

From the Chair

2015 Board

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Let me introduce myself. I am entering my third year as a public member of the AFSRB and, as of April first, I am the Chair. I am an Alberta lawyer who has practiced for many years, primarily in the areas of business, real estate and commercial contracts. As a member of the Law Society of Alberta (and previously a member of some of its committees), I am well aware of the importance of self-regulation and the corresponding benefits and obligations. The mandate of the AFSRB considers the interests of both the public and the funeral services industry and its membership reflects these interests. In this year, we have welcomed two new members to the AFSRB - Dorothea Schaab (industry member) and Bill Kostiw (public member).

The AFSRB meets regularly throughout the year to address ongoing matters respecting initial qualifications to practice, licensure, continuing professional education, standards of practice, compliance with legislation, discipline and basic operational topics.

Over the past few months, many of you have assisted the AFSRB by providing input for the Best Practices for Cremated Remains, new requirements for Continuing Professional Education and the Guidelines for Funeral Service Contracts. The new course which constitutes the "Regulator Defined Continuing Education" is now available on-line and has already been completed by some of you.

Over the next few months, the AFSRB has a busy agenda. This includes the development of our business plan for the next three years as well as an operational review with the Government of Alberta to ensure compliance and accountability. Our relationship with Service Alberta is an important one which continues to be effective with the collaboration and co-operation of both parties. The AFSRB will also be approving an advertising policy to clarify the application of certain legislative provisions, particularly those relating to the use of its corporate name by a funeral services business.

In the fall, the AFSRB is planning to conduct *regional forums* in various parts of Alberta. The regional forums will provide the opportunity for each of you to discuss your concerns, raise questions and seek clarification about the regulation of the funeral services industry. As well, the AFSRB will present information and invite your comments relating to its operations, policies and current issues.

I look forward to meeting many of you over the forthcoming year.

June 2015

Christine G. Rapp, Q.C.

THE BOARD IS PLEASED TO WELCOME.....

Dorothea Schaab, Industry Member

Dorothea was introduced to funeral service through her business career with Gunderson Public Relations and Canadian Funeral News.

Starting in 1971, Dorothea looked after the Alberta Funeral Information Service. This was a telephone answering service (provided by members of the Alberta Funeral Service Association) through which Albertans could receive general information on funeral service traditions and costs and be directed to AFSA members for follow up. (This was before the internet age of information.) In 1988, the Alberta Funeral Service Association recognized Dorothea for 17 years of commitment to AFIS from 1971 to 1988.

After starting her own desktop publishing business in 1990, Dorothea felt a call to return to funeral service with a particular interest in grief counseling and aftercare support for families. In May of 1995 a position opened at Leyden's Funeral Home as business accountant. It was an interesting role, providing insight on funeral service business management. She challenged the Alberta Funeral Service Regulatory Board's funeral director's exam in September 1995 becoming a licensed funeral director.

In 1999, she began meeting with families to arrange and direct funeral services and continued in this role when she transferred to Mountain View Funeral Home in June of 2000. In June of 2002, Dorothea returned to Leyden's Funeral Home as manager. In January 2008 she returned to Mountain View Funeral Home as assistant manager / funeral director.

She is a member of the Rotary Club of Calgary South and has facilitated grief seminars at her church. She was elected to the AFSA board of directors in 2005, and served as president from 2009-2011.

William (Bill) Kostiw, Public Member

William was born and raised on a farm near Perryvale, Alberta a long time ago. He attended grade school in Perryvale, High School in Athabasca and attended NAIT to obtain a diploma in Construction technology and a Diploma in Finance. He later obtained a certificate in Local Government studies from the University of Alberta and the University of Saskatchewan. William worked for the Federal Department of Mines and Technical Surveys spending several years in the Northwest Territories. He then moved to Edmonton and spent 10 years in the Heavy Construction Industry and ended up as General Superintendent for Carmacks Construction.

In 1979 William and Sheila decided to move back to the home farm where they raised their 3 children. To supplement the farm income William was elected to Athabasca County Council in the fall of 1980. He served seven years in the capacity as Reeve, School Board Chairman and Hospital Board Member and Chair of the Provincial Northern Alberta Public Health Council. Later on he served six years on the Aspen Regional Health Council.

In 1990 William decided to take on the task of Chief Administrative Officer for the County of Thorhild and has served in this capacity to date for Clear Hills County, Mackenzie County and currently Big Lakes County. William has served on several other boards and committees such as President of the Athabasca Federal Riding Association, the Canadian job strategy committee and the Alberta Premier Dinner Committee for over 20 years. In 2014 William was appointed to serve on the AFSRB of which he is currently a member.

William and Sheila certainly enjoy their 3 children and nine grandchildren as well as travelling. They both also spend a lot of time as community volunteers and helping family.

ESTATE ADMINISTRATION ACT

The *Estate Administration Act* is a new act that specifies how an estate is administered when a person dies. It includes plain language to let a Personal Representative know their duties, core tasks, notice requirements and responsibilities in administering an estate. The new act provides a road map to make the law easier to use and understand.

