

## Funeral Board of Manitoba

The Funeral Board of Manitoba strengthens consumer protection in the provision of funeral-related services by regulating funeral-related professionals and facilities as prescribed by *The Cemeteries Act*, *The Prearranged Funeral Services Act*, and *The Funeral Directors and Embalmers Act*.

The Board is committed to enhancing funeral and cemetery services within a fair, ethical and transparent marketplace.

The Board consists of a Chair, designated by a Provincial Minister, and five other persons of whom two are licensed funeral directors. All members are appointed by the Lieutenant Governor in Council.

Through its website and inquiry line, the Board provides consumers with information regarding their legal rights, including which products and services are required by law and which are optional.

## Funeral Director's Responsibilities

- Comply with laws, regulations, & the Code of Ethics.
- Obtain and show licences upon request.
- Provide a copy of this brochure to anyone seeking information.
- Explain what is optional and what is required by law.
- Provide a General Price List upon request.
- Provide a written, no-obligation estimate itemizing selected products and services.
- Provide the purchaser with a copy of the signed contract or statement of the purchase.
- Register each death with Manitoba Vital Statistics Agency within five business days of having received the decedent's particulars.
- Care for the deceased and their loved ones in a dignified manner at all times.
- Respect and accommodate cultural, religious, ethnic, and family customs or traditions, whenever possible.

## Funeral Board's Responsibilities

- Ensure licensees comply with Manitoba laws.
- License all funeral directors and embalmers.
- Register funeral homes.
- License cemeteries, mausoleums, columbaria, cemetery sales agents and crematories.
- License funeral directors, agents and salespersons to provide funeral services of another person under a trust-moneys prearranged funeral plan or to solicit another person to enter into a trust-moneys prearranged funeral plan.
- Ensure regulated professionals meet annual continuing education requirements.
- Respond to inquiries and complaints from consumers and industry representatives.
- Investigate, hold hearings and discipline licensees found to be non-compliant.
- Educate licensees and consumers about their rights and responsibilities.
- Suggest/recommend enhancements of funeral-related laws to the provincial government.

## Funeral Board Funding

- The Funeral Board of Manitoba is structured to operate on a "full cost recovery model", meaning all costs of the work of the Board are to be covered by the funds it receives.
- The Board receives funds from licensing fees. These fees are established by Treasury Board, a sub-committee of Cabinet responsible for the overall fiscal management and reporting of the Manitoba government .

## Consumer's Responsibilities

The death of a loved one is a difficult time in life. You may not be thinking of all the tasks involved. Here is a brief summary of consumer responsibilities:

- Confirm the funeral director/embalmer is licensed.
- Select a funeral provider that you are comfortable with and review all documentation prior to signing a purchase agreement or contract.
- Prove kinship. The funeral director must be sure that you are the legal next-of-kin or Executor of the estate prior to making any arrangements. You should be providing documentation such as a Will or Letter of Administration.
- Provide the decedent's particulars (i.e. date of birth, place of residence, type of employment, etc.) and submit proof if necessary.
- Cancel an at-need contract within 24 hours of signing should you have any doubts or change your mind.
- Understand the funeral home's payment requirements. Some funeral homes request payment prior to any products or services being provided. It is within their rights to do so.
- Familiarize yourself with all cemetery and crematorium policies regarding memorial stone requirements, type of urn that can be used, grave liners, cremation containers, etc.
- It is within your rights to inquire at several funeral homes to compare options, services, facilities, and pricing before making a final decision and committing to a contract.
- Review any documents the funeral director may prepare and submit to government agencies, etc. on your behalf prior to signing any forms.
- Keep prearranged funeral contracts in a safe location, and review them periodically.

## Things you Should Know

- Obituary notices are not required by law.
- Embalming is beneficial and necessary under certain circumstances, but is not required by law. A funeral director can explain when embalming must occur.
- Scattering of cremated remains is legal but there are limitations, please visit our website for the Scattered Remains Policy.
- Funeral plans may be cancelled within 24 hours of signing a contract, except for the services already rendered.
- Grave liners and urns are not required by provincial law, however cemeteries may have specific requirements in their by-laws and/or policies.
- Although caskets are not required by law to cremate a body, crematoria require that a cremation container made of combustible material be used at all times.
- There are options regarding containers for burial or cremation. If you wish to provide an urn or casket, it should be discussed with the funeral director. However, the funeral home may not be able to accommodate some family wishes.
- Funeral directors / representatives are within their rights to request partial or full payment prior to any services being rendered.
- Funeral directors are within their rights to request legal documentation proving kinship, administration or executorship at any time, especially when a dispute arises amongst the funeral organizers.
- It is your right to have a funeral director present during negotiations with cemetery sales agents as they may not all be licensed funeral directors and are not bound by the same Code of Ethics.

## Complaints

In some situations, you may have a concern about a service provided by a licensee. In the event you are unable to resolve the matter directly, you can contact the Board.

Should your issue be more serious, you can file an official complaint with the Board by completing and submitting a Complaint Form detailing the matter. Include copies of any related documents. The Complaint Form can be found on our website and sent to the address below.

Upon investigation of the complaint, a hearing may be called. After a hearing, the Board can:

- Dismiss the complaint;
- Direct an apology;
- Set a fine;
- Suspend or cancel a licence; or
- Determine other disciplinary action.

In all cases, the Board will provide a written response or decision. In some cases, you may want to seek legal advice.

<https://www.gov.mb.ca/funeraldirectorsboard/index.html>

Mailing Address:  
254 Portage Avenue  
Winnipeg MB R3C 0B6

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## GUIDE TO ROLES AND RESPONSIBILITIES



### Funeral Board of Manitoba

Email: [funeralboard@gov.mb.ca](mailto:funeralboard@gov.mb.ca)  
<https://www.gov.mb.ca/funeraldirectorsboard/index.html>

Ph. 204-947-1098 / Fax 204-945-0424

Available in other formats

