



CCABC

DISPATCH NEWSLETTER

LEADERSHIP EDUCATION INFORMATION

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THE CEMETERY & THE COOPER FAMILY

Many cemeteries receive daily phone calls by those requesting information about where a loved one is buried. Recently, such a phone call was received from Mrs. Sylvia Cooper (*names changed by request*). She wanted to confirm the grave location of her grandparents. We chatted about family, memorials, and eventually the conversation led to how much the cemetery has meant to her and her family. Sylvia's voice suddenly got softer and filled with emotion. She paused, and with a deep sigh, quietly asked if I had time to hear her family's story.

Thirty odd years ago the Cooper's had two young daughters. The eldest daughter was killed in a tragic accident. Ben and Sylvia chose to have Andrea cremated and to place the cremated remains at Forest Lawn Cemetery in Burnaby BC. Times were financially and emotionally hard, and the level of grief ran deep for both parents. Within 10 years of that fateful day Ben & Sylvia divorced. A decade passed before Sylvia could afford a memorial, and it was when the memorial was finally placed that their only daughter Michelle truly realized that she had had a sister.

At this point Sylvia fast forwarded to the present day and went on to relive the conversation that occurred at the recent 2 year birthday celebration of her granddaughter, Michelle's daughter.

It was after the candles were blown out, the cake eaten and the lil miss was fast asleep, and the adults were recuperating that Sylvia's emotions came forth in tears. For her only living daughter Michelle had been that age when Andrea had unexpectedly passed away. Mother and daughter stepped back in time, reminiscing and wondering what life may have been like had Andrea lived. It was then that Michelle confessed something to her mom.

Michelle proceeded to describe to Sylvia that the placement of Andrea's memorial at the cemetery was the single most important thing she remembers from her teenage years. Unbeknownst to Sylvia, Michelle had become a frequent visitor at the cemetery and would sit beside Andrea's grave and 'talk things out' with her big sister. The cemetery is where she went when a volcanic fight with her 'wicked' mother erupted, or when she skipped class.



Michelle had witnessed her parents divorce as a teenager, and had blamed her mother. She had no doubt that her mother was the wickedest mother in the universe, that she didn't understand her, that she didn't care about her. The accusations went on and on and Michelle rebelled in various ways during those years.

Time in the cemetery with Andrea had provided Michelle with stability, with unconditional love and understanding. The cemetery was a place of refuge for this teenage girl during some difficult years in her life.

Sylvia now deeply believes that the decision she made, while in a state of shock and deep grief, to have Andrea placed to rest in the cemetery was the most significant one she ever made. Sylvia and Michelle's relationship today is closer than ever. Michelle has continued to visit with Andrea at the cemetery over the years and knows her big sister is there for her.

Cemeteries are the theatre for real life emotional drama every day. The care we put into our cemeteries has an effect on visitors, and the role each person plays makes a difference; from the owner, to the guy on the weed eater, to the clerk and to the sales associate. Cemetery staff have set the stage for healing, heritage and history.

HST & YOUR ASSOCIATION AT WORK

Thanks to the CCABC membership for participating in the lobbying effort in June. The action we jointly took made a difference for cemetery operations across British Columbia and Ontario.

At the end of May, midway through the assessment timeframe, notice gi-074-e was issued from Canada Revenue Agency which interpreted that Interment Rights were not covered under 'Cemetery Services' and HST would apply to any Interment Right amount that become due or is paid without having become due on or after

May 1, 2010. Meaning all cemetery operations or any company selling Interment Rights would be required to self-assess for May and June 2010 for at-need, preneed and installment payments. This ruling could have meant significant dollar amounts for many.

The CCABC and OACFP (Ontario Association of Cemetery and Funeral Professionals) took immediate action. Documentation was prepared for submission by the members to their local MLA's, and provincial and federal Health

Ministers that stated the cause and effect of this ruling. The efforts made by the membership appear to have provided the final nudge to have the interpretation relaxed.

On June 30, notice b-093-e was issued stating that for purposes of the general HST transitional rules the provincial component of the HST would not apply to an Interment Right supplied under a written agreement that was entered into before July 1, 2010.

