

UPDATE NEWSLETTER

Vol. MMXI Issue 2

February 2011



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FSABC & CCABC KELOWNA 2011 CONFERENCE & SHOWCASE

March 1 Early Registration Deadline Approaching!

Planning to attend the Kelowna 2011 conference? Please do not forget to complete the registration form before March 1st to **take advantage of the Early Bird Registration and guest room availability!**

Please see enclosed or visit the Conference home page for further information at www.bcfunerals.com

Early Bird Conference Registration To March 1st: Full Conference Package \$450. (after March 1st \$495) Single day registrations also available!

Hotel Reservations: To take advantage of the CCABC & FSABC group rate, guests must make hotel reservations at the **Delta Grand Okanagan BEFORE March 1, 2011** in order to qualify for the group rate of \$135 per night. Rooms are filling up quick so don't delay!!



The Conference Program is **packed with CEU educational programs for embalmers and funeral directors**, social and networking opportunities and plenty of time to visit the Exhibitors at Showcase 2011!

Wednesday, April 6 Opening Reception & Exhibitor's Showcase

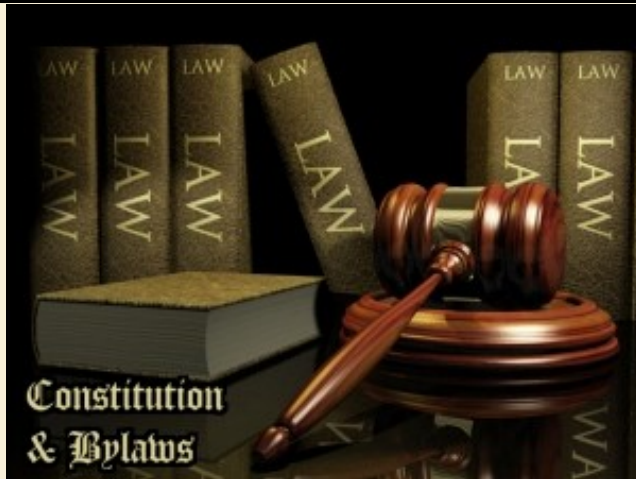
Thursday, April 7 FSABC 99th Annual General Meeting
Sticky Situations Seminar (legislation & compliance)
Building The Service Experience (customer service)
Presidential Banquet and Entertainment
.... Enjoy a night of Improv with the Panic Squad

Friday, April 8 From Around The World (funeral customs)
Say What You Mean (communication)
25 Years of Preneed (from everyone's perspective)
Closing Keynote: The Skid Row CEO (Inspiration)

**Great Value!
Great Program!
Register Today!**

How Do I Register For The 2011 Conference?

1. Download Full Conference Program and Registration Forms by going to the FSABC website home page www.bcfunerals.com
2. Or print off the attached conference registration form and simply fax to the FSABC
3. Or call 1-800-665-3899. We will be happy to help you out!



FSABC Constitution and Bylaws It's Time For A "Tune-Up"

The proposed revisions to the British Columbia Funeral Association (dba Funeral Service Association of British Columbia) are now circulating to the membership in advance of the 2011 Annual General Meeting through direct e-mail or can be downloaded from the FSABC website home page, www.bcfunerals.com.

A motion to accept the proposed changes will be presented at the 99th Annual General Meeting, being held on THURSDAY, APRIL 7, 2011, at the Delta Grand Okanagan Conference Centre, convening at 8:30 am.

THE ABC'S OF BYLAWS ... The architectural framework of the Association

Bylaws are generally considered to be a set of rules and principles that govern the structure and operation of any organization. Bylaws are not to be confused with operating plans, strategic goals, objectives or other management target oriented documents. The key concept is that the bylaws define the governing structure, an architectural framework for an organization. Bylaws should be general in nature, rather than a detailed operational manual. Yet, they should be detailed enough to address all organizational issues. They should be a flexible, working document, but rigid enough to provide institutional stability and serve as a guidepost for management.

RATIONALE FOR CHANGE Why The Tune-Up?

