



## Frequently Asked Questions First Call Sheet

**Q. What is the purpose of the First Call Sheet?**

**A.** The purpose of the First Call Sheet is two-fold. First, to ensure all pertinent information is captured and second, to protect the profession and the people they serve.

**Q. Must the required sections be completed during the first call?**

**A.** No, you might not be able to get all the information. As long as the required sections are completed prior to filing the form, you've fulfilled your obligation.

**Q. Who is the "caller"?**

**A.** The caller is the person who first contacts a funeral director regarding the deceased.

**Q. Who is the "informant"?**

**A.** The informant is the person who provides the deceased's vital information and confirms the information you have captured on the First Call Sheet by reviewing and signing it.

**Q. Must the "caller" and "informant" be the same person?**

**A.** They can be the same person but don't have to be. The caller is whoever contacts you to acknowledge the death and possibly request transfer of the deceased; while the informant is the person confirming the deceased's vital information such as, date of birth, place of death, etc...

**Q. Must I carry a First Call Sheet with me at all times, even when attending functions?**

**A.** No, as long as the information is captured in writing and later transposed onto a First Call Sheet.

**Q. Who is authorized to approve the transfer of the deceased?**

**A.** The family of the deceased or a designated representative can authorize the transfer, providing you capture their information as required on the First Call Sheet. (Section 2 (b) of the Code of Ethics)

**Q. Do health care institutions have a responsibility to ensure they release the deceased to the appropriate person?**

**A.** The Funeral Board of Manitoba administers *The Funeral Directors and Embalmers Act*, and has no jurisdiction over health care institutions. As stated in section 2 (b) of the Funeral Directors and Embalmers Code of Ethics, "...funeral directors must take possession, or seek to take possession, of a deceased person only when authorized by the family or designated representative".



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**Q. Where do I get the “Name of Physician or Medical Examiner”?**

**A.** If the deceased is in a palliative care situation, you may receive a letter from their physician notifying you, and this is the name you would indicate on the First Call Sheet.

**OR**

**A.** If the Office of the Chief Medical Examiner is involved with the death, the Investigator’s name would be used.

**Q. Why is an “email address” required under section B of the First Call Sheet?**

**A.** We ask for as much information as can be provided as it is important to make every attempt to contact the “Informant” when required. We do understand that not everyone has an email address and this field may be left blank.

**Q. Must we use the First Call Sheet we received in the mail?**

**A.** This sheet was sent as a “sample” which is available in the Microsoft Word format on the Board’s website at [www.funeraldirectorsboard.mb.ca](http://www.funeraldirectorsboard.mb.ca) should you wish to use it. It can be altered to include your company logo and contact information provided you maintain the “REQUIRED” fields. Although you don’t have to use this specific form, the “REQUIRED” fields must be included on whatever version of the form you use or wish to create. If you already use a First Call Sheet, please ensure that the “REQUIRED” information is included and if so, no changes are necessary.

**Q. Why do we have to keep the First Call Sheet for five years?**

**A.** As section 13.1(3) of *The Funeral Directors and Embalmers Act* states that a complaint may be made in writing to the Chair about a funeral director or embalmer within five years. The First Call Sheet will provide detailed information when memories have faded. This policy was implemented to protect both the profession and the families they serve.

**Q. Has the First Call Sheet policy been included in the Compliance Process?**

**A.** The First Call Sheet policy now forms a part of the Record Keeping Report that the Inspector completes during the Compliance Audit visit.

**Q. Who was consulted in the creation of the First Call Sheet?**

**A.** The Funeral Board of Manitoba, (which has two funeral directors) created this form using samples from various funeral homes as the basis for the format. It was reviewed and approved by all members of the Board.

For any questions or concerns not covered on this list, please contact the Funeral Board of Manitoba directly via email to [funeralboard@gov.mb.ca](mailto:funeralboard@gov.mb.ca) or by calling 204-947-1098.