



DISPATCH NEWSLETTER

LEADERSHIP EDUCATION INFORMATION

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CALL TO ACTION — HST

The CCABC distributed an email to all members on June 18, 2010 regarding **HST being applicable on Interment Rights as of May 1, 2010**. If you did not receive this 'Call to Action' email, please contact the CCABC office. The CCABC has drafted a letter for your information, resource and use.

Each CCABC member is being strongly urged to participate in communicating with Provincial and Federal Finance Departments, **before June 30, 2010**, in requesting the government provide relief from the application of HST to the sale of interment rights up to July 1, 2010.

The action we jointly take can make a difference for cemetery

operations across British Columbia and Ontario.

On May 27, 2010 the Canada Revenue Agency (CRA) released a GST/HST Info Sheet related directly to Prepaid Funeral and Cemetery Arrangements, and [Interment Rights](#).

This document states that HST is applicable on Interment Rights, both preneed and at need, as of May 1, 2010, and anyone offering interment rights will be required to self-assess the provincial portion of the HST for the months of May and June 2010.

No official distinction was forthcoming from HST transition officials differentiating the 'right of interment' from "property" until May 27, 2010; fully 4

weeks after HST implementing legislation had been passed in BC.

Cemetery operators in BC believe that all services and "property" as per Notice 247—including interment rights—should be treated and deemed equal during the transition period and should thus be exempt from the application of HST.

Please read the following CRA HST information:

[Notice 247](#)
[GI-074 May 2010—GST/HST Info Sheet](#)

Each cemetery operation, regardless of size, is strongly encouraged to participate.

Together, we can make a difference!

2010–2011 CCABC BOARD OF DIRECTORS

The 2010–2011 CCABC Board of Directors were elected at the Annual General Meeting held on April 15, 2010 in Victoria BC.

Back Row (left to right): Sandy Van Der Meer, John Chasca, Jon McDonald, Frank Scaglione, Blair Wallin, Dorothy Bell, Angela Hollaus (Administrator) and Bob Shumka.

Front Row (left to right): Debbie Sproule, Kevin Bunnett, Jarma Del Rosario and Sandra Hewitson.

Absent: Rob Hilton and Andrea Spyker.



WELCOME 2010–2011 NEW BOARD MEMBERS

The CCABC is excited to announce the following new Board members elected at the CCABC Annual General Meeting held on April 15, 2010 in Victoria, BC.



Dorothy Bell has over 30 years experience working in Municipal government.

She is currently the Cemetery clerk for the City of Abbotsford's four cemeteries and is working towards her Municipal Government Certificate.

She has completed one year at the ICCFA University in Memphis and looks forward to her second year this summer.

Dorothy is also heavily involved with the Canadian Red Cross as a Master Instructor trainer.



Jon McDonald began his 35-year municipal career with the Corporation of Delta in 1975.

Jon joined the City of New Westminster as the Streets Supervisor in 1985 and was appointed to the position of Operations Manager in 1988.

He holds professional memberships with the CCABC and the British Columbia Public Works Association.

In his leisure time Jon enjoys travelling throughout Canada and the US on his Harley.



Robert (Bob) Shumka is a Director with the Catholic Cemeteries of the Archdiocese of Vancouver.

Bob earned his B. Comm. at UBC.

His work experience involves Senior management positions in the food processing industry.

Bob is married and has 3 children and 4 grandchildren.

His interests include golf and gardening.



Andrea Spyker has been employed in the cemetery industry for almost 11 years, working at Cedar Valley Memorial Gardens in Nanaimo for the past 8 years.

She started in the business as a preneed and cemetery sales Representative and became the Branch Manager at Cedar Valley Memorial Gardens in 2008.

Andrea lived on the Mainland for most of her life, growing up in Surrey, but has been enjoying life on Vancouver

Island since 2002.

Before working in the cemetery sales industry, she operated her own small business, a secretarial company, while attending university at the same time.

Andrea has an Arts Degree with a triple minor in Psychology, Sociology and Gerontology from Simon Fraser University.

She has raised one daughter, Adrianna, who is 21 years old and is currently attending university, and works as a Life Guard and a swimming instructor. She also coaches and plays volleyball.

Andrea's current hobbies include Yoga and fitness. She also plays recreational softball in a local league.

She enjoys camping, hiking and hunting, as well as target shooting.

