

HERITAGE FUNERAL CENTRE



O'Connor Bros. & Ralph Day Chapels

Family Owned and Operated
Serving the people of our community for four generations



Heritage Funeral Centre
2041430 Ontario Inc.
50 Overlea Blvd., Toronto, ON M4H 1B6
Tel: 416 423 1000 Fax: 416 424 2074

Website: www.heritagefuneralcentre.ca
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Funeral Establishment Operator
Class 1 Licence FE - 673
Person in Charge of Day-to-Day Operations:
K. Roy Moulton (200625)
Managing Director & Licenced Funeral Director – Class 1

General Price List

Effective: January 15, 2022

Unless otherwise specified, prices shown DO NOT include applicable HST.

STATEMENT OF PRINCIPLES & VALUES

1. Our plan is simple: to be the best funeral home in all of Toronto with fair prices. Exceptional staff and excellent facilities, and to be an active supporter of our faith and community.
2. We care for the departed with utmost care, dignity and respect.
3. Our funeral directors are compassionate professionals who earn the trust of families they care for. They are not paid any commission or pressured by sales quotas.
4. Only Heritage professionals direct our funerals.
5. Embalming work is usually done at Heritage by our professionals.
6. Our ownership and all of our Funeral Directors and Funeral Consultants are of Christian faith.
7. Our only priority is to exceed each family's expectation for the funeral service of their loved one.
8. All families we are privileged to serve, receive outstanding service at a fair price.

FORWARD

Thank you for taking the time to consider **HERITAGE FUNERAL CENTRE, O'Connor Bros. & Ralph Day Chapels** for funeral arrangements.

For family and friends, a funeral service is often one of life's most memorable events. Reputation, service and facilities should be considered, along with price, to properly "value" the funeral service being considered.

In our view, the single most important consideration to make this a memory to cherish, is outstanding service. Our exceptional staff take great pride in the many tributes we receive from families. Our Client Satisfaction Surveys continually rate our Overall Level of Service as "Excellent".

Our newly renovated facility is the largest and newest in central Toronto and is regularly complimented for its easy accessibility, convenient location, parking and spaciousness – and it's all on one level!

Heritage has earned the trust of many families who have made our firm their funeral home of choice whenever the need arises.

We are privately owned and operated by Mr. Glen Day and his family, carrying on his family's legacy in funeral service for the fourth generation.

Please visit our website for more information and to read testimonials from the many families we have served.
www.heritagefuneralcentre.ca

MINIMUM SERVICES

CREMATION, BURIAL OR HYDROLYSIS ONLY

The Minimum Service charge represents the minimum non-declinable services required to facilitate the disposition of a deceased person, whether by cremation, burial or hydrolysis (also known as “aquamation”).

This minimum service charge is applicable to every family we serve and includes transferring the deceased from the place of death (or Coroner’s Office, hospital, airport etc.) to our holding room, where the deceased will be placed in a casket of your choosing and securely held until the necessary documentation is completed for burial, cremation or hydrolysis, as applicable. Once the required documentation is ready (i.e. death has been registered and if applicable, the coroner’s certificate for cremation / hydrolysis has been obtained), the deceased is transported in a service van to the cemetery, crematorium, or hydrolysis facility at the earliest practicable opportunity or at a scheduled time, as applicable.

Additional fees may apply for embalming preparation, mileage beyond 40 Km or pallbearers (burial only).

ITEMIZED CREMATION, BURIAL OR HYDROLYSIS ONLY COSTS

PROFESSIONAL & STAFF SERVICES

Professional and Staff Services:	\$ 500
Documentation:	200
• Online Memorial Tribute	Complimentary
Minimum Preparation or Essential Care of Remains:	300
• Removal of Pacemaker / Radioactive Implant When Necessary	Complimentary

FACILITIES

Facilities for Preparation/Embalming/Shelter:	420
• Brief Private Confirmation Prior to Cremation, Burial or Hydrolysis	Complimentary

EQUIPMENT & VEHICLES

Initial Transfer of Remains:	275
Administration / General Duty Vehicle:	200
Final Transfer of Remains:	275

TOTAL OF ITEMIZED SERVICES: **\$ 2,170**

What is NOT included in the above Minimum Service Package:

- Any supplies, such as a casket, outer burial container, urn, stationery, etc.
- Any additional services that may be selected, such as pallbearers for interment, embalming, visitation and funeral services.
- Additional milage fees beyond 40 Kms.
- Applicable Taxes (HST)
- Disbursements to be paid to third parties on your behalf, such as cemetery interment fee, crematorium fee, coroner’s fee, death registration fee, etc. (as described on page 16)

Minimum required disbursements, as applicable:

Cremation fee charged by the crematorium:	Price Varies by Crematorium
Hydrolysis fee charged by the hydrolysis facility:	Price Varies by Hydrolysis Facility
Coroner’s fee (required for cremation/hydrolysis/out of province shipments only)	Ontario \$ 75
Interment fee charged by the cemetery to open/close the grave:	Price Varies by Cemetery
Death Registration fee charged by the local municipality:	Toronto \$ 55

If Hydrolysis is Selected: A casket is not used for hydrolysis. In some circumstances, a hydrolysable container or shroud may be required. For more information on this alternative method of disposition, please speak with one of our funeral directors, or refer to the [Bereavement Authority of Ontario’s Consumer Information Guide](#).

ADDITIONAL SERVICE OPTIONS

Heritage Funeral Centre offers the following services options:

Additional Body Preparation Services:

It is our policy that human remains be identified whenever possible prior to Minimum Service Options, cremation / hydrolysis, graveside services or in all situations where there is to be a closed casket. The identification may be made by anyone who knew the deceased, including a relative, friend, neighbour, co-worker, or clergy person. While identification of a body is possible with the minimum required preparation or essential care, you may wish to consider opting for basic embalming preparation or clinical care, as it might afford a more peaceful final viewing experience. Embalming is not legally required, but may be recommended to preserve the body between the time of death and final disposition. One of our funeral directors will be able to guide you on recommendations based on the condition of the body and the expected service needs.

Graveside Service:



This is a gathering of family and close friends at the cemetery graveside for a brief religious or non-religious committal service of the casket or urn at the grave.

