

DISPATCH Newsletter

Summer 2009

CEMETERY & CREMATORIUM ASSOCIATION OF BRITISH COLUMBIA

CCABC 2009 - 2010 BOARD OF DIRECTORS

On April 2, 2009, at the annual general meeting of the membership, the CCABC elected their 2009-2010 board of directors.



*Back Row: Jarma Del Rosario, Kevin Bunnnett, Dan Weatherby, Chris Willmot, Sandy Van Der Meer, Ron Laturnus, Sandy Hewitson
Front Row: Blair Wallin, Vice President, Debbie Sproule, President, John Chasca, President-elect
Missing: Frank Scaglione & Mike Cranswick*

Early in May, the board of directors met for the annual planning day. The primary focus of the CCABC continues to be one of education and resource.

Below is a list of committees that have been created to further the focus and meet the objectives of education and resource. CCABC members are encouraged to contact the committee chairs with ideas, comments, suggestions, or to volunteer to serve on a committee. The CCABC committees are as follows:

COMMITTEE

Executive Committee
Member Services Committee
Membership Development
Supplier Liaison
Conference 2010
Professional Development
Municipal Liaison
Scholarship Program
Website
Government Relations
Provincial Legislation
Environment & Green
WorksSafe BC

CHAIRPERSON

Debbie Sproule

Mike Cranwick
Frank Scaglione
Jarma Del Rosario
John Chasca, Kevin Bunnnett
Dan Weatherby
Sandy Hewitson
Kevin Bunnnett

John Chasca
Ron Laturnus
Sandy Van Der Meer

Pandemic Disease & Disaster Response Chris Willmot



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MONSIGNOR NUNZIO DEFOE SERVICE RECOGNITION AWARD

Each year the CCABC membership recognizes a CCABC member who has made a significant contribution to the CCABC, their community or nation. When the program started it was recognized as the 'Person of the Year' award. Upon the passing of one of the Association's founding fathers in January of 2005 the program was renamed in his honour.

This year's recipient is the other 'founding father'. It was this gentleman along with Nunzio who initially developed the concept of the Association back in the early 70's. The idea was formed as a response to the government's efforts to produce legislation and regulation on this previously essentially unregulated industry, and resulted in the formation of the CCABC in 1976. While the Public Utilities Commission had responsibility for the cemeteries, there was – by their own admission – very limited knowledge of what we did and how to regulate.

For those of you who remember Nunzio, while he was a tireless worker on our behalf, he had a tendency to make some enemies with his approach. The man we honour today was a little more behind the scenes and took on the role of 'fence mender', regularly having to calm the waters after Nunzio was done. The registrar (or whatever they were called back then) had a great relationship with our honouree and looked to him constantly for guidance, education and a calmer approach to whatever issues were being discussed.

Also, this gentleman spent many years as the voice of reason when dealing with funeral directors and their side of the profession. While relationships are so much better today, they weren't always this way and if there were issues that crossed over you can bet that this man was involved. Again, his 'fence-mending' role and overall nature served as a great partner/balance to the other founding father. Without his involvement and understanding of the bigger picture, we may still be locking horns rather than enjoying the relationship we have today.

After moving from England, he started in the office administration department at Forest Lawn and Ocean View cemeteries in Burnaby in August of 1956, and served as the general manager for these properties for many years until his retirement in 1983. While retired from active operations, he remains a director for SCIC to this day.

His contribution to our industry, our operations and the families that we serve, laid a very sound foundation for what we have today and I am very proud to present the 2009 Monsignor Nunzio Defoe Service Recognition Award to Mr. D. John Jones.



Please join me in a very much deserved thank you for a huge contributor to our Association and our interests overall.

Blair Wallin, Vice-President, CCABC presents the Service Recognition Award to D. John Jones on April 2, 2009 at the CCABC annual general meeting and conference held in Langley, BC.



apply for a scholarship!

Congratulations to Sandra Hewitson, City of Prince George, and Dorothy Bell, City of Abbotsford, on being awarded the 2009 ICCFA University Scholarships.