MONSIGNOR NUNZIO DEFOE 2009 SERVICE RECOGNITION AWARD PRESENTED TO MARCEL BOURASSA

Each year the CCABC membership recognizes a CCABC member who has made a significant contribution to the CCABC, their community or nation.

Rob Hilton, CCABC Director (supplier representation), presented the 2010 Monsignor Nunzio Defoe Service Recognition Award to **Marcel Bourassa**, City of Kamloops, at the CCABC/FSABC joint annual convention in April.

Marcel completed, with his retirement in December 2009, a 35-year career with the City of Kamloops. His last position was as cemetery

crew leader, a role he held with inherent pride, providing exemplary service to Kamloops' families.

Marcel is considered dedicated, innovative, always helpful and is well respected by his peers, managers and cemetery clientele. He was instrumental in making the City of Kamloops cemeteries well recognized provincially for the high standard of maintenance and service levels provided at these key public amenities.

In addition, Marcel was an active CCABC Board member (municipal representation) and successfully coordinated

cemetery maintenance operations workshops for Association members.

As an advocate and supporter of the Communities in Bloom initiatives in helping beautify the city cemeteries and community at large, he played a vital role in Kamloops being awarded the National Award in both 2004 and 2009, and the International Award in 2006.

Marcel is continuing his cemetery activities post-retirement by mentoring his successor for an interim period.



Anita Bourassa, Marcel Bourassa and Rob Hilton

"Marcel is considered dedicated, innovative, always helpful and is well respected by his peers, managers and cemetery clientele."

2010 ICCFAU SCHOLARSHIP RECIPIENTS ANNOUNCED

Sandra Hewitson, CCABC Director (municipal representation), presented the CCABC 2010 Scholarships for the International Cemetery, Cremation and Funeral Association University (ICCFU) to **Kevin Bunnett** and **Jeffrey Young** at the CCABC/FSABC joint annual conference in April.

Kevin is employed by the City of Coquitlam and Jeffrey is

employed by Personal Alternative® Funeral Services Ltd. in Aldergrove BC.

Kevin's first choice college selection is 'College of Land Management & Grounds Operations' and his second choice is 'College of Administration & Management'.

Jeffrey's first choice college selection is 'College of Funeral Home Management'

and his second choice is 'J. Asher Neel College of Sales & Marketing'.

They will attend the 2010 ICCFAU from July 22nd to 28th in Memphis TN.

Kevin and Jeffrey will have the opportunity to attend presentations by our profession's top Professors.

The CCABC believes that increased education leads to more skilled practitioners.



Sandra Hewitson, Kevin Bunnett



Sandra Hewitson, Jeffrey Young

THANKS TO OUR 2010 ICCFAU SCHOLARSHIP SPONSORS

The first CCABC scholarship is funded by the Association and the second scholarship has been made possible by the generous support of CCABC supplier members.

Sponsorship covers registration fees, as well as housing and meals while attending the ICCFAU. The balance of the scholarship amounts off-set the two recipient's travel costs.

The CCABC would like to recognize the following 2010 ICCFAU Scholarship champions:

[Avanti Distributing Inc.](#)

[Fraserway Prekast Ltd.](#)

[Hilton Landmarks Inc.](#)

[Manchester Supply](#)

[Phoenix Foundry](#)

[Vancouver Casket Ltd.](#)

Thank you for investing in the

CCABC membership and making this 'excellence through education' opportunity possible.

The CCABC encourages interested members to submit an application for the CCABC Scholarships.

If you are a CCABC member in good standing and meet the qualifications on the application form, you or one of your staff can apply.

"The CCABC encourages interested members to submit an application for the CCABC Scholarships."

2010 CCABC GROUNDS MAINTENANCE WORKSHOP A HUGE SUCCESS

This one-day interactive workshop focused on networking with cemetery maintenance and grounds staff from around the province.

There were a total of 30 attendees at the workshop that was held May 12, 2010 at Hazelwood Cemetery, in Abbotsford BC.

