



UNDERTAKING

Pursuant to Section 56 of the *Cremation, Interment and Funeral Services Act* (the "CIFSA")

THIS UNDERTAKING is made with an effective date of January 24, 2020

Between

Service Corporation International (Canada) ULC

Henderson's Funeral Homes & Crematorium (the "Respondent")

and

The Director, Consumer Protection BC (the "Director")

WHEREAS:

- A. The Respondent is currently licensed as a funeral provider located at 45901 Victoria Ave, Chilliwack, BC V2P 2S9, licence number 54867, issued January 1, 2011.
- B. Having conducted an inspection under the CIFSA after receiving a consumer complaint, the Director asserts that:
 - (i) An employee funeral director of the Respondent provided inaccurate information to the complainant consumer about the order of priority for the control and disposition of human remains detailed in s.5 of the CIFSA. Consequently, the employee funeral director arranged for the provision of funeral services without the written consent of the person with the authority to control disposition under section 5 of the CIFSA, contrary to section 8 (1) of the CIFSA;

NOW THEREFORE the Respondent undertakes, acknowledges, and agrees with the Director:

1. On an annual basis beginning March 1, 2020, conduct training to ensure that all funeral directors employed by the Respondent receive training and acknowledge in writing that they fully understand the application of sections 5(1) and 8(1) to (3) of the CIFSA, including, but not limited to, those provisions of the CIFSA applicable to persons unavailable or unwilling to control disposition. The Respondent will generate an attendance document for this specific purpose which must be available for immediate inspection upon the request of an inspector acting under the CIFSA.
2. To maintain the written documentation required in item 1 of this Undertaking in each funeral director's employee file (which may be electronically stored) at the Respondent's licensed business address.

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3. That this Undertaking and the provisions therein is binding on the Respondent until it is either terminated in writing by the Director or terminated by Order of the Supreme Court of British Columbia.
 4. That the Director may, upon breach of any part of this undertaking by the Respondent, initiate proceedings rendering the Respondent liable to further actions and penalties under the CIFSA. In addition, it is an offence under the CIFSA to fail to comply with any part of this undertaking.
 5. That the Respondent reimburse the Director costs of the inspection in the amount of \$1,576.00 no later than January 31, 2020.
 6. That any communication with the Director relating to this undertaking shall be made to the following:

Shahid Noorani, Vice President, Regulatory Services
Consumer Protection BC
200 – 4946 Canada Way
Burnaby, British Columbia V5G 4H7
Fax: (604) 320-1663

And in the case of the Respondent to the following address:

45901 Victoria Ave.
Chilliwack, BC V2P 2S9

unless another address for delivery is given to the other party, in writing, by either the Director or the Respondent.

Accepted and entered into this 24th day of January, 2020.



Signature
Shahid Noorani, Vice President, Regulatory Services

Daniel Kleban, vice president
Service Corporation International
(Canada) ULC

Signature (Respondent)