



*Funeral Board of Manitoba*  
*Conseil des services funéraires*  
*du Manitoba*

# 2016 Annual Report

December 31, 2016

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## II. Profile

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### History

In 1967, the Province of Manitoba proclaimed *The Embalmers and Funeral Directors Act* which created a Board of Administration to oversee the funeral sector.

Although the Act underwent several minor changes through the years, the first major change occurred in 2006 when every funeral director and embalmer was required to provide proof of having completed six hours of continuing education in order to renew their licence.

As a result of a complaint about a funeral director, the Act was amended in 2009 to increase the enforcement tools available to the Board. The amendment also introduced a Code of Ethics and changed the name of the Board of Administration to the Funeral Board of Manitoba. The Act was renamed *The Funeral Directors and Embalmers Act*.

In 2011, the province introduced *The Grieving Families Protection Act* which increased fines for desecration and vandalism of cemeteries under *The Cemeteries Act*; increased the investigative powers of the Board under *The Funeral Directors and Embalmers Act*; and changed significant parts of *The Prearranged Funeral Services Act*.

On December 5, 2013, administration of *The Cemeteries Act* was transferred to the Funeral Board of Manitoba.

Administratively, the Funeral Board of Manitoba has evolved to serve multiple functions. The Board is responsible for issuing licences, permits and certificates of qualification to funeral directors and embalmers under *The Funeral Directors and Embalmers Act*. The Board approves the school and curriculum for training students and undertakes compliance audits through its inspector. The Board also receives and investigates complaints concerning the funeral industry. All written complaints are investigated and may result in a hearing before the Board and the imposition of disciplinary measures if deemed appropriate.

In the summer of 2015, the Board circulated a consultation draft of *The Prearranged Funeral Services Act Regulation* to funeral home owners, directors and other stakeholders. The consultation identified several issues for further study, including the recommendation to review and consolidate all bereavement legislation. This review has begun and is expected to take two to three years to complete.

### Vision

The Funeral Board of Manitoba is committed to improving funeral and cemetery services within a fair, ethical and transparent marketplace.

### Mission

Responsible for the protection of the public interest, the Funeral Board of Manitoba regulates and supports funeral and cemetery services, sets educational standards and responds to consumer complaints about licensees.

## Goals

### Education

To provide an educational framework for students and a continuing education framework for licensees to ensure they have the knowledge and skills to provide dignified care to the deceased, and serve their families, the public and the industry.

### Accountability

To ensure all licensed cemeteries, crematories, funeral homes, and funeral directors/embalmers provide fair and ethical services to all clients.

### Compliance

To ensure cemetery owners, funeral home operators, directors and agents comply with all codes, laws and regulations.

### Organizational Stability

To achieve financial sustainability in the fulfillment of its legislative responsibilities.

## Values

### Collaboration

The Funeral Board of Manitoba consults with decision-makers; the public and the industry, whenever possible.

### Continuous Improvement

The Funeral Board of Manitoba is committed to continuous improvement of its forms, processes and policies to better serve Manitobans.

## Administrative Structure

In 2016, the Minister of Justice was responsible for *The Funeral Directors and Embalmers Act* and *The Cemeteries Act*.

The legislation requires that the government appoint a Chair and five members, of whom two must be funeral directors. Members are appointed for three-year terms, which can be renewed.

The Board members are committed to professional development and attend conferences, regulatory meetings and tribunal/governance training sessions wherever possible.

The Chair is also the Director and Chief Operating Officer of Vital Statistics Agency. This provides a link for death registration processes; permission and oversight of transportation of the deceased to other countries; and disinterments. The Agency also provides the administrative, financial, and information technology support for the Funeral Board of Manitoba.

The Board has one employee – an inspector, who is not a civil servant.

The Education Committee is responsible to review the continuing education courses for approval by the Board and any other duties the Board assigns. The Board's Registrar is the

committee's Chair. Committee membership includes at least one member of the Manitoba Funeral Services Association and licensees who represent the rest of the industry.

The Legislative Committee was created in 2015 and is chaired by the Vice-Chair of the Board. The Committee is comprised of at least one member of the Manitoba Funeral Services Association and licensed members to represent the rest of the industry. The Committee will review existing legislation and participate in the development of new legislation.

## Professional Education

The Act requires all funeral directors and embalmers to take six hours of continuing education each year. The Board approves the courses eligible for Continuing Education and oversees the fulfillment of this requirement.

The Act requires that the Board approve the school(s) for education and training of students. In 2016, both Red River College and the Canadian College of Funeral Service were approved to provide training in the Province of Manitoba.

## Communication

In 2016, the Funeral Board of Manitoba created and published a new brochure entitled, *Guide to Roles and Responsibilities*. This new brochure must be distributed by funeral directors to clients and individuals who make inquiries. It outlines the responsibilities of the Funeral Board of Manitoba, funeral directors and consumers. Each has a role and responsibilities when dealing with the death of a loved one.

Through its website and inquiry line, the Board provides consumers with information regarding their legal rights, including which bereavement products and services are required by law and which are optional.

## Investigation

The Board investigates all complaints in an objective, consistent and transparent manner. Each complaint is investigated on its own merit and could result in a hearing before the Board. Following a hearing, the Board may, for cause, suspend, revoke or cancel a licence or permit; reprimand and/or fine a licence or permit holder; impose licence or permit conditions or suspend, revoke or cancel a certificate of qualification.

### III. MANAGEMENT REPORT

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**Funeral Board of Manitoba 254 Portage Avenue, Winnipeg, MB R3C 0B6 Canada**  
**Conseil des services funéraires du Manitoba 254, avenue Portage, Winnipeg (MB) R3C 0B6 Canada**

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#### MANAGEMENT'S RESPONSIBILITY FOR FINANCIAL REPORTING

The accompanying financial statements and all the information in the annual report are the responsibility of the Funeral Board of Manitoba and have been prepared in accordance with Canadian Public Sector Accounting Standards. In the Board's opinion, the financial statements have been properly prepared within reasonable limits of materiality, incorporating Board's best judgment regarding all necessary estimates and all other data available to June 6, 2017.

As the Board is responsible for the integrity of the financial statements, the Board has established systems of internal control to provide assurance that assets are properly accounted for and safeguarded from loss and that revenues are complete.

The responsibility of the Office of the Auditor General of Manitoba is to express an independent, professional opinion on whether the financial statements of the Board are fairly presented in accordance with Canadian Public Sector Accounting Standards. The Independent Auditor's Report outlines the scope of the audit examination and provides the audit opinion.

