



Service Information - January 2020

GENERAL PRICE LIST – JANUARY 2020 VS. – 2

Section1 - Thankyou:

We are most appreciative that you have chosen to trust our firm with the care of your loved one. We have provided this information and selection guide for you to have accurate information at your finger tips when making many funeral related decisions.

All funeral homes are required to provide you with clear, transparent pricing, and ensure that you receive the Manitoba Board of Funeral Service Pamphlet when reviewing pricing on first contact. The Cremation Process is currently handled through Kotaska Cremation Services in Selkirk, MB. From time to time and based on availability it might be handled by another cremation service as decided by management. The “GPL” General Price List with all of our services and merchandise is made available during the arrangement conference for families wanting more detail. Minimum merchandise to fulfill the funeral/memorial or direct cremation function are generally not included, however, minimal basic containers are included in all of our cremation services. DCC was designed to eliminate many unnecessary steps or purchases if you require simple cremation, however we can provide additional services in conjunction with one of our affiliate locations. Please discuss with your funeral director as additional fees maybe added based on the scope of preparation, services, rush fees etc.

- For the Simple Cremation process we have created an e-commerce page at www.directcarecremation.ca for you to do all of your arrangements and purchases on-line, a funeral director is available to answer questions. Signatures by the executor/or authorized decision maker will be required prior to cremation occurring. Call our answering service at (204) 803-4067 and they will route your call to the appropriate individual for guidance.
- We have recently added full services to Direct-Care with the addition of our affiliate locations at Mosaic and two church properties in south winnipeg for ceremonies and receptions. (see affiliate locations page)
- All families must sign our disclosure statement that will be provided during arrangements.
- All families must sign the Contract estimate (This estimate is not the final invoice, it will either be supplied on the day of service in the DCC Portfolio, or will be mailed or emailed out within 2-3 days of the service/disposition.
- Financing requests – we do not offer payment plans on at-need funerals, if we are expected to hold account for 10 days from date of death we will charge an administration fee of \$350.00. To prearrange contact our affiliate Funeral Home location – Mosaic Funeral Services @ (204) 275-5555. Fees will be slightly higher to offset future cost increases
- We can assist and advise on cemetery choices, often times it is good to look at several options prior to selecting a cemetery. We donot carry cemetery cash disbursements on our accounts...

Professional Service Charges – What are they?

Each month and some annually, we have an obligation to the following:

- Staff – Wages, Benefits
- Vendors – suppliers, telephones, taxes, internet, hydro, gas etc., snow clearing, garbage removal
- Professional Dues and Fees
- Building and office rental/ Leases – four Facilities serving Winnipeg and Manitoba families
- Disbursements, clergy, church, organist, caterers etc.
- Vehicles – Professional and Utility Vehicles, Fuel, Maintenance, Insurance
- Donations to many organizations through the year
- Capital improvements on property

Section2 – Index and Breakdown of Professional Services

Page 1 Section 1 – Message to our Families

Page 2 Section 2 – Index and Professional Services Provided

Page 3 - 4 Section 5-9 Funeral Service Descriptions

Page 6 – 7 Section Footnotes

Page 8 Section 5 – GPL A) Traditional Interment Services

Page 9 Section 6 – GPL B) Traditional Graveside Interment Services

Page 10 Section 7 – GPL C) Traditional Cremation Services (Usually Rental Casket)

Page 11 Section 8 – GPL D) Memorial Cremation Services (Cremation first)

Page 12 Section 9 – GPL E) Direct Cremation (no service or ceremony)

