



## Cremation Equipment / Operator Training Certification Program

*presented by Matthews Cremation Division*

**Tuesday, October 31, 2006 – Surrey, BC**

Crematorium Operators are being faced with increasing pressure to protect the environment and to protect the consumer by offering high standards of service. Operating training and certification is a new and growing area of focus.

**Crematorium owners and managers recognize the BENEFITS of this type of training.**

- Fewer operational problems
- Fewer mechanical problems
- Better environmental awareness
- More operator responsibility
- Increased operator awareness of operational safety
- Reduces risk and liability exposure



### Other advantages:

- Proactive initiative makes a good impression on local and environmental authorities
- Operator learns equipment in more detail: its intended use and limitations
- Better operator performance, no hand-me-down training
- More professional and broader knowledge base
- Possible continuing education credits

### Disadvantages:

- Time and cost of training
- Where required, more government intrusion into business operations

### At this one day training session you will learn:

- ✓ The history of cremation
- ✓ Cremation statistics
- ✓ Death care terminology
- ✓ Incinerator terminology
- ✓ Principles of combustion
- ✓ Cremation and the environment
- ✓ Incinerator criteria
- ✓ Basics of operating cremation equipment
- ✓ General maintenance and troubleshooting
- ✓ Recordkeeping, packaging and handling
- ✓ Exposure control
- ✓ Provincial / State requirements
- ✓ Hands on training; question and answer period

### CCABC News

Last Chance To Register for Crematorium Operators Certification Seminar

Pandemic Influenza Preparedness Survey

New Appointments to Cremation, Interment & Funeral Services Advisory Committee

BPCPA News

### Upcoming Events

Oct 31 – Cremation Equipment and Operators Training Program, Surrey

### 2007 Events

January 23 – 24 BC Landscaping Expo BC Place Stadium Vancouver, BC

March 14- 16, 2007 – CCABC & FSABC annual conference, Kelowna

May 16, 2007 Grave Experience Part 2

## Cremation Equipment / Operating Training Seminar – Tuesday, October 31, 2006

### About The Presenters

**Paul Rahill** is President of the Matthews International Cremation Division headquartered in Orlando, Florida. Matthews Cremation designs and manufactures human and animal cremation equipment, designs and produces Elder Davis brand caskets as well as providing urns and supplies for the Cremation Industry. Matthews is also the largest service and repair organization for cremation equipment in the Americas. Paul's involvement with the cremation industry began in 1973. He has worked in various capacities in the design, manufacturing and service of cremation equipment, as well as research, development, environmental and regulatory issues. Paul develops and implements various seminars, training and certification programs for the cremation industry.

**Steven P. Schaal**, Division Manager of Sales & Marketing for the Matthews Cremation Division, represents over 15 years in the death care industry. Steve is responsible for all domestic and international sales and marketing functions for both Human & Animal Cremation Equipment (IEE/ALL Crematory brands) in Orlando, Florida and Elder-Davis Caskets in Richmond, Indiana. Steve has spent most of his career utilizing consumer research as the foundation for strategic development. He has successfully identified numerous products and services that are being utilized in today's funeral environment. Steve's credentials includes the successful rollout of the fractional display system –**The York Merchandising System™** (YMS), a turnkey cremation merchandising/marketing and fixtures program titled **MasterTouch™ Cremation Planning**, the industry's first comprehensive pet loss program titled **Faithful Forever™ Pet Loss** and a direct fresh floral registry program for funeral professionals titled **Mourning Flowers™**. Steve is an accomplished public speaker and has written/published numerous Industry articles on the topic of cremation.

**Tony Lombardi** is the Division Manager, Production, Service and Repair, for Matthews International's Cremation Division (MCD) headquartered in Orlando, Florida. Tony's involvement with the cremation industry began in the 1980's where he was involved in the operations of a high volume crematory, and continued in 1991 when he joined the MCD team to manage large crematory design and installation projects in the Far East. He has worked in various capacities in the management, design, manufacturing and service of cremation equipment. He also served as President of IEE from 2000 until the Matthews Cremation Division was created in 2003. Tony has also helped with the development and implementation of seminars, training and certification programs for the cremation industry.

**REGISTER BEFORE SEPTEMBER 30<sup>th</sup> – FORMS ENCLOSED!**

Early Bird Registration - \$395.00

After September 30<sup>th</sup> - \$450.00

**GOT QUESTIONS? Please contact the CCABC office at (250) 592-3213**

### **CEU**

This program has been approved by the Business Practices and Consumer Protection Authority for 6 hours of Funeral Director continuing education units.