On behalf of Management  
Funeral Board of Manitoba

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Denise Koss, Chairperson

June 6, 2017

## IV. Auditor's Report

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### INDEPENDENT AUDITOR'S REPORT

To the Legislative Assembly of Manitoba  
To the Board of Directors of the Funeral Board of Manitoba

We have audited the accompanying financial statements of the Funeral Board of Manitoba (Board), which comprise the statement of financial position as at December 31, 2016, and the statements of operations, change in net financial assets (debt), and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

#### **Management's Responsibility for the Financial Statements**

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian public sector accounting standards and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

#### **Auditor's Responsibility**

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained in our audit is sufficient and appropriate to provide a basis for our audit opinion.

#### **Opinion**

In our opinion, the financial statements present fairly, in all material respects, the financial position of the Board as at December 31, 2016 and the results of its operations, changes in net financial assets (debt), and its cash flows for the year then ended in accordance with Canadian public sector accounting standards.

#### **Going Concern**

Without qualifying our opinion, we draw attention to note 9 in the financial statements. The uncertainty of grant funding described in note 9 indicates the existence of a material uncertainty that may cast significant doubt about the entity's ability to continue as a going concern.

Office of the Auditor General  
June 6, 2017  
Winnipeg, Manitoba

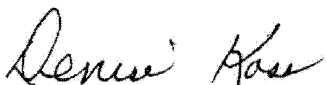
## V. Audited Financial Statements

### FUNERAL BOARD OF MANITOBA STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED DECEMBER 31, 2016

	<u>2016</u>	<u>2015</u>
<b>FINANCIAL ASSETS</b>		
Cash	\$ 149,626	\$ 130,580
Short Term Investments	80,000	
Accounts Receivable	<u>70,000</u>	<u>40,000</u>
<b>Total Financial Assets</b>	<u>299,626</u>	<u>170,580</u>
<b>LIABILITIES</b>		
Accounts payable and accrued liabilities (note 7)	26,348	15,926
Deferred revenue	<u>95,691</u>	<u>91,484</u>
<b>Total Liabilities</b>	<u>122,039</u>	<u>107,410</u>
<b>NET FINANCIAL ASSETS</b>	<u>177,587</u>	<u>63,170</u>
<b>NON-FINANCIAL ASSETS</b>		
Prepaid Expenses	-	50
Supplies Inventory	1,825	1,321
Tangible Capital Assets (note 10)	<u>1,205</u>	<u>1,688</u>
	3,030	3,059
<b>ACCUMULATED SURPLUS</b>	<u>\$ 180,617</u>	<u>\$ 66,229</u>

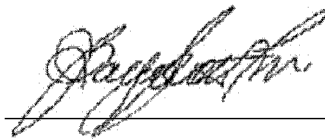
The accompanying notes are an integral part of these financial statements.

Approved on behalf of The Funeral Board of Manitoba



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Denise Koss  
Chairperson



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Board Member



**FUNERAL BOARD OF MANITOBA  
STATEMENT OF OPERATIONS  
FOR THE YEAR ENDED DECEMBER 31, 2016**

	2016		2015
	Budget	Actual	Actual
<b>REVENUE</b>			
Operations Revenue			
Funeral Home Licences	\$ 44,500	\$ 44,500	\$ 43,000
Funeral Director and Embalmer Licences	51,500	52,500	50,250
Cemeteries Act Licences	6,500	9,606	8,841
Prearranged Funeral Services Act	10,000	-	
Miscellaneous Income	20,400	1,801	17,494
	<u>132,900</u>	<u>108,407</u>	<u>119,585</u>
Grant Revenue - Vital Statistics Agency (note 9)	140,000	140,000	160,000
<b>Total Revenue</b>	<u>272,900</u>	<u>248,407</u>	<u>279,585</u>
<b>EXPENSES</b>			
Administration Charges (note 6)	87,000	41,470	64,260
Amortization	483	483	483
Audit	3,800	3,888	3,800
Board Meetings	13,000	1,263	3,960
Board Members - Honoraria	12,000	3,161	7,957
Communications	6,400	2,103	5,182
Conferences	8,000	5,411	7,135
Consultation Costs	6,750		-
External Audit Fees	20,000		-
Legal Fees	33,500	1,194	9,875
Miscellaneous	2,400	2,727	2,721
Office Supplies , Printing and Postage	2,900	2,753	2,346
Salaries and Benefits	64,464	65,551	63,152
Travel	10,900	4,015	4,911
<b>Total Expenses</b>	<u>271,597</u>	<u>134,019</u>	<u>175,782</u>
<b>SURPLUS</b>	<u>1,303</u>	<u>114,388</u>	<u>103,803</u>
<b>ACCUMULATED SURPLUS (DEFICIT), BEGINNING OF PERIOD</b>	66,229	66,229	(37,574)
<b>ACCUMULATED SURPLUS, END OF PERIOD</b>	<u>\$ 67,532</u>	<u>\$ 180,617</u>	<u>\$ 66,229</u>

The accompanying notes are an integral part of these financial statements.

**FUNERAL BOARD OF MANITOBA  
STATEMENT OF CHANGE IN NET FINANCIAL ASSETS / DEBT  
FOR THE YEAR ENDED DECEMBER 31, 2016**

	<b>2016</b>		<b>2015</b>
	<b>Budget</b>	<b>Actual</b>	<b>Actual</b>
<b>SURPLUS</b>	\$ (8,714)	\$ 114,388	\$ 103,803
<b>TANGIBLE CAPITAL ASSETS</b>			
Acquisition of Capital Assets		-	-
Amortization of Capital Assets	483	483	483
	<u>483</u>	<u>483</u>	<u>483</u>
<b>OTHER NON-FINANCIAL ASSETS</b>			
Decrease in Prepaid Expense	571	50	521
Acquisitions of Supplies Inventory	(1,940)	(1,825)	(1,940)
Consumption of Supplies Inventory	1,394	1,321	1,394
<b>Decrease/ (Increase) in Other Non-financial Assets</b>	<u>25</u>	<u>(454)</u>	<u>(25)</u>
<b>DECREASE (INCREASE) IN FINANCIAL ASSETS</b>	<u>(8,206)</u>	<u>114,417</u>	<u>104,261</u>
<b>NET DEBT, Beginning of Period</b>	63,170	63,170	(41,091)
<b>NET FINANCIAL ASSETS (DEBT), END OF PERIOD</b>	<u>\$ 54,964</u>	<u>\$ 177,587</u>	<u>\$ 63,170</u>

The accompanying notes are an integral part of these financial statements.

