

2013 – 2014 Board

Chair

Peter Portlock

Vice Chair

Cam Davis

Treasurer

Christine Rapp

Pre-Need Monitor

Graham Gilbert

Education Committee

Peter Portlock

Verna Rock

AFSA Liason

Cam Parker

AFSRB Staff

Administrator

Marilyn McPherson

Inspector/Investigator

Wayne Konner

Administrative Assistants

Rosanna Dame

Lorna Pagee

Meet the Chair

While I am new to the role of Chair, this is my fifth (and final) year as an AFSRB Board member and I am looking forward to a busy term. I am always surprised to hear industry members query the need for a Board such as ours, and I invariably reply that “self-regulation” is a hard-won (and quite frankly, enviable) status for any profession. The alternative is regulation by government – and believe me – with all due respect – you don’t want that.

Our mandate is protection of the public, which is the mantra for every self-regulated profession anywhere on the planet. With that obligation comes the necessary policy and procedural architecture for dealing with entry to practice, licensure, and maintenance of acceptable standards of practice, continuing professional education, and discipline. Self-regulation places the responsibility for determining standards for entry to and remaining in practice on those who know the profession best – that’s you – and not government bureaucrats.

Ours is a small board – three industry members and three public members appointed by the Minister of Service Alberta through open competition – and it’s our job to govern the profession in the public interest and in accordance with applicable legislation.

Our legislation – the *Funeral Services Act* and its accompanying Regulation – are not perfect, though it’s not from lack of effort on the Board’s part to make them so. We are well attuned to some of the ambiguities and lack of clarity in the legislation, and we have been diligent in our efforts to identify them to government, with suggestions for amendment together with the rationale. A Board that fails to raise such flags and identify solutions isn’t doing its job – but doing that job does not always translate to an immediate or satisfactory response from government. I would expect and hope that licensed members in Alberta’s funeral service industry will credit Board members with the ability and the determination to represent courses of action to government that maintain and strengthen our “public protection” mandate AND respect the integrity and professionalism of the industry’s licensees.

As a member of the public I am well aware of the confusion in the public mind about the roles of regulatory body and professional associations. Many (but not all) regulated professions keep the two functions completely separate, usually as separate organizations. Nothing wrong with that, however for smaller professions such as ours, wherever there is an opportunity for the "profession" to speak with one voice in agreement on any particular issue – especially with policy makers and legislators -- I believe professional associations and regulators have an obligation to work collaboratively. Unanimity has its place. I see a number of opportunities ahead for AFSRB and AFSA to do just that, and I am committed to making it so wherever possible.

The Board has operated for most of this calendar year – and indeed, much of the last one – at less than full strength owing to the delay in appointment of public members to replace those whose terms have expired. We hope to have the last vacancy filled by the time you read this – but that is a process that is completely out of the Board's hands. The Board will be spending some time later this fall in a strategic planning exercise that will look well beyond the usual three-year business cycle. I am privileged to work with industry members Cam Davis, Cam Parker and Verna Rock, and public member Christine Rapp. We are all expertly supported by the indefatigable Marilyn McPherson, and together we expect to do some moving and shaking this year. Stay tuned – and thanks for your support.



2013 – 14 Alberta Funeral Services Regulatory Board

Industry Elected Members

Cameron Davis – Vice Chair

Cameron Parker

Verna Rock

Ministry Appointed Public Members

Peter Portlock - Chair

Christine Rapp

Verna Rock - Elected to Represent the Funeral Industry

Verna Rock of Stettler Funeral Home (2009) Ltd. was elected by funeral business owners to serve a three-year term of office as an industry representative on the Board. Her term of office will expire on March 31, 2016. 60% of the 84 eligible funeral home voters participated in the election.

