

APPENDICES

Appendix A - Steering Committee and Funeral Service Providers

Development of the Master Plan involved a wide range of stakeholders identified by the Steering Committee. The voices of some stakeholder groups were represented on the Steering Committee; others were heard through telephone and in-person interviews, and meetings with local groups.

Members of the Steering Committee:

Mayor George Ferguson	Mayor and Abbotsford Parks and Recreation Commission Representative
Mark Taylor	Director, Parks, Recreation and Culture Department, City of Abbotsford
Ron Myers	Manager, Design & Development, Parks, Recreation and Culture Department City of Abbotsford
Brad Snelling	Parks Planner, Parks, Recreation and Culture Department City of Abbotsford
Dan Weatherby	Parks Maintenance & Cemeteries, Parks, Recreation and Culture Department City of Abbotsford
John LaFramboise	Manager, Parks Services, Parks, Recreation and Culture Department City of Abbotsford
Satvir Gill	Indo-Canadian Community
Lorene Lyle	Abbotsford Genealogical Society
Yvonne Holden	Mt. Lehman Community Association
Dalton Silver	Sumas First Nation
Molly Kissock	Peardonville Community Association
Pat Edwards	Abbotsford Seniors' Association
Norm Sangha	Indo-Canadian Community
Reb Redkop	Maclure Road Mennonite Cemetery Society
Heinz Ratzlaff	Clearbrook Mennonite Brethren Church
Korky Neufeld	Abbotsford Christian Leaders Network
Richard Jowe	Clayburn Village Society
Kris Foulds	MSA Museum Society
Leah Desjardins	Abbotsford Community Services

Funeral services providers and the two Sikh Temples in Abbotsford represent other key stakeholders. The generous assistance and freely given advice provided by the following organizations is most appreciated:

- Baker View Community Crematorium & Celebration Centre: 34867 Cemetery Road, Mission
- First Memorial Funeral Services: 27555 31st Avenue, Aldergrove
- Henderson's Funeral Home: 34537 Marshall Road, Abbotsford
- Kalgidhar Darbar Gurdwara Sahib (Sikh) Temple, 30640 Blueridge Drive, Abbotsford
- Khalsa Diwan Society Abbotsford (Sikh Temple), 33094 South Fraser Way, Abbotsford
- Maclure Road Mennonite Cemetery, 33965 Maclure Road, Abbotsford
- Riverside Funeral Home and Crematorium / Five Rivers Community Services Society: 7410 Hopcott Road, Delta
- Personal Alternative Funeral Services: 3070 - 275A Street, Aldergrove
- South Poplar Mennonite Cemetery, 525 Gladwyn Road (at Huntington Road), Abbotsford
- Wiebe & Jeske Burial & Cremation Care Providers Ltd.: #202-31314 Peardonville Road, Abbotsford
- Woodlawn Funeral Home: 2310 Clearbrook Road, Abbotsford

Appendix B - Project Team

Arlington Group Planning + Architecture Inc. Consultants:

- Donald Luxton, Heritage Consultant, MRAIC
- Graham Farstad, Planner, MCIP
- Theresa Harding, Planner

PWL Partnership Landscape Architects Inc. Consultants:

- Margot Long, Landscape Architect, BCSLA
- Adrienne Brown, Landscape Architect, BCSLA