Following the June 2009 FSABC annual general meeting, the FSABC board of directors at their annual board planning session examined the present state of the FSABC in terms of its strengths and weaknesses. It was identified that the bylaws had not evolved with the changes that have taken place within the Association and there was a potential for expanded board member involvement (i.e. Suppliers) and membership.

The last revisions to the constitution and bylaws were approved at the March 2004 annual general meeting. In July 2004, the Cemetery and Funeral Services Act was replaced by a new Cremation, Interment and Funeral Services Act and to this date the existing bylaws still reference the old Act. Simple "housekeeping" revisions have been made to bring the Bylaws up to date with current legislation and the BC Societies Act.



Another revision relates to **MOTION #14 AGM 2009 MOVED, SECONDED AND CARRIED THAT THE FSABC ACCEPT SUPPLIER MEMBERS TO SERVE ON THE FSABC BOARD OF DIRECTORS**. At that meeting it was clarified with the membership that under section 7.3 of the current bylaws that Associate Members can serve as committee members but not voting board members. Moving on the Membership's recommendation and approved motion, the revised bylaws now reflect the new and emerging realities and trends in terms of membership and mandate.

The complete proposed revised Constitution and Bylaws can be downloaded from the FSABC website www.bcfunerals.com

Bylaw Review Committee - A bylaw review committee was established and given the following task list to complete:

- √ Research the Bylaws of similar organizations
- √ Research related government websites to ensure we are operating within the most recent piece of legislation.
- √ Review and use as a guide and reference Understanding Bylaws, Canadian Society of Association Executives
- √ Highlight where changes are required
- √ Ensure all legislative elements are present
- √ Bylaw Committee to draft the bylaw changes
- √ Distributed to the board of directors for approval January 2011
- √ Send out resolution and bylaws with a notice of meeting at least 14 days prior to the annual general meeting date of Thursday, April 7, 2011.

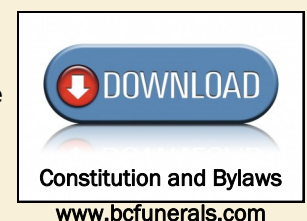


Summary Of The New Documents - The major elements of the revised Constitution and Bylaws can be summarized as follows:

- √ Article 6 - An expanded Purpose
- √ 1.0 Definitions & Interpretation updated to reference current legislation, CIFSA
- √ 2.0 Membership categories updated to be inclusive of all sectors of the funeral service profession
- √ 8.0 Board of Directors to be inclusive of a Supplier member
- √ 9.0 Nominations and Elections staggered board terms
- √ 24.0 Confidentiality and Conflicts of Interest – new
- √ Conditions of membership are largely unchanged
- √ New policies describe the rights and privileges of board composition; membership dues payable; membership rights.

Next Steps:

The British Columbia Funeral Association (dba Funeral Service Association of BC) is serving notice that the proposed changes will be presented at the April 7, 2011, 99th annual general meeting in Kelowna. The proposed changes are now circulating to the membership in advance of the 2011 AGM through electronic mail and download from the FSABC website www.bcfunerals.com



A motion to accept the proposed changes will be presented at the 99th annual general meeting.

Prior to April 7, 2011 – if you have any questions, comments and concerns, you can respond in the following ways:

- Direct questions to the Bylaw Committee by e-mail, mail or telephone using the address listed below.
- Discuss with one of the FSABC board of directors. Contact information is available on the FSABC website.

Contact information:

E-mail attention subject line Bylaw Committee: info@bcfunerals.com

Telephone: 1-800-665-3899

Address: Suite 211 – 2187 Oak Bay Avenue, Victoria, BC V8R 1G1



In Remembrance Of ...



