

FUNERALS, BURIALS AND CREMATIONS HANDBOOK

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

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YORK REGION

1-877-464-9675
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york.ca
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Social Assistance Funerals, Burials and Cremations

The provision of assistance for funerals and burials is regulated by the [Funeral, Burial and Cremation Services Act](#), [Anatomy Act](#) and the [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 Children, Community and Social Services and York Region.

WHO CAN APPLY?

This benefit is available for those who pass away while receiving assistance from Ontario Works (OW), Ontario Disability Support Program (ODSP) or/and Assistance for Children with Severe Disabilities (ACSD), as well as for deceased York Region residents who do not have enough money in their estate to cover funeral expenses and are determined eligible for assistance.

REFERRAL TO YORK REGION

If a customer requires service for a funeral, burial, or cremation, but does not have the means to pay for that service, please refer the next of kin making the funeral arrangements immediately to York Region by calling our Contact Centre at **1-877-464-9675** to apply for the funeral expenses.

The service provider should not agree to a contract or provide service before advising the next of kin to contact York Region.

York Region **will not** assist with the cost if a contract has been signed or service has been provided prior to approval.

Exceptional Circumstances:

York Region may consider assisting with the cost of the funeral up to 15 days after the service (i.e., the deceased passed away and required a weekend burial for religious observances).

The cost of the completed funeral must be within the York Region approved [funeral/burial/cremation rates](#) and [eligibility](#) needs to be established.

The original Proof of Death certificate must be submitted to York Region along with invoice for payment. If the Proof of Death certificate is given to the next of kin, they may submit the death certificate to apply for the Canada Pension Plan (CPP) death benefit and may have withdrawn any assets available to the deceased's estate and bank account. As a result, the eligibility decision will be withheld until the amount of monies that may have been recovered by the next of kin is known.

York Region will only provide funding up to the difference between the cost of the funeral or allowable asset limit and the funds already recovered by the next of kin.

York Region may also assist with the cost of pre-arranged funeral services for [Medical Assistance in Dying](#) (MAID) customers if they meet the eligibility requirements.

ELIGIBILITY

To determine eligibility, a caseworker will consider the financial situation of the deceased person and his/her spouse at the time of death. This includes, for example, assets, income, RRSPs and life insurance. Please note York Region will not assume financial responsibility when another source of funding such as Last Post Fund, Veterans Affairs, etc. has been determined.

The application for funeral expenses will be assessed within 24 business hours and, if eligible, the caseworker will send a [Funeral Vendor Approval Form](#) directly to the funeral service provider and/or cemetery. Coverage is limited to the [Funeral, Cremation or Burial Services and Rates](#).

York Region is entitled to recover any money paid for funeral services from assets/income of the deceased person. For example, bank accounts, Canada Pension Death Benefit or Life Insurance.

PROCESS FOR UNCLAIMED BODIES

The funeral service for unclaimed bodies is a Basic Funeral. Only family members or executors may request cremation. Therefore, in cases of unclaimed bodies cremation will **not** be allowed.

If no funeral home or cemetery has already been selected, the caseworker will email all York Region funeral homes within a 5 km radius of the nearest Ontario Works office and inform them of the unclaimed body request.

The first operator to respond will be responsible for completing the burial. If no response is received within 3 days, an email will be sent to funeral homes within a 10 km radius and so on until an operator is found.

Funeral, Cremation or Burial Services and Rates

COVERAGE

York Region will pay for the cost of [Funeral](#), [Burial](#), and [Cremation](#) services to the funeral home and/or cemetery in accordance with the established items and rates.

UPGRADES

If the next of kin wishes to upgrade funeral/burial/cremation services or the Funeral Director plans with the next of kin for upgraded services above the established items and rates, York Region will not pay for the cost of funeral, burial, and cremation services and the contract with York Region will be null and void.

The following services are considered upgrades and are **not approved** under the York Region contract:

- purchase of a plot at the time of death
- purchase of concrete liners/crypts (unless mandated in municipal 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 escort

Family members/next of kin may cover the below listed items/service costs themselves even though they are **not covered** by York Region in assisted funeral/cremation/burial services.

- Prayer cards
- Organist
- Flowers
- Obituary notices
- Use of chapel at cemetery or crematorium
- Extra charges for multi-cultural/religious services
- Gift/contribution towards the service

York Region will not assist with funeral, burial, and cremation costs if a funeral, burial, or cremation service has been provided prior to approval by York Region.

