



- President's 2006 Annual Report -

In my acceptance speech after being elected President of the C.C.A.B.C., I stated the following, "I have decided to adopt as a foundation the theme for my term as President - "Programs That Work".

I have heard it said in many different organizations, and for a long time we lived by the motto, "if it ain't broke, don't fix it". I say, "if it ain't broke, fix it anyway". I also suggested that we must "find the best, use the best, share the best, and be the best". To this end, let me briefly point out a few specific initiatives.

Create strong and active committees made up by you the membership. This board of Directors will require your help to actively mold this Association into one you will be proud of.

To review and make recommendations on a new CCABC constitution and bylaws to be more up to date with the current changes and at the same time to be fair and equitable.

To review and make recommendations to ensure we are in a financial position to deliver more services and programs to the membership. To develop programs of accreditation for cemeterians and crematorium operators by working with other organizations, government and the membership.

To reach out to other potential members who cannot attend these great learning opportunities at our conferences by taking our resource of knowledge to them, thereby increasing membership and sharing our experiences with those who may be in need.

I also stated, "I recognize this may seem to be a very enthusiastic agenda, but your past board members have been working very hard the last few years to put together the pieces and with some fine tuning we will be ready to implement the new future of the C.C.A.B.C."

That was the being of my term. Little did I realize I would be the reincarnation of Henry Ford, re-engineering the horse and buggy into a Formula 1 race car? And of course for a successful racing team you require the best "engineer" money can buy. That was provided through the direction of Janet "Carver" Ricciuti our Executive Director. John Carver is the Policy Governance creator famous the world round. Being the best you can be as an organization is the intention of every volunteer Board of Directors and every Executive Director. Getting to be the best is neither easy nor natural for either the Board or the Executive Director. Choosing to use policy governance is one way that an organization can move towards its best.

In our first retreat and now annual retreat, we as your board meet with the sole purpose on how better can we serve you our members? It was two days of exhaustive brainstorming with the help of a facilitator to set up a foundation for purpose and value of our Association. The session started by redefining who we are and why. A new mission statement, vision and goals were discussed. We came away from that meeting feeling really good at what we accomplished, not realizing what was next.

What was next? Wow!

In order to establish the "New Order" we:

- ✓ Established by consensus - Mission, Vision, Goals and Objective Statements.
- ✓ Set and established Committees with their own goal and objectives.
- ✓ Reworked the Bylaws and Constitution
- ✓ Reworked the Fees Schedule
- ✓ Started to create a Governance Policy Manual

This is only the foundation of the organization. From here we must continue with building the walls before raising the roof. Needless to say there is much to do... but to do is a Must. Our Board meetings throughout the year consumed much of our time with Governance Policy, but the show must go on and I wish to thank your volunteer committees for a show well done. The conference, the website, ongoing consultation with members, education programs, government relations, and fiscal responsibilities have all been performed with excellence over and above the governance issues. I thank you all for a job well done and look forward to the next term to start building the walls of our future.

Dennis Radford, President

ELECTED TO THE CCABC 2006/2007 BOARD OF DIRECTORS March 29, 2006

President	Dennis Radford, Municipal Memorial Park Cemetery, Kelowna	Director	Lorraine Fracy, Municipal Royal Oak Burial Park, Victoria
President-elect	Glen Hodges, Municipal Mountain View Cemetery, Vancouver	Director	Glen Minaker, Municipal Capilano View Cemetery, West Vancouver
Vice President	Linda Franceschi, Religious/Fraternal Gardens of Gethsemani, Surrey	Director	Don Rakowski, Private Cedar Valley Memorial Gardens, Cedar
Past President	Ron Laturnus, Private Valley View Memorial Gardens, Surrey	Director	Debbie Sproule, Municipal City of Surrey Cemeteries, Surrey
Director	Kevin Armstrong, Supplier Dodge Canada, Toronto	Director	Blair Wallin, Private Service Corporation International Canada, Burnaby
Director	John Chasca, Crematory East West Kootenay Crematorium Cranbrook		
Director	Mike Cranswick, Supplier Matthews Bronze Ltd.		

MEMBERSHIP NEWS



City of Surrey Cemetery Office has moved. Please note the new address, telephone and fax numbers.

