



Funeral Board of Manitoba
Conseil des services funéraires
du Manitoba

2013 Annual Report

December 31, 2013

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II – Funeral Board Profile

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 and embalmer provide proof of having completed 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 embalmers, and funeral 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 inspector receives the complaint, collects and evaluates evidence, then presents the findings objectively in a clear and concise manner.

The Board continues to work on the changes to *The Prearranged Funeral Services Act* regulation. When the changes are proclaimed, administration of the Act will be transferred from the Public Utilities Board to the Funeral Board of Manitoba. The Government is also planning to transfer *The Cemeteries Act* to the Board. This will consolidate the administration of funeral services under one regulatory 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

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 cemetery owners and funeral directors and/or embalmers provide complete, consistent and transparent services to all clients.

Compliance

The Funeral Board of Manitoba ensures cemetery owners, 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 both 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

In 2013, the Minister of Tourism, Culture, Heritage, Sport and Consumer Affairs 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 personal development and attend conferences, tribunal training and governance training seminars wherever possible.

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. The 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.

The Education Committee was created and 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 two licensees were appointed to the committee to represent the rest of the profession.

Professional Education

The Act requires all funeral directors to take six hours of continuing education each year. All funeral directors fulfilled this requirement. The Funeral Board approved 10 courses for Continuing Education.

The Act also requires that the Board approve a school for education and training of students. After several years of development, and consultation with profession and other stakeholders, Red River College was appointed as the only approved school for the education of Funeral Directors and Embalmers in the Province of Manitoba.

Communication

The Funeral Board of Manitoba has published a brochure which all funeral directors must provide to clients and individuals who make inquiries. In 2013 the Board distributed hundreds of brochures to funeral homes, free of charge.

The Funeral Board also has an active website which has information about processes, education, hearings and other matters related to the funeral profession.

III – MANAGEMENT REPORT

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 July 18, 2014.

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



Ljuba Keenan, CMA for
Susan Boulter, Chairperson

July 18, 2014

IV – AUDITOR’S REPORT



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, 2013, and the statements of operations, change in net 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 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, 2013, and the results of its operations, changes in net debt, and its cash flows for the year then ended in accordance with Canadian public sector accounting standards.

IV – AUDITOR’S REPORT (Continued)

Emphasis of Matter

Without qualifying our opinion, we draw attention to note 11 in the financial statements which indicates the Funeral Board of Manitoba has incurred annual losses in the last several years and has an accumulated deficit. These conditions indicate 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

Office of the Auditor General
July 18, 2014
Winnipeg, Manitoba

V – Audited Financial Statements

FUNERAL BOARD OF MANITOBA Statement of Financial Position As at December 31, 2013

	<u>2013</u>	<u>2012</u>
FINANCIAL ASSETS		
Cash (note 4)	\$ 83,908	\$ 65,844
Total Financial Assets	<u>83,908</u>	<u>65,844</u>
LIABILITIES		
Accounts payable and accrued liabilities (note 8)	79,408	37,562
Deferred revenue	90,250	84,950
Total Liabilities	<u>169,658</u>	<u>122,512</u>
NET DEBT	<u>(85,750)</u>	<u>(56,668)</u>
NON-FINANCIAL ASSETS		
Supplies Inventory	2,231	-
	<u>2,231</u>	<u>-</u>
ACCUMULATED (DEFICIT)	<u>\$ (83,519)</u>	<u>\$ (56,668)</u>

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

Approved on behalf of The Funeral Board of Manitoba



Susan Boulter
Chairperson



Board Member

FUNERAL BOARD OF MANITOBA
Statement of Operations
For the year ended December 31, 2013

