development 2000. This presentation will be repeated in coming years.

As part of the Ontario Government's Commitment to the residents of Ontario, it has initiated reviews of several Delegated Administrative Authorities and asked the Board of

Funeral Services to take part. The review is anticipated to be completed by April 2001.

The Board and the staff are pleased to have the opportunity to take part in the review, which will focus on the performance, governance and accountability of the delegated administrative authorities. The independent firm that is conducting the reviews is also considering whether the respective legislation provides the regulator with the necessary tools to fulfil its mandate. We see the review as a necessary tool to ensure that the government and regulators are equipped to protect the consumers of Ontario. We are confident that the review of the Board will produce positive results, and we are committed to implementing any necessary changes to maintain our very high level of service.

Again, the staff and I are committed to fulfilling the Board's mandate and look forward to the changes and challenges that the future may bring.

I thank all of the members of the Board and staff for their continued support and dedication. On behalf of the members of the Board and staff, I would also like to thank Joseph Salini for his dedication and efforts as Chair of the Board in 2000.



Joseph Richer
Registrar



Looking to the Future

During the past year, the Long Range Planning Committee tackled a review of the Committee's mandate. The review identified three separate areas that required the Committee's attention:

- goals and objectives
- communication
- a strategic business plan

Initially, the Committee focused on communication. An outreach plan has been developed to publish a number of advisory-type advertisements, in various provincial publications. The goal of the plan is to inform the public of their rights and privileges, to raise awareness about the Board of Funeral Services and the fact that the profession is regulated. The advertisements first appeared in late fall of 2000, and will be carried forward on a periodic basis throughout 2001.

During the discussion about goals and objectives, the Committee identified five categories that it will review and make recommendations about to the Board: education, communication, public relations, stakeholders' guidelines, and government liaison.

The task of developing a long-range business plan will be scheduled in 2001, and will involve the Board as well as the management staff, using a formal planning process.



Long Range Planning Committee

L-R Bruce Humphrey, Carl Compton, Scott Miller, John "Scott" Doney, Tom Preston (Chair)

Keeping Our Standards High

To ensure that consumers receive top quality, professional services from funeral directors and transfer service operators across Ontario, the Board of Funeral Services delivers an intensive program of inspections and licensee education.

Our inspection staff had a busy and productive year in 2000, and exceeded its goal of completing 200 inspections by completing 203. The members of the Board's inspection staff combine to form a competent and very effective team.

The number of inquiries from licensees and the public is still significant and the inspection staff continues to play a large role in assisting and informing licensees and the public of their rights and obligations under the *Funeral Directors and Establishments Act*.

Of the 203 inspections, 189 were routine funeral home and transfer service inspections, six were new funeral establishments, four were new transfer services, three were new or renovated preparation rooms, and six were business closings. In addition, the Board of Funeral Services received 11 sets of blueprints for proposed new establishment construction, or renovation to existing establishments.

In addition to routine inspections, the inspection staff has also been heavily involved in a number of investigations. The inspection staff investigated a number of occurrences involving a variety of problems from a minor to a serious nature. Thirty-two investigations were started in 2000.

The investigations involved a very wide variety of issues and resulted in various outcomes. Outcomes included determining that the problem or occurrence was unfounded, sending caution letters to the involved parties, converting the matter into a complaint to be dealt with by the Complaints Committee, and resolving the matter through mediation.

Looking ahead to 2001

The inspection team has set a goal of 210 inspections for 2001, which represents a 5% increase from the previous year. This will help move the team closer to the long-range goal of inspecting each funeral home and transfer service within a three-year cycle.

Some projects being considered for the coming year include a complete review of the Public Accountant's Report and a review of the Board of Funeral Services' Inspection Manual, both to reflect changes in the marketplace.

The Board believes that consumer protection is best achieved through education of licensees. To this end, the inspection staff created and delivered a seminar on compliance issues at Professional Development 2000. Staff are looking forward to building on the educational seminar, which was very well received by the members in attendance.



We're Listening to Consumers

When consumers do have a concern or an issue, the Board has an effective system in place to ensure their voice is heard. The Complaints Committee considers and adjudicates consumer complaints about the action and conduct of any licensee.