BEREAVEMENT AUTHORITY OF ONTARIO FEE

On July 1, 2023, the Bereavement Authority of Ontario (BAO) increased its operator licensing renewal fees to \$30 per interment, scattering, cremation, hydrolysis, death registration, including those under social services programs. The licensing renewal fee is called the Bereavement Authority of Ontario Consumer Protection Fee.

The BAO fee has been included below as a separate charge. Rates have been adjusted to account for the BAO fee.

Funeral Services

TYPE A: BASIC FUNERAL

A direct disposition funeral is provided for preparation of remains for disposal in cases of unclaimed bodies

Services Covered:

Funeral home services and facilities

- Administration and documentation
- Minimal chemical treatment, casketing of remains, and handling remains with infectious diseases if required

Vehicles

- Removal of remains to funeral home
- Funeral coach to cemetery or crematorium
- Clergy car

Casket

- Container appropriate for circumstances

Rates:

Funeral Cost: Up to \$1770 (plus applicable taxes)

Additional Charges:

Mandatory Service	Maximum Paid
Death registration	Actual cost (no tax)
If required:	
Honorarium to clergy (only if requested)	Up to \$100
Coroner's fee to authorize cremation	Actual cost (no tax)
Transportation allowance over 40km	\$1.20/km (no tax)
Oversize casket	Up to \$100
Bereavement Authority of Ontario (BAO) Fee	\$30 (no tax)

TYPE B: TRADITIONAL FUNERAL

A traditional funeral is a simple funeral service including preparation of remains for disposal.

Services Covered:

Funeral home services and facilities

- Administration, documentation, visitation, direction of service and stationary
- Embalming, dressing, casketing, and handling remains with infectious diseases (if required)
- Use of funeral home for visitation for minimum of four hours
- Use of a religious space (e.g., church or chapel) (these religious spaces must be located within the funeral home for the cost to be covered)

Vehicles

- Removal of remains to funeral home
- Funeral coach to cemetery or crematorium
- Clergy car
- Family car (five passengers)
- Flower car (if required)

Casket

- Any style as long as it does not exceed total coverage

Rates:

Funeral Cost: Up to \$4270 (plus applicable taxes)

- Child (5-10 years): Up to \$2120
- Child (3-4 years): Up to \$1505
- Child (1-2 years): Up to \$1095
- Child (1 month-11 months): Up to \$720
- Infant (Stillborn): Up to \$170

Additional Charges

Mandatory Service	Maximum Paid
Death registration	Actual cost (no tax)
Honorarium to clergy	Up to \$100
If required:	
Coroner's fee to authorize cremation	Actual cost (no tax)
Transportation allowance over 40km	\$1.20/km (no tax)
Oversize casket	Up to \$100
Bereavement Authority of Ontario (BAO) Fee	\$30 (no tax)

BURIAL SERVICES

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*, a cemetery operator who has an available lot shall provide a lot for the interment of remains.

Services Covered:

- All services that the operator provided with respect to the internment or scattering of remains
- A lot for interment
- Opening and closing services in conjunction with the internment
- A grave marker

If deceased has a pre-purchased plot, determine what is included in the purchase of the plot. If eligible, York Region will pay for the remainder of the services for the deceased. This can include:

- funeral
- opening and closing of the grave, and
- any transportation costs

Rates:

Burial Cost: Up to \$1300 (plus applicable taxes)

Additional Charges:

Bereavement Authority of Ontario (BAO) Fee	\$30 (no tax)
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CREMATION SERVICES

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*, 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.

Rates:

Cremation Cost: Up to \$620 (plus applicable taxes)

If it is requested that cremated remains are scattered or buried, the cost of [internment/scattering](#) is covered under Burial Services in addition to the cost of cremation.