A considerable amount of time was spent

researching the issue, the history, the timing, the inconsistencies, and lack of clear definition. When finally the root of the inconsistency was uncovered the lobbying package was prepared. A special thanks to Blair Wallin (Service Corporation International), Gary Carmichael (Arbor Memorial), Glen Timney (Mt. Pleasant Group of Cemeteries), Stephen Olson (Royal Oak Burial Park), Debbie Sproule (City of Surrey), the CCABC and OACFP for their efforts which resulted in a preferred and favourable outcome for British Columbia and Ontario cemetery operations.

2011 ICCFA UNIVERSITY SCHOLARSHIP SPONSORS 'WANTED'

Both the CCABC and the ICCFAU are dedicated to fostering leadership skills among today's generation and the next generation of industry leaders.

The ICCFAU is about learning techniques and principles that can be applied to any cemetery, cremation or funeral operation.

One scholarship is funded by the CCABC and a second one by the generosity of CCABC Supplier members.



Goals of the scholarship program include:

- Payment of registration fees, housing and meals while attending the ICCFAU.
- Enabling the recipient to experience a very intensive academic program to increase professionalism.
- Promoting excellence through education.
- Active investment in the CCABC membership.

Scholarship applications will be available in late 2010.

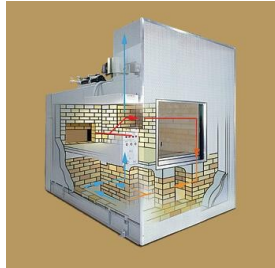
CREMATION EQUIPMENT/OPERATOR TRAINING AND CERTIFICATION PROGRAM

This certification program, through classroom and hands-on training, provides owners, operators, counselors, funeral directors and industry personnel with the skills to efficiently operate crematorium equipment and the knowledge to counsel families accurately. Through understanding of the cremation process and environmental concerns you can protect the consumer by offering high standards of service.

VALLEY VIEW MEMORIAL GARDENS, 14660—72nd AVENUE, SURREY BC
WEDNESDAY, OCTOBER 6, 2010: 8:00 am—5:00 pm

TRAINING BENEFITS & ADVANTAGES:

- Fewer operational problems
- Fewer mechanical problems
- Better environmental awareness
- More operator responsibility
- Increased operator awareness of operational safety
- Reduces risk and liability exposure
- 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
- Continuing education credits:
 - * 6 credits for Funeral Directors
 - * 6 credits for Embalmers



CURRICULUM:

- Professional Terminology
- Incinerator Terminology
- Principles of Combustion
- Cremation and the Environment
- Incinerator Criteria and Design
- Basics of Operating Cremation Equipment
- General Maintenance and Trouble Shooting
- Forms and Record Keeping
- Handling and Exposure Control
- Provincial Requirements

Prepared & Presented
By MATTHEWS
INTERNATIONAL
CREMATION DIVISION



REGISTRATION & INFORMATION:

- Early bird cut-off date September 22nd
- Registration includes Workbook, classroom and on-site sessions, continental breakfast, lunch and two breaks
- Members of similar associations welcome
- [Register here now!](#)

CONTINUING EDUCATION:

- 6 continuing education credits for both Funeral Directors and Embalmers
- Cremation Association of North America (CANA) members may apply for CANA Operators Certification upon request

SUPPLIER SPOTLIGHT

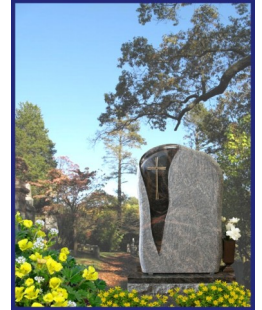
Sunset
Memorial & Stone Ltd.