Between November 1, 1999 and October 31, 2000, the Board of Funeral Services received 36 complaints. Of these, 26 were dealt with in 2000 and 10 will be carried forward into 2001.

Of the more than 80,000 deaths handled by Ontario funeral establishments and transfer services in 2000, the committee reviewed only 34 complaints which represents an impressively low complaint rate of 0.04%. This is an indicator that the public is being well served by licensees in our province, but the goal is always to reduce this percentage.

Of the 34 complaints reviewed in 2000, eight complaints were received in 1999 and 26 in 2000. The following is a breakdown of their dispositions.

<i>In favour of the licensee</i>	<i>16</i>
<i>In favour of the complainant</i>	<i>14</i>
<i>(of these, two were referred to the Discipline Committee)</i>	
<i>Complaints withdrawn</i>	<i>1</i>
<i>Complaints mediated by staff</i>	<i>3</i>

Five of the 34 complaints were made by someone within or closely related to the profession.

Either party can appeal the Complaints Committee's decision to the Licence Appeal Tribunal or "LAT" (formerly the Commercial Registration Appeal Tribunal). Two of the complaints reviewed in 2000 were appealed to LAT.

The Complaints Committee has started explaining the results of some complaints in the Board's newsletters. Names are withheld in keeping with the confidentiality requirements of the *Funeral Directors and Establishments Act*. However, a brief synopsis of the circumstances and the Committee's decision are provided to help licensees gain some insight into significant complaints and the expectations of both the Board and the public.

Licensees have generally been prompt and thorough when responding to complaints. In fact, many licensees go above and beyond what is necessary to satisfy the concerns of the consumer.

Funeral directors who are well-versed in statutory and regulatory requirements, especially in regards to professional conduct, price lists, contracts, documentation and disclosure, can minimize the risk of complaints.

The Committee has been successful in reducing the amount of time between the receipt of a complaint and the date that it considers it, to less than three months. The Committee has succeeded in eliminating the backlog of complaints that previously existed through the hard work of the dedicated Board staff. Note, however, there may be exceptional cases where meeting schedules or the need for further investigation may create some delay in dealing with a complaint.

While the number of complaints increased slightly between 1999 and 2000, this simply reflects an unusually low number of complaints in 1999.

Board staff are a vital part of the Complaints Committee, and deserve praise for their investigative, communication and mediation abilities.



Complaints Committee

L-R Allan Lee (Chair), Harold Wilson, Brian Parent



Playing a Leading Role in Licensing and Professional Development

The Licensing Committee considers all matters put forward by the Registrar relating to the eligibility of applicants for licences or licence renewals. The Committee also considers other licensing matters such as examinations, internship programs and professional development. The Committee has been extremely busy over the last year and met monthly, at a minimum, to deal with its many responsibilities.

In addition to its regular duties, the Committee continues to focus on plans for the future, and is currently working in some important areas.

By the summer of 2001 all provinces will be required to permit inter-provincial licensing to comply with National Labour Mobility. Our proposal will be presented to the full Board for ratification. This has been an ongoing, federally-mandated project which will permanently affect licensure across Canada.

Also, on the national level, the Committee is looking into the feasibility of a national exam. It is our view that a national exam would help to establish consistency throughout the country.

More recently, the licensing exam was updated to reflect ongoing changes in the funeral profession.

The Committee formalized criteria for selecting practical examiners, and implemented the new criteria in May 2000. Also, work has begun on developing a new handbook for the examiners to follow during testing.

The Committee was pleased to present awards to Thomas Whitcroft of Humber College and Marjolaine Aubé of Collège Boréal for achieving the highest marks on the Licensing Exam for their respective colleges.

In 2000, for the first time in many years, students from both Humber College and Collège Boréal were invited to the annual Professional Development Program. The Committee was encouraged by the large attendance of students from both colleges and hopes that this continues every year.