	2013		2012
	Budget	Actual	Actual
REVENUE			
Funeral Home Licences	\$ 42,000	\$ 44,000	\$ 45,000
Funeral Director and Embalmer Licences	54,000	51,450	52,050
Interest and Miscellaneous Income	-	8,454	3,174
Total Revenue	<u>96,000</u>	<u>103,904</u>	<u>100,224</u>
EXPENSES			
Administration Charges (note 7)	24,000	24,000	24,000
Audit	3,500	3,776	3,400
Board Meetings	3,600	2,009	3,642
Communications	8,400	7,359	17,976
Conferences	3,300	1,234	3,312
Honoraria - Board Members	5,450	3,488	5,014
Legal Fees	10,000	17,702	9,697
Miscellaneous	2,000	525	2,166
Office Supplies, Printing and Postage	1,500	2,856	1,207
Salaries and Benefits	60,760	61,356	60,294
Travel	3,000	6,450	3,579
Total Expenses	<u>125,510</u>	<u>130,755</u>	<u>134,287</u>
Surplus (Deficit)	<u>(29,510)</u>	<u>(26,851)</u>	<u>(34,063)</u>
Accumulated (Deficit), beginning of period	(56,668)	(56,668)	(22,605)
Accumulated (Deficit), end of period	<u>\$ (86,178)</u>	<u>\$ (83,519)</u>	<u>\$ (56,668)</u>

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

FUNERAL BOARD OF MANITOBA
Statement of Change in Net Debt
For the year ended December 31, 2013

	2013		2012
	Budget	Actual	Actual
Surplus (Deficit)	\$ (29,510)	\$ (26,851)	\$ (34,063)
OTHER NON-FINANCIAL ASSETS			
Acquisitions of Supplies Inventory	-	(2,348)	-
Consumption of Supplies Inventory	-	117	-
Decrease/ (Increase) Supplies Inventory	-	(2,231)	-
DECREASE (INCREASE) IN NET DEBT	(29,510)	(29,082)	(34,063)
NET DEBT, beginning of period	(56,668)	(56,668)	(22,605)
NET DEBT, end of period	\$ (86,178)	\$ (85,750)	\$ (56,668)

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, 2013

	2013	2012
Cash flow provided by (applied to):		
Operating		
Surplus (Deficit), for the period	\$ (26,851)	\$ (34,063)
 Change in:		
Supplies inventory	(2,231)	-
Accrued interest receivable	-	45
Accounts payable and accrued liabilities	41,846	19,679
Deferred revenues	5,300	(2,850)
	18,064	(17,189)
 Investing		
Purchases of Guaranteed Investment Certificates	-	(45,617)
Maturities of Guaranteed Investment Certificates	-	61,067
	-	15,450
 Net (Decrease) Increase in Cash	18,064	(1,739)
Cash, beginning of period	65,844	67,583
Cash, end of period	\$ 83,908	\$ 65,844
 Supplementary information:		
Interest received, cash basis	\$ -	\$ 378

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, 2013

1.) Nature of Operations

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

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. Revenues

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.

d. Expenses

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

e. 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.

3.) Adoption of Public Sector Accounting Standards

As of January 1, 2013, the Board adopted PS 1201 *Financial Statement Presentation*, PS 3450 *Financial Instruments* and PS 2601 *Foreign Currency Translation*. These standards were required to be applied retroactively. The adoption of these new PSA standards resulted in no adjustments to previously reported amounts.

4.) 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 Board records its financial assets at cost, which include cash.

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

Gain 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 (2012 - \$ 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.

FUNERAL BOARD OF MANITOBA
Notes to Financial Statements
For the year ended December 31, 2013

4.) Financial instruments and Financial Risk Management (continued)

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.

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

	2013	2012
Cash	\$ 83,908	\$ 65,844
	<u>\$ 83,908</u>	<u>\$ 65,844</u>

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.

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.

5.) The Public Sector Compensation Disclosure Act

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

	2013	2012
Employee paid \$ 50,000 or more		
J. Delaney - Investigator	\$ 56,550	\$ 56,550
The aggregate amount paid to Board members was:		
(a) Honoraria, Board Members	\$ 4,033	\$ 4,469

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 :

	2013	2012
General	\$ 24,979	\$ 8,523
Administrative Charges	48,000	24,000
Salaries and Benefits	5,270	4,094
CRA Deductions Payable	1,159	945
	<u>\$ 79,408</u>	<u>\$ 37,562</u>

FUNERAL BOARD OF MANITOBA
Notes to Financial Statements
For the year ended December 31, 2013

9.) Budgeted Figures

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

10.) Comparative Figures

Certain 2012 figures have been restated to conform to the 2013 financial statement presentation.

