

BEYOND



The Bereavement Authority of Ontario magazine

Issue 2 - November 2021

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Issue 2 – November 2021

About Beyond

Beyond is an all-digital, family-focused magazine providing useful and interesting stories about the bereavement care industry and why it matters to you.

It is the magazine of the Bereavement Authority of Ontario, a government delegated administrative authority focused on protecting and informing families. [TheBAO.ca](https://www.thebao.ca)
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What is the BAO and what does it do?

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Bereavement sector continues to adapt to the persistent and changing pandemic

By Carey Smith, CEO & Registrar, BAO

The delta variant, the drive toward herd immunity, and new government safety regulations have required much from the bereavement sector and the families they serve.

Once steeped in tradition, professionals in Ontario's bereavement sector have demonstrated the sector's ability to adapt to changing restrictions in a still-evolving pandemic.

Now approaching 20 months into COVID-19 safety restrictions, change has become the defining strength of people licensed to serve grieving families at funerals, cemeteries, crematoriums and hydrolysis facilities.

Families have placed their trust in the bereavement sector. They demonstrated this by following the rules on the hardest days of their lives – grieving the loss of family and friends.



Carey Smith visits Toronto's Mimico Waterfront Park to record his video blog on where families can scatter a loved one's ashes.

Annual Report

The Bereavement Authority of Ontario's Annual Report 2020/21 reflects how we built this trust with families and within our industry in a time like no other. (Read page 20 of the [BAO Annual Report](#) for the CEO/Registrar's COVID-19 Report.)

Notice to the Consumer:

Prepaid funeral contracts or prearranged funeral plans are recommended options

*By Carey Smith, CEO & Registrar,
Bereavement Authority of Ontario (BAO)*



Buying final expenses insurance is being promoted by some as a convenient means to cover your funeral costs when you die.

What doesn't get mentioned much is that there may be better options for you – the consumer – to consider, namely:

- Prepaid funeral service contracts;
- Prearranged funeral service plans.

Both have their value and differences, and both are the best way for most people to either prepay or simply prearrange funeral services.

Here's why....

Insurance – less preferred

Insurance allows you to spread out the cost of your funeral. But there may be many drawbacks that make this a less preferred choice for most individuals and families.

The drawbacks include:

- If/when consumers decide to end their insurance coverage the premiums paid may not be refundable.
- Final expenses funeral insurance does not typically cover inflationary or other increases in funeral costs over the years. So, if the price of funeral services goes up – between the day you started making insurance premium payments and the day your funeral is held – the increase in prices may not be

covered. Your family would have to cover that difference in costs.

- Like everything, funeral service costs go up over the years.
- You could easily overpay the actual cost of your funeral by making your monthly premium payments during the course of five, 10, or more years.

Prepaid – recommended

Prepaid funeral service contracts with a licensed funeral establishment or transfer service have many advantages for you and your family.

Prepaid funeral service contracts:

- Cover the difference in price between the date you prepay for your funeral and when the funeral takes place, often many years later when prices will have increased.
- Protect your money through the BAO's Compensation Fund, which protects your money regardless of whether the funeral home you signed a contract with exists any longer.
- Reduce your family's stress by not having to make, and pay for, your funeral arrangements when they are grieving your death.

- Provide you with peace of mind having made the best choice for your family.

Prearranged – also recommended

Prearranged funeral plans made with a licensed funeral establishment or transfer service provide a means for you to document your funeral arrangements without paying in advance. This way your family members don't have to make the plans and many necessary decisions during a time of grief.

With either prepaid funeral contracts or prearranged funeral plans there is no risk to you and your family.

About The BAO

The Bereavement Authority of Ontario (BAO) is a government delegated authority administering provisions of the Funeral, Burial and Cremation Services Act, 2002 (FBCSA) on behalf of the Ministry of Government and Consumer Services. Responsible for protection of the public interest, the BAO regulates and supports licensed: funeral establishment operators, directors and preplanners; cemetery, crematorium and alternative disposition operators; transfer service operators; and bereavement sector sales representatives across Ontario. The BAO is wholly funded by licensee fees (not tax dollars).