Visitation:



These are informal gathering of periods that allow family and friends to come and pay their respects and offer comfort to a grieving family. It may create the opportunity to display personal items, mementos or to share a photo tribute to personalize the event and the life lived. Our suggested visitation times are from 4 - 8 pm. Visitation periods may be held as visitation periods on their own, or as part of, and generally prior to a Funeral Service or Memorial Service.

ADDITIONAL SERVICE OPTIONS Continued

Funeral Service:



This includes services, rites and ceremonies with the body present in a casket. A funeral service can be religious or non-denominational and can be held in various places, including our chapel, at a place of worship, or a venue such as a club or hall. A funeral service may also include a brief visitation period prior to the funeral service or it may include visitation the day before the service should you wish.

Memorial Service or a Celebration of Life:



This is a service to commemorate the deceased, which takes place after the body has been cremated or hydrolyzed. The cremated / hydrolyzed remains may or may not be present, as preferred by you; a framed portrait and personal mementos might also serve as a focal point during the memorial service at the location of your choosing with the option of visitation.

Receptions:



Throughout life, food has always played a large part in many family events, whether it was a wedding, a birthday, a retirement gathering or even a funeral. Sharing food, enjoying a meal together after a funeral or memorial service during these times brings comfort. It can also provide an ideal place to share memories and create an appropriate celebration. Our reception room is a convenient way for everyone to gather in one place without the stress of planning for the work of cleaning up after. We offer a large facility in which families may gather and receive guests.

Our reception rooms accommodate 60 people. A hostess is provided for the set-up of the reception, offering tea, coffee and cold beverages.

SERVICE PACKAGE OPTIONS:

The following service packages are the ones most commonly selected by our families; However, many other options are available to you. One of our funeral directors can explain your options to you and help you to create a unique service that meets your wishes and honours your loved one in a meaningful way.

The following are items **NOT INCLUDED** in our service packages.

- **Any merchandise or product selections:** such as a casket, outer container or vault, an urn or keepsake urns or jewelry, stationery, flowers etc.



AVAILABLE IN OVERSIZE & CRYSTALLINE / DISPONIBLE EN SURDIMENSIONNÉ & CRYSTALLINE



- **Any additional services** beyond those specified in the package, such as:
 - Professional Pallbearers for an interment if needed,
 - Post Funeral Reception
 - Estate Services
 - Repatriation
- **Additional mileage** beyond the first 40 kilometres traveled (one way) will be applied to any vehicle beyond the 40 km radius of our funeral home.
- **Any applicable taxes** (HST)
- **Disbursements to be paid on your behalf.** Some common third-party cash disbursements are charges paid at cost and may include:

○ Cemetery Interment fee, or Scattering fees,		At Cost
○ Crematorium or Hydrolysis Facility fee,		At Cost
○ Coroner's fee,	(No Tax)	\$ 75
○ Municipal Death Registration fee, (Toronto)	(No Tax)	\$ 55
○ Clergy / Church Honorarium / Celebrant fees		At Cost
○ Soloist / Piper / Organist		At Cost
○ Orthodox Savano fee, (Inc. Bread, Oil, Wine & Wheat	(No Tax)	\$ 55
○ Newspaper Death Announcement,		At Cost

FUNERAL SERVICE ONLY - Onsite

One Hour Visitation Prior to Funeral Service on the Same Day



The Funeral Service Only onsite package represents all services in the Minimum Services charge, plus: one hour of visitation at the funeral home, followed by a funeral service on the same day in our chapel; embalming, dressing and basic hairdressing services, professional staff supervision and guidance throughout the visitation, funeral service and cemetery committal service. The use of a visitation suite including equipment to display personal items and floral tributes; the use of our facility for the funeral service. Following the funeral service, the deceased is transported in a funeral coach to the cemetery for a graveside burial service, or to the crematorium, or hydrolysis facility at the earliest practicable opportunity or at a scheduled time, as applicable. Once the cremation or hydrolysis is complete the remains are brought back into our funeral home care and the burial of the remains are co-ordinated with the family for the graveside burial of the remains in the urn selected by the family.

ITEMIZED FUNERAL SERVICE ONLY - Onsite Costs:

PROFESSIONAL & STAFF SERVICES

Professional and Staff Services:	\$ 500
Co-ordinating Activities Rites & Ceremonies	950
Documentation – Permits, Forms etc.:	200
• Online Memorial Tribute	Complimentary
Minimum Preparation or Essential Care of Remains	300
Embalming Preparation or Clinical Care of Remains:	350
• Hairdressing Services	Complimentary
• Removal of Pacemaker / Radioactive Implant When Necessary	Complimentary
Staff Services for 1 Hour Onsite Visitation	300
Staff Services for Onsite Ceremony	500

FACILITIES

Basic Facilities (General Service Areas)	400
Facilities for Preparation/Embalming/Shelter:	420
Facilities for Ceremony – Onsite	900

EQUIPMENT & VEHICLES

Funerary Equipment	500
Initial Transfer of Remains (Service Vehicle):	275
Administration / General Duty Vehicle:	200
Final Transfer of Remains (Funeral Coach):	450

TOTAL OF ITEMIZED SERVICES: \$ 6,245

FUNERAL SERVICE ONLY - Offsite

One Hour Visitation Prior to Funeral Service on Same Day



The Funeral Service Only offsite package represents all services in the Minimum Services charge, plus: one hour of visitation offsite, followed by a funeral service on the same day at a church or other venue selected by you; embalming, dressing and basic hairdressing services, professional staff supervision and guidance throughout the visitation, funeral service and cemetery committal service. The use of equipment to display personal items and floral tributes for the funeral service, and direction of our staff at a church or other venue. Following the funeral service, the deceased is transported in a funeral coach to the cemetery for graveside burial service, or to the crematorium, or hydrolysis facility at the earliest practicable opportunity or at a scheduled time, as applicable. Once the cremation or hydrolysis is complete the remains are brought back into our funeral home care and the burial of the remains are co-ordinated with the family for the graveside burial of the remains in the urn selected by the family.