11.) 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 has incurred annual losses in the last several years and as of December 31, 2013 has an accumulated deficit. The Board continues to review their financial position and the long term viability of the Board and are reviewing all options. There are sufficient funds available to continue operations for the near term. See note 12.

12.) Subsequent Event

The Board has been approved to receive funding of \$180,000 effective April 1, 2014 to March 31, 2015. The Board is required to prepare a financially sustainable plan to sustain its own costs without any funding support from the Vital Statistics Agency after March 31, 2015.

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 only has one employee but no disclosures were received in this fiscal year.

VII – 2013 Administration

Board Members

Chair Susan Boulter
Director and Chief Operating Officer
Vital Statistics Agency
Tourism, Culture, Heritage, Sport and
Consumer Protection

Members Father C. Fred Olds
Robert Clarke (Registrar)
Reverend Beth Rutherford
Darin Hoffman
Janine Ballingall Scotten

Employee

Inspector John Delaney

Administration

Administrative Assistant Denise Carrière

Financial Manager Ted Norrington (January – June)
Ljuba Keenan (November – December)

Education Committee Members

Chair Robert Clarke

Members C. Fred Olds
Darin Hoffman
TJ Burnett
Ed Coutu Jr.

MFSA Representatives Owen McKenzie
Janice Dryden
Jody Nicholson

VIII – 2013 Licenced Funeral Directors and/or Embalmers

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Adam, Alvin P.	Adam's Funeral Home Ltd. 35072 48 W Highway 244 S 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	Dobchuk Funeral Home 220 Lindsay Street McCreary MB R0J 1B0	462	462
Anderson, Stacey	Omega Funeral Home 83 Royal Road S Portage La Prairie MB R1N 1T8	1204	1204
Ardron, Kurt D.	Redpath Funeral Home 21 Main Street N Melita MB R0M 1L0	575	575
Arnason, Douglas Glen	Arnason Funeral Home 28 1st Avenue 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, 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	Cropo Funeral Chapel 1442 Main Street Winnipeg MB R2W 3V7	1009	1009
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
Bartel, Matthew Karl	Klassen Funeral Home 1897 Henderson Highway Winnipeg MB R2G 1P4	487	487
Bernat, Jaclyn	Not affiliated with a funeral home.	643	643

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Bilcowski, Rick	Minnedosa Funeral Service 34 3rd Avenue SW Minnedosa MB R0J 1E0	627	627
Binnie, Clifford E.	Cropo Funeral Chapel 1442 Main Street Winnipeg MB R2W 3V7	286	296
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 Aaron	Thomson "In the Park" Funeral Home and Cemetery 1291 McGillivray Boulevard Winnipeg MB R3T 5Y4	557	557
Buchalter, Kristin	Glen Eden Funeral Home 4477 Main Street West St. Paul MB R4A 2A8	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
Bulbuck, Perry	Braendle-Bruce Funeral Home 114 Russell Street W Russell MB R0J 1W0	362	367
Buors, Tyson	Cropo Funeral Chapel 1442 Main Street Winnipeg MB R2W 3V7	523	523
Burnett, Thomas James	Jamieson's Funeral Service 124 Patrick Street Holland MB R0G 0X0	442	442
Campbell, Dwayne M.	Campbell Funeral Home 24 2nd Street SE Hamiota MB R0M 0T0	463	463
Campbell, Malcolm S.	Campbell Funeral Home 24 2nd Street SE Hamiota MB R0M 0T0	204	238
Campbell, Missy	Wheatland Funeral Service 321 North Railway Street Pilot Mound MB R0L 1G0	1207	1207

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Carriere, Fabien Tyson	Sneath-Strilchuk Funeral Services Ltd. 502 Main Street Dauphin MB R0L 1P0	1201	1201
Casas, Percival	Glen Eden Funeral Home 4477 Main Street West St. Paul MB R4A 2A8	1005	1005
Church, Patrick	Not affiliated with a funeral home.	1208	1208
Citulsky, David P.	Omega Funeral Home 83 Royal Road S Portage La Prairie MB R1N 1T8	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 Street Dauphin MB R0L 1P0	524	524
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 Edward	Glen Eden Funeral Home 4477 Main Street West St. Paul MB R4A 2A8	445	445
Dadson, Dana G.	Dadson Funeral Home & Crematorium Ltd. 120 Highway 10A W 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 & 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. 50 - 1st Avenue Gimli MB R1A 1M8	647	647
Doyle, Patrick	Cropo Funeral Chapel 1442 Main Street Winnipeg MB R2W 3V7	624	624