The scholarships were presented by CCABC president John Chasca, and ICCFA president Mark Krause on April 2, 2009 in Langley at the CCABC annual conference and tradeshow.

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

Thanks to the 2009 Scholarship Sponsors for investing in CCABC members!

- ◆ Imperial Evergreen Casket Corporation
- ◆ Vancouver Casket Ltd.
- ◆ Avanti Distributing Inc.
- ◆ Hilton Landmarks Inc.
- ◆ Manchester Supply

More information about the ICCFAU can be found on the scholarship page in the membership area on the CCABC web site. www.ccabc.org.

Donations to the CCABC Scholarship to the ICCFAU are accepted throughout the year and a scholarship champion form can also be found at www.ccabc.org.

The 2010 CCABC Scholarship applications will be available late in 2009.



ICCFA President Mark Krause, Sandra Hewitson, Dorothy Bell, CCABC President Elect John Chasca

ICCFA University Scholarship Winners! Congratulations Sandra and Dorothy

~ GROUNDS AND MAINTENANCE WORKSHOP MAY 2009 ~



In 2009 the CCABC continued to take the workshop to the province and held the workshop in two locations, Parksville and Cranbrook. In total over 50 people attended the workshops representing 27 different operations from across British Columbia and southern Alberta.

Once again the sun was shining for the Grounds/Maintenance Workshop and both locations, Parksville and Cranbrook, enjoyed a casual day of information gathering, demonstrations and networking.

Attendance included managers, office staff, equipment operators, and general cemetery staff, and there was something for everyone.

The day included a tour of the host funeral facility and discussions on:

- ⇒ the role of the cemetery crew in relation to provincial legislation and the cemetery's bylaws,
- ⇒ lowering device maintenance, how the device should be maintained, what the staff can do, and when to call in the professional to service or repair the device,
- ⇒ shoring systems for both surface and in the grave shoring,
- ⇒ general cemetery maintenance practices including; winter graves, tracking, floral tributes and mementos, the importance of grave verification, ossuary, signage, graves set ups for both casket, cremation and columbaria, trimming, memorial installation and leveling, and topsoil and filling graves,
- ⇒ whether a liner or vault is needed or not and why, and
- ⇒ a chance to 'kick the tires' of various models of casket and cremation liners and vaults.

The workshop evaluations continually expressed the value of this practical approach to information to make the cemetery experience improved for families, and more efficient and effective for staff.

Numerous comments were received on the networking benefit and opportunity to learn from each other.



The group discusses shoring at Yates Funeral Service in Parksville, BC

~ GROUNDS AND MAINTENANCE WORKSHOP MAY 2009 ~



Thank you to:

- ◆ **Ron Yates and staff at Yates Funeral Service & Crematorium** for hosting the Parksville workshop.
- ◆ **John Chasca and staff at McPherson's Funeral Service** for hosting the Cranbrook workshop.
- ◆ **City of Cranbrook** for the use of their cemetery and setting up the site for demonstration.
- ◆ **Board members Frank Scaglione and Debbie Sproule and CCABC members Hamish D'Avellar and Craig Alexander** for leading the workshop sessions.
- ◆ **Avanti Distributing** for sponsoring the door prize in Cranbrook of new lowering device straps.

Plans are already underway for the 2010 grounds/maintenance workshop. We are looking for host sites for the 2010 workshop and if you would like to be involved in having this workshop come to your community contact info@ccabc.org.

Vern Munroe, Corporation of Delta, takes a break from the sunshine and finds alternate use for a burial vault.

~ GOING GREEN - MAKING A DIFFERENCE - The X Files! ~

Xeriscaping is a way to garden using a minimum of water and energy. The following techniques are a must in dry-weather climates, but also provide useful guidelines for environmentally conscious gardeners everywhere.

Group plants by their water needs. When possible, put high-need plants in naturally wetter areas of your property.

Test your soil. Add organic matter when necessary - maybe from your own compost pile - to increase your soil's water-holding capacity.

Mulch. Cover plant beds with composted leaves or grass to help retain moisture.