ITEMIZED FUNERAL SERVICE ONLY – Offsite Costs:

PROFESSIONAL & STAFF SERVICES

Professional and Staff services:	\$ 500
Co-ordinating Activities Rites & Ceremonies	950
Documentation – Permits, Forms etc.:	200
• Online Memorial Tribute	Complimentary
Minimum Preparation or Essential Care of Remains	300
Embalming Preparation or Clinical Care of Remains:	350
• Hairdressing Services	Complimentary
• Removal of Pacemaker / Radioactive Implant when Necessary	Complimentary
Staff Services for 1 Hour Offsite Visitation	300
Staff Services for Offsite Ceremony	800

FACILITIES

Facilities for Preparation/embalming/Shelter	420
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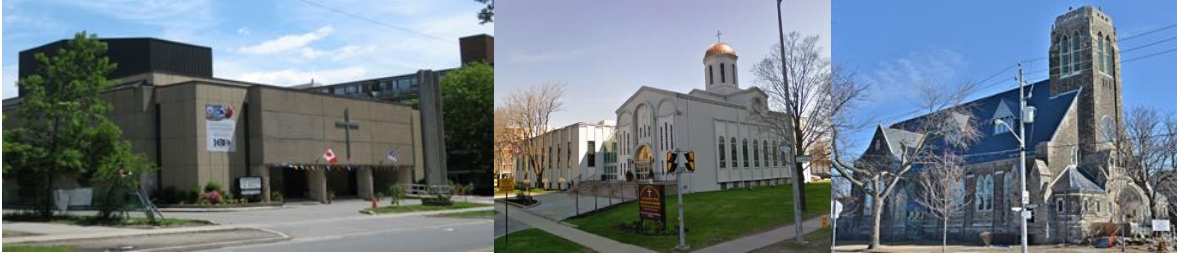
EQUIPMENT & VEHICLES

Funerary Equipment	500
Initial Transfer of Remains (Service Vehicle):	275
Administration / General Duty Vehicle:	200
Final Transfer Vehicle (Funeral Coach)	450

TOTAL OF ITEMIZED SERVICES: **\$ 5,245**

Traditional Service Package

One Day of Visitation Followed by Funeral Service Next Day



This package includes all services in the Minimum Services charge, plus: up to four hours of visitation at the funeral home (we suggest 4 to 8 pm), followed by a funeral service the next day in our chapel, at a church or other venue selected by you; embalming, dressing and basic hairdressing services; professional staff supervision and guidance throughout the visitation and funeral service; the use of a visitation suite including equipment to display personal items and floral tributes; the use of our facility for the day of the funeral service, or the assistance and direction of our staff at a church or other venue; and funeral coach (in lieu of a service vehicle to the cemetery, crematorium or hydrolysis facility, as applicable).

ITEMIZED TRADITIONAL SERVICE COSTS

PROFESSIONAL & STAFF SERVICES

Professional and Staff Services	\$ 500
Co-ordinating Activities Rites & Ceremonies	950
Documentation – Permits, Forms etc.:	200
• Online Memorial Tribute	Complimentary
Minimum Preparation or Essential Care of Remains	300
Embalming Preparation or Clinical Care of Remains	350
• Hairdressing Services	Complimentary
• Removal of Pacemaker / Radioactive Implant when Necessary	Complimentary
Staff Services for Visitation – Onsite	800
Staff Services for Ceremony – Offsite	800

FACILITIES

Basic Facilities (General Service Areas)	400
Facilities for Preparation/Embalming/Shelter:	420
Facilities for Visitation – Suite / Premium Room	650 / 1,400

EQUIPMENT AND VEHICLES

Funerary Equipment	500
Initial Transfer of Remains (Service Vehicle)	275
Administration / General Duty Vehicle	200
Final Transfer Vehicle (Funeral Coach)	450

TOTAL OF ITEMIZED SERVICES

\$ 6,795 / 7,545

DESCRIPTION OF SERVICES AND FEES

Professional & Staff Services:

Professional & Staff Services (for Minimal Services)

\$ 500

Professional consultation with licensed funeral personnel, which may include but is not limited to, expert advice on options to meet your needs, drafting notices, and advice regarding possible government benefits. Coordination of all activities before, during and after they have been provided by us, and those provided by third-party suppliers, such as cemetery, crematorium, and media outlets (death notices). Also included are overhead expenses such as maintenance and utilities, accounting and office administration, insurance and 24-hour access to emergency assistance.

Co-ordinating Activities Rites and Ceremonies

\$ 950

Professional consultation with licensed funeral personnel, which may include but is not limited to, expert advice on options to meet your needs, drafting notices, and advice regarding possible government benefits. Coordination of all activities, rites and ceremonies before, during and after they have been provided by us, and those provided by third-party suppliers, such as cemetery, crematorium, florists and media outlets (death notices). Also included are overhead expenses such as maintenance and utilities, accounting and office administration, insurance and 24-hour access to emergency assistance.

Documentation – Permits, Forms etc.

\$ 200

Completion and filing of all documents necessary to carry out the services and supplies requested, including, but not limited to, death registration, burial permit, coroner's certificate, clergy record where required, cremation application or interment permission form. Third-party fees charged for these documents are not included and are itemized as disbursements on page 16. We also provide 10 Proof of Death Certificates for estate settlement purposes. Proof of Death Certificates are provided to the deceased's authorized representative as a service only and are not a legal government document; however, they are usually accepted for most estate settlement purposes. Sometimes a provincial "Certified Death Certificate" will be necessary and is available for purchase from the Office of the Registrar General, or through us as a disbursement. As part of our service, and as requested, supply, completion for filing of Canada Pension Plan Death and Survivor Benefit application forms.

Minimum Preparation of Remains

\$ 300

(Requires facilities for essential care/preparation/shelter)

The body is checked for personal effects (which will be returned to the authorized representative, unless otherwise instructed) and placed into the casket selected.

OR

Basic Preparation/Essential Care of Remains

\$ 300

(Requires facilities for essential care/preparation/shelter)

This service includes those described in "Minimum Preparation of Remains" above, plus bathing, dressing and setting of facial features for Identification or viewing without embalming, basic hairdressing and cosmetics, if desired.

OR

DESCRIPTION OF SERVICES AND FEES Continued

Professional & Staff Services Continued:

Embalming / Clinical Care of Remains \$ 350

(Requires facilities for clinical care/preparation/shelter).

The embalming or Clinical Care is the process of replacing blood and body fluids with chemical preservatives. It is a process of sanitation, restoration and temporary preservation. Embalming is not legally required, but may be recommended to preserve the remains between time of death, the visitation or disposition of the deceased. We will make a recommendation based on the condition of the remains and expected service needs. This service includes those described in "Basic Preparation of Remains" above.

