



Celebrating a Century
of Service and Success



ANNUAL REPORT 2014





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THE BOARD OF FUNERAL SERVICES



Mission

“To oversee the regulation of the practices of licensees in accordance with the *Board of Funeral Services Act*, the *Funeral, Burial and Cremation Services Act*, 2002, the regulations under those acts and the by-laws in order that the public interest may be served and protected”

Then

Identifying an increased demand for funeral service more than a century ago, members of the profession advocated for self-regulation of the sector, after recognizing the importance of establishing high professional standards and enhanced customer service practices, to serve and protect Ontario consumers.

Now

One hundred years later, the Board of Funeral Services continues to deliver on its mandate to serve and protect the public through regulating the provision of funeral services and transfer services in accordance with the *Funeral, Burial and Cremation Services Act*, 2002 (FBCSA) and the *Board of Funeral Services Act*.

“Celebrating 100 years of professionalism is a great success story and an achievement and dedication of all those persons involved in promoting and developing the profession. The Board of Funeral Services is a vital component of an effective and efficient governance structure in protecting the public in Ontario.”

– **Gilles Levasseur, Public Board Member**



CELEBRATING 100 YEARS



We get better with age.

Making difficult decisions easier for 100 years.

Our licensees have been providing the highest quality service that help families through challenging times. This May we are proud to celebrate a century of valued service to your community.

Please visit www.100.funeralboard.com for more information.

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Photo: Marion Roes - mroes@sympatico.ca



MESSAGE FROM THE CHAIR



As predicted, 2014 will be remembered as a year of challenge, change, and celebration. Stepping into the role of Board Chair, it became immediately evident that delivering on multiple priorities for the sector would require a steadfast focus, a commitment to think outside of the box, and the efforts of many dedicated individuals.

Topping the list from the outset, were preliminary plans to transition regulatory responsibilities to the Bereavement Authority of Ontario, effective January 1, 2016. Throughout the year, discussions ensued with representatives from the Ministry of Government and Consumer Services (formerly the Ministry of Consumer Services), the Cemeteries Regulation Unit, and members of the interim board for the Bereavement Authority of Ontario. While significant progress has been made, the work will continue for months to come, with an ongoing commitment to ensure the transition process to the new entity is smooth and effective for both consumers and licensees.

Our 100th year of service as a licensed profession saw the Board of Directors working diligently in partnership with the Registrar and Board staff. Following the successes of other regulated professions, endeavours were put forth to ensure licensees were informed, and well equipped with knowledge and learning opportunities to address ever changing needs and expectations.

With numerous achievements to be proud of, at both the Board and committee level, I am highly appreciative of the wisdom and savviness of each Board member. Through resolving repeatedly to ensure decisions made aligned with the priorities identified in the *Board of Funeral Services Strategic Plan*, your individual contributions, expertise, and readiness to make a difference collectively served to ensure the needs and expectations of Ontario consumers were adequately protected.

I tip my hat to Registrar, Mr. Douglas H. Simpson for his leadership, guidance, and willingness to make difficult decisions that address tenacious challenges. The direction you have brought to the position, the organization, and the funeral sector has succeeded in supporting growth and increased confidence throughout the profession.

In addition, I extend a huge thank you to the Board staff for their dedication to the funeral sector. The efforts put forth on a daily basis to support licensing, regulatory compliance, education, and communication requirements are reflected in the overall success of the organization.

Remaining true to our commitment to adapt to a changing landscape while continuing to uphold the high standards of our profession, the Board of Funeral Services embraced yet again, multiple opportunities to embark on some first steps for the sector which included:

- licensure of the first graduating class of Funeral Preplanners; a new licence class, introduced in 2012 when the *Funeral, Burial and Cremation Services Act, 2002* came into force
- the introduction of the Registrar's Advisory Council; a committee formed, to support the Registrar in obtaining an increased understanding of specific sector related issues and to provide advice and recommendations for consideration



MESSAGE FROM THE CHAIR

- collaborating with over fifty communities throughout the province who proclaimed April 30 – May 4, 2014, as *Funeral Professionals Week*; it was a pleasure to witness the value of funeral service being highlighted as licensees eagerly accepted invitations to attend council meetings and accept formal recognition for countless contributions made by our amazing profession;
- welcoming the remarkable experience to have media sponsors, the Globe and Mail and Sun Media, openly embraced our commitment to providing high quality service to families during challenging times, by featuring full and half page newspaper ads in nineteen major cities; an endeavour never before undertaken in the history of the funeral profession; and
- appointing the first Francophone Chair of the Board of Funeral Services. While it took 100 years, it has been both an honour and a privilege to represent the 2700 licensed funeral professionals who repeatedly demonstrate a willingness to serve English and French speaking consumers in Ontario during a time of need.

Together we have worked to pursue a direction that many regulators have only dared to consider. With the introduction of competency based education, standardized training requirements, and flexible continuing education opportunities, funeral service in Ontario is being recognized as a leader in the regulatory world throughout North America. As a result of our determination to take a proactive approach, and a steadfast resolve to be the best in class, we have succeeded in enhancing our professional image with consumers and colleagues alike.

Looking back on the achievements of 2014, a personal favourite was the 100 Year Celebration Gala, held in Toronto on May 14, 2014. With more than 250 people in attendance, including licensees, Board members, ministry representatives, partners, suppliers, and Board staff,

tribute was paid to the ongoing efforts of our devoted peers, both past and present. Memories were made and the evening will be a milestone moment that will be fondly remembered for years to come.

Reflecting on the accomplishments of the decades past, it is important that all licensees embrace a sense of victory for having evolved to meet the consumer's ever changing needs and expectations. Ontario was a different province 100 years ago and funeral service is no exception. Through it all, we have remained determined to stand up to the challenges before us. As a result, we have succeeded in championing the important role that funeral professionals play to help families through very difficult times with care, sensitivity, and dignity; a fact that has remained paramount since inception and one that will never change.

As we look ahead to 2015, please stay tuned for the unveiling of a new website, and recommendations from two new committees, including an Education Committee and an Infectious Disease Planning Committee. Additionally, be sure to watch for information that will be forthcoming related to the introduction of the Bereavement Authority of Ontario.

The future of our profession lies in the hands of you, the funeral professional. It is up to each of us to take a leading role in raising the value of funeral service throughout Ontario. 2015 is destined to be another memorable year for the history books. I look forward to continuing our journey together.

Optimistically yours, MERCI

Yves Berthiaume

C.F.S.P., P.R.F.

Chair, Board of Funeral Services

"It's a Great Day to be Alive"



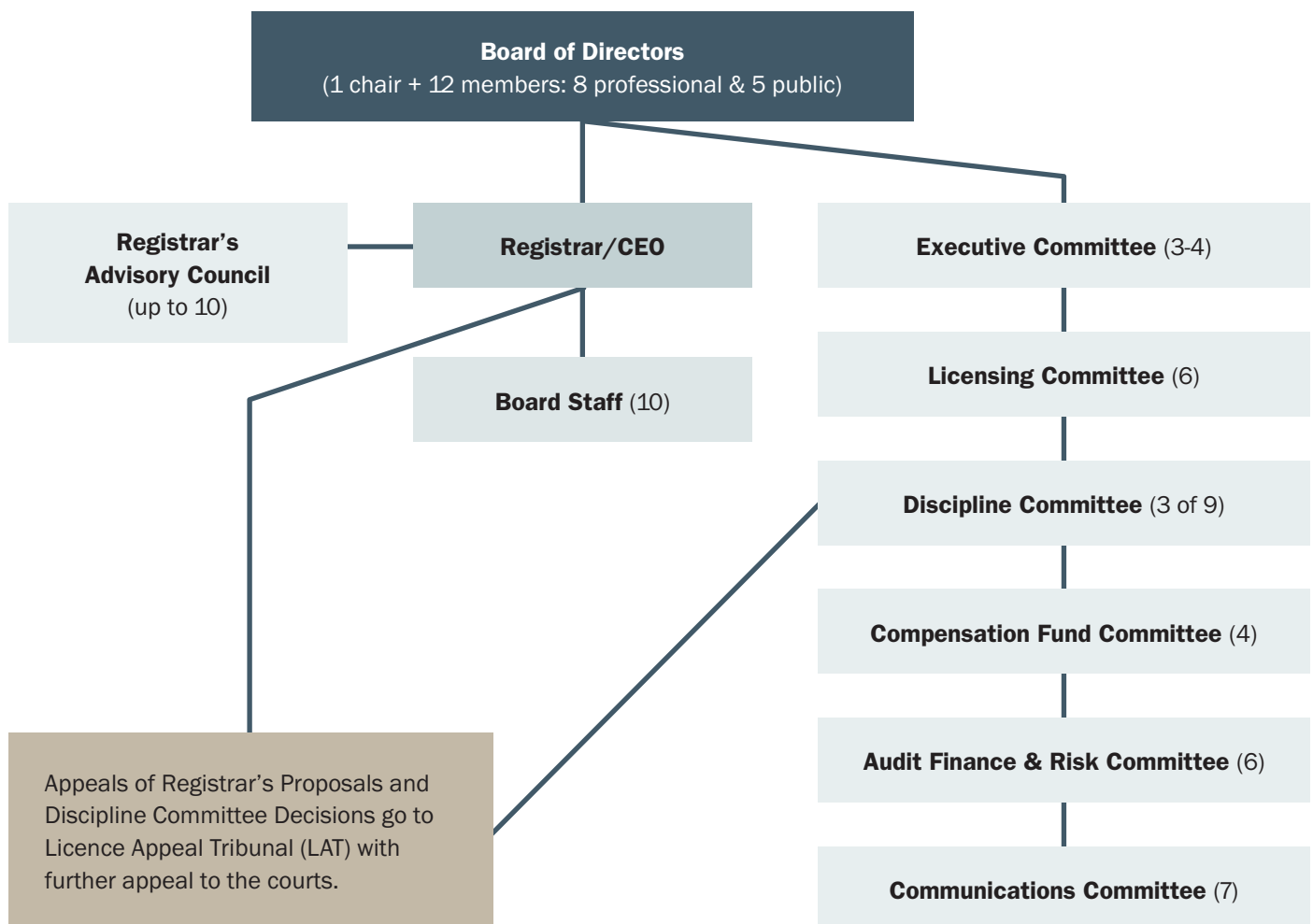
GOVERNANCE

Governance and oversight of the Board of Funeral Services is provided by the Board of Directors who also serve on a variety of committees. In addition to the five committees established by statute, standing committees are defined to address sector requirements, and ad hoc committees to manage short term projects.

The *Board of Funeral Services Act* stipulates that the Board of Directors must be composed of thirteen members, including eight individuals who represent

the expectations of the profession as licensed funeral professionals, and five public members. All members are appointed by the Lieutenant-Governor-in-Council.

Regular Board and committee meetings are held throughout the year. To support the flow of information between Board members and staff, a staff liaison is designated for each committee. The staff liaison assumes responsibility for the preparation of meeting materials and deliverables associated with identified action items.





BOARD MEMBERS

Professional Members



Yves Berthiaume (Chair)
Hawkesbury
Appointed: 2010



Mac Bain (Vice Chair)
North Bay
Appointed: 2013



Paula Davidson
Wasaga Beach
Appointed: 2011



James Fletcher
Mississauga
Appointed: 2014



Douglas Gilchrist
Guelph
Appointed: 2013



Wayne Smith
Peterborough
Appointed: 2011



Andrew Swan
Hamilton
Appointed: 2014



John Ward
Toronto
Appointed: 2013

Public Members



Mumtaz Akhtar
Ottawa
Appointed: 2008
(Term concluded 2014)



Lalitha Ananth
Winona
Appointed: 2009



Ken Hajas
Ancaster
Appointed: 2012



Azeem Khan
Toronto
Appointed: 2014



Gilles Levasseur
Ottawa
Appointed: 2011



Gail Siskind
Toronto
Appointed: 2011



**Liselotte Kidston
(Staff Liaison)**



STRATEGIC OBJECTIVES AND PRIORITIES

The Board of Funeral Services is committed to working diligently to ensure that the bereavement sector continues to be well positioned to meet the high expectations of consumers and government. The information that follows highlights its efforts throughout 2014 to deliver upon the objectives and priorities as identified in the *Board of Funeral Services Strategic Plan*.

Consumer Priorities

Consumers of bereavement services expect the market place to keep their interests top of mind in a safe, secure, and professional environment. The primary reason for regulation is consumer protection, a priority that is paramount for the Board of Funeral Services. As a regulator responsible for the provision of consumer protection, the Board of Funeral Services must take an active role to educate and inform consumers about the marketplace, the values associate with a regulated sector, and the strong disciplinary mechanisms that are in place for those who choose to ignore professional standards.

