

Death Notification Working Group Update

Presentation to Joint Councils
September 26, 2018

Overview

- ▶ Purpose
- ▶ Context
- ▶ Status of Ongoing Work
- ▶ Next Steps
- ▶ Annex 1 – Government of Canada Stream

Purpose

- ▶ To provide an update on Death Registration and Notification and to seek PTs' increased support/commitment on Death Registration and Notification priorities to better serve Canadians.

Context

- ▶ Delays in reporting of deaths to various levels of government can affect program integrity and result in overpayments or contribute to delays in benefit payments to our clients.
- ▶ The Death Notification Working Group (DNWG) was asked to improve timeliness, report to FPT DMs in 2017 on the Blueprint and in 2018 on the outcomes of Phase II Client Journey Mapping.
- ▶ Without a consistent and comprehensive information source to guide them through the process, citizens get confused and frustrated.
- ▶ When citizens register a death, they expect governments to share information across programs and jurisdictions. Currently there are no technical solutions enabling the sharing of personal death information securely and with the degree of confidence required to make a “Tell-us-Once” approach possible, in addition to legislative issues that impede the flow of death information within and between jurisdictions.
- ▶ In May, FPT DMs were supportive of progress made and the priorities highlighted for the FPT working group to spend the summer developing a National Bereavement Bundle Communication Tool to improve the client experience and a Roadmap to a digital “Tell-us-Once” solution to guide that work.

STATUS OF ONGOING WORK

Phase I – Improve Death Notification Timeliness in Canada with the Implementation of the Blueprint

- Work with Newfoundland and Labrador (NL) is ongoing.
- GoC continues to pursue federal funding options to support NL's implementation of the Blueprint (July–September 2018).
- Service Canada has reached out to federal partners to share costs as part of a strategic investment in timely and accurate death data for the Government of Canada (Statistics Canada, Canada Revenue Agency, Treasury Board of Canada Secretariat, Veterans Affairs Canada)

STATUS OF ONGOING WORK

Phases II & III – Enhance Client Experience / Implementation of Recommendations from the Client Journey Mapping Report

- Developed and shared the conceptual piece of the National Bereavement Bundle Communication Tool with the FPT partners for feedback (August 2018).
- Developed and shared a draft of the Roadmap for the digital “Tell-us-Once” solution with the FPT partners for feedback (August 2018).
- Developed a Terms of Reference outlining key priorities as per the Joint Councils’ request and shared a draft with the FPT partners for endorsement (August 2018).
- Review existing FPT web pages (Fall 2018).
- Review telephone and in-person client service processes to improve client experience (Fall 2018).
- Review existing forms using a “bereavement lens” (Fall 2018).

Bereavement Bundle Communications Tool Prototype



What to Do When Someone Dies


After someone dies, the people left behind are faced with a wide range of tasks to close the affairs of the deceased. Addressing these tasks is also required to access the assets of the deceased, receive financial and non-financial assistance, cancel payments and reduce the risk of identify fraud. This document is a short guide to help navigate the required notifications, including the needed documentation, as well as available services and benefits.

NOTE: *Not all the services and agencies will apply to every situation. Review each step carefully to determine whether it applies.*

In the first few days:

WHAT TO DO?	SERVICES AND INFORMATION	GOVERNMENT AGENCY	DOCUMENTS REQUIRED
<p><input type="checkbox"/> Move the deceased to a Funeral Home</p> <p>In most cases, at the time of death, the attending physician or coroner will be required to pronounce the death. If the death occurred at home, the physician or coroner will advise the family when the deceased may be transferred to the funeral home. If an Expected Death at Home form was previously filed by an attending physician or nurse practitioner, the body may be moved by a funeral director without the need for an attending physician or coroner.</p> <p>The only person who can allow a funeral director to move the body is either the representative named in the will, or if there is not a will, the person authorized by section 5(1) of the <i>Cremation, Internment and Funeral Services Act</i>.</p>	<p>To search for a funeral home in your area, use the Search for Funeral Homes tool: https://www.health.gov.bc.ca/cgi-bin/vs/funeral_homes.cgi</p> <p>For more information on the immediate steps to take after a death, the British Columbia Funeral Association's website provides further guidance: http://www.bcfunerals.com/public/when-death-occurs</p> <p>For more information about preparing for an expected death at home, visit: https://www2.gov.bc.ca/gov/content/health/accessing-health-care/home-community-care/care-options-and-cost/end-of-life-care/expected-planned-home-deaths</p>	Not applicable	None required
<p><input type="checkbox"/> Register the Death</p> <p>Licensed funeral directors can register a death on your behalf.</p> <p>If required, next-of-kin can register a death without a funeral director by contacting the BC Vital Statistics Agency.</p>	<p>https://www2.gov.bc.ca/gov/content/life-events/death-and-bereavement/death-registration</p> <p>Toll-free within B.C.: 1-888-876-1633</p> <p>(In Victoria and outside B.C. 250 952-2681)</p>	Vital Statistics Agency (Government of British Columbia); directly or through a Funeral Director	Medical Certification of Death (provided by a doctor or a coroner)

