



OCC Shift Scheduling and Dispatch Solution
Funeral Service Providers and Crematorium
Operators User Guide

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1 Introduction

The Office of the Chief Coroner (OCC) Shift Scheduling and Dispatch Solution (SSDS) is a service that supports the OCC in coordinating death investigations across Ontario. The system enables the scheduling and dispatching of coroners and sharing these schedules with funeral establishments to support cremation and out of province shipment (C/OP) certificate requests. As part of ongoing efforts to modernize Ontario's death investigation system, the OCC has collaborated with ServiceOntario and the Electronic Death Registration (EDR) service to make current coroner scheduling information available to funeral and cremation service providers across the province. This guide provides instructions for using the SSDS, via the EDR, to access coroner schedules and identify the appropriate coroner for C/OP certificate requests.

2 Cremation/Out of Province Body Shipment Certificates – Distribution Schedule

2.1 Prerequisites

- Granted access to ServiceOntario's Electronic Death Registration (EDR) service.

2.2 Accessing the Certificate Distribution Schedule

Funeral service providers and crematorium operator users can access the C/OP certificate distribution schedule directly through the EDR service. Once logged into the EDR service, users can navigate to the **Requested Coroner** section and select the **Certificate distribution schedule** link.

Requested Coroner (required)

[Certificate distribution schedule](#)

Select one

*ServiceOntario's EDR service displaying the **Requested Coroner** section where the **Certificate distribution schedule** link can be found.*

2.2.1 General Navigation of the Certificate Distribution Schedule

After selecting the certificate distribution schedule link, a new browser tab titled *Cremation/Out of Province Body Shipment Certificates - Distribution Schedule* will open. The schedule information screen provides users with filters to select the **Region** and **Subregion** to locate the appropriate coroner for C/OP assignment.

The date will always be set to the current date and cannot be modified.

Ontario Français

Cremation/Out of Province Body Shipment Certificates - Distribution Schedule

* Region: --None-- * Subregion: Date: September 25, 2026 Search

Time	Coroner	Backup Coroner(s)
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The main schedule information screen.

2.2.2 Accessing C/OP Distribution Schedules

1. From the main schedule information screen, select the desired **Region** from the dropdown menu.

Cremation/Out of Province Body Shipment Certificates - Distribution Schedule

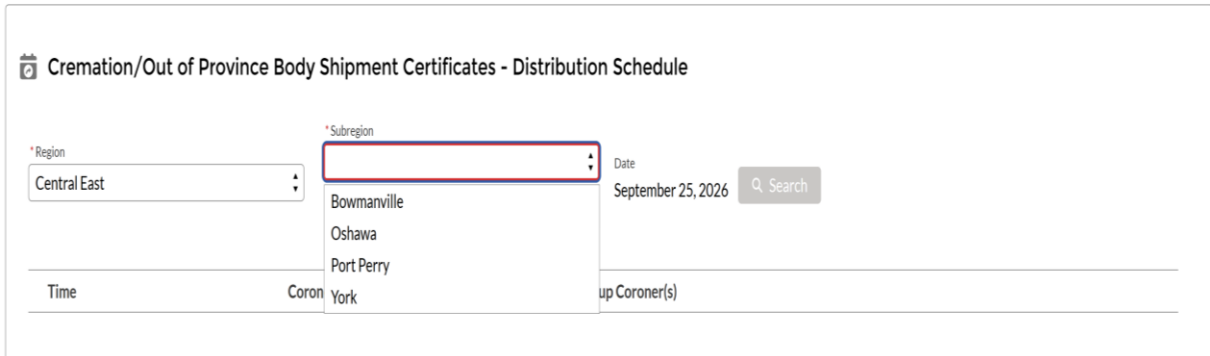
* Region: --None-- * Subregion: Date: September 25, 2026 Search

--None--
Central East
Central West
Hamilton
Kingston
London
Ottawa
Sudbury
Thunder Bay
Toronto East
Toronto West
Waterloo

Time	Coroner	Backup Coroner(s)
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*Schedule information screen displaying the expanded **Region** filter.*