Objective

Deliverable

Protect and inform:

- 100 Year Celebrations were held throughout the province, with many communities proclaiming April 30 to May 4, 2014, *Funeral Professionals Week*
- Sector representatives, consumers, and media personnel were kept abreast of the Registrar's decisions related to the revocation of both business and personal licences as a result of professional misconduct
- Introduced the Regulatory Advisory Officer position; a role designed to act as a mediator between the consumer and licensed funeral professionals

Be the source of bereavement sector information:

- Distributed approximately 100,000 *Consumer Information Guide to Funerals, Burials and Cremation Services* throughout the province via funeral establishments and supporting organizations

Licensee Priorities

At the heart of a trusted and confident marketplace lie the qualifications, standards, and professionalism of individual licensees. Success as a sector requires funeral professionals be viewed and treated as valued contributors in advancing professional goals and ensuring a safer marketplace for consumers. These objectives are achieved through increasing licensee engagement in the process of enhancing education and training standards, and establishing greater mutual respect for the individual and professional contributions that support consumer protection practices and address the needs and expectations of licensees and stakeholders.



STRATEGIC OBJECTIVES AND PRIORITIES

Objective

Build positive and valuable relationships:

Deliverable

- Established and cultivated strong working relationships with representatives in various associations, regulatory bodies, and ministries throughout North America
- The Registrar attended seven association meetings across the province to deliver greetings, provide updates, and interact with licensees
- Representatives from the Board of Funeral Services participated in various working groups aimed at addressing common challenges

Ensure excellence in everything we do for licensees:

- Decision making practices consistently considered predefined priorities outlined in the *Board of Funeral Services Strategic Plan*, keeping the consumer, licensee, and stakeholder priorities top of mind
- Implemented the *Practice Review Program*; a voluntary initiative, intended to assist funeral establishment operators and transfer service operators, who have significant non-compliance issues, in attaining compliance using an advisory approach with an aim of preventing disciplinary proceedings
- Issued twenty three Funeral Preplanner personal licences to individuals who successfully completed the requirements for licensure
- Effectively implemented and managed educational programming, including Funeral Services Education Program Standards for the Funeral Preplanner and Transfer Service Sales Representative licence classes, the *Internship Support Program*, the *Preceptor Training Program*, and *AIM – the Continual Competence Enhancement Program* resulting in higher than expected compliance rates and requests for additional training initiatives

Stakeholder Priorities

The Board of Funeral Services recognizes that in addition to consumers and licensees there are many other important stakeholders that influence or are a critical to the success of the funeral sector as a regulated profession. Notably these stakeholders include government, other regulatory bodies, and the professional associations that serve the sector. Steps must be taken to enhance communication throughout the bereavement sector, and to provide support to ensure the bereavement sector remains a strong partner in the provision of consumer protection.

Objective

Improve communication with all stakeholders:

Deliverable

- Established the Registrar's Advisory Council to provide the Registrar with recommendations related to specific issues being faced by the sector
- Provided clear, concise, and consistent messaging using various forms of communication
- Connected regularly with representatives from the Ministry of Consumer Services, and subsequently the Ministry of Government and Consumer Services, to liaison on current and future sector related projects



STRATEGIC OBJECTIVES AND PRIORITIES

- Established relationships with other ministries to support the development of solutions that consider the needs, expectations, and requirements of the bereavement sector
- Collaborated with individuals from the Cemeteries Regulation Unit, and ministry appointed consultants during numerous planning sessions aimed at preparing for the introduction and implementation of the Bereavement Authority of Ontario in 2016

Become recognized as an effective regulator:

- Engaged in discussions with regulators from other sectors in Ontario and beyond to share new ideas, research findings, program development, and historical details
- Cultivated and maintained strong working relationships with representatives from other Delegated Administrative Authorities

People Priorities

Relying heavily on the skills and experience of a diverse team of people, the Board of Funeral Services team is committed to the mission of the organization. As a result, the Board of Funeral Services has a responsibility as an employer, to ensure people's pride and ownership in their work, to connecting daily activities with longer term priorities and goals, and to maintaining a healthy and rewarding workplace.

Objective

Ensure a qualified, skilled, stable and sustainable workforce:

Deliverable

- Added and realigned positions and responsibilities with a goal to improve service to licensees, consumers, and stakeholders
- Supported professional development programming for staff members designed to enhance the Board of Funeral Services ability to offer improved expertise
- Participated in courses offered by regulatory and sector associations to enhance employee knowledge, experience, and competence levels

Internal Systems Priorities

Balancing resources efficiently and effectively while maintaining quality, service excellence, and stakeholder accountability is a delicate act. Added pressures to "do more with less" have become the standard for most organizations and especially those aligned closely with government. As a result, the Board of Funeral Services must continuously seek to identify ways to effectively exceed expectations, with a commitment to higher quality and consistency on all platforms.

Objective

Adopt continuous quality improvement throughout the organization:

Deliverable

- Adapted and implemented policies and procedures in consideration of the ever changing requirements and expectations of the sector



STRATEGIC OBJECTIVES AND PRIORITIES

Establish guidelines/ principles for how we develop and evolve our technologies:

- Engaged in initial discussions aimed at introducing a new and improved website for consumers, licensees, and stakeholders
- Developed a social media presence on various platforms
- Demonstrated a commitment to continuous improvement of required technologies for online licence renewal and continuing education program requirements

Financial Priorities

The Ministry of Government and Consumer Services, Ontario consumers, and licensees expect the highest level of financial stewardship and accountability from the Board of Funeral Services. As a result, great pride is exercised in managing financial responsibilities with limited resources and for making the wisest investments decisions possible to sustain required operations. Throughout the process, it is imperative that the Board of Funeral Services pay close attention to the evolving needs and expectations of government, remain transparent and accountable for all financial resources, and seek to identify methods to ensure the long term viability of initiatives that will sustain the value and importance of the bereavement sector.

Objective

Deliverable

Ensure accountability and transparency in reporting:

- Distributed regular updates to the Board of Directors aimed at providing information related to staff activities, obligations, and initiatives
- Effectively managed fees and expenses, resulting in year end results being under budget

Ensure long term financial sustainability:

- Engaged in the proper allocation of resources and expenses to improve services to the sector
- Succeeded in reporting a final deficit below expected outcomes for the second consecutive year



COMMITTEE OVERVIEW

Executive Committee (Statutory)

The mandate of the Executive Committee is to oversee the initiatives of the Board. With approval from the Board, the Executive Committee has the authority to exercise any power or perform any duty of the Board, other than to make, amend, or revoke a by-law. Subject to approval by the Board, the Executive Committee is permitted to take action on matters requiring immediate attention. The Executive Committee is comprised of three Board members, one of whom is a public member.

Executive Committee Members (Statutory)

Yves Berthiaume (Chair)

Mac Bain (Vice Chair)

Gail Siskind

Ken Hajas

Staff Liaison: Douglas H. Simpson

2014 Activities

- Reviewed and approved Board meeting agendas
- Provided initial insight and guidance into Board related initiatives
- Prepared and delivered the Registrar's performance review

Licensing Committee (Statutory)

The mandate of the Licensing Committee is to consider matters relating to licensing and education, in an effort to ensure the competence of funeral professionals. The Licensing Committee oversees the development of professional competencies, funeral service education, requirements for internship, entry to practice examinations, and programming for continuing education. The Licensing Committee is comprised of three members of the Board, one of whom must be a public member.

Licensing Committee Members

Doug Gilchrist (Chair)

Andrew Swan

Paula Davidson

Gail Siskind

Ken Hajas

John Ward

Staff Liaison: Susan Beck

2014 Activities

- Supported the introduction of an Education Committee
- Offered governance oversight of funeral service education programs and AIM – *the Continual Competence Enhancement Program*
- Considered recommendations put forth by the Examination Committee following a review of collective entry to practice examination results.



COMMITTEE OVERVIEW

Compensation Fund Committee (Statutory)

The mandate of the Compensation Fund Committee is to manage the affairs of the Compensation Fund, as stipulated in the *Board of Funeral Services Act*, with the exception of duties and responsibilities that fall under the jurisdiction of the Trustee and the Board of Directors. The Compensation Fund Committee is also responsible for reviewing the portfolio and the Trustee's performance, based on the long term investment goals established for the Compensation Fund. To ensure the assets of the Compensation Fund are secure and the investment strategy is meeting or exceeding long term investment goals, the Compensation Fund Committee meets on a quarterly basis to review the portfolio, in addition to connecting with the Trustee twice annually to discuss the Trustee's report. The Compensation Fund Committee is composed of three Board members, two of whom are public members.

Compensation Fund Committee Members

Gilles Levasseur (Chair)

Mac Bain

Paula Davidson

Ken Hajas

Staff Liaison: Ken Singh

2014 Activities

- Conducted a formal review of all claims submitted to the Board of Funeral Services
- Approved payment of two claims, totalling \$19,675.46, related to the closure of the Watts Funeral Home

The Compensation Fund

Established in 1990, the Prepaid Funeral Service Compensation Fund ("the Compensation Fund") is designed to compensate consumers who have suffered a financial loss as a result of a licensed funeral professional mishandling prepaid funds.

Claims that are denied payment by the Compensation Fund Committee may be appealed to the Licence Appeal Tribunal.

For information related to the performance of the Compensation Fund, please refer to the financial statements included in the Financial Outlook section of this publication. Full financial statements are available upon request through the Board of Funeral Services.

“ Reflecting on 100 years of history, my personal highlight is to remember the way it was. Simpler times, quieter ways. A time when the majority of families did not question the need for a funeral. More often families came together in harmony and shared the value of the life of the deceased. ”

– Doug Gilchrist, Professional Board Member



COMMITTEE OVERVIEW

Discipline Committee (Statutory)

The mandate of the Discipline Committee is to hear cases involving allegations of professional misconduct or incompetence against funeral directors, as referred by the Registrar, the Executive Committee or the Board of Directors. The Discipline Committee follows established procedures for hearings, and is advised by independent legal counsel. The funeral professional also has the right to be represented by legal counsel. Decisions made by the Discipline Committee may be appealed to the Licence Appeal Tribunal, which is independent from the Discipline Committee and the Board of Funeral Services. In turn, Licence Appeal Tribunal decisions may be appealed to the Divisional Court of the Superior Court of Ontario. The Discipline Committee is composed of a minimum of four members of the Board, two of whom are public members.

Discipline Committee Members

Wayne Smith (Chair)
Lalitha Ananth
Paula Davidson
James Fletcher
Ken Hajas
Azeem Khan
Gilles Levasseur
Andrew Swan
John Ward

Staff Liaison: Douglas H. Simpson

2014 Activities

The Discipline Committee was not required to hear any disciplinary matters, as all issues were addressed either through the complaints process or proposals by the Registrar.

Audit, Finance and Risk Committee (Standing)

The mandate of the Audit, Finance and Risk Committee is to oversee the financial affairs of the Board of Funeral Services. The Audit, Finance and Risk Committee, in conjunction with the senior management team, ensures appropriate financial and operational controls. The Audit, Finance and Risk Committee conducts regular reviews of financial statements and controls, in addition to meeting with the external auditor to review audit findings. The Audit, Finance and Risk Committee is composed of at least four members, two of whom are public members.

Audit, Finance and Risk Committee Members

Ken Hajas (Chair)
James Fletcher
Doug Gilchrist
Lalitha Ananth
Azeem Khan
Gilles Levasseur
Andrew Swan

Staff Liaison: Marlen Weiler

2014 Activities

- Reviewed year end financials and proposed 2015 budget
- Discussed and approved the Auditor's Report
- Considered risks associated the Bereavement Authority of Ontario transition requirements
- Collaborated on short-term lease renewal recommendations for the Board of Funeral Services office space



COMMITTEE OVERVIEW

“Reflecting on 100 years of history, my personal highlight is seeing the members of the profession rising to challenges to serve the public, whether in the case of an aviation emergency that tasks many to work in harmony, or the compassion afforded an indigent as professional funeral directors stand at a gravesite in silent recognition of a life lived and lost.”

– James Fletcher, Professional Board Member

Communications Committee (Standing)

The mandate of the Communications Committee is to provide oversight of all strategies and activities related to the development and implementation of communication initiatives for consumers, licensees, and stakeholders. Responsibilities include guiding the evolution of the Board of Funeral Services strategic plan, supporting the development of innovative resources that advance the future growth of funeral service, endeavouring to increase and maintain confidence in the services provided, and striving to ensure communication practices aim to mitigate risk for the funeral profession. The Communications Committee is comprised of six members, all of whom are also members of the Board.

Communications Committee Members

Gail Siskind (Chair)

James Fletcher

Wayne Smith

Yves Berthiaume

Mac Bain

Lalitha Ananth

John Ward

Azeem Khan

Staff Liaison: Vicki McCoy

2014 Activities

- Led the 100 Year Celebration initiatives
- Guided community outreach activities with the introduction of *Funeral Professionals Week*
- Encouraged the introduction of an Infectious Disease Planning Committee
- Provided input on the launch of a new website and participation on social media platforms
- Assessed existing documentation (e.g. *Recommended Guidelines for the Implementation of Universal Precautions in the Funeral Service Profession* and *Pandemic Planning Guide*) and recommended updates to support licensees
- Supported the Trillium Gift of Life Network survey



COMMITTEE OVERVIEW

Registrar's Advisory Council (Standing - Established: April 2014)

The mandate of the Registrar's Advisory Council is to provide advice and recommendations to the Registrar on specific industry issues that arise from time to time. Discussion topics are brought forth by the Registrar for consideration. The Registrar's Advisory Council consists of a maximum of ten members drawn from a variety of stakeholders external to the Board of Funeral Services, including at least two consumers groups. The role of the Registrar's Advisory Council is advisory, not decision-making. Deliberations are not binding upon the Registrar or the Board.

