

Guide to BC Funeral Service Provider Inspections



**CONSUMER
PROTECTION BC**

Contents

- INTRODUCTION 3**
 - CONSUMER PROTECTION AND FUNERAL SERVICES 3
- INSPECTION PROCESS 3**
 - SCHEDULING AND PREPARATION 3
 - NOTIFICATION 3
 - INSPECTION 4
 - REVIEW OF PRELIMINARY FINDINGS 4
 - INSPECTION SUMMARY AND PROCESS 4
- GENERAL REQUIREMENTS 5**
 - PLACE OF BUSINESS AND EMPLOYEES 5
 - BUSINESS NAME AND ADDRESS 5
 - LICENSES 5
 - PRICE LIST 6
- ARRANGEMENT ROOM, DISPLAY ROOM AND VEHICLE 6**
 - ARRANGEMENT ROOM 6
 - CONTAINER DISPLAY ROOM 7
 - VEHICLE FOR THE TRANSFER OF HUMAN REMAINS 7
- PREPARATION/EMBALMING ROOM 7**
 - PREPARATION ROOM 7
 - EMBALMING ROOM 8
 - REFRIGERATION 9
- REVIEW OF DOCUMENTS, FILES AND FORMS 9**
 - DOCUMENT REVIEW 9
 - REVIEW OF AT-NEED FILES 9
 - REVIEW OF PRE-NEED FILES 10
 - FORMS 10
 - AT-NEED CONTRACT FORM 10
 - PRE-NEED CONTRACT FORM 11
 - PRICE LIST 11
- ENFORCEMENT 12**
- APPENDIX 1 13**

Introduction

Consumer Protection and Funeral Services

The material in this guide provides a reference point for licensed funeral service providers on what to expect and how to prepare for routine inspections performed by Consumer Protection BC. Inspections are conducted to test for compliance with the Business Practices and Consumer Protection Act (BPCPA), Cremation Interment and Funeral Services Act (CIFSA) and Cremation Interment and Funeral Services Regulation (CIFSR).

This guide is not intended to provide legal advice and is by no means an exhaustive review of all the provisions affecting funeral services in BC. We recommend that anyone regulated under the BPCPA, CIFSA and CIFSR obtain copies and review them in detail. You can find them online at [Here](#) or, printed versions may be ordered from:

CROWN PUBLICATIONS INC.
106 Ontario Street
Victoria BC CANADA V8V 1M9
TEL: (250) 386-4636
TOLL FREE 1-877-747-4636
FAX: (250) 386-0221

For more general information, please contact Consumer Protection BC in Victoria;

CONSUMER PROTECTION BC
#307-3450 Uptown Blvd., Victoria BC V8Z 0B9
PO Box 9244, Victoria BC V8W 9J2
P 604.320.1667 F 250.920.7181 TF 1.888.564.9963
E info@consumerprotectionbc.ca
W www.consumerprotectionbc.ca

Inspection Process

Scheduling and preparation

1. To give licensees a better understanding into what an inspector will be reviewing, we have provided a sample inspection checklist – see Appendix 1. Note: the items on the checklist are not an exhaustive list of the items an inspector may review at inspection.
2. Inspectors are responsible for administrative, risk-based, routine/random and complaint based inspections;
3. Complaint based inspection may come from various sources including our licensing and enquiry office;
4. Routine inspections are ongoing.
5. Each Inspector will be responsible for specific regions in the Province;

Notification

1. Compliance inspections will not require prior notification;
2. Inspectors will not intrude where there are services underway and limited staff to assist;
3. It is anticipated that an inspection will not take more than three to six hours. If it is anticipated that an inspection will take more than three hours, the funeral home will be notified in advance;
4. Advance notice may be provided for detailed contract, trust and account audits with instruction as to the types of documents and files the inspector will be reviewing.

Inspection

1. There will be two parts to a routine inspection. The first part will be the facility inspection and the second part will be the review of documents;
2. Key aspects to routine facility inspection includes the price lists, establishment setup, license display(s), arrangement room, preparation and embalming room, refrigeration unit(s), container displays and product information, and vehicles;
3. Key aspects to routine documentation review includes the review of forms, brochures, marketing materials, price lists, catalogue, at-need files, pre-need files, trust transactions, care funds, banking and other reports;

Review of Preliminary Findings

1. The inspector may review the preliminary inspection results with the licensee and discuss potential non-compliance issues.
2. A Certificate of Inspection will be presented sent to the authorized personnel for the licensee. A copy of the Certificate may be requested by the licensee;
3. Inspector will provide a copy of the trust confirmation forms to the licensee who must forward them to the respective financial institution(s) for completion. The forms will then be mailed to the Inspectors for review.