**FUNERAL BOARD OF MANITOBA  
STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED DECEMBER 31, 2016**

	<u>2016</u>	<u>2015</u>
<b>CASH FLOW PROVIDED BY (APPLIED TO):</b>		
<b>OPERATING</b>		
Surplus, for the Period	\$ 114,388	\$ 103,803
Amortization of Tangible Capital Assets	483	483
	<u>114,871</u>	<u>104,286</u>
 Change in:		
Accounts Receivable	(30,000)	20,000
Supplies Inventory	(504)	(546)
Prepaid	50	521
Accounts Payable and Accrued Liabilities	10,422	(111,440)
Deferred Revenues	4,207	(904)
	<u>99,046</u>	<u>11,917</u>
 <b>CAPITAL</b>		
Acquisition of Tangible Capital Assets	<u>-</u>	<u>-</u>
 NET INCREASE IN CASH	99,046	11,917
CASH, BEGINNING OF PERIOD	130,580	118,663
CASH AND SHORT TERM INVESTMENTS, END OF PERIOD	<u>\$ 229,626</u>	<u>\$ 130,580</u>

The accompanying notes are an integral part of these financial statements.

**FUNERAL BOARD OF MANITOBA**  
**Notes to Financial Statements**  
**For the year ended December 31, 2016**

**1.) Nature of Operations**

*The Funeral Directors and Embalmers Act* established the Funeral Board of Manitoba (the Board) to licence and regulate Funeral Homes, Funeral Directors and Embalmers, and to prescribe the courses of training and instruction for articling students. As at December 5, 2013 the Board has been assigned the responsibility to licence and regulate under *The Cemeteries Act*.

**2.) Significant Accounting Policies:**

**a. Basis of accounting**

These financial statements are prepared by management in accordance with Canadian public sector accounting standards established by the Canadian Public Sector Accounting Board.

**b. Cash**

Cash includes cash on hand and bank balances.

**c. Investments**

Investments consist of a guaranteed investment certificate (GIC) with a national financial institution. The investment certificate is flexible and short term with a maturity of one year or less and cashable at any time.

**d. Deferred Revenue and Revenue Recognition**

The Board recognizes revenue under *The Funeral Directors and Embalmers Act* and *The Cemeteries Act* on an accrual basis. Any license fees which are received prior to December 31 and are applicable to the subsequent fiscal year are recorded as deferred revenue. Grant revenue is recognized when it is authorized and any eligibility criteria have been met. Receivables are recognized by the Board for those grants authorized by the Province prior to the end of the accounting period but not received.

**e. Expenses**

Expenses are reported on an accrual basis. The cost of all goods consumed and services received during the year is expensed.

**f. Measurement uncertainty**

The preparation of financial statements in conformity with Canadian public sector accounting standards, requires management to make estimates and assumptions that affect the reporting amounts of assets and liabilities at the date of the financial statements and the reported amounts of the revenues and expenses during the period.

Estimates are based on the best information available at the time of preparation of the financial statements and are reviewed annually to reflect new information as it becomes available. Measurement uncertainty exists in these financial statements. Actual results could differ from these estimates.

**g. Non-Financial Assets**

Tangible capital assets and other non-financial assets do not normally provide resources to discharge liabilities of the Board. These assets are normally employed to provide future services.

Tangible capital assets are recorded at cost. Cost includes the purchase price as well as other acquisition costs. The costs of tangible capital assets are amortized over their estimated useful lives as follows:

	<u>Rate</u>	<u>Method</u>
Computer equipment	20%	Straight line
One-half of the annual amortization is charged in the year of the acquisition and in the year of disposal.		

**3.) Financial instruments and Financial Risk Management**

Measurement

Financial instruments are classified into one of the two measurement categories: (a) fair value; or (b) cost or amortized cost.

The Funeral Board of Manitoba (the Board) records its financial assets at cost, which includes cash, short Term investments and accounts receivable.

The Board also records its financial liabilities at cost, which includes accounts payable and accrued liabilities.

Gains and losses on financial instruments measured at fair value are recorded in accumulated deficit as re-measurement gains and losses until realized. Upon disposition of the financial instruments, the cumulative re-measurement gains and losses are reclassified to the statement of operations. Gains and losses on financial instruments measured at cost or amortized cost are recognized in the statement of operations in the period the gain or loss occurs.

The Board did not incur any re-measurement gains and losses during the year. (2015 - \$ nil).

Financial Risk Management - overviews

The Board has exposure to the following risks from its use of financial instruments: credit risk; liquidity risk; market risk; interest risk; and foreign currency risk.

Credit Risk

Credit risk is the risk that one party to a financial instrument fails to discharge an obligation and causes financial loss to another party. Financial instruments which potentially subject the Board to credit risk consist principally of cash and accounts receivable.

The maximum exposure of the Board to credit risk at the year end is:

	<b>2016</b>	<b>2015</b>
Cash	\$ 229,626	\$ 130,580
Accounts Receivable	70,000	40,000
	\$ 299,626	\$ 170,580

Cash and Short Term Investments: the Board is not exposed to significant credit risk as these amounts are held by a Canadian Chartered Bank.

Accounts Receivable: the Board is not exposed to significant credit risk as accounts receivable are from the Vital Statistics Agency, a provincial government organization. Accounts receivable are neither past due or impaired.

Liquidity Risk

Liquidity risk is the risk that the Board will not be able to meet its financial obligations as they come due. The Board manages liquidity risk by maintaining adequate cash balances.

**FUNERAL BOARD OF MANITOBA**  
**Notes to Financial Statements**  
**For the year ended December 31, 2016**

**3.) Financial instruments and Financial Risk Management (continued)**

Market Risk

Market risk is the risk that changes in market prices, such as interest rates and foreign exchange rates, will affect the Board's income or the fair value of its financial instruments.

Interest Rate Risk

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The interest rate exposure relates to cash.

The interest rate risk on funds on cash is considered to be low because of their short-term nature.

Foreign Currency Risk

Foreign currency risk is the risk that the fair value of future cash flows of a financial instrument will fluctuate because of changes in foreign exchange rates. The Board is not exposed to significant foreign currency risk as it does not have any financial instruments denominated in foreign currency.

**4.) The Public Sector Compensation Disclosure Act**

In accordance with Section 2 of *The Public Sector Compensation Disclosure Act*, the following summarizes compensation paid:

Employee paid \$ 50,000 or more	<b>2016</b>	<b>2015</b>
J. Delaney - Investigator	\$ 61,690	\$ 58,105
The aggregate amount paid to Board members was:		
(a) Honoraria, Board Members	\$ 3,161	\$ 8,175

**5.) Related Party Transactions**

The Board is related in terms of common control to all Province of Manitoba created Departments, Agencies, Board and Crown Corporations. The Board enters into transactions with these entities in the normal course of operations and they are measured at the exchange rate amount agreed by the related parties.

**6.) Administrative Charges - Vital Statistics Agency**

Effective January 1, 2016 the administrative charges paid to Vital Statistics Agency have decreased. The decrease is based on an estimate of workload and overhead contributions provided by Vital Statistics Agency to the Board.