Registrar's Advisory Council Members

Gary Carmichael

Chair/Association Representative
Ontario Association of Cemetery
and Funeral Professionals

Scott Miller

Association Representative
Ontario Funeral Service Association

Sheila West-Merker

Associate Dean – School of Health Sciences
Humber College

Al Gruno

Consumer Representative
Federation of Ontario Memorial Society

Angie Aquino

Association Representative
Ontario Association of Cemetery
and Funeral Professionals

Kate McMaster

Association Representative
Ontario Funeral Service Association

Kim Morris

Dean – Health Sciences
Collège Boréal

Staff Liaison: Douglas H. Simpson

2014 Activities

- Approved the proposed Terms of Reference for the Registrar's Advisory Council
- Collaborated and submitted recommendations on issues related to insurance funded funeral services and supplies, the coroner's use of non-licensed providers to conduct removals and transfers, and licensed funeral directors acting as agents for cemeteries

“ I recognize the funeral profession for serving families with dedication and compassion during their difficult time, after the loss of a loved one.”

– Lalitha Ananth, Public Board Member



COMMITTEE OVERVIEW

Examination Committee (Standing)

The mandate of the Examination Committee, is to set, evaluate, and maintain entry to practice examinations which consist of licensing examinations and the jurisprudence examinations for the four licence classes defined in the *Funeral Burial and Cremation Services Act, 2002* (FBCSA). The Examination Committee is comprised of between five and eight members, one of whom is bilingual.

Examination Committee Members

Kate Laub (Chair)
Neil Verburg
Norm Blanchard
Kyle Cuthbert
David Perry
Sarah Hiseman

Staff Liaison: Susan Beck

2014 Activities

- Reviewed bank of examination questions prepared during item writing sessions
- Submitted recommendations for possible changes to the Licensing Committee
- Evaluated collective entry to practice examination results to ensure fairness and transparency

100 Year Celebration Committee (Ad-hoc)

The mandate of the 100 Year Celebration Committee, is to support the development and implementation of consumer and licensee focused initiatives, aimed at highlighting funeral service as a licensed profession throughout the past century. Established by the Communications Committee to address an ad-hoc requirement, the 100 year Celebration Committee is comprised of four members, all of whom are also representatives of the Communication Committee. The 100 Year Celebration Committee will remain in place through May 2015 to address any outstanding requirements.

Licensing Committee Members

Wayne Smith (Chair)
Gail Siskind
Mac Bain
Yves Berthiaume

Staff Liaison: Vicki McCoy

2014 Activities

- Initiated a consumer awareness campaign with the introduction of *Funeral Professionals Week*
- Supported the development and implementation of 100 Year Celebration initiatives
- Welcomed guests at the gala celebration on May 14, 2014



Celebrating a Century of Service and Success



Photo: Marion Rees - mrees@sympatico.ca



We get better with age.

Making difficult decisions easier for 100 years.

Our licensees have been providing the highest quality service that help families through challenging times. This May we are proud to celebrate a century of valued service to your community.

Please visit www.100.funeralboard.com for more information.



CHAIR'S MESSAGE FROM 1914

Getting started 100 years ago - Excerpts from the 1914 and 1915 Annual Report of the Board of Examiners

"After 25 years of working through their Association with "prudence, zeal, energy, and determination to secure harmony in business, cultivate a friendly spirit among members, and bring about a higher state of perfection in the profession, members succeeded in having their commendable efforts crowned when An Act Respecting Embalmers came into force on May 6, 1914" (Torrance, 1914, p. 7).

"During all these long and weary years the members of the Association, to better enable them to carry on their good work, endeavored to obtain legislation that would give them legal status" (p. 7). In the 1914 "session of the local Legislature of 1911, the order in council was passed appointing the following gentlemen as members of the Board of Examiners: T.E. Simpson, Sault Ste. Marie, J.C. VanCamp, Toronto, James Torrance, Milverton, W.G. Burrows, Chatham, and J.L. Tickell, Belleville" (p. 7).

"The Board met for organization in Toronto on May 28, 1914, when Mr. T.E. Simpson was chosen as chairman, Mr. J.L. Tickell, Treasurer, and Mr. James Torrance, Secretary" (p. 7). From the outset the Board of Examiners "exercised every care possible to carry out the spirit of the Act as was intended by the Government in not interfering with vested rights. To this end, circular letters were mailed to every embalmer and undertaker in the province, setting forth the requirements under the Act and emphasizing the importance of taking advance of Section 8, which provided that all those in the business previous to May 6, 1914 could qualify by making application to the Board. Blank forms of application were supplied, upon which a number of questions were asked, relative to experience and methods employed in embalming and disinfecting, etc. Answers to these questions formed a basis for granting a Certificate of Qualification to the applicant" (p. 7-8).

"The fee charged for a certificate was \$10.00 which included a licence for the first year. "After a great deal of correspondence by way of explanations, 625 embalmers took advantage of the provisions of Section 8 of the Act with 612 being granted a Certificate of Qualification" (p. 8). Each successful applicant received a "properly

worded lithographed certificate, with the name and address of grantee engrossed" (p. 8) by mail with licence for the year enclosed. The permits prepared were not so elaborate or costly, as the Board considered them more of a temporary character and were issued in the hope that the recipients would, in the not too distant future, prepare themselves for a Certificate of Qualification by passing the examination" (p. 8).

"On Friday the 11th Sept. 1914, an examination was held in the anatomical section of the Toronto University building when fifteen candidates presented themselves for examination. Fourteen of whom passed successfully – seven with honors. To ensure differentiation "between a certificate granted under the Act and one obtained by passing the examination", a decision was made to prepare two certificates with distinct differences. Additionally, as stipulated in regulation of the Board, no certificate was "issued to any successful candidate passing the examination unless proof was given of having served at least one year with a practical embalmer" (p. 8).

"Between January 1, 1915 to May 6, 1915, 166 applications for a Certificate of Qualification were received; of those 153 were granted (Torrance, 1915, p. 8). At the end of the year it was noted that "the Board came in for adverse criticism from some quarters for granting Certificates of Qualification to a few individuals who probably were not justly entitled to same" (p. 8). The Board responded indicating "they were duty bound to carry out the spirit of the Act and written statements were taken at par. The Board made no apology for their actions, instead suggesting that time the great healer will eventually remedy any mistakes, if such were made" (p. 8).

References

- Torrance, J. (1914). First Report of the Board of Examiners of Ontario, 7-8.
- Torrance, J. (1915). Annual Report of the Board of Examiners of Ontario, 7-8.

MESSAGE FROM THE 100 YEAR CELEBRATION COMMITTEE CHAIR



Reflecting on a century of service and success, I stood proudly with licensees across the province to mark numerous achievements and celebrate an outstanding milestone in the history of funeral service. It was an honour to Chair the 100 Year Celebration Committee, with the sole purpose of recognizing the outstanding efforts of funeral professionals who strive daily to serve Ontario consumers during difficult times.

With a two part project plan before us; a consumer awareness campaign and a licensee gala celebration, it quickly became evident to committee members that it was not going to be an easy task. While our wish list was extensive, great care was taken from the outset to identify initiatives that would create an impact with limited resources.

As a result, steps were taken to highlight the value of funeral service through proclaiming April 30 – May 4, 2015, *Funeral Professionals Week*. We were delighted when more than fifty communities throughout the province chose to support this exciting initiative. Additionally, it was a heartwarming experience to see our 100 year milestone showcased, like never before, in national newspapers that ran in 19 communities across Ontario on our official anniversary, May 6, 2014. Many thanks to the Globe and Mail and Sun Media for their generosity.

On May 14, 2014 it was a pleasure to connect with Board members, past and present, licensees, students, ministry representatives, partners, suppliers, and sponsors in Toronto, for the 100 Year Gala Celebration at the Sheraton Toronto Airport Hotel and Conference Center. Together we raised a glass in recognition of the amazing work that has been done to make funeral service the remarkable profession that it is today. As the photos illustrate, we enjoyed great food and fellowship, while creating memories that will last a lifetime.

Reflecting on our accomplishments as a committee, I am thrilled with the outcome of our 100 year celebration. An extraordinary event that was only possible with the assistance of a knowledgeable, experienced, and creative committee who put their best foot forward to deliver outstanding results. On behalf of the Board and the funeral profession, I extend sincere thanks to Gail Siskind, Mac Bain, Yves Berthiaume, Vicki McCoy, and Hilary Prue for their dedicated efforts.

As we look ahead to our next 100 years, it is clear that the landscape of the profession is changing. With numerous opportunities and challenges before us, Ontario funeral professionals will need to remain true to our values, committed to supporting each other, and open to the learning that is sure to unfold as the next generation of aspiring funeral professionals take over the reins. With big shoes to fill, we are confident that they will lead funeral service forward with pride into the next century.