Appendix C - Existing Cemetery Utilization and Future Development Potential

	Mt. Lehman	Aberdeen	Musselwhite	Hazelwood	Total	%
Occupied, Reserved or Unknown:						
Adult Graves Occupied	498	1,119	1,097	6,065	8,779	72.8%
Adult Graves Reserved (Pre-Need)	186	88	344	997	1,615	13.4%
Adult Graves (Status Unknown)	-	184	41	5	230	1.9%
Total Adult (Casket) Graves	684	1,391	1,482	7,067	10,624	88.0%
Baby Graves Occupied	12	-	14	217	243	2.0%
Cremation Plots Occupied	35	69	213	626	943	7.8%
Cremation Plots Reserved	5	18	72	155	250	2.1%
Cremation Plots Unknown	-	7	-	-	7	0.1%
Total Cremation Plots	40	94	285	781	1,200	9.9%
Total Occupied, Reserved, Unknown	736	1,485	1,781	8,065	12,067	92.1%
%	6.1%	12.3%	14.8%	66.8%	100.0%	
Unsold and Available						
Burial Graves	-	-	34	643	677	5.2%
Cremation Plots	24	10	38	259	331	2.5%
Baby Graves	1	-	-	21	22	0.2%
Total Unsold and Available	25	10	72	923	1,030	7.9%
%	2.4%	1.0%	7.0%	89.6%	100.0%	
Existing + Available						
Adult Graves	684	1,391	1,516	7,710	11,301	86.3%
Baby Graves	13	-	14	238	265	2.0%
Cremation Plots	64	104	323	1,040	1,531	11.7%
Total Existing + Available	761	1,495	1,853	8,988	13,097	100.0%
%	5.8%	11.4%	14.1%	68.6%	100.0%	
Potential Development Area (m2)	4,100	140	830	72,000	77,070	
%	5.3%	0.2%	1.1%	93.4%	100%	

Appendix D - Projected Deaths Abbotsford Local Health Area by Disposition Method

Year	Deaths	Burial Rate	Burials	Cremation Rate	Cremations
2004	860	31.9%	274	67.7%	582
2005	915	31.8%	291	68.2%	624
2006	915	31.3%	286	68.6%	628
2007	948	30.9%	292	69.1%	655
2008	1,004	30.4%	305	69.5%	698
2009	1,032	30.0%	309	70.0%	722
2010	1,059	29.5%	312	70.4%	746
2011	1,083	29.1%	315	70.9%	767
2012	1,106	28.6%	316	71.3%	789
2013	1,129	28.2%	318	71.8%	810
2014	1,155	27.7%	320	72.2%	834
2015	1,181	27.3%	322	72.6%	858
2016	1,205	26.8%	323	73.1%	881
2017	1,228	26.4%	324	73.5%	903
2018	1,253	25.9%	325	74.0%	927
2019	1,279	25.5%	326	74.4%	952
2020	1,306	25.0%	327	74.9%	978
2021	1,371	24.6%	337	75.3%	1,033
2022	1,409	24.1%	340	75.8%	1,068
2023	1,450	23.7%	343	76.2%	1,106
2024	1,495	23.2%	347	76.7%	1,147
2025	1,541	22.8%	351	77.1%	1,189
2026	1,580	22.3%	352	77.6%	1,226
2027	1,619	21.9%	354	78.0%	1,264
2028	1,660	21.4%	355	78.5%	1,303
2029	1,703	21.0%	357	78.9%	1,345
2030	1,753	20.5%	359	79.4%	1,392
2031	1,805	20.1%	362	79.8%	1,441
2032	1,860	19.6%	365	80.3%	1,494
2033	1,920	19.2%	368	80.7%	1,550
Total	39,824		9,872		29,910
Civic Market Share	50%		4,936	30%	8,973

Source: Projected deaths from BC Stats P.E.O.P.L.E. Projection Model 31 May 2006

Note: The years 2032 and 2033 were extrapolated in order to determine a 30 year time frame from 2004.