Inspection summary and process

1. The Inspector will document the inspection, update the licensee's file and if required, inform other Consumer Protection BC teams of any updates;
2. The Inspector will follow-up by written notification with the licensee regarding any non-compliance issues resolved or requiring further information and provide a final summary of those matters.
3. Where an inspector detects that a licensee has violated a prescribed section of the BPCPA, CIFSA or CIFSR, and the inspector believes the violation warrants the imposition of an administrative penalty, the inspector will produce a NEAR report with supporting evidence to another delegated decision maker with a recommendation to impose an administrative penalty. The delegated decision maker will provide the licensee with the opportunity to be heard related to the NEAR;
4. This decision maker will be in written communication with the Licensee regarding the formal process to follow. Any further communication related to the specific matter of this file will be in response to communication the Licensee will receive from that decision maker:
5. For further information related to policies and procedures that deal with the Administrative Penalty process, the following link may be reviewed at the Consumer Protection BC Website or at the following links:

[Consumer Protection BC Policies](#)

[Administrative Penalties Q & A](#)

General Requirements

Place of business and employees

1. A licensee must ensure that his/her place of business is separate from other business premises and has a private entrance from the street or the public area.
2. A licensee must maintain public liability insurance for each location where business is conducted.
3. A licensee must employ at least one funeral director unless the licensee is also a funeral director. A licensee must employ or contract with at least one embalmer unless the licensee is also an embalmer.
4. If there is a change in the senior officers or a material change in the beneficial ownership of funeral service provider's business, the licensee must report to the Director within 14 days from the date the change.
5. A licensee should keep a copy of the *Business Practices and Consumer Protection Act; Cremation, Interment and Funeral Services Act*; and *Cremation, Interment and Funeral Services Regulation* at the business location.

Business name and address

1. A licensee must clearly state his or her business address in all directories, advertising and marketing materials. If a licensee has a mailing address that is different from the physical business address, the mailing address should also be listed.
2. If a licensee is a corporation that is owned in whole or in part by a public company, as defined by the *Business Corporation Act*, then the licensee must state this affiliation to the public company clearly in all contracts, business letterhead, advertising and marketing materials.
3. A licensee must only use the licensed business name in all advertising, contracts and operations. The name used must be the exact business name as it appears on the licence. Any variation or use of unregistered business name is not allowed unless it is registered as a DBA (Doing Business As).
4. If a licensee decides to move to a new business location, the licensee must provide at least one month's notice to the Director prior to the move.

Licenses

1. A funeral service provider must have a licence for each location from where business is conducted. The licence is not transferable to another funeral service provider.
2. A licensee must display in a conspicuous location accessible to members of the public, a copy of the funeral service provider's licence as well as a copy of any funeral director, embalmer or apprentice funeral director and/or apprentice embalmer licences. The area behind the receptionist desk, the administration office or the arrangement room is not considered to be an area accessible to members of the public.
3. If a funeral service provider has various licensed locations and rotate funeral directors at these locations, then a copy of their funeral director's licence must also be displayed at these locations.
4. If a funeral director, embalmer or apprentice funeral director/embalmer ceases to be employed by or under contract to a funeral service provider, then that person must notify the Director in writing immediately. If the funeral director, embalmer or apprentice funeral director/embalmer cease to provide embalmer or funeral director services or ceases to be an apprentice, then that person must return his or her licence to the Director.