Licensing Statistics

Licenses Issued	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
Funeral Business	144	144	145	147	150	150	150	155	158	162
Funeral Director	144	147	148	150	158	155	158	148	147	138
Embalmer	8	7	12	8	11	15	12	19	15	15
Fun Dir / Embalmer	305	293	302	335	361	355	346	355	366	359
Pre-need Sales	118	121	121	105	100	109	114	127	125	115
Crematory	35	35	36	39	40	40	41	44	46	47

Written Complaints Received by the AFSRB

<u>Year</u>	At-Need Complaints	Pre-Need Complaints
2002	19 At-need complaints	11 Pre-need complaints
2003	17 At-need complaints	4 Pre-need complaints
2004	28 At-need complaints	2 Pre-need complaints
2005	16 At-need complaints	8 Pre-need complaints
2006	20 At-need complaints	6 Pre-need complaints
2007	16 At-need complaints	3 pre-need complaints
2008	14 at-need complaints	1 pre-need complaint
2009	11 at-need complaints	8 pre-need complaints
2010	8 at-need complaints	7 pre-need complaints
2011	13 at-need complaints	7 pre-need complaints
2012	15 at-need complaints	5 pre-need complaints

Vital Statistics – Registration of a Death

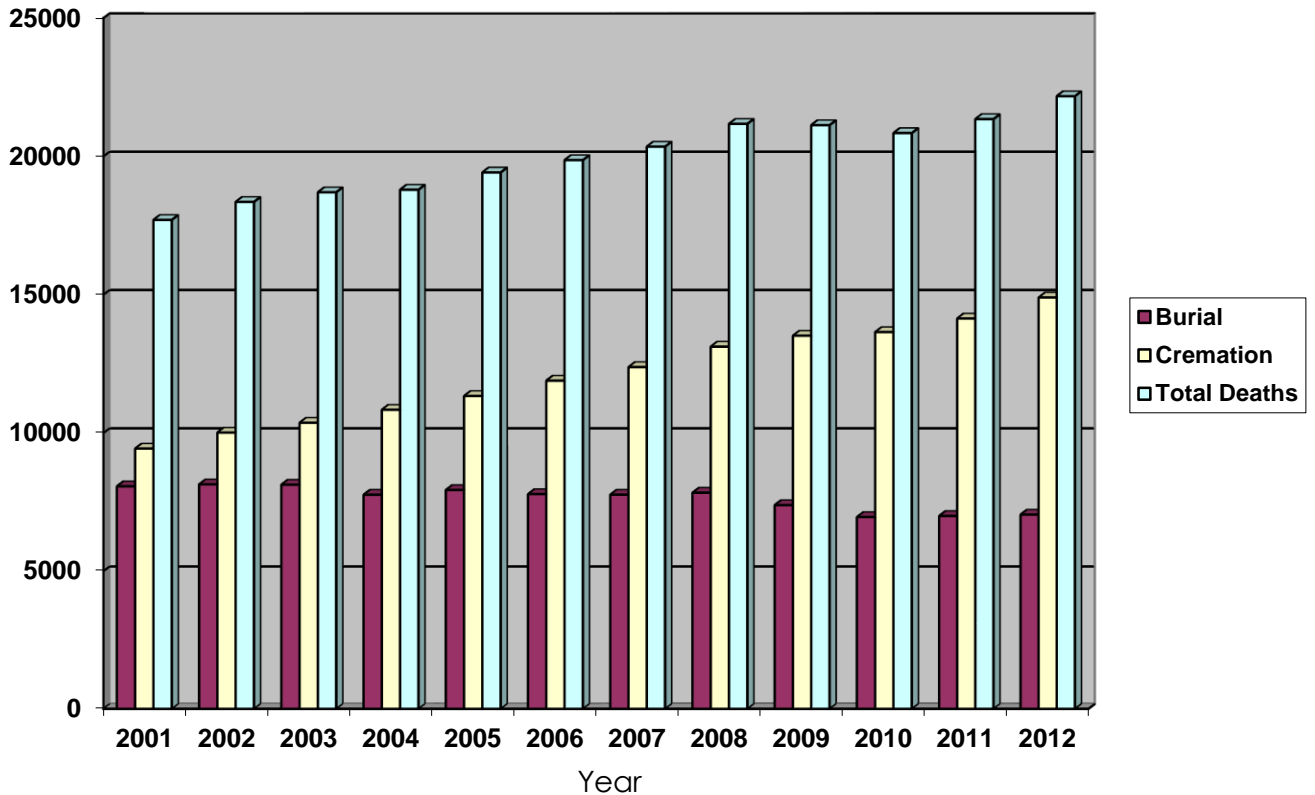
The Vital Statistics Funeral Director's Manual clearly outlines the information required for the registration of a death. When procedures and policies are not followed, registrations are delayed until follow-up measures are taken.