With pleasure and appreciation,

Wayne Smith

Chair, 100 Year Celebration Committee

CHAIRS FROM YEARS PAST



John Laframboise
2013



Mumtaz Akhtar
2012



Kevin Palin
2011



Ronn E. Dodge
2010



Cathy Taylor
2009



Alison Knight
2008



Bill Kiteley
2007



Patrick McGarry
2006



Kirk Elliott
2005



Rick Pedder
2004



Carl Compton
2003



William Steadman
2002



J. Scott Doney
2001



Joseph Salini
2000



Harold Wilson
1998 – 1999



Ted Liddycoat
1997



Alex Munroe
1996



Douglas Porter
1995



David Lester
1994



Andrew J. Doyle
1993

CHAIRS FROM YEARS PAST



Barbara Beck
1992



James A. Erb
1991



James L. Sargent
1989 – 1990



Donald S. Smith
1988



Jeanne Hewitt
1987



B.W. McGarry
1986



G.M. Lougheed Jr.
1984 – 1985



E.F. Nicholls
1981 – 1983



Wilfrid R. Scott
1978 – 1980



K.A. Campbell
1976 – 1977



W.M. Comstock
1962 – 1975



C.C. Harper
1957 – 1961



R. L. Beckett
1949 – 1956



C.N. Greenwood
1927 – 1948



W.G. Burrows
1925 – 1926



J.L. Tickell
1916 – 1924



T.E. Simpson
1914 – 1915

BOARD MEMBERS

T.E. Simpson 1914 – 1948
Professional Member — Sault Ste. Marie

J.C. VanCamp 1914 – 1917
Professional Member — Toronto

W.G. Burrows 1914 – 1929
Professional Member — Chatham

J.L. Tickell 1914 – 1929
Professional Member — Belleville

Jas Torrance 1914 – 1916
Professional Member — Milverton

C.N. Greenwood 1917 – 1948
Professional Member — Stratford

Norman A. Craig 1925 – 1932
Professional Member — Toronto

Preston M. Thompson 1933 – 1949
Professional Member — Aurora

R.L. Beckett 1946 – 1957
Professional Member — Brantford

S. Walters 1946 – 1949
Professional Member — Toronto

W.M.Comstock 1948 – 1976
Professional Member — Peterborough

C.C. Harper 1948 – 1961
Professional Member — Watford

J.A. Fullerton 1950 – 1964
Professional Member — Thessalon

Wilfred R. Scott 1950 – 1980
Professional Member — Woodbridge

Keith A. Campbell 1957 – 1976
Professional Member — Ottawa

Wm.A. English 1962 – 1976
Professional Member — St. Catharines

K.A. Campbell 1965 – 1976
Professional Member — Ottawa

Wilfred R. Scott 1965 – 1980
Professional Member — Woodbridge

D.C. McLelland 1968 – 1972
Professional Member — Toronto

Doris Crooks 1973 – 1976
Professional Member — Thunder Bay

K. Bagnell 1978 – 1983
Professional Member — Whitby

M.C. Benjamin 1978 – 1983
Professional Member — Toronto

W.B. Brownlee 1978 – 1983
Professional Member — Finch

A. Johnston 1978 – 1983
Professional Member — Thunder Bay

Ester McIntosh 1978 – 1983
Professional Member — Kitchener

E.F. Nicholls 1978 – 1983
Professional Member — Wallaceburg

W. Rowland 1978 – 1980
Professional Member — Windsor

E.L. Coates 1981 – 1986
Professional Member — Brampton

Gerry Jr. Loughheed 1982 – 1986
Professional Member — Sudbury

R.W. Crawford 1984 – 1985
Professional Member — Toronto

Jeanne Hewitt 1984 – 1988
Professional Member — Burlington

Brian W. McGarry 1984 – 1987
Professional Member — Ottawa

Margaret Poole 1984 – 1986
Professional Member — Chatham

J. Robertson 1984 – 1986
Professional Member — Thunder Bay

G.A. Stein 1984 – 1986
Professional Member — Kingston

Elizabeth Castelli 1987 – 1990
Professional Member — Hamilton

Frank G. Eagleson 1987 – 1990
Professional Member — Southampton

James Erb 1987 – 1992
Professional Member — Waterloo

Mary Lee 1987 – 1990
Professional Member — Chatham

James Sargent 1987 – 1991
Professional Member — Thunder Bay

Donald S. Smith 1987 – 1990
Professional Member — Burlington

Barbara J.Beck 1988 – 1994
Professional Member — Peterborough

James R. Reid 1988 – 1990
Professional Member — Leamington

Pearl Davie 1990 – 1996
Public Member — Hamilton

J. Andrew Doyle 1990 – 1993
Professional Member — Ottawa

Rod N. Ingram 1990 – 1991
Professional Member — Toronto

Lise Malette 1990 – 1992
Public Member

Alex Mansfield 1990 – 1993
Public Member — Mississauga

Stephen Speisman 1990 – 1996
Public Member — Thornhill

David Lester 1990 – 1994
Professional Member — Cobourg

Russell Wallace 1990 – 1992
Professional Member — Toronto

Gary Carmichael 1991 – 1993
Public Member — Toronto

Lisa Malette 1991 – 1992
Public Member — Timmins

Gordon A. Monk 1992 – 1996
Professional Member — Minden

BOARD MEMBERS

Alex Munroe 1992 – 1998
Professional Member – Toronto

Douglas R. Porter 1992 – 1998
Professional Member – Toronto

Charles William Anderson 1993 – 1998
Professional Member – Glen Morris

Allan Cole 1993 – 1995
Professional Member – Toronto

Stewart Smith 1993 – 1996
Public Member – Toronto

Karen Trace 1993 – 1996
Public Member – Scarborough

Ted Liddycoat 1994 – 1998
Professional Member – Kitchener

Ruth Kaufman 1995 – 1998
Public Member – Guelph

Dr. Harold A. Wilson 1995 – 2001
Public Member – Belleville

Brenda Cowley 1996 – 1999
Public Member – Toronto

Dr. W.E. Steadman 1996 – 2002
Public Member – Toronto

William H. Maguire 1997 – 2003
Public Member – Cobourg

J. Scott Doney 1998 – 2004
Professional Member – Flesherton

Bruce Humphrey 1998 – 2004
Professional Member – Toronto

Allan Lee 1998 – 2004
Professional Member – Harriston

Scott Miller 1998 – 2001
Professional Member – Pembroke

Brian Parent 1998 – 2001
Professional Member – Windsor

Tom Preston 1998 – 2004
Public Member – Oakville

Julie Tubman 1998 – 2001
Professional Member – Ottawa

Joseph Salini 1998 – 2004
Professional Member – Thunder Bay

Carl Compton 1999 – 2005
Public Member – Toronto

Rick Pedder 1999 – 2004
Professional Member – Toronto

Kirk Elliott 2001 – 2007
Professional Member – North Bay

Patrick McGarry 2001 – 2007
Professional Member – Ottawa

Wayne Smith 2001 – 2007
Professional Member – Peterborough

Sarah Walker 2001 – 2004
Public Member – Sudbury

Donald Lizzotti 2002 – 2004
Public Member – St. Thomas

Victoria Vidal-Ribas 2003 – 2006
Public Member – Toronto

Kevin Daudlin 2004 – 2007
Professional Member – Toronto

Ronn Dodge 2004 – 2010
Professional Member – Forrest

Karie Draper 2004 – 2007
Professional Member – Toronto

Chris Ferguson 2004 – 2010
Public Member – Toronto

William Kiteley 2004 – 2010
Professional Member – Sault Ste. Marie

Alison Knight 2004 – 2010
Public Member – Toronto

Donald Sanderson 2004 – 2007
Professional Member – Burlington

Cathy Taylor 2005 – 2011
Public Member – Toronto

David Wilhelm 2005 – 2008
Public Member – Hamilton

Robert Oliphant 2006 – 2008
Public Member – Toronto

Robert Hubbert 2007 – 2013
Professional Member – Ottawa

Kevin Palin 2007 – 2013
Professional Member – Toronto

Harry Rath 2007 – 2010
Professional Member – Belleville

Mumtaz Akhtar 2008 – 2014
Public Member – Ottawa

Doug Kennedy 2008 – 2014
Professional Member – Toronto

John Laframboise 2008 – 2014
Professional Member – Ottawa

Tracy Seaton 2008 – 2011
Professional Member – Ottawa

Colette Lougheed 2010 – 2013
Professional Member – Sudbury

LEADING THE REGULATORY REGIME THROUGHOUT THE YEARS

Mr. Paul Keenan

Assistant Secretary
Board of Examiners
1947 - 1954

Mrs. Alison Reynolds

Registrar
Board of Funeral Services
1988 – 1997

Mr. Donald B. Steenson

Executive Secretary / Registrar
Board of Administration
1955 – 1987

Mr. Joseph Richer

Registrar
Board of Funeral Services
1997 – 2012

Mrs. Solette N. Gelberg

Registrar
Board of Funeral Services
1987 – 1988

Mr. Douglas H. Simpson

Registrar
Board of Funeral Services
2013 – present

“ In the future, I look forward to seeing how the funeral profession uses new technologies as they come available to make the funeral experience more relevant for all generations.”

– Michelle Crognale, Inspector and Licensed Funeral Director

“ Reflecting one 100 years of history, my personal highlight is the continued and invaluable effort made by all involved in the funeral profession to strive for the highest level of service and integrity. ”

– Azeem Khan, Public Board Member

100 YEARS OF HISTORY

1914

- An *Act Respecting Embalmers* comes into force on May 6, 1914 creating the five member Board of Examiners
- Mr. T.E. Simpson, is appointed First Chair
- First Business Directory/Annual Report is published

1917

- Appointments to the Board of Examiners are made by the Lieutenant Governor-in-Council

1919

- Board members assume responsibility for inspecting their respective area of the province. Prior to this, the Board depended on interested parties to offer information as to how the Act was being observed

1921

- Board of Examiners identifies the need for more uniformity in laws and regulations governing the practice of embalming, in different provinces in the Dominion, as well as regulations governing the transportation of dead bodies. Conference plans made to agree on standard qualifications

1915

- A licence fee \$1.00, formerly paid to the Secretary of the Provincial Board of Health, is now payable to Secretary of the Board of Examiners
- Between January 1 and May 6, 1915, a total of 166 applicants apply for Certificates of Qualification

1918

- Fee for Embalmer's licence is \$3.00, but those in the military are exempt

1920

- Board of Examiners institute legal proceedings against two parties who were practising without a licence. Convictions were obtained and fines imposed in accordance with the Act
- First Undertaker licence is cancelled as a result of the licensee being convicted in police court for theft and sentencing to serve a term in Burwash Jail Farm

1922

- Members of the Board of Examiners met four times. Two examinations held for those desiring to qualify as Embalmers. Examinations include a written paper consisting of 40 questions dealing with anatomy, the circulatory system, and sanitation. Also, a practical examination to demonstrate competence to carry, and actually practice the theories which were written on the paper. 73 people attempt the examination; 36 are successful.
- A total of three licence classes are in existence including "Embalmer and Undertaker", "Embalmer", and "Undertaker"

100 YEARS OF HISTORY

1923

- Two Undertaker licences and one Embalmer licence are cancelled for unprofessional conduct and failure to observe the regulations of the Board of Examiners

1928

- *Embalmers and Funeral Directors Act* comes into force
- Board of Examiners delivers first ten day school of instruction to 54 aspiring embalmers

1930

- Members of the Board of Examiners hold seven meetings
- A ten day School of Instruction in anatomy, sanitary science and general practice of embalming is held for the first time in Toronto with 33 students in attendance, seven lecturers and demonstrators

1932

- Members of the Board of Examiners meet nine times
- Five public investigations are held in Toronto, Arthur, Stratford, and Windsor (2)
- Board of Examiners makes the decision not to grant licence in one Windsor instance as it would not be in the public interest

1933

- Mr. Preston M. Thompson appointed to Board, Past President of Ontario Funeral Service Association

1934

- Board has a cash balance on hand of \$10,593.26

1935

- Fiscal year end changed from calendar year to November 1 to October 31. Reason for change: 90% of fees for renewal of licences and permits are paid during November and December of previous calendar year
- Between January 1 and October 31, the Board members met eight times
- Cash balance of \$8,625.42 on hand. Surplus expected to assist with establishing a permanent school or college of embalming in Ontario

1936

- A few Funeral Director licences were refused due to the applicant not having sufficient funeral furnishings and equipment to enable them to properly serve the public

100 YEARS OF HISTORY

1937

- Canadian School of Embalming is established
- 52 students attend at the Banting Institute

1939

- 16 students who failed to come forward for examination within three years from registration date for no apparent reason were dropped from the register

1947

- Mr. Paul R. Keenan appointed Assistant Secretary to take over secretarial work of the Board of Examiners; office is secured for him at the Banting Institute

1949

- SS Noronic is destroyed by fire in Toronto Harbour, killing 119 people
- Local funeral directors care for the victims and their families

1938

- Board of Examiners authorizes the first Post Graduate Course
- Ontario Funeral Service Association administers the program for 190 embalmers

1946

- A wartime restriction on the use of gasoline and tires is lifted; inspections resume
- Embalmers and Funeral Director Assistants threaten to strike in the Greater Toronto Area

1948

- Two prosecutions are conducted against persons who held themselves out as Funeral Directors. Each conviction was registered and penalties of \$25 plus costs are imposed.
- Mr. T.E. Simpson and Mr. C.N. Greenwood retire from the Board of Examiners. Recognition of faithful service is given at presentation dinner following Post Graduate Course. Each was presented with an engraved sterling silver tray & crystal goblets.

1950

- Education standards are raised
- Fee for two day professional development program set at \$5
- Funeral director licence renewal fee set at \$8

100 YEARS OF HISTORY

1951

- Past Chair, Mr. T.E. Simpson passes

1953

- Board of Examiners becomes the Board of Administration

1956

- Past Chair, Mr. C.N. Greenwood passes

1958

- Information submitted on licensing applications indicates funeral establishments are purchasing new equipment; this is felt to be evidence, on the part of members of the profession, as an improvement of service in the communities

1952

- Board of Examiners office moves to room 202, 22 College St., Toronto, ON

1954

- Mr. Donald B. Steenson begins his 32 year career with the Board of Administration
- Fee for a 200 call funeral home licence is \$40

1957

- Mr. Paul R. Keenan resigns as Executive Secretary for the Board of Administration. Mr. Donald B. Steenson appointed to assume responsibilities

1959

- Board of Administration recognizes continued progress being made by most members of the profession, with a large amount of building and alterations occurring, and new equipment being purchased; speaks well of the effort put forth in endeavouring to raise standards within the profession
- Board of Administration encourages funeral directors to engage in public relations programs in their areas while striving at all times to uphold high ethical standards of the profession at large

100 YEARS OF HISTORY

1961

- The Board of Administration takes action against companies that engage in door-to-door sales of preneed contracts
- 150 inspections are carried out in Western and Northern Ontario
- Past Chair, Mr. C.C. Harper passes

1963

- Mr. Donald B. Steenson's title changes from Executive Secretary to Registrar
- A special committee is formed to study the *Embalmers and Funeral Directors Act* and regulations and submit a report of findings to the Board of Administration at a later date
- Approximately 200 inspections are completed with a focus on premises, equipment, and trust accounts

1970

- Air Canada flight crashes in Toronto, killing 109 people
- Local funeral directors care for the victims and their families

1977

- *Funeral Services Act* is proclaimed creating the Board of Funeral Services; a Board consisting of 5 funeral directors and 3 public members is appointed

1962

- *Prearranged Funeral Services Act* comes into force, requiring prepaid monies to be trusted

1968

- Mr. David C. McLelland is appointed as the first public member to the Board of Administration (otherwise referred to as a "lay member"); practice considered to be consistent with a trend being introduced with other professional Boards
- Humber College assumes responsibility for the Funeral Service Education Program; Mr. Foster, Mr. Finn and Mr. Faris develop Canada's most comprehensive program

1972

- Changes in the sector dictate interest on prepaid monies must remain in trust

1979

- The profession adopts its first Code of Ethics

100 YEARS OF HISTORY

1982

- A voluntary Compensation Fund is established to protect consumers who prepay funeral contracts

1988

- Mrs. Alison Reynolds assumes responsibilities as Registrar
- Requirement for all funeral establishments to register as hazardous waste generators is introduced

1991

- The first 8 Transfer Service Operator licenses are issued

1994

- *Recommended Guidelines for the Implementation of Universal Precautions in the Funeral Service Profession* is introduced

1987

- Mrs. Jeanne Hewitt becomes the first public member and woman to chair the Board of Funeral Services
- Mrs. Solette N. Gelberg is appointed Registrar

1990

- *Funeral Directors and Establishments Act* considered to be the most comprehensive funeral service legislation in Canada
- The Board of Funeral Services moves to the Ministry of Consumer and Commercial Relations from the Ministry of Health
- Increased number of consumers purchase prepaid funeral contracts to avoid GST
- Board of Funeral Services increases Board representation to 11 members with 6 professional members and 5 public members

1993

- Cambrian College in Sudbury offers first Funeral Service Education Program in French
- The Compensation Fund reaches \$1M, annual contributions cease

