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Date December 2, 2020 **Report No.** 2020-544

To Chair and Members
Social Services Committee

From Aaron Wallace, Acting General Manager
Community Services and Social Development

1.0 Type of Report

Consent Item ☐
Item For Consideration ☒

2.0 Topic **Assisted Funerals and Burial Services Update** **[Financial Impact: \$60,560]**

3.0 Recommendation

- A. THAT Report No. 2020-544 Assisted Funerals and Burial Services Update BE RECEIVED;
- B. THAT the Indigent Funeral By-Law #93-2010, amended Indigent Funeral By-Law #41-2013 and Schedule "A" BE REPEALED in their entirety;
- C. THAT the Brantford-Brant Assisted Funeral Rates, as determined by a competitive procurement process BE RECEIVED.

4.0 Purpose and Overview

To provide Social Services Committee and Council with an update that follows Report #2020-121 "Assisted Funerals and Burial Services Options" to present the funeral services and associated costs determined through a competitive

procurement process and to recommend the repeal of the Indigent Funeral By-Law #93-2010 and amended Indigent Funeral By-Law #41-2013 in their entirety.

5.0 Background

Report #2020-121 “Assisted Funerals and Burial Services Options” provided Social Services Committee and Council with options to address the limited provincial funding, pressures on the municipal budget while considering changing traditions and values associated with assisted funerals and burials.

On May 12, 2020 Council directed staff to:

- Proceed with a competitive process to select a funeral service provider for Brantford-Brant where the resulting contract is non-exclusive; and further that other funeral service providers may enter into agreements to provide the same services at the same rate as the successful proponent/bidder; and
- Present the necessary By-Law to support the option chosen to Council.

This report will provide Social Services Committee and Council with the results of the competitive procurement process including the assisted funeral service inclusions and costs, effective January 4, 2021.

6.0 Corporate Policy Context

High Quality of Life and Caring for All Citizens

Excellence in Government & Municipal Management

7.0 Input From Other Sources

City of Brantford – Purchasing department

City of Brantford – Legal Department

8.0 Analysis

8.1 Procurement Process

The Assisted Funeral Services Request for Quotations (RFQ) was issued on September 24, 2020 and closed October 8, 2020.

There were two submissions; only one of which qualified based on the requirement to not exceed the upset limits per direct disposition service as identified in the RFQ.

Prior to award, the City's Purchasing Department exercised due diligence to ensure that the lowest bidder met the required licensing and service standards to provide the full range of assisted funeral services through consultation and confirmation with the lowest bidder and the Bereavement Authority of Ontario. The Bereavement Authority of Ontario also confirmed the lowest bidder is a business in good standing with the BAO and that they currently have no outstanding issues with this operation.

The contract was awarded to the lowest bidder on November 13, 2020 and the changes will take effect on January 4, 2020.

As part of Council's direction to Staff, all Brantford-Brant Funeral Providers have been provided with an invitation to provide Assisted Funeral services at the rates determined through the RFQ process. A schedule of the service inclusions and rates will replace Schedule "A" of the Indigent Funeral Services By-Law #93-2010. Funeral Providers have been asked to confirm their intent to continue to provide services by December 15, 2020.

In the event that Brantford-Brant funeral providers, other than the determined Service Provider, decline to participate in the Assisted Funerals program based on the rates established by the lowest bidder, staff is prepared to proceed with a single provider option. Funeral providers will be responsible to advise families inquiring about services that assisted funerals are only available through the approved vendor.

8.2 By-Law Repeal

In lieu of a service contract, the Indigent Funeral Services By-Law was enacted in 2010 to outline the funeral and cemetery service provisions and maximums.

Since that time, it was found that Ontario Regulation 30/11, General, and Ontario Regulation 184/12, Care and Maintenance Exemptions and Miscellaneous Charges, made pursuant to the Funeral, Burials and Cremation Services Act, 2002, speaks to the assisted burials and assisted cremations and associated fees.

Through decisions of Council on May 12, 2020 and a competitive procurement process, the award of assisted funeral delivery will be made by way of a Service

Agreement that outlines the conditions, inclusions and costs of such an award. It is Staff's recommendation that the current Indigent Funeral Services By-Law #93-2010 and amended Indigent Funeral Services By-Law #41-2013 be repealed in their entirety. No replacement or amendment is needed as the Service Contract will detail the required information for assisted funeral providers effective January 4, 2021.

9.0 Financial Implications

Direct municipal savings will be realized in 2021 from Low Income/100% municipal assisted funerals offered to low income citizens who are not in receipt of social assistance. Based on the 5 year average of Low Income funeral costs, net of recoveries, the annual savings could approach \$60,560.00. It is difficult to accurately forecast net funeral expenditures due to the unpredictability associated with the number of requests and the fluctuating amount of funeral recoveries. For Social Assistance funerals, there will be no municipal savings as the cost is funded 100% provincially.

Through a competitive process, it was expected that the cost per funeral would reduce 25% from the current 2020 maximum funeral rate of \$6,051.02 to a maximum of \$4,538.27.

As a result of the procurement process, maximums have been determined for the following funeral types:

Funeral Type	Amount
Direct Disposition Cremations	\$1,705.00
Direct Disposition Burials	\$2,460.00

Table 1-Funeral Maximums Effective January 4, 2021

Maximums include an option for a memorial services and disbursements of actual costs for death registration.

Out of town transfers in Ontario (paid at a rate of \$0.56 per kilometer), crematorium transportation and coroner warrant fees will be paid in addition to the maximums listed above.

10.0 Conclusion

As directed by Council, staff completed a review of funeral services and costing options to address the City's current maximum assisted funeral rates that are significantly higher than the average paid in other municipalities. This resulted in Council's direction to Staff to undergo a competitive procurement process to reduce the cost of assisted funerals and maintain dignified and respectful funeral celebrations for deceased residents of Brantford-Brant.

Staff thanks all Funeral Providers across Brantford-Brant for their dedicated service to grieving families and their deceased loved ones.



Susan Evenden, Director
Family and Income Stability



Aaron Wallace, Acting General Manager
Community Services and Social
Development



Becky Lala, Manager
Family and Income Stability

Attachments: By-law to repeal By-law 93-2010

Copy to: N/A

In adopting this report, is a by-law or agreement required? If so, it should be referenced in the recommendation section.

By-law required ☒ yes ☐ no

Agreement(s) or other documents to be signed by Mayor and/or City Clerk ☐ yes ☒ no

Is the necessary by-law or agreement being sent concurrently to Council? ☒ yes ☐ no