

BEREAVEMENT AUTHORITY OF ONTARIO

Frequently Asked Questions

BAO Consumer Advisory Council

01**What is the Consumer Advisory Council?**

The Council is an advisory body that provides independent, proactive and evidence-informed advice on matters affecting consumers and the public interest.

02**What does the Council advise on?**

The Council may advise on consumer impacts of regulatory policies, programs and initiatives; emerging issues and risks; planning and priorities; guidance and consultation materials; consumer outreach and education; research and data insights; accessibility, transparency and trust.

03**Does the Council make decisions?**

No. The Council is advisory. Its advice is non-binding and may or may not result in organizational action.

04**How many members will be appointed?**

The approved Terms of Reference provides for up to nine members.

05**Who can apply?**

Ontario residents who are at least 18, meet the participation requirements and can provide independent consumer and public-interest advice may apply.

06**Is previous Board or committee experience required?**

No. Relevant lived, community, advocacy, accessibility, policy or service experience may be considered.

07**Can someone connected to the bereavement sector apply?**

Current owners, officers, directors, senior employees or registered representatives of BAO-regulated organizations are generally not eligible for consumer-member positions. Other connections will be assessed individually through the conflict-of-interest process.

08**What is the time commitment?**

The Council strives to meet at least twice per year and may meet further as required. Members must also review materials and participate in orientation and related Council work.

09**Are meetings in person or virtual?**

Meetings may be held in person, virtually, or through another method that permits effective communication.

10**Are members paid?**

Yes. Council members will receive a Board-approved honorarium in recognition of the time, expertise and lived experience they contribute. Eligible travel and attendance expenses will also be reimbursed in accordance with the BAO Expense Policy.

11**How long is the appointment?**

The approved Terms of Reference provides for a three-year term, with the possibility of reappointment for up to a maximum of nine (9) consecutive years of service as per maximum-service provisions.

12**How will applicants be assessed?**

Staff will first screen eligibility and conflicts. Eligible applications will be assessed against approved criteria. Shortlisted candidates may be interviewed using common questions. Final recommendations will consider qualifications and the Council's collective composition.

13**Will every applicant be interviewed?**

No. Only shortlisted applicants will be invited to interview.

14**Can I request an accommodation?**

Yes. Alternate formats, accommodations and application assistance are available. Requesting accommodation will not influence the assessment.

15**What personal information will be collected?**

The BAO will collect the information needed to administer recruitment, assess eligibility and qualifications, communicate with applicants, conduct authorized due diligence and make appointments. Review the separate Privacy Notice for details.

16**Will my name be made public?**

Applicant names will not be published as part of the recruitment process. If appointed, the BAO may publish a member's name and approved biography after obtaining the required consent.

17**Can I apply without a traditional résumé?**

Yes. Applicants may provide a résumé, CV or plain-language summary of relevant experience.

18**Who should I contact?**

For process questions, accessibility requests or alternate formats, please contact:

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