*** NEW 2016 ***

1. On April 1, 2016 amendments to **section 37** of the CIFSR came into effect. In part, these amendments address the employ and supervision of apprentice Funeral Directors and Embalmers at Funeral Homes. In short, **section 37** of the CIFSR details the conditions under which an apprentice Funeral Director or Embalmer must operate. **Section 55(6)** of the CIFSA and the amended provisions of the CIFSR require that an apprentice who has completed less than 25 arrangements or embalming cases, and who has less than 1800 hours of practical training must have a licensed Funeral Director **present and observing** the provision of services which require licensure. An apprentice who has more than 25 arrangements or embalming cases, and 1800 hours of practical training may provide the services of a Funeral Director or Embalmer if they have **access to, and may readily communicate** with a Funeral Director or Embalmer during the entirety of the services being provided.
2. Consumer Protection BC Inspectors will be testing for compliance with the above noted supervision requirements during compliance inspections. Review of documents, facility records and interviews of facility staff will be undertaken to determine if compliance with the requirements for supervision was achieved by both the Funeral Provider and Funeral Apprentice.
3. An apprentice Funeral Director or Embalmer who engages in the activity of a Funeral Director or Embalmer without compliant supervision is deemed to be unlicensed for the purposes of CIFSA 55(1). Enforcement action related to breaches of the licensing requirements of CIFSA may be undertaken against both an individual who breaches the CIFSA and the Funeral Provider who does not ensure the provision of funeral services on behalf of the Funeral Provider are compliant with the requirements of the CIFSA.

Price list

1. A licensee must display a current price list on the business premises that is accessible to members of the public. The area behind the receptionist desk, the administration office or the arrangement room is not considered to be an area accessible to members of the public.
2. A copy of the price list must also be given to a consumer upon request. A consumer should not be directed to an arrangement room if they only requested a copy of the price list.
3. A price list must state the licensee's business name as it appears on the licence, the licensed business address and affiliation to a parent company, if any.
4. If one price list is used for various licensed locations, the licensee must ensure the name and address for that location is listed on the price list. The licensee can either list the names and addresses of all the locations (standard price list) or only list the name and address on the price list for the location where the price list is used (same contents in the price list for all locations except the name and address).

Arrangement Room, Display Room and Vehicle

Arrangement room

1. If a licensee meets with one or more customers or potential customers in his or her business location, then the licensee must have a separate room that is private and suitable for the purpose of discussing funeral services.
2. The arrangement room must be separate from other facilities at the location. The use of a partition or cubicle will not meet the requirement of a room that is private and suitable to discuss funeral services. For small business locations that are not deemed to be full-service locations, a separate and private room is still required even if meetings are by appointment only.

Container display room

1. A funeral service provider must maintain and make available to the public upon request, a book, brochure, internet site or other written or electronic information that shows:
 - In a clear and comprehensive manner the entire product line of containers that are offered for sale; and
 - Include a photograph or drawing of each container, the make, model number and price of each container.
2. If the funeral service provider has a container display room or display area for the display of containers or models of containers, then the following must be included in the displays:
 - a minimum of six different containers, or a minimum of six full or partial replicas or a combination of full containers and models representing six different containers;
 - the lowest priced container that is offered for sale or a full or partial replica of the container; and
 - the price for each container or model that is clearly set out and affixed to the container.
3. Placing a price list in the container or model does not meet the requirement for the price to be affixed. The price list should be physically attached to the container or model by using a Plexiglas display held between the closed lid of a container, or through some other means including but not limited to the use of pins, Velcro, non-marking tape or other similar non-destructive affixing mechanism.

Vehicle for the transfer of human remains

1. Any vehicle used for the transfer of human remains must be used for that primary purpose, kept in sanitary condition and capable of transferring human remains so that the container is out of public view. The vehicle must be of adequate size to accommodate the full length of the human remains. There should not be any advertising on the exterior of the vehicle other than the name, address and telephone number of the person transferring the human remains.

Preparation/Embaling Room

Preparation room

1. If the funeral service provider accepts human remains and does care and preparation of human remains but does not do any disinfecting, preservation or restoration of human remains, the licensee must have a preparation room.
2. A preparation room must comply with the following requirements:
 - be at least 11 square meters in size;
 - post a sign outside of the room that prohibits access to anyone except staff and authorized persons. If there is more than one entrance to the room, a sign must be posted at each entrance;
 - the room must be well lit. If the room is lit by a small bulb or where the lighting fixture is away from the work area, then the room may not be well lit;
 - there is mechanical ventilation to the outside of the building. If the ventilation outlet is connected to a ventilation system that circulates air to the whole business location or directs airflow from the room to other rooms or garage, then it is not deemed to be mechanically ventilated to the outside of the building;
 - the room can be easily disinfected;
 - the surface of the room is composed of non-porous materials. The surface of the floor or wall must not allow moisture or liquid from soaking into it. For tiled floors and walls, the funeral service provider must ensure that there are no cracks or breakage in the tiles or the grout;