- The Registration of Death form and the medical certificate of death must be mailed to VS via postage paid envelopes provided by Vital Statistics within ten days from the date the death. Procedure indicates that documentation must be regularly sent to VS every week.
- Vital Statistics is receiving photocopies and/or fax copies of the Attending Physician's Medical Certificate of Death. The funeral home (FH) must send the original copy. Photocopies are not acceptable.
- Vital Statistics is receiving the Registration of Death and the Medical Examiner/Attending Physicians Medical Certificate of Death separately. These documents are to be sent together to Vital Statistics.
- If an error has been made on the registration of death, the FH has a five day grace period in which they may make changes to the registration. If the FH has mailed the Registration of Death to VS but discover an error, the FH may NOT change the registration record in VISTAS. The funeral home must apply for an amendment. Please refer to the Funeral Director's Vital Statistics Manual for complete instructions.
- Do not register a stillbirth as a death in an effort to obtain a burial permit. You must take the stillbirth documentation to the hospital. The hospital will issue the burial permit, and submit the Stillbirth documentation to VS. Stillbirth documentation includes Registration, Medical Certificate of Stillbirth, Physician's Notice of Birth/Stillbirth (PNOB) and this "package" must be complete. Do not arrive at the hospital with missing documents.
- If VISTAS is unavailable, a burial permit can be manually obtained by attending a hospital. You must submit a manually completed Registration of Death and a Medical Certificate of Death to the hospital. The hospital will send this documentation to VS. When a manual Registration of Death is being completed, ALL information is required, missing information delays the registration.
- In the event of the death of a baby, the hospital may mistakenly send the Registration of Birth and the Physician's Notice of Birth/Stillbirth (PNOB) with the Medical Certificate of Death. If you receive the PNOB in error return it to the hospital or mail directly to VS.
- Never make a change on the Medical Certificate of Death, even at the doctor or Medical Examiner's request. The physician or Medical Examiner must make the change and initial.
- Due to Statistics Canada's requirements, it is important that you include the Postal Code for the usual residence of the deceased where possible

If you require any further clarification, please contact VS directly at 1-866-303-4983.

Alberta Burial and Cremation Statistics

Year	Burials	Cremations	Total Deaths
2001	8,074	9,439	17,706
2002	8,146	10,018	18,356
2003	8,133	10,373	18,704
2004	7,770	10,842	18,797
2005	7,941	11,340	19,421
2006	7,793	11,895	19,867
2007	7,773	12,385	20,354
2008	7,844	13,123	21,178
2009	7,396	13,521	21,131
2010	6,964	13,651	20,845
2011	7,002	14,142	21,350
2012	7,051	14,900	22,177



Can You Fly with Cremated Remains?

Yes. You may bring a cremation container on the plane with you if certain conditions are met.

We realize how difficult it is to lose a loved one, but knowing and planning to meet these conditions ahead of time can help you avoid disappointment at the airport. For example, some airlines do not allow cremated remains as checked baggage, so please check with your air carrier first to learn about possible restrictions.

Security procedures

Passengers are allowed to carry a cremation container with them as part of their carry-on baggage. The container, however, must pass through the x-ray machine.

- It must be made of a material that allows the x-ray to clearly scan its contents.
- It must pass security screening. Documentation from a funeral home does not provide an exemption to this requirement.
- Screening officers are not permitted to open a cremation container, and they will not inspect the contents if you open it yourself.
- It cannot be placed in checked baggage if it has been x-rayed at pre-board screening and its contents could not be determined.

Before heading to the airport

Ask your funeral director about temporary containers for transportation purposes. These containers are more likely to pass through security. You can also bring your empty permanent container with you and arrange for a funeral home at your destination to transfer the container contents.

What cremation container materials will pass through the security checkpoint?

Due to differences in thickness, shape and material, some cremation containers are more likely to pass through security screening.

Plastic, cardboard or cloth containers are most likely to clear the x-ray machine and be permitted past the checkpoint.

Metal, granite and ceramic containers are least likely to be permitted past the checkpoint.