Staff Services for Visitation (Requires Facilities for Visitation) \$ 300 Up to One Hour Up to Four Hours \$ 800

Staff to coordinate and oversee the visitation (informal gathering) at Heritage for up to 4 hours. Includes but is not limited to setting up the room/area (floral arrangements, pictures, memorabilia, casket/urn), cleaning and sanitizing, answering phones, greeting and directing visitors, supervision of parking, provision of lounge services (coffee/tea) and assistance with donations. For visitation periods prior to a ceremony, this charge covers the time from the beginning of visitation up to the start of the ceremony, even if the staff present are the same staff provided for the ceremony.

Additional Second Day of Visitation Up to Two Hours \$ 350

Staff Services for Offsite Visitation

If the visitation takes place at an offsite location, additional staff service charges will apply. Additional staff service charges will be incurred for set up and travel time over the basic time allotment of \$300 with a maximum time charge of 2 hours at \$200 per person per hour.

Staff Services for Ceremony – Graveside \$ 300

At least one licensed funeral director and staff to coordinate and oversee a ceremony at graveside.

Staff Services for Ceremony – Onsite (Requires Facilities for Visitation) \$ 500

At least one licensed funeral director and assistants to coordinate and oversee a ceremony at Heritage Funeral Centre for up to one hour. Includes setting up the room/area (floral arrangements pictures, memorabilia, casket/urn, cleaning and sanitizing), greeting and directing visitors and supervision of parking.

Staff Services for Ceremony – Offsite \$ 800

At least one licensed funeral director and assistants to coordinate and oversee a ceremony at your church or ceremony location for up to one hour. Includes delivery and set up at a location other than the funeral establishment of funerary equipment necessary plus any floral arrangements pictures, memorabilia, casket/urn, greeting and directing visitors and supervision of parking.

Facilities and Requirements:

Basic Facilities (General Service Areas) \$ 400

Use of general and common areas, parking lot, washrooms, cloakrooms, heating, air conditioning, lighting and maintenance.

DESCRIPTION OF SERVICES AND FEES Continued

Facilities and Requirements Continued:

Facilities for Essential / Clinical Care Preparation / Embalming/Shelter \$ 420

A secure and private room used to prepare, embalm, and /or shelter the body until the time of burial, cremation or alternative disposition. This charge applies whenever the body is in our facility. If the deceased is to be held in our facility beyond a period of 3 days, a body storage fee of \$ 85 per day may apply.

Facilities for Private Family Confirmation Viewing Complimentary

A private gathering of immediate family to view and identify the deceased is required prior to cremation. This does not include a ceremony or public visitation.

Facilities for Visitation – Suite (Requires Staff Services for Visitation) \$ 650

Use of designated facilities, one of Family Room, Leaside Suite or Fireside Suite and its furnishings for the visitation for up to 4 hours. This charge is from the beginning of visitation up to the start of the ceremony, even if the ceremony is in the same room. Includes coffee lounge, if available, with coffee, tea and water. Catering is not included and details are provided later.

Facilities for Visitation – Chapel (Requires Staff Services for Visitation) \$1400

Use of designated facilities, one of Ralph Day Chapel, O'Connor Chapel or Overlea Chapel and its furnishings for the visitation for up to 4 hours. This charge is from the beginning of visitation up to the start of the ceremony, even if the ceremony is in the same room. Includes coffee lounge, if available, with coffee, tea and water. Catering is not included and details are provided later.

Facilities for Ceremony (Requires Staff Services for Ceremony) \$ 900

Use of designated facilities for the funeral service (body/casket is present) or memorial service (urn/cremated/hydrolyzed remains may or may not be present) for up to one hour. This charge is from the time the funeral service begins to the conclusion of the ceremony or final disposition at the cemetery and is separate from Facilities for Visitation, even if the visitation was immediately before and in the same room.

Equipment and Vehicles:

Initial Transfer of Remains \$ 275

Use of a transfer vehicle, trained staff and specialized equipment used to transfer the remains into our care from the place of death or Coroner's Office, hospital, airport etc. Additional mileage fees apply beyond 40 kms.

Transport of Remains – Additional Staff \$100

Applies for any transport requiring additional staff.

Transfer of Infectious Remains – Additional Staff \$100

Is in addition to Transport of Remains - additional staff charge is required where two staff persons are needed where infectious disease is possibly present.

After Hours Transfer of Remains \$ 300

Charged when the necessary initial transportation into our care comes outside of normal business hours between 6 pm and 8 am.

DESCRIPTION OF SERVICES AND FEES Continued

Equipment and Vehicles Continued:

Funerary Equipment		\$ 500
For set up and various accoutrements to the extent available for visitation and ceremony including funeral flags, casket bier, church carriage, flower stands, religious icons, vigil candle, display tables, cemetery table, censer, religious cross or symbols, candle boxes, money boxes, easels, podiums, sound equipment, organ, piano and/or television.		
Administration / General Duty Vehicle		\$ 200
General duty vehicle used for delivery and retrieval of documents, register the death, pick up cremated remains from the crematorium or the hydrolysis facility, make off-site arrangements etc.		
Clergy / Lead Vehicle		Complimentary
For 3 hours to transport the Officiant, lead the procession to place of worship, cemetery, crematorium and/or hydrolysis facility.		
Final Transfer of Remains		
Using a Service Van		\$ 275
Vehicle and staff to transfer the deceased to the final place of disposition.		
Using a Funeral Coach (Hearse)		\$ 450
Vehicle and staff for up to 3 hours to transport the casketed remains from Heritage to place of worship and/or final place of disposition.		
Family Car / Limousine (up to 7 Passengers)	Up to Four Hours	\$ 460
Limousine and driver to transport family on the day of the funeral. (Additional time charged at \$ 55 per 30 minutes for usage exceeding 4 hours).		
Family Car / Limousine (up to 9 Passengers)	Up to Four Hours	\$ 525
Limousine and driver to transport family on the day of the funeral. (Additional time charged at \$ 55 per 30 minutes for usage exceeding 4 hours).		
Family Car / Limousine (Escalade up to 4 Passengers)	Up to Four Hours	\$ 460
Limousine and driver to transport family on the day of the funeral. (Additional time charged at \$ 55 per 30 minutes for usage exceeding 4 hours).		
Flower / Equipment Vehicle		\$ 175
Used for the delivery of floral tributes, memorabilia and equipment to the place of visitation, service and/or the final disposition as required.		
Transportation Overtime Charge (per half hour or part thereof)		\$ 55 / ½ hr
For each vehicle over the four (4) hour time limit included in the base charge.		
Additional Milage		\$ 2 / km
Charge per kilometer (one way) for use of any vehicle over a 40 km radius		

OTHER SERVICES AND SUPPLIES

Stationery / Tribute Supplies

Standard Package \$ 195

Includes a Standard Register Book,
25 Thank You Cards, 50 Standard Prayer Cards & Crucifix

Premium Package \$ 255

Includes a Premium Register Book,
50 Thank You Cards, 50 Premium Prayer Cards & Crucifix

Photo Tribute N/C

A family may place 40 to 50 photographs on a USB stick in a JPEG format and we will run the photos on a television during the visitation to share with your family and friends.