- the room is equipped with first aid kit. Placing a first aid kit outside the room does not meet the requirements. The kit must be placed in the room. It can be placed in a drawer or a compartment that will be accessible during an emergency;
 - there should be a holding or examination table that is capable of being easily disinfected;
 - the room must be equipped with a sink that has hot and cold running water. This sink should only be used by workers to clean and disinfect themselves and equipment;
 - each water supply station in the room must be equipped with a vacuum breaker*;
 - sufficient storage facilities for equipment and supplies;
 - has protective eyewear and disposable covering for hands, body and feet for each person who works in the room;
 - has enough sheets and towels; and
 - has disinfections, germicidal soap, paper towels, a pail, mop and detergent.
- *The purpose of a vacuum breaker is to prevent any cross-contamination of potable water supply. Many conditions can cause a backflow but the primary cause is the loss of pressure resulting in a reverse flow of water. A vacuum breaker will prevent contaminated material for being drawn back into the water supply. The vacuum breaker should be equipped at the point of the water supply at each water station in the room (point of cross-connection where the water supply and contaminated materials interconnect). Irrespective of the source of the water supply (well or city water), a vacuum breaker must be equipped at each water station in the room.*

Embalming room

1. If a funeral service provider disinfests preserves or restores human remains, in addition to the requirements noted above, the preparation room must also comply with the following requirements:
 - has a second sink or a sink with two compartments. A sanitary drain for the disposal of bodily and embalming fluids will be accepted as a second sink;
 - has a continuous flow eyewash facility with a minimum duration of 15 minutes. An eyewash bottle does not meet this requirement;
 - has supplies necessary for the disinfection, preservation and restoration of human remains;
 - has sanitary drain for the disposal of bodily and embalming fluids that must be equipped with splash guard** and a backflow valve***.

For more details regarding the plumbing requirements for the room (vacuum breakers and backflow valve), a funeral service provider should contact a Building Inspector or a qualified plumber.

** The purpose of a splash guard is to prevent a backsplash of bodily and embalming fluids (health and hygiene). A splash guard can be a piece of Plexiglas or any kind of non-porous material that can be equipped or placed on a sanitary drain during embalming.

*** A backflow valve prevents a backup in the drainage system. Depending on where it is equipped in the drainage, a backflow valve can protect the drain, room or premises from a backflow. Ideally, the whole premises should be protected from a backflow. If the whole premises is equipped with a backflow valve, then a backflow valve will not be required for the sanitary drain in the preparation and embalming room. If the drainage from the sanitary drain flows to a tank, a backflow valve should be equipped in the drainage to prevent a backflow from the tank in the event of a mechanical failure, overflow, flooding or rise in the water table.

Refrigeration

1. A licensee is required to have refrigeration on-site that is acceptable for the storage of human remains or have access to refrigeration elsewhere that is acceptable to the Director. In the latter, a licensee may be asked to provide copy of a contract for the refrigeration and details of where and how human remains are stored. An Inspector may request a visit to the location to ensure the refrigeration is suitable for the storage of human remains.
2. A licensee must ensure that human remains are treated with respect and dignity. A licensee must not stack human remains on each other or store remains beyond the capacity of the refrigeration unit (overflow).

Review of Documents, Files and Forms

Document review

1. During a routine inspection, an Inspector may request any of the following:
 - A copy of all the forms used by the licensee – this includes the at-need contract form, pre-need contract form, authorization for disposition form and any other form created by the licensee that is given to a consumer;
 - A price list;
 - Embalming records or list, if available;
 - Catalogue or binder that shows all the goods that the licensee offers to supply;
 - Any marketing materials such as brochures, pamphlets or advertisements;
 - Pre-need files (usually a maximum of twenty);
 - At-need files (usually a maximum of twenty);
 - Trust account statements;
 - Deposit books for general and/or trust accounts;
 - Redemption slips for funds coming out of trust account(s);
2. The above noted list is not exhaustive and an Inspector may request any documents, statements or reports that are deemed relevant to an Inspection.