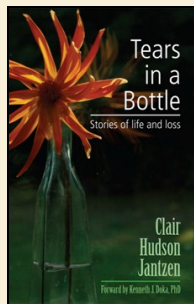
It is with great sadness that we announce the sudden passing of our dear beloved Angela. She was born April 29, 1959 in Duncan, BC. Angela was a beautiful woman with a vibrant spirit, a devoted mother, and compassionate to the many families she served while working at Bell & Burnaby Funeral Chapel. She was predeceased by her parents Vittorio and Franceschina Venier. She is survived by her loving family, son Duncan Keist; daughter Vanessa Keist; fiancée Tony Slavin and his family; sisters Liliana Di Placito (Angelo), Claudia Ceraldi (Terry), Lucy Fasciana (Roberto); nieces, nephews, other relatives and many friends. Mass of Christian Burial was celebrated at 11:00 a.m. on Monday, January 17, 2011 at Our Lady of Sorrows Catholic Church, 525 Slocan Street, Vancouver. Entombment was held at the South Mausoleum, Ocean View Burial Park, 4000 Imperial Street, Burnaby, BC. In lieu of flowers, donations to the ALS Society of BC would be appreciated. Condolences may be offered to the family at www.bellburnaby.com

“Ciao Bella, we love you!”



FSABC Members Lead The Way!

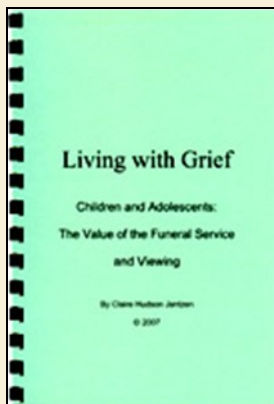
CLAIR JANTZEN Leads The Way With A New Book!



New Book! Losing a loved one is a difficult experience, and every griever has a unique and personal story. In **Tears in a Bottle**, author, funeral director and grief counselor Clair Jantzen has gathered those one-of-a-kind stories of loss to bring griever together, helping them to find a connection in the stories of others.

Article— Living With Grief: Children and Adolescents: The Value of the Funeral Service and Viewing, an article originally written for the American Hospice Foundation of America.

To learn more about Clair's new book and article, visit his website at www.clairjantzen.ca



Clair has been a counselor for over 30 years in Germany, Manitoba, Ontario and BC. He has two Master of Arts degrees and is a Registered Professional Counselor with the Canadian Professional Counsellors Association providing supervision of counselors seeking to become certified with the Association. He is also currently a licensed Funeral Director and Grief Counselor, employed at Springfield Funeral Home, is an instructor in the Canadian College of Funeral Service and is affiliated with the Kelowna College of Professional Counselling as a clinical supervisor. He is married to Rachel for 25 years; they have two children, one married and the other living at home.



FSABC Members Lead The Way At ICCFA Conference

This year at the ICCFA conference our own **FSABC Past President, Kent Roduck**, will be making a presentation, **“How To Profit and Grow in a High-Cremation Market”**. While most cemeteries and funeral homes in North America are coming to terms with the continuing increase in cremation rates, many still are struggling with the transition to this new service model. **BC leads with the way with the highest cremation rate in North America.** Kent will share a dozen secrets to his company’s success and explain how you can grow and remain profitable in a 90% cremation market.



For a number of years, our industry has talked about the growing market for more eco-friendly cemetery services, but we have made few attempts to understand the potential economic savings associated with this trend. Leading the way, **Stephen Olson of Royal Oak Burial Park** will provide a **case study of Canada’s first natural burial ground** (Royal Oak Burial Park, Victoria) situated within a conventional cemetery.

Robin Heppell who is founder of FuneralFuturist.com, Victoria, British Columbia is a fourth-generation funeral director and a consultant specializing in technology issues. An intensive workshop will be presented by Nevin Mann and Robin where delegates will **learn the unique aspects of incorporating social technologies into small business** where face-to-face relationships are still critically important.



ICCFA Annual Convention, March 8–11
For more information visit ICCFACONVENTION.COM

International Cemetery, Cremation and Funeral Association
107 Carpenter Drive, Suite 100
Sterling, VA 20164
1.800.645.7700
www.iccfa.com



Are You Interested in Leading The Way?

