

ServiceOntario

Office of the Registrar
General

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Bureau du registraire général de
l'état civil

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Memorandum

To: Ontario Funeral Directors via Bereavement Authority of Ontario (BAO)

From: Alexandra Schmidt
Deputy Registrar General

Date: September 28, 2021

Re: September 30, 2021 Closure of ServiceOntario, 47 Sheppard Avenue East –
Emergency Death Registration Services

I am writing to inform you that on September 30, 2021, the ServiceOntario centre located at 47 Sheppard Avenue East, in Toronto, and ServiceOntario's Office of the Registrar General will be closed to observe the National Day for Truth and Reconciliation. It will be a day for OPS employees to reflect on the tragic history and ongoing legacy of Residential Schools. This closure is in line with other days of observance, such as Remembrance Day.

As a result, emergency death registration will not be available on that day. Requests to register a death in order to transfer remains out-of-country received after 12:00 p.m. (noon) on September 29, 2021 will be processed on October 1, 2021. We would be pleased to assist you in ensuring your requests received prior to 12:00 p.m. are expedited. The offices will re-open on October 1, 2021.

Online vital event certificate services continue to be available for customers at [ServiceOntario.ca](https://www.serviceontario.ca).

Thank you in advance for your continued cooperation. If you have any questions or require clarification regarding the above, please do not hesitate to contact Shelly Dolph, Operations Manager at (807) 343-7557.

Sincerely,

A handwritten signature in cursive script that reads "Alexandra Schmidt".

Alexandra Schmidt
Deputy Registrar General /
(A) Assistant Deputy Minister, Central Services Division

- c. Carey Smith, Chief Executive Officer and Registrar, Bereavement Authority of Ontario
David Brazeau, Communications Manager, Bereavement Authority of Ontario