# PANDEMIC INFLUENZA ...

## Prepare for the Worst, Hope for the Best!

### CCABC Pandemic Influenza Survey – YOUR PARTICIPATION IS CRITICAL

The Cemetery & Crematorium Association of BC (CCABC) is working with the provincial government, Emergency Management Branch, Ministry of Health and Services, and FSABC on the BC Pandemic Influenza Preparedness Plan Implementation Advisory Committee (PIPPIAC).



If a Pandemic Influenza outbreak took effect on the population of British Columbia it is estimated that the mortality rate will be dramatically increased and will create a great strain on funeral homes, cemeteries and crematoriums.

**In order for you to prepare, and for us to advise the Provincial Government on the status of cemetery and crematorium operators' ability to cope, we need your assistance.**



When the anti-viral vaccine becomes available, it could be in short supply. Therefore the vaccine will be distributed according to priority groups chosen by the PIPPIAC and Local Health Authorities. Along with the funeral providers we feel our service as cemetery and crematorium operators should be treated as an essential service, therefore acknowledged as one of the priority groups.

**Your prompt response to the survey would help all of us in our planning efforts in order to:**

- ➔ Identify Cemetery & Crematoriums as being an **ESSENTIAL SERVICE**
- ➔ Identify the number of **VACCINES** required for cemetery and crematorium staff
- ➔ Identify the current **CREMATION CAPACITY** and number of operational retorts
- ➔ Identify available **INTERMENT / INURNMENT SPACE**
- ➔ Identify available inventory of cemetery and cremation **PRODUCTS**

**IF YOU HAVE NOT ALREADY ....**

**IT IS ESSENTIAL YOU RESPOND TODAY!!!**

**We've made it easy for you:**

Go to the CCABC website homepage: [www.ccabc.org](http://www.ccabc.org) and follow the "links" on the bottom of the page to either take:

1. "electronic zommerang survey" ... just click on the link!! Or
2. complete the enclosed survey and fax it in to the CCABC office TODAY!!

Confidential Information - the survey information you provide will be used for Pandemic Planning purposes only. Please respond to the survey BEFORE September 30, 2006

**"the only thing more difficult than planning is explaining why you didn't plan"**

**Anticipate ... Prepare ... Respond!!**



## The latest news ...

### Cremation, Interment and Funeral Services Advisory Group (CIFSAG)

Letters were sent to the industry and CCABC seeking qualified representatives to serve on CIFSAG given that all existing appointments expire October 31, 2006. CCABC nominated board member and government relations chair, Blair Wallin, and he was subsequently appointed for a 1 year term effective November 1, 2006.

Appointments effective November 1, 2006 and individual terms ranging from one to three years:

**Gary Carmichael**, Vice President Government & Corporate Affairs, Arbor Memorial Services Inc., - 2 year term

**John M. Chasca**, President, Family Funeral Home Association / McPherson Funeral Service, - 3 year term

**Chris Dorrington**, Funeral Director, Yates Funeral Service – 1 year term

**Walter Johanson**, Executive Director, Memorial Society of BC – 1 year term

**Kay Johnson**, Director, Griefworks BC – 3 year term

**Stephen C. Olson**, Executive Director, Board of Cemetery Trustees, Victoria – 3 year term

**Janet Ricciuti**, Executive Director, Funeral Service Association of BC – 3 year term

**Blair Wallin**, Government Relations Chair, Cemetery & Crematorium Association of BC – 1 year term

**Tom R. Aquiline**, Deputy Director, Industry Relations, BPCPA – 3 year term

The purpose of the advisory group is to identify consumer and industry related issues and potential solutions for consideration by the Authority.

**Minutes from the CIFSAG meeting can be viewed on the BPCPA website at:**

<http://www.bpcpa.ca/advisory-groups/cemetery/advisory-groups-cemetery.htm>

### Business Practices and Consumer Protection Authority

On behalf of the BPCPA, Solicitor General John Les shared a discussion paper with the industry and CCABC with respect to a **proposal to license preneed funeral and cemetery salespersons** under the BPCPA Act. The response deadline was August 25, 2006, but at this stage no commitment has been given as to when the results of the discussion paper will be shared with us.

**BPCPA has appointed two new inspectors** – Eileen Diersch and Simone Lylack. Kevin Carmichael has resigned and returned to Ontario. A copy of the inspection report is now being provided at the end of the inspection so that corrections can be commenced before the detailed report is sent at a later date.