Funeral and Cremation Services Council of Saskatchewan
3847C Albert Street, Regina, SK S4S 3R4
Phone: (306) 584-1575 Fax: (306) 584-1576
Toll Free: 1-800-892-0116
E-mail: **administration@fcscs.ca**
www.fcscs.ca

FCSCS News and Update

REMINDER: Be sure to review the Synopsis of Council Meeting Minutes monthly on Council's website for important information for licensees!

Items of Interest

- Continuing Education Important Notice
- Student Salesperson Workshop
- Compliance Update
- Preceptor Training Course
- Prepaid Compliance Reviews
- 2012 License Renewal Update

Continuing Education Important Notice

Just a reminder that the Funeral Service Association of Canada (FSAC) will be holding its annual convention in Regina from June 6th to 9th, 2012, at the Delta Hotel. Plans are well under way for Council to hold it's Annual General Meeting in conjunction with the FSAC Convention.

Please note Council will not have a 2012 Spring Symposium DVD available for distribution for the upcoming year, however there are currently 285 educational courses listed on Council's website which have been approved by the Education Committee since 2004. In addition to those courses, Council has recently created an online learning initiative for licensees in Saskatchewan entitled **Legislative Awareness.** Funding for this course was provided by Council and it was created in partnership with FSAC. The course is hosted on the FSAC website. The Education Committee has granted 3 credits for completion of the course and access to the course is administered by FSAC. The fee to complete the course is $75 for FSAC members and $100 for non-members.

Another option for licensees to obtain their 6 continuing education credits is to attend the FSAC annual convention. This is an excellent opportunity for licensees to attend the usual line-up of top quality presentations and meet exhibitors from across the country.

The Education Committee also welcomes licensees to submit any other available courses they may wish to attend for approval of credits.

Should you have any questions please do not hesitate to contact Kim at Council administration.

Compliance Update

As of December 21st, there have been 104 compliance reviews completed since January 1st, 2011. Eleven complaints have been received since January 1st, with three from consumers and eight from other sources.

Student Salesperson Workshop

Just a reminder that a student Salesperson one day workshop, instructed by Lyle Burkell is scheduled for Tuesday, January 24th, 2012. The workshop will be held at SIAST Kelsey Campus, Saskatoon, Room 128 from 10 a.m. to 4 p.m.

If you are interested in attending or have any questions, please contact Council administration no later than January 9th, 2012.

Preceptor Training Course

The Funeral and Cremation Services Council of Saskatchewan will be offering a Preceptor Training Course on Wednesday January 11th, 2012. There is no fee to attend this course. As a requirement of the bylaws, all interns shall be under the supervision of a preceptor who has completed the Preceptor Training Course.

This course is allotted 6 continuing education credits for first time attendees. Those who are attending for a second time are eligible for 3 continuing education credits, however the course has been revised in response to input from previous participants in the internship program.

In addition to learning the roles of the Intern, Preceptor and Mentor, participants will understand the differences of a multi-generational workforce, identify their coaching skills and be better able to assist Interns in acquiring the competencies to complete their internship.

If you do not have a licensed funeral director/embalmer on staff that has the Preceptor Training Course but you are planning on hiring a graduate from the SIAST FSEP Program for their one year internship this may be an appropriate time to consider registering for the course.

If you are interested in attending, please contact Council administration.

Prepaid Compliance Reviews

During 2011 Resource and Compliance began unannounced compliance reviews on Prepaid Contracts. As of December 21st, 2011 there have been 14 reviews conducted.

During these reviews reoccurring deficiencies were found which included the following :

- date contract was entered into was not completed;
- Incomplete buyer information;
- incomplete beneficiary information;
- incomplete breakdown of what consumer is purchasing, including GST;
- missing signatures of witness, buyer and/or salesperson;
- copy of signed contract not given to buyer;
- changes and/or errors not initialed by buyer or salesperson;
- contracts not on file;
- order of transfers not being completed, missing signatures, breakdown of funds and copies not forwarded to Council administration or supplied to buyer/beneficiary.

If you have prepaid contracts, you may wish to review them to ensure all contracts and /or orders of transfers are completed properly.

We thank all the funeral homes that we have visited in 2011 and we look forward to visiting those funeral homes with prepaid contracts in 2012.

2012 License Renewal Update

As of December 21st, 2011, the following licenses were renewed:

- 231 embalmers;
- 329 funeral directors;
- 23 salespersons;
- 118 funeral homes;
- 24 crematoria;
- 2 transfer services;

A total of 25 licenses were not renewed, including 20 individual, 3 transfer services and 2 funeral homes.

Submissions for this newsletter are invited. The views expressed are those of the contributor and are not necessarily endorsed by, or are the policy of, The Funeral and Cremation Services Council of Saskatchewan.