**7.) Accounts Payable and Accrued Liabilities**

Accounts payable and accrued liabilities consist of the following :

	<b>2016</b>	<b>2015</b>
General	\$ 6,697	\$ 8,475
Administration Charges	12,220	
Salaries and Benefits	7,431	7,451
	<b>\$ 26,348</b>	<b>\$ 15,926</b>

**8.) Budgeted Figures**

Budgeted figures have been provided for comparison purposes and have been derived from the annual budget approved by the Board.

**FUNERAL BOARD OF MANITOBA**  
**Notes to Financial Statements**  
**For the year ended December 31, 2016**

**9.) Going Concern**

The accompanying financial statements have been prepared on the going concern assumption that the Board will be able to realize its assets and discharge its liabilities in the normal course of business. The Board received a grant of \$140,000 (\$160,000 – 2015) for the purpose of operations from the Vital Statistics Agency for the year December 31, 2016. There is no commitment for ongoing funding from the Province of Manitoba or its agencies for funding in future years.

The Board continues to review their financial position and the long term viability of the Board and is reviewing all options.

**10.) Tangible Capital Assets**

	<b>2016</b>		
	Cost	Accumulated Amortization	Net Book Value
Computer Equipment	\$ 1,668	\$ 483	\$ 1,205
	<b>2015</b>		
	Cost	Accumulated Amortization	Net Book Value
Computer Equipment	2,171	\$ 483	\$ 1,688

## VI. The Public Interest Disclosure Act

*The Public Interest Disclosure (Whistleblower Protection) Act* came into effect in April 2007. This law gives employees a clear process for disclosing concerns about significant and serious matters (wrongdoing) in the Manitoba public service, and strengthens protection from reprisal. The Act builds on protections already in place under other statutes, as well as collective bargaining rights, policies, practices and processes in the Manitoba public service.

Wrongdoing under the Act may be: contravention of federal or provincial legislation; an act or omission that endangers public safety, public health or the environment; gross mismanagement; or, knowingly directing or counseling a person to commit a wrongdoing. The Act is not intended to deal with routine operational or administrative matters.

A disclosure made by an employee in good faith, in accordance with the Act, and with a reasonable belief that wrongdoing has been or is about to be committed is considered to be a disclosure under the Act, whether or not the subject matter constitutes wrongdoing. All disclosures receive careful and thorough review to determine if action is required under the Act, and must be reported in a department's annual report in accordance with Section 18 of the Act.

The Funeral Board of Manitoba received no disclosures under the Act in this calendar year.

## VII. Administration

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### Board Members

<b>Chair</b>	Denise Koss Director and Chief Operating Officer Vital Statistics Agency Department of Justice
<b>Members</b>	Janine Ballingall Scotten, Registrar Natasha Henderson-Gray Darin Hoffman, Vice Chair Reverend Beth Rutherford

### Employee

<b>Inspector</b>	John Delaney
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### Administration

<b>Administrative Assistant Financial Manager</b>	Denise Carrière Ljuba Keenan
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### Education Committee Members

<b>Chair Members</b>	Janine Ballingall Scotten TJ Burnett Ed Coutu Jr. Shannon Jackson
<b>MFSA Representatives</b>	Matt Nichol Jody Nicholson

### Legislative Review Committee Members

<b>Chair Members</b>	Darin Hoffman Perry Bulbuck† Patrick Church David Klassen Nick Knysh Kevin Sweryd
<b>MFSA Representative</b>	Elizabeth “Libby” Siebold



## VIII. Licensed Funeral Directors and/or Embalmers

LICENSEE	FUNERAL HOME OF EMPLOY	EMB	FD
Adam, Alvin P.	Adam's Funeral Home Ltd. 35072 Hwy 244 South Notre Dame De Lourdes MB R0G 1M0	305	325
Adam, Nolan	Not affiliated with a funeral home	573	573
Anderson, Conrad T.	Anderson Family Funeral Home Inc. 9 Railway Avenue Ashern MB R0C 0E0	461	461
Anderson, Courtney	Norway House Funeral Home 207 Kistapinan Drive Norway House MB	462	462
Anderson, Stacey	Not affiliated with a funeral home	1204	1204
Ardron, Kurt D.	Redpath Funeral Home 21 Main Street N Melita MB R0M 1L0	575	575
Arnason, Douglas G.	Arnason Funeral Home 28 1st Avenue N Ashern MB R0C 0E0	161	170
Arnason, Shawn H.	Neil Bardal Inc. 3030 Notre Dame Avenue Winnipeg MB R3H 1B9	460	460
Atkinson, Jayde T.	E. J. Coutu & Co. Funeral Directors 680 Archibald Street Winnipeg MB R2J 0Y4	654	654
Babey, Donald	Cropo Funeral Chapel 1442 Main Street Winnipeg MB R2W 3V7	567	567
Ballance, Krystle	Not affiliated with a funeral home.	1009	1009
Bardal, Eirik	Neil Bardal Inc. 3030 Notre Dame Avenue Winnipeg MB R3H 1B9	522	522
Barringer, Lee	Not affiliated with a funeral home.	409	409
Bartel, Matthew K.	Klassen Funeral Home 1897 Henderson Hwy Winnipeg MB R2G 1P4	487	487
Bernat, Jaclyn	Not affiliated with a funeral home.	643	643
Bilcowski, Rick	Not affiliated with a funeral home.	627	627

LICENSEE	FUNERAL HOME OF EMPLOY	EMB	FD
Binnie, Clifford E.	Cropo Funeral Chapel 1442 Main Street Winnipeg MB R2W 3V7	286	296
Bjarnarson, Kayla	Adam's Funeral Home Ltd. 35072 Hwy 244 South Notre Dame De Lourdes MB R0G 1M0		
Boardman, Christopher	Boardman/Northland Funeral Home 28 Nelson Road Thompson MB R8N 0B4	1010	1010
Boardman, James C.	Boardman/Northland Funeral Home 28 Nelson Road Thompson MB R8N 0B4	293	303
Bowskill, Christopher A.	Thomson "In the Park" Funeral Home 1291 McGillivray Blvd. Winnipeg MB R3T 5Y4	557	557
Brewer, Reginald	Sneath-Strilchuk Funeral Services 121 3rd Avenue NW Roblin MB R0L 1P0	1214	1214
Buchalter, Kristin	Friends Funeral Service Inc. 2146 Main Street Winnipeg MB R2V 3S5	562	562
Buchanan, Brent L.	Memories Chapel & Pre-Planning Centre 330 18th Street N Brandon MB R7A 7P3	309	318
Buchanan, Lynette	Desjardins Funeral Chapel 357 Des Meurons Street Winnipeg MB R2H 2N6	516	516
Budz, Edward	Not affiliated with a funeral home.	249	272
Bueckert, Katherine	Cropo Funeral Chapel 1442 Main Street Winnipeg MB R2W 3V7	1215	1215
Bulbuck, Perry	Braendle-Bruce Funeral Service 114 Russell St W Russell MB R0J 1W0	362	367
Buors, Tyson	Cropo Funeral Chapel 1442 Main Street Winnipeg MB R2W 3V7	523	523
Campbell, Amissa "Missy"	Wheatland Funeral Service 321 North Railway St Pilot Mound MB R0L 1G0	1207	1207
Campbell, Dwayne M.	Campbell Funeral Home Ltd. Company 24 2nd Street SE Hamiota MB R0M 0T0	463	463
Campbell, Malcolm S.	Campbell Funeral Home Ltd. Company 24 2nd Street SE Hamiota MB R0M 0T0	204	238

