



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

# **2011 Annual Report**

**December 31, 2011**



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## II – Funeral Board Profile

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### History

In 1967, the Province of Manitoba passed *The Embalmers and Funeral Directors Act* to create the Board of Administration. The first Registrar was Neil Bardal who served until he passed away in 2010.

The Act saw several minor changes through the years but the first major change required that every funeral director complete and provide proof of six hours of continuing education in order to renew their licence.

In 2009, as a result of a complaint about a funeral director, the Act was amended to increase the power of the Board, introduce a Code of Ethics and change the name 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*.

Administratively, the Funeral Board of Manitoba has evolved to serve multiple functions. The Board's oversight of the licensing and education of all funeral directors and homes while protecting the consumers they serve remains its main function. Another important role is the complaint and hearing process which enables the Board to conduct its disciplinary duties under the Act. The investigator receives the complaint, collects and evaluates evidence, then presents the findings objectively in a clear, concise manner.

2011 and 2012 have been years of great change. The Board, Red River College, and a steering committee worked for over two years to develop a new accredited program for funeral education to be introduced in January 2013.

The Board carried out extensive consultations with the profession, the public, and other regulatory agencies regarding the changes made to *The Prearranged Funeral Services Act*. The consultations will assist the Board as it prepares recommendations for changes to the Act's regulation. When the changes are proclaimed, administration of the Act will be transferred from the Public Utilities Board to the Funeral Board of Manitoba. This will consolidate the administration of funeral services under one body.

The profession and the Board will always be grateful for the efforts of Don Zasada and the late Neil Bardal for their vision of the profession, the Act and the Board.

### Mission

For the first time, the Board has developed a strategic overview for its operations. The Funeral Board of Manitoba has the responsibility to serve and protect grieving families through public awareness, oversight of industry compliance with the Acts and regulations, and receipt of consumer concerns and complaints about licensees. The Board also strives to provide licensees

with ongoing professional education and development, transparency in its actions, and an impartial investigative process.

## **Vision**

The Funeral Board of Manitoba will provide a fair, ethical and transparent marketplace in which funeral service licensees operate.

## **GOALS**

### **Education**

The Funeral Board of Manitoba provides an educational framework for students and a continuing education framework for working professionals to ensure that licensees have the education and skills to serve the deceased, their families, the public and the profession.

### **Accountability**

The Board ensures all funeral directors and/or embalmers provide complete, consistent and transparent services and costs to all clients.

### **Compliance**

The Funeral Board of Manitoba ensures funeral home operators, directors and agents comply with all codes, laws and regulations. The Board also investigates all complaints in an objective, consistent, timely and transparent manner.

### **Organizational Stability**

The Funeral Board of Manitoba ensures its organization has a sound financial basis and a strong administrative structure.

## **VALUES**

### **Collaboration**

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

### **Compassionate Support**

The Board provides the public and profession with support and understanding. The Board is transparent and fair in its dealings with the public and the profession.

## **Continuous Improvement**

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

## **ADMINISTRATIVE STRUCTURE**

The Minister of Healthy Living, Seniors and Consumer Affairs is responsible for *The Funeral Directors and Embalmers Act*.

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

The Board has one employee – the Inspector, who is currently not a civil servant.

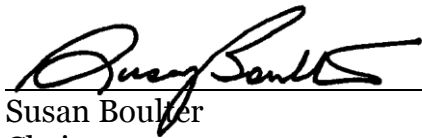
### III – MANAGEMENT REPORT

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The accompanying financial statements are the responsibility of the Funeral Board of Manitoba and have been prepared in accordance with the Public Sector Accounting Standards. In the Board's opinion, the financial statements have been properly prepared within reasonable limits of materiality, incorporating the Board's best judgment regarding all necessary estimates and all other data available to June 29, 2012.

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



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Susan Boulter  
Chairperson



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E.C. Norrington C.A.  
Financial Manager

June 29, 2012

# 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 (the Board), which comprise the statement of financial position as at December 31, 2011, December 31, 2010 and January 1, 2010, and the statements of operations and cash flow for the years ended December 31, 2011 and December 31, 2010, 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 audits. We conducted our audits 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 audits 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 Funeral Board of Manitoba as at December 31, 2011, December 31, 2010 and January 1, 2010 and results of its operations and its cash flows for the years ended December 31, 2011 and December 31, 2010 in accordance with Canadian public sector accounting standards.



**Basis of Presentation**

Without modifying our opinion, we draw attention to Note 2 to the financial statements, which describes that the Funeral Board of Manitoba adopted Canadian public sector accounting standards on January 1, 2011 with a transition date of January 1, 2010. These standards were applied retroactively by management to the comparative information in these financial statements.

**Going Concern**

We draw attention to Note 10 to the financial statements which describes the uncertainty related to the going concern assumption for the Funeral Board of Manitoba. Our opinion is not qualified in respect of this matter.

*Office of the Auditor General*

Office of the Auditor General  
June 29, 2012  
Winnipeg, Manitoba

## V – Audited Financial Statements

### FUNERAL BOARD OF MANITOBA Statement of Financial Position December 31, 2011

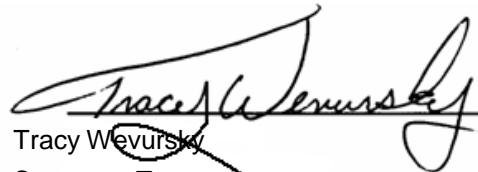
FINANCIAL ASSETS	DECEMBER 31		JANUARY 1
	2011	2010	2010
Cash	\$ 67,583	\$ 76,774	\$ 76,963
Temporary investments (note 4)	15,450	55,220	37,008
Accrued interest receivable	45	412	2,432
	<u>83,078</u>	<u>132,406</u>	<u>116,403</u>
LIABILITIES			
Accounts payable and accrued liabilities (note 8)	17,883	25,944	11,651
Deferred revenue	87,800	86,250	81,500
	<u>105,683</u>	<u>112,194</u>	<u>93,151</u>
<b>Accumulated surplus (Deficit)</b>	<u>\$ (22,605)</u>	<u>\$ 20,212</u>	<u>\$ 23,252</u>