BAO alerts grieving families of unwanted ads in obituaries

The Bereavement Authority of Ontario alerted consumers and funeral homes of advertisements families did not want in their loved ones' obituaries this summer as part of a CBC News story.

The broadcaster's Go Public segment, which aired on Oct. 12 on The National, reported on one family's experience with being blindsided by a Plant A Tree ad in their father's obituary, which they were not informed of by the funeral home. [Read the CBC's online story and broadcast here.](#)

The [BAO issued its Notice to Consumers on Sept. 3](#) informing families that funeral homes must tell them in advance whether any advertising will appear in their loved ones' obituary so that they can refuse or approve any such ads.

"It would be unethical not to inform families in advance of signing a funeral services contract. Families can decide once they are informed," says Carey Smith, CEO & Registrar of the BAO.

"Such disclosure is legally required. But more than this, funeral directors should also tell the consumer directly if advertisements of any kind will appear in their online or printed obituary or death notice. People grieving the loss of a loved one may not read every part of their contract. So, telling them upfront is the right thing to do," Smith adds.

If you have had an unwanted advertisement placed in your loved one's obituary or death notice on a funeral establishment website, [please tell us at the BAO on this web page.](#)

Diversity is changing the way we say goodbye

During the last few decades, Ontario has seen its demographics transformed like few other jurisdictions in North America.

From the diversity of cultures to the multitude of religions practiced and languages spoken, many established funeral services have had to adapt their business models to meet the needs of changing communities.

Many established funeral services have had to adapt their business models to meet the needs of changing communities.

- Shelley Challenger

Diversity, religion

"Families are looking to us, to think outside the box, in order to make their experiences better," says Shelley Challenger, the Vice President and Funeral Director of Mississauga's New Haven Funeral Centre,



Shelley Challenger

who sees changes from burial practices to transportation mechanisms. "Instead of the traditional Cadillac hearse, we use the Cadillac Escalade, for example."

Challenger explains that this decision was made to help families from Caribbean and African communities feel more comfortable. Culturally,

trucks, such as the Escalade, were used as a means of celebrating life during funeral servicing, and that

familial element needed to be included in New Haven Funeral Centre, she says.

Reflecting families' language and culture

Linda Lee, Funeral Manager of York Cemetery and Funeral Centre, says that being situated in multicultural neighbourhood meant having a team reflective of its demographics. Multilingual employees, for instance, were brought on board to make guests feel comfortable when celebrating a life in their own language, she said.

"It was super helpful to hear employees speak in our family's language, as well as be very informed



Linda Lee

of Buddhist funeral traditions," said Nathalie Ngo, a financial sales professional who praised York Cemetery and Funeral Centre for aptly honouring the life of her late mother.

Having individuals attuned to cultural and religious-specific dynamics helped to bring a greater level of comfort and understanding, Lee said. Growing alongside the changing community was also a sentiment shared by Collin Bourgeoise, the General Manager of Théorêt Bourgeois Funeral Home.

Digital viewing

From the increased prevalence of digital-based viewing services, to cocktails and waiters being present, comforting grieving families from a contemporary assortment of backgrounds was a familial task, not just a business responsibility, Bourgeois said.



Collin Bourgeoise

"People come to us for both traditional servicing, such as faith-based formalities, or modern servicing, such as celebrations of life," Bourgeois said. "We, as a family firm, are always committed to ensuring the needs of our vast community will be met head-on."



Good Grief

Grieving is healthy -
Advice from columnists

Grief is good

Thoughts on an inevitable part of life

By Serena Lewis

Autumn has made its descent - a season of beauty, transition and the awareness of what nature reminds us about life cycles; loss is an inevitable part of life.

Across our Ontario landscape autumn reveals itself in breathtaking and barren displays; much akin to our experience of grief. As a collective, we are navigating this generation's most extensive healthcare crisis, one that has changed the fabric of our lives, livelihoods and our endings.

