



2007 CCABC Spring Workshop – Last Chance To Register!!

LOCATION, LOCATION, LOCATION

It's The Plot That Counts!

A one-day workshop for cemetery groundskeepers and maintenance staff

Where: Hugo Ray Park – Cricket Club, 1290 3rd St., West Vancouver, BC

When: Wednesday, May 16, 2007

Time: 8:30 am to 3:30 pm

8:30 am–8:50 am **Attendee Check-in / Coffee**

8:50 am–9:00 am **Welcome and Introductions**
Debbie Sproule, CCABC Professional Development Chair

9:00 am–10:15 am **Religious Traditions Around Death in Multi-faith Perspective**
Presented by: Harold Rosen

As our ethnic population increases, we may be expected to provide services that go beyond our traditional interments. Learn what other cultures and religious affiliations may expect from our cemetery services.

10:15 am– 10:30 am **Break**

10:30 am–12:00 pm **Bereavement Training - Presented by: Dr. Heather Mohan**
So often the families and friends at the graveside service and the continued visits to the cemetery are experiencing different stages of grief. What are their expectations of us and how can we interact to ensure a respectful and caring exchange.

12:00 pm–1:30 pm **Lunch and Equipment Demonstrations**
Lunch will be served in the Cricket Club and will be followed by equipment demonstrations at Capilano Cemetery.

1:30 pm–3:00 pm **I Laughed 'Til I Died! - Presented by: Chris Johnson**
Join Chris Johnson, aka Dr. Laugh, who will keep you rolling in the aisles as he reminds us of the importance of laughter and fun as a healthy tool to manage work day stress, build customer rapport, increase energy and add enjoyment to our often serious work day!

3:00 pm–3:30 pm **Closing remarks and evaluations**



CCABC NEWS

In This Issue ...

2007 Spring Workshop Register Today

CCABC Elects New Leadership

CCABC MEMBER AWARDS AND ACCOLADES

PLACE OF INTERMENT AND CREMATION INSPECTION REPORT

QUICK FACTS AND STATS! FROM THE BPCPA

ESSENTIAL CUSTOMER SERVICE CREDOS

REGISTRATION FORMS ENCLOSED!!

Don't delay ... Register today ... Still a few seats available!!

Cemetery and Crematorium Association of British Columbia Elects New Leadership

The CCABC elected new leadership during its 2007 annual conference which was held March 14 – 16, 2007 in Kelowna, British Columbia. The CCABC 2007 – 2008 officers and directors are as follows:

OFFICERS:

JOHN CHASCA	PRESIDENT East-West Kootenay Crematorium, Cranbrook – Private
STEPHEN OLSON	PRESIDENT-ELECT Royal Oak Crematorium, Victoria - Municipal
LINDA MINAKER	VICE PRESIDENT Gardens of Gethsemani, Surrey – Religious/Fraternal
DENNIS RADFORD	PAST – PRESIDENT (non elected) Kelowna Memorial Park Cemetery, Kelowna - Municipal

NOMINATED: DIRECTORS OF THE BOARD – 2 Year Term

MARCEL BOURASSA	DIRECTOR Hillside & Pleasant Street Cemeteries, Kamloops - Municipal
JARMA DEL ROSARIO	DIRECTOR Forest Lawn Memorial Park, Burnaby – Private
MICHELE MCDOWELL	DIRECTOR Hatley Memorial Gardens, Victoria - Private
GLEN MINAKER	DIRECTOR Capilano View Cemetery, West Vancouver - Municipal

