

Training Seminars For Cemetery Staff

April 19, 20, 21, 2012

Sheraton Wall Centre, Vancouver, BC



FSABC | CCABC



Celebrating The Past
Building Our Future
Vancouver 2012

**Celebrating the Past
Engaging the Present
Building the Future**

Training Seminars For Cemetery Staff

About The Program ...

Strengthening staff education and training will improve cemetery efficiency and professionalism.

There is an increasing demand for well-trained municipal cemetery professionals that can address the challenges of an ever-changing work environment and the ever-changing needs of the community and its citizens.

Changes in demographics and increasing populations, government legislation and new cemetery procedural techniques require regular formal training and education. The ability to meet the needs and expectation of our communities as it relates to death care is paramount to a healthy and respectful community.

The Cemetery & Crematorium Association of BC is pleased to offer this training program for ceterierians in conjunction with the Funeral Service Association of BC.

We will be offering training sessions designed to meet the needs of the cemetery worker. Full registration packages are available as well as registration options for specific training days.

Knowledgeable ceterierians, government officials, funeral directors and professional speakers have combined to form this unique educational cemetery training and historical event!



Schedule At A Glance



Thursday, April 19

9:00 am - 12:00 noon	FSABC Outgoing Board Meeting
2:00 pm - 3:30 pm	CCABC Outgoing Board Meeting
1:00 pm - 4:00 pm	Exhibitor's move in/set up
1:00 pm - 7:00 pm	Conference Registration Open
5:00 pm - 7:00 pm	Ribbon cutting ceremony, opening of the exhibit hall & welcome cocktail party.

Friday, April 20

7:30 am - 8:30 am	Breakfast in Exhibit Hall
8:30 am - 8:45 am	Welcome / In Memorium
8:45 am - 9:30 am	<p>Building Our Future</p> <p>This session welcomes members of both the CCABC & FSABC and presents a vision for a unified organization through a joint merger. The session will include a presentation that provides an overview of the process and immediate next steps including an open Q & A session.</p> <p><i>Dave Baspaly, InFocus Management Consultants</i></p>
9:30 am - 10:00 am	Break - Exhibit Hall
10:00 am - 12:30 pm	FSABC 100th AGM
10:00 am - 12:30 pm	CCABC Annual General Meeting & Round Table discussions.
12:30 pm - 1:30 pm	Lunch in the Exhibit Hall
1:30 pm - 2:30 pm	<p>Our Heritage - Caring, Compassionate, Concerned</p> <p>A historical journey through the history of burial customs and death care and how it impacts what we do today.</p> <p><i>Todd Van Beck, One of North America's best known and well regarded funeral service historians.</i></p>

Friday, April 20 continued ...

2:30 pm - 3:00 pm	Break - Exhibit Hall
3:00 pm - 4:00 pm	<p>Mental Pause: Take A Break Before You Hit The Send Button</p> <p><i>Speaker Deborah Kimmett</i></p>
6:30 pm - 9:00 pm	FSABC & CCABC President's Reception and Banquet

Saturday, April 21

7:30 am - 8:30 am	Breakfast in Exhibit Hall
8:30 am - 9:30 am	<p>History or Homicide?</p> <p>Identifying human remains in complex investigations.</p> <p><i>Stephen Fonseca, BC Coroners Service</i></p>
9:30 am - 10:00 am	Break - Exhibit Hall
10:00 am - 11:00 am	<p>Historical Influences of Cemetery & Funeral Services Legislation in BC</p> <p><i>Tayt Winnitoy, Consumer Protection BC</i></p>
11:15 am—12:15 pm	<p>A Call To Duty: Funeral Directors and Cemeterians Response To The Titanic Disaster & Valuable Lessons For Today</p> <p><i>Todd Van Beck</i></p>
12:30 pm - 1:30 pm	<p>Historical Theme Luncheon.</p> <p>Ivan Sayers and live models will impress with a historical fashion show featuring glamorous garments reminiscent of the Titanic & the Roaring 20's!</p>
1:45 pm - 2:45 pm	<p>Closing Keynote: Taking Crazy Back</p> <p><i>Tod Maffin</i></p>
5:30 pm - midnight	<p>100th Anniversary Gala</p> <p>A Celebration and Unforgettable Evening You Won't Want To Miss!</p>

Conference Highlights!

