



May, 2012

All Manitoba Funeral Homes

Dear Sir/Madam:

Over the last two years, the Funeral Board of Manitoba has received several complaints about funeral homes taking possession of deceased people without consent of the next of kin. In these cases, it appears that the funeral director *thought* he/she had permission, but the family member has indicated that they had not provided it. The investigations have found that the funeral director has often not had any records to support his position, or the records were cursory at best.

The Code of Ethics requires a funeral director to ensure he/she has permission, preferably in writing, but many are not getting this until the first face-to-face meeting.

Therefore at the March meeting, the Board agreed that all funeral directors **must** use a First Call sheet to record the call, and has identified mandatory fields for those forms. If you do not use a First Call sheet, the Board has developed a template which can be found at [www.funeraldirectorsboard.mb.ca](http://www.funeraldirectorsboard.mb.ca) and can be adapted to your practice. If your business already uses a First Call sheet, please ensure that the fields marked 'REQUIRED' on our template are included on your forms.

The Funeral Board of Manitoba also directs that your funeral home retain the First Call sheet on your files for a minimum of five years. This request will now form part of the check for compliance during Compliance Audits.

The Funeral Board of Manitoba believes that funeral directors do their utmost to provide outstanding service, and the Board is implementing this policy to reduce confusion and complaints about the profession.

Sincerely,

Susan Boulter  
Chair