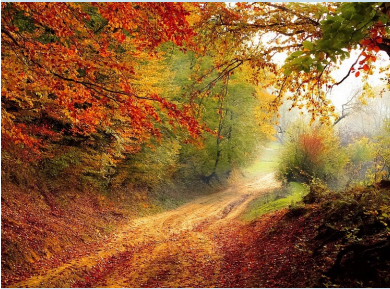


AFSRB NEWS

SEPTEMBER 2024



**Alberta Funeral Services
Regulatory Board**
*promote a fair and
informed marketplace by
protecting consumer
rights, enhancing industry
professionalism,
maintaining rigorous
educational standards
and enforcing fair
business practices.*

CONTACT AFSRB

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Message from the Board Chair



I hope everyone enjoyed a restful summer and the opportunity to take a break from the day-to-day responsibilities of the funeral home.

As the Chair of the AFSRB board, I would like to express my gratitude to each board member for their dedicated efforts. Whether you are an elected industry representative or a public member, your time spent in meetings and in preparation is truly appreciated. I would also like to extend my thanks to Karen, Caroline, Lisa, and Pierre for their hard work in the office.

The year 2024 has been a busy one for us, with many exciting tasks focused on improving our profession. One notable update is that the Legislative Review Committee has completed its work, and the document will be submitted to the government before the end of 2024.

As mentioned in the recent newsletter, the new licensing system is set to go live. I encourage everyone to participate in the "Lunch and Learn" training sessions for more information. This new system will streamline licensing activities and continuing education for approximately 750 funeral professionals.

Our inspector has been conducting numerous inspections throughout 2024 and will continue through to the end of the year. I want to express my gratitude in advance for welcoming Pierre into your funeral home to complete these inspections.

As we approach the next renewal date in March 2025, it is time to complete the mandatory CE credits. The board is pleased to have collaborated with TEND to present a course titled "*Navigating Compassion Fatigue and Burnout.*" TEND is a team of experienced educators with extensive backgrounds in mental health and organizational well-being.

We often hear about the support and counseling services offered to First Responders. However, who looks after the Last Responders? Who checked in with the funeral profession during Covid? When tragedy hits your town, as the "funeral person" the thought is they handle all. These are some of the concerns we believe this will address. The upcoming session aims to provide support and equip you with tools during the two scheduled sessions.

As a board, we strongly believe in the value this session will offer to our funeral profession.

I hope you find the newsletter valuable as we continue to progress towards 2025.

Sincerely,

Stuart Murray
AFSRB Chair

Board Member Updates



The AFSRB would like to thank Shawn Feist for his service on the Board for two terms. Shawn served as treasurer and board chair and was always willing to help out when needed. While Shawn was board chair, lunch and learns offered by the AFSRB were implemented. Everyone will miss Shawn and the perspective he brought to the board.



The Board would like to welcome Kristie Tourangeau to the Board. Kristie was elected to serve with the AFSRB starting April 1, 2024. Kristie is incredibly passionate about funeral service and understands the importance that funeral directors have in caring for those going through one of the most difficult situations in their lives. Her career has now spanned 30 years, the last 25 of which has seen her in various roles with Arbor Memorial at the Westlawn, Evergreen, Chapel of Chimes and South Side Funeral Homes. Over the last 12 years, she has been in her role as Senior Director at the South Side Memorial Chapel. For more information about Kristie, please visit the AFSRB website.



The AFSRB is pleased to announce that two of our public members, Deborah Gust and Joshua Jackman, have both been reappointed for a second term. They will serve on the Board until March 2027.

2024-25 Board Members

AFSRB Board Chair: Stuart Murray

Vice Chair/Public Member: Joshua Jackman

Treasurer/Public Member: Deborah Gust

Public Member: Jack Redekop

Industry Member: Rod Krushell

Industry Member: Kristie Tourangeau

Please note: New licensing System Training

It is important for everyone to take the new licensing portal training. There have been a number of submissions of continuing education that haven't been completed correctly and it is creating some issues in the system.

