

**EMBALMERS AND FUNERAL DIRECTORS
BOARD**

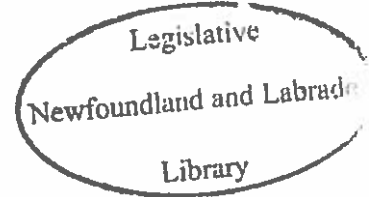
**ACTIVITY PLAN
2008 - 2010**

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2008-2010

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Chair's Message

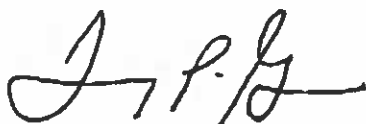
As Chair of the Embalmers and Funeral Directors Board of Newfoundland and Labrador, I am pleased to submit this Activity Plan for the activities of the Board for 2008 -2010. This plan is prepared in compliance with the *Transparency and Accountability Act* pursuant to which the Board has been categorized as a Category 3 government entity and which requires the Board to prepare a activity plan. The Board is accountable for the preparation of this plan and for the achievement of its objectives. In developing this plan, the Board has considered the strategic direction of the Minister of Government Services.

The Embalmers and Funeral Directors Board is comprised of seven members, all appointed by the Minister of Government Services. The Board's function is to license embalmers and funeral directors in the province. Further, the Board is responsible for prescribing training and educational requirements for licensure, providing and holding examinations as well as the suspension or revocation of licenses.

The Board's primary objectives are the fair and equitable application of license requirements and discipline procedures as well as to uphold the highest educational standards for licensees.

In 2008, the Department of Government Services will introduce new legislation into the House of Assembly that will govern embalmers and funeral directors. This new legislation is in keeping with the White Paper on Self-Regulatory Occupations. We look forward to meeting the requirements of our new legislation in 2008.

Sincerely,



Terry Green
Chair

Overview

The Embalmers and Funeral Directors Board is established under Section 3 of the *Embalmers and Funeral Directors Act*. The Board is responsible for establishing licensing requirements, reviewing applications for licenses, disciplinary action as well as the continuing education of licensees. The Board is appointed by the Minister of Government Services and is comprised of seven persons: two embalmers, two funeral home directors and three other persons who are not embalmers or funeral home directors. The Board is required to elect a Chairperson, Vice-Chairperson, a Registrar and a Deputy Registrar from its members. Members are appointed to a three year term and are eligible for appointment, but cannot serve for a continuous period exceeding nine years.

Mandate

The Embalmers and Funeral Directors Board is established under Section 3 of the *Embalmers and Funeral Directors Act*. Its mandate is to establish licensing requirements, review applications for licenses, disciplinary action as well as the continuing education of licensees.

Values

The work environment of the Embalmers and Funeral Directors Board is focused on respect for its clients and the delivery of exceptional customer service. The Embalmers and Funeral Directors Board shares the values articulated by the Department of Government Services

Accountability: Each person accepts responsibility for their actions and follows through on requests and commitments.

Integrity: Each person engages in ethical behaviour exercising proper use of authority and responsibility.

Respect: Each person accepts differences and exercises courtesy in their encounters with others.

Primary Clients

The Embalmers and Funeral Directors Board has as its clients the general public and its licensees.

Vision

Quality and ethical embalmer and funeral services offered to the citizens of Newfoundland and Labrador.

Mission

By 2011, the Department of Government Services will have improved citizen protection in the areas of public health and safety, worker health and safety and consumer interests.

The Embalmers and Funeral Directors Board supports the department's mission as it upholds consumer interests through the application of the highest standards of ethics.

Objectives

The following objective applies to the 2008, 2009 and 2010 fiscal years and will be reported on in the relevant annual reports. The Board is responsible for: establishing criteria for licenses; hearing complaints against members; disciplining, if deemed appropriate; and establishing criteria for the continuing education of licensees.

Objective

The Embalmers and Funeral Directors Board will have fulfilled all the requirements under their *Act*.

Measure

Requirements of the *Act* fulfilled

Indicators

- Number of applications received and licenses issued
- Number of complaints received
- Number of disciplinary actions taken
- Establishing and monitoring compliance of established continuing education criteria