*For You
For Yours
Forever*



Sunset Memorial & Stone Ltd is Alberta's premier memorial firm, having built a solid presence since 1992 in both Canada and the United States by offering a broad portfolio of monuments and columbaria. The growth achieved has been hard earned by delivering:

1. High product quality and craftsmanship. All product materials come complete with a 25 year warranty.
2. Exceptional customer service. With one of Western Canada's largest monument inventories, Sunset is often able to create a memorial in a fraction of the time that our competitors can. When product is in stock, Sunset's Premiere service offering allows customers to receive their stone within 48 hours after finalizing their design.
3. Leadership in innovation. Sunset's unique columbaria designs allow the product to be manufactured in a controlled setting off site, which not only ensures quality control, it minimizes disruption in the cemetery. As well, Sunset has been the first to introduce the world's first molded Nylene columbarium niche which has been widely acknowledged and embraced by North American customers as being superior to other incumbent designs. Finally, cemeterians are encouraged to call Sunset directly to find out about our new leading edge 2010 Family Estate packages that encompass traditional burials and cremation options combined with professional architecture and landscaping services as a simple all-in-one package.



Located just minutes from downtown Calgary in an 8,500 sq. ft. facility that includes a stunning 3,500 sq. ft. showroom, Sunset offers an on-site staff of artists and access to a world renowned laser specialist to fulfill all of our customer's personalization wishes. Together with a complement of stone/granite craftsmen with over 35 years of experience the Sunset offering provides a dynamic and compelling solution for customers that can't be ignored.

Sunset will be expanding operations, don't hesitate to call and learn about our product and dealership opportunities in your area.

3300 – 8 Street SE, Calgary Alberta T2G 5S7

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SUPPLIER SPOTLIGHT

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Mississauga, Ontario L4W 1A2

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Fax: 905-624-1109
Email: info@dodgecan.com

The Dodge Company is by far, the world's largest supplier of preparation room products, cosmetics, instruments and sundries.

Dodge owns and operates its very own urn manufacturing division and makes a very attractive array of Dodge Handcrafted Urns, and additionally carries a broad variety of urns from manufacturers around the globe.

Dodge has a full team of sales representatives from coast to coast. They are all licensed embalmers and funeral directors and are more than happy to assist with any technical funeral home, preparation room, or crematorium challenge that you may encounter. British Columbia's Dodge representative is Kevin Armstrong and he has taken care of our B.C. customers for 16 years.

Lowering devices, grave dressings, temporary grave markers, and other cemetery supplies are stocked for prompt delivery. Likewise is a full compliment of cremation supplies such as temporary containers, shipping cartons, rollers and many other accessories.

Proudly, and for over 8 years, Dodge (Canada) has been the exclusive distributor of Crematory Manufacturing and Service Inc. and their complete line of cremating equipment such as the famous Millennium III and the CMS Millennium Dust Free Processor.



SUPPLIER SPOTLIGHT



Crematory Manufacturing & Service, Inc.

Cremate Cleaner, Safer, Faster, Quieter, and More Fuel Efficient

C.M.S., Inc. manufacturers of the Millennium Series and the Equinox series cremation equipment, has developed Advanced Crematory Technology to meet the increasing cremation needs of the coming century. CMS cremating machines combine the latest technology in combustion and refractory design and manufacture to produce units that burn cleaner, cremate faster, and are significantly more efficient and operate much quieter than traditionally designed and similarly priced units. The refractory methods used are designed to last 30 percent longer and cost 30% less to replace over time.



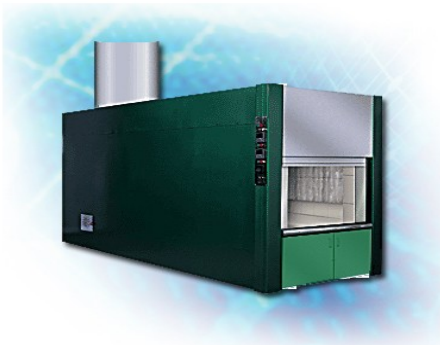
- Cremates in 2 Hours or Less and 1 Hour in Production Mode
- Cools Down in 1/2 Hour or Less
- Uses up to 40% less fuel than comparable models
- Refractory Designed to Last 30% Longer
- Refractory Designed to Cost 30% Less to Repair
- Loads from a Church Truck
- UL and CSA Listed to Assure Safety
- Only Cremator in U.S. that has been awarded CSA approval
- 2-Year Limited Warranty



- The Ultimate in Combustion Alignment
- Touch Screen Automatic Controls
- Modem Access to Monitor Conditions Online
- Advanced Thinking PLC on board computer anticipates conditions *before* they happen
- Loads from a Church Truck
- Oversized Door to Accommodate Larger Cases
- 2-Year Limited Warranty

Since the summer of 2002 CMS has been proudly represented in Canada exclusively by **The Dodge Company (Canada)**.

