

REGISTRAR'S DIRECTIVE

CASKETS NOT PURCHASED FROM THE OPERATOR – CHARGING FEES PROHIBITED

The Bereavement Authority of Ontario (BAO) is aware that some operators charge fees to consumers who wish to supply caskets not purchased from the operator. Typically, these charges are described as equipment fees that are included in the price of on-site caskets but levied on caskets brought in by consumers from elsewhere.

Recent media coverage has highlighted and criticized this practice. Feedback received by the BAO has demonstrated that no matter the justification for charging these fees, the public perceives the **practice as disingenuous. Such practices serve to undermine the profession's integrity and public confidence.**

The law states: No operator shall charge a fee *in relation to* a licensed supply or service not purchased from the operator (O. Reg 30/11 s.24). Whatever the explanation for assessing a fee, if **it's in relation to** a casket purchased from other than the operator, doing so is contrary to the regulations.

Operators are therefore prohibited from charging any fees in relation to supplies or services not purchased from them.



Carey Smith,

Registrar & CEO

Bereavement Authority of Ontario