LICENSEE	FUNERAL HOME OF EMPLOY	EMB	FD
Campbell, Stefan J. R.	Wojcik's Funeral Chapel & Crematorium 2157 Portage Avenue Winnipeg MB R3J 0L4	1222	1222
Carriere, Fabien T.	Sneath-Strilchuk Funeral Services Ltd. 502 Main St Dauphin MB R0L 1P0	1201	1201
Casas, Percival	Glen Eden Funeral Home 4477 Main Street West St. Paul MB R4A 2A8	1005	1005
Choy, Kwok	Glen Lawn Funeral Home 455 Lagimodiere Blvd Winnipeg MB R2J 4J4	1234	1234
Church, Patrick	Chapel Lawn Funeral Home 4000 Portage Avenue Winnipeg MB R3K 1W3	1208	1208
Citulsky, David P.	Neil Bardal Inc. 3030 Notre Dame Avenue Winnipeg MB R3H 1B9	444	444
Clarke, Robert W.	Clarke's Funeral Home 196 Hampton Street E MacGregor MB R0H 0R0	233	258
Coffey, Joe	Sneath-Strilchuk Funeral Services Ltd. 502 Main St Dauphin MB R0L 1P0	524	524
Coulson, Sarah	Thomson "In the Park" Funeral Home 1291 McGillivray Blvd. Winnipeg MB R3T 5Y4	1235	1235
Coutu, Edward J.	E. J. Coutu & Co. Funeral Directors 680 Archibald Street Winnipeg MB R2J 0Y4	578	578
Crawshaw, Glenn	Desjardins Funeral Chapel 357 Des Meurons Street Winnipeg MB R2H 2N6	637	637
Curtis, Perry E.	Chapel Lawn Funeral Home 4000 Portage Avenue Winnipeg MB R3K 1W3	445	445
Dadson, Dana G.	Dadson Funeral Home & Crematorium Ltd. 120 Hwy 10A West Flin Flon MB R8A 1N5	335	340
Davidson, John W.	Green Acres Funeral Home and Cemetery 1 Green Acres Lane Springfield MB R2C 2Z3	420	420
Dawson, Paul J.	Bardal Funeral & Crematorium 843 Sherbrook Street Winnipeg MB R3A 1M6	1007	1007

LICENSEE	FUNERAL HOME OF EMPLOY	EMB	FD
Day, Melinda	Not affiliated with a funeral home.	595	595
Dent, John C.	Gilbart Funeral Home Ltd. 50 - 1st Avenue Gimli MB R1A 1M8	647	647
Doyle, Patrick	Cropo Funeral Chapel 1442 Main Street Winnipeg MB R2W 3V7	624	624
Drobot, Shannon	Glen Eden Funeral Home 4477 Main Street West St. Paul MB R4A 2A8	605	605
Dryden, Janice	Neil Bardal Inc. 3030 Notre Dame Avenue Winnipeg MB R3H 1B9	560	560
Dubois, Jeffrey	McKenzies Portage Funeral Chapel 56 Royal Road S Portage La Prairie MB R1N 1T6	635	635
Dunfield, John A.	G.R. Carscadden Funeral Chapels Ltd. 383 Wellington Street W Virden MB R0M 2C0	374	377
Durdle, Pamela	Sobering Funeral Chapel & Crematorium 1035 Park Ave E Beausejour MB R0E 0C0	1205	1205
Dutchak, Rick J.	Not affiliated with a funeral home.	401	401
Dutchyshen, Gerald A.	Sneath-Strilchuk Funeral Services Ltd. 502 Main St Dauphin MB R0L 1P0	164	173
Dyck, Willmuth P.	Birchwood Funeral Chapel 150 Penfeld Drive Steinbach MB R5G 1V7	345	350
Fedorowich, Sheri-Lynne	Nairn-Chyz Funeral Home 325 Main St W Roblin MB R0L 1P0	572	572
Fjeldsted, Holly Ann	Seasons Funeral Service 576 Balsam Crescent Oakbank MB R0E 1J0	443	443
Foidart, Miguel	Glen Eden Funeral Home 4477 Main Street West St. Paul MB R4A 2A8	623	623
Fontaine, Rock	Not affiliated with a funeral home.	412	438
Ford, Gordon	Thomson "In the Park" Funeral Home 1291 McGillivray Blvd Winnipeg MB R3T 5Y4	510	510

LICENSEE	FUNERAL HOME OF EMPLOY	EMB	FD
Friesen, Jared W.	Not affiliated with a funeral home.	481	481
Froese, Harry	Friends Funeral Service Inc. 2146 Main Street Winnipeg MB R2V 3S5	365	370
Gardiner, Robert B.	Neil Bardal Inc. 3030 Notre Dame Avenue Winnipeg MB R3H 1B9	206	251
Gatey, Douglas R.	G.R. Carscadden Funeral Chapels Ltd. 240 2nd Street Reston MB	300	307
Gerelus, Shauna L.	Rae's Funeral Service 44 Main Street Erickson MB R0J1Z0	423	423
Gibbens, Michael	Green Acres Funeral Home and Cemetery 1 Green Acres Lane Springfield MB R2C 2Z3	542	542
Giesbrecht, Jake	Wiebe Funeral Homes Ltd. 121 - 8th Street Winkler MB R6W 4B2	502	502
Giesbrecht, Michael P.	Vita Funeral Home 256 Railway Ave Vita MB R0A 2K0	551	551
Gilbart, David	Gilbart Funeral Home Ltd. 50 - 1st Avenue Gimli MB R1A 1M8	613	613
Girouard, Roger T.	Not affiliated with a funeral home.	465	465
Goertzen, Ken	Glen Lawn Funeral Home 455 Lagimodiere Blvd Winnipeg MB R2J 4J4	555	555
Gold, Kenneth D.	Brockie Donovan Funeral & Cremation 332 8th Street Brandon MB R7A 3X4	1011	1011
Graham, Fred G.	Wheatland Funeral Service 321 North Railway St Pilot Mound MB R0L 1G0	403	403
Grant, Darren S.	Dadson Funeral Home & Crematorium 120 Hwy 10A West Flin Flon MB R8A 1N5	424	424
Gray, John	Arnason Funeral Home 28 1st Avenue N Ashern MB R0C 0E0	404	404