Review of at-need files

1. An Inspector may request and review up to twenty recently completed at-need files. The files will be selected at random. The purpose of the review is to ensure the licensee is maintaining complete and accurate records. Some of the things that will be reviewed are as follows:
 - Ensure that the licensee records each funeral service that was provided and the file has the name of the deceased; if there was an interment, the date and place of interment; if there was a cremation, the date and place of cremation and disposition of cremation remains; the name and mailing address of a person who had kinship relationship with the deceased; a copy of the written authorization and address of the person with the disposition right; and a copy of the burial permit;
 - Ensure the person who signed the written authorization is the identified person as listed in *S.5 Cremation, Interment and Funeral Services Act*. If the person who gave the written authorization is not the person identified at the top of the priority list (Section 5 of the Act), proper notes should be made in the file to explain the reasons and steps taken by the funeral director that led to the written authorization from the person at the bottom of the priority list (due diligence);
 - Ensure that only a licensed funeral director signs an at-need contract;

- Verify and ensure that the itemized price and amounts charged for goods and services in the contract corresponds with the amounts listed on the price list;
- If there was an embalming, ensure that the purchaser initialed the applicable section in the form;
- Verify where human remains were held pending disposition;

Review of pre-need files

1. An Inspector may request and review up to twenty recently completed pre-need files. The files will be selected at random. The purpose of the review is to ensure the licensee is maintaining complete and accurate records. Some of the things that will be reviewed are as follows:
 - Ensure that the pre-need contract is complete and signed by the purchaser;
 - If the licensee has a trust account, ensure that the appropriate and applicable amounts are deposited in the trust account (less a reduction of 20%). A copy of the trust account statements may be requested to verify and cross reference the monies that were received;
 - Ensure that the purchaser received, in writing, an initial disclosure statement as outlined in Section 35 *Business Practices and Consumer Protection Act*. Also ensure that the purchaser initialed his/her acknowledgement to confirm receipt of the initial disclosure;
 - Verify and ensure amounts billed for the goods and services correspond with the amounts listed on the price list.

Forms

1. Inspectors will review forms used by the licensee to ensure they meet all the content requirements in *Business Practices and Consumer Protection Act*.

At-need contract form

1. This form must comply with the content requirements in Section 34 *Business Practices and Consumer Protection Act* as follows:
 - The licensee's business name, business address, telephone and fax number;
 - If affiliated to a public company as defined by the *Business Corporation Act*, the name of the public company must be clearly listed on the form;
 - Date when the contract was entered;
 - The name and address of the purchaser, deceased person or stillborn infant, person with the authorization for disposition right and signature of a funeral director;
 - Address where human remains will be sheltered pending disposition;
 - A statement that embalming is not a legal requirement but may be required in some cases and if embalming is required and a space for the written acknowledgement of this service;
 - If storage fee charged for cremated remains, a statement that the fee will be charged after 60 days after the date of cremation;
 - Detailed description of goods and services to be supplied;
 - Itemized purchase price for goods and services to be supplied;
 - Applicable costs payable by purchaser, including taxes and shipping charges;
 - Any custom duties, brokerage fees or any additional charges plus the description of the charges;
 - Detailed statement of the terms of payment;
 - Total price of contract, including cost of credit, if any;
 - A notice of the purchaser's rights on cancellation, if any; any other restrictions, limitations or other terms or conditions that may apply to the goods and services.

Pre-need contract form

1. This form must comply with the content requirement in Section 36 *Business Practices and Consumer Protection Act* as follows:
 - The licensee's business name, business address, telephone and fax number;
 - If affiliated to a public company as defined by the *Business Corporation Act*, the name of the public company must be clearly listed on the form;
 - Date when the contract was entered;
 - Detailed description of goods and services to be supplied;
 - Itemized purchase price for goods and services to be supplied;
 - Applicable costs payable by purchaser, including taxes and shipping charges;
 - Any custom duties, brokerage fees or any additional charges plus the description of the charges;
 - Detailed statement of the terms of payment;
 - Total price of contract, including cost of credit, if any;
 - A notice of the purchaser's rights on cancellation, if any;
 - Any other restrictions, limitations or other terms or conditions that may apply to the goods and services;
 - If licensee is to receive money that must be deposited in a pre-need trust account, the licensee must state the portion of the price paid by the purchaser that will be refunded if the contract is cancelled; the name of the savings institution that is the trustee of the trust account; and any information respecting the administration of the pre-need trust account, including information respecting the investment of money in the account;
 - If storage fee charged for cremated remains, a statement that the fee will be charged after 60 days after the date of cremation;
 - Provide a space for the written acknowledgement by the purchaser that the consumer received information required under Section 35 of the Act (initial disclosure statement).

