

Misinformation Corrected: I am pleased to report that Manulife acknowledged their error, and their apologetic correction appears on Page 39 of the Spring, 2005, issue of CAA *Journey*, and in the other CAA magazines. The controversy appears to have raised awareness of memorial societies across Canada; the apology is appreciated

Social attitudes towards funerals are changing. While traditional funerals are still the basis for funeral home profits, a growing number of people are choosing a simple arrangement with a memorial service held at a later date; cremation now accounts for over 40% of arrangements; many more people are preplanning. We believe memorial societies have played a role in ensuring that the public has access to the type of funeral they prefer.

Our society receives many requests for information. When someone phones us at 905-389-8240, the answering tape offers our list of telephone volunteers, from which the caller can choose. These helpful people are often the first contact with the society, and I thank them heartily for their dedicated service.

I also express appreciation to our membership secretary, and her assistant for keeping our records in good order, preparing the newsletter, etc .

As always, it has been a pleasure to work with our Board of Trustees. They work together and attend meetings faithfully, making the sessions efficient, interesting and lively. We shall miss the two trustees whose terms will be ending at this Annual Meeting.

New Board candidates welcomed:

That brings me to the subject of service on our board. Trustees are elected for a term of three years, with the possibility of a second term. Besides the Annual Meeting, our year includes six early evening meetings usually lasting less than two hours. Our meetings are congenial and the work load is modest. Please, members, consider offering to join our board.

Funeral Advisory Society Trustees:(all volunteers)

Pearl Davie, Chair
Marjorie Kildare, Vice-President
Jake den Hartog, Treasurer
Martin Dooley, Secretary
Alan Bishop, Alena Gabel, Jim Sackville

Telephone Committee:

Connie Dunnett, Len Metcalfe,
Verna Stanek, Maureen Wright.

Membership Secretary: Miriam Kramer
Assistant: Eileen Hayhoe

Please Accept Our Sympathy

The society has noted with sadness, the deaths of some members during the past year. We extend condolences to the families of members now deceased, and to members now feeling the pain of bereavement.

We would appreciate being notified after a member has died, so that we can correct our records

Would you like a speaker?: We enjoy telling people about our work! People *are* interested in information about funeral preplanning. If your group would like a speaker from the society please call us.

TV Looks at Memorial Societies

Last year's annual meeting featured the excellent video about memorial societies produced by Kevin O'Keefe of Vision TV. Our society was used as the focus. We appreciated the opportunity to participate. Vision TV has kindly given the society permission to show this video to other meetings (but not on any TV channel). A speaker from the society would be pleased to show this program to your group, and provide additional information..

Privacy Policy

In light of the new federal privacy act (PIPEDA, January 1, 2004) we affirm again, that the society has always treated its membership list as confidential. We have never exchanged or sold membership information to any other organization.

When you fill out the Prearrangement Form, you are not required to enter your social insurance number. However, at the time of your death, someone will have to provide that information, as well as the other items on the Vital Statistics page.

We hope that you'll return the yellow slip telling us which funeral home you've selected - however, that is your option. Our only interest is in tracking member's preferences. However, we have occasionally been called by the family of a deceased member who believe their relative had pre-planned, but don't know which funeral home was chosen.

Our Sincere Thanks to Members Who Made Donations to the Society!

Your generosity is instrumental in enabling the society to serve its members and the community.

End of life care - what is YOUR wish?

Recent controversial events in the United States remind us how vital it is that end of life planning include directives about health care, in case one becomes unable to decide for oneself . We include the following to assist our members:

Power of Attorney Kits will be available at the annual meeting. We can also mail out a copy, but do ask for a small donation to cover the postage.

“Living Will” forms are sold at stationery stores, (e.g. Grand & Toy), and cost from \$7 to \$30 each.

Dying with Dignity offers a “living will” for \$15 for a set of two - and a \$15 tax receipt. You don’t have to join to obtain their forms. They are at 55 Eglinton Ave. East, Suite 802, Toronto, M4P 1G8; telephone 1-800-495-6156; internet, www.dying with dignity.ca.

Our Palls Are Available To Borrow

The Society’s two handsome palls may be borrowed for a member’s funeral. The larger pall will cover a plain casket. The smaller pall is for a cremation container. One condition: please return the pall within five days from the date you borrow it. For information, phone us at 905-389-8240.

Brickbats and Bouquets:

During the year we received concerns from a few members about our co-operating funeral homes, and we tried to help. We hope members have felt well treated; we appreciate the efforts of our co-operating funeral directors to provide the kinds of service our members want. Please tell us about those who have been especially helpful, and any who have not.

We’re still on snail mail: We’re sorry that we can not yet send the newsletter by e-mail to those who would prefer it - we’re working towards this goal.

The following list of funeral homes is current as of April, 2005. Members should also note that some of our co-operating funeral homes have a corporate connection with National Cremation Society (a transfer service), and have advised us they may refer people to them for Type A arrangements.