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
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 Viriden MB R0M 2C0	374	377
Dutchak, Rick J.	Not affiliated with a funeral home.	401	401
Dutchyshen, Gerald A.	Sneath-Strilchuk Funeral Services Ltd. 502 Main Street Dauphin MB R0L 1P0	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 325 Main Street W Roblin MB R0L 1P0	572	572
Fjeldsted, Holly Ann	Seasons Funeral Service 576 Balsam Crescent Oakbank MB R0E 1J0	443	443
Fontaine, Rock	Not affiliated with a funeral home.	412	438
Ford, Gordon	Thomson "In the Park" Funeral Home and Cemetery 1291 McGillivray Boulevard Winnipeg MB R3T 5Y4	510	510
Friesen, Jared Ward	Not affiliated with a funeral home.	481	481
Froese, Harry	Friends Funeral Service Inc. 2146 Main Street Winnipeg MB R2V 3S5	365	370
Gagné, Christian	Desjardins Funeral Chapel 357 Des Meurons Street Winnipeg MB R2H 2N6	564	564
Gardiner, Robert B.	Neil Bardal Inc. 3030 Notre Dame Avenue Winnipeg MB R3H 1B9	206	251

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
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 Avenue 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 Boulevard Winnipeg MB R2J 4J4	555	555
Gold, Kenneth	Brockie Donovan Funeral & Cremation Services 332 - 8th Street Brandon MB R7A 3X4	1011	1011
Graham, Fred Gordon	Wheatland Funeral Service 321 North Railway Street Pilot Mound MB R0L 1G0	403	403
Grant, Darren Scott	Dadson Funeral Home & Crematorium Ltd. 120 Highway 10A W Flin Flon MB R8A 1N5	424	424
Gray, John F.	Arnason Funeral Home 28 - 1st Avenue N Ashern MB R0C 0E0	404	404
Gray, Natasha M.	Spirit Road Funeral Services Inc. House 100M, Highway 11, Sagkeeng Arena Multiplex Fort Alexander MB R0E 0P0	641	641
Grenier, Joey	Wiebe Funeral Homes Ltd. 121 - 8th Street Winkler MB R6W 4B2	489	489
Groening, Trevor	Birchwood Funeral Chapel 150 Penfeld Drive Steinbach MB R5G 1V7	625	625
Harapiak, John	Not affiliated with a funeral home.	526	526

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
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
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
Hiebert, Robert	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 & Cemetery Services 1839 Inkster Boulevard 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	Mosaic Funeral, Cremation & Cemetery Services 1839 Inkster Boulevard Winnipeg MB R2X 1R3	603	603
James, Brian L.	White's Funeral Home 271 Mountain Avenue Neepawa MB R0J 1H0	455	455
Jamieson, R. Moray	Jamieson's Funeral Services Ltd. 415 Broadway Street Glenboro MB R0K 0X0	302	309
Jesmer, Steven	Swan Valley Funeral Services Ltd. 363 Kelsey Trail (Highway 10 N) Swan River MB R0L 1Z0	1211	1211
Johnston, Craig	Doyle's Funeral Home Ltd. 10 - 4th Avenue SE Carman MB R0G 0J0	527	527
Juba, Rodney Peter Kirk	Nairn-Chyz Funeral Home 325 Main Street W Roblin MB R0L 1P0	553	553

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Kennedy, Glenn W.	Aboriginal Funeral Chapel 724 Selkirk Avenue Winnipeg MB R2W 2N3	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 Home 114 Russell Street W Russell MB R0J 1W0	413	413
Klassen, Walter	Not affiliated with a funeral home.	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.	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
Kotaska, Rick	Not affiliated with a funeral home.	425	425
Kowalchuk, Dexter	Kowalchuk's Funeral Home 99 - 2nd Street S Souris MB R0K 2C0	358	363
Kozak, Tony	Not affiliated with a funeral home.	312	327
Langrell, Lisa Joanne	Chapel Lawn Funeral Home 4000 Portage Avenue Winnipeg MB R3K 1W3	616	616
Lawson, Ryan James	Nairn-Chyz Funeral Home 325 Main Street W Roblin MB R0L 1P0	565	565