Price list

1. A price list must comply with the requirements in Section 31 *Business Practices and Consumer Protection Act*:
2. The price list must contain all the following:
 - If affiliated to a public company as defined by the *Business Corporation Act*, the name of the public company must be clearly listed on the form;
 - the current price of all goods and services that the provider currently offers or supplies;
 - indicate each good or service that is necessarily or usually required if another good or service is supplied;
 - indicate the current amounts of any disbursements or fees that are necessarily or usually required to be paid in connection with any good or service that is offered;
 - either include the model number, description and manufacturer's name for each good that is offered or supplied, or include a reference to a catalogue or binder that is available to the public on request at the business premises that contains the model number, description and manufacturer's name;
 - express each price of a good or service as a fixed charge, hourly rate, rate per kilometer or some unit of compensation; and
 - Clearly state the price list's effective date and name and address of the provider.

While package pricing is permitted, a price list must still show a breakdown of each item with the price expressed as a fixed charge, an hourly rate, a per-kilometer rate or some other specific unit of compensation.

Enforcement

1. If an Inspector detects violations that they believe should proceed to enforcement of an administrative penalty, they will notify the licensee of these alleged contraventions in a Post Inspection Report. The Inspector will also prepare for the Director of Enforcement a Notice of Enforcement Action Recommended Report (NEAR). A copy of the NEAR will be also be sent to the licensee. The NEAR report will identify the allegation(s) proceeding to enforcement and the Inspector's recommended penalty. The licensee will be given an opportunity to respond to the report. The Director will then decide whether the allegation took place, and the administrative penalty, if any, to be applied. Note: the decision to impose an administrative penalty is at the discretion of the Director or delegated decision maker; neither is bound to the recommended administrative penalty in the NEAR.
2. If you are dissatisfied with the decision, you may apply for a reconsideration of the decision.
3. Further information on the policies and procedures relating to the administrative penalty process can be found by visiting our website at www.consumerprotectionbc.ca

Appendix 1



200 – 4946 Canada Way, Burnaby BC V5G 4H7
P 604.320.1667 **F** 604.320.1663 **TF** 1.888.564.9963
E info@consumerprotectionbc.ca **W** www.consumerprotectionbc.ca

FUNERAL SERVICE PROVIDER INSPECTION REPORT

INSPECTOR: _____

DATE: _____

Licence: _____
Business Name: _____
Address: _____
Phone Number: _____ **E mail:** _____

GENERAL FACILITY

YES NO N/A

| | | | |
|--|--------------------------|--------------------------|--------------------------|
| CIFSR 11 Is the funeral home using a registered name or DBA? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| CIFSR 12(1) Business address listed in all directories, advertising /marketing materials? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| CIFSR 12(2) Has the funeral provider declared ownership, in whole or in part, by a public company? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| CIFSR 41(a)(b) Are the licenses displayed in a conspicuous location? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 31(2)(a) Is the general price list displayed in an accessible location? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 31(2)(b) Is the general price list readily available upon request? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| CIFSR 33(1)(b) Does the funeral provider maintain public liability insurance? Name of Insurance Company and Policy \$ Amount: _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| CIFSR 33(1)(b) Is there a funeral director? (If no: _____) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| CIFSR 33(1)(c) Is there an employee embalmer? (If no: _____) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| CIFSR 5(1) Are the vehicles suitable to transport human remains? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| CIFSR 34(1) Is there a book, brochure, or internet site that provides entire product line of containers offered? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| CIFSR 34(2) Is there a container display room? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| CIFSR 34(2)(a) Is the lowest priced container on display? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| CIFSR 34(2)(b) Are the minimum six containers on display? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| CIFSR 34(3) Are the prices clearly set out on the containers? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| CIFSR 34(3) Are the prices affixed to the containers? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| CIFSR 32(1) Is the arrangement room separate, private and suitable for discussing funeral services? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Does the funeral provider accept human remains? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