1995

- Insurance becomes a common method of funding prepaid contracts
- Collège Boréal opens doors in Sudbury and assumes responsibility for the delivery of Funeral Service Education Program in French

100 YEARS OF HISTORY

1997

- The Board of Funeral Services introduces district and province wide elections
- Composition for the Board is revised to include 13 members with 8 elected professional members and 5 appointed public members
- Mr. Joseph Richer is named Registrar

2000

- Board of Funeral Service introduces public outreach campaign

2002

- Despite raising awareness with public outreach campaigns and the introduction of a website, consumer complaints numbers remain consistent with previous years
- *Funeral, Burial and Cremation Services Act, 2002* receives Royal Assent

2004

- Federal privacy legislation is introduced, effective January 1, 2004
- Funeral service celebrates 90 years of effective self-regulation in Ontario

1999

- The Education Review Committee is established to review funeral service education programming in Ontario
- Board of Funeral Services launches first web site

2001

- Board of Funeral Services releases *Report on the Review of the Goals and Objectives of Funeral Service Education in the Province of Ontario 2001*

2003

- Board of Funeral Services publishes the *Professional Competency Profile*, introducing competencies for two licence classes including the Funeral Director Authorized to Embalm and the Funeral Director Not Authorized to Embalm
- The funeral profession faces SARS for the first time
- Funeral service preneed sales reach \$400M
- Board of Funeral Services launches the *Preceptor Training Program*
- Ontario Association of Cemeteries undergoes a name change, becoming the Ontario Association of Cemeteries and Funeral Professionals

2005

- Prepaid contracts are valued at \$1.2 Billion
- Hurricane Katrina hits, Ontario funeral directors step up to offer support

100 YEARS OF HISTORY

2006

- Funeral directors anticipate the introduction of new legislation
- Preparations get underway to address a looming influenza pandemic
- Board of Funeral Services joins The International Conference of Funeral Service Examining Boards

2008

- Provincial cremation rate hits 54.4%
- Board of Funeral Services makes first contribution to the Ministry of Consumer Services Smart Calendar

2011

- Board of Funeral Services introduces *Preceptor Training Program – Advanced*

2013

- Board of Funeral Services welcomes new Registrar, Mr. Douglas H. Simpson
- *AIM - the Continual Competence Enhancement Program* is launched
- Education program standards for the Funeral Preplanner program are introduced at Humber College

2007

- Board of Funeral Services launches the *Intern Outreach Program* designed to provide support to interns throughout the province

2009

- Board of Funeral Services publishes the *BOFS Funeral Sector Professional Competency Profiles – Second Edition*, identifying competencies for four licence classes including Funeral Director – Class 1, Funeral Director – Class 2, Transfer Service Sales Representative, and Funeral Preplanner

2012

- *Funeral, Burial and Cremation Services Act, 2002* comes into force on July 1, 2012
- Two additional licence classes including Transfer Service Sales Representative and Funeral Preplanner are introduced
- Registrar, Mr. Joseph Richer, decides to pursue new endeavours after 20 years of tenure with the Board of Funeral Services

2014

- Funeral service in Ontario celebrates 100 years as a licensed profession

FUNERAL PROFESSIONALS WEEK

100th Year Celebration Proclamations



(from the left)

Susan Fennell

Mayor
City of Brampton

Yves Larocque

Licensed Funeral Director
Scott Funeral Home – Brampton

Gael Miles

Councillor
City of Brampton



(from the left)

Edward Burke

Licensed Funeral Director
Highland Park Funeral Centre

Mary McGee

President /Chief Executive Officer
Highland Park Funeral Centre

Murray Manwell

Funeral Director Assistant
Comstock Funeral Home & Cremation Centre

Carl Brown

Licensed Funeral Director & Establishment Manager
Comstock Funeral Home & Cremation Centre

James Belk

Licensed Funeral Director & Manager, Funeral Services
Highland Park Funeral Centre

Wayne Smith

Licensed Funeral Director & Professional Member
Board of Funeral Services

Darryl Bennett

Mayor
City of Peterborough

Kelly Liddycoat

Licensed Funeral Director
Ashburnham Funeral Home & Reception Centre/Community
Alternative Funeral & Cremation Services Ltd.

John Cunningham

Licensed Funeral Director & Owner/Manager
Ashburnham Funeral Home & Reception Centre/Community
Alternative Funeral & Cremation Services Ltd.

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100 YEAR GALA CELEBRATION

*William Kiteley, Master of Ceremonies,
Chair of Board of Funeral Services (2007)*



Ontario Association of Cemetery and Funeral Professionals



Board of Funeral Services Staff

100 YEAR GALA CELEBRATION



Guests of the Chair

Wayne Smith, Chair, 100 Year Celebration Committee and Professional Member with wife Muriel, Yves Berthiaume, Chair, Board of Funeral Services and Professional Member Malcolm Bain, Professional Member and Executive Committee Representative, Giles Gherson, Deputy Minister, Ministry of Consumer Services, Gail Siskind, Public Member and Executive Committee Representative, Douglas H. Simpson, Registrar with wife Susan



Wayne Smith, Chair,
100 Year Celebration Committee



Ministry of Consumer Services

100 YEAR GALA CELEBRATION



*Yves Berthiaume, Chair,
Board of Funeral Services
and Professional Member
Giles Gherson, Deputy
Minister, Ministry of
Consumer Services Douglas
H. Simpson, Registrar*



*Wayne Smith, Chair, 100 Year Celebration Committee
and William Kiteley, Master of Ceremonies*



Ontario Funeral Service Association



*Funeral Service Education
Program Students with
Codi Shewan, Licensed
Funeral Director*



OPERATIONALLY SPEAKING



With a mandate to protect the public interest, the Board of Funeral Services is responsible for the administration and enforcement of the *Funeral, Burial and Cremation Services Act, 2002* and associated regulations for the funeral sector.

Working diligently under the general oversight of the Ministry of Government and Consumer Services, previously the Ministry of Consumer Services through June 2014, the Board of Funeral Services strives continuously to enhance consumer confidence in funeral service by ensuring that high professional standards are upheld across Ontario.

Committed to ensuring functions associated with licensing, inspections, compliance, education, and complaint handling serve to deliver strong consumer protections, the Board of Funeral Services endeavours to provide services that accurately reflect a modern regulatory framework, and ultimately ensure that the value of funeral service is recognized in communities throughout the province.

“Reflecting on 100 years of history, my personal highlight is the example and mentorship of the funeral director who introduced me to the reward of selfless service to others.”

– Paul LeRoy, Inspector and Licensed Funeral Director



MESSAGE FROM THE REGISTRAR



Fiscal 2014 (November 1, 2013 to October 31, 2014) was a year in which many projects undertaken in the previous year actually gained traction with the Board and the profession. Some of these initiatives, such as the funeral preplanner licence and corresponding education program, the mandatory *Preceptor Training Program*, and AIM - the *Continual Competence Enhancement Program* were rolled out to the profession in the opening months of the 2014 fiscal year.

The changes were not without controversy, but they were part of an overall education plan that had been previously approved by the Board of Directors and all were implemented successfully.

Concerns were expressed by some stakeholders that the competencies identified for the funeral preplanner licence class were too comprehensive and included unnecessary requirements, this despite the fact that the *BOFS Funeral Sector Professional Competency Profiles – Second Edition (Professional Competency Profile)* had been entirely created and extensively vetted over a two year period by members of the profession who were experts in the field of preneed. Critics also voiced concern that the educational program would be an unnecessary requirement for individuals who had been selling preneed for many years and a potential bar to those sales people who did not speak English or French.

In response, the Board of Funeral Services concurred with the sector's request for an early review of the education program, including the *Professional Competency Profile*. It was agreed that the review would not be limited to the funeral preplanner education program that had been the initial focus of concerns, but the education program as a whole, including the mandatory *Preceptor Training Program*. In response, the Board created an Education Committee, a sub-committee of its Licensing Committee to carry out the review. The results of the sub-committee's review are expected to be presented to the Board by the fall of 2015.

The Board of Funeral Services also confirmed with the two approved education institutions offering the funeral service education programs, that a *Prior Learning Assessment and Recognition* process would be available to all applicants enabling them to obtain credit for prior

learning and experience, and assistance with language issues, if necessary. This seemed like a reasonable approach given that the legislation provided for a transition process that did not allow for grandfathering of potential licensees. As it turned out, extremely few individuals have taken advantage of the opportunity to participate in a *Prior Learning Assessment and Recognition* review.

AIM – the *Continual Competence Enhancement Program (AIM)* had its own challenges and critics. Some expressed concern that the online delivery of the program would be difficult to implement given that many members of the profession were not computer literate or lacked a personal email address for communication purposes. It was also suggested that new requirements under the *Funeral, Burial and Cremation Services Act, 2002* for annual continuing education for all licensees, and the elimination of the “inactive” status of licenses, meant that AIM would drive many long standing licensees out of the profession. The feared exodus never materialized. Instead a few very senior members with an inactive status opted for emeritus status. Additionally some licensees who had retained their licence for many years while working in other professions, or who were not engaged in active practice, decided not to renew their licence, but the numbers were extremely small. The Board staff worked very hard to help all licensees who needed assistance in fulfilling their AIM requirements and compliance was overwhelming.

For the first time in the history of continuing education offered by the Board of Funeral Services, the program was managed online, in both English and French. Furthermore, the requirement to report completion of continuing education requirements online had an added benefit of compelling all licensees to obtain an email address and develop at least a rudimentary level of computer literacy.



MESSAGE FROM THE REGISTRAR

This has paved the way for electronic communication with the profession and online licence renewals, which are both more cost effective and more efficient. *AIM* has turned out to be a catalyst for important changes for the profession that go far beyond advancing continuing education.

Developed in collaboration with sector representatives, the introduction of new *Funeral Service Education Program Standards* for the four licence classes under the *Funeral, Burial and Cremations Services Act, 2002*, moved education programming away from the traditional skills based assessment model to a leading edge competency based assessment model being adopted by best-in-class regulators across North America. This necessitated recognition of the increased importance of the role of the preceptor in assessing intern competencies. To properly support interns in the education program, ensure a clearer understanding of the *Professional Competency Profile* for the various licence classes, and enhance preceptor assessment skills, the *Preceptor Training Program* was made mandatory for anyone wishing to supervise an intern in training.

Concerns about whether all interns could be accommodated by the number of available trained preceptors was addressed by allowing each trained preceptor to supervise up to two interns-in-training at a time, while allowing interns who had completed their training, but who were waiting to write their entry to practice examinations, to be supervised by a licensed funeral director. This freed up the trained preceptor to take on supervision of new interns, if necessary. As it turned out no such problem materialized and no intern was denied a placement due to the mandatory *Preceptor Training Program*.

The new entry to practice examinations proceeded with only minor issues that were easily addressed. As anticipated, success rates continue to be in keeping with historical experiences. While enrollment numbers for the initial funeral preplanner program at Humber College were lower than originally expected, the graduates successfully passed their entrance examinations and became licensed professionals.

2014 marked a major milestone, not only with the highly successful 100 Year Celebration, but with the very successful implementation of new education programs for each of the four licence classes under the *Funeral,*

Burial and Cremation Services Act, 2002, the supporting *Preceptor Training Program*, and *AIM*, the new continuing education program. These were among the most important achievements of 2014 however they were not the only successes.

Several other initiatives were pursued in 2014. One was the creation of the Registrar's Advisory Council, which is made up of representatives of a number of key stakeholder groups including the Ontario Funeral Service Association, the Ontario Association of Cemetery and Funeral Professionals, Humber College, Collège Boreal, and the Federation of Ontario Memorial Societies. The purpose of the Registrar's Advisory Council is to consider issues brought to it by the Registrar and to provide advice and recommendations to assist the Registrar in reaching decisions on those issues. The Registrar's Advisory Council has had several meetings providing helpful advice that has better informed decisions on a number of matters. It is hoped that additional organizations will be invited to participate in the future.

In 2014 Karie Draper, a licensed funeral director with over twenty years' experience, was hired as the Regulatory Advisory Officer; a newly appointed position at the Board of Funeral Services that focuses on complaint resolution, professional advice for licensees, issue and trend identification, and development of educational opportunities for licensees and consumers. Working in conjunction with the Manager of Education and Communications, the Regulatory Advisory Officer was instrumental in developing the *Guide to Preplanning Funerals in Ontario*, which is the go-to guide on preneed for funeral professionals and formed the basis for the Regulator Defined Learning portion of *AIM* in 2014. The creation of this new position underlines the commitment of the Board of Funeral Services to enhancing the proactive use of experiential learning and education as an alternative to traditional reactive compliance processes.

Another diversionary process being explored as an alternative to standard regulatory sanctions is the mentor based *Practice Review Program* introduced in 2014. This approach allows the Board of Funeral Services to obtain voluntary participation in situations where there may be weaknesses in a funeral establishment's or transfer service operator's business practices that if left unaddressed may lead to serious compliance issues at a later date. A licensed funeral director is employed as a



MESSAGE FROM THE REGISTRAR

mentor to work with the licensee to design and implement business processes aimed at correcting problems that have been identified in the course of regular inspections. The cost is borne by the licensee and the program is revenue neutral for the Board of Funeral Services. Still in the experimental stage, it shows real potential for the future in appropriate circumstances.