NOMINATED: DIRECTORS OF THE BOARD – 1 Year Term

KEVIN ARMSTRONG	SUPPLIER DIRECTOR (non voting) Dodge Company Canada Ltd. - Supplier
MIKE CRANSWICK	SUPPLIER DIRECTOR (non voting) Matthews Bronze Ltd. - Supplier
LORRAINE FRACY	DIRECTOR Royal Oak Burial Park, Victoria - Municipal
DON RAKOWSKI	DIRECTOR Cedar Valley Memorial Gardens, Cedar - Private
DEBBIE SPROULE	DIRECTOR City of Surrey Cemeteries, Surrey - Municipal
BLAIR WALLIN	DIRECTOR Ocean View & Forest Lawn Memorial Parks, Burnaby - Private
CHRIS WILLMOT	DIRECTOR Ladysmith Cemetery, Ladysmith – Municipal

2007 MONSIGNOR NUNZIO DEFOE SERVICE RECOGNITION AWARD

PETER KABATOFF of Robinson Memorial Park Cemetery in Coquitlam, BC, received honours at the 2007 Cemetery & Crematorium Association of BC annual conference held in Kelowna. The Monsignor Nunzio Defoe Service Recognition Award is presented for recognition of outstanding service to the cemetery and cremation industry at the closing of the annual conference. CCABC President-elect Stephen Olson made the presentation to Peter as follows.

“Each year the Cemetery & Crematorium Association of B.C. takes this opportunity in our conference to recognize a person who has made a strong and positive contribution to our organization, to the community they serve and to our profession as a whole. Like so many other great people we know, this year’s recipient comes from good, strong prairie stock....Saskatchewan. While Saskatchewan may be where his roots are, we are indeed fortunate to have had him working in cemetery service in B.C. for the last 10 years. He got his start in cemetery service when he was called on by the City of Prince Albert to start up and run their new Parks & Recreation Department, and as is often the case this included the operation of their municipal cemeteries. From inception, he managed the Prince Albert Parks Department – and the cemeteries within that department ... for 25 years... and then retired...briefly.

In 1998 our honoree, Peter Kabatoff accepted an offer he could not refuse....Come out of retirement, move to B.C. and manage Robinson Memorial Park in the City of Coquitlam. As some of you may have noticed... In recent years many municipal cemeteries in B.C. have been experiencing a renaissance of sorts...In terms of expanding the services they offer, how they deliver those services and by operating on a more fiscally sound business model. Peter has been an instrumental player and leader in this renaissance. If you go to Robinson Memorial Park in Coquitlam, you will see his vision and leadership in the services and facilities he successfully advocated for and had built there. And his mark is also there in the financial stability and sustainability he has achieved.

Peter is also the glue that has held together a very informal group of municipal cemetery operators known as the Network. A group that meets a few times each year to discuss the unique complexities of operating a cemetery within a municipal bureaucracy. His contribution within this group has been considerable. And he is a strong promoter of the CCABC within the municipal cemetery community and I believe has been instrumental in the resurgence of municipal participation and membership in our Association over the last 10 years. His support of and participation within the CCABC cannot be overstated. Peter has been an active participant in every CCABC conference since he moved to BC. He has also been one of the biggest advocates and supporters of our joint conferences which have become the envy of the rest of Canada’s cemetery and funeral service associations.

Peter will be retiring this year, I think only because of mandatory retirement legislation. A man who loves his work...In some ways the proverbial quiet man...Preferring often to work in the background...But in so doing achieving greater success than if he pursued a more public route...

A leader....a colleague.....a visionary.....the consummate professional....

His community and all of us have been fortunate to have him working in our midst...

Please join me in honoring the 2007 recipient of the Nunzio Defoe Service Recognition Award, from Robinson Memorial Park in Coquitlam, Peter Kabatoff.”



CITY OF SURREY CEMETERY SERVICES RECEIVES “KEEPING IT PERSONAL” AWARD

THE CITY OF SURREY CEMETERY SERVICES, SURREY, BRITISH COLUMBIA, has been awarded a First Place in the International Cemetery, Cremation and Funeral Association’s 2006 KIP (Keeping It Personal) Awards, recognizing the best in personalization in the cemetery, funeral service and cremation profession.