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

Approved on behalf of the Funeral Board of Manitoba



Susan Boulter  
Chairperson



Tracy Wevursky  
Secretary-Treasurer

**FUNERAL BOARD OF MANITOBA**  
**Statement of Operations**  
**For the year ended December 31, 2011**

REVENUE	2011		2010
	Budget	Actual	Actual
Funeral home licences	\$ 42,000	\$ 46,500	\$ 44,000
Funeral director and embalmer licences	53,750	54,000	52,750
Interest	250	412	753
<b>Total revenue</b>	<u>96,000</u>	<u>100,912</u>	<u>97,503</u>
<b>EXPENSE</b>			
Administration charges (note 7)	\$ 24,000	\$ 24,000	\$ 24,000
Audit	2,900	3,400	3,210
Board meetings	6,800	4,004	5,918
Communications	14,000	17,780	15,204
Conferences	6,500	4,701	5,715
Honoraria - Board members	8,100	4,691	6,649
Honoraria - Registrar	5,000	5,000	10,000
Legal fees	10,000	7,849	11,383
Miscellaneous	3,000	3,686	2,573
Office supplies, printing, and postage	3,500	5,035	3,903
Salaries and benefits	60,000	62,134	10,891
Travel	-	1,449	1,097
<b>Total expense</b>	<u>143,800</u>	<u>143,729</u>	<u>100,543</u>
<b>Net (Loss)</b>	(47,800)	(42,817)	(3,040)
<b>Accumulated surplus,</b>			
<b>Beginning of the year</b>	<u>\$ 20,212</u>	<u>\$ 20,212</u>	<u>\$ 23,252</u>
<b>Accumulated surplus (deficit)</b>			
<b>End of the year</b>	<u>\$ (27,588)</u>	<u>\$ (22,605)</u>	<u>\$ 20,212</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, 2011**

Cash flow provided by (applied to):	2011	2010
<b>Operating</b>		
Net income (loss)	\$ (42,817)	\$ (3,040)
Change in:		
Accrued interest receivable	367	2,020
Accounts payable and accrued liabilities	(8,061)	14,293
Deferred revenues	1,550	4,750
	(48,961)	18,023
<b>Investing</b>		
Purchases of guaranteed investment certificates	(95,717)	(89,595)
Maturities of guaranteed investment certificates	135,487	71,383
	39,770	(18,212)
Increase (decrease) in cash	(9,191)	(189)
Cash, at beginning of year	76,774	76,963
Cash, at end of year	\$ 67,583	\$ 76,774
Supplementary information:		
Interest received, cash basis	\$ 779	\$ 2,773

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

**1. Nature of Operations**

*The Funeral Directors and Embalmers Act* established the Funeral Board of Manitoba (The Board) to licence and regulate Funeral Directors and Embalmers, and to prescribe the courses of training and instruction for articling students.

**2. Conversion to Public Sector Accounting Standards**

Commencing with the 2011 fiscal year, the Funeral Board of Manitoba has adopted Canadian public sector accounting (PSA) standards. These financial statements are the first financial statements for which the Funeral Board of Manitoba has applied Canadian public sector accounting standards.

The impact of the conversion to PSA standards on the accumulated surplus at the date of transition and the comparative accumulated surplus as presented was nil.

**3. Significant Accounting Policies**

**a) Basis of accounting**

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

**b) Cash**

Cash includes cash on hand and bank balances.

**c) Temporary Investments**

Temporary investments include short -term investments which are recorded at the lower of cost or market value.

**d) Revenue**

The Board recognizes revenue for Funeral Home Licences and Funeral Director and Embalmers Licenses 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.

Investment income is recognized in the year it is received or receivable

#### 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.

#### 4. Temporary investments

Investments are invested in Guaranteed Investment Certificates (GICs) with various maturity dates and interest rates as follows:

	2011	2010
i. CIBC Flexible GIC	\$ 5,450	\$ 5,220
Maturity dates: January 11, 2012 and January 11, 2011		
Interest rate .75% and .90%		
ii. CIBC Flexible GIC	10,000	50,000
Maturity date: February 25, 2012 and January 20, 2011		
Interest rate 1.25% and .90%		
	<u>\$ 15,450</u>	<u>\$ 55,220</u>

#### 5. The Public Sector Compensation Disclosure Act

In accordance with Section 2 of *The Public Sector Compensation Disclosure Act*, the following summarizes compensation paid during the year ended December 31, 2011:

	2011	2010
Employee paid \$50,000 or more		
J. Delaney – Investigator	\$ 58,128	
The aggregate amount paid to Board members was:		
(a) Honoraria, Board members	4,691	6,649
(b) Honoraria, Registrar	7,500	10,000

#### 6. Related Party Transactions

The Board is related in terms of common control to all Province of Manitoba created Departments, Agencies, Boards 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 to by the related parties.

**7. Administrative Charges - Vital Statistics Agency**

Effective January 1, 2010 administrative charges are paid to Vital Statistics Agency to recover a portion of its payroll costs used on the Funeral Board of Manitoba's operations. In prior years these charges were not paid to Vital Statistics Agency.

**8. Accounts Payable and Accrued Liabilities**

Accounts payable and accrued liabilities consist of the following:

	<b>2011</b>	<b>2010</b>
General	\$ 7,494	\$ 16,582
Administrative Charges	6,000	6,000
Salaries and Benefits	2,953	2,048
CRA Deductions Payable	1,436	1,314
	<u>\$ 17,883</u>	<u>\$ 25,944</u>

**9. Budgeted Figures**

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

**10. Going Concern**

The accompanying financial statements have been prepared on the going concern assumption that the Funeral Board of Manitoba will be able to realize its assets and discharge its liabilities in the normal course of business. The Board has incurred annual losses in the last several years and as of December 31, 2011 has an accumulated deficit. The Board also continues to review their financial position and the long term viability of the Board and is reviewing all options. There are sufficient deferred funds available to continue operations for the near term.

**11. Comparative figures**

Certain of the prior year's figures have been restated to conform with the current year's presentation.

## ***VI – The Public Interest Disclosure Act***

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*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 only has one employee but no disclosures were received in the 2011 fiscal year.



