

Community Deathcare Canada - Ontario: Cremation and Family-Led Deathcare Talking Points

Purpose: The purpose of this talking points guide is to equip families with language that can be helpful to opening conversations with cremation providers and facilitating family-led deathcare. A combination of industry language and regulator resources from The Bereavement Authority of Ontario (BAO) provides the grounds for families to understand what they are legally entitled to do, and empowers them to advocate for themselves and/or their loved ones.

Talking Points:

- Would the crematorium be willing to work with the family directly to arrange a cremation?
- We would like to take care of the transportation and/or documentation ourselves, would that be okay?
 - Casket is made of cardboard / wood / other combustible material
 - Transportation will be in a suitable vehicle (van with no seats, etc)
 - Provisions have been made to remove a pacemaker if there is one
 - Aware of need to obtain:
 - Burial Permit
 - Coroner's Cremation Certificate
 - Sign a cremation agreement + service contract

When given resistance or told you need a license, phrases like:

- "I'm looking at the chart on page 8 of the Consumer Information Guide from the BAO, and it says that a family member can do _____"
 - Link to digital copy here: [A Guide to Death Care in Ontario](#)
 - Chart is also available on the page below
- "I was on the BAO website, and I saw this information regarding family-led death care:
 - Web page dedicated to info on Family-Led Deathcare under the 'For Consumers' tab.
 - Link here: [Family-Led Death Care](#)
 - Notice to the Profession dated September 23rd 2019 in regards to Family-Led Deathcare. **Section 4** contains the specific information
 - Link here: [Notice to the Profession - Miscellaneous Updates](#)

Additional Resources

[Ontario Funeral Documentation Pathway](#)