Upcoming training dates and the zoom links are on the next page. Each session is limited to 100 participants.

Additional sessions will be added if there is a demand.

New Licensing Portal

Portal Setup

The first step to accessing the new portal is creating your password. If you have not yet created your password, please do so as soon as possible. **The username and password for the old portal is no longer valid.**

- To create your password, go to the AFSRB website (www.afsrb.ab.ca) and click on licensee login and then the account setup button.
- Enter your username: first initial, middle initial and full last name, lowercase and no spaces. If you do not have a middle name in the system, there will be no middle initial in your username.
- Enter your email (the email this newsletter was delivered to)
- Press 'submit and continue' and follow the steps to create your password using the required format

Features for the new portal:

- One login allows access to individual portal and all business locations for business managers.
- Applicants complete forms and upload documents in their portal for business manager approval
- Declarations can be completed electronically within the portal
- All payments are made in the portal by credit card, including exam fees and fees for pre-need salesperson courses.
- Annual business reporting documents and declarations are now submitted in the portal
- Mandatory course video and live session registration are available on the portal.

Portal Training Sessions - Click on the link beside the date to participate

Business Manager Training

Thursday, Oct. 10 @ 12:00 p.m. <https://us02web.zoom.us/j/84470079652?pwd=bWrLWch80YqAnGZeTyabjVUhOk8giG.1>

Individual Training

Tuesday, Oct. 8 @ 9:00 a.m. <https://us02web.zoom.us/j/88132872585?pwd=hQNKhNxOjtUzcWdID6l4J6M6bEb6tK.1>

Tuesday, Oct. 8 @ 12:00 p.m. <https://us02web.zoom.us/j/81802759801?pwd=p8gDZY2gNGIZuEKIopg7mD5DqmZdtY.1>

Friday, Oct. 11 @ 12:00 p.m. <https://us02web.zoom.us/j/83677711097?pwd=JuCCiQa3abWYOvnHOSAY4u7Bc7hu6b.1>

2024-25 Continuing Education

Continuing education requirements for all licensees are 3 self directed credits every year. Once every three years there is also a mandatory course determined by the AFSRB that all licensees are required to take. There is a mandatory course to be completed in 2024-2025. See reminders below:

Anyone licenced between **April 1, 2024—March 31, 2025** is responsible for fulfilling the CE requirement regardless of when you became licensed

- Credits **cannot** be carried forward from a previous year
- Sessions/activities/courses must be completed between April 1, 2024 and March 31, 2025.
- Repeated courses/sessions/activities must not be claimed more than once
- Students who become fully licensed within the year can use credits from their formal education.
- Self-directed credit hours are education activities that you choose to participate in
- When entering education into your portal, follow the instructions on the form

2024-25 Mandatory Course

The mandatory continuing education course for the 2024 – 2025 fiscal year is: ***Navigating Compassion Fatigue and Burnout: Staying Grounded While Supporting Others***. This course was developed by Francoise Mathieu who is the TEND Executive Director. As this is a cost share, each participant is required to pay \$50 at the time of registration. Registration and payment must be made individually. Group payments and registration are not available.

This course has three parts:

- **an on-demand 2 hour webinar** provided by Francoise that can be watched at a time convenient for you. The link to this webinar is available on your portal.
- **a one hour mandatory live webinar** on Zoom. Every licensee is required to sign up for and attend one of these sessions. Students are welcome.
- **electronic resources**—will be sent upon registration for the live session.

Please Note:

- ⇒ The zoom link will be sent out prior to the live session you registered for
- ⇒ Students and licensees who become licensed before March 31 are required to complete the mandatory course
- ⇒ The 2 hour webinar must be viewed prior to attending the 1 hour live zoom session
- ⇒ Access to the pre-recorded webinar and the link to register for the live session is available through your individual portal under the continuing education heading.

Mandatory Course Live Session Dates

October 9 - 3:00 p.m.
October 30—10:00 a.m.
November 7—3:00 p.m.
November 28—10:00 a.m.
December 12—10:00 a.m.

***Sessions limited to 75 participants**