

Registrar's Report

In previous reports I have commented on the excellent teamwork displayed by Peter, Kim and Tanya in working together on Council projects, and during this past year the staff continued to contribute in a significant manner to a variety of projects in support of various committees of Council. As a manager, I have been fortunate to work with these committed individuals. As many licensees are already aware, Peter has announced his retirement effective at the end of May, and we thank him for his service and wish him well as he embarks on the next chapter in his life.

Peter's retirement has given us an opportunity to review personnel needs as the function of the office has evolved over time as the Council has matured. As outlined in the report from the Human Resource Committee, it was determined that with a realignment of duties between myself, Kim and Tanya, we could collectively fulfill the requirements of the office. Some of Kim's current duties have been shared with Tanya and Kim will now fulfill the function of the Resource and Compliance Officer. I will assist Kim by conducting some of the compliance reviews as time permits. I am looking forward to the prospect of once again meeting licensees during visits at locations throughout the province.

In 2018, sixteen written complaints were received at the Council office. Eleven complaints were received from consumers, three were from licensees and two others came from other sources. Complaints from consumers related to the manner in which funeral services were rendered and billing issues. Complaints from licensees related to advertising, documentation and misappropriation of funds. Two complaints were referred to investigation committees and two matters were heard by discipline committees. The findings of discipline committees are posted on the council website. One Regional Forum was presented during the year in North Battleford and it is my intention to conduct at least two in 2019. They continue to be very well received by those who attend and much productive discussion takes place. In addition, one salespersons' course and one preceptor training course were also presented.

The staff enjoys the continued support and leadership of Council, and once again I thank the various committees for their dedication over the past year. I look forward to my continued contact with you, the licensees, for your input and ideas.

Respectfully submitted,

Sandy Mahon
Registrar

Education and Professional Development Committee Report

Committee members: Jeff Weafer; Chairperson, Gloria Malinoski, Don Sheppard, Shawna Woicichowski, Peter Anctil; Resource & Compliance, Sandy Mahon; Registrar

Our Mission...

Improve and promote professional development and death care standards.

Provide an environment where the public is informed and protected in a caring and trusting manner by educated professionals.

“Learning and innovation go hand in hand. The arrogance of success is to think that what you did yesterday will be sufficient for tomorrow.” By William Pollard

Education is about evolution and just as the consumers we are privileged to serve have ever changing expectations, we as a profession must continue to seek new opportunities and methods to meet the challenge. In an effort to ensure Saskatchewan Licensees have access to the most up to date educational resources we would encourage you to log in to the licensee’s site at www.fcscs.ca

We continue to work with the three recognized funeral service education providers, Canadian College of Funeral Service, Mount Royal University and Saskatchewan Polytechnic, to ensure the programs are producing quality students ready for the future.

Mental wellness is a critical issue that our profession is faced with every day. In response to Licensee requests for mental wellness resources, our Committee has explored a number of supports which are accessible in Saskatchewan. We encourage you to explore the comprehensive list that can be found at: www.fcscs.ca/for-licensees/mental-wellness-resources/

We welcome you to join us in Saskatoon on May 23 & 24, 2019 for the FCSCS Spring Symposium Professional Development Sessions

Respectful Conduct in the Workplace Workshop - Presenter: Phil Eastwood

- Mutual respect, positive attitudes and a professional approach all help to create a successful and harmonious workplace culture. This session will explore the types of issues that plague workplaces. Learn valuable tips and methods for combatting and the prevention of such situations.

The Messiness of Grief - Presenter: Pamela Moss

- How the “symptoms” of grief may look in one’s life;
- The unique aspects of complicated (e.g. death by suicide or sudden death) anticipatory & disenfranchised grief;
- The impact of secondary losses;
- The hope that there can be life after loss... resiliency of the human spirit.

WHMIS - Presenter: Stuti Munshi

- This session will offer insight into Canada's Workplace Hazardous Materials Information System (WHMIS) and the Globally Harmonized System of Classification and Labelling of Chemicals (GHS).

In cooperation with the Saskatchewan Board of Funeral Homes we would invite you to participate in the Table Top Trade Show to learn about the latest product and service offerings from a number of Canada's premium suppliers.

Upcoming educational opportunities include the Crematory Technician Certification Training Workshop – June 15, 2019 in Saskatoon which will be delivered by the Saskatchewan Crematoria Council Inc. Regional Forums have been well attended in the past and assist those not able to attend our annual Symposium. Look for future dates on the Council web site for a session near you.

“Develop a passion for learning. If you do, you will never cease to grow.” By Anthony J. D’Angelo

Respectfully submitted

Jeff Weafer

Chairperson

Legislative & Governance Committee Report

Committee Members: Lorne Puffalt, Chairperson, Norma Wilson, Eleanor Shumay, Dustin Hall, Peter Anctil; Resource & Compliance, and Sandy Mahon; Registrar

During the course of this past year, the Legislative & Governance Committee has continued working on reviewing and updating the current bylaws and forms as needed, as well as reviewing the Policies and Procedures of Council. It is our hope that with any changes or revisions will ensure greater clarification for all licensees.

