

25th Anniversary Edition



Celebrating 25 Years!

25
1979-2004

P.O. Box 1355, Station B, Sudbury ON P3E 5K4 • 705-671-3753 • 1-866-203-5139 (toll free) • www.memorialsociety.ca

Annual General Meeting

Join Us

Sunday, May 30, 2004 • 2 p.m.

Holiday Inn, Brady Street, Sudbury

Business:

Annual Reports, Election of Directors, Appointment of Auditor

Special Guest: Daisy Suter

"Happy Birthday to Us."

Guest Speaker: Donald Perreault

"Educating the Modern Funeral Director"

Mr. Perreault has been a licensed funeral director since 1988. He was Administrative Inspector for the Board of Funeral Services (1989-1991) with responsibility for educating funeral directors about The Funeral Directors and Establishments Act of 1990. He is currently Program Coordinator, Funeral Service Education at Collège Boréal in Sudbury.

Anniversary cake cutting and refreshments

Welcome to New Members

The year 2003 brought an increase of 45 new members into the Society. Most of you heard about us from family and friends. Early in 2004 an article appeared in Northern Life outlining the benefits of the Memorial Society of Northern Ontario. As a result, we have an additional 150 new members. We believe the decision you made in becoming a member will prove to be beneficial to you and your families. Welcome to all our new members. The greater the membership, the greater the Society's role as primary funeral consumer advocate for the public.

Presidents' Report May 30, 2004

...On April 19, 1979 a small group of people met at 7:30p.m. at St. Paul's United church on Regent Street South in Sudbury. Guest speaker was Eric Gowan, President of the Memorial Society of Thunder Bay, invited to Sudbury to discuss the memorial society movement. When the meeting ended at 11p.m. a provisional board was in place with Daisy Suter (President), Pearl Holm-Anderson (Treasurer) and Harriet Chmara (Secretary), and directors Mary Becker, Steven Becker, Dan Chmara and Jean Maitland. The Memorial Society of Northern Ontario was born... (Summary of Minutes of the Founding Meeting, April 19, 1979)

When asked recently how she became interested in the memorial society movement, Daisy Suter said, "I read an article in Canadian Consumer entitled The High Cost of Dying and that was it. But if anyone had suggested to me in 1979 that the society started by our small group of volunteers would last 25 years, I would never have believed it."

The Memorial Society did not get my attention until 1993. A Sudbury newspaper ran a picture of Memorial Society volunteer, Jean Maitland, and her coffin-bookcase, headlined by the statement, "You can plan a funeral for less than \$1,000".

When Northern Life featured the Memorial Society in a February 2004 article, the Society received over 300 phone calls - because no other independent organization does what we do. Memorial Societies continue to be the only independent source of information about the wisdom of funeral planning and the availability of low-cost funerals. That's why the Society's first president should not be surprised that we have reached our 25th year.

Founding president, Daisy Suter joins me on your behalf in thanking all those who have been the backbone of the Society since its inception in 1979. We applaud the telephone and membership volunteers and the 80 board members who managed and directed the Society. Because of them, we have the privilege of celebrating 25 years.

A handwritten signature in cursive script, appearing to read "Sarah Walker".

Sarah Walker
President 2003-2004

A handwritten signature in cursive script, appearing to read "Daisy Suter".

Daisy Suter
President 1979-1983

25 YEARS OF PUBLIC ADVOCACY

1979

It was our founding board's concern about the inadequacy of Ontario's funeral legislation that inspired the formation of a memorial society in 1979.

1980 -1990

The Ontario societies operating under FOOMS umbrella worked tirelessly, lobbying the government, the media, their MP's and the funeral industry itself to support changes that would benefit consumer.

Here are some of the ways we have benefited:

Embalming

This procedure was done as a matter of course, and the cost added to the funeral price. Local funeral directors advised the Society in 1980 that if its members did not wish embalming, they should indicate that fact when a funeral was arranged. Today, thanks to memorial societies, embalming cannot take place without written permission.

Low-cost casket

Memorial societies lobbied successfully for the provision of low-cost caskets which must be on display at funeral homes. Today the price of each casket must be clearly visible to the purchaser. Consumers may provide their own caskets without penalty.