Bereavement Bundle Communications Tool Prototype



Enter a keyword or phrase to search

MENU

Careers & MyHR | Services A-Z | Organizations A-Z | Forms A-Z | News | Contact Us

Births & Adoptions | Marriages | **Death & Bereavement** | Separation & Divorce | Legal Changes of Name | Statistics & Reports | Order Certificates & Copies

Death Registration | Death Certificates | Wills Registry | Wills & Estates | Coroners Service

Home / Birth, Adoption, Death, Marriage & Divorce /

Death & Bereavement

This section contains information on death registrations and certificates. Find out how to register a death in British Columbia, order a death certificate, or change a death record.

<h3>Death Registration</h3> <p>Death registration is important for a number of reasons. Besides creating a legal record of the death, it makes it possible to issue the death certificates that survivors need to apply for benefits or insurance, and to take care of the administrative tasks of settling an estate.</p> <p>Explore Within ▾</p>	<h3>Death Certificates</h3> <p>A death certificate is an extract of the information provided on the death registration. Individuals handling the estate of a deceased person will need to produce the death certificate whenever they are required to provide proof of death (e.g. to cancel a health card or driver's licence or to settle insurance or investments).</p>
<h3>Wills Registry</h3> <p>The Vital Statistics Agency maintains the wills registry in British Columbia.</p>	<h3>Wills & Estates</h3> <p>A will is a legal document left by someone who's died. It lets the court know what to do with that person's estate</p> <p>Explore Within ▾</p>
<h3>Coroners Service</h3> <p>The Coroners Service of British Columbia is responsible for investigating all unnatural, sudden and unexpected, unexplained or unattended deaths in the province. It makes</p>	

Legislation

The Vital Statistics Agency registers deaths occurring in B.C. and issues the related documents in accordance with the *Vital Statistics Act*.

[Vital Statistics Act](#)

The Agency follows legislation set out in the *Wills, Estates and Succession Act* in providing the wills registry for the Province.

[Wills, Estates and Succession Act](#)

Bereavement Checklist

The death of a loved one is a difficult part of life. Family members and those close to the deceased are often left to handle various administrative tasks. Service BC provides this checklist as a tool to assist with identifying key federal departments and provincial ministries to notify of a death to terminate benefits and services or to

DEATH REGISTRATION AND NOTIFICATION ROADMAP

2018-19

WE ARE
HERE

2019-20

2020-21

Blueprint

- Ongoing collaboration with NL for implementation of the Blueprint
- NL Blueprint implementation (18 months)
- Seek funding to support implementation
- Continue outreach to other jurisdictions to implement the Blueprint
- Implementation of Blueprint by remaining jurisdictions

Client Journey Mapping

- Development and implementation of the Bereavement Bundle Communication Tool by all jurisdictions
- Carry out and implement the recommendations from the Davis Pier report to help assist clients through the Death Registration and Notification process
- To have met the expectations of Canadians by simplifying the Death Registration and Notification process across all FPT jurisdictions

Identity Management

- Standardize processes and develop a trusted framework
- Streamline authorities to make death data accessible and accurate
- Accurate identification of a deceased client across all jurisdictions

Digital "Tell-us-One" Solution

- Develop the Digital Solution requirements and align with Identity Management process and Pan-Canadian Trust Framework for service delivery collaboration
 - Citizen-focused approach to all FPT forms
 - Automated processes, leveraging single data input and linking to digital identity and matching bulk data
- Better service to Canadians
- "Tell-us-Once" solution across all government levels
- On-line resource accessible for all Canadians

NEXT STEPS

FPT Stream

- Working Group presentation at Vital Statistics Council of Canada on the Pan-Canadian Blueprint and progress of Death Notification Working Group (September 2018).
- Refinement of the Bereavement Bundle Communication Tool for presentation to FPT DMs (Fall 2018).
- Refinement of a Roadmap outlining work required for the digital “Tell-us-Once” solution for presentation to FPT DMs (Fall 2018).
- Start work on short/medium term FPT solutions stemming from the Client Journey Mapping Report (Summer/Fall 2018).

ANNEX 1 – GOVERNMENT OF CANADA STREAM

Phase I – GOC: Standardized Processes and Trusted Framework

- Develop a list of programs requiring death information (August 2018).
- Review sources of information and level of trust required for each department (August/September 2018).
- Assess gaps and differences in procedures amongst departments (September 2018).
- Develop trusted processes and framework with standardized processes across all departments (December 2018).
- Standardize implementation by phases and update current procedures and policies within the federal family to identify commonalities and to support information sharing amongst federal partners (March 2019).

Phase I – ESDC/CRA Bilateral Work

- Explore the feasibility of seeking short-term service improvements to Canadians.
- Review CPP/OAS processes and possibly leverage what exists, test accuracy and how information can be shared and used by CRA (September–December 2018).