Further change has occurred in the terminology used to refer to an "apprentice/in-service trainee." The Board has adopted the Licensing Committee's recommendation to refer to a "student/apprentice/in-service trainee" as an "intern." The Licensing Committee believes this better reflects today's standards, not only within the funeral service profession, but also, most importantly, in the communities that the profession serves. Each establishment that participates in training of interns now receives a certificate acknowledging their involvement. This acknowledges the effort made by the establishment and it also communicates to consumers the fact that in-house training is taking place while they are being served.

For some time, the Board's licence application has included a question about the applicant's criminal record. This is a standard question on the application for admittance to most professions. In 2000, the Licensing Committee instituted a policy requiring all new applicants to undergo a criminal record check. This will help to ensure high standards for licensure.

The Licensing Committee has worked very closely with the Education Committee over the last year to seek further possible reform to the system. The Committee looks forward to a positive new approach to licensure within the Province as we enter this new millennium. Members of the Committee and the staff are to be congratulated for their many contributions to the Committee's achievements in 2000.



Licensing Committee

*L-R Bruce Humphrey, (Chair), Joseph Salini,
Scott Miller, Carl Compton*



Licensing and Administration: Maintaining Professional Business Standards

The licensing and administrative staff consists of the Bilingual Administrative Assistant, Administrative Bookkeeper and the Manager of Licensing and Administration. The administrative staff is the first point of contact for the public and profession. The staff carries out a variety of functions to support the daily operation of the Board, and everyone is involved in some aspect of the licensing renewal process along with their other daily activities.

Licensing/registration

In 2000, licensees saw a few more revisions and changes to the renewal forms and to the funeral director licence itself. The most significant changes were seen on Form 16 for the 2001 licensing year Reporting of Prepaid Contracts. The changes should make completing the forms somewhat easier for the managers of funeral establishments and transfer services.

The 2001 renewal forms underwent further revisions in 2000, and included the option of printing the forms in French or English. The majority of work on the forms has been completed and we anticipate minimal changes for 2002.

The pre-printing of renewal forms for 2000 was anticipated to help increase the efficiency and accuracy of the licensing process. As a result, licensing should be easier in 2001.

Preliminary indications show an improvement in the processing of renewals and in the accuracy of the information collected. As we move into the 2001 licensing year, we are seeing some of the benefits of the pre-printed forms with faster turnaround time for issuing personal licences. While we expect that all the revisions and changes will result in a more efficient and effective procedure for licensing, we will continue to evaluate the changes once licensees have had an opportunity to go through the process a second time.

Licensing Statistics for 1999-2000

Number for 1999-2000

<i>Licensed Funeral Directors</i>	2439
<i>Active Licensees</i>	1745
<i>Inactive Licensees</i>	694
<i>Conditional</i>	3
<i>Funeral Directors with Emeritus Status</i>	51
<i>Registered Transfer Service Operators</i>	5
<i>Licensed Funeral Establishments offering funeral services to the public</i>	570
<i>Licensed Funeral Establishments not offering funeral services to the public</i>	4
<i>Licensed Transfer Services</i>	24

Six new funeral establishments were registered in 2000 and five funeral establishments ceased operation. Four new transfer services were registered in 2000 and one transfer service ceased operation.

Pursuant to the *Funeral Directors and Establishments Act*, the Registrar can propose to refuse to issue or renew a licence, or propose to issue a licence subject to conditions. Should the Registrar decide to take this course of action, the applicant must be given written notice together with written reasons. In 2000, the Registrar made the following proposals:

- The Registrar proposed to refuse to issue a licence to an applicant. The applicant appealed the Registrar's decision to the Licence Appeal Tribunal ("LAT") and before the hearing, an agreement was reached and the applicant was issued a conditional licence.
- The Registrar proposed to impose conditions on another funeral director's licence. Upon appeal, LAT supported most of the conditions proposed by the Registrar.
- The Registrar proposed to revoke a funeral establishment licence. The decision was not appealed and the licence was therefore revoked.

As a result of the recommendation made by the Licensing Committee to have all new applicants consent to a criminal records check, the staff has implemented a procedure to accommodate this recommendation. A formal written procedure will be finalized in 2001.

Interns

In 2000, approximately 100 students registered with the Board for their internship year. All relevant forms and publications will be revised to incorporate the recommendation by the Licensing Committee to use the term "intern" in place of "apprentice, in-service student, etc."