Additional Charges:

Bereavement Authority of Ontario (BAO) Fee	\$30 (no tax)
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TRANSPORTATION COSTS

York Region will pay all transportation costs:

- If the transportation required exceeds 40 kilometers (the funeral home is responsible for transportation costs less than 40 km)
E.g.: if distance from funeral home to crematorium is 50km, York Region pays 50 km x \$1.20 = \$60.00 to funeral home for transportation costs
- If the deceased will be buried outside York Region and within a neighbouring municipality (Peel, Durham, Simcoe, and City of Toronto)

The family is responsible for all transportation costs:

- If the deceased will be buried in a non-neighbouring municipality
- If the next of kin want the funeral/burial/cremation in another province or country

Billing and Payments Procedures

Upon determining eligibility, a York Region Social Services Caseworker will send a Funeral Vendor Approval Form to the funeral and/or cemetery.

This form is the approval that authorizes the delivery of the service of a funeral or burial/cremation for the customer listed on the form.

Upon providing full services, please mail the following items to the caseworker and issuing office location listed in the form to receive payment from the Region:

- Copy of the approval form (both pages)
- An invoice, which must detail:
 - each item/service provided including additional enhancements (invoice should include all total costs),
 - the costs payable by York Region, and
 - the member ID
- Original death certificate (must not be a copy)

Payments may take up to 30 business days to process once all necessary documentation is received. Please send documentation as soon as possible or there may be delays in payment.

For timely and secure online payments, we recommend enrolling in direct bank deposit. To sign up, visit Ontario.ca/VendorDirectDeposit

If you have questions about your payment, please contact the caseworker listed on the approval form.

FUNERAL VENDOR APPROVAL FORM

CLEAR **PRINT**



VENDOR APPROVAL FORM FUNERAL/BURIAL/CREMATION

SOCIAL ASSISTANCE

► Indicates Mandatory Fields

NOTE: We recommend downloading and using this form in
Adobe Acrobat Reader for the best user experience

This form is for the approval of a funeral or burial/cremation for the customer listed on the form.

INSTRUCTIONS

- Upon receiving the approval form from York Region and upon providing full services and/or items, please forward the following items to the caseworker listed below to receive payment from the Region:
 - Your invoice, which must detail each item/service, the costs payable by York Region, and the member ID
 - The approval form (both pages)
 - The original death certificate (must not be a copy)

PLEASE NOTE:

- Payments may take up to 30 business days to process once all necessary documentation is received. Please send documentation as soon as possible or there may be delays in payment.
- For timely and secure online payments we recommend enrolling in direct bank deposit. To sign up, visit [Ontario.ca/VendorDirectDeposit](https://ontario.ca/vendor-direct-deposit)
- If you have questions about your payment, please contact the caseworker listed below.

APPROVED CUSTOMER DETAILS

Recipient's First Name: ► Last Name: ►
Recipient's Member ID: ► Recipient Type:
Full Address:
Next of Kin Contact Number: ► Program:
Caseworker Name: ► Phone Number: 1-877-464-9675 Ext. ►
Issuing Office Address:

VENDOR INFORMATION

Registered Business Name: ►
Business Contact Name: ►
Business Address: ►
Business Contact Number: ► Ext: ►

VENDOR APPROVAL FORM FUNERAL/BURIAL/CREMATION

SOCIAL ASSISTANCE

► Indicates Mandatory Fields

NOTE: We recommend downloading and using this form in
Adobe Acrobat Reader for the best user experience

APPROVED ITEMS

Funeral

Type of Funeral (excluding HST):

Member ID:

► ADDITIONAL ITEMS	► COST
Death Registration	<input type="text"/>
Honorarium to Clergy	<input type="text"/>
Coroner's Fee	<input type="text"/>
Oversized Casket	<input type="text"/>
Transportation	<input type="text"/>
Bereavement Authority of Ontario (BAO) Fee	\$30
Other: <input type="text"/>	<input type="text"/>
Total Funeral Cost (excluding HST):	<input type="text"/>

VENDOR APPROVAL FORM FUNERAL/BURIAL/CREMATION

SOCIAL ASSISTANCE

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► Indicates Mandatory Fields

Burial

Type of Disposal of Remains:

► ADDITIONAL ITEMS	► COST
Bereavement Authority of Ontario (BAO) Fee	\$30
Total Burial Cost (excluding HST):	<input type="text"/>

Cremation

Type of Disposal of Remains:

► ADDITIONAL ITEMS	► COST
Bereavement Authority of Ontario (BAO) Fee	\$30
Total Burial Cost (excluding HST):	<input type="text"/>

Total Approved Amount

Customer contribution (if applicable):

Total approved amount (excluding HST):

HST:

Total approved amount (with HST):