

Registrar's COVID-19 Update

Anticipating needs in a changing pandemic

BAO

Bereavement
Authority of
Ontario

Ready...together

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Today's Agenda

1. Registrar's Directive:
Scheduled visitations / No more cycling
2. Revised timelines of the EDR
3. Reminder: Cemetery & Crematorium Operator –
Annual Licensure Reports (ALR)
4. Cemeteries – worth repeating
5. Questions and Answers

Thank you for your professional service to families. By following Registrar's Directives and provincial restrictions – you are saving lives.

Registrar's Directive

Scheduled groupings of visitors at funerals & visitations

- ❖ **Effective Friday** - This Registrar's Directive puts an end to the cycling of people through funeral homes (trading-off or substituting individuals) for funerals and visitations
- ❖ This was starting to become a significant issue
- ❖ Directive is necessary to further ensure safety of families and licensees
 - Considered more strict options

Registrar's Directive

Scheduled groupings of visitors at funerals & visitations

This directive allows:

- ❖ Funeral homes to offer a funeral and several scheduled visitations for each decedent's family
- ❖ Guests to wait in their vehicle and family members, who live together, to wait in a vehicle together for their appointment time



Registrar's Directive

This directive mandates:

- ❖ Separate groupings of visitors, rather than the cycling of people through funeral homes, as we've seen
- ❖ Scheduled, organized grouping of visitors in gatherings of 10 or fewer people, not counting funeral home staff
 - Note that all those, other than funeral home staff, who remain in the funeral home for each grouping will count against the maximum number of 10.

Registrar's Directive

This directive mandates:

❖ An accurate visitors' appointment schedule

- Logging each set of visitors
- With the time written in for each scheduled grouping of 10 people or fewer in the funeral home at one time.
- You must have a method of disinfecting pens between each visitor or choose to sign the book for each visitor.

❖ Disinfecting cleaning of the funeral home

- Especially washrooms if used
- All surfaces
- This must be done before each new grouping of people.



Registrar's Directive

This directive mandates:

- ❖ A minimum of a 15-minute waiting period between each grouping, to enable funeral home staff to disinfect and clean the establishment before the next group enters
- ❖ The wearing of a mask by everyone in the funeral home during funerals and visitations is recommended. (Surgical or non-medical masks permitted)



Registrar's Directive

This directive prohibits:



- ❖ The gathering of people outside of funeral homes waiting to enter, except for scheduled guests waiting in a vehicle
- ❖ The cycling or “trading-off” of people through funeral homes for visitations and funerals
- ❖ Gatherings of more than 10 people, not counting funeral home staff (as previously directed).

Registrar's Directive

What has changed:



- ❖ This Registrar's Directive prescribes how multiple groupings of visitors for a decedent are to be separated and scheduled
- ❖ People gathering in funeral home parking lots, outside of their cars, is prohibited
 - Every effort needs to be made to keep people inside their cars coming to and from visitation or services. **You are responsible for the conduct of people on your property.**

Registrar's Directive

What has not changed:

- ❖ All Registrar's Directives, notices, guidance and provincial government restrictions remain in place
- ❖ The 10-max directive. Keep in mind that the maximum number of people in each grouping, not counting funeral home staff, is 10
 - This means that family members who remain in the funeral home count against the maximum number of 10. For example, if a widow, daughter and son remain in the funeral home to greet people, then only seven new visitors may enter in the next scheduled grouping.
- ❖ Two metres (six feet) physical distancing between each person
- ❖ Notices and Obituaries must inform the reader of attendance restrictions on funerals and visitations

EDR changes to timelines

❖ **Effective May 25:** The Bereavement Authority of Ontario (BAO) and Chief Coroner for Ontario (OCC) **adjusted the hours of response** to the **Expedited Death Response (EDR)** in hospitals and long-term care (LTC) facilities