Licensing exams

Interns completing their internship are eligible to write the licensing exams, which are offered in June and December. In December 1999, 14 students wrote the licensing exams and 120 students wrote the licensing exams in June 2000. Of the 120 who attempted the exam, 115 of them were writing the exam for the first time. Interns who are unsuccessful in their first attempt are allowed two additional attempts within two years of the first attempt.

Each year a few out-of-province licensees apply to the Board for a licence. The year 2000 was no exception, as three out-of-province applicants wrote the licensing exams. During the year, four previously licensed funeral directors also wrote the reinstatement exam.



Administration Update

In addition to processing licences, staff were involved with Professional Development 2000, administering the election of Board members (District Election), registering interns, the review and administration of licensing exams along with daily administrative duties associated with Board operations.

In 2000, all of the forms (Forms 1 to 10) for registration and licensing interns were updated and revised in both official languages. The Embalming Report was also reviewed and translated into French. Now all of the forms and requirements related to interns are available in both languages. In conjunction with this, we have begun to develop a lexicon of French terms, which will help to maintain consistency in the usage of terms in materials prepared by the Board.

We continue to revise and update the database and are already seeing the benefits. Some benefits of the preprinted forms include:

- increased accuracy in processing of forms
- renewal forms can be pre-printed on request (in French or English)
- streamlined registration of interns
- standardized letters can now be issued from the database to cover such areas as exam results and District Election mailing lists.

Reorganizing the accounting and bookkeeping functions has made us more efficient in maintaining good records and in preparing the year-end audit. Staff are constantly looking for ways to improve the service they provide to the public, profession, government and Board members.

The staff provide a significant amount of administrative support to the Committees by mailing information, preparing minutes, agendas and conducting research.

As part of our ongoing efforts to inform the public, this year we added the Annual Report and Newsletters to the website and are working on translating the website into French. The goal is to have this completed in early 2001.

Setting goals and objectives for 2001

The licensing and administrative staff have set the following goals for 2001:

- Complete the licensing renewal forms by early February and have the Directory published by the end of March
- Continue to deliver prompt courteous service to anyone making inquiries to the Board
- Ensure that the database is current and as accurate as the information being provided by the licensees and registrants

This year, as always, staff have strived to provide the best service that we possibly can and will continue to do so in the future. Thanks go to the staff for all their hard work.



Ensuring the Rights of Consumers

The Board of Funeral Services is committed to ensuring its licensees act professionally at all times to meet the needs of consumers. In rare cases where misconduct does arise, the Board's Discipline Committee hears the cases. Cases can be referred to the Discipline Committee by the Complaints Committee, the Executive Committee, and the Board itself.

The Discipline Committee follows the procedures established by the Board for hearings and independent legal counsel advises the Committee. The Board of Funeral Services is represented by legal counsel, and the member has the right to be represented by legal counsel as well. Decisions by the Discipline Committee can be appealed to the Licence Appeal Tribunal or "LAT" (formerly known as the Commercial Registration Appeal Tribunal or "CRAT").

In 2000, the Discipline Committee heard five cases, leading to one acquittal and four findings of professional misconduct. Another matter was resolved without a hearing. Two other cases either had dates pending, or were in the middle of the hearing phase at the end of 2000.

One funeral director was found guilty of professional misconduct after failing to invest or deposit prepayment funds as specified in the *Funeral Directors and Establishments Act* (the "Act"). The Discipline Committee ordered that the funeral director's licence be suspended for two months and also imposed a fine of \$1,000. One month of the suspension and \$500 of the fine would be remitted if certain conditions were met. The Committee also imposed the following restrictions on the funeral director's licence: that the funeral director not supervise or employ an apprentice, that all prepaid contracts must be filed with the Registrar on a monthly basis, and that the funeral director not accept cash payments. The same funeral director was later charged with professional misconduct for violating the conditions of his penalty by providing transfer services during his suspension. On this charge, he was found not guilty.