Plant native species. Plants that have evolved in your area's climate are more naturally adapted to its water conditions.

Seek out turf alternatives like patios, decks, and mulches.

Locate grass or turf only where it provides functional use.

Add compost and use native plants.

Water less often but thoroughly to encourage deep root growth.

Terrace slopes to prevent water runoff.

An abundance of information on xeriscaping can be found online.



PANDEMIC INFLUENZA - BE PREPARED!

Emergency preparedness strategies should be part of every business and personal plan.

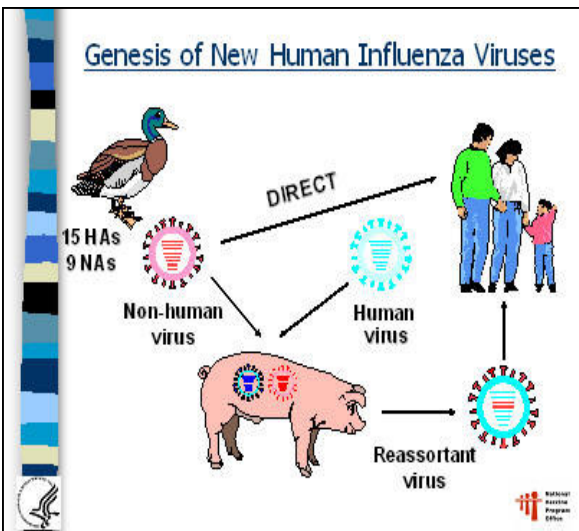
As cemetery and crematoria operators in BC we should have policies in place to deal with major emergencies and disasters like earthquakes, forest fires, floods, power interruptions, water interruptions, winter storms or hazardous material spills etc.

These policies and procedures cover personal and property strategies but we must also prepare for an Influenza Pandemic. This aspect has been highlighted recently with the mutation of the 'Swine Influenza' from pigs to humans.

NOW WOULD BE A GOOD TIME TO REVIEW YOUR POLICIES!

What is an Influenza Pandemic?

An influenza pandemic may occur when an influenza virus radically changes and can easily infect humans.



Influenza viruses constantly change and produce new strains. A pandemic starts if a new influenza virus emerges. If a pandemic occurs, it is expected mortality rates will be much higher than with the annual influenza (which kills about 4,000 Canadians annually) because the virus will be new and people will have little or no immunity. Pandemic influenza is expected to occur in waves, and may hit individual communities at different times.

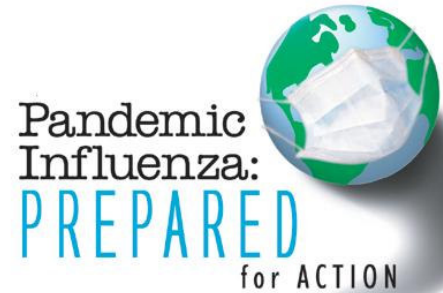
How will a Pandemic affect us?

If a major influenza outbreak appears in your community, initially there will be staff shortages as employees get sick and are unable to show up for work, perhaps as high as 10 – 33% of staff. It is also anticipated that the death rate will be significantly higher than average so work loads will increase dramatically. Who will do your job if you are sick?

How do we deal with a Pandemic?

Both Canada and British Columbia have comprehensive Influenza Pandemic preparedness plans (see resources page) but every business and individual should be prepared and know what to do if a Pandemic arrives. Your business should have a "pre-planning process" which may include:

1. A list of resources and contact people that may be able to help out with the extra workload
2. Inventory of full burial lots, cremation lots and cremation inurnment spaces available
3. Capacity of staff to deal with paperwork and arrangements
4. Number of cremation retorts and the daily cremation capacity
5. Capacity of staff and equipment to carry out interments and inurnments
6. Inventory of grave liners, vaults or urns.



PANDEMIC INFLUENZA PLANNING - BE PREPARED!