## VII – 2011 Administration

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### Board Members

<b>Chair</b>	Susan Boulter Director and Chief Operating Officer Vital Statistics Agency Healthy Living, Seniors and Consumer Affairs
<b>Members</b>	Beth Rutherford  Robert Clarke  Tracy Wevursky  Darin Hoffman  Louis Bernardin

### Employee

<b>Inspector</b>	John Delaney
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### Administrative Support

<b>Administrative Assistant</b>	Denise Carriere
<b>Financial Manager</b>	Ted Norrington

## VIII – 2011 Licenced Funeral Directors and/or Embalmers

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Adam, Alvin P.	Adam's Funeral Home Ltd. Box 218 Notre Dame de Lourdes, MB R0G 1M0	305	325
Adam, Nolan	Armstrong Funeral Home 1640 Cote Vertu St. Laurent, QC H4L 2A2	573	573
Anderson, Conrad T.	Anderson Family Funeral Home Box 731, 9 Railway Avenue Ashern, MB R0C 0E0	461	461
Anderson, Courtenay	Dobchuk Funeral Home Box 10 McCreary, MB R0J 1B0	462	462
Anderson, Stacey	Omega Funeral Home 83 Royal Road South Portage la Prairie MB R1N 1T8		652
Ardron, Kurt D.	Redpath Funeral Home P.O. Box 938 Melita, MB R0M 1L0	575	575
Arnason, Douglas G.	Arnason Funeral Home 28 1 <sup>st</sup> Ave. N. Ashern, MB R0C 0E0	161	170
Arnason, Shawn H.	Mosaic Funeral, Cremation & Cemetery Services 1839 Inkster Boulevard Winnipeg, MB R2X 1R3	460	460
Atkinson, Jade T.	E. J. Coutu & Co. Funeral Directors 680 Archibald St. Winnipeg MB R2J 0Y4	654	654
Babey, Donald M.	Cropo Funeral Chapel 1442 Main Street Winnipeg, MB R2W 3V7	567	567
Bardal, Eirik	Neil Bardal Inc. 3030 Notre Dame Avenue Winnipeg, MB R3H 1B9	522	522
Barringer, Lee	Neil Bardal Inc. 3030 Notre Dame Avenue Winnipeg, MB R3H 1B9	409	409

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Bartel, Matthew K.	Klassen Funeral Home 1897 Henderson Highway Winnipeg, MB R2G 1P4	487	487
Bernat, Jaclyn	Not affiliated with a funeral home.	643	643
Bilcowski, Rick	Minnedosa Funeral Service 34 3 <sup>rd</sup> Ave. S.W. Minnedosa, MB R0J 1E0	627	627
Binnie, Clifford E.	Cropo Funeral Chapel Ltd. 1442 Main Street Winnipeg, MB R2W 3V7	286	296
Black, Amber	Mosaic Funeral, Cremation & Cemetery Services 1839 Inkster Boulevard Winnipeg, MB R2X 1R3	577	577
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, Aaron	Thomson "In the Park" Funeral Home 1291 McGillivray Boulevard Winnipeg, MB R3T 5Y4	557	557
Briercliffe, Darien	Transcona Funeral Chapel Ltd. 1800 Day Street Winnipeg, MB R2C 1E8	411	411
Buchalter, Kristin	Not affiliated with a funeral home.	562	562
Buchanan, Brent L.	Memories Chapel & Pre-Planning Centre 330 – 18th Street North Brandon, MB R7B 0J7	309	318
Buchanan, Lynette	Desjardins Funeral Chapel 357 Des Meurons St. Winnipeg MB R2H 2N6	516	516
Budz, Edward	Not affiliated with a funeral home.	249	272

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Bulbuck, Perry A.	Braendle-Bruce Funeral Services Box 538 Russell, MB R0J 1W0	362	367
Bullock, Candice	Not affiliated with a funeral home.	1002	1002
Buors, Tyson	Cropo Funeral Chapel 1442 Main Street Winnipeg, MB R2W 3V7	523	523
Campbell, Dwayne M.	Campbell Funeral Home Box 89, 24 2nd Street SE Hamiota, MB R0M 0T0	463	463
Campbell, Malcolm S.	Campbell Funeral Home Box 89, 24 2nd Street SE Hamiota, MB R0M 0T0	204	238
Carriere, Fabien Tyson	Sneath-Strilchuk Funeral Services Ltd. Box 7 Dauphin, MB R7N 2T9	1201	1201
Casas, Percival	Thompson Funeral Home 669 Broadway Ave. Winnipeg MB R3C 0X4	1005	1005
Citulsky, David P.	Omega Funeral Home 83 Royal Road South Portage La Prairie, MB R1N 1T8	444	444
Clarke, Robert W.	Clarke's Funeral Home Box 3 Gladstone, MB R0J 0T0	223	258
Clary, Garth	Omega Funeral Home 83 Royal Road South Portage La Prairie, MB R1N 1T8	136	142
Coffey, Joe	Sneath-Strilchuk Funeral Services Ltd. Box 7 Dauphin, MB R7N 2T9	524	524
Coutu, Edward J. Jr.	E. J. Coutu & Co. Funeral Directors 680 Archibald Street Winnipeg, MB R2J 0Y4	578	578
Crawshaw, Glenn	Desjardins Funeral Chapel 357 Rue Des Meurons Winnipeg, MB R2H 2N6	637	637

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Curtis, Perry Edward	Glen Eden Funeral Home 4477 Main Street Winnipeg, MB R4A 2A8	445	445
Dadson, Dana G.	Dadson Funeral Home & Crematorium Ltd. Box 733 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	Bardal Funeral Home & Crematorium 843 Sherbrook Street Winnipeg MB R3A 1M6	1007	1007
Day, Melinda	Not affiliated with a funeral home.	595	595
Delaurier, Helen	Not affiliated with a funeral home.	515	515
Dent, John	Gilbart Funeral Home Ltd. 309 Eveline Street Selkirk, MB R1A 1M8	647	647
Doyle, Patrick	Cropo Funeral Chapel Ltd. 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 South Portage La Prairie, MB R1N 1T6	635	635
Dunfield, John A.	G.R. Carscadden Funeral Chapels Ltd. Box 1780 Virden, MB R0M 2C0	374	377
Dutchak, Rick J.	Not affiliated with a funeral home.	401	401

