

## 2010 – 2011 Board

### Chair

Kathy Bruce-Kavanagh

### Vice Chair

Marlon Wombold

### Treasurer

Ian Meike

### Pre-Need Monitor

Graham Gilbert

### Complaints Committee

Peter Portlock

Marlon Wombold

### Education Committee

June Campbell

Marvin Weber

---

## AFSRB Staff

### Administrator

Marilyn McPherson

### Inspector/Investigator

Wayne Konner

### Administrative Assistant

Lorna Pagee

## Message from the Chair

Every January the Alberta Funeral Services Regulatory Board starts working on its three year business plan. This year is no exception and I would like to share with you some of the Board activities for the next three years. First, we plan on providing continuing education opportunities for members of the industry. The Board is developing a list of conference speakers. If you know of someone that would fit this bill please let the AFSRB office know. The continuing education sessions will be held in both Edmonton and Calgary. Secondly, the Board will conduct an annual survey of funeral service businesses level of satisfaction with the performance of recent funeral school graduates. We want to hear your comments.

The Board had hoped that by the printing of this newsletter we would be able to tell you that the amendments to the Funeral Services General Regulation had passed but unfortunately we are informed by Service Alberta that all legislation is on hold until further notice.

For your information – *Public Health Act – Bodies of Deceased Persons Regulation* – most current copy is *Alberta Regulation 135/2008*. Infectious pulmonary tuberculosis is now listed on Schedule 1. You can download an “unofficial copy” from the Queen’s Printer website at [www.qp.alberta.ca](http://www.qp.alberta.ca). It is a good idea to check with the Queen’s Printer from time to time to ensure that you have current copies of Alberta legislation.

On behalf of the Board, I would like to take this opportunity to wish you and your family a happy and healthy new year

Sincerely

Kathy Bruce-Kavanagh,, Board Chair

## 2011 Funeral Industry Election

June Campbell will complete her terms of office as a funeral business representative on the Alberta Funeral Services Regulatory Board on March 31, 2011. A mail-in election will be held to fill the vacancy left by Ms. Campbell.

### Who is eligible to be a funeral business representative?

Candidates must be active in the day-to-day operation of a funeral services business. They must be able to act solely in the best interests of the Board and not represent personal interests while carrying out duties as a Board member.

They must also be one of the following:

- an owner or part-owner of a funeral services business,
- a shareholder in a funeral services business, or
- a business manager of a funeral services business.

### What are the responsibilities of a funeral business representative?

The responsibilities will include:

- working with Service Alberta to develop funeral industry legislation
- overseeing the licensing of funeral services businesses, crematories, funeral directors, embalmers, and pre-need funeral salespeople
- developing educational standards for funeral directors, embalmers, pre-need salespeople and funeral services businesses
- informing consumers about the funeral services marketplace
- providing a dispute resolution process for consumers.

### Who can nominate candidates for the funeral business representative position on the Board?

All licensed funeral services businesses in Alberta may nominate candidates for the funeral business representative position by completing the enclosed nomination form and faxing or mailing it to the Funeral Industry Election Committee at:

**Funeral Election Committee**  
**11810 Kingsway Avenue**  
**Edmonton AB T5G 0X5**  
**or Fax 780 452 6085**

The deadline for receiving nominations is **February 14, 2011**.

### 2011 Industry Election Committee

- **Kristie Tourangeau** of Memorial Gardens Canada Limited / Howard and McBride Chapel of Chimes
- **Reg Fee** of Fee and Sons (1978) Ltd.

Note that members of the Funeral Industry Election Committee are not eligible for nomination.



## 2011 AFSRB Licence Applications

2011 AFSRB licence applications are included with this Newsletter.

### New this Year

The 2011 licence application for business managers, funeral directors, embalmers and pre-need salespeople includes a new section for first-time licence applicants. There is no longer a separate licence application for first-time licensees.

Five copies of this application are included with this Newsletter. If your funeral business requires additional copies of the application you may make copies or download applications from the forms section of the AFSRB website at [www.afsrb.ab.ca](http://www.afsrb.ab.ca)

When completing your licence applications please ensure that all licensing information is correct. The AFSRB will use the information you provide for all licensing and website purposes.

Completed licence applications are due at the AFSRB office by **March 1<sup>st</sup>, 2011.**

Licence applications received after March 1<sup>st</sup>, 2011 will be subject to late penalties of \$50 for a late funeral business licence application and \$25 for each individual licence application.

Incomplete licence applications will not be accepted by the Board office and will be returned for completion.

**Note: There are no continuing education requirements for 2011 licences.**

Funeral directors will require 6 hours of funeral director continuing education by March 1<sup>st</sup>, 2013 and embalmers will need 6 hours of embalmer continuing education by March 1<sup>st</sup>, 2015.

Licensees may bank continuing education hours for any continuing education taken before the dates listed above by providing proof of attendance to the AFSRB office.

---

If you have questions about licensing requirements or continuing education please call the Board office at 1 780 452 6130 (Edmonton), or toll free from outside of Edmonton at 1 800 563 4652

## **Funeral Services Act Funeral Services Contracts Section 3(2) and (3)**

The Alberta Funeral Services Regulatory Board recently reviewed complaint allegations regarding violations of section 3 (2) and (3) of the Funeral Services Act – General Regulation.

Section 3(2) of the General Regulation states that no person shall, unless that person holds a funeral director licence, solicit to enter into or enter into a funeral services contract as agent for a person who holds a funeral services business licence.

Section 3 (3) states that no person shall, unless that person holds a pre-need salesperson licence, solicit to enter into or enter into a contract under which that person promises to provide, or to arrange for the provision of, funeral services on a pre-need basis.

Any funeral services business that allows unlicensed personnel to solicit to enter into at-need or pre-need funeral contracts and then at a later date have a funeral director or pre-need salesperson sign off on the contract is clearly in contravention of the Funeral Services General Regulation. Funeral homes found guilty of this practice are in danger of losing their funeral business licence and the licence of their funeral business manager.

## **Alberta Registries Notification**

Names are added to the Alberta Registries database whenever someone makes an application at a registry office. For example: getting a driver's licence, registering a vehicle, handicap permit or identification card.

Many bereaved people are not aware that it is the responsibility of the deceased person's family or executor to notify Alberta Registries of a death and to have the person's name removed from the database. When Alberta Registries is not notified, the deceased's name remains active in the Alberta Registries database, and may be selected to receive a jury summons.

---

## **AFSRB Consumer Information**

We are in the final stages of printing a consumer information pamphlet that we will provide to all Alberta funeral businesses at no charge.

When you receive your free pamphlets we ask that you include a pamphlet in the information package you give to your families and make them readily available to families in your funeral home.

We will also be giving copies of the Consumer Information Brochure to many public venues such as libraries, hospitals, nursing homes.