Please contact your local Dodge Rep for more information.



www.CrematoryManufacturing.com

GOING GREEN—MAKING A DIFFERENCE

Green Operative Ideas: Three areas for implementing green change at your cemetery ... other than 'green burial' itself.

The majority of us in the after death care industry are aware of the emerging green/natural burial alternative, however, we are inclined to postpone green initiatives based on the current gap in demand for this alternative. Meantime there are steps that could be taken to make a positive change and respond to the general need for environmental responsibility specifically in cemetery landscapes, including: upgrade/enhancement of existing cemetery sites, changes to operations and management, and sensitive development of new cemetery sites. Implementation of any of these areas for change can act as block-building measures for eventual delivery of green burial services at a cemetery.

Green or natural burial is a reaction to the broader need for sustainable conservation and protection of our natural resources. Sustainability, in this regard, balances social, environmental, and economic site factors. Cemeteries are typically green parks, which make them seem natural in relation to the urban concrete jungle or commercial brown fields; however, there is less virtue to the natural quality of a cemetery landscape than we may think. For instance, compounding the following poor/unsustainable cemetery practices can equate to a large 'ecological footprint' or consumption of the earth's resources:

- Chemical fertilizer and pesticide use
- Clearing of natural/wild ecosystems for cemetery development
- Replacement of ecosystems with turf grass creating an unnatural monoculture
- Use of potable/treated water for irrigation
- Use of invasive plant species in cemetery gardens
- Various operations activities/equipment that consume resources and pollute air/water
- Use of non-local construction materials for development/enhancement
- Encouragement/reliance on vehicular transportation (visitor and operations)

Offsetting these unsustainable practices to any degree can make a positive change towards a 'greener' or low-impact cemetery site. The following are Green Operative Ideas that can enhance the overall cemetery setting:

1. Upgrade and enhance existing cemetery land

- Install a green roof – Cemeterian Paul Taylor of Woodlawn Cemetery in Guelph, Ontario incorporated a green roof/earth cover complete with plantings over the maintenance building, which reduces heating/cooling costs, reduces rainwater run-off into sewer systems, and makes excellent use of existing topographic changes.
- Over-seed with lawn alternatives like clover or low maintenance grass seed mixes that appear and function similar to common grass yet require less frequent mowing resulting in less overall air pollution.
- Consider 'xeriscaping' as an option for new garden areas by choosing native or drought-tolerant plants and trees that require minimal to no irrigation for survival and propagation (i.e. Norm Ryder's 'dry sections' at Kelowna Memorial Park).
- Alternatively create mini rainwater infiltration gardens with water-loving plant species and proper drainage material in undeveloped low-lying areas of the cemetery that are naturally irrigated by the overland flow pattern of rainwater.
- Promote environmental education with signage that describes the function and importance of ecological amenity areas and green initiatives; include this environmental information on the cemetery website...social awareness and engagement is a necessary component of sustainability.



The majority of us in the after death care industry are aware of the emerging green/natural burial alternative, however, we are inclined to postpone green initiatives based on the current gap in demand for this alternative.