The act came into effect on June 1, 2015. However, the new act states that it also applies to any administrations, applications or grants that existed before June 1, 2015. You may wish to speak to a lawyer to ensure that you meet any new requirements in legislation.

The act applies to a Personal Representative including an executor, administrator or judicial trustee and includes a person acting in the role of a Personal Representative named in a will whether or not a grant is given to the Court. A grant is a court order confirming or giving the authority to administer the estate to the Personal Representative.

To obtain a complete copy of the Estate Administration Act and the Surrogate Rules and Forms Package, you can visit the Alberta Queen's Printer website at: <http://www.qp.alberta.ca/> or contact them at (780) 427-4952.

JUST A REMINDER....

Compulsory Continuing Education For all Licensees

The AFSRB On-Line Continuing Education Program for all current licenses is now available from the Canadian College of Funeral Service. The fee for the course is \$75.00 per person. Licensees may register for the course by contacting the Canadian College of Funeral Service at info@ccfs.ca or 1 888 797 9941.

The on-line program can be completed in one sitting or over several days. All licensees must complete the program by March 31, 2016.

CLOSURE OF FUNERAL SERVICES BUSINESS IN 2014

Rol-Over Enterprises Inc.\ Simply Cremations & Funeral Services 103, 3424 – 27 Street, NE Calgary	SOLD TO	Evan J. Strong Commemorative Services Ltd.
115806 Alberta Ltd.\ Prairie Winds Funeral Home 311 Arena Avenue Trochu	SOLD TO	Sunset Funeral Service Ltd.
Brennen Funeral Home (2001) Ltd. 4819 – 49 Street Stettler	SOLD TO	Central Alberta Family Funeral Services Ltd.
Coronation Funeral Home (2013) Ltd. 5117 Victoria Avenue Coronation	SOLD TO	Central Alberta Family Funeral Services Ltd.
Lacombe Cremation Services Ltd. 3806 – 52 Avenue Lacombe	CLOSED	
Generations Funeral Services & Crematorium Inc.\ Simply Cremations & Funeral Services 4664 Riverside Drive Red Deer	CLOSED	

NEW FUNERAL SERVICES BUSINESSES OPENED IN 2014

Choice Memorial Inc.\Choice Memorial Cremation & Funeral Services 105, 4715 – 13 Street, NE Calgary
McInnis & Holloway Funeral Home Ltd.\McInnis & Holloway Cremation and Hospitality Centre 12281 – 40 th Street, SE Calgary
Evan J. Strong Commemorative Services Ltd.\Simply Cremation and Funeral Services Calgary 103, 3424 – 27 Avenue, NE Calgary
Sunset Funeral Service Ltd. 311 Arena Avenue Trochu
Central Alberta Family Funeral Services Ltd.\Brennen Funeral Home and Cremation Services 4819 – 49 Street Stettler
Central Alberta Family Funeral Services Ltd.\Coronation Funeral Home 5117 Victoria Avenue Coronation
Arbor Memorial Inc.\Central Alberta Cremation Services 6150 – 67 Street Red Deer
Elegant Tributes Inc. 2017 Pegasus Road, NE Calgary

FUNERAL SERVICE INSURANCE

The Alberta *Insurance Act* (the “Act”) requires that every business that acts as an insurance agent must hold a valid certificate of authority. The Act also requires that a business that is issued a certificate of authority must appoint a Designated Individual (“DI”) who is responsible for receiving all notices and documents from the Alberta Insurance Council (“AIC”).

This requirement applies to **Funeral Services Businesses** which sell life insurance and annuity products as a way of funding pre-arranged funeral services contracts (i.e. “Funeral Services Insurance”). If you require additional information on licensing please contact the Alberta Council at licensing@abcouncil.ab.ca.

If your **Funeral Services Business** currently holds a valid certificate to sell funerals services insurance, your license(s) will expire on June 30, 2015 and should be renewed prior to that date if you wish to continue doing business. The AIC will email renewal notifications to all license holders through their Designated Individual(s) in early May. Acting as an insurance agent without holding a valid license is an offence under the *Insurance Act* and could result in disciplinary proceedings and sanctions.

If you are not the Designated Individual (“DI”) for the license issued to your business, then the business must have the DI changed by completing a new application appointing a new person to act as DI and having the application signed by your recommending insurance company. You may not change who your DI is when you renew your certificate(s) on-line. Your new DI will be required to obtain a CIPR number from the CIPR website (www.CIPR.ca) if he does not already have one. Additionally, if you have changed the name of the business in which you conduct your insurance business, you must complete the appropriate application form(s) and have it signed by your recommending insurer. You may not make these changes when you renew your certificates on-line. All applications may be found on the AIC website at www.abcouncil.ab.ca.

It is your responsibility to ensure that information provided to the AIC for your organization or DI is current. If the information is incorrect, you will not be able to renew your licenses.

If you have any other questions, please email the council at licensing@abcouncil.ab.ca.