PREPARATION ROOM

YES NO N/A

- CIFSR 32(2)(b) Is the room clearly labeled from the outside to prohibit public access?
- CIFSR32(2)(a) Is the room at least 11 square meters?
- CIFSR 32(2)(c) Is the room adequately lit?
- CIFSR32(2)(c) Is the room mechanically ventilated to the outside?
- CIFSR 2 Are the human remains sheltered and handled in a dignified manner?
- CIFSR 32(2)(d) Is the room capable of being easily disinfected?
- CIFSR32(2)(e) Are surfaces of the room composed of non-porous materials?
- CIFSR32(2)(f) Is room equipped with a first aid kit?
- CIFSR32(2)(g) Can the examining table(s) be easily disinfected?
- CIFSR32(2)(h) Is there a sink with hot and cold running water?
- CIFSR32(2)(i) Is each water supply in the room equipped with a vacuum breaker?
- CIFSR32(2)(j) Are there sufficient storage facilities in the room to store equipment and supplies?
- CIFSR32(2)(k) Is there sufficient protective eyewear/disposable coverings?
- CIFSR32(2)(l) Are there sheets or towels?
- CIFSR 32(2)(m) Are there disinfectants, germicidal soap, paper towels, a pail, a mop and detergent in the room?

If the room is also used to disinfect, preserve (embalm) or restore human remains:

- CIFSR32(3)(a) Is the room equipped with a sanitary drain or does the existing sink have a second compartment?
- CIFSR32(3)(d) Is the sanitary drain equipped with a splash guard?
- CIFSR32(3)(d) Is the sanitary drain equipped with a backflow valve?
- CIFSR32(3)(b) Is the room equipped with minimum 15 minute continuous flow eyewash?
- CIFSR32(3)(c) Are there sufficient supplies necessary for the disinfection/preservation of human remains?

OBLIGATIONS OF FUNERAL PROVIDERS

- CIFSR 33(1) Is there refrigeration onsite that is acceptable for storage of human remains? (Capacity: _____)
- CIFSR 33(2) If no, does provider have access to refrigeration? (Location: _____)

APPRENTICE FUNERAL DIRECTOR/EMBALMER

Apprentice Funeral Director/Embalmer _____
Supervisor _____

- CIFSA 55(1) Is the supervisor present at the time the apprentice is assisting with or performing their duties?
If under 25 Arrangements or Embalming procedures and 1800 practical training hours?
(referencing CIFSR 37(2)(a))
- CIFSA 55(1) Is the supervisor available at the time the apprentice is assisting with or performing their duties?
If over 25 Arrangements or Embalming procedures and 1800 practical training hours?
(referencing CIFSR 37(2)(b))

| | YES | NO | N/A |
|--|--------------------------|--------------------------|--------------------------|
| <u>PRENEED FUNERAL SERVICES CONTRACT (AS APPLICABLE)</u> | | | |
| BPCPA 19(b) Supplier's business address? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 19(d) Date when contract is entered into? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 19(e) Detailed description of goods/services to be supplied? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 19(f) Itemized purchase price for goods/services? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 19(g) Costs payable including taxes and shipping? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 19(h) Description of additional charges that may apply which cannot be reasonably determined by the supplier? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 19(i) Detailed statement of the terms of payment? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 19(j) Total price? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 19(m) Notice of the consumer's right to cancellation? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 19(n) Any other restrictions, limitations or other T & C's that may apply to the supply of goods & services? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 36(c)(i) Listed fee charged for storing cremated remains? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA36(c)(ii) Statement that no fee is charged until 60 days after date of cremation? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 36(1)(d) A space for the written acknowledgment by consumer that they received the initial disclosure statement in Section 35 of the BPCP Act? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 36(2) The supplier provides a copy of the contract within 15 days after the contract was entered into? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <u>Preneed Trust Only</u> | | | |
| BPCPA 36(1)(b)(ii) Portion of trusted monies that will be refunded if contract cancelled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 36(1)(b)(ii) List the name of the financial institution that is the trustee of the preneed trust account? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 36(1)(b)(iii) Information about administration of trust account including information respecting investment of money in the account? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <u>PRENEED TRUST ACCOUNT (as applicable)</u> | | | |
| BPCPA 40(3) Are monies deposited, within 5 days of receipt, into a preneed interim account or preneed trust account? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 40(4)(b) Are monies transferred from interim account within 21 days? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 40(5) Are at least 80% of the preneed sale proceeds deposited into the trust account? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 40(6) Is there a written trust agreement between the savings institution and the funeral home? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 40(7) & (8) Are the T&C's of the trust agreement being met prior to the discharge of trusted monies? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 40(10)(a) Does the consumer get written notice within 15 days of the first time deposit is made into the trust account? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <u>FUNERAL SERVICES CONTRACT</u> | | | |
| BPCPA 19(a) Supplier's name? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 19(b) Supplier's business address? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 19(c) Supplier's phone and facsimile number? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 19(d) Date when contract is entered into? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 19(e) Detailed description of goods/services to be supplied? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 19(f) Itemized purchase price for goods/services? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 19(g) Costs payable including taxes and shipping? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 19(h) Description of additional charges that may apply which cannot be reasonably determined by the supplier? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BPCPA 19(i) Detailed statement of the terms of payment? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

FUNERAL SERVICES CONTRACT (Cont.)