2. Next, select the desired **Subregion** from the dropdown menu for the specified region.



Cremation/Out of Province Body Shipment Certificates - Distribution Schedule

*Region: Central East

*Subregion: Bowmanville, Oshawa, Port Perry, York

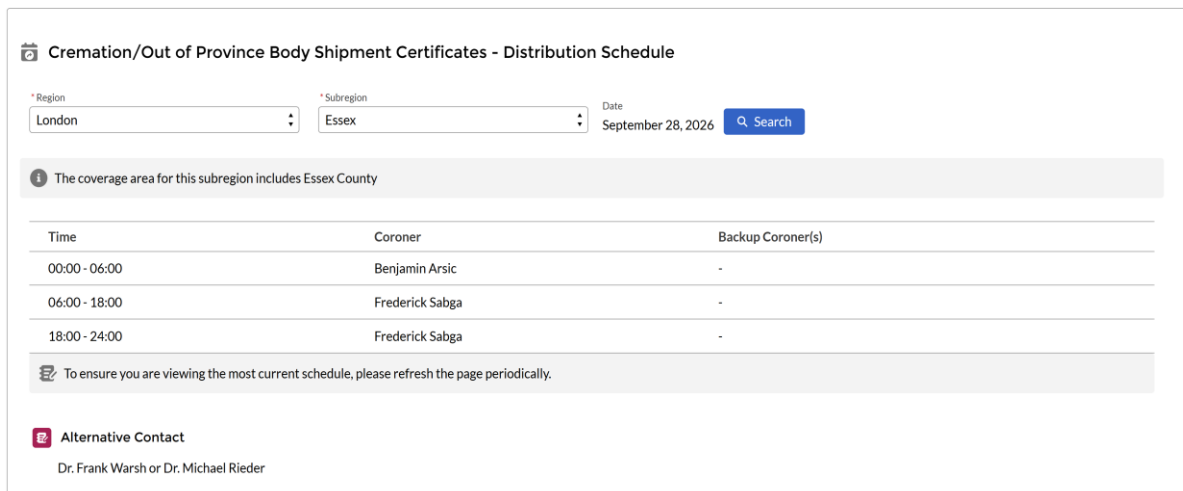
Date: September 25, 2026

Search

Time	Coroner	Backup Coroner(s)
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*Schedule information screen displaying the expanded **Subregion** filter.*

3. Selecting the **Search** option will provide the coroner available for C/OP assignment under the **Coroner** column.



Cremation/Out of Province Body Shipment Certificates - Distribution Schedule

*Region: London

*Subregion: Essex

Date: September 28, 2026

Search

The coverage area for this subregion includes Essex County

Time	Coroner	Backup Coroner(s)
00:00 - 06:00	Benjamin Arsic	-
06:00 - 18:00	Frederick Sabga	-
18:00 - 24:00	Frederick Sabga	-

To ensure you are viewing the most current schedule, please refresh the page periodically.

Alternative Contact
Dr. Frank Warsh or Dr. Michael Rieder

Schedule information screen displaying the schedule for London region, Essex subregion. Dr. Benjamin Arsic is the coroner scheduled for 00:00-06:00 and Dr. Frederick Sabga is the coroner scheduled for 06:00-18:00 and 18:00-24:00 for September 28, 2026.

4. If there is no available coroner, the user will need to refer to the **Backup Coroner(s)** column and then the **Alternative Contact** instructions at the bottom of the page to determine the coroner to be used for the C/OP request.

5. Once the appropriate coroner has been identified, the user can navigate back to the EDR service and proceed with their C/OP certificate request by selecting the coroner's name from the dropdown menu.

Cremation/Out of Province Body Shipment Certificates - Distribution Schedule

* Region: Waterloo * Subregion: Perth Date: September 25, 2026 Search

i The coverage area for this subregion includes Perth County

Time	Coroner	Backup Coroner(s)
00:00 - 24:00	Refer to Alternative Contact	

i To ensure you are viewing the most current schedule, please refresh the page periodically.

Alternative Contact
Dr. Paul Mendonca

Schedule information screen displaying the C/OP schedule for the Waterloo region, Perth subregion where there is no available coroner provided under the **Coroner** column. The user is referred to the **Alternative Contact** instructions located at the bottom of the window, directing the user to contact Dr. Paul Mendonca.

2.2.3 Important Notes

- The option to toggle between English and French is available.
- Users should always review the most current C/OP distribution schedule before submitting a C/OP certificate request. To ensure the most current schedule is being viewed, users should access the distribution schedule as needed, instead of keeping it open throughout the day.
- An information note is displayed indicating the coverage area for the specified subregion.
- In the C/OP distribution schedule, all action buttons are indicated in blue.

Cremation/Out of Province Body Shipment Certificates - Distribution Schedule

* Region: Central East * Subregion: Oshawa Date: September 25, 2026 Search

i The coverage area for this subregion includes Pickering, Ajax, Whitby, Oshawa

Time	Coroner	Backup Coroner(s)
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Schedule information screen displaying the selected region of Central East and subregion of Oshawa with the information note that Oshawa subregion covers Pickering, Ajax, Whitby and Oshawa.

2.3 Support

For assistance with issues accessing the C/OP certificate distribution schedule, users may contact OCC.CoronerScheduling@ontario.ca.

All EDR service-related inquiries should be directed to ServiceOntario (MLM-EDRConnect@ontario.ca).