

## *Vision:*

*Ethical and Professional  
Death Care Services*

## *Mission:*

*To provide an environment  
where the public is informed  
and protected in a caring  
and trusting manner by  
educated professionals*

## *Values:*

*We believe in Honesty,  
Integrity, Transparency  
& Accountability*

## ***We want to hear from you!***

The Funeral & Cremation Services Council of Saskatchewan is committed to ensuring trust and integrity in all dealings with consumers.

We have implemented a formal process to ensure your voice is heard.

If you have any comments or questions regarding a service provided, we want to hear from you.

Talk to a representative, toll free at 1-800-892-0116

Access our Consumer Comment Form on our website, [www.fcscs.ca](http://www.fcscs.ca)



## **Funeral and Cremation Services Council of Saskatchewan**

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Toll Free: 1-800-892-0116  
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E-mail: [administration@funeralinfo.ca](mailto:administration@funeralinfo.ca)  
Website: [www.fcscs.ca](http://www.fcscs.ca)

## **Funeral and Cremation Services Council of Saskatchewan**



## **Consumer Information**



## **Funeral & Cremation Services Council of Saskatchewan**

The Funeral and Cremation Services Council of Saskatchewan was established in 2001, to ensure consumer confidence in buying funeral and cremation services.

The Funeral and Cremation Services Council is made up of elected industry professionals and publicly appointed members. The Council administers and sets standards of practice and procedures for funeral homes and crematoria.

The Council is responsible for the education, licensing and regulating of funeral directors, embalmers, salespersons, funeral homes, crematoriums and transfer services in the province as well as establishing educational, competency and service standards. Council's responsibility extends to the conduct of members, consumer protection and investigation of public complaints.

Located in Regina, the FCSCS administrative staff consists of a Registrar, Resource and Compliance Officer and administrative support. The Resource and Compliance Officer makes regular visits to all funeral, cremation and transfer service businesses to inspect operations and ensure regulatory compliance.

### **Fees**

The Regulatory Fee for each registered death, supplemented by licensing fees from professional practitioners and owners, funds the operations of the FCSCS.



## **Consumer Protection**

- Prepaid funeral service contracts are secured by an Assurance Fund to ensure consumer wishes are carried out as desired and their investment is protected. For funeral contracts funded by insurance, the Assurance Fund protection does not apply;
- A consumer may cancel or transfer a prepaid contract at any time;
- Business records and premises are inspected frequently for compliance to the Act, regulations and FCSCS bylaws;
- FCSCS requires mandatory liability insurance for each owner of a funeral home, crematorium or transfer service;
- Cremation services only in licensed, inspected premises;
- Itemized price lists are made available to consumers;
- Investigation and discipline of licensees found to be non compliant;
- Continuing education annually is mandatory for each licensee;
- FCSCS is overseen by the Superintendent of Funeral and Cremations Services – Justice Department, Province of Saskatchewan.