Excess funds

Such funds left in prepaid trust accounts after the funeral cost is paid must be returned to the beneficiary. Pre-1990 prepaid contracts carried no such stipulation. Some funeral homes did not return the excess funds to the consumer Ontario is the only province where excess funds must be returned.

Price list

Every funeral home is required to provide you with a price list for all services and merchandise.

Signed contract

Every funeral arrangement requires a signed contract which sets out the price of each item included. Pre-1990 it was common practice to provide only unit prices for the funeral.

Business, not health

Memorial Societies convinced the government that funerals were a business and not a health issue. Funeral services were transferred from the Ministry of Health to the Ministry of Consumer and Commercial Relations.

Advertising

The ban was lifted on advertising by funeral homes. Memorial societies fought for this because they believed it would give consumers pricing information and allow comparison shopping.

Today

Ontario consumers are protected in a way our founders could only imagine. The new legislation (not yet law) will bring all sectors of the bereavement industry under one Act. The Board of Funeral Services is mandated by the government to protect consumer. Ontario funeral directors are well-versed in statutory and legal requirements and are, on the whole, ethical and experienced professionals who apply high standards to their work.

1992

In 1992 when the Minister of Consumer and Corporate Relations wrote in response to a letter from our Society, *FOOMS has played a major role for many years in bringing the need for improvements in the funeral industry to the attention of the government ... and much of the increased consumer protection in the new legislation is a direct result of the involvement of your representatives during the consultative process.*

2001

When the new Bereavement Act (not yet law) was introduced in the Ontario House in 2001, the Minister of Consumer and Business Affairs quoted FOOMS president, Pearl Davie, when he wanted to emphasize the importance of consumer participation in determining the new, legislation.

2004

Funeral consumer protection has come a long way since 1979. We will continue our role as educators, monitors and independent advocates.

We are proud of our achievements during our first 25 years.

Our thanks to ...

Northern Communications for their exceptional answering service
Bank of Montreal and Sudbury Public Library for the use of meeting rooms
Keith Lacey of Northern Life for his article promoting the Society
Lougheed Family and Staff, sponsors of a Welcome Reception for the FOOMS AGM
Financial Decisions, our website hosts
Coordinators, Carol Champagne (membership) and Millie Facca (telephone)
Volunteers, Jean Wickstrom and Millie Facca (nominating committee) and Daisy Suter (telephone)

Our generous donors, who include:

Bruce & Rita Bigelow, Daniel Chmara & Harriet Grover-Chmara, Gerry Felice, Eino Heino, Gerald Nantel, Karen Rantala, William & Elsa Sanwald, Nancy Thurston

25 YEARS OF VOLUNTEERING

WE DEPEND ON OUR MEMBERS

Our Society is largely made up of persons who do not know each other. This fact creates difficulties not met by most other groups. Here's what members can do to help.

1. **Volunteer** to serve on the board for a limited term or offer your help in another capacity. Fill out the enclosed form or call us, and we will be happy to talk about how you can help.
2. **Word of mouth** is our best ongoing method of recruiting new members. Publicize our organization whenever you get a chance. Encourage enquiries. Our telephone volunteers are there to help at your request. Arrange for a speaker to make a presentation to your club, church or other group. Give this newsletter to a friend. Request brochures for distribution.
3. **Make a donation.** The fact is your Society would not have survived without the annual donations from a few generous members. This year we are asking every member to make a donation, however small, in honour of our 25th anniversary.
4. **People read obituaries.** When completing your own funeral plans or writing an obituary for a Society member, do add the few words, "Member of the Memorial Society of Northern Ontario" and please consider listing the Memorial Society when you request donations for a worthy cause.
5. **The media.** The Society can't afford paid advertising, so we depend on letters to the editor (2003) and articles like the one in Northern Life (2004). These contacts arranged by board members brought in over 150 new members. Let us know who your contacts are within your local media. Newspapers, radio and TV journalists are always looking for interesting stories about community organizations and events.
6. **Gift.** Give a 25th anniversary Memorial Society membership to a family member or friend as a gift.

Membership

In preparation for our 25th Anniversary, we have been searching our archives to update our membership lists. As of December 31, 2003, our registered membership is 1,750.

Which Bone Are You?

*Someone said the membership of an organization
is made up of four bones:*

*Wish Bones who spend their time wishing
somebody else would do the work;*

*Jaw Bones who do all the talking but little else,
Knuckle Bones who knock every thing that everybody else does,
and*

Back bones who get the work done.