LICENSEE	FUNERAL HOME OF EMPLOY	EMB	FD
Greig, Lorraine	Thomson "In the Park" Funeral Home 1291 McGillivray Blvd Winnipeg MB R3T 5Y4	1238	1238
Grenier, Joey	Wiebe Funeral Homes Ltd. 121 - 8th Street Winkler MB R6W 4B2	489	489
Groening, Trevor	Wiebe Funeral Home Altona Ltd. 216 Centre Ave E Altona MB R0G 0B0	625	625
Harapiak, John	Not affiliated with a funeral home.	526	526
Harder, Todd	Birchwood Funeral Chapel 150 Penfeld Drive Steinbach MB R5G 1V7	503	503
Hayward, Craig	Memories Chapel & Pre-Planning Centre 330 18th Street N Brandon MB R7A 7P3	376	379
Hemauer, James Francis A.	Hemauer Funeral Home 122 Lathlin Avenue The Pas MB R9A 1K5	239	261
Hemauer, Neil A. F.	Hemauer Funeral Home 122 Lathlin Avenue The Pas MB R9A 1K5	485	485
Henderson-Gray, Natasha	Spirit Road Funeral Services Inc. Hwy 11, Sagkeeng Arena Multiplex Fort Alexander MB R0E 0P0	641	641
Hiebert, Robert	Glen Lawn Funeral Home 455 Lagimodiere Blvd Winnipeg MB R2J 4J4	580	580
Hildebrand, Gregory J.	Memories Chapel & Pre-Planning Centre 330 18th Street N Brandon MB R7A 7P3	466	466
Hoffman, Darin	Mosaic Funeral, Cremation & Cemetery 1839 Inkster Blvd. Winnipeg MB R2X 1R3	556	556
Hunt, Darlyn	Paull Funeral Home Inc. 506 2nd Street N Swan River MB R0L 1Z0	1008	1008
Jackson, Harry L.	Not affiliated with a funeral home.	317	311
Jackson, Shannon	Not affiliated with a funeral home.	603	603
James, Brian L.	White's Funeral Home 271 Mountain Ave Neepawa MB R0J 1H0	455	455

LICENSEE	FUNERAL HOME OF EMPLOY	EMB	FD
Jamieson, Dana M.	Jamieson's Funeral Services Ltd. 415 Broadway Street Glenboro MB R0K 0X0	1229	1229
Jamieson, R. Moray	Jamieson's Funeral Services Ltd. 415 Broadway Street Glenboro MB R0K 0X0	302	309
Jesmer, Steven	Not affiliated with a funeral home.	1211	1211
Johnston, Craig	Doyle's Funeral Home Ltd. 10 4th Avenue SE Carman MB R0G 0J0	527	527
Juba, Rodney P. K.	Sneath-Strilchuk Funeral Services Ltd. 502 Main St Dauphin MB R0L 1P0	1220	1220
Kiefling Nicholson, Jody D.	Glen Eden Funeral Home 4477 Main Street West St. Paul MB R4A 2A8	470	470
Kilcollins, Peter J.	Aboriginal Funeral Chapel 724 Selkirk Avenue Winnipeg MB R2W 2N3	377	380
Kirkhope, Scott K.	Glen Lawn Funeral Home 455 Lagimodiere Blvd Winnipeg MB R2J 4J4	434	434
Klassen, David W.	Braendle-Bruce Funeral Service 114 Russell St W Russell MB R0J 1W0	413	413
Knutson, Edward	Chapel Lawn Funeral Home 4000 Portage Avenue Winnipeg MB R3K 1W3	529	529
Knutson, Gerald G.	Chapel Lawn Funeral Home 4000 Portage Avenue Winnipeg MB R3K 1W3	490	490
Knysh, Mike J.	Not affiliated with a funeral home.	477	477
Knysh, Stephen N.	Eternal Grace Funerals 10 - 1111 Logan Avenue Winnipeg MB R3E 1R1	366	371
Korban, Richard M.	Korban Funeral Chapel 907 Main Street Winnipeg MB R2W 3P2	348	353
Koslowsky, Harold	Friends Funeral Service Inc. 2146 Main Street Winnipeg MB R2V 3S5	492	492

LICENSEE	FUNERAL HOME OF EMPLOY	EMB	FD
Kotaska, Rick	Kotaska Cremation Services 520 Greenwood Ave Selkirk MB R2K 1N6	425	425
Kowalchuk, Dexter	Kowalchuk's Funeral Home 99 Second Street S Souris MB R0K 2C0	358	363
Kozak, Tony	Not affiliated with a funeral home.	312	327
Lancaster Jeremy	Brockie Donovan Funeral & Cremation Services 332 8th Street Brandon MB R7A 3X4	1227	1227
Lawson, Ryan J.	Nairn-Chyz Funeral Home 325 Main St W Roblin MB R0L 1P0	565	565
Laycock, Robert D.	Gilbart Funeral Home Ltd. 50 - 1st Avenue Gimli MB R1A 1M8	493	493
LeClaire, Albert J.	Not affiliated with a funeral home.	237	265
LeClaire, Aurele J.	LeClaire Brothers Funeral Products & Services 306-475 Provencher Blvd Winnipeg MB R3G 2W1	316	316
Leggat, John	Cropo Funeral Chapel 1442 Main Street Winnipeg MB R2W 3V7	630	630
Lesage, Maria	Adam's Funeral Home Ltd. 35072 Hwy 244 South Notre Dame De Lourdes MB R0G 1M0	628	628
Letts, Karen L.	McKenzies Portage Funeral Chapel 56 Royal Road S Portage La Prairie MB R1N 1T6	530	530
Lilley, Shane	Thomson "In the Park" Funeral Home 1291 McGillivray Blvd. Winnipeg MB R3T 5Y4	600	600
Loehmer, Kenneth E.	Ken Loehmer Funeral Service 55 Main Street Teulon MB R0C 3B0	327	328
Lumbard, J. Todd	Not affiliated with a funeral home.	415	415
Lumbard, Wade	Brockie Donovan Funeral & Cremation Services 332 8th Street Brandon MB R7A 3X4	546	546
Lutz, Naomi	Chapel Lawn Funeral Home 4000 Portage Avenue Winnipeg MB R3K 1W3	582	582