Online Memorial Tribute Complimentary

This Memorial Tribute is permanently online for your family and friends to receive information about the service details as well as view your loved one's obituary. Condolences may be left by family and friends as well.

Additional Preparation \$ 300

Is in addition to the Embalming of Remains in circumstances where an infectious disease maybe present, an autopsy has been performed or limited restorative work has been done.

Professional Restorative Procedures: \$100 / hr

In some circumstances, additional restorative efforts beyond those captured in the standard embalming or additional preparation are necessary to enhance the appearance of the deceased. In such cases, the funeral director will discuss the available options and their cost. Professional restorative procedures will be charged per hour.

Removal of Pacemaker or Implant Complimentary

Will be carried out by a licensed funeral director as required.

Hairdressing: \$ 75

While basic hairdressing is included in the Embalming fee, cut and /or colour services are additional.

Infection Control Equipment Complimentary

Includes plastic shrouds for remains, personal protective equipment for transfer staff and preparation staff, safe disposal of equipment as is required when infectious disease is possibly present.

Private Family Viewing Complimentary

A private gathering of immediate family to view and identify the deceased. This intimate gathering is limited to immediate family members for a maximum of 30 minutes. This includes staff to oversee the gathering and a designated room for the gathering. This does not include a ceremony or public visitation.

Staff Services – Saturday, Sunday or Holiday \$ 350

Applies if a visitation or ceremony occurs on any of these days.

Staff Services – Pallbearer (For 3 hours and \$ 20 for each additional ½ hour) \$150 ea.

Can be supplied by Heritage as needed for carrying the casket. Generally, 6 pallbearers are needed to carry the casket.

OTHER SERVICES AND SUPPLIES Continued

Refundable Deposit for Cremated Remains

\$ 350 Over 30 Days

When human remains are to be cremated, a deposit of \$350 may be charged by a funeral home and refunded upon the return of the cremated remains to the family. Our funeral home does not charge for this service of holding cremated remains, so long as the cremated remains are claimed by the family within 30 days.

Scattering of Cremated Remains:

\$150

We will scatter cremated remains in accordance with Ontario and municipal laws and by-laws. For more information on scattering, you may refer to the Bereavement Authority of Ontario's Consumer Information Guide or speak with one of our funeral directors.

Livestream and Webcast

\$ 200

Livestreaming of the funeral or memorial service may be accommodated in either of our Ralph Day, Overlea or O'Connor Bros Chapels of the funeral centre. The service will be livestreamed from a single mount camera and shared through our website. A USB copy will be supplied to the family following the service.

RECEPTION GATHERING

Reception

Facilities for a gathering where food and beverages are to be served. Catering is additional. We offer a variety of menus to choose from. Coffee, tea, water, dishware, cutlery, napkins and use of the kitchen is included.

Serving of alcohol requires a Special Occasions Permit obtained from the LCBO and the hiring of a Smart-Server,

Facilities for up to 60 Guests Reception: (Requires Staff Services for Reception) \$ 325
Use of reception room for up to 60 guests for 2 hours. Includes set-up and clean-up.

Staff Services for up to 60 Guests Reception: \$ 200
One host is provided for up to 60 guests. An additional host is required for over 60 guests.

OR

Facilities for Over 60 Guest Reception: (Requires Staff Services for Reception) \$ 575
Use of reception room for over 60 guests for 2 hours. Includes set-up and clean-up.

Staff Services for Over 60 Guest Reception: \$ 400
Two host are provided for over 60 guests.

Smart-Server (60 Guests) \$ 100
Staff certified through the LCBO for pouring alcoholic beverages (beer & wine only).

Catering Services:

Please speak with your funeral director to discuss a local catering company to assist you with your catering needs.

DISBURSEMENTS

Disbursements are items arranged for and possibly paid for on your behalf by the funeral home to third party providers. Any prices quoted in this section are subject to change without notice. Such items include but are not limited to:

Interment fee:	\$ Varies
This fee is charged by the cemetery for the opening and closing of the grave. Fee varies by the cemetery and by the size and depth of the grave.	
Crematorium fee:	\$ Varies
This fee is charged by the crematorium for the cremation of a body. The fee varies by crematorium.	
Scattering Fees:	\$ Varies
This fee is charged by the cemetery for the administration and permissions to scatter on cemetery property. Fee varies by cemetery.	
Coroner's fee:	\$ 75
This is a provincially set fee charged by the coroner for issuing a certificate that allows cremation/alternative disposition or "Out of Province" repatriation to take place.	
Municipal Death Registration:	Toronto \$ 55
This is a fee charged by the local municipality to register the death on behalf of the Province of Ontario. The municipality issues a burial permit, then forwards the registration documents to the Office of the Registrar General in Thunder Bay, ON.	
Clergy / Church / Celebrant / Musician Honorarium	\$ Varies
This is an amount paid to the clergy, church, celebrant and/or musician for their services. In some cases, the amount is set by the third party, in others it is an amount to be determined by you.	
Media Notices:	\$ Varies
These are charges for the death notices in newspapers, radio stations or other media outlets.	
Repatriation Airfare fees:	\$ Varies
Fees charged by the airline by weight for shipping Human Remains	
Airport Handling fees:	\$ Varies
Fees charged by the Airport Authority for handling Remains	
Certified Death Certificates from the Province of Ontario:	\$ 52 each
Fees charged for Death Certificates provided by the Province of Ontario when needed in a rush for repatriation purposes	
Consulate fees:	\$ Varies
Fees for the consulate to review and provide clearance documentation for repatriation	

CASKET SELECTIONS

Supplied by: Victoriaville & Co.




