

Summary

Effective April 21st, 2020 the City implemented an online portal for the electronic submission and exchange of forms with funeral service providers for the duration of the pandemic response.

The City will no longer process burial permits via fax or in-person following a 2-week transition period ending on May 1st, 2020.

The Office of the Registrar General for the Province of Ontario has authorized electronic transfer of documents for the purposes of burial permit issuance to support physical distancing and help slow the rate of COVID-19 infection.

This is a temporary protocol and is subject to change.

Overview of Electronic Process

1. The City will provide each funeral service provider with a link to a secure online portal to upload forms.
2. The City will review the uploaded forms. The City will contact the funeral service provider if more information or clarification is needed.
3. The City will send an email to the funeral service provider when the burial permit is available to download from the online portal.

City of Toronto Response to COVID19

To help slow the rate of COVID-19 infection, the City of Toronto has cancelled all non-essential services and closed many facilities including City Hall and the civic centres.

For more information visit www.toronto.ca/COVID-19

Requests will be processed daily, 7-days per week during business hours

Requests received before 10 am will be processed on the same day.

If the request is urgent, please provide a cover note with the date and time of the service.

The City Clerk's Business Hours are:

- Monday through Friday: 9 am to 5 pm
- Saturday, Sunday and Holidays: 9 am to 5 pm

Get Started

To get started you will need:

- Computer with access to the internet
- Scanner
- Email

Prepare your Forms for Electronic Exchange

Please prepare a legible scan of all forms together as **one file**.

To ensure prompt service please review all forms prior to submitting to ensure they are complete and signed. Forms that are not complete and/or illegible will not be accepted and you will be required to resubmit your request before the burial permit is issued.

Recommended Scanner Settings

- Resolution: Minimum 300 ppi
- Bit Depth: 1-bit
- Image Type: Bi-tonal
- Compression: Lossless
- File Formats: PDF, PDF/A

Name your files

Files must be named using the following format:

<Service Provider> - <Surname of Deceased>.pdf

e.g. "Acme FH – Smith.pdf"

Use the Secure Online Portal

Click on the link provided to you by the City to sign into the portal using the user name and password provided.

Once you have logged in you will be requested to change your password.

Passwords must contain:

- At least 12 characters
- A combination of letters and numbers
- At least one CAPITAL letter
- At least one symbol

[Submit New Application](#)

Select [Submit New Application](#) and enter the required information:

- Funeral home name
- Last name of deceased
- First name of deceased
- Date of death

[Upload Forms](#)

Select [Upload Forms](#) to upload Statement of Death and Supporting Form(s) (one combined file). Choose the correct file from your computer.

[Submit](#)

Select [Submit](#) to submit your request for a burial permit. You will receive an email when your burial permit is ready to be downloaded.

To access your burial permit log into the

[Download Permit](#)

system and select [Download Permit](#) for the specified person.

Management and Submission of Original Paper Forms

Do Not Destroy Original Paper Forms after Scanning

Funeral service providers are responsible for preserving and submitting all original forms.

Submit Original Forms to the City Weekly

Original forms must be submitted weekly.

Forms are to be mailed (couriered or registered mail) Attn: City Clerk's Office, Registry Services, c/o Metro Hall Mailroom, 55 John Street, M5V 3C6, P1 Level Re: Death Registration/Confidential.

Failure to provide the forms within the required timeframe will result in a suspension of access to the online portal.

Store Forms Securely

As the required forms contain personal information, funeral service providers are responsible for the handling and storing of forms in a manner that prevents unauthorized disclosure of the information.

The loss or unauthorized disclosure of information constitute a privacy breach and must be reported to the City for investigation.

Collection Statement

The City is collecting and transmitting personal information under the authority of the Vital Statistics Act to issue burial permits and register deaths. Information about the transmission of this information can be obtained from the Manager, Community Councils and Registry Services at registryservices@toronto.ca.

Need Assistance?

Contact the City Clerk's Office at:
registryservices@toronto.ca