Page 13 Section 10 – GPL F) Celebration of Life – Family Directed

Page 14 – 15 Other Service & Disbursement Considerations

Page 15 – Caskets

Page 16 – Vaults

Page 17 Urns

Page 18 - GPL G, H, and Other Community Service & Facilities

<u>PROFESSIONAL SERVICES – BREAKDOWN OF SERVICES PROVIDED</u>	<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>E</u>	<u>F</u>	<u>G & H</u>
• Licensed Funeral Director and Support Staff on call 24 hrs daily	Inc.	Inc.	Inc.	Inc.	Inc.	Inc.	Inc.
• Arrangements are available Mon-Fri, except as noted	Mon-Fri. 9 AM- 4PM	Mon-Fri. 9 AM- 4PM	Mon-Fri. 9 AM- 4PM	Mon-Fri. 9 AM- 4PM	Mon-Fri. 9 AM- 4PM	Mon-Fri. 9 AM- 4PM	Mon-Fri. 9 AM- 4PM
• Bringing your loved one into our care from the place of death within Winnipeg City Limits – (additional mileage fees will be quoted outside of Winnipeg)	Inc.	Inc.	Inc.	Inc.	Inc.	Inc.	Inc.
• Preparation of all legal documentation (Registration of Death & Burial Permit)	Mon-Fri. 9 AM- 4PM	Mon-Fri. 9 AM- 4PM	Mon-Fri. 9 AM- 4PM	Mon-Fri. 9 AM- 4PM	Mon-Fri. 9 AM- 4PM	Mon-Fri. 9 AM- 4PM	Mon-Fri. 9 AM- 4PM
• Registering the death with Vital Statistics	Mon-Fri. 9 AM- 4PM	Mon-Fri. 9 AM- 4PM	Mon-Fri. 9 AM- 4PM	Mon-Fri. 9 AM- 4PM	Mon-Fri. 9 AM- 4PM	Mon-Fri. 9 AM- 4PM	Mon-Fri. 9 AM- 4PM
• Information folder on handling the estate, Canada Pension, Survivor's Pension and children's Benefit forms, enabling the executor to apply for benefits	Inc.	Inc.	Inc.	Inc.	Inc.	Inc.	Inc.
• Five Funeral Director's Statements of Death	Inc.	Inc.	Inc.	Inc.	Inc.	Inc.	Inc.
• Application forms for Manitoba Death Document	Inc.	Inc.	Inc.	Inc.	Inc.	Inc.	Inc.
• Assistance with the preparation of an, obituary (publication cost is additional)	Inc.	Inc.	Inc.	Inc.	Add Fee	Add Fee	Add Fee
• Administrative support staff	Inc.	Inc.	Inc.	Inc.	Inc.	Inc.	Inc.

Cash Disbursement Considerations Page(s) 12 & 13 GPL - Not Attached

- Additional costs may include many disbursements made to other companies' ancillary to the Funeral Purchase such as: GST, Catering, publication of obituaries, flowers, cemetery costs, monuments/markers, limousine service, memorial folders & catering. We accept Caskets from third party suppliers; however, we charge \$500.00 handling and liability fee on these units. Video tributes are offered for a fee of \$350.00 this includes 40 photos, 2 to 3 songs and use of our Audio Visual equipment. Outside Videos produced will no longer be handled by the funeral home. Families can bring in their own Audio Visual for these presentations or rent our Audio Visual machines. Poster boards will not be allowed to be taped to our walls.



Service Information - January 2020

Funeral Service Type Descriptions

Section 5 – A) Traditional Interment Services

- **Visitation or Prayers**
 - Generally family would come to the church the evening prior to the service or mass at the Funeral chapel or Church of choice
- **Religious Ceremony**
 - Generally a religious ceremony at Chapel or Church of Choice
- **Interment or Entombment**
 - Disposition results in the burial in the earth or entombment in Mausoleum
- **Reception**
 - Many families choose to have a reception or gathering for family and friends in a reception hall at funeral home

Section 6 – B) Traditional Graveside Interment Services

- **Visitation or Prayers**
 - In some cases a family would come to the church the evening prior to the service or mass at the Funeral chapel or Church of choice
- **Religious Ceremony at Cemetery**
 - Generally a religious ceremony at the cemetery or mausoleum of Choice
- **Interment or Entombment**
 - Disposition results in the burial in the earth or entombment in Mausoleum

Section 7 – C) Traditional Cremation Services (Usually Rental Casket)

- **Visitation or Prayers**
 - Generally family would come to the church the evening prior to the service or mass at the Funeral chapel or Church of choice
- **Religious Ceremony**
 - Generally a religious ceremony at Chapel or Church of Choice
- **Cremation**
 - Generally Cremation will follow the service – Funeral Staff go to Crematorium family usually does not attend, if required an additional attendance fee of \$495.00 is levied
- **Reception**
 - Many families choose to have a reception or gathering for family and friends in a reception hall at funeral home
- **Interment or Niche Inurnment**
 - Cremated Remains are usually placed in the space a few days after the cremation

Section 8 – D) Memorial Cremation Services (Cremation first)

- **I.D./Family Viewing upto full public Visitation or prayers can occur**
 - Generally family would come to the chapel to view their loved one either as a family privately or publically (Dependant on the deceased preparation, your Funeral Director can explain the options)
- **Cremation**
 - Generally Cremation will be prior to the service – Funeral Staff go to Crematorium family usually does not attend, if required an additional attendance fee of \$495.00 is levied
- **Religious Ceremony**
 - Generally a religious ceremony at Chapel or Church of Choice
- **Reception**
 - Many families choose to have a reception or gathering for family and friends in a reception hall at funeral home
- **Interment or Niche Inurnment**
 - Cremated Remains are usually placed in the space a few days after the cremation



Service Information - January 2020

Section 9 - E) Direct Cremation (no service or ceremony)