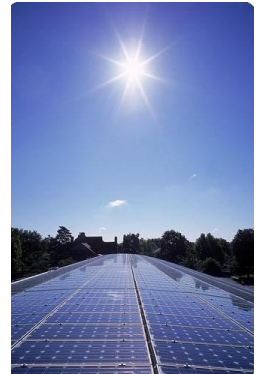


GOING GREEN—MAKING A DIFFERENCE...continued

Offset energy consumption from crematories or offices with renewable energy infrastructure such as a windmill or the more discrete solar panel. A cemetery in the town of Santa Coloma de Gramenet, Spain installed clean energy solar panels atop rows of mausoleums. The panels are connected to the local energy grid and offset approximately 62 tons of CO2 emissions. ("The Renewable Dead: Spanish Cemetery Goes Solar" by Kimberley Mok, November 24, 2008, www.treehugger.com).

Increase tree cover (in a properly planned manner to not impinge on operations and accessibility) to provide habitat and shade...sell the trees as memorial features to recover costs and tie cultural needs to the natural landscape.

Encourage and accommodate pedestrian access and use of the cemetery with paths, destination nodes, municipal bus loops/access, vehicle offloading/parking bays, reasonable walking distances, and safe entry/exit points.



2. Implement changes to operations and management

As mentioned in the last Dispatch "Green Tip" there are a number of methods that can result in a significant reduction of a cemetery's footprint:

- Consider converting to biodiesel-based equipment.
- Be water wise and limit reliance on traditional irrigation.
- Eliminate use of chemical fertilizer/pesticides and convert to green forms...surprisingly, household vinegar combats weeds effectively in the right circumstances (i.e. paved surfaces).
- Work to reduce idling equipment times.
- Preserve topsoil because it is a living organic matter...stockpile topsoil from grave openings for no longer than a month and cover it with a breathable material to prevent undue weed growth.

3. Ensure sensitive development of new cemetery sites

- Consider making your next development project LEED certified (Leadership in Energy and Environmental Design). Achieving compliancy with LEED criteria on design projects "encourages and accelerates global adoption of sustainable green building and development practices" (www.cagbc.org). Costs to implement a LEED building/site tend to be front-loaded but can also be recovered in operation costs in the long term...and cemetery operations are distinctly long term.
- Select land that allows for optimum burial/cremation densities without disturbing existing ecosystems and without fragmenting green corridors or natural 'pathways' for area wildlife forms.
- Aim to build with local materials...imported materials carry a significant carbon emissions price tag.
- Capitalize on unique areas within a site that would be costly to develop for traditional burial – create special memorial/cremation gardens that work with instead of against existing site conditions.
- Plan an overall Storm Water Management system that mimics natural infiltration systems and uses fewer resources to develop and maintain.
- Prioritize for the preservation, enhancement, and even creation of locally appropriate ecosystems or natural amenities.



Following these suggestions or any aspect of them will initiate your cemetery's 'green start'!

Submitted by Rob Hilton, CCABC Director
(Co-authors Michelle Moylan and Rob Hilton)



PANDEMIC DISEASE & DISASTER RESPONSE PLANNING

The massive slide in the Pemberton Valley on August 7, 2010 brought into motion a disaster relief plan that was both timely and effective. The monster rock slide brought 40 million cubic metres of earth rushing towards the community of Pemberton (population 2600). This was the second largest landslide in Canadian history, surpassed only by the Hope slide (1965) that claimed the lives of four persons.

The Pemberton slide occurred in the early hours of August 7th, when the melting Capricorn glacier gave way and blocked Meager Creek with tons of soil and debris. The slide resulted in a natural dam measuring 300 metres wide

and 2 kilometers long. A large lake was formed behind this dam. This situation caused alarm as officials worried the dam could give way causing flooding and more slides. A state of emergency was declared and thousands were evacuated, while others were put on evacuation alert. The evacuation and relocation of residents falls under the control of the regional district. The regional district can be commended for their quick action and forward thinking in notifying, assisting with moving and providing basic support for the evacuees.

Every municipality or regional district should have an emergency preparedness plan in case such a

catastrophic event should occur. Local governments should not be complacent and rely on upper levels of government as their only means of support. A comprehensive disaster preparedness plan is vital to the protection of each community's residents.

Persons in the death care industry should participate in the development of the plan so that if there are casualties, they have the resources, both human and physical, to handle a sudden and significant need for their services. In the case of the Pemberton slide, there were, thankfully no casualties, but this does not negate the need for a contingency plan should another catastrophic event occur.