Appendix E - Lower Mainland Cemetery Prices

	Kamloops		Kelowna		Royal Oak - Victoria	
	Municipal		Municipal		Municipal	
PLOTS	Resident	Non-Resident	Resident	Non-Resident	Resident	Non-Resident
Adult SINGLE Depth						
Plot	478.00	587.00	2,363.00	2,363.00	2,205.00	2,205.00
Care	257.00	316.00	783.00	783.00	735.00	735.00
Total	\$ 735.00	\$ 903.00	\$ 3,146.00	\$ 3,146.00	\$ 2,940.00	\$ 2,940.00
Adult DOUBLE Depth						
Plot	598.00	727.00	2,363.00	2,363.00	n/a	n/a
Care	322.00	391.00	783.00	783.00	n/a	n/a
Total	\$ 920.00	\$ 1,118.00	\$ 3,146.00	\$ 3,146.00	n/a	n/a
Veteran Single Depth						
Plot						
Care						
Total						
Cremation - SINGLE						
Plot	205.00	246.00	394.00	394.00	615.00	615.00
Care	110.00	132.00	131.00	131.00	205.00	205.00
Total	\$ 315.00	\$ 378.00	\$ 525.00	\$ 525.00	\$ 820.00	\$ 820.00
Cremation - DOUBLE						
Plot	410.00	492.00	788.00	788.00	1,230.00	1,230.00
Care	220.00	264.00	263.00	263.00	410.00	410.00
Total	\$ 630.00	\$ 756.00	\$ 1,051.00	\$ 1,051.00	\$ 1,640.00	\$ 1,640.00
Cremation - Veteran						
Plot						
Care						
Total						
Child Casket						
Plot	257.00	314.00	197.00	197.00	375.00	375.00
Care	137.00	169.00	66.00	66.00	125.00	125.00
Total	\$ 394.00	\$ 483.00	\$ 263.00	\$ 263.00	\$ 500.00	\$ 500.00
Infant Casket						
Plot	257.00	314.00	197.00	197.00	180.00	180.00
Care	137.00	169.00	66.00	66.00	60.00	60.00
Total	\$ 394.00	\$ 483.00	\$ 263.00	\$ 263.00	\$ 240.00	\$ 240.00
COLUMBARIUM						
Single Niche						
Niche	928.00	928.00	2,601.00	2,601.00	645.00	645.00
Care	500.00	500.00	289.00	289.00	90.00	90.00
Total	\$ 1,428.00	\$ 1,428.00	\$ 2,890.00	\$ 2,890.00	\$ 735.00	\$ 735.00
Double Niche						
Niche	1,160.00	1,160.00	2,601.00	2,601.00	2,535.00	2,535.00
Care	625.00	625.00	289.00	289.00	300.00	300.00
Total	\$ 1,785.00	\$ 1,785.00	\$ 2,890.00	\$ 2,890.00	\$ 2,835.00	\$ 2,835.00
Memorialization						
Inscription			\$ 0.00	\$ 0.00	\$ 295.00	\$ 295.00
Plaque	\$ 562.00				\$ 340.00	\$ 340.00
INTERMENT FEES						
Adult						
Standard	\$ 635.00	\$ 635.00	\$ 604.00	\$ 604.00	\$ 675.00	\$ 675.00
Deep	\$ 709.00	\$ 709.00			n/a	n/a
Veteran Standard						
Child	\$ 252.00	\$ 252.00			\$ 295.00	\$ 295.00
Infant						
Cremated Remains						
In-ground Interment	\$ 194.00	\$ 194.00	\$ 263.00	\$ 263.00	\$ 295.00	\$ 295.00
Columbarium Interment	\$ 220.00	\$ 220.00	\$ 0.00	\$ 0.00	\$ 295.00	\$ 295.00
Scattering	\$ 58.00	\$ 58.00	\$ 420.00	\$ 420.00	\$ 75.00	\$ 75.00
Saturday Surcharge						
Casket	\$ 578.00	\$ 578.00	\$ 410.00	\$ 410.00	\$ 675.00	\$ 675.00
Child						
Infant						
Veteran Casket						
Cremation	\$ 289.00	\$ 289.00	\$ 410.00	\$ 410.00	\$ 295.00	\$ 295.00
MARKERS						
Small (8 1/2" x 12")						
Installation	39.00				n/a	n/a
Care	21.00				n/a	n/a
Total	\$ 60.00					
Medium (12" x 20")						
Installation	55.00		163.00		685.00	200.00
Care	30.00		109.00		115.00	115.00
Total	\$ 85.00		\$ 272.00		\$ 315.00	\$ 315.00
Large (18" x 30")						
Installation	83.00				1,230.00	285.00
Care	45.00				135.00	135.00
Total	\$ 128.00				\$ 420.00	\$ 420.00
OTHER PRODUCTS						
Grave Vault/Liner	\$ 394.00		\$ 420.00		\$ 545.00	
Cremation Vault/Liner	\$ 100.00		\$ 131.00		\$ 225.00	
Install Grave Vault/Liner	\$ 85.00		\$ 263.00		\$ 295.00	
Install Crem Vault/Liner	\$ 40.00				\$ 115.00	
Flower Container	\$ 68.00		\$ 55.00		\$ 35.00	