The experiencing of grief in our province has become a cumulative and contingent process. And, like the leaves that are gathering in the sheltered spaces of our lawns, we are left pondering how to manage this beautiful, yet abundant honouring of lives.

Michele Obama reflected that "grief and resilience live together", her wisdom offers us insight into the necessity of the grief work inside, and ahead of us. Our losses have been social, economical, spiritual, physic-



Serena Lewis

Like the leaves that are gathering in the sheltered spaces of our lawns, we are left pondering how to manage this beautiful, yet abundant honouring of lives.

- Serena Lewis

al... and of course, the honouring of so many rich and vibrant lives.

COVID 19 has been viewed through a microscopical lens with statistics; now it's our time to take a telescopic view of the landscape, with dying and grief as the filter needed to respectfully honour the losses. Death has occurred, and whilst we stumble with avoiding the inevitable, these lives have all been part of our landscape,

our communities and families; taking time and space to honour them, collectively, individually will be at the heart of our resiliency.

Our stories of this time and space matter to each and every person thrust into the process of grieving a life...a person...and who that person has been to us; the significance of societal legacy.

By challenging the hierarchy of grief, we acknowledge this pandemic's presence has affected us all. And in courageously understanding that mentionable, becomes manageable – grief literacy will flourish, providing us the necessary pathway through this lived, and dying experience we have found ourselves in.

Serena Lewis, MSW, RSW has more than 20 years experience working in the fields of health and long-term care, education, corrections, and non-profit sectors.

Planning for grief

By Peter Jennings

Imagine this: you live in a small, rural community where you work as a nurse. You've got two young kids and your husband is a paramedic. But then, one day, you decide

you're going to write a book about grief, dying and death. Just like that.

So, you leave your nursing career, spend a year interviewing people and then publish *"Love Your Life To Death: How To Plan and Prepare for End of Life So You Can Live Fully Now"*.

Well, that's just what Yvonne Heath did and why I featured her in my recently published book *"Pushing The Boundaries!"* in which I profile people from around the world who think outside the box.

"I want to help bring death out of the darkness and into our conversations," she tells me. "Only then can we live well and die well. The best time to talk about, plan and prepare for death is when we are young and healthy. The next best time is now! Understanding the role of grief is a good start."

This focus started when Yvonne was a nurse. "You know, I saw something that wasn't being handled well," she says. "I witnessed our death-phobic society, and how our reluctance to talk about, and prepare for grief, death and dying was causing excessive suffering in life and at the end of life. It was time for this to change."

That change started with writing her book.

"We push death away," she tells me. "We don't know how to show up for each other in grief. We've normalized that and we're suffering because of it. I intend to be the voice of change

by bringing death away from gloominess and into our everyday lives.”

Check out [Yvonne's website](#).

Making life easier

By Peter Jennings

Too often, grief and death are clouded in sadness and negativity. But it's always refreshing to learn about the good side of things.

My Mum died at age 100 a year ago. She was fortunate to have



Peter Jennings

lived a rewarding life. I believe in talking about things before they rear up, so as Mum aged, my two sisters and I went over what would occur when she died. That meant we dealt with issues in calm times, making a big difference.

We wanted to select a funeral establishment before having to face that choice while dealing with the anxiety of grieving. What you don't want when talking about the death of a loved one is platitudes or "script-written" clichés. The gentleman we decided on with was professional and up front about options and costs, never overly solicitous, but caring at the same time. He also introduced topics and provided helpful advice. It was an easy conversation and an easy choice for us.

For me, this meant I was better equipped to deal with grief when the time came because there weren't other issues crowding my attention.

Hat's off to the bereavement service providers who can make life easier in stressful times.

Peter Jennings is a Canadian author of 8 books with more on the way.

He specializes in non-fiction, producing books that are resources for those who seek an enhanced life.

More at peterjennings.me.