Persons in the death care industry should participate in the development of the plan so that if there are casualties, they have the resources, both human and physical, to handle a sudden and significant need for their services.

HEALTH & SAFETY—MANAGING SAFETY FROM THE SUPERVISOR'S PERSPECTIVE

'Due Diligence' is defined as taking all reasonable care to prevent the occurrence of an incident or event. Due diligence in safety management can be described as 'a system approach that provides information, instruction (education), training, supervision, verification of knowledge, and correction of physical and human hazards'.

INFORMATION & INSTRUCTION (Education)

This part of the system ensures that workers receive the appropriate level of education they need to work safely. Education

routinely takes place in a classroom-type group setting, crew talks, one-on-one safety reviews, or through written or verbal directions.

TRAINING

Training typically takes place on the job assigned. A training system includes training standards, selection of trainers, supervision during training, verification of training, and demonstrate competencies when training is completed.

SUPERVISION

This part of the system ensures:

- * Verification of training and education
- * Identification of training and education
- * Direct observation of workers
- * Correcting unsafe or unwanted behaviour
- * Direction and instruction of workers
- * Response to worker questions and concerns
- * Documentation

As a supervisor, you must have a clear understanding of your responsibilities within the safety management system. A mistaken belief that due diligence is merely 'CYA' may distract you from

meeting critical legal obligations to ensure the health and safety of your workers.

On a regular basis, evaluate safety management systems for their effectiveness.



The Cornerstones of Due Diligence

**CEMETERY AND
CREMATORIUM ASSOCIATION
OF BRITISH COLUMBIA**

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Aldergrove BC V4W 3Z5
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Phone: 604-866-7292
Fax: 604-530-1174
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Website: www.ccabc.org



CCABC

**LEADERSHIP
EDUCATION
INFORMATION**

WEBSITE UPDATE

Our website is up and running!

The site has now been updated from our 'old' 2005 platform to the most current. Although five years doesn't seem like a long time, it is when it comes to the World Wide Web.

The site now offers faster navigation for all members to research suppliers and contact information for cemeteries and crematorium operators.

We encourage you to view the new site and email any suggestions, photographs, comments or inquiries to: info@ccabc.org

EVENTS CALENDAR



[CANADIAN FUNERAL TRADE ASSOCIATION \(CFTA\)](#)

National Trade Show

Date: September 28–29, 2010

Location: Direct Energy Centre, Exhibition Place, Toronto ON

[WASHINGTON CEMETERY, CREMATION & FUNERAL ASSOCIATION \(WCCFA\)](#)

Fall Convention

Date: September 30–October 2, 2010

Location: Stevenson WA

[CCABC CREMATORY OPERATOR TRAINING & CERTIFICATION PROGRAM](#)

Date: October 6, 2010

Location: Valley View Memorial Gardens, Surrey BC

[ONTARIO ASSOCIATION OF CEMETERY & FUNERAL PROFESSIONALS \(OACFP\)](#)

Educational Conference & Tradeshow

Date: October 27–29, 2010

Location: Deerhurst Conference Centre and Resort, Huntsville ON

[INTERNATIONAL CEMETERY, CREMATION AND FUNERAL ASSOCIATION \(ICCFA\)](#)

Fall Management Conference

Date: October 27–30, 2010

Location: J.W. Marriott Camelback Inn Resort & Spa, Scottsdale AZ

[INTERNATIONAL CEMETERY, CREMATION AND FUNERAL ASSOCIATION \(ICCFA\)](#)

Annual Convention & Exposition

Date: March 8–11, 2011

Location: Mandalay Bay Resort & Casino, Las Vegas NV

[CCABC / FSABC ANNUAL CONFERENCE & TRADESHOW](#)

Date: April 6–8, 2011

Location: Delta Grand Okanagan Resort, Kelowna BC

REMEMBRANCE DAY



They shall grow not old,
As we that are left grow old.
Age shall not weary them,
Nor the years condemn.
At the going down of the sun
And in the morning
We will remember them