The committee will continue to spend an appropriate amount of time reviewing and preparing for a possible revision to the Act and Regulations. As stated in years past, there is no definitive date set for a full review of the Act by Government, however we feel it is imperative to be ready when the call comes. Should any licensee have a concern in regards to the Act and Regulations, we would always welcome and entertain your input for our future discussions.

I would like to humbly extend my sincere thanks to the committee for their time and consideration on all matters that we discuss. All decisions made are carefully thought out and much discussion is generated by all those involved.

Crystal Armstrong resigned from the committee when she resigned her position on council and we wish her well in her new employment with the Government of Saskatchewan. We were pleased to have Dustin Hall join the committee following his election to council in 2018. The committee will also be losing Peter Anctil when he retires at the end of May and Kim Eberts will be appointed to the committee in due course.

Our committee would once again extend our sincere thanks to Sandy, Peter, Kim and Tanya for keeping everything in line and making the changes needed so quickly and efficiently. They do a great job of putting before us what licensees have let them know is relevant and for that we are most grateful.

Respectfully submitted,

Lorne Puffalt

Chairperson

Human Resource Committee Report

Committee members: Robert Volk; Chairperson, Gloria Malinoski and Eleanor Shumay

The Human Resources committee provides leadership and direction on all human resource policies and oversight on issues that require council input and direction. The committee will continue to meet “as required”.

The committee has been active in late 2018 and early 2019 on general succession planning and internal staff reassignment. Our succession plan has included an assessment and reassignment of duties and responsibilities as it pertains to our compliance officer and both our administrative positions.

At the end of May 2019 Peter Anctil will be retire with Kim Eberts taking on Compliance Officer’s main duties with the assistance of the Registrar. Tanya, Administrative Assistant, will continue her present role including some of Kim’s previous duties. In short we will function with one less office staff member while handling all existing duties.

We wish Peter Anctil well in his retirement and thank him for his diligent contribution to the Council over the last 9 years.

The committee is truly appreciative of the entire staff’s professionalism and commitment to the council, its membership and the general public. On behalf of the council and all its members we thank you for your dedication and service.

Respectfully submitted,

Robert A. Volk
Chairperson

Audit/Finance Committee Report

Committee Members: Gloria Malinoski; Chairperson, Arden Erman, Nancy Kirk and Blair Scott

The FCSCS Operating accounts total \$637,481.56 and the Assurance Fund has a balance of \$1,296,944.87.

The operating funds remained stable this year as we didn't have any major changes.

Our auditors, MWC Chartered Professional Accountants LLP met with council and presented their finding on their review. They reported that everything looked great and they were very pleased with the accountability of our financial statement for the year.

The council continues to control expenses by having council meeting via teleconference when warranted and will cancel meetings when the agenda is light.

Over all it has been a pretty quiet year on the financial side of the council.

As in the past, we need to recognize and commend the FCSCS office management and staff on their diligence in keeping expenses to a minimum.

The major change that we will see in 2019 is with the retirement of our Resource & Compliance Officer, Peter Anctil. There will be more funds available which Council has decided to allocate to various projects. This is made possible by Kim Eberts taking over the role of Compliance, and we can redirect her current position duties and combine the Compliance function, which will result in savings for Council.

Respectfully submitted,

Gloria Malinoski
Chairperson

Communications Committee Report

Committee Members: Lyle Burkell; Chairperson, Karly Doepker, Agnes Ewen and Sandy Mahon; Registrar

On behalf of my fellow committee members I submit this annual report of the FCSCS Communication Committee. We would like to update you on our activities this past year.

In keeping with the mandate of this committee to provide information regarding the funeral profession in Saskatchewan to the general public and to our licensees, this committee has undertaken two tasks this year. The first is to begin the process of a Public Awareness Campaign to inform consumers on their rights and what we do as a profession. The second task we are undertaking is a way for council to have a larger social media presence.

It is still the belief of this committee that council's website is a very useful tool in providing information to our licensees and the general public. We are looking at upgrades to make it easier to navigate in all platforms.

Our Registrar, Sandy Mahon continued his very successful regional forums this past year. The forums have proven to be a very valuable means of communicating with licensees. They are an effective avenue to provide information to licensees and allow licensees to provide feedback to council in a smaller, informal setting.

For us to be successful in our duty as a committee we can only succeed with feedback from our stakeholders. If there are concerns, issues or topics you would like to see addressed, please contact me, another member of this committee or council office.

Our administration staff does a fantastic job in fielding and handling many inquiries, questions and concerns. It would be remiss of me not to acknowledge and thank them for their dedication and the hard work they do for the Funeral and Cremation Services Council of Saskatchewan. Sandy, Peter, Kim and Tanya, thank you for all you do.

Respectfully submitted,

Lyle Burkell
Chairperson

Pandemic Planning Committee Report

Committee members: Dana Chamberlain; Chairperson, Rosemarie Forsberg, Christopher Mohr, Peter Anctil; Resource & Compliance and Sandy Mahon; Registrar

The Pandemic Preparedness Planning Committee was struck October 5, 2008. The goal of the committee is to inform, guide and support the funeral service in pandemic preparedness and situational response.

At this time there is nothing to report. We remain vigilant to any potential threat that may arise.

Respectfully submitted,

Dana Chamberlain
Chairperson