Throughout 2014, the Board of Funeral Services addressed several major compliance actions that attracted much attention within communities throughout the province, the sector, and the media. Each instance required the allocation of substantial Board staff resources, underlining the level of commitment required to effectively enforce the legislation, and demonstrating how easy it is to overwhelm compliance team resources if they are not maintained at sufficient strength on an ongoing basis. Targeted risk-based inspections are currently standard operating procedure for the compliance team, but careful planning is required to also carry out major compliance initiatives such as the unauthorized practice project that has been ongoing for some time.

Significant staff time was also committed in 2014 to plan for the transition to the new Delegated Administrative Authority that will be known as the Bereavement Authority of Ontario, which is set to assume responsibilities for regulatory oversight of both the funeral and cemetery sectors effective January 1, 2016. During joint meetings with representatives for the Board of Funeral Services, the Cemeteries Regulation Unit, and the Ministry of Government and Consumer Services, the laborious work of process mapping and IT comparison to evaluate 56 key business functions was carried out in an attempt to identify opportunities to integrate the operations of the Board of Funeral Services and the Cemeteries Regulation Unit within the new Bereavement Authority of Ontario. In addition, a communications protocol was established between the Bereavement Authority of Ontario (incorporated in July 2014), the Ministry of Government and Consumer Services, and the Board of Funeral Services to ensure delivery of consistent messaging to the profession and other stakeholders.

A *Request for Proposals* was also initiated to identify a leasing agent to work with the Board of Funeral Services to negotiate a renewal of the organization's office lease, pending the establishment of new office space for the Bereavement Authority of Ontario in early 2016. On the

governance side of things, the Board of Funeral Services' chair was appointed to the Bereavement Authority of Ontario's interim board of directors to help with development of the Bereavement Authority of Ontario's governance structure.

In recognition of the importance of communications across all functions of the Board of Funeral Services and its relationship to education for both professionals and consumers, two new staff positions were created; the Manager, Education and Communications and the Coordinator, Education and Communications. All communication functions, including website and social media initiatives, have been consolidated within a department that has responsibility for the development of a strategic communications plan to support the organization's services to licensees and consumers. This team along with the Board's Communications Committee oversaw the highly successful communications initiatives associated with the 100 Year Celebration. Currently plans are underway for a 2015 launch of a completely revamped website for the Board of Funeral Services that will be easily transferable to the new Bereavement Authority of Ontario when the time comes.

2014 was a year of significant change, with new staff hires, the creation of new positions, and the introduction of new operational and service initiatives. A great deal of effort was also focused on the organization's upcoming transition to the Bereavement Authority of Ontario. Additionally, major work was completed on a number of critical educational changes required under the *Funeral, Burial and Cremation Services Act, 2002*, while also handling some extraordinary enforcement actions. At the same time, the organization was able to outperform its budget for the second year in a row. These achievements can be credited to the hard work of the Board of Directors and the dedicated efforts of the Board of Funeral Services staff upon whom I rely and to whom I extend my heartfelt thanks.

Douglas H. Simpson

Registrar, Board of Funeral Services



LICENSING AND ADMINISTRATION

The Licensing and Administration team is responsible for the processing of business and personal licence applications, the management of database and information technology requirements, oversight of entry to practice examination activities, and office and governance administrative functions.

Licence Renewal

During the 2014 licence renewal period, the Licensing and Administration team processed 647 business licence renewals, including twenty new Funeral Establishment - Class 1 & 2 licences and seven new Transfer Service Operator licences. The business licence renewal process continues to be paper-based however it is expected that future business practices will result in the implementation of an online solution.

The integration of online personal licence renewal services provided licensees with the flexibility to renew their personal licence at any time during the pre-defined

licensing period. As a result, 2718 licensees successfully renewed their personal licence using the online portal. In response to requests from the profession, these efforts were supported by the Board of Funeral Services decision to provide establishment managers, with the option of applying a credit for personal licence renewal fees to individual employee profiles. Funds were then accessed and applied by the licensee when the personal licence renewal process was completed.

New Funeral Professionals

20

NEW FUNERAL
ESTABLISHMENTS

— AND —

7

NEW TRANSFER
SERVICES

OPENED THEIR
DOORS TO ONTARIO
CONSUMERS
THROUGHOUT 2014

3,376

TOTAL LICENCE
RENEWAL TRANSACTIONS

647

BUSINESS
LICENCE RENEWALS

NUMBER OF NEW 2014
FUNERAL PROFESSIONALS

87

FUNERAL DIRECTOR
CLASS 1

2

FUNERAL DIRECTOR
CLASS 2

23

FUNERAL
PREPLANNER



LICENSING AND ADMINISTRATION

Entry to Practice and Jurisprudence Examinations

The Board of Funeral Services offered entry to practice and jurisprudence examinations on two separate occasions in 2014; the first in June and the second in November. In response to legislative changes, the first entry to practice examination were offered to individuals pursuing licensure as a Funeral Preplanner.

Overall the success rate for the Funeral Director – Class 1 and 2 and the Funeral Preplanner entry to practice examinations was 97% and 96% for the jurisprudence examination.

The Board of Funeral Services held item writing sessions in 2014 as part of an ongoing effort to build the examination question bank and entry to practice examinations for all four personal licence classes.

To support the examination process and ensure the continued development and maintenance of high quality, valid, reliable, and defensible examinations, the Human Resource Systems Group Ltd., on behalf of the Board of Funeral Services, conducted a five day item writing session for all four personal licence classes in March 2014.

As part of the ongoing efforts to build the examination question bank, continued item development served to ensure proper coverage of items identified in the professional blueprint, afforded the ability to replace poor performing items with new ones, provided the option to build multiple examination forms, and offered the capacity to increase security.

Registrar's Proposals and Orders

Under the *Funeral, Burial and Cremation Services Act, 2002*, the Board of Funeral Services' enforcement activities are dependent on the Registrar's authority to issue a proposal to revoke or refuse to renew a business or personal licence. While actions associated with proposing to revoke or refuse a licence are severe, decisions in such instances are reserved for circumstances where an alternative dispute resolution is not apparent.

Protection of the public interest, affords the Registrar the authority to issue a proposal or order, in instances where a licensee is not reasonably expected to conduct business matters with integrity and responsibility or where past conduct constitutes reasonable grounds for the Registrar to believe that the licensee will not act in accordance with the law.

A licensee who has received a proposal or order has 15 days, from the date the proposal is served, to file a notice of appeal to the Licence Appeal Tribunal.

Throughout 2014, the Registrar issued three proposals to refuse or revoke an establishment licence. All matters were appealed to the Licence Appeal Tribunal. As a result, the Tribunal directed the Registrar not to carry out the proposal and to issue the establishment licence with conditions. In two other instances, the Tribunal directed the Registrar to carry out the proposals, both of which resulted in the establishment licenses being revoked.



REGULATORY COMPLIANCE

The Regulatory Compliance team is responsible for all enforcement related activities including, inspections, investigations, and complaint handling. With a view to maintain a high level of compliance throughout the sector, the team also supports the development of educational resources that accurately reflect the needs and expectations of the funeral profession.

Extreme Enforcement Measures Undertaken

2014 saw the Regulatory Compliance team undertake an investigation which culminated in the unprecedented measure of serving an immediate Suspension Order on two licensed establishments, and the issuing of Registrar's proposals to revoke the same. The deployment of six Regulatory Compliance staff members immediately suspended operations at the funeral establishments, and effectively secured evidence necessary to prove the egregious allegations of professional misconduct detailed in the proposals. The Regulatory Compliance team executed the removal of client files and computers, and flawlessly cataloged and took into our care, in excess of 180 cremated remains, hidden from the Board of Funeral Services during preceding regular inspections. The cremated remains were discovered in a closet, previously described by the owners as storage for a tenant of the funeral establishment.

The owners appealed the suspension and proposals, and the Licence Appeal Tribunal ordered the reinstatement of the establishments' licenses, under the strict monitoring of an independent funeral director, and former Chair of the Board of Funeral Services.

During the reinstatement period, continuous examples of impropriety by the owners required a second issuance of suspension and proposals to revoke the reinstated licenses. After nine months of Tribunal Motions and Appeal hearings, the owners ultimately abandoned their Appeals and the licenses were revoked.

New Roles and Programs

2014 continued to see expansion of the Board of Funeral Services collaboration with the profession in maintaining and striving for consumer satisfaction through the development of new positions and support programs. Introduced in June 2014, the Regulatory Advisory Officer position is a multifaceted role intended to provide support to consumers and funeral professionals. Licensees are encouraged to view the Regulatory Advisory Officer as a resource in their efforts to maintain the high level of compliance that the consumers of Ontario have come to

expect. Consumers enjoy access to the deep knowledge base the Regulatory Advisory Officer has of the funeral profession when answering questions that may arise with funeral services providers. The Regulatory Advisory Officer further triages complaints and oversees their case management. Through analysis of statistical data relating to trends in the sector, the Regulatory Advisory Officer also contributes to the development of learning tools, materials, policies, and procedures geared towards supporting the educational development of licensees.



REGULATORY COMPLIANCE

Practice Review Program

In 2014, the Board of Funeral Services developed a voluntary practice review program with the intent to assist funeral establishment operators and transfer service operators, who have significant non-compliance issues, in attaining compliance using an advisory approach with an aim of preventing disciplinary proceedings.

A peer reviewer conducts an onsite assessment of the operator's practices with particular attention to those practices identified which led to the regulatory deficiencies. The reviewer makes recommendations to the operator on how to revise practices and resolve non-compliance issues.

The intent of using the peer reviewer approach is to provide guidance to the operator in a non-threatening environment, removed from the Board of Funeral Services inspection process. Participants should view the program as an investment in their establishment rather than punitive. Operators suggested for enrolment in the practice review program, reasonably could expect that their current processes are deficient to the point that formal sanctions would normally follow unless changes are implemented.

Complaint Summary

The Board of Funeral Services is committed to addressing inquiries, concerns, and complaints related to the conduct of licensees. In all cases, measures are taken to address complaints received from various sources which are often the result of a misunderstanding or practices involving poor judgment.

Under the *Funeral, Burial and Cremation Services Act, 2002*, the Registrar is responsible for assessing the facts presented during the complaint process and determining what actions are appropriate which may include:

- Making an attempt to mediate a resolution
- Providing the licensee with a written warning
- Requiring the licensee complete specific education programming
- Referring the matter to the Discipline Committee

- Revoking or refusing to issue a personal licence
- Further actions as deemed appropriate in accordance with the Act

Between November 1, 2013 and October 31, 2014, the Board of Funeral Services received 28 formal complaints, which resulted in over \$27,000 being refunded to consumers. While the number of complaints is higher than those received in 2013, it is only slightly above the previous ten year average of 27, despite the requirement of licensees to provide copies of the *Consumer Information Guide to Funerals, Burials and Cremation Services*.

28 FORMAL COMPLAINTS RECEIVED

“ I salute the Funeral Profession for consistently striving for excellence through many challenges over the last 100 years. ”

– Wayne Smith, Professional Board Member



EDUCATION AND COMMUNICATIONS

Distinguishing the importance of education and communications from an operational perspective, the latter part of 2014 saw the introduction of the Board of Funeral Services first education and communications team. Designed to focus on education and communication initiatives for consumers, interns, funeral professionals, and stakeholders, the Manager, Education and Communications and the Coordinator, Education and Communications, have officially assumed responsibility for the development of new programming and the enhancement of existing service offerings.

Education

AIM – the Continual Competence Enhancement Program (AIM)

Funeral professionals across the province embraced a wide variety of learning opportunities to fulfill their *AIM* requirements, resulting in an astounding 98% compliance rate during the program's first full fiscal year. Feedback received from a variety of sources throughout 2014 indicate, that licensees appreciate the flexibility, opportunity, and choice that *AIM* offers which makes completion of both the Self-Defined Learning (SDL) and the Regulator-Defined Learning (RDL) a valuable learning experience.

Preceptor Training Program

More than 55 licensees participated in one of three *Preceptor Training Program* sessions offered by the Board of Funeral Services throughout 2014. Recognizing the importance of standardized training practices, licensees with an interest in accepting responsibilities associated with training aspiring funeral professionals, appear to be embracing the program offerings and understanding the importance of investing in the future of the profession.

Funeral Service Education Program Standards

With the introductory phase complete, Humber College shifted the online education requirements for the funeral preplanner program from a part time continuing education program to a full time certificate program in September 2014; a decision that meets with the intended expectations identified in the *Funeral Service Education Program Standards*, approved by the Ministry of Training, Colleges and Universities. Throughout 2014, efforts were also put forth at Humber College and Collège Boréal to prepare for the introduction of new educational programming in 2015 for the Funeral Director – Class 1, Funeral Director – Class 2, and Transfer Service Sales Representative licence classes.

Internship

Throughout 2014 approximately 120 interns, from each of the four licence classes, registered internships under the direction of a trained preceptor, at funeral establishments across the province. Considered to be a year of transition, the majority of interns engaged in both skill-based training and competency-based training with the introduction of the *Success Passport*.