2012 Exhibitor's Showcase – New Products and Old Treasures

The 2012 conference and 100th anniversary celebrations will kick off with a ribbon cutting ceremony and the Exhibitor's Grand Opening Reception. This year's Showcase will include over 30 exhibitors who will feature their newest products and services to ensure success in a competitive market. Also on display will be old treasures and funeral artifacts of historical significance. Join us in 2012 for BC's only cemetery, cremation and funeral service profession Exhibitor's Showcase.

Accredited Professional Development Programs

A dynamic line-up of speakers covering a broad range of topics including:

- History of burial and death care
- Identifying human remains in complex investigations
- Cemetery & Funeral Services Legislation in BC
- How past disasters can teach us valuable lessons today
- Improving team work and communication skills
- Taking Crazy Back - creating a healthy workplace.

Hear stories of success, as you get insight and learn solutions from our leading line-up of speakers!

Cemetery Training Round Table Topics

Topic: Will the Legislation Allow Me?

Tayt Winnitoy, VP of Operations, Consumer Protection BC, will be on hand to translate the current legislation and regulations for you. As a cemeterian, you must be in compliance with all aspects of the Cremation, Interment and Funeral Service Act and Regulations. Get answers to some of your questions such as:

- the request by more and more families to make interment arrangements by phone or on-line, or
- the obligations of a cemetery/crematorium when a family wishes to handle their own transfer,
- what extent is the cemetery obligated to ensure the correct person is signing the paperwork, or
- reclaiming unused interment sites, the interment of cremated remains over previously interred human remains and the consequences of inadequate bylaws and more!

Topic: All Things Granite

Rob Hilton from Hilton Landmarks Inc. will moderate a discussion about Cemetery Maintenance and cleaning and maintaining granite. Whether it is a Granite Mausoleum front, Niche Wall, Sculpture, Cenotaph or Headstone - using the proper cleaning agent and tools will make your maintenance easier and you will gain some knowledge to pass on to families you serve.

Topic: itab? iapps? itunes? ipod? iphone? I NEED HELP

With Clouds, Blackberries, Apples, and Androids among us let's discuss what (if anything) you are currently utilizing for your record keeping needs. Ken Munday will be moderating this discussion on cemetery software, the latest technology, and how it could impact your customer service and streamline operational efficiencies. We will discuss what you like, don't like, want, and what is now possible for everything record keeping. Discussion will centre around software needs past, present and future, and how to make software and technology a slave for you, not you a slave to it.

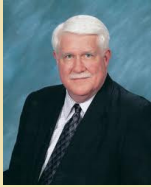
CONFERENCE SEMINARS AND PRESENTATIONS

Building Our Future



In this session Dave Baspaly of InFocus Management Consulting welcomes members of both the CCABC & FSABC and presents a vision for a unified organization through joint merger. Mergers are sophisticated business transactions, likely the most sophisticated that a Association will ever undertake. Executed properly a new, stronger, more vibrant Association is formed with a better capacity of serving members' needs for the long-term. The session will include a presentation that provides an overview of the process and immediate next steps. Specific time will be provided for an open Q & A session.

Our Heritage: Caring, Compassionate Concerned



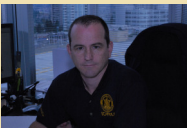
The history of cemetery and funeral service is a history of mankind. Funeral customs are as old as civilization itself. **Todd Van Beck** one of the best known and well regarded funeral service historians will take us on a historical journey through the history of burial customs and death care and how it impacts what we do today.

Change Direction Without Losing Your Mind



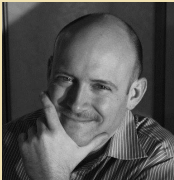
In the fast pace of life we're often reacting to situations, rather than responding to them. Living our lives through the reactions of others we feel they live rent-free in our head. At the mercy of this overwhelming sense of urgency we often forget what is important to us. In this session **Deborah Kimmitt** will show you how you can take a Mental Pause by unplugging from others opinions, watching the rollercoaster instead of riding it; thinking outside of your comfort zone to improve your teamwork and communication skills.

History or Homicide?



Coroner Stephen Fonseca will be speaking about the BC Coroner's Services' Identification and Disaster Response Unit and its role in identifying human remains in complex investigations. Fonseca's unit is responsible for 200 cases of unidentified human remains in BC. The chilling story of feet washing ashore along BC's south coast has captured the fascination of people from around the world and is just one of the many cases being investigated where Fonseca was recently featured in the television documentary, Dark Waters of Crime. In this fascinating session, Cemeterians and Funeral Directors will learn what role they have when presented with a "new" case, (in some situations partial human remains) and the Coroner's role in determining if it is "history" or "homicide".

