

## Who is a funeral provider?

A funeral provider means a company, partnership, proprietorship or individual who carries on the business of providing funeral services. Funeral services are defined in the *Cremation, Interment and Funeral Services Act* as:

- Arrangements and services related to the interment and cremation of human remains;
- Care and preparation of human remains for purposes related to the interment and cremation of human remains;
- Bereavement rites and ceremonies;
- The supply of goods incidental to and as part of the arrangements, services, care, preparation, and bereavement rites and ceremonies referred to above.

## Completing the application form:

- All questions must be answered.
- Name in full means full legal name, including middle name. Abbreviations or initials are not acceptable.
- All applicants must complete a criminal record check.  
**A completed criminal record check for senior corporate officers, partners, or proprietor.** ALL APPLICANTS that reside in Canada MUST complete an online criminal record check within one day of sending the licence application to Consumer Protection BC by going to the following link: <http://www.sterlingtalentsolutions.ca/Consumer-Protection-BC> and following the instructions for completion. (Please note, once complete a copy will be sent directly to Consumer Protection BC. For more information please visit our website <https://www.consumerprotectionbc.ca/component/content/article/163-about-cpa/general/1359-criminal-record-check>

ALL APPLICANTS that do not reside in Canada MUST submit a certified criminal record check from their home jurisdiction.

**Name of Applicant:** In this section enter the legal name of the company, partnership, proprietorship or individual making application for a licence as a provider.

**Business Name:** If your business or trade name is different from your corporate or partnership or proprietorship or individual name, please complete this section.

## A funeral provider licence will only be issued if the application is for:

- A registered company in good standing;
- A registered company in good standing, operating under a trade name, if the trade name has been properly declared and filed with the Registrar of Companies;
- A partnership in good standing;
- A partnership in good standing, operating under a trade name, if the trade name has been properly declared and filed with the Registrar of Companies;
- A proprietorship or individual;
- A proprietorship or individual operating under a trade name, if the trade name has been properly declared and filed with the Registrar of Companies.

## A funeral provider must:

- Complete the enclosed application form and provide any other information required by the Director;
- Pay the annual fee as outlined in the Consumer Protection BC fee schedule for funeral providers;
- Ensure all at need and preneed funeral service contracts comply with the requirements set out in the *Business Practices and Consumer Protection Act*;

- Notify the Director in writing one month prior to any proposed change of address of the licensee's place of business. If the funeral provider is a corporation, they must notify the Director in writing, within 14 days of a change in the senior officers or a material change in the beneficial ownership of the shares of a corporation.
- Not transfer the licence to any other funeral provider;
- Not advertise, contract or otherwise carry on business at a location in B.C. in a name other than the name and address which appears on the licence;
- Have public liability insurance for all premises and vehicles used by the funeral provider;
- Employ at least one funeral director at each licensed location and employ or contract with one embalmer at each licensed location;
- Have refrigeration acceptable to the Director for the storage of human remains.

### **General:**

1. The licence application fees for BC funeral providers are in the fee schedule
2. All licences expire annually on September 14<sup>th</sup>. Prior to this, an application for renewal, with the applicable fee must be submitted. The administrative fee for deaths registered by the funeral provider will be remitted quarterly on December 15, March 15, June 15 and September 15. Notification will be sent to the licence holder prior to these payments being due.

### **Inspections:**

Section 56 of the *Cremation, Interment and Funeral Services Act* provides the authority for the Consumer Protection BC to inspect all business premises and operations to ensure compliance with the Act and regulations. You will be required to successfully pass an initial inspection prior to the issuance of your funeral provider licence. Routine inspections will also be performed and will follow these general guidelines:

- a. Timing
  - i. Any funeral provider changing location will require an inspection prior to confirming the change of address;
  - ii. All existing funeral providers will be inspected every 2 years.
- b. Notification
  - i. Notification will not be provided in advance of a routine inspection;
  - ii. If the inspection is anticipated to take more than 3 hours, the business will be notified in advance;
  - iii. Inspectors will provide advance notice of detailed contract, trust and account audits; Instructions will also be provided as to the types of documents and files the inspector will be reviewing.
- c. Inspection
  - i. Key aspects of an inspection include price lists, establishment setup and licence display, identification of funeral provider/operator, arrangement office, preparation room, container display and product information, and vehicles;
  - ii. Inspections will also involve an interview with the funeral provider. Inspector will request and review records including those related to at need and preneed contracts, trust transactions, care funds, banking and other reports.
- d. Wrap up meeting
  - i. Inspector will review the entire inspection with the funeral provider once it is complete and any issues of non-compliance will be brought to their attention;
  - ii. The inspection report(s) and trust confirmation forms will be signed at the time of inspection by both the inspector and the authorized rep of funeral provider and copies made if required;
  - iii. Follow-up correspondence will be provided regarding any compliance issues which need rectification.

### **Important Dates**

1. September 14<sup>th</sup> – Renewal forms and payments due
2. December 15, March 15, June 15 and September 15 – Administrative fees for death registrations are due