

**From:** [CPLB-Admin Asst \(MPBSD\)](#)  
**To:** [Lauzon, Cassandra](#)  
**Subject:** Response from the Ministry of Public and Business Service Delivery - 996-2024-769  
**Date:** Monday, April 29, 2024 5:24:38 PM

---

**WARNING: This email originated from someone who is not sending from a Town of Essex email address.** Reply only if you recognize the senders email address. Do not click links or open attachments unless you recognize the sender, the senders email address and know the content is safe.

---

*Sent on behalf of Kelly Houston-Routley, Director of the Consumer Policy and Liaison Branch, Ministry of Public and Business Service Delivery*

---

Date: April 29, 2024  
Name: Cassandra Lauzon  
Email: [clauzon@essex.ca](mailto:clauzon@essex.ca)

Dear Cassandra Lauzon,

Thank you for writing to the Honourable Todd McCarthy, the Minister of Public and Business Service Delivery, expressing support for the Township of Clearview's resolution about cemetery transfer/abandonment administration and management support. As the Director responsible for policy related to the Funeral, Burial and Cremation Services Act, 2002 (FBCSA) and its regulations, and for oversight of the Bereavement Authority of Ontario (BAO), I am pleased to respond on behalf of the Ministry of Public and Business Service Delivery (ministry).

The Government of Ontario is committed to a strong bereavement sector – one that protects consumers and serves them with integrity. The FBSCA, and its regulations, set out certain requirements for Ontario's bereavement sector, including cemetery operators. The requirements in the FBSCA help to protect consumers and to promote high standards for cemeteries.

The ministry acknowledges your request for the Ontario government to provide financial and legislative relief for municipalities that are required to assume ownership of and maintenance responsibilities for cemeteries that have been abandoned within their geographic boundaries. The ministry also recognizes your request for other resources to support municipal cemetery operators.

The ministry is aware of the challenges that municipalities have raised about funding the ongoing maintenance of abandoned cemeteries. The ministry acknowledges abandoned cemeteries can pose a burden on some municipalities, particularly when an abandoned cemetery has a depleted cemetery care and maintenance fund/account.

While the ministry recognizes your concerns, at this time it is not considering

providing municipalities with financial assistance for assuming responsibility for abandoned cemeteries. However, between 2019 and 2021, the ministry consulted with the bereavement sector and municipalities to understand their concerns with the framework for cemetery care and maintenance funds/accounts and to identify solutions.

You may know that regulatory changes took effect on January 1, 2022 – including increases to the minimum care and maintenance fund/account contribution amounts – to help generate more income for ongoing cemetery maintenance.

In addition, as of January 1, 2022, non-commercial cemetery operators, such as municipalities, are permitted to apply for the BAO Registrar's approval to use the capital portion of care and maintenance funds/accounts to increase the capacity of a cemetery.

These changes aim to respond to municipal cemetery operator requests for more flexibility in the framework for care and maintenance funds/ accounts. The ministry is closely monitoring the impact of these changes and will continue to note all feedback from municipalities.

Once again, thank you for writing. Please accept my best wishes.

Sincerely,  
Kelly Houston-Routley  
Director, Consumer Policy and Liaison Branch  
Policy Planning and Oversight Division  
Ministry of Public and Business Service Delivery