A variety of subjects were covered, including:

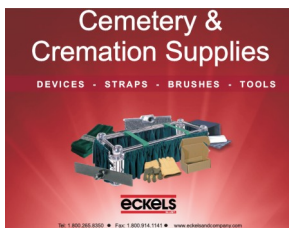
- ◆ Graveside etiquette and responsibilities of staff.
 - ◆ Products—Liners, vaults, vases.
 - ◆ Enhancing the family's experience through the interment set up.
 - ◆ Faith based customs.
 - ◆ What to do with grave spoils.
 - ◆ Equipment orientation at graveside and where to put the sand bowl.
 - ◆ Who operates the lowering device and liability.
 - ◆ Cemetery aesthetics at time of interment.
 - ◆ Lowering device maintenance.
 - ◆ Legislation and bylaws.
- Thank you to Hazelwood Cemetery for hosting this workshop, and to the Speakers and participating CCABC Board Members.



SUPPLIER SPOTLIGHT

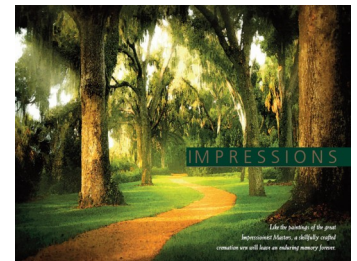


In 1895 Howard S. Eckels founded the company that still bears his name. His commitment to excellence was and is the Eckels hallmark. Eckels has gained a reputation in the funeral profession for supplying high quality embalming fluid. Over the years we have also developed an extensive line of cemetery and cremation products and we are recognized as one of the leaders in the funeral and cemetery professions.



The most recent catalogue we are working on is our Cemetery & Cremation Supplies catalogue. It will be launched this summer and it will feature a wide range of products for cemeteries and crematoriums. Included in the catalogue are lowering devices, grass sets, tents and grave markers.

The Eckels Impressions catalog hosts the most extensive line of beautiful and unique cremation urns. Within the latest edition of the catalogue we have taken an entirely new approach towards presenting our product information to you and your families. Choosing cremation is natural and traditional, and offers an array of meaningful, personalized paths for paying tribute to the life of a loved one. This catalogue serves as a guide for families to assist in choosing the best possible resting place and means of permanent memorialization.



Eckels has a long withstanding strategic business relationship with Matthews Cremation Division. We are a proud distributor of their superior cremation equipment, including the Power Pak II, Super Power Pak and other processing and loading equipment, including the ECP200 Cremation Processor and the Polar Pak Body Cooler.

Eckels will remain steadfastly committed to providing the funeral service profession with a continuous stream of new, creative and innovative products and services based on tireless research and development. We have and will continue to listen carefully to the needs of our valued clients, and we will provide the answers that are necessary to respond to this ever-changing environment.

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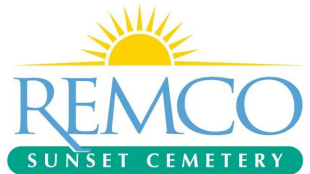
SUPPLIER SPOTLIGHT



Remco was founded by Thomas L. Reeson in 1924. Since that time, the company has grown into the largest cemetery monument retailer in Western Canada. The company currently retails through 13 branch offices and a network of Authorized Memorial Counsellors across the four western provinces.

Manufacturing plants are located at the Head Office in Regina as well as Summerland, British Columbia. Modern sandblasting and state of the art laser equipment is utilized in the lettering and designing process.

Remco Sunset Cemetery located in Moose Jaw, Saskatchewan is also owned by Remco. Owning a cemetery has allowed the company to experiment with modern cemetery design and layout applications that allow freedom of choice in memorialization while, at the same time, keeping maintenance costs low.



[AMI Memorials Inc.](#) is an Aboriginal owned and controlled firm in partnership with Remco. AMI is Canada's premiere aboriginal memorial company offering cemetery monuments and related goods and services to families of aboriginal ancestry in a culturally sensitive fashion.



Remco's product line includes traditional cemetery monuments, columbaria, mausoleums and non-traditional memorials including a product line for home and garden settings

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GOING GREEN—MAKING A DIFFERENCE

Members of the CCABC should be, by now, aware of the GREEN ALTERNATIVE as it relates to the disposition/memorialization of the province's dead. This green wave is certainly not of tsunami proportions, but the ground swell is there.....probably relates in larger part to the current Boomer market because the Boomer's offspring will more definitively (and ultimately) drive demand for green burial going forward. However, as this latter demographic is typically in their late 20's/early 30's, their cemetery related buying influence will not in reasonable probability be felt for another 20-30 years when they start to assess their own mortal needs and make buying decisions that are cemetery based. That being said, everything is green today so some of the consumer demand from other cemetery market demographics (particularly the Boomers) will seek such a burial/memorial alternative out.