City of Surrey Cemetery submitted the winning entry in the Special Events Category for the organization’s role in an initiative to acknowledge, name and celebrate the veterans of the community who rest in unmarked graves. The program, “**Operation Remembrance**,” is a joint undertaking between the Surrey RCMP detachment, the community, and City of Surrey’s Sunnyside Lawn Cemetery. The City of Surrey matched funds donated, and cemetery services organized and managed all on site activities and events. The year-long project commenced with a dedication ceremony recognizing each of the 36 veterans and providing their personal biographies.

The ICCFA’s 2006 KIP Awards contest drew 23 entries from across North America. Five marketing and communications professionals from outside the cemetery, funeral service and cremation profession performed the judging. All of the judges were impressed with the cemetery’s involvement with the community and the commitment to honoring the unnamed veterans. One judge commented, “It was an ambitious undertaking that offered high value to the families of departed veterans in the community. It offered an opportunity for multigenerational participation in storytelling.” Another added, “Excellent. It’s a wonderful initiative in honor of veterans.”

‘We were extremely pleased with the broad range and high quality of entries to the KIP Awards program this year,’ said Julie A. Burn, chair of the ICCFA’s Personalization Committee. ‘Staff at City of Surrey Cemetery Services demonstrate a strong commitment to personalization, to servicing the community and to providing caring, meaningful services to families in their time of need. They are a true leader within our profession and deserving of this prestigious award.’

SPROULE AWARDED INTERNATIONAL CEMETERY, CREMATION AND FUNERAL ASSOCIATION UNIVERSITY SCHOLARSHIP

DEBBIE SPROULE, business operations coordinator for the City of Surrey in Surrey, British Columbia, has been awarded a scholarship by the International Cemetery, Cremation and Funeral Association (ICCFA) Women’s Forum to attend the 2007 session of ICCFA University.

A member of the cemetery and funeral service profession for 11 years, Sproule oversees the cemetery operation at the City of Surrey and has helped the City revitalize its three cemeteries. She helped coordinate “Operation Remembrance,” a joint project between the Surrey RCMP, the community, and the City with the purpose of honoring veterans by placing markers on unmarked veterans graves in the Veterans Section of Sunnyside Lawn Cemetery. As a result of this project, the company was awarded a first place honor in ICCFA’s 2006 Keeping It Personal (KIP) Awards, recognizing excellence in personalization of cemetery and funeral services.

Debbie is an extremely valuable board member of the Cemetery & Crematorium Association of British Columbia and is active in the community, working with the Royal Canadian Legion to plan memorial projects outside the cemetery. She is also a past recipient of the CCABC Monsignor Defoe Service Recognition Award.

ICCFA University will be held July 20-25 at the University of Memphis in Memphis, Tennessee. It is the only school of its kind for cemetery, cremation and funeral service professionals, bringing together practitioners from throughout the nation for four and a half days of intensive instruction by top experts in five disciplines: cemetery administration and management, funeral home management, cremation services, land operations and grounds management, and sales and marketing. The ICCFA University scholarship covers Sproule's full costs for registration, housing and meals.

Founded in 1887, the ICCFA is the only international trade association representing all segments of the cemetery, funeral and memorialization profession. Its membership is composed of 7,200 cemeteries, funeral homes, crematories, memorial designers and related businesses worldwide. For more information regarding ICCFA, visit their website at www.icfa.org

CEMETERIES, CREMATORIA & CONSUMER PROTECTION OPERATORS GUIDE

An operator's guide to the British Columbia Business Practices and Consumer Protection Act and the Cremation, Interment and Funeral Service Act (CIFSA)

To assist cemeteries and crematorium operators, the BPCPA has produced a guide that provides a reference point to legislation under the Cremation, Interment and Funeral Services Act and includes copies of the **PLACE OF INTERMENT INSPECTION REPORT** and **CREMATION INSPECTION REPORT**. The booklet is a very useful guide for those operators who wish to go through the **check list** in order to determine if they have met the necessary legal requirements and obligations under the CIFSA.