1985 Newsletter



Left to Right:

Carol Champagne (Membership Co-ordinator)

Millie Facca (Telephone Co-ordinator)

2004 Volunteers

Our telephone volunteers offer an invaluable service by answering hundreds of calls. So far this year, there have been over 300. About one-third of the calls are from members. The rest are inquiries from the general public. The calls may concern personal matters or simply requests for a brochure. Whatever the nature of the call, our volunteers respond efficiently and promptly and with the utmost courtesy.

Our Membership Coordinator maintains the membership directory, formats our printed material, prepares the membership kits and produces the newsletter mailing lists.

Thank you Millie Facca and Carol Champagne for your outstanding service.

IN MEMORIAM

We regret to announce the death of charter member and dedicated volunteer

Jean Maitland, 1918-2003.

New privacy of information act

The new federal privacy Act (PIPEDA, January 1, 2004) has raised everyone's awareness of the need to protect the privacy of the individual.

The Board guarantees that the membership information we store in our database is held in confidence.

- We do not sell or exchange membership lists with any other organization.
- Membership information is available on request only to the member or the member's designate.
- All Board members, telephone and other volunteers must sign a statement of confidentiality.

Summary Financial Statements

Balance Sheet and Statements of Receipt and Disbursement

Assets	2002	2003
Current assets	\$5,899	\$5,708
Maintenance fund	8,816	8,816
Total assets	\$ 14,715	\$ 14,524
Total liabilities and Funds	\$ 14,715	\$14,524
Receipts		
Memberships	\$1,100	\$1,120
Other	1,115	1,127
Total income	\$2,215	\$2,247
Disbursements		
Membership	\$459	\$525
Promotion and education	118	469
Newsletter	682	600
Other	1,206	999
Total disbursements	\$2,465	\$2,593
Net (Loss)	\$ (250)	\$ (346)

Donations Much Appreciated

The money we receive through new memberships does not cover administration costs. That is why we sincerely appreciate those members who help the Society by making donations.

To show our appreciation, we would like to recognize your contribution by acknowledging your name in our annual newsletter (no dollar amounts will be mentioned). We need your permission to do this. Please check the appropriate box on the enclosed donation form. Every gift counts!

FOOMS annual general meeting

Sudbury hosted 29 delegates and guests from 12 Ontario regions for a two-day AGM, October 3-5, 2003. The Lougheed family and staff generously sponsored a welcome reception to get the weekend off to a warm start. Key agenda item was a report by the Legislative Committee, chaired by President, Pearl Davie. The committee, having had input into the preparation of the new legislation, will continue its work on behalf of Ontario consumers throughout 2004 as the Ministry releases the draft regulations to the new Bereavement Act. The Act will become law when the regulations are approved.

FOOMS/FCA

*Federation of
Ontario Memorial Societies/Funeral Consumers Alliance*

C O N G R A T U L A T E S
MEMORIAL SOCIETY OF NORTHERN
ONTARIO
ON YOUR 25 YEARS OF PUBLIC SERVICE

working together for consumer protection
in the bereavement sector

Undecided about organ donations?

Don't think of it as donating a piece of your body to keep someone else alive. Instead, think of it as someone else's donation of a body to keep a piece of you alive.

Nominations

Members are reminded of the need for Board volunteers. Non-members may be nominated, provided they become members on election to the Board. Please contact Nominating Chair, Ian McPhee at 671-3753.

Wizard of Id



25 YEARS — BOARD MEMBERS



May 4, 1980 — First AGM

(left to right) Harriet Chmara (Secretary), Guest Speaker Callie Bell (FOOMS President), Daisy Suter (President)

Callie Bell: *“Funeral directors are in business to earn their living and can’t be blamed for taking the price the public is willing to pay for funerals. It is the duty of the consumer to be aware of the options and prices available before making a purchase.”*

1979

Mary Becker
Steven Becker
Dan Chmara
Harriet Chmara
Pearl Holm-Anderson
Jean Maitland
Judy Sheldrake
Daisy Suter