*Rev. Matthew Fenn,
pastor of St. Peter's Evangelical
Lutheran Church in Stratford*

How one church has adapted for families during the pandemic

Beyond is starting an informal set of interviews with community religious leaders in Ontario to provide a broader picture of how people are dealing with grief and mourning.

Our first video in this series focuses on how one church adapted to serve its community during the COVID-19 pandemic.

Rev. Matthew Fenn, pastor of St. Peter's Evangelical Lutheran Church in Stratford, sat down - digitally - with David Brazeau, BAO Manager of Communications and Editor in Chief of Beyond, on Oct. 5, 2021.



[Watch the video interview here](#)
on the BAO
YouTube channel.

Working to preserve an Underground Railroad cemetery - part 2

By Mike Renzella

The Haldimand Press

*The BAO thanks **The Haldimand Press** for permission to republish its article, published on Sept. 30, 2021.*

Last week, The Haldimand Press spoke with Aileen Duncan, whose ancestors escaped slavery, settled in Canfield, and are buried in a cemetery once lost to time that is now a central marker of Haldimand County's ties to the Underground Railroad and the elaborate tapestry of Black history in the region.

"Haldimand has a rich history that has never been told. My husband and I had a farm in the area where most of the freedom seekers settled south of Canfield, so I was familiar with a few families," said local historian and author Sylvia Weaver, currently writing a book about the



BAO Inspector Andrew Reynolds at Street Cemetery

Street Cemetery. She was also the driving force behind a settlement marker honouring black freedom seekers at a public cemetery in the small community in 2017.

On the Street family she said, "It was a humble beginning and over the years they used their 10 by 14 log cabin for their 14 children, which served as their kitchen, dining room, sleeping quarters, and a place of worship."

A child was the first buried at Street Cemetery

The first person to be buried at the Street Cemetery was two-year-old



Marianne Street on Sept. 10, 1846 and the last was William Andrew Barnes, who died in February, 1943.

Weaver said members of the Street family would have been among the first to clear woods out of the area to build a cabin, and that members of the family were involved in many historically significant undertakings, including the construction of the Talbot Trail, or Highway 3 as it's known today, and the Grand Trunk railroad, working hand-in-hand with the European pioneers who were also settling in the area at the time.

Weaver first heard about the site from Michael Konkle, a Dunnville resident who had been working with Betty Browne, a descendant

of those buried at the Street family cemetery. The two had made an unsuccessful attempt to save the cemetery back in 2006.

"Betty was very passionate about her ancestors.... I felt the torch was passed to me," said Weaver, noting that Browne unfortunately passed away a few years ago, prior to recent activity that will see the cemetery transferred to the County and turned into a public memorial site.

BAO licensing ensures maintenance

This plan began when Weaver reached out to both the County and the Bereavement Authority Office (BAO), sending them as much information as she could about the cemetery.

David Brazeau, Manager of Communications at the BAO, said abandoned cemeteries are an issue across Ontario and Canada. "A lot of this happened when Canada was still a pretty new country and there weren't as many regulations and government means in place to track them," he explained, estimating that there are hundreds of similar sites across Canada. "Every couple of weeks we find out about a cemetery ... that appears to have been forgotten."

The BAO is responsible for determining ownership over these sites

and ensuring maintenance work is done by the owners, such as cutting the grass or clearing debris, to ensure safe access for the public: "It's all about preserving heritage, history, and family connections."

"Sometimes these cemeteries don't have an owner, per say, but they're always on somebody's land," Brazeau added. "The most common thing we have happen for a cemetery that a property owner may not want, is that the local municipality assumes responsibility for it."

Council approved \$100,000 to restore and maintain the cemetery

Katrina Schmitz, Manager of Community Developments and Partnerships for Haldimand County, provided an update on what is happening with the Street Cemetery currently: "The County's lawyers continue to work on the legal transfer of the Street Cemetery property to Haldimand County, as well as the establishment of the required easements/agreements for the pathway to access the cemetery."