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Dutchyshen, Gerald A.	Sneath-Strilchuk Funeral Services Ltd. Box 7 Dauphin, MB R7N 2T9	164	173
Dyck, Willmuth Peter	Birchwood Funeral Chapel 150 Penfeld Drive Steinbach, MB R5G 1V7	345	350
Earle, Andrew	Chapel Lawn Funeral Home 4000 Portage Avenue Winnipeg, MB R3K 1W3	592	592
Fedorowich, Sheri-Lynne	Nairn-Chyz Funeral Home Box 910, 325 Main Street West Swan River, MB R0L 1P0	572	572
Fjeldsted, Holly Ann	Seasons Funeral Services 9-449 Main Street Oakbank, MB R0E 1J0	443	443
Fontaine, Rock A.	Not affiliated with a funeral home.	412	438
Ford, Gordon	Thomson "In the Park" Funeral Home 1291 McGillivray Boulevard Winnipeg, MB R3T 5Y4	510	510
Friesen, Jared	Not affiliated with a funeral home.	481	481
Froese, Harry	Friends Funeral Services Inc. 2146 Main Street Winnipeg, MB R2V 3S5	365	370
Gagné, Christian	Desjardins Funeral Chapel 357 Rue Des Meurons Winnipeg, MB R2H 2N6	564	564
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 Box 1780, 383 Wellington Street Virden, MB R0M 2C0	300	307
Gerelus, Shauna	Rae's Funeral Service Box 167 Shoal Lake, MB R0J 1Z0	423	423

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Gibbens, Michael	Green Acres Funeral Home and Cemetery Box 2 Group 612 SS6 Winnipeg, MB R2C 2Z3	542	542
Giesbrecht, Jake	Wiebe Funeral Homes Ltd Box 1116, 121 – 8th Street Winkler, MB R6W 4B2	502	502
Giesbrecht, Krystle	Cropo Funeral Chapel Ltd. 1442 Main Street Winnipeg, MB R2W 3V7	1009	1009
Giesbrecht, Michael	Vita Funeral Home Box 82, 104 Main Street Vita, MB R0A 2K0	551	551
Gilbart, David	Gilbart Funeral Home Ltd. 309 Eveline Street Selkirk, MB R1A 0C3	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	Brockie Donovan Funeral & Cremation Services 332-8 <sup>th</sup> Street Brandon MB R7A 3X4	1011	1011
Graham, Fred Gordon	Graham's Funeral Service Ltd. 103 Railway Ave Pilot Mound MB R0G 1P0	403	403
Grant, Darren S.	Dadson Funeral Home Ltd. Box 733 Flin Flon, MB R8A 1N5	424	424
Gray, John F.	Arnason Funeral Home Ltd. Box 672 Ashern, MB R0C 0E0	404	404
Grenier, Joey	Wiebe Funeral Homes Ltd. Box 1116 Morden, MB R6W 4B2	489	489
Groening, Trevor	McKenzies Portage Funeral Chapel 56 Royal Road South Portage La Prairie, MB R1N 1T6	625	625

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Harapiak, John	Not affiliated with a funeral home.	526	526
Harder, Todd	Birchwood Funeral Chapel 150 Penfeld Drive Steinbach, MB R5G 1V7	503	503
Harris, Ralph Norman	Not affiliated with a funeral home.	321	322
Hartwig, Preston A.	Swan Valley Funeral Services Ltd. Box 1288, 363 Kelsey Trail North Swan River, MB R0L 1Z0	511	511
Hayward, Craig	Memories Chapel & Pre-Planning Centre 330 – 18th Street N. Brandon, MB R7A 7P3	376	379
Hemauer, James Francis A.	Hemauer Funeral Home Box 416, 122 Lathlin Avenue The Pas, MB R9A 1K5	239	261
Hemauer, Neil A.F.	Hemauer Funeral Home Box 416, 122 Lathlin Avenue The Pas, MB R9A 1K5	485	485
Hiebert, Rob	Not affiliated with a funeral home.	580	580
Hildebrand, Gregory John	Memories Chapel & Pre-Planning Centre 330 – 18th Street N. Brandon, MB R7A 7P3	466	466
Hoffman, Darin	Mosaic Funeral, Cremation & Cemetary Services 1839 Inkster Boulevard Winnipeg, MB R2X 1R3	556	556
Hunt, Darlyn	Paull Funeral Home Inc. 506 2 <sup>nd</sup> St N Swan River MB R0L 1Z0	1008	1008
Jackson, Harry L.	Cropo Funeral Chapel 1442 Main Street Winnipeg, MB R2W 3V7	311	317
Jackson, Shannon	Friends Funeral Service 2146 Main Street Winnipeg MB R2V 3S5	603	603



LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
James, Brian L	White's Funeral Home 271 Mountain Avenue Neepawa, MB R0J 1H0	455	455
Jamieson, R. Moray	Jamieson's Funeral Services Ltd. Box 369 Glenboro, MB R0K 0X0	302	309
Johnston, Craig	Doyle's Funeral Home Box 491 Carman, MB R0G 0J0	527	527
Kennedy, Glenn W.	Chapel Lawn Funeral Home 4000 Portage Avenue Winnipeg, MB R3K 1W3	545	545
Kilcollins, Peter J.	Aboriginal Funeral Chapel 724 Selkirk Avenue Winnipeg, MB R2W 2N3	377	380
Kirkhope, Scott Kennedy	Glen Lawn Funeral Home 455 Lagimodiere Boulevard Winnipeg, MB R2J 4J4	434	434
Klassen, David W.	Braendle-Bruce Funeral Services Box 538 Russell, MB R0J 1W0	413	413
Klassen, Walter	Friends Funeral Services Inc. 2146 Main Street Winnipeg, MB R2V 3S5	209	235
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.	Knysh Funeral Chapel 1161C Fife Street Winnipeg, MB R2X 2N3	477	477
Knysh, Stephen N.	Aboriginal Funeral Chapel 724 Selkirk Ave. Winnipeg MB R2W 2N3	366	371
Korban, Richard M.	Korban Funeral Chapel 907 Main Street Winnipeg, MB R2W 3P2	348	353