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
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 and Services 306 - 475 Provencher Boulevard 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 - 48 W Highway 244 S Notre Dame De Lourdes MB R0G 1M0	628	628
Letts, Karen L.	Jamieson's Funeral Services Ltd. 415 Broadway Street Glenboro MB R0K 0X0	530	530
Lilley, Shane	Glen Eden Funeral Home 4477 Main Street West St. Paul MB R4A 2A8	600	600
Loehmer, Kenneth E.	MacKenzie Funeral Service 336 - 2nd Avenue Arborg MB R0C 2Z0	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 Margaret-Ann	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 Jean	Glen Lawn Funeral Home 455 Lagimodiere Boulevard Winnipeg MB R2J 4J4	504	504
MacKenzie Kresnyak, Roshelle	MacKenzie Funeral Services - Balmoral Box 109 Balmoral MB R0C 0H0	597	597
Magill, Alicia L.	Not affiliated with a funeral home.	561	561
Matikka, Mark	Glen Eden Funeral Home 4477 Main Street West St. Paul MB R4A 2A8	598	598

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
McCrae, Allan H.	Memories Chapel & Pre-Planning Centre 330 - 18th Street N Brandon MB R7A 7P3	299	304
McKenzie, Owen	McKenzies Portage Funeral Chapel 56 Royal Road S Portage La Prairie MB R1N 1T6	531	531
McMillan, Jason	Thomson "In the Park" Funeral Home and Cemetery 1291 McGillivray Boulevard Winnipeg MB R3T 5Y4	517	517
Meilleur, Caitlin	Green Acres Funeral Home and Cemetery 1 Green Acres Lane Springfield MB R2C 2Z3	644	644
Mellen, Joshua	Green Acres Funeral Home and Cemetery 1 Green Acres Lane Springfield MB R2C 2Z3	645	645
Mercier, Jean-Guy L.	Not affiliated with a funeral home.	505	505
Mikawos, Erica	Thomson "In the Park" Funeral Home and Cemetery 1291 McGillivray Boulevard Winnipeg MB R3T 5Y4	611	611
Moffit, Ronald Kenneth	Ronald Moffit Memorial Services 306 Saskatchewan Avenue E Portage La Prairie MB R1N 0K8	271	156
Monkman, Curtis E.	Monkman Family Funeral Home 447 Selkirk Avenue Winnipeg MB R2W 2M4	609	609
Moroz, John William	Brockie Donovan Funeral & Cremation Services 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 325 Main Street W Roblin MB R0L 1P0	315	315
Nairn, Robert Paul	Nairn-Chyz Funeral Home 325 Main Street 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
Nichol, Garth	Wheatland Funeral Service 321 North Railway Street Pilot Mound MB R0L 1G0	323	324

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Nichol, Matthew	Wheatland Funeral Service 321 North Railway Street Pilot Mound MB R0L 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 and Cemetery 1291 McGillivray Boulevard Winnipeg MB R3T 5Y4	533	533
Pascal, Leslie (Coutts)	Memories Chapel & Pre-Planning Centre 330 - 18th Street N Brandon MB R7A 7P3	636	636
Paterson, Bryce R.	Braendle-Bruce Funeral Home 114 Russell Street W Russell MB R0J 1W0	612	612
Paull, Dana	Paull Funeral Home Inc. 506 - 2nd Street N Swan River MB R0L 1Z0	548	548
Pegoski, Steve	MacKenzie Funeral Home 433 Main Street Stonewall MB R0C 2Z0	482	482
Pritchard, David Earl	Bardal Funeral & Crematorium 843 Sherbrook Street Winnipeg MB R3A 1M6	128	128
Pysyk, Pamela	Sobering Funeral Chapel & Crematorium 1035 Park Avenue E Beausejour MB R0E 0C0	1205	1205
Racette, Abilene	Clarke's Funeral Home 102 Dennis Street W Gladstone MB R0J 0T0	646	646
Raffray, Ryan A.	Sneath-Strilchuk Funeral Services Ltd. 502 Main Street Dauphin MB R0L 1P0	483	483
Redpath, Neil D.	Redpath Funeral Home 21 Main Street N Melita MB R0M 1L0	512	512
Reid, William Allan	Not affiliated with a funeral home.	129	129
Reimer, Mark	Doyle's Funeral Home Ltd. 10 - 4th Avenue SE Carman MB R0G 0J0	590	590
Richardson, Carol Ann	Not affiliated with a funeral home.	650	650
Robinson, Rayna	Wheatland Funeral Service 321 North Railway Street Pilot Mound MB R0L 1G0	617	617