LICENSEE	FUNERAL HOME OF EMPLOY	EMB	FD
MacIver, Michael	Voyage Funeral Home & Crematorium 220 Hespeler Avenue Winnipeg MB R2L 0L4	626	626
MacKay, Jacqueline J.	Glen Lawn Funeral Home 455 Lagimodiere Blvd Winnipeg MB R2J 4J4	504	504
McKenzie Kresnyak, Rochelle	MacKenzie Funeral Home 433 Main St Stonewall MB R0C 2Z0	597	597
Matikka, Mark	Glen Eden Funeral Home 4477 Main Street West St. Paul MB R4A 2A8	598	598
McElroy, Rhonda M.	Sobering Funeral Chapel & Crematorium 1035 Park Ave E Beausejour MB R0E 0C0	1223	1223
McKenzie, Owen K.	McKenzies Portage Funeral Chapel 56 Royal Road S Portage La Prairie MB R1N 1T6	531	531
McMillan, Jason	Thomson "In the Park" Funeral Home 1291 McGillivray Blvd. Winnipeg MB R3T 5Y4	517	517
Meilleur, Caitlin	Thomson "In the Park" Funeral Home 1291 McGillivray Blvd. Winnipeg MB R3T 5Y4	644	644
Mellen, Joshua	Cropo Funeral Chapel 1442 Main Street Winnipeg MB R2W 3V7	645	645
Mercier, Jean-Guy L.	Not affiliated with a funeral home.	505	505
Michnik, Ryan A.	Wiebe Funeral Home Altona Ltd. 216 Centre Ave E Altona MB R0G 0B0	1233	1233
Mikawos, Erica	Chapel Lawn Funeral Home 4000 Portage Avenue Winnipeg MB R3K 1W3	611	611
Moffit, Ronald K.	Ronald Moffit Memorial Services 306 Saskatchewan Avenue E Portage La Prairie MB R1N 0K8	271	156
Monkman, Curtis E.	Eternal Grace Funerals 10 - 1111 Logan Avenue Winnipeg MB R3E 1R1	609	609
Moroz, John W. "Sonny"	Brockie Donovan Funeral & Cremation Services 332 8th Street Brandon MB R7A 3X4	352	357

LICENSEE	FUNERAL HOME OF EMPLOY	EMB	FD
Moynham, Joseph F.	Not affiliated with a funeral home.	494	494
Murphy, Andrew	Doyle's Funeral Home Ltd. 10 4th Avenue SE Carman MB R0G 0J0	427	427
Nairn, Robert John	Nairn-Chyz Funeral Home 325 Main St W Roblin MB R0L 1P0	315	315
Nairn, Robert Paul	Nairn-Chyz Funeral Home 325 Main St W Roblin MB R0L 1P0	518	518
Neufeld, Eric Henry	Paull Funeral Home Inc. 506 2nd Street N Swan River MB R0L 1Z0	260	275
Neufeld, Shane G.	Integrity Cremation and Funeral Planning 50 Princess St Winnipeg MB R3B 1K2	435	435
Nichol, Garth	Wheatland Funeral Service 321 North Railway St Pilot Mound MB R0L 1G0	323	324
Nichol, Matthew	Wheatland Funeral Service 321 North Railway St Pilot Mound MB R0L 1G0	634	634
Olinyk, Jennifer	Hemauer Funeral Home 122 Lathlin Avenue The Pas MB R9A 1K5	1224	1224
Olson, Donna M.	Thomson "In the Park" Funeral Home 1291 McGillivray Blvd. Winnipeg MB R3T 5Y4	533	533
Pascal, Leslie	Memories Chapel & Pre-Planning Centre 330 18th Street N Brandon MB R7A 7P3	636	636
Paterson, Bryce R.	Braendle-Bruce Funeral Service 114 Russell St W Russell MB R0J 1W0	612	612
Paull, Dana	Paull Funeral Home Inc. 506 2nd Street N Swan River MB R0L 1Z0	548	548
Racette, Abilene	Clarke's Funeral Home 102 Dennis Street W Gladstone MB R0J 0T0	646	646

LICENSEE	FUNERAL HOME OF EMPLOY	EMB	FD
Raffray, Ryan A.	Sneath-Strilchuk Funeral Services Ltd. 502 Main St Dauphin MB R0L 1P0	483	483
Redpath, Neil D.	Redpath Funeral Home 21 Main Street N. Melita MB R0M 1L0	512	512
Reimer, Mark J.	Doyle's Funeral Home Ltd. 10 4th Avenue SE Carman MB R0G 0J0	590	590
Robinson, Rayna	Omega Funeral Home 83 Royal Road South Portage La Prairie MB R1N 1T8	617	617
Rosin, Richard A.	Neil Bardal Inc. 3030 Notre Dame Avenue Winnipeg MB R3H 1B9	379	382
Rybak, Stan	Chapel Lawn Funeral Home 4000 Portage Avenue Winnipeg MB R3K 1W3	1210	1210
Salie, Jenny	Chapel Lawn Funeral Home 4000 Portage Avenue Winnipeg MB R3K 1W3	629	629
Schneider, Vernon L.	Memories Chapel & Pre-Planning Centre 330 18th Street N Brandon MB R7A 7P3	263	289
Schroeder, Sheldon A.	Vita Funeral Home 256 Railway Ave Vita MB R0A 2K0	586	586
Scott, Rhonda	Dadson Funeral Home & Crematorium Ltd. 120 Hwy 10A West Flin Flon MB R8A 1N5	1213	1213
Siebold, Elizabeth (Libby)	Sobering Funeral Chapel & Crematorium 1035 Park Ave E Beausejour MB R0E 0C0	1003	1003
Siemens, Terence D.	Korban Funeral Chapel 907 Main Street Winnipeg MB R2W 3P2	337	342
Sigurdson, Julie A.	Clarke's Funeral Home 102 Dennis Street W Gladstone MB R0J 0T0	514	514
Smith, Brittany	Brockie Donovan Funeral & Cremation Services 332 8th Street Brandon MB R7A 3X4	1006	1006

LICENSEE	FUNERAL HOME OF EMPLOY	EMB	FD
Smith, Paul F.	Wheatland Funeral Service 508 Park Street Killarney MB R0K 1G0	369	374
Solylo, Bonnie	Sobering Funeral Chapel & Crematorium 1035 Park Ave E Beausejour MB R0E 0C0	1221	1221
Speirs, Orville	Cropo Funeral Chapel 1442 Main Street Winnipeg MB R2W 3V7	429	429
Spratt, Lawana	Memories Chapel & Pre-Planning Centre 330 18th Street N Brandon MB R7A 7P3	642	642
Suski, Mark S.	Bardal Funeral & Crematorium 843 Sherbrook Street Winnipeg MB R3A 1M6	496	496
Swan, Crystal	Anderson Family Funeral Home Inc. 9 Railway Avenue Ashern MB R0C 0E0	501	501
Sweryd, Kevin	Bardal Funeral & Crematorium 843 Sherbrook Street Winnipeg MB R3A 1M6	459	459
Sylvester, Robert W.	Not affiliated with a funeral home.	264	288
Talbot, Glen W.	Desjardins Funeral Chapel 357 Des Meurons Street Winnipeg MB R2H 2N6	610	610
Talbot, Joanne	Glen Lawn Funeral Home 455 Lagimodiere Blvd Winnipeg MB R2J 4J4	474	474
Thiessen, Kristeen	Green Acres Funeral Home and Cemetery 1 Green Acres Lane Springfield MB R2C 2Z3	1239	1239
Thom, Richard M.	Rae's Funeral Service 521 - 4th Avenue Shoal Lake MB R0J 1Z0	417	417
Thomas, James E.	Not affiliated with a funeral home.	158	165
Trush, Gregory G.	Sneath-Strilchuk Funeral Services Riverside Road Dauphin MB R0L 1P0	381	384
Unger, Bra	Birchwood Funeral Chapel 150 Penfeld Drive Steinbach MB R5G 1V7	648	648