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Koslowsky, Harold	Friends Funeral Services Inc. 2146 Main Street Winnipeg, MB R2V 3S5	492	492
Kotaska, Rick	Kotaska Cremation Services 280 Bredin Drive Winnipeg, MB R2K 1N6	425	425
Kowalchuk, Dexter	Kowalchuk's Funeral Home Box 730 Souris, MB R0K 2C0	358	363
Kozak, Tony	MacKenzie Funeral Service – Balmoral Box 109 Balmoral MB R0C 0H0	312	327
Kresnyack (nee MacKenzie), Rochelle	MacKenzie Funeral Service – Balmoral Box 109 Balmoral MB R0C 0H0	597	597
Langrell, Lisa Joanne	Chapel Lawn Funeral Home 4000 Portage Avenue Winnipeg, MB R3K 1W3	616	616
Lawson, Ryan James	Nairn-Chyz Funeral Home Box 910 Roblin, MB R0L 1P0	565	565
Laycock, Robert D.	Gilbart Funeral Home 309 Eveline Street Selkirk, MB R1A 1M8	493	493
LeClaire, Albert J.	LeClaire Brothers Funeral Products & Services 603 Erin Street Winnipeg, MB R3G 2W1	237	265
LeClaire, Aurele J.	LeClaire Brothers Funeral Products & Services 603 Erin Street Winnipeg, MB R3G 2W1	316	316
Leggat, John	Cropo Funeral Chapel 1442 Main Street Winnipeg, MB R2W 3V7	630	630
Letts, Karen L.	Jamieson's Funeral Service Ltd. 415 Broadway Street Glenboro MB R0K 0X0	530	530
Lilley, Shane	Glen Eden Funeral Home 4477 Main Street Winnipeg, MB R4A 2A8	600	600

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Loehmer, Kenneth E.	MacKenzie Funeral Home Box 109 Balmoral, MB R0C 0H0	327	328
Lumbard, J. Todd	Not affiliated with a funeral home.	415	415
Lumbard, Wade	Brockie-Donovan Ltd. 332 – 8th Street Brandon, MB R7A 3X4	546	546
Lutz, Naomi	Chapel Lawn Funeral Home 4000 Portage Avenue Winnipeg, MB R3K 1W3	582	582
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
MacKenzie-Meyers, Sharilea	MacKenzie Funeral Services Box 109 Balmoral, MB R0C 0H0	583	583
Magill, Alicia	Not affiliated with a funeral home.	561	561
Matikka, Mark	Glen Eden Funeral Home 4477 Main Street Winnipeg, MB R4A 2A8	598	598
McCrae, Allan H.	Memories Chapel & Pre-Planning Centre 330-18 <sup>th</sup> Street N Brandon MB R7A 7P3	299	304
McKenzie, Owen	McKenzies Portage Funeral Chapel 56 Royal Road South Portage La Prairie, MB R1N 1T6	531	531
McMillan, Jason	Thomson “In the Park” Funeral Home 1291 McGillivray Boulevard Winnipeg, MB R3T 5Y4	517	517
Meilleur (nee Zimmerman), Caitlin	Green Acres Funeral Home and Cemetery Box 2 Group 612 SS6 Winnipeg, MB R2C 2Z3	644	644

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Mellen, Joshua	Green Acres Funeral Home and Cemetery Box 2 Group 612 SS6 Winnipeg, MB R2C 2Z3	645	645
Mercier, Jean-Guy L.	Not affiliated with a funeral home.	505	505
Meyer, Verena	Not affiliated with a funeral home.	651	651
Mikawos, Erica	Thomson "In the Park" Funeral Home 1291 McGillivray Boulevard Winnipeg, MB R3T 5Y4	611	611
Mitchell, Christine Ashley	Glen Lawn Funeral Home 241 Devon Ave. Winnipeg MB R2G 0C4	639	639
Moat (nee Henderson), Natasha	Spirit Road Funeral Services House 100M, Hwy 11, Sagkeeng Arena Multiplex Fort Alexander MB R0E 0P0	641	641
Moffit, Ronald Kenneth	Ronald Moffit Memorial Services 306 Saskatchewan Avenue East Portage la Prairie, MB R1N 0K8	271	156
Monkman, Curtis E.	Monkman Family Funeral Home 447 Selkirk Ave Winnipeg MB R2W 2M4	609	609
Moroz, John William	Brockie-Donovan Ltd. 332 – 8th Street Brandon, MB R7A 3X4	352	357
Moynham, Joseph F.	Not affiliated with a funeral home.	494	494
Murphy, Andrew	Not affiliated with a funeral home.	427	427
Nairn, Robert John	Nairn-Chyz Funeral Home Box 910, 325 Main Street West Roblin, MB R0L 1P0	315	315
Nairn, Robert Paul	Nairn-Chyz Funeral Home Box 910, 325 Main Street West Roblin, MB R0L 1P0	518	518

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Neufeld, Eric Henry	Paull Funeral Home Inc. Box 1149, 506 – 2nd Street North Swan River, MB R0L 1Z0	260	275
Neufeld, G. Shane	Bardal Funeral and Crematorium 843 Sherbrook Street Winnipeg, MB R3A 1M6	435	435
Nichol, Garth	Killarney-Boissevain Funeral Homes Ltd. Box 864 Killarney, MB R0K 1G0	323	324
Nichol, Matthew	Grahams Funeral Home Box 864 Killarney, MB R0K 1G0	634	634
Nicholson (Kiefling), Jody D.	Glen Lawn Funeral Home 455 Lagimodiere Boulevard Winnipeg, MB R2J 4J4	470	470
Olson, Donna	Thomson “In the Park” Funeral Home 1291 McGillivray Boulevard Winnipeg, MB R3T 5Y4	533	533
Pascal, Leslie	Not affiliated with a funeral home.	636	636
Patterson, Bryce	Braendle-Bruce Funeral Services Box 538 Russell, MB R0J 1W0	612	612
Paull, Dana	Paull Funeral Home Inc. Box 1149 Swan River, MB R0L 1Z0	548	548
Pegoski, Steve	MacKenzie Funeral Home – Stonewall 422 Main Street Stonewall MB R0C 2Z0	482	482
Pettinger, Larry	McKenzies Portage Funeral Chapel 56 Royal Road South Portage La Prairie, MB R1N 1T6	235	263
Pfaff, Rory D.	Thomson “In the Park” Funeral Home 1291 McGillivray Boulevard Winnipeg, MB R3T 5Y4	378	381
Pritchard, David Earl	Bardel Funeral and Crematorium 843 Sherbrook Street Winnipeg, MB R3A 1M6	128	128