- **Identification**
 - DCC currently does not offer ID or viewing to its immediate cremation client. Mosaic our affiliate is a full service provider and is equipped to do this at their Inkster location with additional fees
 - Family choosing additional viewing options should note that some types of containers are not acceptable for viewing (discuss this option with your funeral director)
- **Cremation**
 - Cremation will occur – Funeral Staff go to Crematorium family does not attend, if required an additional attendance fee is levied (discuss this option with your funeral director)
- **Return of Cremated Remains**
 - Family will attend the funeral home to receive cremated remains and sign them out
 - Funeral Director services for cemetery attendance or disposal are available for a fee

Section 10 - F) Celebration of Life – Family Directed (Cremation has taken place)

- **Celebration of Life – A new old way of doing things**
 - Celebrations have taken on new meanings in today's society as the emphasis is not placed within the religious ritual. Some families will choose to remember their loved one in a religious ceremony combined with regular Sunday services. Then plan to have an uplifting celebration to remember their loved one in a more positive light.
 - So given that families today are looking at doing their own celebrations, we have made the decision to co-ordinate with them and then allow the family to present their own COL's in our facilities (what better place to do this surrounded by support of those who co-ordinated for years
 - Like in days past, families used to co-ordinate all of the services. These celebrations do not involve the professional funeral staff and utilize non-licensed staff for reception and janitorial only
 - Families will make arrangements for a master of ceremony or other family member to lead an agenda
 - The celebrations will have a hostess available and janitorial staff as per our general price list
 - Families can arrange their own audio visual programs (funeral home can offer, however, additional fees apply)
 - Catering can be arranged with the funeral home or brought in by families (caterer must have food handler's certificate)
 - Coffee/Tea & Juice are arranged by the funeral home and cannot be brought in due to liabilities in handling hots, there will fees associated with this service that can be discussed with your funeral director
 - Additional support staff by funeral home can be arranged for additional fees

Footnotes

CREMATION

Identification

Direct-Care Cremation (Simple cremation only) does not include Identification of the deceased, as this is not a legal requirement in Manitoba. When requested by the Executor/Authorized Decision Maker a basic identification or further upgraded family viewing can be arranged with our affiliated Funeral Home, Mosaic at 1839 Inkster Blvd. Call their answering service at (204) 275-5555 for cost and availability.

Pacemaker and Defib Devices

Pacemaker & Defib devices are not removed and discharged at the hospital. These devices have to be removed prior to cremation to avoid injury to our staff and the crematorium staff and equipment. This service is not rendered through Manitoba Health and as such our qualified staff are trained for the removal and disposal – add an additional \$100.00 to our service fee.

Merchandise & Transfer of Cremated Remains

An overhead fee of \$150.00 will be charged if our staff are transferring cremated remains into any vessel not supplied by DCC or Mosaic (Keepsakes see point 4 below). Urns that are not supplied by DCC or Mosaic must meet the following conditions:

1. Outside urns or vessels must have a lid that can be closed mechanically or customer must take possession of same and seal on their own.
2. The funeral home will not be liable for damage or breakage of an outside sourced urn or keepsake urn or jewelry.
3. All families bringing outside urns must check what requirements are necessary from their cemetery of choice. If an urn or vessel did not meet the requirements and requires our staff to remove and replace the overhead fee will be doubled.
4. Keepsake jewelry or urns brought in from an outside supplier will be subject to a \$35.00 per piece charge if the funeral home is required to fill them.
5. We reserve the right to refuse filling any vessel or urn brought into us at our sole discretion.



INTERMENT

Traditional Services

Viewing

Direct-Care Traditional Services offers viewing as the deceased are embalmed and presented in an appropriate casket for a public viewing. We now have four city locations to work toward accommodating your request. When requested by the Executor/Authorized Decision Maker a viewing can be held and will be accommodated based on our city locations availability

Worship/Gathering Facilities/Reception Centre

Direct-Care was introduced to Winnipeg families to provide a lower cost alternative to traditional funeral providers. Our service fees do not include the rental of worship/gathering/reception facilities. We would be happy to accommodate and arrange for this to occur and pass those facilities costs onto your funeral account for payment.

Video Tributes

Family produced Video Tributes continue to represent challenges in the area of viability and quality. It is imperative that you work closely with your funeral director in arranging the tributes. If you decide to do your own video tributes, the funeral staff will not be responsible for set-up or maintenance of these tributes. We have suppliers that produce a professional product. Ask your Funeral Director for pricing.

Memorial Register and Service Folders

For Minimum Cremation or Family Directed COL's Memorial Folders and Memorial Registers are available with the following fees and conditions

1. Memorial Folders chosen from our Memorial Folder booklet will be billed out at the following amounts:
 - a. 50 cards minimum - \$ 92.50
 - b. 100 cards - \$ 150.00
 - c. 200 cards - \$ 250.00
2. Changes to the standard format will incur a \$40.00 Set-up Fee
3. Memorial Register Package – Memorial Register and 25 Thankyou cards
 - i. \$ 35.00 Basic book and thankyou cards
4. We no longer offer Laminated obituaries
5. We reserve the right to refuse changes beyond the standard format