The following caskets listed are those generally available. Additional options are available upon request. Unless otherwise noted, all caskets are standard adult size.

Minimum requirements for a casket:

For Burial: The least expensive wood casket is suitable and is required by most cemeteries' by-laws for interment, in the interest of the health and safety of the workers involved in the interment process. A metal casket may also be used for burial. A growing number of cemeteries in Ontario offer "green" burials which may consist of interment of a body without a casket. Since there is no legal definition for a "green" burial, it varies from one cemetery to another. For more information, please speak with one of our funeral directors, or visit www.greenburialcanada.ca.







For Cremation: A body must be presented to the crematorium in a rigid, leak proof casket that is made of a combustible material, such as wood or cardboard. Caskets containing non-flammable, hazardous material or chlorinated or fiber-reinforced plastic, other than incidental metal, cannot be used for cremation. We offer a selection of inexpensive caskets below that are suitable for cremation.

For Hydrolysis: A casket is not used for hydrolysis (also known as "aquamation". In some instances, a hydrolysable container or shroud may be required. For more information on this alternative method of disposition, please speak with one of our funeral directors, or refer to the Bereavement Authority of Ontario's Consumer Information Guide.

Name & Description	Code	Size	Price (plus HST)
 Basic MDF Shell MDF & Fiber No Fixed Interior Suitable for burial or cremation only without visitation	79-5084-01	Adult Standard	\$ 150
 Glencove PC Select Wood Natural Cotton Interior Suitable for burial or cremation	A8810-01008	Adult Standard	\$ 375
 Toledo Blue Cloth Fabric Covered White Rayon Interior Suitable for burial or cremation	90-55-01	Adult Standard Available in Oversize	\$ 675







CASKET SELECTIONS CONTINUED

Supplied by: Victoriaville & Co

Name & Description	Code	Size	Price (plus HST)
 <p>Diamond Poplar Construction White Rayon Interior Suitable for burial or cremation</p>	50-479-01	Adult Standard	\$ 990
 <p>Digby Solid Ash Trimmed Beige Crepe Interior - Suitable for burial or cremation</p>	32-62-12	Adult Standard	\$ 1,810
 <p>Homeward Solid Poplar Trimmed Tan Crepe Interior Suitable for burial or cremation</p>	52-5410-00	Adult Standard	\$ 1,990
 <p>Regal Solid Poplar Trimmed Tan Crepe Interior Suitable for burial or cremation</p>	50-5470-00	Adult Standard	\$ 2,270
 <p>Dominion Solid Silver Maple Trimmed Tan Crepe Interior Suitable for burial or cremation</p>	20-5610-01	Adult Standard Available in Oversize	\$ 2,550
 <p>Michaelangelo Solid Maple, Personalized Keepsake Corner System Trimmed Beige Velvet Interior Suitable for burial or cremation</p>	20-5610-00	Adult Standard	\$ 3,190

CASKET SELECTIONS Continued

Supplied by: Victoriaville & Co.

Name & Description	Code	Size	Price (plus HST)
 <p>Wabash 05-5550-01 Solid Wild Black Cherry, Personalized Keepsake Corner System Trimmed Beige Velvet Interior Suitable for burial or cremation</p>		Adult Standard Available in Oversize	\$ 3,570
 <p>Glen Rose 01-5910-10 Ladies Octagon Solid Mahogany Trimmed Beige Velvet Interior Suitable for burial or cremation</p>		Adult Standard	\$ 3,850
 <p>St. Thomas 10-501-00 Solid Oak Trimmed Ivory Velvet Interior Suitable for burial or cremation</p>		Adult Standard	\$ 3,910
 <p>St. Patrick 01-5910-10 Solid Ribbon Grained Mahogany, Personalized Keepsake Corner System Trimmed Beige Velvet Interior Suitable for burial or cremation</p>		Adult Standard	\$ 4,350
 <p>Bordeaux P.C. 05-9600-00 Solid Wild Black Cherry Trimmed Beige Velvet Interior Suitable for burial or cremation</p>		Adult Standard	\$ 5,298
 <p>Bordeaux F.C. 05-9600-64 Solid Wild Black Cherry Trimmed Beige Velvet Interior Suitable for burial or cremation</p>		Adult Standard	\$ 5,788



CASKET SELECTIONS Continued

Supplied by: Victoriaville & Co.

CEREMONIAL RENTAL CASKET

The following casket is available for rent. A rental casket consists of the outer shell, which has been used before and may be used again, and the container insert, which is replaced for each use.

Name & Description	Code	Size	Price (plus HST)
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Dominion Ceremonial
Solid Silver Maple Shell
(Multi Use Engineered Design)
Includes a Poplar Container Insert
Trimmed Tan Crepe Interior
Suitable for cremation

20-5610-25

Adult Standard

\$ 1,095

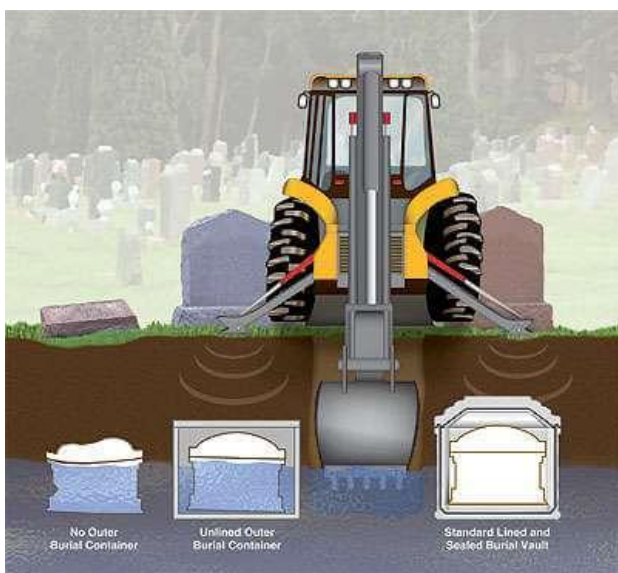
OUTER BURIAL CONTAINERS

Concrete Vaults & Grave Liners - Supplied by Superior Vault Company Limited

Outer burial containers listed below are for standard adult size caskets. Oversize vaults are available to accommodate plus-size caskets. Price includes local grave set up and lowering device. Some out-of-town cemeteries may have an additional charge for the grave set up and lowering device.



