

# Funerals, Burials and Cremations Handbook

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**Introduction** This handbook outlines the funeral, burial and cremation policy and procedures for York Region Community and Health Services Department, Social Services. It has been written for funeral directors and cemetery and crematorium administrators to outline the practices of the department.

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<b>What is included in this handbook?</b>	Funerals, Burials and Cremations Handbook.....	1
	Introduction .....	
	What is included in this handbook? .....	
	Providing Assistance for Funerals, Burials and Cremations .....	2
	Referring clients to Social Services .....	
	Decision time-frames .....	
	Other funding .....	
	Directing requests .....	
	Office locations and phone numbers .....	
	Office hours.....	
	Rates.....	4
	Cremation Services.....	
	Burial Services .....	
	Services not included in assisted Funerals, Burials and Cremations..	7
	Introduction .....	
	Upgraded services .....	
	Service not covered .....	
	After the fact requests .....	
	Property .....	
	Billing and payments procedures.....	9
Process for billing.....		
Authorization Form.....		
CPP and billing for a funeral, burial or cremation.....		
Asset/income contribution of the deceased .....		
Contact information .....		

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## Providing Assistance for Funerals, Burials and Cremations

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The provision of assistance for funerals and burials is regulated by the *Anatomy Act*, *Funeral, Burial and Cremation Services Act*, and *Public Hospitals Act*. The provision of this discretionary benefit for financial assistance for a funeral, burial and cremation to a person in need is regulated by the *Ontario Works Act*, in accordance with policy guidelines established by the Ministry of Community and Social Services and the York Region Community and Health Services Department.

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### Referring clients to Social Services

If a client requires service for a funeral, burial or cremation, but does not have the means to pay for that service, the client should be referred to the Social Services immediately.

Social Services will assess the applicant's eligibility for financial assistance. Where eligibility is established, York Region will assume responsibility for the payment of funeral and burial services up to the maximums outlined in this policy.

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### Decision time-frames

When a request for assistance is made, a decision will ordinarily be rendered the same day.

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### Other funding

In some circumstances, other sources of funding are available such as the Last Post Fund, Veterans Affairs, etc. Social Services staff will assist the next of kin in arranging funeral services through these organizations. Social Services will not assume financial responsibility when another source of funding has been determined.

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**Directing requests**

Requests for funeral, burial and cremation assistance are made through the local Social Services office at the numbers provided below. Please indicate when calling that you are calling for funeral and burial assistance.

Requests for payments and correspondence should be made to the appropriate office.

**Office locations and phone numbers**

There are four offices delivering Social Services in York Region as noted below. The toll free number for all offices is 1-888-256-1112.

Office location	Phone numbers
Newmarket 62 Bayview Parkway Newmarket, ON L3Y 4W9	905-895-1234 Fax: 905-895-8061
Georgina 24262 Woodbine Ave., Keswick, ON L4P 3E9	905-989-1884 Fax: 905-989-1890
Richmond Hill 50 High Tech Rd. 3 <sup>rd</sup> Floor Richmond Hill, ON L4B 4N7	905-762-2095 Fax: 905-762-2097
Vaughan 9060 Jane Street, Vaughan, L4K 0G5	905-660-4858 Fax: 905-660-4869

**Office hours**

Monday to Friday, 8:30 am to 4:30 p.m.

## Rates

Use the following quick reference chart for details of services and the maximum rates paid by York Region.

