



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: Sandra Leigh Regier

Adjudicator: Shahid Noorani, Vice President

Date of Order: October 4, 2021

In accordance with notice requirements under Cremation Interment and Funeral Services Act ("CIFSA") section 56(2)(c) and the *Business Practices and Consumer Protection Act* ("BPCPA") section 155, the respondent has been found to have committed a contravention to section 61(3)(d)(i) of the CIFSA by failing to comply with an Order of the Director (Compliance Order) dated April 26, 2021.

Pursuant to section 56(2)(c) of the CIFSA and section 155(4)(c)(d) of the BPCPA, this Compliance Order requires the respondent:

1. When meeting regulatory requirements under section 38 to complete education training for every two-year period, to provide Consumer Protection BC before the deadline to complete the training, a certificate(s) of course completion or other documentation issued by the education/training provider(s) confirming the respondent's completion of Consumer Protection BC approved course(s).
2. Pay inspection costs to Consumer Protection BC in the amount of \$265.00 by November 8, 2021.

RECONSIDERATION PROCESS

CIFSA section 60 and BPCPA section 181 provide, in part, that a person may request a reconsideration of a compliance order.

The request must be in writing and identify the error believed was made or other grounds.

Section 60 of the CIFSA and section 182 of the BPCPA provides that the Director may reconsider determinations and may confirm, vary, or cancel a determination. A decision to vary or cancel a

determination may only be made if the Director is satisfied that new evidence has become available or has been discovered that:

- is substantial and material to the determination, and
- did not exist at the time of the review or did exist at that time but was discovered and could not through the exercise of reasonable diligence have been discovered.

Pursuant to CIFSA section 60(5) and BPCPA section 181(1), a person may request the Director to reconsider a determination within 30 days of receiving the order, or within a period specified by the director if any special circumstances exist.

There is a \$252.00 (two hundred fifty-two dollar) reconsideration application fee which must be submitted with the request for reconsideration. The fee will be refunded to the applicant if the reconsideration results in the full reversal of the decision.

A decision on reconsideration is final and may only be judicially reviewed.

Information on the reconsideration process can be found at www.consumerprotectionbc.ca

A request for reconsideration should be addressed to:

Consumer Protection BC
Attn: Director
200 – 4946 Canada Way
Burnaby, B.C. V5G 4H7

SUMMARY

The respondent is required to comply with this Order made under the 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.



Shahid Noorani
Vice President

October 4, 2021

Date

Method of Service: email