The Funeral Service Association of BC **is currently seeking individuals who are willing to let their name stand for nomination to the 2011/2012 board of directors.** The Funeral Service Association of BC needs a top quality board comprised of people who are recognised as funeral industry leaders. It is crucial that the FSABC board of directors continues to reflect balanced representation to satisfy all members that their interests are being adequately represented. Are you able to commit the time and resources to serve on the Board (including board orientation, continuing education, committee participation, attend the annual conference and represent FSABC as requested)? This is strictly a volunteer position. **FSABC board members are not reimbursed for their time, travel, accommodations etc.** If you are interested in leading the way by serving on the FSABC board, please call the Association office for an **application form at 1-800-665-3899 or e-mail us at info@bcfunerals.com**

Custom Business Solutions





Funeral Service Association of British Columbia

It's easy with VersaPay!

Enjoy superior customer service and support, along with an increase in profitability when processing your Credit and Debit payments with VersaPay. All FSABC members will be entitled to an obligation free pricing comparison, outlining the estimated monthly and annual savings you are entitled to with these preferential pre-negotiated rates.

All members will also have a dedicated Relationship Manager available for ongoing support, so you can eliminate worries about long telephone trees or automated telephone systems.

Please contact Trevor to discuss this benefit further by phone at 888.318.8729 ext 1206 or e-mail at trevor.finnigan@versapay.com.

			
1.59%	1.64%	6¢	\$34.99
<small>base merchant discount rate no per transaction fee assessment fees apply custom non-qualified pricing</small>	<small>base merchant discount rate no per transaction fee assessment fees apply custom non-qualified pricing</small>	<small>per transaction</small>	<small>per month</small>

Depending on the amount of non-qualified cards your facility processes we will provide a custom non-qualified surcharge to help increase your bottom line.
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**Call Trevor at
888.318.VPAY ext 1206**

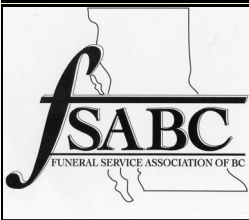


Versapay Continues To Work With The FSABC and Members On Reducing The Cost of Credit Card Processing!

Are you paying more fees that are cutting into your bottom line than necessary? The biggest challenge is ensuring that you are doing effective comparisons with other credit card processing companies. Depending on the amount of non-qualified cards you are processing, Versapay will provide a custom non-qualified surcharge to help increase your bottom line.

The non-qualified rate is usually the highest percentage rate a merchant will be charged whenever they accept a credit card. In most cases all transactions that are not qualified or mid-qualified will fall to this rate. This may happen for several reasons such as: a consumer credit card is keyed into a credit card terminal instead of being swiped and address verification is not performed; a special kind of credit card is used like a business card; or a merchant does not settle their daily batch within the allotted time frame, usually past 48 hours from time of authorization.

The FSABC has a dedicated Relationship Manager, Trevor Finnigan, who is now available to assist FSABC members calculate monthly and annual savings! Trevor can be reached to discuss this benefit by calling 888-318-8729 ext 1206 or e-mail at trevor.finnigan@versapay.com



NEWS FLASH



The Funeral Service Association of British Columbia is the ITA Designated Training for British Columbia Funeral Service Apprenticeships for Embalmer and Funeral Director Certification. **New Student Registrations are now being accepted for the 2011-2012 programs.** Class begin on **September 14, 15, 16** at Simon Fraser University Harbour Centre in Vancouver.



The government of **British Columbia has appointed Lisa Lapointe to the position of chief coroner with the BC Coroners Service (BCCS).** A UBC law school graduate, Lapointe joined the B.C. Public Service in 1995 and has served in a number of areas of the public sector, including 11 years with the BCCS. From 1995 to 2006, Lapointe worked at BCCS as a community coroner, deputy regional coroner, Vancouver Island regional coroner and assistant deputy chief coroner. In those roles she conducted hundreds of coroner's inquiries and presided over numerous inquests.