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Racette, Abilene	Clarke's Funeral Home Box 3 Gladstone, MB R0J 0T0	646	646
Raffray, Ryan A.	Sneath-Strilchuk Funeral Services Box 7, 502 Main Street South Dauphin, MB R7N 2T9	483	483
Redpath, Neil D.	Redpath Funeral Home Box 970 Melita, MB R0M 1L0	512	512
Reid, William Allan	Not affiliated with a funeral home.	129	129
Reimer, Mark	Doyle's Funeral Home Ltd. Box 491 Carman, MB R0G 0J0	590	590
Richardson, Caroline Anne	Wojcik's Funeral Chapel and Crematorium 2157 Portage Ave Winnipeg MB R3J 0L4	650	650
Robinson, Emily	Chapel Lawn Funeral Home 4000 Portage Ave. Winnipeg MB R3K 1W3	632	632
Robinson, Rayna	Clarke's Funeral Home Box 3 Gladstone, MB R0J 0T0	617	617
Rosin, Richard A.	Neil Bardal Inc. 3030 Notre Dame Avenue Winnipeg, MB R3H 1B9	379	382
Salie, Jenny	Chapel Lawn Funeral Home 4000 Portage Ave Winnipeg MB R3K 1W3	629	629
Satterthwaite, Jeannine	Wojcik's Funeral Chapel and Crematorium 2157 Portage Ave Winnipeg MB R3J 0L4	631	631
Schneider, Vernon L.	Memories Chapel & Pre-Planning Centre 330 – 18th Street North Brandon, MB R7A 6Z2	263	289
Schroeder, Sheldon	Not affiliated with a funeral home.	586	586

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Siebold, Elizabeth	Sobering Funeral Chapel & Crematorium 1035 Park Ave E Beausejour MB R0E 0C0	1003	1003
Siemens, Terence D.	Cropo Funeral Chapel 1442 Main Street Winnipeg, MB R2W 3V7	337	342
Sigurdson, Julie Anne	Clarke's Funeral Home Box 3 Gladstone, MB R0J 0T0	514	514
Smith, Brittany	Brockie Donovan Funeral & Cremation Services 332 – 8 <sup>th</sup> Street Brandon MB R7A 3X4	1006	1006
Smith, Paul F.	Smith Funeral Home Box 570 Deloraine MB R0M 0M0	369	374
Sobering, Douglas B.	Sobering Funeral Chapel and Crematorium Box 1629 Beausejour, MB R0E 0C0	247	270
Sobering, Steve	Sneath-Strilchuk Funeral Services Box 7 Dauphin, MB R7N 2T9	536	536
Sokaluk, Vernon M.	Cropo Funeral Chapel 1442 Main Street Winnipeg, MB R2W 3V7	508	508
Speirs, Orville	Cropo Funeral Chapel 1442 Main Street Winnipeg, MB R2W 3V7	429	429
Spratt, Lawana	Memories Chapel & Pre-Planning Centre 330 – 18th Street North Brandon, MB R7A 6Z2	642	642
Stone, Maria	Adam's Funeral Home Ltd. Box 218 Notre Dame de Lourdes, MB R0G 1M0	628	628
Suski, Mark S.	Bardal Funeral and Crematorium 843 Sherbrook Street Winnipeg, MB R3A 1M6	496	496
Swan, (nee Anderson), Crystal	Anderson Family Funeral Home Inc. 9 Railway Ave Ashern MB R0C 0E0	501	501

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Sweryd, Kevin	Bardal Funeral and Crematorium 843 Sherbrook Street Winnipeg, MB R3A 1M6	459	459
Sworyk, Michael	Mosaic Funeral, Cremation & Cemetery Services 1839 Inkster Blvd. Winnipeg MB R2X 1R3	215	256
Sylvester, Robert W.	Not affiliated with a funeral home.	264	288
Talbot, Glen	Desjardins Funeral Chapel 357 Rue Des Meurons Winnipeg, MB R2H 2N6	610	610
Talbot, Joanne	Desjardins Funeral Chapel 357 Rue Des Meurons Winnipeg, MB R2H 2N6	474	474
Tardiff, Helene	Cropo Funeral Chapel 1442 Main Street Winnipeg, MB R2W 3V7	356	361
Thom, Richard	Rae's Funeral Service PO Box 167 Shoal Lake MB R0J 1Z0	417	417
Thomas, James E.	Not affiliated with a funeral home.	158	165
Trush, Gregory G.	Not affiliated with a funeral home.	381	384
Unger, Brad	Birchwood Funeral Chapel 150 Penfeld Drive Steinbach, MB R3G 1V7	648	648
Vogiatzakis, Michael	Voyage Funeral Home 220 Hespeler Avenue Winnipeg, Manitoba R2L 0L4	554	554
Vogt, Adina	Friends Funeral Service 2146 Main Street Winnipeg, MB R2V 3S5	618	618
Wagner, Darren	Omega Funeral Home 83 Royal Road South Portage La Prairie, MB R1N 1T8	473	473



LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Wall, Corey R.	Wiebe Funeral Home Altona Ltd. Box 308 Altona, MB R0G 0B0	571	571
Wankling, Richard A.	Thomson "In the Park" Funeral Home 1291 McGillivray Boulevard Winnipeg, MB R3T 5Y4	406	406
Webster, James G.	Swan Valley Funeral Services Ltd. Box 1288 – 363 Kelsey Trail Swan River, MB R0L 1Z0	274	292
Wenzel, Karl	Not affiliated with a funeral home.	649	649
Wereschuk, Paul D.	Not affiliated with a funeral home.	351	356
Wevursky, Gordie S.	Fisher Funeral Home Box 312 Fisher Branch, MB R0C 0Z0	418	418
Wheeler, Chad	Wheeler and Harder Funeral Chapel Inc. 211 Regent Avenue Winnipeg, MB R2C 0C3	587	587
White, Brian	Wheeler and Harder Funeral Chapel Inc. 211 Regent Avenue Winnipeg, MB R2C 0C3	497	497
White, Nathan	Minnedosa Funeral Service 34 3 <sup>rd</sup> Ave. S.W. Minnedosa, MB R0J 1E0	588	588
Wiebe, Amanda	Clarke's Funeral Home 196 Hampton Street East MacGregor MB R0H 0R0	633	633
Wiebe, Jeffrey P.	Morris Funeral Home 136 James Avenue West Morris, MB R0G 1K0	272	294
Wiebe, Richard C.	Wiebe Funeral Homes Ltd. Box 1116 Winkler, MB R6W 4B2	521	521
Wiebe, Stephen	Chapel Lawn Funeral Home 4000 Portage Avenue Winnipeg, MB R3K 1W3	550	550