Funeral type	Type A: Direct Disposition Preparation of remains for disposal in cases of: <ul style="list-style-type: none"> <li>unclaimed bodies, or</li> <li>at the request of the immediate family</li> </ul>	Type B: Traditional Funeral A simple funeral service including preparation of remains for disposal. Type B funeral services are provided for: <ul style="list-style-type: none"> <li>all children</li> <li>adults (other than those specified for Type A), and</li> <li>dependent adults</li> </ul>
Funeral home services and facilities	<ul style="list-style-type: none"> <li>Administration and documentation</li> <li>Minimal chemical treatment, casketing of remains, and handling remains with infectious diseases if required</li> </ul>	<ul style="list-style-type: none"> <li>Administration, documentation, visitation, direction of service and stationary</li> <li>Embalming, dressing, casketing and handling remains with infectious diseases (if required)</li> <li>Use of funeral home for visitation for minimum of 4 hours</li> <li>Use of church or chapel (at funeral home)</li> </ul>
Vehicles	<ul style="list-style-type: none"> <li>Removal of remains to funeral home</li> <li>Funeral coach to cemetery or crematorium</li> <li>Clergy car</li> </ul>	<ul style="list-style-type: none"> <li>Removal of remains to funeral home</li> <li>Funeral coach to cemetery or crematorium</li> <li>Clergy car</li> <li>Family car (5 passengers)</li> <li>Flower car (if required)</li> </ul>
Casket	Lift plate, flat top, square end, grey vicuna cloth covered casket, four handles, bedding of felt or wool batting, and half-inch plate wood construction	Hinge plate style, gray vicuna cloth covered casket, white rayon interior, pillow, six handles, bedding of felt or wool batting, and half-inch plate wood construction

The following rate guidelines are the allowable maximums based on casket size.

Infant	Casket size less than 40"	\$384.00*
Child	Casket size 40" to 60"	\$560.00*
Adult		\$1000.00*

**\*Add the applicable taxes to all prices listed for burial unless otherwise specified.**

Funeral Total	\$862.00 (plus applicable taxes)	\$2389.57 (plus applicable taxes)
		Adult 11 years+ \$2389.57
		Child 5-10 years \$1194.00
		Child 3-5 years \$ 853.00
		Child 1-3 years \$ 625.00
		Child 1 month-1 year \$ 398.00
		Infant Stillborn-1 month \$ 117.00

<b>Additional charges:</b>			
<b>Mandatory Service</b>	<b>Maximum Paid</b>	<b>Mandatory Service</b>	<b>Maximum Paid</b>
Death registration	Actual cost	Death registration	Actual cost
<b>If required</b>		Honorarium to clergy	\$100*
Honorarium to clergy (only if requested)	\$100	<b>If required</b>	
Coroner's fee to authorize cremation	Actual cost	Coroner's fee to authorize cremation	Actual cost
Transportation allowance over 40km	\$1.20/km	Transportation allowance over 40km	\$1.20/km
Oversize casket (plus applicable taxes)	\$61*	Oversized casket (plus applicable taxes)	\$61*

\*Applicable taxes may only be charged where indicated.

## Cremation Services

**Legislation** According to the *Funeral, Burial and Cremation Services Act*, upon receiving a written direction from a delivery agent, as defined in the *Ontario Works Act, 1997*, a crematorium operator shall provide a cremation for the remains of a person.

By law, only family members or executors may request cremation, and all family members must agree to this request. It is the responsibility of the Funeral Director to investigate and enforce this regulation.

### Cremation rates and inclusions

York Region will pay the price charged by the crematorium owner/operator for cremation services as follows:

- Up to a maximum of \$500\* for cremation and licensing fees, or
- The actual cost, whichever is less

If it is requested that cremated remains are scattered or buried see [Burial rates and inclusions](#). The cost of interment/scattering is in addition to the cost of cremation.

\*Add the applicable taxes to all prices listed for cremations unless otherwise specified.

## Burial Services

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**Legislation** According to the Funeral, Burial and Cremation Services Act, upon receiving a written direction from a delivery agent, as defined in the *Ontario Works Act, 1997*, a cemetery operator who has an available lot shall provide; a lot for the interment of remains.

### Burial rates

York Region strives to ensure that all government-assisted burials receive the same dignified burial rites as any other deceased person. All burials are to occur in marked grave plots and not in common graves.