Thus, if you as a cemeterian are "thinking green", think about it carefully and use good logic in doing so. "Pure green" can be land consumptive in many contexts, with considerably reduced interment densities/per acre. Numerous accounts indicate these might range from below 200 to 300/acre, well below the traditional cemetery casket yield. So where and how such facilities are provided should be thoughtfully orchestrated and integrated within a conventional cemetery environs. A stand alone green cemetery is by its very nature an entirely different operation, with different consumer expectations than a conventional cemetery operation offering green burial amenities and services. This context is more hybrid in that sense and Victoria's Royal Oak Burial Park with its green interment area represents this 'hybrid' definition.

For too long, in fact traditionally, cemeteries only offered limited disposition/memorialization alternatives, but increasingly consumer demand has forced cemeterians to offer a broader menu to meet the variable consumer palette for both casket and cremation interments. The Green Burial alternative is the latest addition to this menu.

To be successful in 'selling' to the special psyche of the 'green' purchaser, cemeteries clearly have to walk the talk. They have to be green knowledgeable, convey this knowledge.....in effect look green, feel green, be green in all they do, to so convince this special market group. They must operate with and display a green attitude as a normal part of their working day as they service their clientele. Green has to appear viable, in its many operative and contextual shades, or consumers won't buy in. 'Pure green' is about life, not death....it's about not leaving evidence in the subsequent green of life on the gravesite of one choosing such a disposition. It's about enhancing Mother Earth, not impacting her. People choosing this pure form most typically either are not embalmed (or if so, with non-toxic embalming fluids), are dressed in fully biodegradable clothing and placed in the grave in a fully biodegradable shroud/other container as a certified eco-burial. Where feasible the grave might well be hand dug. These burials cannot be treated as simply a less expensive alternative, because cemetery business logistics have identified they are not so in many cases.

Gravesites alone are typically larger to avoid negative consequences of opening up a new gravesite adjacent to an occupied one, with no protective vault or even a coffin affording some protection to avoid 'encounters'. Green graves vary dramatically in size from 10' x 26' for two burials, to others which are 15' x 15' and others at 6' x 12' - all predicated on less ground disturbance overall and leaving adjacent remains undisturbed. Such spatial allocations also allow for visitors to (most often) unmarked gravesites, letting them walk between residual burial 'mounds'. (The soil mound placed on the burial to accommodate future grave settlement as nature takes its course below the surface.)

Joe Sehee of the Green Burial Council advises cemeterians to "stay out of green services if you're not serious about it." He also points out the GBC has about 350 certified 'green' providers in Canada and the USA, including funeral homes, cemeteries and product manufacturers, etc.

There are many, many ways the astute cemeterian can both implement and 'sell' green at his/her cemetery. Being green does not even have to entail offering green burial facilities per se. Green operative ideas can indeed include the use of biodiesel fuels in operations equipment, using water wisely on site, developing cemetery buildings (even a crematorium!) with the green roof technique, storm water facilities (managed for site aesthetic enhancements, an irrigation source, storm water runoff control, etc.), use of appropriate landscaping/planting approaches, solar panels, and on and on.

Kelowna Memorial Park and Hillside Cemetery in Kamloops both make use of electronic golf carts to transport cemetery clients (and cemetery personnel) about their properties and have received excellent feedback from clients and staff alike.

Submitted by Rob Hilton, CCABC Director



Green Websites

sustainableconnections.org

greenburialcouncil.org

Green Book

"Green Funeral Service"
1-800-500-4585

www.kateboylston.com/green

Best Green Tip

CCABC members need to pay attention to what they're doing that shows green and do it well. BC is a provincial community that, by and large, is comprised of an environmentally sensitive and aware public.

PANDEMIC DISEASE & DISASTER RESPONSE PLANNING

In the 2009-2010 influenza seasons, the timing of the availability of the H1N1 vaccine did not match the demand. The pharmaceutical companies were challenged with producing the vaccine when the demand was highest. Once the production caught up, the demand had waned due to the first wave of H1N1 being much smaller than forecast. The organizations that did administer the vaccine were frustrated as they did not know exactly how much vaccine they would be allotted by the federal government's distribution system. A priority list was established with the elderly, children and persons with health challenges given priority. These priority lists varied with each province or territory, or indeed with each Health Authority. At the end of the 2009-2010 flu season 50% of Canadians were

vaccinated (rates vary from province to province).