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Wiebe, Terrance W.	Wiebe Funeral Home Altona Ltd. Box 308 Altona, MB R0G 0B0	275	299
Wilkinson, Natalie	E.J. Coutu & Co. Funeral Directors 680 Archibald Steet Winnipeg MB R2J 0Y4	585	585
Wilson, Kiley	Wiebe Funeral Homes Ltd. Box 1116 Winkler, MB R6W 1Z6	538	538
Wintle, Shawn P.	Brockie-Donovan Ltd. 332, 8th Street Brandon, MB R7A 3X4	431	431
Wojcik, Richard A.	Wojcik Funeral Chapel & Crematorium Inc. 2157 Portage Avenue Winnipeg, MB R3J 0L4	407	407
Yanke, Sara	Not affiliated with a funeral home.	1004	1004

## IX – 2011 Certificates of Qualification

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LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Boardman, Christopher	Boardman/Northland Funeral Home 28 Nelson Road Thompson MB R8N 0B4	1010	1010
Carriere, Fabien	Sneath-Strilchuk Funeral Services Ltd. PO Box 479 Roblin MB R0L 1P0	1201	1201
Casas, Percival	Green Acres Funeral Home and Cemetery Box 2 Group 612 SS #6 Winnipeg MB R2C 2Z3	1005	1005
Dawson, Paul	Not affiliated with a funeral home.	1007	1007
Giesbrecht, Krystle	Cropo Funeral Chapel 1442 Main Street Winnipeg MB R2W 3V7	1009	1009
Hunt, Darlyn	Paull Funeral Home Box 1149 Swan River MB R0L 1Z0	1008	1008
Smith, Brittany	Not affiliated with a funeral home.	1006	1006
Yanke, Sara	Not affiliated with a funeral home.	1004	1004

\*No applications were refused or revoked during the year.

## 2011 Permit Holder

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LICENSEE	ADDRESS	PERMIT
White Buffalo Funeral Services Ltd.(AGENT)	PO Box 190 Scanterbury MB R0W 1W0	1001

## 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 provides an important tool in monitoring the profession of funeral directors and embalming. 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. The Board anticipates the number of complaints will continue to increase as the public becomes aware of their role.

In 2010, the Funeral Board of Manitoba hired an investigator to receive and investigate complaints. Upon receipt of a complaint, the Board's investigator sends a letter to the licensee with a copy of the complaint, giving the licensee a period in which to respond. The investigator may interview witnesses and seek further information. He then prepares a report to the Board summarizing the complaint and recommending whether a hearing should be held. As a result, the Board may close the complaint or refer the complaint for a hearing. If the Board does hold a hearing, a complaint may be dismissed or upheld. If upheld, the licensee may be fined, reprimanded, or have his/her licence suspended or cancelled. In any event, all parties are informed of the panel's disposition of the complaint.

In 2011, the Board held one hearing which resulted in a fine and a letter of reprimand; and received 19 complaints from consumers and businesses. No licence permits were suspended or cancelled. Below is a breakdown of these events by calendar year.

	2008	2009	2010	2011
Hearings	-	-	1	1
Complaints	7	12	21	19
Reprimands	-	-	1	1
Fines	-	-	0	1

The following is a brief overview of the hearing and complaints noted above.

### HEARINGS

#### Complaint #2010-15

**Complaint Summary:** A complaint regarding the conduct of Richard Wojcik (the Licensee) was received on September 24, 2010.

**Investigation:** The Investigator contacted the witnesses and the Licensee. As a result of the investigation, on January 28, 2011, the Board directed that a hearing be held. The hearing was held on September 22, 2011.

The Licensee did not appear at the hearing but was represented by his counsel, Michael Stienstra. Two witnesses were assisted by their counsel, Victor E. Bargaen.

**Findings:** The Panel found that the actions of the Licensee within the church demonstrated a lack of respect for the family of the deceased, the church employee and the church volunteer. As a funeral director, it is the Licensee's professional duty to be calm and respectful, and to ensure that even if there are problems, difficulties or unexpected complications, his conduct does not interfere with or disrupt the solemnity of the funeral. The Panel also notes that there was no evidence that the Licensee offered an apology to any party for his actions.

The Panel finds that these actions are in breach of the Licensee's duty to represent the profession in an honourable manner and as such constitutes a breach of the Funeral Directors' Code of Ethics.

The Panel was also of the view that the Licensee showed poor judgement in making profane comments during the phone call on church property, where there was a reasonable possibility that his remarks may be heard by others. However, the Board accepted that he did not intend for his conversation to be overheard.

**Disposition:**

- The Panel found that Richard Wojcik, by his conduct while he was at the St Andrew's church to provide professional services on September 23, 2010, breached his ethical obligation to represent the profession in an honourable manner.
- The Panel found it appropriate that in this case, the Board issue a letter of reprimand, and ordered the Licensee to pay a fine of \$1,000.00, plus the cost of the hearing room and the reporter in the amount of \$490.00.

## COMPLAINTS

### Complaint #2011-01

**Complaint Summary:** A funeral director expressed concern that a church was possibly performing their own embalmings, which would be a violation of *The Funeral Directors and Embalmers Act*.

**Investigation:** The Investigator determined that the church was carrying out its own burial rites, which is not a violation of the Act. No embalmings were taking place. The investigator advised the funeral director who was satisfied with the findings.

**Board's decision:** The Board closed the complaint file.

### Complaint #2011-02

**Complaint Summary:** A consumer believed that the interment fee on his final invoice was much higher than that on his original quote.

**Investigation:** The Investigator spoke to the funeral home to find that the grave digger wasn't available and a different one was hired: the grave had to be dug by hand as the ground was frozen which took eleven hours. Once the Investigator provided the explanation to the complainant, he was satisfied.

**Board's decision:** The Board closed the complaint file.

### Complaint # 2011-03

**Complaint Summary:** A funeral director was concerned that a funeral home was making misleading statements in their radio advertisements regarding prearranged funerals.

**Investigation:** The Investigator spoke with the complainant and the Public Utilities Board and reviewed the advertisements.

**Board's decision:** The Board determined that no breach had occurred. It sent a letter to the funeral home advising them that the advertisement could be misleading and recommended that it review the Code of Ethics. The complaint file was then closed.

### Complaint #2011-04

**Complaint Summary:** A consumer complained that a funeral director's behavior added stress to an already difficult situation.

**Investigation:** The Investigator contacted the funeral director who then wrote a letter of explanation to the complainant. The complainant was satisfied with this response.