1980

Roderick Much
Doris Tester
Mary Anne Unwin

1981

Christopher Barker
Leo Collins
Margaret Holub

1982

Norma Bramah
John Robertson

1983

Vera Dempster
Alfred Desjardins

1984

Jack Brewster
Elizabeth Carrier
William Girdlestone
Cleora Stephen

1985

Pamela Barker
Albert Pasanen
Stella Strong

1986

Reginald MacDonald
Ann Smith

1987

Karen Andresan
Patricia Este
Marion Masih

1988

David Cole
Hans Dittmar
Alice Forbes Girdlestone

1989

Glenys Cutler
Vera Donkin

1990

Myrtle Coulter
Dorothy Linney
James Linney
Adrio Udeschini

1991

Mahadar Chakavarty
John Franklin
Ove Hansen
Sheila Lee
Lillian Mason
Judith Traulsen

1993

Kenneth Mason
Richard Pharand
Abdul Zia

1992

Patricia Chytuk
Muriel McEwan
Gaetanne Piette
Doris Shaw
Irene Tallon

1994

Jacques Farand
Jeanne D’Arc Hermikari
Ron Mahood

1997

John Lindsay
Sarah Walker
Jean Wickstrom

1996

Millie Facca
Gordon Field
Gaynor Lynott
Sheila Murdock

1999

Mary Mancini

1998

Bernadette Bertrand
Katherine Martel
Linda Valcourt

2001

Anna Cheaney
John Crandall
Deanna Nadarozny

2000

Carol Champagne
Robert King
Mira Kromek

2003

Danny Besserer
Marg Buchanan
Ian McPhee
Mary Price

2002

Gerry Felice
Colleen Joyce
Ray Thoms

Board Members 2003-2004



Back Row (l. to r.) Gerry Felice (Vice-President), Ian McPhee, Anna Cheaney (Treasurer), Mary Price.
Front Row (l. to r.) Marg Buchanan, Sarah Walker (President), Colleen Joyce (Secretary), Danny Besserer.

Board members are listed by year first elected (No elections in 1995). Our records are incomplete. If we have made a mistake, please let us know.

Participating Funeral Homes and Transfer Services

... were invited to place a notice, with our compliments, in this 25th Anniversary Newsletter. We recognize their service to our members.

Funeral Homes

Coopérative Funéraire du District de Sudbury Lougheed Funeral Home	Sudbury, Hanmer, Chelmsford Sudbury, Hanmer, Val Caron Sudbury
Jackson & Barnard Funeral Home Elliot Lake Funeral Chapel	Elliot Lake
O'Sullivan-Donnelly Funeral Home	Sault Ste. Marie
Lessard-Stephens Funeral Home Inc.	Timmins
Stinson Funeral Home	South Porcupine

Transfer Service

Alternative Funeral Services - Elliot Lake

Crematoria

Located in Sudbury, Massey, North Bay, Sault Ste. Marie and Barrie

We would like to thank Joe Ashakogan (First Nation Crematorium and Removal Service – Massey) for the years of service to our members. There has been a change in operations. Please contact him at (705)865-3027.



COOPÉRATIVE
FUNÉRAIRE / FUNERAL HOME
(705)566-2100

Congratulations,
on this very special
occasion.

Collin Bourgeois
Roger Delongchamp
Alan Barnard
(Funeral Directors)

Best wishes to the officers and members of the Memorial Society of Northern Ontario.

The Lougheed Family and Staff

C. Leonard Donnelly
Managing Director

O'Sullivan Donnelly
Funeral Home

215 St. James Street
Sault Ste. Marie ON P6A 1P7

Tel. (705) 759-8456
Fax (705) 759-8822

We at the Elliot Lake Funeral Chapel would like to congratulate the Northern Ontario Memorial Society for 25 years of dedicated service to the people of Northern Ontario.

May you continue to support and grow in numbers for many more years to come.

Josianne Régis & Mélanie Ménard Hall
funeral directors



Stinson Funeral Home
Peter Stinson Director
1089136 Ontario Limited

Timmins - South Porcupine - Area
Ph: (705) 235-2900 Collect

Congratulations on the Celebration of your 25th Anniversary!

Michel & Lynne Lessard and staff
at the Maison funéraire
Lessard-Stephens Funeral Home Inc.

Congratulations on
your 25th Anniversary.
Please keep up the good work.
We look forward to working
with you another 25 years.
Best Wishes.

Alternative Funeral Services
Elliot Lake