Recently Consumer Protection BC provided notice to licensees regarding the status of their required Embalmer and Funeral Director Continuing Education Credits. Licensees are again reminded that you **CAN NOT "carry over" excess CEU credits accumulated into the next license renewal period.** The Regulation regarding Continuing Education is located in the Cremation, Interment and Funeral Services Regulation, Part 4 (38) Continuing Education. The Regulation has been in place since 2004.

Next CEU Offering? Get 6 hours of Embalmer Credits or 6 hours of Funeral Director Credits at the FSABC Kelowna 2011 Conference, April 7 and 8, 2011! Early Bird Rates to March 1st!

Sticky Situation Valuables and Personal Effects



Situation: Sally has just started the FSABC Embalmer and Funeral Apprenticeship Program. As part of her work-based training requirements, she must demonstrate that she has completed an inventory of personal property of the deceased. Sally advises that she is unable to complete this requirement as the funeral home she works at does not document or use a "memo of clothing and personal effects" form.

Suggested Response: The memo of clothing and personal effects is a mandatory evidence requirement during apprenticeship training but is also a **legal requirement under the Cremation, Interment and Funeral Services Act Regulation, Part 4 (40)** which states, "**A funeral director must provide to the person referred to in section 5 (1) (a) to (k) of the Act who has control over the human remains a written list of all property, money, and other items of significant value found on the human remains in the funeral director's possession or under the control of the funeral director.**" The apprentice, as a licensed apprentice funeral director, must comply with the legislation regardless of the lack of policy and procedure at the funeral home. **The FSABC makes available to members a "template" that can be used for the funeral home to create their own memo of personal effects form.**



Mark Your Calendar!

**FSABC Board of
Directors Meeting**
March 2, 2011
Richmond

**2011 FSABC & CCABC
Conference**
April 6, 7, 8

99th Annual General Meeting
Thursday, April 7, 2011
Kelowna



**30th George Wright Open
Memorial Golf Tournament**
Thursday, August 25



Mayfair Lakes
Richmond, BC

Funeral Service Association of BC

Toll Free: (800) 665-3899
Tel: (250) 592-3213
Fax: (250) 592-4362

Suite 211
2187 Oak Bay Avenue
Victoria, BC V8R 1G1



Membership News

The following application for Associate Membership has been received and will be circulated to the membership for the next 30 days before being considered by the board of directors.

Eternity's Touch

Wallaceburg, Ontario

Manager: Steve Tamblyn

Website: www.eternitystouch.com



FSABC Member Wins International Award From ICCFA!

We are proud to announce that FSABC Member **Royal Oak Burial Park** has been awarded **First Place under the Events Category of the International Cemetery, Cremation and Funeral Association (ICCFFA) 2010 KIP (Keeping It Personal) Award**. Royal Oak Burial Park held an event they called Summer So[u]lstice in June 2010 that invited the public to visit the cemetery and see the burial park's newly opened traditional interment area as well as the Woodlands, Canada's first urban green burial site (now recognized as a certified natural burial provider by the Green Burial Council of North America). The goal of the event was to connect the community in a positive, upbeat manner and demonstrate the valued role cemeteries have as sacred spaces in the community.

EVENTS: FIRST PLACE - Royal Oak Burial Park

Victoria, British Columbia, Canada

Royal Oak Burial Park held an event they called Summer So[u]lstice in June 2010 that invited the public to visit the cemetery and see the burial park's newly opened traditional interment area as well as the Woodlands, Canada's first urban green burial site (now recognized as a certified natural burial provider by the Green Burial Council of North America). Poets, musicians, a local historian and other artists were on hand to create a friendly, non-threatening and upbeat environment for those who attended. Some of the volunteers assisted families in creating a personal remembrance banner for those who already had family members buried in the park or had family buried elsewhere but just wanted to leave a personal message at the event. The goal of the event was to connect the cemetery to the community in a positive, upbeat manner and demonstrate the valued role cemeteries have as sacred spaces in the community.

The award will be presented to Royal Oak Burial Park at the **ICCFA Meeting of Members on Wednesday, March 9, 2011 at 8:30 am**, Mandalay Bay Conference Centre, Las Vegas. Congratulations to Royal Oak Burial Park!