York Region will pay the price charged by the cemetery owner for burial services as follows:

- up to a maximum of \$1,300\*, or
- the actual cost, whichever is less

The maximum rate of 1,300\*, includes:

- all services that the operator provided with respect to the interment or scattering
- a lot for interment
- opening and closing services in conjunction with the interment
- a grave marker

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**\*Add the applicable taxes to all prices listed for burials unless otherwise specified.**

## Services not included in assisted Funerals, Burials and Cremations

**Introduction** The intention of this policy is to provide a dignified service to those who are unable to do so due to their financial circumstances. The Region **will not allow** additional payments from the next of kin to upgrade the Social Services funeral, burial and/or cremation.

**Upgraded services** The Region **will not allow** additional payments from next of kin to upgrade the assisted funeral/burial/cremation services. The following services are considered upgrades and are **not approved** under the social services contract:

- purchase of a plot at the time of death
- purchase of concrete liners/crypts when not required (unless mandated in a by-law)
- headstones
- disinterment of human or cremated remains
- requesting storage of a body where extra charges apply
- shipping the remains out of the province or country
- police escorts

If ...	then ...
next of kin wish to add additional upgraded funeral/burial/cremation services over and above the assisted services	<b>the next of kin is required to pay all funeral/burial/cremation costs</b>
the Funeral Director makes arrangements with next of kin for upgraded services	<b>this arrangement for upgraded services makes the contract with Social Services null and void</b>

**Service not covered**

The following services are **not** covered in assisted funeral/burial/cremation services. Family members/next of kin may cover these costs.

- prayer cards
- flowers
- use of chapel at cemetery or crematorium
- extra charges for multi-cultural/religious services
- organist
- obituary notices

**After the fact requests**

If a client requires service for a funeral, burial or cremation, but does not have the means to pay for that service, the service provider should immediately refer that client to Social Services.

The service provider should **not** agree to a contract with the client or provide service before advising the client to contact Social Services as the department will not assist with the cost after a contract has been signed or service has been provided.

**Property**

The following guidelines should be followed when a client owns property.

If the deceased owns property and is...	Then York Region Social Services...
sole owner	<ul style="list-style-type: none"> <li>• does not pay funeral/burial/cremation costs</li> </ul>
joint owner	<ul style="list-style-type: none"> <li>• may pay funeral/burial/cremation costs (depending on eligibility)</li> </ul>




## Billing and payments procedures

### Process for billing

The following table outlines the process between Social Services and the service provider for billing and payment of approved funerals, burials and cremations.

Step	Who is responsible	Action
1	Social Services	<ul style="list-style-type: none"> <li>• calls the service provider and confirms the fee to be paid for the service</li> <li>• completes the <a href="#">Authorization for Funeral/Burial/Cremation Services form</a>, and               <ul style="list-style-type: none"> <li>– faxes a copy to the service provider, and</li> <li>– provides a copy of the form to the client</li> </ul> </li> </ul> <p>Social Services staff is not able to exceed the fees outlined in this handbook.</p>
2	Service provider	<p>When the service provider receives the authorization form, they will:</p> <ul style="list-style-type: none"> <li>• consider it a work order that authorizes the delivery of the service, and</li> <li>• send to Social Services the following               <ul style="list-style-type: none"> <li>– an invoice for the agreed upon fee</li> <li>– an original copy of the deceased's death certificate</li> </ul> </li> </ul>
3	Social Services	<ul style="list-style-type: none"> <li>• verifies that the invoice fee matches the agreed fee on the authorization form, and</li> <li>• will pay the invoice within 30 days of receiving it</li> </ul>

**Authorization Form** The *Authorization for Funeral/Burial/Cremation Services* is the work order to authorize you, the service provider, to proceed with the delivery of the service.



Community and Health Services Department  
Social Services, Ontario Works

**AUTHORIZATION FOR FUNERAL/BURIAL/CREMATION SERVICES**

Funeral/Burial/Cremation Services of the late: \_\_\_\_\_

Member ID#: \_\_\_\_\_ SIN: \_\_\_\_\_

To: \_\_\_\_\_ Date: \_\_\_\_\_

(Funeral Home / Cemetery / Crematorium)

Fax: \_\_\_\_\_

This is your authorization to bill for the services noted below under the approved rates of the York Region Community and Health Services Department.