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
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
Satterthwaite, Jeannine M.	Not affiliated with a funeral home.	631	631
Schneider, Vernon L.	Memories Chapel & Pre-Planning Centre 330 - 18th Street N Brandon MB R7A 7P3	263	289
Siebold, Elizabeth Anne	Sobering Funeral Chapel & Crematorium 1035 Park Avenue 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 102 Dennis Street W Gladstone MB R0J 0T0	514	514
Smith, Brittany	Not affiliated with a funeral home.	1006	1006
Smith, Paul F.	Smith Funeral Home 113 Lake Street S Deloraine MB R0M 0M0	369	374
Sobering, Douglas B.	Sobering Funeral Chapel & Crematorium 1035 Park Avenue E Beausejour MB R0E 0C0	247	270
Sobering, Marlene	Sobering Funeral Chapel & Crematorium 1035 Park Avenue E Beausejour MB R0E 0C0	380	383
Sobering, Steven	Sneath-Strilchuk Funeral Services Ltd. 502 Main Street Dauphin MB R0L 1P0	536	536
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
Steen, Graham Ashley Roy	Not affiliated with a funeral home.	1206	1206

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
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
Sworyk, Michael	Mosaic Funeral, Cremation & Cemetery Services 1839 Inkster Boulevard Winnipeg MB R2X 1R3	215	256
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 Boulevard Winnipeg MB R2J 4J4	474	474
Tardiff, Helene	Cropo Funeral Chapel 1442 Main Street Winnipeg MB R2W 3V7	356	361
Tetreault, Yvon	Desjardins Funeral Chapel 357 Des Meurons Street Winnipeg MB R2H 2N6	291	286
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 George	Sneath-Strilchuk Funeral Services Riverside Road RM of Dauphin MB R0L 1P0	381	384
Unger, Brad	Birchwood Funeral Chapel 150 Penfeld Drive Steinbach MB R5G 1V7	648	648
Vergunst-Duijvestijn, Bianca	Brockie Donovan Funeral & Cremation Services 332 - 8th Street Brandon MB R7A 3X4	1202	1202
Vogiatzakis, Michael	Voyage Funeral Home & Crematorium 1577 Pembina Highway Winnipeg MB R2L 0L4	554	554
Vogt, Adina	Friends Funeral Service Inc. 2146 Main Street Winnipeg MB R2V 3S5	618	618

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Wagner, Darren	Omega Funeral Home 83 Royal Road S Portage La Prairie MB R1N 1T8	473	473
Wall, Corey R.	Wiebe Funeral Home Altona Ltd. 216 Centre Avenue E Altona MB R0G 0B0	571	571
Wankling, Richard A.	Thomson "In the Park" Funeral Home and Cemetery 1291 McGillivray Boulevard Winnipeg MB R3T 5Y4	406	406
Webster, James Gardiner	Swan Valley Funeral Services Ltd. 363 Kelsey Trail (Highway 10 N) Swan River MB R0L 1Z0	274	292
Webster, Jodene	Brockie Donovan Funeral & Cremation Services 332 - 8th Street Brandon MB R7A 3X4	1203	1203
Wenzel, Karl David	Not affiliated with a funeral home.	649	649
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, Cemetery & Crematorium 1800 Day Street Winnipeg MB R2C 1E8	587	587
White, Brian	Not affiliated with a funeral home.	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
Wiebe, Jeffrey Philip	Morris Funeral Home 136 James Avenue W Morris MB R0G 1K0	272	294
Wiebe, Richard C.	Wiebe Funeral Homes Ltd. 121 - 8th Street Winkler MB R6W 4B2	521	521
Wiebe, Terrance W. H.	Wiebe Funeral Home Altona Ltd. 216 Centre Avenue E Altona MB R0G 0B0	275	299
Wilson, Kiley	Wiebe Funeral Homes Ltd. 121 - 8th Street Winkler MB R6W 4B2	538	538