One funeral director was found guilty of professional misconduct after failing to show a price list, failing to have a contract signed before delivering funeral services, submitting an account before making a contract, and embalming without specific instructions. The Discipline Committee ordered that the funeral director's licence be suspended for two weeks, that the funeral director pay a fine of \$3,000, \$2,000 of which was remitted if the complainants were reimbursed \$1,670, and that the funeral director be reprimanded.

One funeral director was charged with professional misconduct for failing to have contracts as required, failing to place a container or a picture of a container in the selection room as required, and also for improper duplication of Medical Certificates of Death pursuant to the *Vital Statistics Act*. The Committee found the funeral director guilty of professional misconduct, and ordered that the funeral director's licence be suspended for one week, that the funeral director be fined \$1,000, and that the funeral director be reprimanded. The Committee also imposed a restriction on the funeral director's licence that he not be permitted to manage a funeral establishment for a period of six months, unless he hired another funeral director, who was acceptable to the Registrar, to act as his mentor and monitor.

One funeral director was found guilty of professional misconduct for requiring the purchase of funeral supplies as a condition of service, and for unprofessional conduct. The Discipline Committee ordered that the funeral director pay a fine of \$2,000, that he be reprimanded, and that the fact of the reprimand be recorded unless he provided the following to the satisfaction of the Registrar within 30 days of the date of the order: a letter of apology to the purchaser, a revised version of his contract, and an internal written policy for handling purchases of funeral supplies (including caskets) from third-party suppliers.

One funeral director entered an undertaking in response to an extensive forensic investigation at the funeral home where he was the Managing Director. The funeral director agreed that his licence as a funeral director be suspended for two years and he would not manage a funeral home or transfer service for a period of 18 months following the two-year suspension. The funeral director also undertook to pay a fine of \$1,500 before the end of the suspension period.



Discipline Committee

L-R William Maguire, William Steadman (Chair), Julie Tubman, Richard Pedder

Ensuring Professional Education Standards

This has been a very busy year for the Education Committee, working with project manager Burle Summers and researcher George Bedard. Focus groups, surveys, Committee meetings and a great deal of tabulation and writing yielded many items for consideration in various drafts of the Education Review report. The report, in draft form, is expected to be ready for presentation to the Committee early in 2001, with a final report to the Board and the profession by early spring.

While many recommendations for change are expected in the areas of pre-admission, the academic program, internship, licensing and professional development, the review process has also underlined the fact that for many years, Ontario has been a leader in funeral service education programs.

To help us continue in this leadership role, any recommendations that may eventually be implemented will require broad support from all of the stakeholders. We expect that this review will help to strengthen and enhance the positive image of graduating funeral directors from Ontario programs.

The implementation process will be the next step, and once again the Committee will need and request the input and support of funeral directors across Ontario.

Board representatives on the Committee to Review the Goals and Objectives of Funeral Service Education in Ontario included:

John "Scott" Doney, Chair, Education Committee
Bruce Humphrey
William Steadman



Education Committee

L-R Bruce Humphrey,
John "Scott" Doney (Chair), William Steadman

Committee to Review the Goals and Objectives of Funeral Service Education in the Province of Ontario

Committee Members:

- John "Scott" Doney** Chair,
Education Review Committee,
Current Chair,
Board of Funeral Services
- Bruce Humphrey** Funeral Director,
Board of Funeral Services
- William Steadman** Public Member,
Board of Funeral Services
- Norman Blanchard** Co-ordinator/Professor,
Formation en services funéraires
Collège Boréal
- Richard Yelle** Dean, Health Sciences/ Doyen,
Sciences de la santé, Collège Boréal
- Ken Harrison** Associate Dean,
Allied Health Department,
School of Health Sciences,
Humber College
- Ward Yorke** Professor, Funeral Service Education,
Humber College
- Bruce Cooke** Education Committee,
Ontario Funeral Service Association
- Kent Milroy** President,
Ontario Funeral Service Association
- Shawn Bellefeuille** Recent Graduate, Collège Boréal
- Paul Shedden** Recent Graduate, Humber College

Support:

- Joseph Richer** Registrar, Board of Funeral Services
- Susan Beck** Manager, Licensing & Administration,
Board of Funeral Services
- Lynne Atkinson** Executive Director,
Ontario Funeral Service Association
- Sheelah Brodie** Executive Director,
Ontario Funeral Service Association,
(Until January, 2001)



Working Hard to Build Consumers' Trust

The Compensation Fund Committee manages the affairs of the Prepaid Funeral Services Compensation Fund, which was established to provide compensation in the event that trust monies are mishandled.