YES NO N/A

- BPCPA 19(j)** Total price? YES NO N/A
- BPCPA 19(m)** Notice of the consumer's right to cancellation? YES NO N/A
- BPCPA 19(n)** Any other restrictions, limitations or other T &C's that may apply to the supply of goods & services? YES NO N/A
- BPCPA 34(1)(b)(i)** Name and address of the consumer? YES NO N/A
- BPCPA 34(1)(b)(ii)** Name and address of the deceased or stillborn infant? YES NO N/A
- BPCPA 34(1)(b)(iii)** Name and address of the person who has the disposition right under Section 5 CIFS Act? YES NO N/A
- BPCPA 34(1)(c)** Complete address where the human remains will be sheltered pending disposition? YES NO N/A
- BPCP 34(1)(d)** A statement that embalming is not a legal requirement but may be required in some cases? YES NO N/A
- BPCPA 34(1)(d)** A space for the written acknowledgement of the embalming service by the consumer if embalming is required? YES NO N/A
- BPCPA 34(1)(e)(i)** Listed fee charged for storing cremated remains? YES NO N/A
- BPCPA 34(1)(e)(ii)** Statement that no fee is charged until 60 days after date of cremation? YES NO N/A
- BPCPA 33** Listed fee or disbursement for using or handling containers not supplied by the funeral provider? YES NO N/A
- LIC REQ** Is the BPCPA fee charged to the consumer? YES NO N/A
- LIC REQ** Is there a disclosure statement regarding the BPCPA fee? YES NO N/A

DISPOSITION OF UNCLAIMED CREMATED REMAINS

- Does the operator store unclaimed cremated remains? (# of cremated remains: _____) YES NO N/A
- Has the operator disposed of any unclaimed cremated remains? (date of last disposition: _____) YES NO N/A
- CIFSR 8(1)** Did the disposition comply with Section 8(1)&(2)? YES NO N/A
- Are the cremated remains stored in a secure manner? YES NO N/A

RECORDS (must contain)

- CIFSR 43(1)(a)&(b)** Name of deceased and if human remains were interred, the date and place of the interment? YES NO N/A
- CIFSR 43(1)(a)&(c)** Name of the deceased and if human remains were cremated, the date and place of the cremation? YES NO N/A
- CIFSR 43(1)(c)** A record of the disposition of cremated remains? YES NO N/A
- CIFSR 43(1)(d)** Name and mailing address of a person who had kinship relation with the deceased? YES NO N/A
- CIFSR 43(1)(f)** A copy of the burial permit? YES NO N/A
- CIFSR 43(1)(e)** A copy of the written authorization including the address of the person who had the right to control the disposition? YES NO N/A
- BPCPA 34(2)** Does the supplier provide a copy of the contract within 15 days after the contract was entered into? YES NO N/A
- CIFSA 1** Are the funeral services contracts all signed by a funeral director? YES NO N/A

NOTES:

LICENSE # _____

Account Type" Operating ____ Trust ____ CDN \$ ____ US \$ ____ Credit Card ____ BSP ____

1) Institution: _____

Address _____

Account Number _____ Account Name _____

Account Type" Operating ____ Trust ____ CDN \$ ____ US \$ ____ Credit Card ____ BSP ____

1) Institution: _____

Address _____

Account Number _____ Account Name _____

Account Type" Operating ____ Trust ____ CDN \$ ____ US \$ ____ Credit Card ____ BSP ____

1) Institution: _____

Address _____

Account Number _____ Account Name _____

Account Type" Operating ____ Trust ____ CDN \$ ____ US \$ ____ Credit Card ____ BSP ____

1) Institution: _____

Address _____

Account Number _____ Account Name _____

Account Type" Operating ____ Trust ____ CDN \$ ____ US \$ ____ Credit Card ____ BSP ____

1) Institution: _____

Address _____

Account Number _____ Account Name _____