The H1N1 vaccine market is expected to grow to more than \$7 Billion by the beginning of 2012. At this time, most of the world's market for vaccines will be vaccinated. The supply will then, for the first time, exceed the demand.

Government organizations have learned from the H1N1 experience that they should have a viable pandemic plan to predict virus outbreaks and distribute the required vaccine in a timely fashion. The Ontario government, following the SARS outbreak in 2003, developed a vaccine tracking technology called Pandora, but it was not helpful in the H1N1 outbreak of 2009-2010, as it was not put in place. Dr. Arlene King, Ontario's Chief Medical Officer says the program is being developed for use

across the country.

Programs such as Pandora will be effective only if they are in functioning order. The time between the 2003 SARS outbreak and the 2009 H1N1 should have been sufficient to develop and initiate the plan. The Public Health Agency of Canada's Canadian Pandemic Influenza Plan is a comprehensive document listing the challenges and responsibilities of each participant but falls short of actually providing a reliable roadmap from the manufacture to the citizens who are at most risk in a timely manner. The prioritization section of the plan states clearly: "At this time there is no policy regarding distribution of the first doses of vaccine across Canada."



The H1N1 virus will likely not be the last pandemic threat we experience in our country. We should all learn that a workable vaccine rollout plan is not a luxury but imperative to preventing a health care disaster of wide spread proportions. If not, government red tape and legislative delays will result in a catastrophic event in the health of all Canadians.

HEALTH & SAFETY—AVOID HEAT RELATED FATIGUE

Slow down. Strenuous activities should be reduced, eliminated, or rescheduled to the coolest time of the day. Individuals at risk should stay in the coolest available place, not necessarily indoors.

Dress for summer. Lightweight, light-coloured clothing reflects heat and sunlight, and helps your body maintain normal temperatures.

Put less fuel on your inner fires. Foods (like proteins) that increase metabolic heat production also increase water loss.

Drink plenty of water or other nonalcoholic fluids. Your body needs water to keep cool. Drink plenty even if you don't feel thirsty. Persons who (1) have epilepsy or heart, kidney, or liver disease, (2) are on restrictive diets, or (3) have a problem with fluid retention should consult a physician before increasing their consumption of fluids.

Do not drink alcoholic beverages.

Do not take salt tablets unless specified by a physician. Persons on salt restrictive diets should

consult a physician before increasing their salt intake.

Work Less, Rest More.

Know what to do for heat cramps, heat exhaustion, and heat stroke.

Spend more time in air-conditioned places. Air conditioning in homes and other buildings markedly reduces danger from heat.

Work in well ventilated areas.

Don't get too much sun. Minimize exposure when the sun is the strongest. Wear a brimmed hat to shade face and head, use sunscreen rated 15 or higher.



**CEMETERY AND
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CCABC

LEADERSHIP
EDUCATION
INFORMATION

WEBSITE UPDATE

We have re-launched our website www.ccabc.org! Go have a look and send in submissions and suggestions to make this website one of your best resources for up-to-date knowledge and networking of our profession. Please be patient...we are still working out some of the 'bugs', and getting the members area up and running again.



EVENTS CALENDAR



ICCFA UNIVERSITY

Date: July 23–28, 2010
Location: Fogelman Conference Center, University of Memphis, Tennessee

CREMATION ASSOCIATION OF NORTH AMERICA (CANA)

92nd Annual Convention
Date: August 4–7, 2010
Location: Sheraton Waikiki Hotel, Honolulu, Hawaii

WESTERN CANADA CEMETERY ASSOCIATION (WCCA)

Annual Conference
Date: September 12–14, 2010
Location: Clarion Hotel at Polo Park, Winnipeg, Manitoba

CANADIAN FUNERAL TRADE ASSOCIATION (CFTA)

National Trade Show
Date: September 28–29, 2010
Location: Direct Energy Centre, Exhibition Place, Toronto, Ontario

WASHINGTON CEMETERY, CREMATION & FUNERAL ASSOCIATION (WCCFA)

Fall Convention
Date: September 30–October 2, 2010
Location: Stevenson, Washington