During 2000, the Committee reviewed 38 claims and approved 21 separate claims against the fund, totaling \$18,852. Many of the claims involved an individual who was not licensed to offer services to the public and who was not a participant in the Compensation Fund. Of these claims, many were denied because consumers had prepaid their services and/or supplies with an individual who was improperly offering services and/or supplies to the public.

While the Compensation Fund Committee encourages consumers to prearrange their final wishes, it cautions people wishing to prepay to deal only with properly licensed individuals.

To raise public awareness of the Board and of the need for consumers to deal with duly licensed funeral establishments or transfer services, the Board has created advisory notices that have appeared in various publications. It is anticipated that these notices will continue to be printed several times a year in various publications.

The Committee is pleased with the state of finances, the trust account reporting and the efficiency of the Board office when dealing with matters of this nature. The fund is in good financial shape with safe investments. The Chair would like to thank the Committee members and the staff of the Board of Funeral Services for their participation and guidance.

Prepaid Funeral Service Compensation Fund Secure and Diversified

The Compensation Fund remains above the minimum threshold of \$1 million. The Committee is satisfied that the funds continue to be invested in a secure and diversified portfolio.



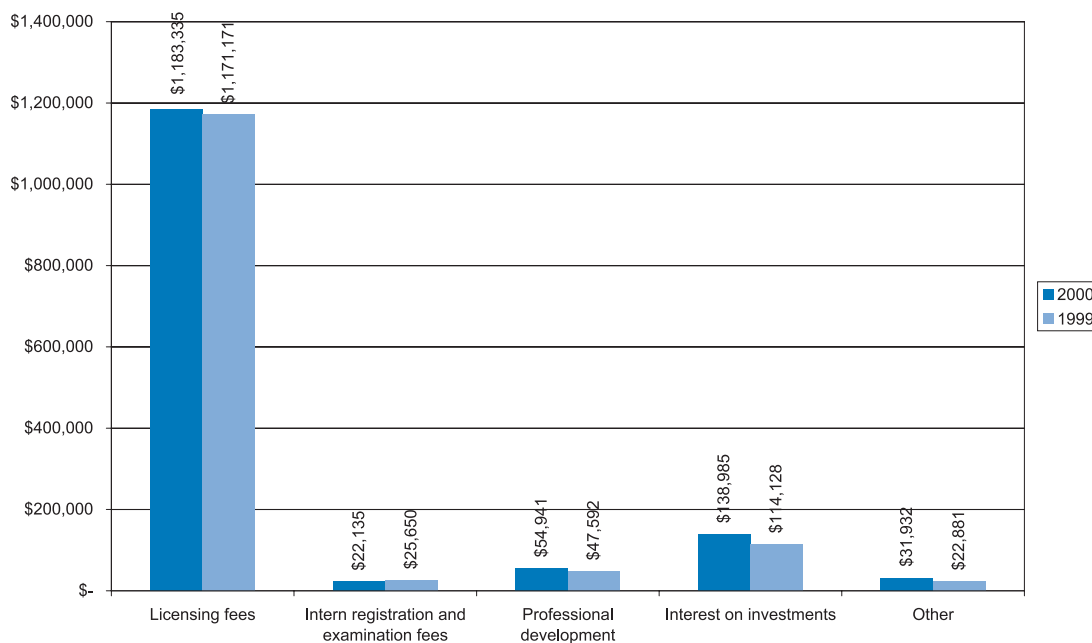
Compensation Fund Committee

L-R Joseph Salini, William Maguire (Chair), Tom Preston

Financial Outlook

Harris & Wright audited the Board of Funeral Services and the Prepaid Funeral Services Compensation Fund. They reported that the financial statements present fairly, in all material respects, the financial position of the Board of as October 31, 2000. Complete financial statements are available upon request.

Revenue - Comparative



Expenses - Comparative

