

# BAO Public Survey: Proposed fee increase for businesses and professionals

This anonymous survey is for the public about a proposed fee increase, which would be paid by businesses and professionals working at funeral homes, transfer services, cemeteries, crematoriums and hydrolysis facilities in Ontario.

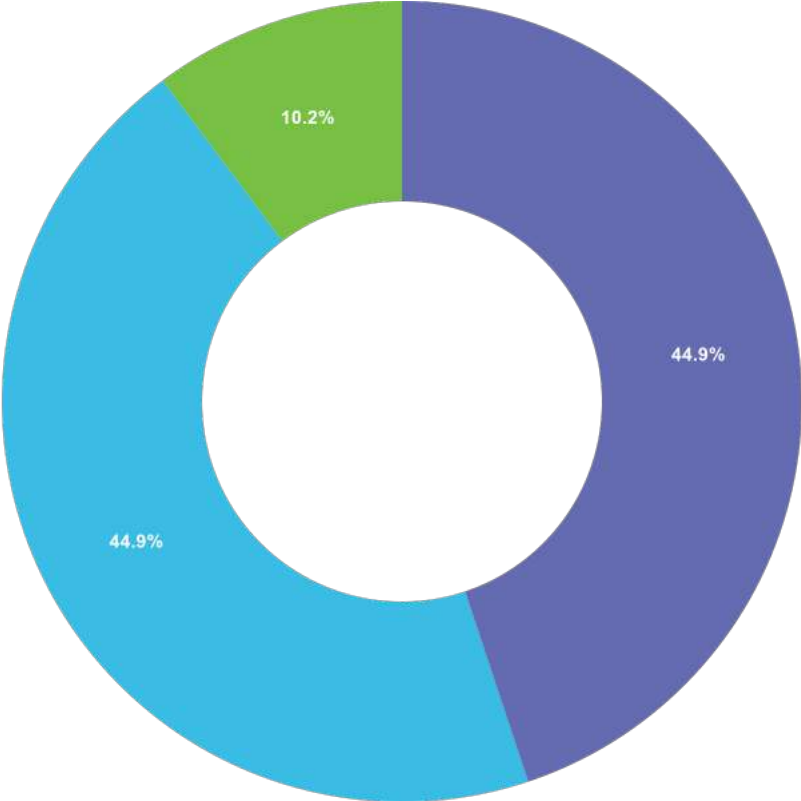
The licensing fees are paid to the Bereavement Authority of Ontario (BAO), which regulates the industry in the public interest. The BAO is asking for your opinion on our proposed licensing fee increase for the 2024 licensing year. The fee increase is needed to implement and pay for improvements in consumer protection for this industry as recommended by the Office of the Auditor General (AG) of Ontario. The BAO is wholly funded by licensee fees (not tax dollars).

The fee increase is needed to implement and sustain those improvements in regulating, providing guidance and supporting professionals to comply with the law and BAO directives in the public interest.

- For Personal Licensees: The fee increase would be 7.6 per cent simply to cover inflation.
- For Business Operators: The fee increase would address inflation, plus an increase (for operators only) to cover the BAO's growth obligations related to its strategic plan and AG recommendations. The fees would be equalized among operator types:
  - o Cemeteries, crematoriums and hydrolysis facilities would pay \$30 total per death (up from \$13.63).
  - o Funeral homes and transfer services would pay \$30 total per death (up from \$18.18).

The proposed fee increase is subject to approval from the Minister of Public and Business Service Delivery. We thank you for taking this survey.

Q1 Do you understand the need for the licensing fee increase?



Answered: 49 Unanswered: 0

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Choice	Total
Yes	22
No	22
Undecided	5

**Q2** If you answered “No”, what are your concerns?  
--sample of comments

Wednesday, March 8, 2023, 7:21 PM UTC

the fee has almost doubled in two years

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Sunday, March 5, 2023, 3:20 AM UTC

Funeral directors will just pass it on to families

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Friday, March 3, 2023, 1:07 PM UTC

Families pay significant funds following the death of an individual. Inflation until recently has not had a huge impact on the costs families pay to have a deceased looked after. Adding additional costs at this time are not needed. Cremation, burial and cemetery costs are reasonable at this time. Much more study and information should be conducted and thoroughly explained before suggesting any increases.

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Friday, March 3, 2023, 1:01 PM UTC

This fee will be passed on to customers and it's already far over priced!

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Friday, March 3, 2023, 5:25 AM UTC

Nobody else can raise their fees that much at once.

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**Answered:** 26   **Unanswered:** 23

**Q3** You may leave your comments here. Thank you.

--sample of comments

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Monday, March 13, 2023, 3:55 PM UTC

The basis for increase is almost fully based on AG report; the issue is that this report was negative almost solely on the actions of Corporate entities and not independent operators... seems unfair for all to have to pay the price when clearly the bad apples were identified. The fee increase of \$30 seems high when reviewing the budget forecasts... within 3 years the BAO will have an almost \$9 million dollar surplus. The reasoning to have 40% funds in reserve as a 'not for profit' organization is weak given the fact that the 'death rate' will not become zero or even lower based upon economic or other global events. I would argue that the reserve should be a 'dollar figure' of perhaps \$2 million and thus a \$25 or less increase would be sufficient for BAO to carry out all that they are proposing. Finally, the staffing costs of almost 80% of revenue is very high and should be looked at closer. Other almost 20% is for office and that could also be reviewed I suggest.

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Saturday, March 4, 2023, 12:45 AM UTC

The BAO must enforce the Act and. regulations. The costs should be borne by the profession / members

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Friday, March 3, 2023, 1:01 PM UTC

This fee will be passed on to customers and it's already extremely over priced!

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Friday, March 3, 2023, 5:25 AM UTC

Stupid

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Thursday, March 2, 2023, 11:15 AM UTC

It's a very large increase to be implemented in one increment.

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**Answered:** 20   **Unanswered:** 29