How the virus spreads

Influenza is a respiratory infection so coughing and sneezing are the most common transmitters. As with any viral based influenza, the virus can live on surfaces such as doorknobs and keyboards for 24 to 48 hours and is spread by hand contact and hand shaking. The virus will only survive on the hand for about 5 minutes, so frequent hand washing with soap or alcohol based cleaners and covering your nose and mouth when sneezing and coughing are the best ways to prevent the spread of viruses.

During the Influenza Pandemic

If you get sick, stay at home – you will not spread your illness to co-workers or others and resting will help you recover quicker.

Wash your hands often or use a gel or alcohol-based hand cleaner –avoid touching your eyes, nose and mouth.

Cover your mouth and nose with tissue when coughing and sneezing, and immediately throw the tissue away. Wash your hands

Limit your travel and attend large groups or public places only when necessary to avoid contact with sick people.

What can we do to prepare for a Pandemic?

Pre-planning is the key to staying in operation during a Pandemic:

- √ Ensure all your disaster plans and contacts are updated on a regular basis
- √ Follow the “10 Steps Organizations can take for Pandemic Influenza Preparedness”
- √ Ensure all employees have an annual influenza vaccine

RESOURCES on the Web.

10 Steps Organizations Can Take for Pandemic Preparedness

www.health.gov.bc.ca/pandemic/pdf/biz_leaflet.pdf

Top 20 Ways to Prepare for a Pandemic www.health.gov.bc.ca/pandemic/pdf/prepare.pdf

Prevent Influenza www.health.gov.bc.ca/pandemic/prevent.html

BC Ministry of Health Services www.health.gov.bc.ca/pandemic/

Canadian Pandemic Influenza Plan www.phac-aspc.gc.ca/cpip-pclcpi/index-eng.php

B.C. Pandemic Influenza Preparedness Plan www.bccdc.org/download.php?item=1019

B.C. Provincial Emergency Program - Pandemic Plan www.pep.bc.ca/hazard_plans/PI_Consequence_Management_Plan_2004-03.pdf

Funeral Service Association of BC - Influenza Pandemic Planning www.bcfunerals.com

Events Calendar



ICCFA UNIVERSITY www.iccfa.com

Date: July 17-22, 2009

Location: Tunica Mississippi

WCCA ANNUAL CONFERENCE

www.westerncemetary.com

Date: September 13-15, 2009

Location: Saskatoon SK

WCCFS ANNUAL CONFERENCE www.wcfa.us

Date: September 24-26, 2009

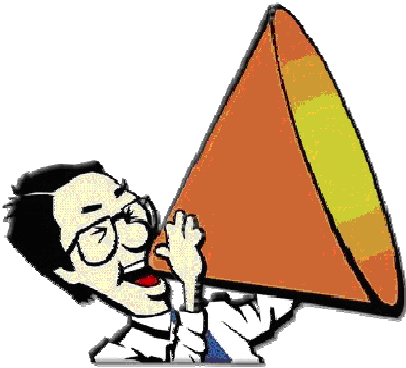
Location: Coeur d'Alene ID

OACFP ANNUAL CONFERENCE www.oacfp.com

Date: November 1-3, 2009

Location: Niagara Falls ON

Announcements & Articles



Welcome new CCABC supplier members!

Phoenix Foundry www.phoenixfoundry.com

Vantage Products www.vantageproducts.com

Stonemarks Engraving www.stonemarks.com

Welcome new CCABC Regular member!

City of Courtenay

The CCABC Would Like to Hear From Members

- ◆ Do you have information that the CCABC membership would benefit from?
- ◆ Have you completed a project you'd like to tell the membership about?
- ◆ Suppliers, would you like to announce a new product?
- ◆ Do you have a picture of a recently completed project or general photo of your property to send us?
- ◆ Do you have suggestions for education workshops or ways to improve the CCABC web site?
- ◆ Do you have a question the CCABC network could help you with?

Please call the office at 866-587-3213 or email info@ccabc.org. We'd like to hear from you!



Suppliers Spotlight

VCL

Vancouver Casket Ltd.

Family Owned and Operated since 1990.