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Wojcik, Richard A.	Wojcik's Funeral Chapel & Crematorium 2157 Portage Avenue Winnipeg MB R3J 0L4	407	407
Yanke, Sara	Not affiliated with a funeral home.	1004	1004

IX – 2013 Certificates of Qualification

LICENSEE	FUNERAL HOME OF EMPLOYMENT	EMB	FD
Campbell, Missy	Wheatland Funeral Service 321 North Railway Street Pilot Mound MB R0L 1G0	1207	1207
Jesmer, Steven	Swan Valley Funeral Services Ltd. 363 Kelsey Trail (Highway 10 N) Swan River MB R0L 1Z0	1211	1211
Rybak, Stan	Chapel Lawn Funeral Home 4000 Portage Avenue Winnipeg MB R3K 1W3	1210	1210
Scott, Rhonda	Dadson Funeral Home & Crematorium Ltd. 120 Highway 10A W Flin Flon MB R8A 1N5	1213	1213
Tarnowski, Anthony	Bardal Funeral & Crematorium 843 Sherbrook Street Winnipeg MB R3A 1M6	1212	1212
Unrau, Ronnie	Birchwood Funeral Chapel 150 Penfeld Drive Steinbach MB R5G 1V7	1219	1219

X – 2013 Cemeteries and Crematoria

On December 5, 2013, administration of *The Cemeteries Act* was transferred to the Funeral Board of Manitoba, however all cemeteries, crematoria, mausoleums and columbaria were licensed by the Public Utilities Board from April 1, 2013 to March 31, 2014.

XI – Hearings, Complaints, Reprimands and Fines

The Funeral Directors and Embalmers Act requires the Board to report all hearings, complaints, reprimands and fines. The Funeral Board of Manitoba assumed responsibility of the Cemeteries Act on December 5, 2013 and will begin to accept complaints in 2014.

The complaint process is an important tool in monitoring all 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.

The Board held hearings in 2013 and received 20 complaints from consumers and opened 6 administrative inquiries. Below is a breakdown of these events by calendar year.

	2008	2009	2010	2011	2012	2013
Hearings	-	-	1	1	0	1
Administrative Inquiries	-	-	-	-	4	6
Complaints	7	12	21	19	32	20
Reprimands	-	-	1	1	0	3
Fines	-	-	0	1	0	3

The following is a brief overview of the hearings and the statistics regarding the amount of administrative inquiries and complaints files.

HEARINGS

Administrative Inquiry #2013-01

Summary: In December, 2011, the Rock Fontaine applied to renew his Funeral Director and Embalmer Licence but no proof of having completed any continuing education was received. On January 16, 2012, a letter was sent to the Licensee asking for proof but none was received until March 20, 2012. Mr. Fontaine was not licensed to practice in Manitoba from January 1 until March 19, 2012.

Also, on January 8, 2013, a letter was sent to Rock Fontaine advising that although confirmation of him having completed 4.5 out of the required 6 continuing education credit hours had been received, his application for renewal with prescribed fee had not. The letter further advised him that he was not licensed to practice. The licensee was asked to submit proof of having completed an additional 1.5 continuing education credit hours, along with a licence renewal form, prescribed fee and applicable late payment fee. On January 14, 2013, a subsequent letter was but the Board only received proof of the continuing education and his late payment on January 29, 2013.

Investigation: The Investigator reviewed Mr. Fontaine's work history during the unlicensed periods and found that he had acted as a funeral director by making arrangements with families and contracting two other funeral homes to provide him with embalming and/or cremation services.

