OACFP

ONTARIO ASSOCIATION OF CEMETERY AND FUNERAL PROFESSIONALS

2022 CEMETERY ADMINISTRATION TRAINING

Wednesday, November 9, 2022

Held Virtually Via Zoom (Registration Link)

AGENDA (subject to change)

	TOPIC	PRESENTED BY
8:45 – 9:00	▶ Welcome and Introductions	***Sandra Aguilar,*** St. John's Dixie Cemetery & Crematorium/ Cemetery Administration Committee Chair & OACFP Director
9:00 – 10:00	▶ Digitizing Records • Pro & Cons of Digitization • Considerations for Choosing a Platform	***John Perrotta,*** Hamilton Municipal Cemeteries/ OACFP Vice-President
10:00 – 10:15	Break and Networking	
10:15 – 11:15	▶ Interment Rights Issues • Common Issues faced by cemetery operators	***Barry Corbin,*** Corbin Estates Law Professional Corporation
11:15 – 11:30	Break and Networking	
11:30 – 12:30	▶Customer Expectations & Service Standards • Communication • Setting Expectations • Presentation Matters ▶Open Forum • An opportunity to ask questions that concern you in your everyday roll.	***Rebecca Zinger,*** Woodlawn Memorial Park **Cemetery Administration Committee**
12:30 - 13:30	Lunch Break & Networking	
13:30 – 2:30	▶ Day-to-Day Compliance for Cemetery Operators This mock inspection will touch on common compliance issues for cemetery operators including: • Your Premises (Grounds, arrangement area, etc.) • Price Lists, Contracts & Other Documents • Record Keeping • Care & Maintenance & Trust Fund Requirements • Other compliance areas	***Michelle Crognale, Manager, Sector Support and Consumer Services*** Bereavement Authority of Ontario (BAO) ***Kate Dafoe, Inspector*** Bereavement Authority of Ontario (BAO)

OPEN FORUM QUESTIONS

Please submit any questions you may have with your registration or prior to the program (info@oacfp.com).