The purchase of a grave liner or a vault is an optional item, unless the Medical Officer of Health has made the use of vaults and grave liners mandatory in the entire cemetery. A cemetery operator may designate a specific area in the cemetery where vaults or grave liners are required; however, the operator must have another area where vaults or grave liners are not required, so that consumers have a choice. A vault or grave liner may be recommended when there are environmental conditions such as poor drainage or aesthetic reasons.



A grave liner is an unlined concrete box with a lid. The base is placed into the grave, the casket is lowered into the base and the lid is then placed on top. A burial vault is constructed of reinforced concrete, which is often painted gold or silver and has an inner liner along with seal to make the burial vault resistant to the entrance of water and grave site substances.

Operating a modern cemetery requires heavy equipment such as backhoes and tractors. A strong durable vault provides greater protection from the weight of the equipment as well as the elements of the earth.

OUTER BURIAL CONTAINERS Continued

Concrete Vaults & Grave Liner – Supplied by Superior Vault Co.

Name & Description	Code	Size	Price (plus HST)
	Grave Liner Re-enforced Concrete Adult Grave Liner	Adult Standard	\$ 845
	Eagle Sentinel – Gold or Silver High Strength Concrete Adult Vault Tested to withstand 4500 lbs/sq. inch Seamless Strentex Inner Liner Base and Cover Tongue & Groove Sealing	Adult Standard	\$ 1,550
	Doric Patrician – White/Black High Strength Concrete Adult Vault Tested to withstand 4500 lbs/sq. inch ABS Marbalon Inner Liner Base and Cover Tongue & Groove Sealing	Adult Standard	\$ 2,110
	Doric Athenian Stainless – Silver High Strength Concrete Adult Vault Tested to withstand 4500 lbs/sq. inch ABS Marbalon Inner Liner Base and Cover Stainless Steel Finishing Liner Tongue & Groove Sealing	Adult Standard	\$ 2,645
	Doric Lydian Copper Premium Strength Concrete Adult Vault Tested to withstand 4500 lbs/sq. inch ABS Trilon Inner Liner Base and Cover Copper Finishing Liner Tongue & Groove Sealing	Adult Standard	\$ 3,000
	Doric Lydian Bronze Premium Strength Concrete Adult Vault Tested to withstand 45 00 lbs/sq. inch ABS Trilon Inner Liner Base and Cover Bronze Inner Liner Tongue & Groove Sealing	Adult Standard	\$ 3,150

URNS & KEEPSAKE URNS

Supplied by: Victoriaville & Co.

The selection of an urn or urn keepsakes are optional selections. When a body is cremated or hydrolyzed, the remaining cremated / hydrolyzed remains will be presented in a box suitable for interment or scattering as is. Nonetheless, we are pleased to offer the following selections of products in a range of prices and materials to suit your preferences. If the urn is to be placed in a columbarium niche at a cemetery, you must make sure the urn you select will fit. Please speak with one of our funeral directors for assistance.



You can bring the cremated remains home with you

Place them in a columbarium

Inter in a cemetery

May be scattered at a favorite location

Some options may be more appropriate than others. For example, scattering is a strong symbolic gesture but leaves no permanent memorial for future generations. Your funeral director can help guide you to preserve the memory of your loved one in a way that is meaningful to both you and your family.



Personalization or engraving of the urn is included with the purchase of any urn selection when an urn is able to be engraved.



Personalization
Engraving Samples

Pendants may be used when engraving of an urn is not possible



URNS & KEEPSAKE URNS Continued

By Victoriaville & Co.

Name & Description	Code	Size	Price (plus HST)
	Scattering #US199-20008	3 5/8" W x 8 5/8" D x 10 3/4" H	\$160
	Veneer - Light Cherry		
	Keepsake #UK199-20010	2 1/4" W x 4 1/4" D x 5 1/2" H	\$ 95
	Micro #UK199-20009	1 5/16" W x 2 5/16" D x 2 7/16" H	\$ 55
	Sheet Bronze #US235-20001	5 3/8" W x 5 3/8" D x 7" H	\$ 180
	Standard Sheet Bronze		
	Also Available:		
	Oak Leaf Sheet Bronze		
	Wheat Sheet Bronze		
	Cherry Floral Sheet Bronze		
	Cherry Tree Sheet Bronze		
	Artisan #US150-00518	10 1/2" W x 7 1/2" D x 6" H	\$ 425
	Solid Poplar Titan Gloss Finish		
	Genoa #US210-00015	6 1/4" Dia x 10 1/2" H	\$ 325
	Metal Keepsake #UK210-00004	1 3/4" Dia x 2 3/4" H	\$ 125
	Original Oak #US130-00255	10 1/2" W x 7 1/2" D x 6" H	\$ 390
	Solid Oak Shaded Saffron Gloss		
	Original Ash #US110-0074	10 1/2" W x 7 1/2" D x 6" H	\$ 390
	Solid Oak Persian Fawn Gloss		
	Azur #US610-00474	7" Dia x 10 3/8" H	\$ 650
	Porcelain Keepsake #UK610-00223	2 3/4" Dia x 3 1/2" H	\$ 325

URNS & KEEPSAKE URNS Continued

By Victoriaville & Co.

Name & Description	Code	Size	Price (plus HST)
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Allen #US120-00003
Light Titian Satin
Solid Maple

11 ½" W x 7 1/8" D x 6 ¼" H

\$ 475



Autumn Leaves
Cloisonne
Keepsake Heart

#US450-00004

7" Dia x 11" H

\$ 550

#UK450-00007

2 ½" Dia x 3 ½" H

\$ 130

#UK450-00003

2 ¾" W x 2 ½" H

\$ 120



Butterfly Bouquet #US450-00006
Cloisonne

8" Dia x 10 7/8" H

\$ 575

(Not Exactly as Shown in Photo)



Clarion #US105-00243
Solid Cherry
Garnet Polish

10" W x 7" D x 6" H

\$ 600



Aria Tree of Life #US440-00451
Metal
Keepsake Heart

6 ½" Dia x 10" H

\$

#UK440-00004

1 ¾" Dia x 3" H

\$ 130

#UK440-00005

2 ¾" W x 1 5/8" D x 3" H

\$ 120

URN VAULTS



The purchase of an urn vault is an optional item, unless required by the cemetery as part of their by-laws.

Cultured Marble Urn Vault \$ 600
By: Superior Vault Co.

