



**CONSUMER
PROTECTION BC**

COMPLIANCE ORDER

IN THE MATTER OF

***THE BUSINESS PRACTICES & CONSUMER PROTECTION ACT, S.B.C. 2004 c. 2 and
THE CREMATION INTERMENT AND FUNERAL SERVICES ACT, S.B.C. 2004 c.35 and
THE CREMATION INTERMENT AND FUNERAL SERVICES REGULATION***

Respondent: Christina Koh

Adjudicator: Tegan Scardillo, Director of Business Practices and Classification

Date of Order: April 27, 2022

In accordance with notice requirements under the *Business Practices and Consumer Protection Act* (“BPCPA”) section 155 and *Cremation Interment and Funeral Services Act* (“CIFSA”) section 56(2)(c), the respondent has been found to have committed a contravention of the *Cremation Interment and Funeral Service Regulation* section 38(1)(a) and 38(1)(b) by failing to complete the minimum required six hours of training in a program of funeral services and by failing to complete the minimum required six hours of training in a program of embalming services approved by the Director during the past two-year successive period (October 26, 2019 to October 26, 2021) from when the licence was first issued.

Pursuant to section 155(4)(c)(d) of the BPCPA and section 56(2)(c) of the *Cremation Interment and Funeral Services Act*, this Compliance Order requires:

1. Before returning to work as a licensed funeral director and/or licensed embalmer, the respondent must complete the overdue training from the 2019 – 2021 period (12 credits total) and must also complete any training that may be due from subsequent periods.
2. Before returning to work as a licensed funeral director and/or licensed embalmer, the respondent must submit proof of course completion for the approved training referenced in paragraph 1 above to Consumer Protection BC.
3. Except with the express prior written permission of the Director, failure to comply with terms 1 and 2 above is a breach of the terms of the Order.


RECONSIDERATION

A party who disputes a reconsideration decision or order may seek judicial review by bringing a petition in the British Columbia Supreme Court under the Judicial Review Procedure Act.

SUMMARY

The respondent is required to comply with this Order made under the BPCPA and CIFSA, and, at the request of this office, provide proof of compliance with the Order. If the respondent does not comply with this Order, the director may impose an administrative penalty of not more than \$5,000.00 on an individual and/or not more than \$50,000.00 on a corporation.

This Order may be filed in Supreme Court. Once filed, the Order is deemed to be an Order of the Supreme Court of British Columbia and enforceable as such.



Tegan Scardillo
Director of Business Practices and Classification

April 27, 2022

Date

Method of Service: email