She said that maintenance plans are contingent on the transfer, and that until that has been completed, no official timeline could be given as for when the public will be able to visit the site. Previously, Council approved \$100,000 in funding to restore and maintain the site.



"Haldimand County remains eager to begin work on the Street Cemetery," said Schmitz.

For future generations

Brazeau said the County has been complying with the various laws and regulations put forth by government ministries, including requirements concerning the environment, land transfer, and easement approvals: "They've been doing all kinds of work to make sure this happens. It's been a really good partnership with them."

Explorations of the site so far have identified about eight to 10 graves at the Street Cemetery, but more may be hidden: "We think there may be a few more," concluded Brazeau. "It's important to maintain them so they are there for future generations for people to feel their connection to that cemetery and to local and even national history."

Funeral homes follow BAO vaccination policy directive to protect families and staff

Families may take comfort in knowing that funeral homes are following the Bereavement Authority of Ontario's COVID-19 vaccination policy directive.

Funeral homes are complying with the BAO's Registrar's directive, which went into effect on Sept. 10 as the delta variant continues to spread the virus particularly among the unvaccinated.

The directive requires that all Ontario funeral homes and transfer service operators implement a mandatory COVID-19 vaccination policy to have their staff members show proof of vaccination, a medical exemption or COVID-19 testing for those who are not vaccinated. [Read the directive details here.](#)

Where can I scatter my loved one's ashes?

Registrar's Vlog

The answer to this question might pleasantly surprise you.

Bereavement Authority of Ontario CEO & Registrar Carey Smith answers with useful details in this three-and-a-half-minute conversation.

[Watch video here.](#)



Carey Smith

Funeral industry evolution through the eyes of cross-generational professionals

No one aspires to be a funeral home director – at least, that’s what Miranda McGee was told by a funeral home owner guest speaking at one of her introductory college classes. Intrigued and spurred by the challenge, McGee turned to a friend and said, “That’s what I’m going to do.”

Switching her career focus from social work to funeral services, McGee is now just over one year licensed and says her instincts were spot on. “Being a funeral director tests me on so many levels: physically,

mentally, emotionally... I get to be professional but also creative,” she explains. “You have to love the job to remain in the industry, though.”

The funeral sector is known for high burnout and low retention rates, which McGee says is mostly due to long hours and a lack of support. “A number of individuals I graduated with have chosen not to remain in this field,” she explains. “The demanding hours, lack of mental health support and wages that can’t support a single-income household will discourage students and new licensees.”

Answering a Life Calling

Crystal Cameron, a funeral director for nearly 14 months, says she didn’t realize how “involved” the job would be. “I could leave the office at 5 p.m. but end up on the phone with a family I helped that day writing an obituary or answering questions through email until late evening,” she explained. “I never want the families I serve to ever feel ignored or unimportant.”



Crystal Cameron

Cameron was exposed to the bereavement industry when she was 14 years old job shadowing at a local funeral home. "I absolutely fell in love with the atmosphere of the funeral home and wanted to learn more," she recounted.

Today, she feels privileged that families share with her the intimate details and life accomplishments of their lost loved ones and trust her to help plan a fitting farewell or tribute. "In my opinion, being in this profession is a calling, and it is very difficult to separate yourself from," she explains. "I've gone home many nights and just sat and thought about the families I looked after that day."

Maintaining authentic human connectivity

Fascination lured Doug Kennedy to the bereavement sector as a child growing up near a funeral home, and a passion to help others in their time of need led him to pursue a career in funeral services. Having maintained his licensure since 1975, he doesn't view his life's work as a series of business transactions. "I consider myself engaged in a personally rewarding career, as I see the effects of delivering services to people who've lost someone and the positive impact that has on helping them cope with the loss and move forward in their lives," he explains.