Disposition:

- The Panel found that the Licensee failed to meet the requirements for continuing education

under sections 8.1(f) and 8.2 of *The Funeral Directors and Embalmers Regulation* and continued to work as a funeral director from January 1 to March 19, 2012, without a licence contrary to section 8(1) of *The Funeral Directors and Embalmers Act*

- The Panel found that the Licensee failed to meet the requirements for continuing education as required under sections 8.1(f) and 8.2 of *The Funeral Directors and Embalmers Regulation* and continued to work as a funeral director from January 1 to 23, 2013, without a licence contrary to section 8(1) of *The Funeral Directors and Embalmers Act*.
- The Panel found it appropriate, that in this case, the Board order Rock Fontaine be fined \$1,000.00 and ordered to pay \$600.00 in costs for the first contravention and that he be fined \$1,500.00 and ordered to pay \$600.00 in costs for the second contravention.

Administrative Inquiry #2013-02

Summary: On December 13, 2012, the Board received Gord Wevursky's renewal package but it did not include proof of having completed the required continuing education. However, it did include a notation stating "WILL DO IT ON LINE ASAP".

On December 31, 2013, the Board contacted Mr. Wevursky again reminding him that he had to submit proof of continuing education. Another letter was sent on January 8, 2013 with another reminder and advising that proof and the late payment fee was required without delay. This letter also contained a notice to Mr. Wevursky that he was not licensed to practice in the Province of Manitoba and should refrain from doing so.

Investigation: On February 12, 2013 the Inspector examined the Mr. Wevursky's January and February 2013 files which indicated that he had provided services in at least eight funeral arrangements while unlicensed.

Disposition: The Panel found that the Licensee did not comply with section 8.1(f) of *The Funeral Directors and Embalmers Regulation* because he failed to meet the requirements of continuing education and continued to work as a funeral director from January 1 to February 19, 2013 without a licence contrary to Section 8(1) of the Act.

The Panel found it appropriate, that in this case, the Board order the Gord Wevursky pay \$1,000, comprising a portion of the costs and a fine, as it was his first appearance before the Board on a disciplinary matter and he had expressed remorse and apologized.

Complaint #2012-26

Summary: The Board received a letter of complaint advising that the complainant had attended a funeral home to obtain information but was not given a general price list or the Board's brochure. The complaint indicated that the information was for her mother who had been placed in palliative care.

Investigation: On August 27, 2012 the Inspector went to the complainant's address to interview her but discovered that the complainant did not reside at this address but that it was the address of Carol Richardson, a licenced funeral director and embalmer, and that the

complainant named on the complaint form was actually Carol Richardson's niece. The Inspector spoke to the niece who advised that she had not made a complaint or completed a complaint form.

On September 5, 2012 at about 10:35 am the Inspector attended Wojcik's Funeral Home with Denise Carrière, Board Assistant, and met with Carol Richardson to question her about the peculiar situation. During the interview, Ms. Richardson stated that she knew the reason we were there. The Inspector showed her the complaint and she verbally admitted to making the false report and signing her niece's name.

When asked why she did this, Ms. Richardson stated that she was outraged and frustrated by her experiences with grieving families having had problems dealing with other funeral homes.

Disposition: The Panel found that Carol Richardson failed to adhere to section 4 of the Code of Ethics by failing to maintain respect for the profession, and particularly subsection 4(f) by not maintaining a high level of professional courtesy and being respectful to colleagues. As a result, she contravened section 16.1(2) of *The Funeral Directors and Embalmers Act*.

The Panel found it appropriate, that in this case, Ms. Richardson be suspended for one month, fined \$3,000.00 and ordered to pay \$600.00 in costs.

Administrative Inquiries

An administrative inquiry is a file initiated by the Board's administrative staff when it appears that a licensee has failed to comply with a statutory or regulatory requirement. It enables the Inspector to investigate possible non-compliance issues.

There were six administrative inquiry files opened in 2013. Two matters were heard and one was sent for hearing which will be held in 2014. The other three files were dealt with by the Board and subsequently closed.

Complaints

In 2013, the Board received twenty complaints and opened files. Eleven files were dealt with by the Board and closed. One complaint was withdrawn by the complainant, while the complainant and licensee resolved another matter between themselves. Two other complaint files were sent to hearing, which will be held in 2014. All complainants and licensees are sent written notification of the outcome of their complaints.