Vancouver Casket Ltd. is experiencing great success serving the needs of funeral homes and cemeteries in British Columbia and across Canada. Their product line has expanded beyond just caskets and now incorporates urns, burial vaults, cremation keepsake jewelry, body pouches, shipping containers, crucifixes, shoring systems, even pall bearer gloves. It also has a sister company, Pacific Monument Ltd., that is supplying superb monuments of granite and bronze to cemeteries in British Columbia and beyond.

VCL has enjoyed great success and expansion in recent years with a commitment to high quality products, service that goes the “extra mile”, and by fostering strong relationships with all its clients.

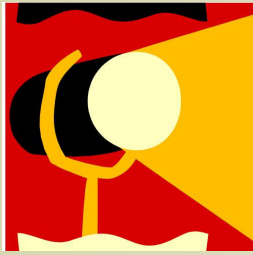
As the rate of cremation grows in tandem with the demand for environmentally sensitive practices and products, VCL has introduced several attractive “cremation-only” caskets that allow for a dignified visitation and service while reducing cremation time significantly.

VCL will be an integral part of the cemetery training program that will travel through BC this coming year. Frank and Hamish hope to see you and assist you with any question or knowledge.

Wally, Hamish, Frank, John and Tim are your Vancouver Casket team members. They are committed to looking after your needs and the needs of your families in the most efficient and sensitive manner.

For more information please contact Vancouver Casket Ltd. (VCL)
Telephone 604-431-0893 or toll free 1-866-826-2275 or fax 604-431-0896

VCL Est 1990
Vancouver Casket Ltd.



Suppliers Spotlight

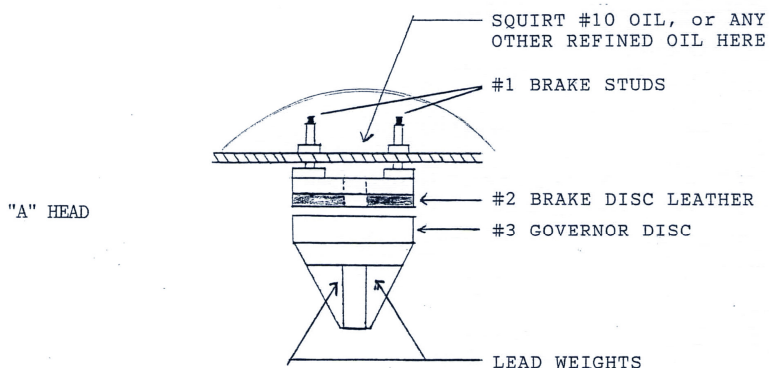
MANCHESTER SUPPLY

Manchester Supply located in London, Ontario has been in business for more than 30 years. Our extensive product line of Cemetery, Cremation and Funeral equipment and supplies allows us to provide you with the products and services you need in a timely manner. We are here to supply you with the products and services you need to be successful in your business.

We also, have an in house repair service for lowering devices. Our factory trained technician is able to look after all your service or parts needs. Below we have outlined what to do if your lowering device becomes noisy.

SHOULD YOUR LOWERING DEVICE BECOME NOISY, PLEASE FOLLOW THESE INSTRUCTIONS.

- 1st - Squirt quite a bit of oil, No. 5w30, or any refined oil, between the BRAKE DISC (#2) and the GOVERNOR (#3). Keep the brake disc well oiled. The above should stop the noise. If not, proceed as follows.
- 2nd - Loosen the two small nuts on the BRAKE STUDS (#1)
- 3rd - Turn the BRAKE STUDS (#1) to the left until the BRAKE DISC (#2) touches the GOVERNOR DISC (#3)
- 4th - Turn the BRAKE STUDS (#1), 1-1/2 turns to the RIGHT. This will give the brake disc (#2) the proper clearance



80% of the problems with a noisy “chattering” device while the casket is being lowered are caused by either a dry governor brake disc leather, or by the governor weights hitting the worm gear shaft due to improper setting of the brake mechanism. Regular maintenance will eliminate many problems you may encounter.

Thank you to all our customers and we look forward to serving you for many years to come.

Bevan Bonthron
President

Manchester Supply

Toll Free: 800-265-1929

Web: www.manchestersupply.com