Intern Outreach Program

In 2014 the Board of Funeral Services offered the *Intern Outreach Program* at twelve funeral establishments across the province. Consistent with the outcomes in previous years, funeral director interns in attendance welcomed the opportunity to meet with the Manager, Education and Communications to have their questions answered and clarify the requirements and expectations during the second half of the internship term. Additionally the chance to reconnect with peers to discuss challenges and successes while also learning from each other was viewed by many as an informative and worthwhile experience.



EDUCATION AND COMMUNICATIONS

Communications

100 Year Celebration

Festivities for the 100 Year Celebration were a major focus for the Board of Funeral Services during the first part of 2014. Planning associated with the introduction of *Funeral Professionals Week* to highlight the value of funeral service in the eyes of the consumer, and the organization of a gala event to celebrate the accomplishments of past and present funeral professionals, required the efforts of many individuals. Deemed to be a success across the board, the opportunity to contribute to the marking of a significant milestone in history, proved to be an enlightening and rewarding experience.

Consumer Information Guide to Funeral, Burial and Cremation Services

During 2014 more than 150,000 *Consumer Information Guides for Funeral, Burial and Cremation Services* were distributed to Ontario consumers. While the content remained unchanged, the guide did undergo a slight revision when the name of the ministry changed in June 2014 from the Ministry of Consumer Services to the Ministry of Government and Consumer Services.

Website and Social Media

With a goal to improve the Board of Funeral Services online presence, efforts were put forth during the final quarter of the year to introduce a new website in 2015 and to incorporate a social media strategy aimed at enhancing the image of funeral service as a regulated profession.

Trillium Gift of Life Network

Welcoming the opportunity to support the efforts of a fellow regulatory body, the Board of Funeral Services partnered with the Trillium Gift of Life Network, to distribute an electronic survey to funeral professionals throughout the province. With a goal to improve organ donation practices in Ontario, representatives from the Trillium Gift of Life Network were delighted with the positive response from the funeral sector which provided a wealth of valuable information.

Infectious Disease Planning Committee

Acknowledging the importance of addressing current and emerging issues related to infectious disease and the bereavement sector, at the municipal, provincial, federal, and global level, the Board of Funeral Services approved the introduction of an Infectious Disease Planning Committee. Considered from the outset to be a collaborative effort, the committee will be chaired by a member of the Board of Funeral Services and include representatives from the Ontario Association of Cemetery and Funeral Professionals, the Ontario Funeral Service Association, infectious disease specialists from the bereavement and health care sectors, and the Cemeteries Regulation Unit.

Bereavement Authority of Ontario

With January 1, 2016 confirmed as the date the Bereavement Authority of Ontario will assume responsibilities associated with regulatory oversight for the bereavement sector, the Board of Funeral Services staff engaged in preliminary discussions with representatives from the Ministry of Government and Consumer Services, the Cemeteries Regulation Unit, and the Bereavement Authority of Ontario interim board with a view to develop a seamless transition plan to the new entity for consumers and licensees.

“ I salute the funeral profession for continuing to respond to the changing values and desires of the families we are privileged to serve.”

– Andrew Swan, Professional Board Member



FINANCIAL OVERVIEW

Financial reports for the organization are reviewed on a quarterly basis by the Audit, Finance and Risk Committee, in collaboration with the Board of Funeral Services management team, to ensure the organization remains financially viable.

As a result of conducting business in a financially responsible manner, the Board of Funeral Services recorded year end financials for 2014 with a final deficit that was below expected outcomes for the second year in a row.

Good stewardship practices, aimed at effectively managing both fees and expenses, continue to support the long term financial health of the organization. Efforts are put forth throughout the year to ensure the Board of Funeral Services complies with provincial government expenses directives and internal policies and procedures.

To the Directors of Board of Funeral Services

We have audited the accompanying financial statements of Board of Funeral Services, which comprise the statement of financial position as at October 31, 2014, and the statements of operations, changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's responsibility for the financial statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained in our audit is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of Board of Funeral Services as at October 31, 2014 and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Toronto, Ontario
January 15, 2015


Chartered Accountants
Licensed Public Accountants



FINANCIAL OVERVIEW

BOARD OF FUNERAL SERVICES (Under the Funeral, Burial and Cremation Services Act, 2002)

STATEMENT OF FINANCIAL POSITION October 31, 2014

	2014	Comparative 2013
ASSETS		
Current assets		
Cash and bank	\$ 83,881	\$ 144,122
Contributions receivable - MCS FBCSA grant (Notes 6 and 7)	-	100,303
Sundry receivable	9,250	30,456
Prepaid expense	40,150	31,250
	<u>133,281</u>	<u>306,131</u>
Investments (Note 2)	<u>1,291,122</u>	<u>1,272,172</u>
Capital assets (Note 1)		
Furniture, computers and equipment	157,771	143,351
Less - Accumulated amortization	82,851	74,142
	<u>74,920</u>	<u>69,209</u>
	<u><u>\$ 1,499,323</u></u>	<u><u>\$ 1,647,512</u></u>
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	\$ 140,844	\$ 155,485
Deferred license fee revenue (Note 1)	336,855	295,729
	<u>477,699</u>	<u>451,214</u>
NET ASSETS		
Internally restricted net assets	695,940	1,195,940
Unrestricted net assets	325,684	358
	<u>1,021,624</u>	<u>1,196,298</u>
	<u><u>\$ 1,499,323</u></u>	<u><u>\$ 1,647,512</u></u>



FINANCIAL OVERVIEW

STATEMENT OF FINANCIAL POSITION (cont'd) October 31, 2014

	2014	Comparative 2013
REVENUE		
Funeral Directors' license fees	\$ 556,467	\$ 542,133
Funeral Establishments' license fees	1,337,041	1,103,497
Transfer Services' license fees	84,246	63,000
	1,977,754	1,708,630
Duplicate certificates	140	190
Student registration fees	7,350	21,350
Student examination fees	44,800	33,050
Professional development	20,624	157,934
100 Year Anniversary - Gala	38,319	-
Investment revenue	22,074	31,985
Administration fees - Funeral Services Compensation Fund (Note 5)	5,660	29,046
Sale of Directories, Acts and miscellaneous revenue	11,779	12,703
Restricted contribution - MCS FBCSA implementation costs (Notes 6 and 7)	-	266,710
	2,128,500	2,261,598
EXPENSE		
Salaries, benefits and compensation	1,209,066	1,191,736
Transportation and communication	161,428	358,109
Services	703,379	721,972
Supplies and equipment		
(includes amortization of capital assets 2014 - \$17,993; 2013 - \$14,495)	229,301	247,111
	2,303,174	2,518,928
DEFICIENCY OF REVENUE OVER EXPENSE	\$ -174,674	\$ -257,330



FINANCIAL OVERVIEW

STATEMENT OF FINANCIAL POSITION (cont'd) October 31, 2014

	2014	Comparative 2013
CASH PROVIDED BY (USED IN):		
OPERATING ACTIVITIES		
Deficiency of revenue over expense	\$ -174,674	\$ -257,330
Add items not affecting cash:		
Amortization	17,993	14,495
	<u>-156,681</u>	<u>-242,835</u>
Changes in working capital items other than cash:		
Contributions receivable - MCS Operating grant	-	175,000
Contributions receivable - MCS FBCSA grant	100,303	89,987
Sundry receivables	21,206	-22,593
Prepaid expense	-8,900	-17,477
Accounts payable and accrued liabilities	-14,641	-57,538
Deferred license fee revenue	41,126	72,740
	<u>-17,587</u>	<u>-2,716</u>
INVESTING ACTIVITIES		
Purchase of investments	-448,883	-29,887
Proceeds on sale of investments	429,934	125,000
Capital asset additions	-23,705	-25,162
	<u>-42,654</u>	<u>69,951</u>
 Increase (decrease) in cash	 -60,241	 67,235
Cash at beginning of year	144,122	76,887
 CASH AT END OF YEAR	 <u><u>\$ 83,881</u></u>	 <u><u>\$ 144,122</u></u>



FINANCIAL OVERVIEW

STATEMENT OF CHANGES IN NET ASSETS Year ended October 31, 2014

	Internally Restricted	Unrestricted	Total 2014	Comparative 2013 Total 2013
NET ASSETS, BEGINNING OF YEAR	\$1,195,940	\$ 358	\$1,196,298	\$1,453,628
Transfer	-500,000	500,000	-	-
Deficiency of revenue over expense	-	-174,674	-174,674	-257,330
NET ASSETS, END OF YEAR	\$ 695,940	\$ 325,684	\$1,021,624	\$1,196,298



FINANCIAL OVERVIEW

NOTES TO FINANCIAL STATEMENTS

Year ended October 31, 2014

STATUTES OF INCORPORATION AND NATURE OF ACTIVITIES

Board of Funeral Services ('the Board') was incorporated under the laws of the Province of Ontario December 16, 1976. The Board of Funeral Services Act established the Board to administer the Board of Funeral Services Act (the Act) and the Funeral, Burial and Cremation Services Act, 2002 and regulate the practices of funeral directors, transfer service operators, funeral service establishments and transfer services in accordance with the Act and the Regulations in order that the public interest may be served and protected. The Board is a not-for-profit organization, as described in Section 149(1)(l) of the Income Tax Act, and therefore is not subject to either federal or provincial income taxes.

Structure

The Act requires that the Board be composed of thirteen (13) members - eight individuals who hold a personal licence and five individuals who are not licensees. All members are appointed by the Lieutenant-Governor-in-Council. The Act establishes four (4) standing committees - Executive Committee, Licensing Committee, Discipline Committee and Compensation Fund Committee.

Corporate Goals and Values

- Protecting the interests of the consumers of Ontario by establishing, implementing, and maintaining high standards of practice, professional expertise and ethics in the provision of funeral services and transfer services in accordance with the Act;
- Supplying information to consumers about their rights;
- Developing, implementing and evaluating an ongoing plan to effectively accomplish the goals and objectives of the Board;
- Developing and implementing educational programs for funeral service and transfer service providers;
- Consulting with stakeholders in order to ensure their needs and interests are identified;
- Developing recommendations to the Government on legislation, regulation, policy and practices.

The Ministry of Government and Consumer Services (MGCS) (formerly the Ministry of Consumer Services (MCS)) retains responsibility for Ontario's consumer protection legislation and regulation and oversees the quality of services provided by the Board.

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Basis of presentation

These financial statements have been prepared in accordance with Canadian accounting standards for not-for-profit organizations and include the following significant accounting policies.

Capital assets

Capital assets are recorded at cost. Amortization is provided on the straight-line basis using a 10% annual rate.



FINANCIAL OVERVIEW

Deferred license fee revenue

Deferred license fee revenue represents the prepaid portion of fees that pertain to November and December 2014 and any prepaid 2015 fees.

Management estimates

The preparation of financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires management to make judgments, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets and liabilities and the disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the current period. Significant estimates include those used when accounting for amortization of capital assets, deferred license fee revenue, and accrued liabilities. These estimates are reviewed periodically and adjustments made, as appropriate, in the statement of operations in the year they become known.

Unrestricted net assets

Unrestricted funds reflect amounts remaining after internally restricted funds and are available to fund operations of current and future years as required.

Internally restricted net assets

The Board has a target operating reserve ratio of approximately 60% of one year's operating expenses in order to provide continued funding of operations and ensure financial stability. These internally restricted net assets are not available for use without Board approval.

Revenue recognition

License and student registration fees are recognized proportionately over the fiscal year to which they pertain.

Board examination fees are recognized at the time examinations are held. Professional development fees are recognized at the time seminars are held.

Investment income includes interest and realized gains or losses from the Board's investments. They are recognized when earned.

The administrative reimbursement received from the Funeral Services Compensation Fund is recognized as revenue when the associated allowable administrative costs are recognized and expensed. Such amounts are not recorded until ultimate collection is reasonably assured.

Directory and Act sales are recognized upon delivery of goods and the amount to be received can be reasonably estimated and collection is reasonably assured.

The Board follows the deferral method of accounting for contributions. Restricted contributions are recognized in income in the year in which the related expenses are incurred. Unrestricted contributions are recognized in income on an accrual basis.



FINANCIAL OVERVIEW

Financial instruments measurement

The Board initially measures its financial assets and financial liabilities at fair value when acquired or issued. In subsequent periods, financial assets with actively traded markets are reported at fair value, with any unrealized gains and losses reported in income. All financial liabilities and other financial assets are reported at amortized cost, and tested for impairment annually.

Financial assets measured at amortized cost include cash, contributions receivable, sundry receivables and interest bearing investments at a total carrying value of **\$93,131 at October 31, 2014**; (October 31, 2013 - \$704,815). Financial assets measured at fair value include equity investments at a total carrying value of **\$1,291,122 at October 31, 2014**; (October 31, 2013 - \$842,238).

Financial liabilities measured at amortized cost include accounts payable and accrued liabilities at a total carrying value of **\$140,844 at October 31, 2014**; (October 31, 2013 - \$155,485).