LICENSEE	FUNERAL HOME OF EMPLOY	EMB	FD
Unrau, Ronnie (Ron)	Birchwood Funeral Chapel 150 Penfeld Drive Steinbach MB R5G 1V7	1219	1219
Vernie, Cody	Mosaic Funeral, Cremation & Cemetery 1839 Inkster Blvd. Winnipeg MB R2X 1R3	1230	1230
Vogiatzakis, Michael	Voyage Funeral Home & Crematorium 1577 Pembina Hwy Winnipeg MB R2L 0L4	554	554
Vogt, Adina	Friends Funeral Service Inc. 2146 Main Street Winnipeg MB R2V 3S5	618	618
Wagner, Darren M.	Omega Funeral Home 83 Royal Road South Portage La Prairie MB R1N 1T8	473	473
Wall, Corey R.	Morris Funeral Home 136 James Avenue W Morris MB R0G 1K0	571	571
Wankling, Richard A.	Not affiliated with a funeral home.	406	406
Webster, James G.	Swan Valley Funeral Services Ltd. 363 Kelsey Trail (Hwy 10 North) Swan River MB R0L 1Z0	274	292
Webster, Jodene	Not affiliated with a funeral home.	1203	1203
Wiesner, Lisa J.	Chapel Lawn Funeral Home 4000 Portage Avenue Winnipeg MB R3K 1W3	616	616
Wereschuk, Paul	Not affiliated with a funeral home.	351	356
Wevursky, Gordie S.	Fisher Funeral Home Inc. 70 Taché Street Fisher Branch MB R0C 0Z0	418	418
Wheeler, Chad	Wheeler Funeral Home 1800 Day Street Winnipeg MB R2C 1E8	587	587
White, Brian	Boardman/Northland Funeral Home 28 Nelson Road Thompson MB R8N 0B4	497	497
White, Nathan	Minnedosa Funeral Service 34 3rd Avenue SW Minnedosa MB R0J 1E0	588	588
Wiebe, Amanda	Clarke's Funeral Home 102 Dennis Street W Gladstone MB R0J 0T0	633	633

LICENSEE	FUNERAL HOME OF EMPLOY	EMB	FD
Wiebe, Terrance W. H.	Wiebe Funeral Home Altona Ltd. 216 Centre Ave E Altona MB R0G 0B0	275	299
Wilson, Kiley J. R.	Wiebe Funeral Homes Ltd. 121 - 8th Street Winkler MB R6W 4B2	538	538
Wojcik, Richard A.	Wojcik's Funeral Chapel & Crematorium 2157 Portage Avenue Winnipeg MB R3J 0L4	407	407
Wolkowski, Dereck	Not affiliated with a funeral home in Manitoba.	1231	1231
Yanke, Sara	Not affiliated with a funeral home.	1004	1004
Zielonko, Christine M.	Desjardins Funeral Chapel 357 Des Meurons Street Winnipeg MB R2H 2N6	1228	1228

NOTE: Funeral Home of Employ may reflect current affiliation.

## IX. Certificates of Qualification

LICENSEE	FUNERAL HOME OF EMPLOY	EMB	FD
Bjarnarson, Kayla	Adam's Funeral Home 35072 Hwy 244 S Notre Dame de Lourdes MB	1232	1232
Choy, Kwok	Glen Lawn Funeral Home 455 Lagimodiere Blvd Winnipeg MB	1234	1234
Coulson, Sarah	Thomson "In The" Park 1291 McGillivray Blvd Winnipeg MB	1235	1235
Greig, Lorraine	Thompson "In The" Park 1291 McGillivray Blvd Winnipeg MB	1238	1238
Jamieson, Dayna M.	Jamieson Funeral Service 415 Broadway St Glenboro MB	1229	1229
Lancaster, Jeremy	Brockie Donovan Funeral Home 3325 8 <sup>th</sup> Street Brandon MB	1227	1227
Michnik, Ryan A.	Wiebe Funeral Home Altona Ltd 216 Centre Ave E Altona MB	1233	1233

Thiessen, Kristeen	Green Acres Funeral Home 1 Green Acres Lane Winnipeg MB	1239	1239
Vernie, Cody	Mosaic Funeral, Cremation & Cemetery 1839 Inkster Blvd Winnipeg MB	1230	1230
Wolkowski, Dereck	Wolkowski Funeral Service Ltd. Kamsack SK	1231	1231
Zielonko, Christine M.	Glen Lawn Funeral Home 455 Lagimodiere Blvd Winnipeg MB	1228	1228

NOTE: Funeral Home of Employ may not reflect current affiliation.

## X. Hearings, Complaints, Reprimands and Fines

*The Funeral Directors and Embalmers Act* requires the Board to report all hearings, complaints, reprimands and fines.

The complaint process is an important tool in monitoring licensees. Problems must be presented to the Board as written complaints. The public's awareness of the role of the Funeral Board of Manitoba as a venue for complaints has increased over the last few years. Administrative issues are identified in a separate category.

	2010	2011	2012	2013	2014	2015	2016
Hearings	1	1	0	1	3	1	0
Administrative Inquiries	-	-	4	6	12	1	2
Matters Heard	1	1	0	3	8	3	0
Complaints	21	19	32	20	18	10	16
Reprimands/Suspensions	1	1	0	3	0	1	0
Fines	0	1	0	3	10	3	0

Sixteen written consumer complaints were received by the Board in 2016: twelve of which were related to *The Funeral Directors and Embalmers Act* while the other four were related to *The Cemeteries Act*. The two administrative inquiry files opened in 2016 were regarding licensure.

The majority of the complaints received under *The Cemeteries Act* are misunderstandings between cemetery sales personnel and consumers.

Summaries and dispositions of all hearings held are available on the Board's website, [funeralboard@gov.mb.ca](mailto:funeralboard@gov.mb.ca).