City of Surrey
Cemetery Services
14245 – 56th Avenue, Surrey, B.C.
V3X 3A2

Telephone: 604-598-5770
Fax: 604-598-5781

➤ **An up-to-date membership directory is now being completed and will be forwarded to you soon!**

Have You Registered For The Cemetery Groundskeepers & Maintenance Staff Workshop?

May 17, 2006 – Sunnyside Lawn Cemetery Surrey
Download Registration forms from the CCABC website www.ccabc.org



BUSINESS PRACTICES & CONSUMER PROTECTION AUTHORITY

Licensing, Inspections & Communications Update



The following information has been taken from the Cremation, Interment and Funeral Service Advisory Group Report Update – April 27, 2006.

The full report can be downloaded from the BPCPA website – www.bccpa.ca

LICENSING UPDATE

Licensing activity for the period January 26 to April 24, 2006 included the following:

- Administrative fee notifications were sent on March 3 for the period ending March 15, 2006. Overall response was improved over the initial remittance in January with only 10 late submissions all of which were received within a week of a follow-up notice.
- Licenses were issued for 1 place of interment, 1 crematorium and 4 funeral providers. In addition 17 funeral director/embalmer/apprentice licenses were issued (5 new and 12 transfers).

Enforcement

- Only 1 notice of pending action sent in March of 2006. Issued related to continuing education credits and remains outstanding;
- One funeral director/embalmer licence application refused and one administrative penalty issued for the period;
- No suspensions or cancellations to report.

Inspections

The following inspections were performed with the indicated results:

- 1 place of interment inspections performed and was approved;
- 2 crematorium inspections performed and both approved;
- 7 funeral provider inspections performed with 6 approved and 1 deficient. Issues include licence display, price list, preparation room, contract itemization and disclosures.



Complaint reviews

- There is 1 active review underway involving a place of interment operator. Allegation involves authorization for disposition;

There are 6 active reviews underway involving funeral providers. Allegations range from disclosure of affiliation, solicitation, unlicensed activity, and deceptive acts or practices.

Communications

The toll free inquiry line has received and responded to a number of telephone calls as follows:

1. January 1, 2005 to December 31, 2005:
 - Cemetery/Burial/Cremation: 114
 - Funeral Services: 581
2. Year to date 2006 (April 13, 2006):
 - Cemetery/Burial/Cremation: 37
 - Funeral Services: 113



The inquiry team has received and responded to a number of written complaints (including email) as follows:

1. January 1, 2005 to December 31, 2005
 - Cemetery/Burial/Cremation: 12
 - Funeral Services: 20
2. Year to date 2006 (April 13, 2006)
 - Cemetery/Burial/Cremation: 1
 - Funeral Services: 2

Calls and mail from consumers were in response to: pre-need or funeral services contract disputes; quality of service provided; queries from consumers include private burials, scattering of cremated remains, disposition of human and cremated remains; and calls related to Princeton Similkameen Funeral Services.

Industry queries received included; disinterment process; disposition rights; transportation of human remains; the BPCPA fee; trust accounts; licensing.

Visits to the BPCPA website pages specific to cemetery, cremation and funeral industry during January, February and March of 2006 were as follows:

- Main page - 712
- Application Form - 133
- Fees Schedule - 130
- Advisory Group - 407
- Legislation CIFSA - 260

The BPCPA has undertaken a major project with regard to its website with the objective to be able to provide additional online services including payments by credit card, applications, notices of change etc. The target for completion is June 30, 2006.

The BPCPA participated in the BBB's consumer awareness day long event called "Scam Jam" on March 21, 2006. The BPCPA's booth distributed fact sheets on the funeral industry and the BPCPA's presentation included specific information on the industry as part of its consumer education awareness program.

I. Investigation activities

- The Investigations unit responded to a police investigation regarding a former licensee for fraud. The investigator continues to work with the police providing insight/assistance into the industry. Due to media involvement the RCMP communications department has sent out a media release regarding the investigation. The funeral association has been consulted on the investigation and have sent out media release as well.

II. Advisory Groups

Canvassing for advisory group members is underway and has included the following activities:

- Advertising for consumer representatives was placed in the Vancouver Sun and Victoria Times Colonist on April 1, 2006;
- A mail out to consumer and industry stakeholder groups was completed;
- All licensed businesses were sent expressions of interest by email which was then followed up by hard copy;
- **Deadline for submissions is June 7, 2006** and with the Board making its selections prior to the fall;
- All current members have been encouraged to submit their names if they are interested in serving for another term.