**Board's decision:** The Board determined that no breach had occurred and the file was then closed.

### Complaint #2011-05

**Complaint Summary:** A funeral director complained that a funeral home was advertising and using the phone number of a closed funeral home which he didn't own.

**Investigation:** The Investigator spoke to the complainant and a representative of MTS Business Services. He found that the number was rented through MTS when the funeral director was making arrangements to purchase the funeral home. Although the purchase did not occur, he ended up keeping the telephone number.

**Board's decision:** The Board determined that none of these actions constitutes a breach of the Act and closed the file.

### Complaint #2011-06

**Complaint Summary:** In an email, a consumer alleged that she did not receive the Board's brochure when she attended five different funeral homes.

**Investigation:** The Investigator contacted each funeral home named in the complaint who each indicated that they had no knowledge of the complainant's visit. Attempts to contact the complainant for more information went unanswered and a written and signed complaint was never received.

**Board's decision:** It was determined that there was not sufficient evidence to proceed further. The Board sent letters to the involved funeral homes reminding them of the importance of providing the brochure. The complaint file was then closed.

### Complaint #2011-07

**Complaint Summary:** Consumer alleged that the funeral director making arrangements for her mother's funeral service was not well prepared.

**Investigation:** The Investigator found that the funeral director was a second year student who had failed to provide the Board's brochure to the family. The Investigator spoke with the student's sponsor who advised that the student wouldn't make any more arrangements until he was better prepared.

**Board's decision:** The Board decided this was a training issue and accepted the sponsor's response. The complaint file was closed.

### Complaint #2011-08

**Complaint Summary:** An executor and next-of-kin were upset that the deceased was removed from hospital by a funeral home without permission.

**Investigation:** The Investigator found that there was a misunderstanding between the funeral director and the family. As a result of this error, the funeral home has changed its policies to ensure that this does not happen again.

**Board's Decision:** The Board found that the corrective action taken by the funeral home was sufficient and closed the file.

### Complaint #2011-09

**Complaint Summary:** A father was concerned about the amount owing on the invoice sent to Family Services. The father paid the portion of the invoice not covered by Family Services but wanted to know which services they were charged and at what amount.

**Investigation:** The Investigator spoke to the Program Standards Manager who determined that Family Services had been overcharged. The Manager spoke to the funeral director who has refunded the difference. Family Services wrote a letter to the complainant advising of the outcome.

**Board's Decision:** The Board was satisfied with all actions taken and closed this file.

### Complaint /2011-10

**Complaint Summary:** A consumer alleged a funeral director sent an inappropriate email to the complainant.

**Investigator:** The investigator attempted further contact but the complainant advised that they did not want to get involved further. The Investigator also spoke to the funeral director who confirmed that he had sent the email. Due to lack of evidence and the complainant's refusal to be involved, no further action is possible.

**Board's Decision:** The Board sent a letter to the funeral director reminding him of his responsibility under the Code of Ethics. The file was then closed.

### Complaint # 2011-11

**Complaint Summary:** A consumer alleged a discrepancy in fees being charged by various funeral homes and a lack of information provided regarding legal matters.

**Investigation:** The Investigator spoke with the complainant and advised them that the Funeral Board of Manitoba does not regulate fees charged by funeral homes but does often include an information handout regarding legal matters. No breach had occurred and the complainant was satisfied with the explanation.

**Board Decision:** The file was closed.

### Complaint #2011-12

**Complaint Summary:** A consumer alleged he was being harassed by a collection agency sent to collect money by a funeral home.

**Investigation:** The Investigator determined that consumer did owe the funeral home for a funeral and it was within its right to attempt to collect.

**Board Decision:** The Board determined that no breach occurred and the file was closed.

### Complaint #2011-13

**Complaint Summary:** A consumer was concerned about the additional charges assessed by a funeral home for the cremation of his family member.

**Investigation:** The Investigator found that it is common practice to charge additional fees for obese bodies or those holding additional fluid as these require constant supervision of the retort during the cremation.

**Board decision:** The Board determined that no breach had occurred and sent a letter to the complainant advising of this and closed the file.



### Complaint #2011-14

**Complaint Summary:** A funeral director complained that the map and information on another funeral home's website were misleading or could be misinterpreted by the general public.

**Investigation:** The Investigator reported that the map and information could lead the public to believe that a funeral home was operating in a town, when it is not.

**Board decision:** The Board directed the funeral home to modify its website. When that was done, the Board closed the complaint file.

### Complaint #2011-15

**Complaint Summary:** A complaint was received via email regarding a prearranged funeral plan.

**Investigation:** The complaint was regarding a prearranged funeral plan and as such is not under the Board's authority.

**Board decision:** The Funeral Board of Manitoba had no jurisdiction and referred the file to the Public Utilities Board (PUB). The complainants decided not to pursue the matter with the PUB and the complaint file was closed.

### Complaint #2011-16

**Complaint Summary:** A complainant had concerns regarding a funeral director's conduct and his choice of words when speaking to families of the deceased.

**Investigation:** The Investigator found that no breach of the Act occurred.

**Board decision:** The Board sent a letter to the funeral director cautioning him about his behavior and the complaint file was closed.

### Complaint #2011-17

**Complaint Summary:** A consumer alleged that a funeral home's advertising brochure was misleading.

**Investigation:** The brochure stated the Manitoba government is considering implementing the Harmonized Sales Tax. Through the investigation, it was revealed that the Government of Manitoba had evaluated the impact of harmonization in Manitoba in 2009 and the statement in the brochure was therefore correct.

**Board decision:** The Board determined that this was not misleading and closed the file.

### Complaint #2011-18

**Complaint Summary:** A funeral director complained that another funeral home has no separate embalming room and he believed this to be a breach of the Act.

**Investigation:** Providing no embalming is being done at that location, no embalming room is required under the Act.

**Board decision:** The Board sent a letter to the complainant advising of this and the file was closed.

### Complaint #2011-19

**Complaint Summary:** A consumer alleged that the deceased was transferred to a funeral home without consent.

**Investigation:** It is determined that three parties were responsible for the unknowing breach.

**Board decision:** The Board determined that the parties all contributed to the misunderstanding and closed the file.

Note: As a result of this and previous complaints, the Board implemented a policy which requires funeral homes to complete a "First Call Sheet" and keep it on file for five years. This sheet will ensure that proper permission is received prior to the deceased being transferred to a funeral home. The Board sent written notice to all funeral homes advising of the new policy.