Doug Kennedy

"I consider myself engaged in a personally rewarding career, as I see the effects of delivering services to people who've lost someone and the positive impact that has on helping them cope with the loss and move forward in their lives"

- Doug Kennedy

As Kennedy watches society undergoing immense social changes, he wonders about the ability of funeral directors to remain effective. "This shift has been exacerbated by

the pandemic and social distancing restrictions, but it started years before that," he explains. "There was a move towards downsizing the ritual or the acknowledgement that someone had died and moving it from a faith-based event to more of a celebration of life event, which was fine and good, but it opened the door to scaling things down to almost direct disposition without any acknowledgment."

Kennedy believes this erosion of ritual has an effect on the mental and emotional health of society. "We're losing our ability as citizens to express empathy and authentic caring from one person to another," he says. "And with our digital age, it's increasingly more difficult in a text format to do that instead of speaking on the phone or meeting face to face where you can measure the person's authenticity by body language and eye contact."

Virus restrictions usher in digital memorials

For better or for worse, the COVID-19 pandemic has ushered in a new technological dimension to a bereavement experience once conducive to emotional and human connection. "A current funeral trend is definitely livestreaming, especially because of limits on the numbers of guests and travel bans,"



Miranda McGee

says McGee, adding that the funeral industry needs to embrace this online presence now more than ever. "When people can't attend a funeral, they are robbed of the opportunity to share stories and honour the life of the deceased," she explains. "We've found a unique way to continue bringing people together, so we need to keep progressing in this area."

While providing an element of accessibility for families, the digital transformation of the bereavement sector is not without its consequences for the industry. "I'm sure you will see a lot of the larger funeral homes closing or selling off their property because their space is no longer needed," says Cameron.

To maintain business viability, many funeral homes now offload duties and services to third parties. "They're delegating certain services to subcontractors," says Kennedy. "For example, their phones are being answered by third par-

ties, and they can offer food and beverages but only in concert with a local caterer.”

The passing of time-honoured traditions

With more than 45 years in the bereavement sector, Kennedy has witnessed his fair share of industry trends. “In the 1970s, cremation in Ontario was under 10 per cent, and now in most jurisdictions, it's at anywhere from 65 to 90 per cent,” he says. “The traditional funeral – that has a lot of definitions, but I mean the visitation for a day, followed by a formal funeral in a church or chapel, and then an earth burial – is beginning to decline and being replaced by cremation or direct disposition methods, aquamation, and resomation.”

With the loss of traditional burials comes the loss of embalming, says Cameron. “Embalming is an art form, along with the art of restoration, so my fear is that, if this service becomes a memory, an art form will die as well,” she explains.

Like Kennedy, McGee is seeing many families choosing to downscale the ceremony and others seeking to incorporate more environmentally sustainable elements. “Multiple days of visitation are becoming less common, especially during the pandemic, and people are seeking more intimate

and less overwhelming services,” she explains. “Eco funerals are also becoming a big thing.”

With long-established customs less in demand by mourning families, Cameron has noticed that the role of the funeral home is changing. “Families are more interested in doing their own thing without having a funeral home involved,” says Cameron, adding that this shift in consumer behaviour doesn't concern her much. “As long as we're taking care of families as they need us to and fulfilling their needs, my feelings about it shouldn't matter.”

Adapting to trends while preserving purpose

Looking to the future, Kennedy says bereavement sector trends will revolve around the perceptions of consumers and what they see as meaningful. “Only the funeral homes that can provide those services in a meaningful and business-viable way will survive in the long term,” he explains.

Overall, Kennedy doesn't see the evolution of the sector as positive or negative. “It's just a reality,” he says. “It's not going to be negative provided that families are fully informed about the whole process. They must fully understand what's going on so that it's meaningful, and if it's meaningful, it will be positive.”



Licensing cemeteries ensures they are maintained

Cemeteries are more than just sites whereupon the departed rest.

While there are religious, cultural, and heritage-based reasons behind their foundation, their continued preservation becomes vital through licensing.

Michael D'Mello, Deputy Registrar of the Bereavement Authority of Ontario, says that cemeteries are

legally required to be licensed, to ensure that a specified owner is granted rights to any plot of land designated as a cemetery.