2. INVESTMENTS

	2014	2013
Interest-bearing Investments:		
Canada Trust GIC \$212,000 @ 4.2%, matured January 22, 2014	\$ -	\$ 214,458
TD Pacific GIC \$213,000 @ 4.2% matured January 22, 2014,	\$ -	\$ 215,476
Equity Investments:		
Royal Bank - Investment Savings Account - 15,634 units (2013 - 15,439 units)	156,336	154,386
TD - Investment Savings Account - 113,479 units (2013 - 68,785 units)	1,134,786	687,852
	\$ 1,291,122	\$ 1,272,172

All investment transactions were made within the scope of the Board's by-laws.

3. LEASE COMMITMENTS

Office space is leased under a long-term agreement expiring September 1, 2015. Future minimum rental payments under the lease consist of the following at October 31, 2014:

2015	\$ 62,123
Thereafter	-
	\$ 62,123



FINANCIAL OVERVIEW

4. FINANCIAL INSTRUMENTS

The Board's financial instruments are cash, contributions receivable, sundry receivables, investments and accounts payable and accrued liabilities.

The Board is exposed to various risks through its financial instruments. The following analysis provides a measure of the Board's risk exposure and concentrations at October 31, 2014.

Credit risk

Credit risk is the risk that one party to a financial instrument will cause a financial loss for the other party by failing to discharge an obligation. The Board is exposed to credit risk for the amount of its investments held in the event of non-performance by other parties to the investment transactions. To date, the Board has not incurred such losses related to these investments and does not anticipate non-performance by other parties.

Market risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. Market risk is comprised of currency risk, interest rate risk and other price risk. The market risk associated with investments is reduced to a minimum since these assets are invested in guaranteed investment certificates and money market mutual funds.

Currency risk

Currency risk is the risk that fair value of a financial instrument, or the related future cash flows, will fluctuate due to changes in foreign exchange rates. The Fund is not exposed to currency risk.

Interest rate risk

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The Board is exposed to interest rate risk on its cash and investments. The Board manages its exposure to interest rate risk on its cash by maximizing the interest income earned on excess funds while maintaining the liquidity necessary to conduct operations on a day-to-day basis. Fluctuations in market rates of interest on cash do not have a significant impact on the Board's results of operations.

Liquidity risk

Liquidity risk is the risk of being unable to meet a demand for cash obligations as they come due. It stems from the possibility of a delay in realizing the fair value of investments. The Board manages its liquidity risk by constantly managing forecasted and actual cash flow and financial liabilities maturities, and by holding assets that can be readily converted into cash. Accounts payable and accrued liabilities are generally repaid within 30 days.

Other price risk

Other price risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices (other than those arising from interest rate risk or currency risk), whether those changes are caused by factors specific to the individual instrument or its issuer or factors affecting all similar financial instruments traded in the market. The entity is exposed to other price risk through its investments in quoted shares.

There have been no changes in risk exposures from the prior year.



FINANCIAL OVERVIEW

5. RELATED PARTY

The Compensation Fund was established November 1, 1990 under the Funeral Directors and Establishments Act (Ontario) (FDEA) to compensate consumers whose prepayment funds have been misappropriated. The Fund continued under Regulation 468 of the Revised Regulations of Ontario, 1990 (Compensation Fund) made under the Funeral Directors and Establishments Act, as that regulation read immediately before its revocation, and known as the Prepaid Funeral Services Compensation Fund is continued as the compensation fund for purposes of subsection 61(1) of the Funeral, Burial and Cremation Services Act, 2002 (FBCSA) under the name of the Funeral Services Compensation Fund (the Fund). The purpose of the Fund is to compensate a person who suffers a financial loss due to a failure on the part of a licensee to comply with the FBCSA or the regulations or with the terms of an agreement made under the FBCSA.

Pursuant to section c. 33, s. 61(1), made under the Funeral, Burial and Cremation Services Act, 2002, except for the duties and responsibilities of the Trustee and the Board of Funeral Services, the affairs of the Fund are managed by the Compensation Fund Committee whose members are appointed by the Board of Funeral Services.

The Fund employs the Board to provide administrative services on a cost recovery basis. These services include paying the Compensation Committee's members' per diems, bookkeeping services, administrative costs related to staff attending committee meetings, and legal costs paid on its behalf. Total costs reimbursable to the Board for the current fiscal year is \$5,660 (2013 - \$29,046). These amounts are recorded as administration fees in the statement of operations.

6. During the 2013 fiscal year the Board was granted \$166,407 in restricted contributions from the then MCS to offset FBCSA implementation costs incurred, with a further \$100,303 recovered in the 2014 fiscal year.

7. DEFERRED CONTRIBUTIONS

	2014	2013
Related to implementation costs		
Balance, beginning of year	\$ -	\$ -
Add: MCS FBCSA contribution received during the year	-	166,407
MCS FBCSA contribution receivable at year end	-	100,303
Less: amount recognized as revenue in the year	-	-266,710
Balance, end of year	\$ -	\$ -



FINANCIAL OVERVIEW

8. PROPOSAL TO ESTABLISH A SINGLE REGULATOR FOR THE BEREAVEMENT SECTOR

The Ministry of Government and Consumer Services (MGCS) is proposing to amend O.Reg 187/09 made under the Safety and Consumer Statutes Administration Act, 1996 (SCSAA).

The regulation amendments would transfer responsibility for the day-to-day administration of the Funeral, Burial and Cremation Services Act, 2002 (FBCSA) from the Board of Funeral Services and the Ministry to a new Delegated Administrative Authority (DAA) known as the Bereavement Authority of Ontario (BAO).

Transfer of responsibilities to the new bereavement sector DAA is targeted for January 1, 2016. Once that is complete and all legal and financial requirements have been fulfilled, the Board of Funeral Services will be wound up and will cease to exist, all current references to the Board of Funeral Services within the FBCSA will be replaced with a reference to the DAA, the regulation made under the Board of Funeral Services Act will be revoked and that Act repealed.

As of the financial statement date, specifics regarding the transition have not been provided by the Ministry.



FINANCIAL OVERVIEW

Auditor's Report

To the Board of the Funeral Services Compensation Fund

We have audited the accompanying financial statements of Funeral Services Compensation Fund, which comprise the statement of financial position as at October 31, 2014, and the statements of operations, changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's responsibility for the financial statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

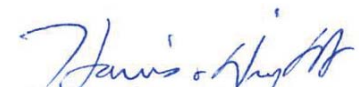
An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditors consider internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of Funeral Services Compensation Fund as at October 31, 2014 and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Toronto, Ontario
January 15, 2015


Chartered Accountants
Licensed Public Accountants



FINANCIAL OVERVIEW

PREPAID FUNERAL SERVICES COMPENSATION FUND (Under the *Funeral, Burial and Cremation Services Act, 2002*)

STATEMENT OF FINANCIAL POSITION October 31, 2014

	2014	Comparative 2013
ASSETS		
Current assets		
Cash	\$ 22,314	\$ 42,998
Investments (Note 2)	<u>2,186,783</u>	<u>2,101,554</u>
	<u>\$ 2,209,097</u>	<u>\$ 2,144,552</u>
LIABILITIES		
Current liabilities		
Accrued liabilities	\$ 5,764	\$ 5,704
Administration fee payable to Board of Funeral Services (Note 5)	<u>5,660</u>	<u>29,798</u>
	<u>11,424</u>	<u>35,502</u>
Voluntary payments (Note 4)	<u>43,497</u>	<u>43,497</u>
NET ASSETS	<u>2,154,176</u>	<u>2,065,553</u>
	<u>\$ 2,209,097</u>	<u>\$ 2,144,552</u>



FINANCIAL OVERVIEW

STATEMENT OF OPERATIONS October 31, 2014

	2014	Comparative 2013
REVENUE		
Initial payments	\$ 16,150	\$ 6,110
Compensated funds recovered	-	1,000
Interest income	39,480	60,631
Dividend income	17,922	19,980
Foreign income	4,814	4,260
Realized gain (loss) on investments	1,734	(2,180)
Unrealized gain on investments	87,807	71,526
	167,907	161,327
EXPENSE		
Administration costs - Board of Funeral Services (Note 5)	6,228	29,046
Audit fees	4,605	5,562
Bank charges	61	27
Prepaid funds compensated	19,675	379,131
Trust administration fees	48,715	40,831
	79,284	454,597
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSE	\$ 88,623	\$ (293,270)



FINANCIAL OVERVIEW

STATEMENT OF CHANGES IN NET ASSETS

Year ended October 31, 2014

	<u>2014</u>	<u>Comparative 2013</u>
UNRESTRICTED NET ASSETS		
Balance, beginning of year	\$ 2,065,553	\$ 2,358,823
Excess (deficiency) of revenue over expense	<u>88,623</u>	<u>(293,270)</u>
Balance, end of year	<u>\$ 2,154,176</u>	<u>\$ 2,065,553</u>



BOARD OF FUNERAL SERVICES ORGANIZATIONAL PROFILE

Registrar

Douglas H. Simpson

The Registrar is responsible for the fair and transparent administration of the *Funeral, Burial and Cremation Services Act, 2002*, which includes setting professional education standards, and enforcement of contraventions of the Act. Additionally, the Registrar provides direction and leadership to regulatory compliance, licensing and administration, and education and communications departments to ensure the highest level of service is provided to Ontario consumers, licensed funeral professionals, and stakeholders.

Regulatory Compliance

Manager, Regulatory Compliance

Peter Jordan

Under the direction of the Registrar, the Manager, Regulatory Compliance manages the inspection team, responsible for conducting inspections at funeral establishments and transfer services, investigations, discipline matters, and other enforcement and legal issues; works with legal counsel and other law enforcement agencies to support the Discipline Committee and the Compensation Fund Committee, and the Licence Appeal Tribunal.

Regulatory Advisory Officer (Introduced June 2014)

Karie Draper

The Regulatory Advisory Officer, under the direction of the Manager, Regulatory Compliance, works with the regulatory compliance team to triage general inquiries from consumers and licensees in an effort to mediate minor disputes which may result in early resolution. In addition to investigating formal complaints, and drafting summary reports, the position is also responsible for analyzing statistical data relating to inspection deficiency trends and supporting education initiatives to develop learning tools geared towards assisting licensees with attaining greater compliance.

Inspector

Ken Singh

Michelle Crognale

Paul LeRoy (effective August 2014)

Randy Balon (through August 2014)

Under the direction of the Manager, Regulatory Compliance, the inspectors are responsible for conducting inspections at funeral establishments and transfer services, supporting licensees in achieving compliance, and assisting in investigation and discipline matters.

“ In the future, I look forward to working with both funeral and cemetery professionals to ensure consumers are served as a unit.”

– Ken Singh, Inspector



BOARD OF FUNERAL SERVICES ORGANIZATIONAL PROFILE

Licensing and Administration

Manager, Licensing

Susan Beck

Under the direction of the Registrar, the Manager, Licensing is responsible for business and personal licence renewals, entry to practice examination programs, and the management of administrative and governance services and database and information technology systems.

Support Services Specialist

Liselotte Kidston

Reporting to the Manager, Licensing, the Support Services Specialist is responsible for the coordination of licence renewals, provision of administrative services including examination registration, board and committee meeting materials, minute preparation, and oversight of computer, database, and information technology services provided by external providers.

Administrative Bookkeeper

Marlen Weiler

Under the direction of the Manager, Licensing, the Administrative Bookkeeper is responsible for providing general bookkeeping duties, conducting initial reviews of the Reports of the Public Accountant, and preparing various financial reports and investment documentation for review by the Registrar, the Audit, Finance and Risk Committee, and the external auditor in addition to offering administrative support, including reception coverage.

Bilingual Administrative Assistant (Through September 2014)

Hilary Prue

The Bilingual Administrative Assistant acts as the first point of contact, both at the Board of Funeral Services office and on the telephone. Under the direction of the Manager, Licensing, the position also provides administrative support and limited French language interpretation for Board of Funeral Services staff.

Education and Communications

Manager, Education and Communications (Introduced October 2014;
previously referred to as Professional Competence Officer)

Vicki McCoy

Under the direction of the Registrar, the Manager, Education and Communications leads the development and delivery of pre and post education requirements for licensure, and manages all communication initiatives.

Coordinator, Education and Communications (Introduced October 2014)

Hilary Prue

The Coordinator, Education and Communications supports the provision of services required to manage internship, continuing education, and communication programming under the direction of the Manager, Education and Communications.



CORE COMMITMENTS



Recognizing the importance of maintaining high levels of consumer confidence and professional standards, the Board of Funeral Services is committed to ensuring Ontario funeral professionals are educated and supported to provide a level of service that people throughout the province have come to expect.

Protection of the public requires a determination to engage in continuous improvement practices, an eagerness to go above and beyond to exceed expectations, and a willingness to evolve gracefully in a context that is rapidly changing.

Remaining mindful of the shifts that are occurring every day, representatives of the Board of Funeral Services continuously put forth efforts to cultivate and maintain strong working relationships with licensees, ministry

representatives, partners, and suppliers that are grounded within the fundamental pillars of professionalism; respect, competence, accountability, and integrity.

As the funeral sector strives to accommodate shifting views and values related to death and bereavement, evolving business models, and technological advancements, the Board of Funeral Services remains steadfast on leading with purpose and focus to deliver outstanding results.



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