<p><b>Funeral Service</b> <span style="float: right;"><i>Check and enter approved amount</i></span></p> <p><b>Adult Service:</b></p> <p>Type "A" Direct Disposition <input type="checkbox"/> \$ _____ †</p> <p>Type "B" Traditional Funeral <input type="checkbox"/> \$ _____ †</p> <p>*Asset/income contribution of deceased: _____</p>	<p><b>Burial / Scattering:</b> <span style="float: right;"><i>Check and enter approved amount</i></span></p> <p>Child Age _____ <input type="checkbox"/> \$ _____ †</p> <p>Adult <input type="checkbox"/> \$ _____ †</p>
<p><b>Child Service:</b></p> <p>Type "B" Funeral <input type="checkbox"/> \$ _____ †</p> <p>Age of Child _____</p>	<p><b>Cremation:</b></p> <p>Actual cost <input type="checkbox"/> \$ _____ †</p> <p>Licensing Fee <input type="checkbox"/> \$ _____</p>
<p><b>Additional Funeral Charges‡</b></p> <p>Clergy Honorarium <input type="checkbox"/> \$ _____</p> <p>Oversize Casket <input type="checkbox"/> \$ _____ †</p> <p>Transportation (\$1.20/km over 40 kms) <input type="checkbox"/> \$ _____</p> <p>Coroner's Fee (for cremations) <input type="checkbox"/> \$ _____</p> <p>Death Registration (mandatory) <input type="checkbox"/> \$ _____</p> <p>† Other _____ <input type="checkbox"/> \$ _____ †</p>	

† Amounts noted above **do not include the Harmonized Sales Tax**  
 \*Funeral Home is responsible for collecting this amount in advance from the family.  
 ‡ Any additional services not included in the York Region rates must have prior approval of the Community and Health Services Department

**To Funeral Homes, Cemeteries, Crematoriums:** Please ensure that the full services are provided and forward your official invoice to the attention of the Social Assistance Case Coordinator,

\_\_\_\_\_, (905) \_\_\_\_\_ at:

<input type="checkbox"/> Community and Health Services, Ontario Works 24262 Woodbine Avenue Keswick, On L4P 3E9	<input type="checkbox"/> Community and Health Services, Ontario Works 62 Bayview Parkway Newmarket, On L3Y 3W3
<input type="checkbox"/> Community and Health Services, Ontario Works 50 High Tech Road, 3 <sup>rd</sup> Floor Richmond Hill, On L4B 4N7	<input type="checkbox"/> Community and Health Services, Ontario Works 3901 Highway 7, Suite 500 Woodbridge, On L4L 6B2

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**CPP and  
billing for a  
funeral, burial  
or cremation**

If the CPP death benefits do not cover the full cost of the service, the Social Services Branch will make arrangements with CPP to be reimbursed if the applicant is eligible for assistance. The service provider should not make an application to CPP for death benefits if the applicant is eligible for an assisted funeral.

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**Asset/income  
contribution  
of the  
deceased**

The Social Services Branch will make every effort to access recovery sources directly. In some cases, when the recovery source is not directly accessible by the Social Services Branch, the next of kin or institution is responsible for paying that portion to the funeral home (i.e. when the deceased shared a joint bank account).

In these cases the Social Assistance Case Co-ordinator will complete the *Asset/Income contribution line of deceased* for the amount to be recovered and indicate from whom the funds are to be received on the *Authorization for Funeral/Burial/Cremation Services form*.

It is advised that these funds are recovered from the next of kin in advance of providing funeral/burial/cremation services.

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**Contact  
information**

The Social Assistance Case Co-ordinator is your contact person at Social Services.

If you have questions about the information in this booklet, please call your local Social Services office and ask to speak with a supervisor.

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