"The current licensing guidelines for cemeteries requires the landowner to get approval and consent from the registrar, as well as filing detailed plans of the markings of the cemetery to us," D'Mello said. "This certifies that we know who the operators and owners are, so



Cemetery in Ontario

that proactive oversight of these cemeteries can continue.”

D’Mello says that sometimes, with respect to smaller, older cemeteries, there was no enforcement of these defined organized rules, leading to many cemeteries today being abandoned or under the care of its respective municipality.

Amanda Cox, Clerk Administrator of Madoc Township, a municipality

With respect to smaller, older cemeteries, there was no enforcement of these defined organized rules, leading to many cemeteries today being abandoned or under the care of its respective municipality.

*- Michael D’Mello,
Deputy Registrar, BAO*

in Centre Hastings Ontario, notes that cemetery maintenance that reflects this sentiment can be challenging. As the township is small, in comparison to other municipalities, looking after these cemeteries required significant amounts of time and financial assistance.

Cox, however, says that the municipality has been assisted by the Bereavement Authority of Ontario (BAO), in ensuring that ownership of the license from the previous cemetery Board was passed on without issue.

She adds, “[BAO] employees have been helpful during this process, when making sure that we were both compliant, as well as having everything in place that needs to be.”

If people are vaccinated

- Funeral homes have the option to remove COVID-19 attendance limits and distancing requirements



As of Oct. 25, funeral homes can choose to be exempt from the COVID-19 two-metre physical distancing and capacity requirements if they opt to require proof of full vaccination for all people attending funeral services.

Funeral home operators, who are licensed by the Bereavement Au-

thority of Ontario, can choose to remove the distancing requirement and capacity limits at their premises, or any location where a funeral service is held, only if these conditions are met:

- All patrons must provide proof of being fully vaccinated against COVID-19 and identification prior to entering
- Signs must be posted at all entrances to the premises, in a location clearly visible to attendees, informing them that proof of vaccination is required in order to enter the location

Still required are:

- Wearing a mask or face covering
- Logging of attendees by funeral homes for contact tracing and passive screening (meaning they'll have COVID signs at the entrance for guests to self-assess)

If not participating in this option, funeral homes must apply the COVID capacity limits, physical distancing requirements and all other pandemic measures. Visit [TheBAO.ca](https://www.thebao.ca) to read the latest COVID directives and notices.



The Registrar magazine

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Winter 2021 Edition

IN THE PUBLIC INTEREST:
Push for greater regulation of
massage, counselling therapy
professions

**NEW CANADIAN
LEADERSHIP**
Profiling RECO's Director of
Litigation

**CONSUMER PROTECTION
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Canadian regulators collaborate to
raise awareness

**TOW TRUCK
TROUBLES:**
Ontario considers its options

MILLENNIAL MAKING MOVES:

Catherine
Ouimet's Rise
to CEO of the
Barreau du
Québec



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**ATLANTIC CANADA'S SUPER
REGULATOR**
FCNB adds fighting cyber fraud to its mandate

SMALLER BUT MIGHTIER
BC restructures health regulation

SAFE TRAVELS
A profile of TICO

HALLUCINOGENS IN THE PUBLIC INTEREST
Is it time to self-regulate psychedelics?

Celebrating the past. Shaping the future.

APEGA's Jay
Nagendran
reflects on his
career and the
regulator's future



SPECIAL INSERT:
Inaugural edition of *Beyond*, the
magazine of the Bereavement
Authority of Ontario

The Registrar magazine

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CLEAR Perspective: a look at professional
development and training for regulators

GHOST BUSTERS: Canada's regulator of immigration
consultants gets statutory authority, new name, and
powers to sanction unauthorized reps.

RELUCTANT LEGEND: A conversation with
Sandy Greenberg

LOOMING DEADLINE: Alberta's dual-purpose
health regulators face a deadline to
restructure

A steady hand in challenging times:

Meet
Sue Smith, CEO
& Registrar, Nova
Scotia College of
Nursing



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