REGIONAL FORUMS

Regional forums will be held in late September and early October 2015 in the following 6 cities:

- ❖ Medicine Hat
- ❖ Lethbridge
- ❖ Calgary
- ❖ Red Deer
- ❖ Edmonton
- ❖ Grande Prairie

The purpose of the forums will be to discuss “best practices” and to gain feedback from licensees about current issues of concern. These forums will be hosted by the Board Chair, Christine Rapp.

The forum format will be a lunch meeting and question period lasting 1 ½ to 2 hours. Continuing education credits will be given to attendees.

Watch for more information on the upcoming forums, along with pre-registration details.

The Alberta Funeral Services Regulatory Board would like to welcome Rosanna Dame to our office. Rosanna has worked for the AFSRB for the past couple of years on a part time basis. Currently she is working 4 days a week providing support to Marilyn McPherson, AFSRB Administrator. Any questions or concerns regarding licencing or continuing education should be directed to her. She can be reached at rosanna@afsrb.ab.ca.

FUNERAL PLANNING IN ALBERTA INFORMATION BOOKLETS

Alberta Funeral Services Regulatory Board has provided all libraries in Alberta with current updated copies of the Funeral Planning in Alberta booklets as well as Consumer Information brochures to be included with their resource information. This mail out included over 350 libraries across the province.

MEDICAL CERTIFICATES OF DEATH

A request for information regarding Medical Certificates of Death was presented to our board. Please see below the instructions received from the Department of Vital Statistics in regards to how physicians can obtain Medical Certificate of Death. Requests for certificates must come from the physicians as these forms will not be issued to anyone else.

The AFSA Board of Directors is continuing communications with the Department of Vital Statistics to inform them of the challenges funeral professionals face regarding Certificates of Death and obtaining physician signatures as well as inform them as to why/how the certificate impacts funeral home staff and the families they serve.

Attending physicians may order Medical Certificates of Death through the Alberta Government's Form Group.

The Request for Medical Certificates of Death (DVS 3260) must be ordered by fax.

The fax number is **780-422-1695**. For toll-free from anywhere in Alberta, first dial 310-0000.

The fax **must** contain the following information:

- Attention: Birth Department
- The complete shipping address (address to which documents are to be sent)
- A telephone number at which you may be reached during the day
- Name of the form (Medical Certificate of Death)
- Form number (DVS#3260)
- Quantity required for each form ordered (Medical Certificates of Death come in packages of 25)
- Signature of the Physician
- Printed full name of the Physician

Forms are delivered by courier during business hours. Ensure the address (to which the forms will be delivered) is a physical address, not a post office box and that the address provided is open during business hours.

JOB POSTINGS

The Alberta Funeral Services Regulatory Board does have space on its website for job postings. Please feel free to use this space. If you would like us to post a job for you, contact Rosanna at our office.

Deaths in Alberta Municipalities of Population 1,000 or Greater, 2012
- Deaths by Residence of Deceased

Airdrie	129	Devon	36	Legal	14	Smoky Lake	35
Athabasca	47	Didsbury	60	Lethbridge	708	Spirit River	18
Banff	25	Drayton Valley	58	Lloydminster	70	Spruce Grove	176
Barrhead	79	Drumheller	73	Magrath	26	St. Albert	388
Bassano	18	Eckville	15	Manning	26	St. Paul	67
Beaumont	40	Edmonton	5022	Mayerthorpe	35	Stettler	91
Beaverlodge	29	Edson	55	Medicine Hat	575	Stirling	9
Bentley	14	Elk Point	24	Millet	33	Stony Plain	150
Black Diamond	34	Fairview	40	Morinville	53	Strathmore	98
Blackfalds	23	Fort Macleod	55	Nanton	24	Sundre	52
Bon Accord	8	Fort McMurray	117	Okotoks	86	Swan Hills	5
Bonnyville	73	Fort Sask	129	Olds	106	Sylvan Lake	61
Bow Island	30	Fox Creek	6	Oneway	31	Taber	79
Bowden	16	Gibbons	17	Oyen	22	Three Hills	41
Brooks	94	Grande Cache	14	Peace River	42	Tofield	63
Bruderheim	12	Grande Prairie	308	Penhold	7	Trochu	19
Calgary	5409	Grimshaw	30	Picture Butte	21	Turner Valley	9
Calmar	23	Hanna	42	Pincher Creek	48	Two Hills	23
Camrose	195	High Level	19	Ponoka	100	Valleyview	31
Canmore	59	High Prairie	38	Provost	29	Vauxhall	20
Cardston	49	High River	105	Raymond	38	Vegreville	99
Carstairs	28	Hinton	54	Red Deer	636	Vermilion	71
Chestermere	37	Innisfail	109	Redcliff	21	Viking	32
Claresholm	66	Irricana	7	Redwater	23	Vulcan	32
Coaldale	62	Jasper	14	Rimbey	72	Wainwright	74
Coalhurst	15	Lac La Biche	58	Rocky Mt. House	115	Wembley	10
Cochrane	103	Lacombe	90	Sexsmith	13	Westlock	92
Cold Lake	54	Lamont	44	Sherwood Park	395	Wetaskiwin	160
Crossfield	26	Leduc	191	Slave Lake	35	Whitecourt	45