Options at the airport

If your container does not pass pre-board screening for carry-on baggage, you may:

- leave the container with a friend or family member who is not travelling and still at the airport;
- ask your airline representative to re-book you on a later flight, allowing you time to make other arrangements; or
- ship the container via mail, cargo or courier. Please keep in mind that shipping options vary at airports.

For more information visit www.catsa.gc.ca or call 1 800 O-Canada

Changes to Regulations for Screening Cremation Containers at Canadian airports

As of July 26, 2013 Transport Canada introduced regulatory changes that require CATSA (Canadian Air Transport Security Authority) to follow new procedures for screening cremation containers.

Cremation and/or death certificates will not enable a passenger to carry cremated remains through security and onto a plane without screening.

CATSA officials must x-ray every container of cremated remains that are being transported as carry-on baggage to ensure there are no prohibited items inside. If the container cannot be cleared by the x-ray machine, it will not be permitted past the security check point and onto the flight.

Out of respect for the deceased, screening officials will not be allowed to open containers of cremated remains at any time, even if requested to do so by the passenger, nor will they inspect the contents if the container is opened by the passenger.

If x-ray screening of a container results in an alarm but the passenger states the container is empty, the screening officer can ask the passenger to open it so that he or she can look inside and verify there are no prohibited items.

You can visit www.gc.ca or call 1 800 Canada for more information.

Need to Know Information

- Providing False Information

You must provide accurate and truthful information on your licence applications.

Section 15(4) (b)(ii) of the *Funeral Services Act* states that licensing action can be taken if an applicant provides false information.

Section 29(d) of the Act states that any person who provides false information to the Director (AFSRB) is guilty of an offence.

- Definition of a Crematory

Crematory means a building fitted with proper appliances for the purpose of incineration or cremation of dead human bodies. There is no room in the definition for other items to be incinerated in this facility.

Deaths in Alberta Municipalities of Population 1,000 or Greater, 2011
- Deaths by Residence of Deceased

Airdrie	119	Devon	35	Leduc	189	Slave Lake	35
Athabasca	56	Didsbury	59	Legal	14	Smoky Lake	28
Banff	29	Drayton Valley	52	Lethbridge	683	Spirit River	20
Barrhead	110	Drumheller	99	Lloydminster	54	Spruce Grove	164
Bassano	11	Eckville	22	Magrath	32	St. Albert	326
Beaumont	43	Edmonton	5808	Manning	31	St. Paul	58
Beaverlodge	11	Edson	62	Mayerthorpe	54	Stettler	97
Bentley	14	Elk Point	24	Medicine Hat	556	Stirling	5
Black Diamond	27	Fairview	58	Millet	22	Stony Plain	149
Blackfalds	14	Fort Macleod	40	Morinville	58	Strathmore	97
Bon Accord	17	Fort McMurray	111	Nanton	30	Sundre	55
Bonnyville	69	Fort Sask	118	Okotoks	89	Swan Hills	4
Bow Island	30	Fox Creek	5	Olds	93	Sylvan Lake	74
Bowden	22	Gibbons	16	Oyen	12	Taber	79
Brooks	76	Grande Cache	21	Peace River	52	Three Hills	36
Bruderheim	11	Grande Prairie	252	Penhold	17	Tofield	40
Calgary	5262	Grimshaw	31	Picture Butte	24	Trochu	15
Calmar	19	Hanna	45	Pincher Creek	49	Turner Valley	17
Camrose	206	High Level	17	Ponoka	123	Two Hills	31
Canmore	45	High Prairie	56	Provost	29	Valleyview	48
Cardston	86	High River	114	Rainbow Lake	2	Vauxhall	6
Carstairs	32	Hinton	54	Raymond	30	Vegreville	78
Chestermere	23	Innisfail	108	Red Deer	566	Vermilion	58
Claresholm	79	Irricana	6	Redcliff	29	Viking	32
Coaldale	50	Jasper	17	Redwater	20	Vulcan	38
Coalhurst	6	Killam	21	Redwd Meadows	3	Wainwright	69
Cochrane	89	Lac La Biche	56	Rimbey	70	Wembley	9
Cold Lake	56	Lacombe	110	Rocky Mt. House	167	Westlock	103
Coronation	18	Lamont	44	Sexsmith	12	Wetaskiwin	122
Crossfield	20			Sherwood Park	406	Whitecourt	39