Historical Influences of Cemetery & Funeral Services Legislation In BC



British Columbia's Cremation Act was passed in 1913; the Public Utilities Commission regulated Cemeteries from 1955 to 1973. Funeral Providers only became regulated in 1995. It was not until 1990 that legislation and regulation for cemeteries, crematoriums and funeral providers came into effect under one Act. In this session, **Tayt Winnitoy** of Consumer Protection BC will explain what the historical influences were that effected the legislation and regulation in place today and the relevance of those laws.

A Call To Duty: Funeral Directors & Cemeterians Response to the Titanic Disaster



Exactly 100 years ago today (April 21, 1912), the crew of the MacKay Bennett managed to recover the first 51 bodies from the Titanic. In Halifax, preparation for receiving the dead involved turning the city's curling rink into a temporary morgue while three cemeteries offered a final resting place. In this session, **Todd Van Beck** will discuss how the devastation of the Titanic can teach Cemeterians and Funeral Directors valuable lessons for today.

Closing Keynote: Taking Crazy Back



Once the founder and CEO of a multi-million dollar technology firm, Tod's workload and always-on personality finally caught up with him and over the following years, he was crippled by a devastating depression and addiction — all the while struggling to appear to be productive to employers and colleagues, and happy and healthy to his friends and family. In this provocative keynote speech, **Tod Maffin** will reveal how this always-connected landscape has seduced all of us into endless multitasking and infinite email — all the while pretending that this increasing workload is the best thing for "productivity." In fact, this hyper-connected economy may be both destroying the productivity of workplaces and eroding the mental health of companies' most valuable asset — their people. Funny and poignant, sad and hopeful, Tod will outline his own bold strategy in a way that will challenge attendees for years to come.

Maximizing Your Conference Investment ...

Register Early

Maximize your conference investment and SAVE on your conference fee if you register by MARCH 1, 2012. The advance registration and full registration fees include access to all presentations and conference activities Thursday, April 19 through to the closing gala event on Saturday, April 21.

To register send the enclosed form along with payment (in Canadian dollars) to: FSABC, Suite 211—2187 Oak Bay Avenue, Victoria, BC V8R 1G1 or fax registration form to (250) 592-4362 or email to info@bcfunerals.com

Note: If you are paying by cheque, please do not fax the registration form.

	FSABC / CCABC Member	Non Member
Early Registration (on or before March 1, 2012)	\$495	\$595
Full Registration (after March 1, 2012)	\$550	\$650

For Single Day Cemetery Training Programs and additional tickets see registration form.

Registration Cancellations

We understand that circumstances may arise requiring cancellation. Cancellations must be sent to FSABC in writing, by April 6, 2012. Written cancellations received on or before April 6, 2012 will be given a full refund of registration fees. Cancellations after April 6, 2012 and no-shows will not be given any refund.

The Art of a Fine Hotel - Stay Close to the Action

We are happy to confirm a special rate of \$169 per night (net, non-commissionable) for our conference delegates. In addition to this rate, there are a number of other room rates and configurations for you to choose from.

Room Type	Single/Double Rate	Room Type	Single/Double Rate
Run of House	\$169	Junior Suite	\$219
Deluxe Corner Room	\$209	One Bedroom Suite	\$289
Club Floor	\$224	Two Bedroom Suite	\$469
Family Suite	\$219		

All rooms are subject to 12%HST, plus 2% hotel tax and 1.5% DMF (destination management fee) and are subject to change without notice.

Cut-off Date: The “cut-off date” for reserving rooms is 5 pm PST on **MARCH 15, 2012.**

Hotel Direct: (604) 893-7120

Toll Free (Hotel): (800) 663-9255

Toll Free (Central Reservations): 800-325-3535

Email: reservations@wallcentre.com

Maximizing Your Conference Investment ...