Includes set up at the cemetery with full grave dressing and lowering device. Available in White/Gold, White/Pink, Black, Navy Jade or Ruby Marble.



Polystyrene Oversize Urn Vault \$ 300
By: Victoriaville & Co.

Interior Dimensions: 10" W x 14" D x 12" H

The purchase of this urn vault does not include full grave dressing or lowering device.

FACILITATING REPATRIATION

The Heritage Funeral Centre is proficient in providing assistance to families in need of repatriation back home. Our licensed funeral directors will look after the services necessary to obtain and co-ordinate paperwork along with all flight details.



**Facilitating Repatriation to North America
and Foreign Language Countries of Human Remains**

Complimentary

Facilitating the shipping administration and all documentation including but not limited to: Ontario Certified Copies of Death from the Registrar General's Office in Thunder Bay, ON, Local Public Health Department Papers, Coroner's Out of Province Certificate, Consulate and Airline co-ordination, Notarized Copies of any necessary documents, Certificates of authorization as required, along with any necessary document translation.

All document fees, shipping containers, airfare or airport handling fees etc. are additional and charged at cost.

ALPHACARE

Final Document Service

Alphacare is a proprietary final document service offered exclusively by Heritage Estate Services.



Alphacare Final Document Service will:

- Advise Executor or Trustee of their responsibilities.
 - Communicate with the beneficiaries and notify them of their interests in the estate.
 - Advise the insurance company of the death.
 - Apply for all pensions, death benefits, life insurance or any other benefits that are payable to the deceased's estate.
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- Prepare Letters of Direction for all known memberships, associations, bank accounts credit cards etc.
 - Advertise for creditors and claimants; if appropriate.
 - Prepare a list of tasks which remain for the Executor or Trustee to complete.
 - One-time fee of \$ 500.
 - May be added to pre-paid funeral contracts (with Heritage Funeral Centre) as a disbursement.

www.heritagees.ca
416-423-6386

PAYMENT, FINANCING & FUNDING

For services at time of death:

Payment in full is due on the signing of this contract ("Due Date"). Any amounts outstanding on that date will bear interest at the rate of 18% per annum, calculated daily and compounded monthly which is equivalent to 19.59% per annum (APR), from the due date until paid in full. There will be a charge of \$25.00 for any non-sufficient funds (NSF) cheque returned by the bank. Any costs of collection shall be the responsibility of the purchaser. Payment plans are also available to meet most budgets. Financing charges apply to payment plans.

For your convenience, payment may be made by: Cash, Cheque, Visa, Mastercard or Interac

Financial assistance for funeral, burial, cremation / hydrolysis services may be available through various governmental agencies, to those who qualify.

Pre-payment in advance of need:

For services that are being arranged pre-need, we offer two funding options when pre-paying services or supplies:

Trust: You pay for the services and supplies at today's price and we place your money in a trust account, where it will accrue interest until the pre-paid contract is fulfilled (when the services and supplies are delivered). Pre-payment can be made by cash, cheque or credit. Funds are held in the purchaser's name.

Insurance: You may purchase an insurance or annuity policy through us, where the proceeds of the insurance / annuity policy will be used to pay for services or supplies at the time they are delivered. Payment may be made by credit card or cheque for single payments. Time payment plans may be made by credit card or pre-authorized chequing. The policy is held in your name and assigned to the funeral home. Terms and conditions and cancellation policies are set by the Insurance Company.

Guarantee: When paid in full in accordance with payment terms set out in the pre-paid contract, the pre-paid contract is guaranteed. The total payment(s) made plus interest / growth earned will be applied to the future price of the services and supplies. If the total payment(s) plus interest / growth earned are insufficient to cover the total future price of the pre-paid services and supplies, we will absorb the difference as a loss. Any funds in excess of the total future price of the pre-paid services will be returned or applied toward additional services, supplies and disbursements purchased at the time of need, as applicable. Conditions apply. Any changes to the pre-paid contract may result in the prepaid contract being executed with current pricing at the time changes are made.

Additional information about payment, financing and funding options is available upon request.

HOW TO FIND US

Driving Directions:

Exit Don Valley Parkway (404) at Don Mills Road North. Continue on Don Mills Road North to the first set of lights. Turn left onto Overlea Blvd. Heritage Funeral Centre is on the right, at the third set of lights.

Public Transit:

Bloor / Danforth Subway Line:

Broadview Station:

Pape Station:

Flemingdon Park Bus #100

Don Mills Bus #25,

or Thorncliffe Park Drive Bus #81

Yonge Subway Line:

Eglinton Station:

St. Clair Station:

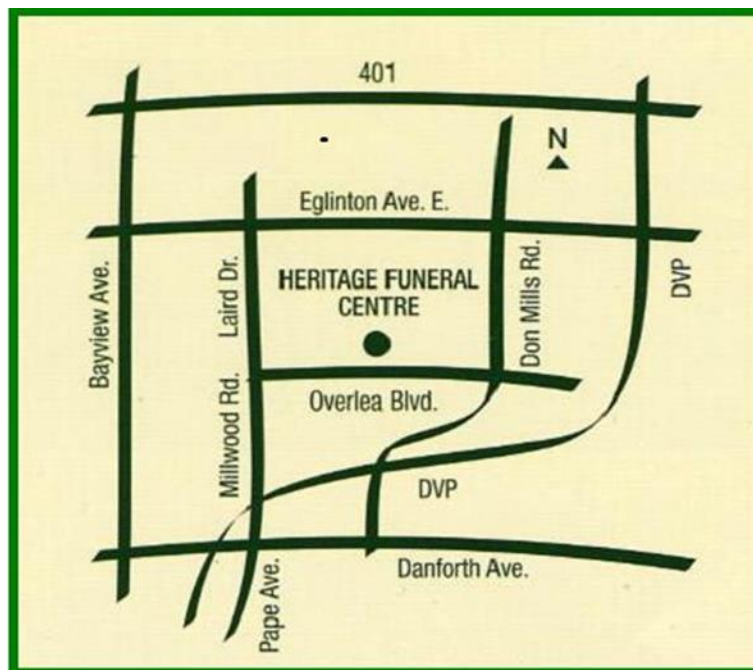
Flemingdon Park Bus #100

South Leaside Bus #88

Sheppard Subway Line:

Don Mills Station:

Don Mills Bus #25



Please visit our website for more information and to read testimonials from families we have served.