- **Funeral homes no longer be expected to attend at hospitals or LTC facilities after 8 p.m.** to receive decedents into their care
- **OCC hours: 6 a.m. to 8 p.m.** seven days a week (from 24/7)
- **Within 12 hours: Time for hospitals and LTCs to submit reports** with funeral home information to the OCC Team (from one hour for H, 3 hours for LTC)
 - This will give both families and hospital staff more time to decide upon and contact a funeral home
- **All other aspects of the EDR process remain the same**

EDR: What is changing

- **OCC Team is operational from 6 a.m. to 8 p.m.** seven days a week, formerly 24/7
 - (Communications to the OCC Team either by email to occteam@ontario.ca or voice mail at the toll free 1 (833) 915-0868 or Toronto 647-792-0440 will be promptly responded to during operating hours.)
- **More time for families to select** and contact a funeral home.
 - Families will have **up to 12 hours** of the death to decide (instead of within an hour of death)
- **Funeral homes not be expected to attend the hospital after 8 p.m.**, unless there are exceptional circumstances
 - You should discuss with your local LTC, how you can assist them with deaths that may occur overnight in their facility

EDR: What is not changing

- **The EDR process**, with exception of the timeframes, remains the same
- **The OCC Team will still arrange for death certification** once a funeral home is selected
- **Process of preparing the deceased for transfer** remains the same
- **Process of releasing the deceased to the funeral home** remains the same

EXPEDITED DEATH RESPONSE

OCC TEAM - Toll Free: 1 (833) 915-0868
Toronto: 1 (647) 792-0440
Email: occteam@ontario.ca



Dedicated hospital/LTC staff (EDR Team) facilitates contact with family and Funeral Home within 12 hours. EDRT ensures MCOD is available or notifies OCC Team. OCC office hours 8am-6pm.



OCC Team is advised and prepares EMCOD (in case one is not with decedent).



FH attends hospital/LTC staging area and gives stretcher to hospital/LTC staff. (FH supplies pouch to LTC.) FH receives disinfected, pouch with deceased & takes into their care.



Transfer to FH. Disinfect stretcher and equipment



At FH, confirm identity of body. Prepare decedent for disposition.



FH obtains EMCOD if one not provided at hospital. FH completes Form 15 and transmits docs to local registrar to obtain Burial Permit



FH transfers to final disposition

EDR

Applies to

- ❖ Hospitals
- ❖ Long-term care (LTC) facilities



EDR

Does not apply to

❖ Retirement homes

- Note that: Retirement homes do not have to bag and tag deceased residents and move them to the transfer staff at the entrance doors, even if the retirement home is attached to an LTC facility.

❖ Hospices

❖ Homes

- apartments, condos, houses



ALR reminder

Cemetery & Crematorium Operator - Annual Licensure Reports

❖ **ALRs** are normally due within three months after your fiscal year end. We extended the due date - because of COVID-19 - to **May 30, 2020**:

1. [Cemetery/Crematorium Operator Annual Licensure Report \(ALR\) – Form 1](#)

2. [Report on the Care and Maintenance Trust Fund/Account – Form 2](#)

3. [Report of Prepaid Funds](#)

- **If you have already submitted – thank you.**
- Sorry, if our website has timed out on you. We've had some webhost issues.

Cemeteries

- ❖ **Different rules:**
 - Among municipalities / within municipalities by different operators
- ❖ Some have closed to the public, while others are open
- ❖ Cemeteries must do what is safe for their staff, visitors and properties
- ❖ **The BAO supports the decisions made by cemetery operators**
- ❖ They have become default parks in the minds of the public over the years and especially these days – when actual parks are closed

Cemeteries

Maximum numbers of people allowed together

❖ **5** for people visiting a cemetery

❖ **10** for people at a gravesite funeral service

Questions?

Thank you all for the professional, caring work you do everyday.

❖ **Ready Together - BAO COVID-19 info page**

<https://thebao.ca/covid-19-update-links/>