To obtain your copy of the booklet you can either contact the CCABC directly at 1-866-587-3213 and we will mail you a copy or you can download it directly from the BPCA website at: http://www.bpcpa.ca/images/content/licensing/cemetaries/cf_guide_co2004.pdf

QUICK FACTS FROM THE BPCPA ...

➔ The BPCPA Inquiry Centre received 109 inquiries / complaints during the first quarter 2007 for the funeral industry, 50 related to cemetery / burial and 59 on funeral services.

The top five inquiries/complaints around cemetery, burial & cremation were:

1. Disposal and disinterment of cremated remains
2. Locating interred remains of a family member/friend
3. Maintenance and care requirements of given cemeteries
4. Determining if a given issue falls within CIFSA or the Bylaws of the Cemetery
5. Background checks on memorial societies

➔ At Year End 2006 there were 42 licensed Crematorium Operators; 409 Active Cemeteries and 414 Non Active Cemeteries

➔ The new BPCPA web site was launched in February and included a new online license payment function.

➔ Inspectors have been focusing on places of interment over the past several months. As with the funeral providers, they are finding minor deficiencies with most operators, mainly to do with bylaws and interment right contracts. Of the 28 inspections conducted, 75% met with approval.

➔ The BPCPA will be collaborating with the CCABC to host a series of workshops later in the year aimed at increasing awareness of contractual and bylaw requirements in the Act and Regulations.

➔ The inspections team currently has three cemetery complaint files open and under review. One crematoria complaint was reviewed and concluded as unfounded.

Licensing of Salespeople Update

At this time there is no new progress to report. Currently there is not a timeline available but based on the current legislative agenda, it may be another year before anything happens. The BPCPA and the CCABC Government Relations Committee will continue to monitor the situation and keep you informed.

ESSENTIAL CUSTOMER SERVICE CREDO FOR YOUR CEMETERY

1. The credo will be known, owned and energized by all employees.
2. Always smile and maintain positive eye contact with our families. We should never be invisible at a service or in the park.
3. Remember – first impressions will make lasting impressions!
4. Be an Ambassador of (name your cemetery) in and outside of the workplace.
5. Remember to use proper vocabulary. Always avoid slang, trite expressions and negative comments.
6. Create a positive work environment. Practice teamwork and cooperation with your fellow employees.
7. Any employee who receives a visitor complaint or request ‘owns’ it. Respond to visitor complaints and requests within ten minutes. Follow up with them to ensure satisfaction.
8. Communicate visitor comments in writing to fellow employees and management to ensure that our visitors are never forgotten.
9. Use proper telephone etiquette. Answer within three rings and with a ‘smile’, ask permission to put a caller on hold. Minimize the number of transfers.
10. Be knowledgeable of Cemetery information. Escort visitors to the proper area rather than pointing out directions.
11. Uncompromising levels of cleanliness are the responsibility of every employee. Uniforms/appearance should be kept immaculate at all times.
12. Protecting the assets of (name your cemetery) is the responsibility of every employee. Proper maintenance, energy conservation and repair of property and equipment should be practiced at all times.
13. All employees should know their roles and procedures in an emergency situation. Notify your supervisor immediately of hazards or injuries.
14. The three steps of service shall be practiced by all employees.

We have only one opportunity to make each service perfect!

THE THREE STEPS OF SERVICE

1. A WARM AND SINCERE GREETING

Meet every visitor with a warm and sincere greeting. Always use the visitor’s name if and whenever possible.

2. ANTICIPATE VISITORS’ NEEDS

Whenever possible, anticipate and comply with each visitor’s needs.

3. A WARM GOODBYE

Say goodbye to each of our visitors when they leave. Let them know that we are available to answer any questions they may have. We are here to serve them.