List of Cooperating Funeral Homes, Spring, 2005:

J.B. Marlatt Funeral Homes (1985) Ltd.	615 Main St. East, Hamilton, L8M 1J4	(905)528-6303
	195 King St. West, Dundas, L9H 1V5	(905)627-7452
Markey-Dermody Rosedale Chapel	1774 King St. East, Hamilton, L8K 1V7	(905)547-1121
Cresmount Funeral Home Ltd.	322 Fennell Avenue East, Hamilton, L9A 1T2	(905)387-2111
Truscott, Brown and Dwyer Funeral Chapel	1309 King St. East, Hamilton, L8M 1H2	(905)549-2417
Dodsworth & Brown, Robinson Chapel	15 West Avenue North, Hamilton, L8L 5B9	(905)522-2496
Donald V. Brown Funeral Home	36 Lake Avenue Dr., Stoney Creek, L8G 3N3	(905)662-2948
Smith's Funeral Homes	485 Brant Street, Burlington, L7R 2G5	(905)632-3333
Beckett-Glaves Family Funeral Centre	88 Brant Ave., Brantford, N3T 3H3	(519)752-4331
Hill & Robinson Funeral Home	30 Nelson St., Brantford, N3T 2M8	(519)752-2543
Thorpe Brothers' Funeral Home Co. Ltd.	96 West Street, Brantford, N3T 3E7	(519)759-2211
Ballard-McDonald Funeral Services Ltd.	315 Broad St. East, Dunnville, N1A 1G4	(905)774-7277
Ward Funeral Homes, Oakville Chapel	109 Reynolds St., Oakville, L6J 3K4	(905)844-3221

TO: the Funeral Advisory Society, P. O. Box 89026, Hamilton, Ontario L8S 4R5

I enclose \$..... as a voluntary donation to the Society

Please send a Receipt:

Name

Telephone.....

Address:

City/Town:.....

Postal Code: E-Mail address:.....

Questions, Complaints, Comments; request for additional publications (see reverse)

Federation of Ontario Memorial Societies:

The annual conference of the Federation of Ontario Memorial Societies - Funeral Consumers Alliance (FOOMS-FCA) was held, October, 2004, in St. Catharines. Attending from Hamilton were Miriam Kramer, delegate and Pearl Davie, our Chair and FOOMS President. All eleven Ontario societies sent delegates; visitors came from British Columbia, Manitoba and Saskatchewan. Members noted with sadness the absence of Thomas Maunsell of the Niagara Society, who served with devotion as FOOMS secretary/treasurer right until his death in 2004.

FOOMS officers elected for 2005-2005:

- President: Pearl Davie, Hamilton
- Vice Pres.: Al Gruno, Thunder Bay
- Treasurer: Menno Friesen, Northern Ontario
- Secretary: Miriam Kramer, Hamilton
- Members-at-Large: Fred Ionson, Peterborough
Mary Price, Northern Ontario
- Past Pres.: Glenn Jones, Peterborough

Meeting topics included: privacy policy, and proper care of membership records. As mentioned above, our records are kept confidential, as current and secure as possible.

New Funeral Legislation:

Acting on behalf of societies, FOOMS' Legislation Committee is reviewing draft regulations to The Funeral Burial & Cremation Services Act (2002), as fast as these are released.. The process is proving slower than expected. The Ministry of Consumer & Business Services is working

on other bills; the new Act may not take effect until 2006. FOOMS is watchful to see that the regulations preserve consumer protection and choice regarding funerals.

For example, freeze-drying has been suggested as an alternative to cremation. This Scandinavian idea purports to be more environmentally friendly, with remains being buried to nourish a plant or tree. Freeze-drying may never catch on. However, it is important that funeral regulations currently being drafted do not define "cremation" in such a way as to preclude new ideas.

Be Alert to Telephone Scams

A telephone message asking you to phone numbers starting with 1-900 and 1-809 could cost you hundreds of dollars. **Don't make that call!** All 900 numbers entail a charge; 809 is the area code for the Dominican Republic; where minutes can cost *you* thousands of dollars.

In another scam, the caller identifies himself as a service technician for the phone company testing the line and asks you to dial 90# and hang up. **Don't do it!** Dialling this number will give the caller access to your phone line, to call anywhere, any time; *you* will pay the bill.

Other con artists call to say they are from your financial institution and are checking accounts for fraud. They will ask for your account number and other personal information. **Don't give it!** They will use it to access your money. If they were really from the bank, they would have that information on hand.

Publications available, for Members Only:

- Member's Information Handbook \$3.00
- Replacement Pre-Arrangement Forms \$4.00

- Replacement Membership Card - Free
- List, Cooperating Funeral Directors Prices - Free

For Anyone, (at no charge) upon request:

- Society Brochure - Membership Application
- "Vital Information Record"
- "Readings for a Memorial Service"
- M.O.R.E. Organ Donor Card

- "Preparing for Approaching Death", (palliative care)
- Powers of Attorney Kit, Ontario, with forms
- N.B.: this latter item is costly to mail; a donation towards postage would be appreciated.*

I WOULD LIKE TO HELP THE SOCIETY:

As a board member or volunteer:

Please send information, provide a speaker to:

Please send me the following publications:

(Please add cheque or money order for priced publications, and put your name and address on the reverse of this coupon. Thank you!)