Additional Hotel Information

Check-in: 3 pm	Check-out: 12 pm
Self Park Early Bird Rate	Must drive in between 6 am to 8 am. Must leave before 6 pm. No in and out privileges. \$17
Overnight Parking	\$30 self & \$33 valet
Health Club Access	Complimentary
The Link	Located on the 3rd floor concourse (between the South and North Towers of the hotel) available 24 hours for all hotel guests, the Link offers: <ul style="list-style-type: none">• Free Wi-Fi• Free PC Workstations• Complimentary Printing



The Sheraton Vancouver Wall Centre is located in the heart of downtown Vancouver next to the city's best restaurants, shopping districts and the famous Vancouver seawall and beaches. Guestroom windows open to sea breezes and breathtaking city, mountain and oceanviews. Granville Island, trendy Yaletown, historic Gastown, multicultural China Town and fashionable Robson Street are all within walking distance.

Airport Information ...

Vancouver International Airport is 18 kilometres / 12 miles from downtown Vancouver.

Taxi from airport is \$25 one way (approx.) 20—25 minutes.

For local guests - save on parking - use the convenience of rapid transit options.

Advance Your Career ... Continuing Education Units (CEUs)

You can earn Continuing Education Units (CEUs) for Funeral Director and Embalmer licenses while attending the 2012 conference.. Registrations for the full conference will provide you with the equivalent requirement for 6 CEU's for license renewal.



Play the Part ...

Attire for the conference is business casual. For the 100th anniversary gala SpeakEasy we are encouraging you to "play the part". Ladies attire include flapper dresses, evening dress, boas, long pearl necklaces and fans. Men's attire include zoot suites, black or white ties on a black shirt, spats and fedoras.



Important Dates ...

March 1st	Early Bird Conference Registration Deadline
	Exhibit Space Application Deadline
	Conference Sponsorship Opportunities Deadline
March 15	Hotel guest room block closes for group rate

Remembering Our Past Looking To The Future

Our Success Depends on Your Support

The FSABC 100th Anniversary Committee is providing many sponsorship opportunities to help defray the costs associated with these celebrations. Through your generosity, the 100th Anniversary Committee will be able to organize a celebration that will enlighten and enrich as we remember our past and look to the future. In return, we will recognize our sponsors as an integral part of the celebration and the anticipated success.

This opportunity offers an exceptional chance to demonstrate your company's commitment to BC's funeral service profession.

Your sponsorship will be delivered through a generous array of value added benefits depending on your level of sponsorship, including:

- Prominent placement of your company logo in all email, print and other communications
- One page insert of your Company profile in 3 editions of the FSABC UPDATE Newsletter
- Logo recognition on front cover of souvenir program
- Complimentary conference registration packages and additional tickets for the closing Gala Event
- VIP table for 8 at closing Gala Event (Roaring 20's Speakeasy Theme)
- Acknowledgement on sponsorship banners featured in all conference event locations

Events will include:

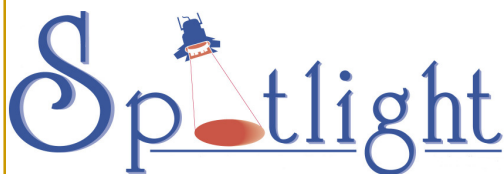
- Welcome Reception in the Exhibit Hall featuring displays of both the past and the present
- 6 Featured Speakers and Presentations
- Historical Theme Luncheon
- Gala Closing Event (Roaring 20's Speakeasy): At this event we weave the elegant, glamorous, lively ambience of the Roaring Twenties with the dark, forbidden, mysterious intrigue of the underground Speakeasy.

The anniversary celebrations will be a great time for us to look back at the story of the FSABC, the people who shaped the funeral service profession into what it is today; and a new understanding of the history that produced our present while reflecting on the prosperous future that lies ahead.

Your support of the 100th Anniversary Celebrations is extremely important. Your 2012 investment is vital to the success of these celebrations as well as the enrichment and the cultural health of our profession!

To Learn More About FSABC 100th Anniversary Sponsorship Opportunities go to:

www.bcfunerals.com/our-success-depends-on-you Or call 1-800-665-3899



FSABC & CCABC Conference Sponsorship Opportunities: In addition to the 100th anniversary sponsorship opportunities, we are offering conference specific sponsorship opportunities.

Put your company in the spotlight at the annual CCABC & FSABC 2012 Conference.

All sponsorship levels include: name/logo displayed at general sessions and on conference website; name/logo on all conference signage; name/logo listed in conference program. As a sponsor you will receive recognition and visibility within our broad attendee base which includes, cemeterians, crematorium operators, suppliers, embalmers and funeral directors.