Memorial Bench	\$ 2,800.00		\$ 1,500.00		\$ 2,190.00	
Memorial Tree	\$ 370.00		\$ 500.00		\$ 605.00	
Memorial Boulder					\$ 2,250.00	
Scattering Memorialization	\$ 105.00		\$ 400.00		\$ 595.00	
GRAVE USE						
Liner/Vaults						
Casket liner mandatory?	Yes		Yes		Yes	
Cremation liner mandatory?	Yes		Yes		Some sections - but not all.	
Remains in Casket Grave						
How many permitted?	3		2		2	
Surcharge Amount	\$ 179.00		\$ 263.00		\$ 200.00	
COMPARISONS						
Plot and Burial (in-ground)						
(liner if req'd, no marker fees)						
1 Adult	\$ 1,764.00	\$ 1,932.00	\$ 4,170.00	\$ 4,170.00	\$ 4,160.00	\$ 4,160.00
2 Adults (ONE Grave)	\$ 3,052.00	\$ 3,250.00	\$ 4,590.00	\$ 4,590.00	n/a	n/a
2 Adults (TWO Graves)	\$ 3,528.00	\$ 3,864.00	\$ 8,340.00	\$ 8,340.00	\$ 8,320.00	\$ 8,320.00
1 Cremated Remains	\$ 609.00	\$ 672.00	\$ 919.00	\$ 919.00	\$ 1,115.00	\$ 1,115.00
2 Cremated Remains	\$ 1,218.00	\$ 1,344.00	\$ 1,839.00	\$ 1,839.00	\$ 2,230.00	n/a
Columbarium & Interment						
(including inscription/plaque)						
1 Cremated Remains	\$ 2,210.00	\$ 2,210.00	\$ 2,890.00	\$ 2,890.00	\$ 1,665.00	\$ 1,665.00
2 Cremated Remains	\$ 2,787.00	\$ 2,787.00	\$ 2,890.00	\$ 2,890.00	\$ 4,355.00	\$ 4,355.00
STATISTICS						
#	%	#	%	#	%	
Casket Interments (2005)	123	47%	148	37%	242	37%
Cremation Interments (2005)	136	53%	250	63%	418	63%
Total Interments (2005)	259		398		660	
CONTACT PERSON						
Name	Marcel Bourassa		Dennis Radford		Stephen Olson	
Position	Cemetery Crew Leader		Manager		Executive Director	
Phone	250-371-1835		250.862.5519		250.658.5621	
Fax	250-314-9761		250.862.5520		250.658.8511	
E-mail	mbourassa@city.kamloops.bc.ca		dradford@kelowna.ca		stephen.olson@robpc.ca	
Website	kelowna.ca/CM/Page270.aspx		www.robpc.ca			
Date of Last Fee Revision	January 1, 2006		January 1, 2006			

Appendix F - Stakeholder Interviews

1. Kalgidhar Darbar Gurdwara Sahib (Sikh) Temple

30640 Blueridge Drive, Abbotsford, BC

Date: October 31, 2006

Number of people in attendance: 22

Meeting with Graham Farstad from the Arlington Group

The meeting was held Sunday afternoon after religious services at the temple. Satvir Gill provided translation services into Punjabi as many of those in attendance were elderly Sikhs with a limited command of English. He was assisted by City of Abbotsford Councilor Moe Gill. Several members of the Abbotsford Hindu community were also in attendance.

The key objective of those in attendance was for the development of a crematorium and attached meeting hall in Abbotsford where friends and relatives of the deceased could pay their respects to the deceased. While religious services will continue to take place at the temple, there is a need for a separate local facility for cremations which also has a large capacity for accommodating the bereaved. Cremation is a religious ceremony for duration of 3 – 5 days with storage and preparation of the body attended to by family members. Sikh practices do not allow for cremation at the temple. After death, all Sikhs are cremated. The ashes are typically disposed in moving water which could take place locally or in India. Hindu practices also involve cremation of the deceased. Given these practices, there is no demand at all in the Sikh or Hindu communities for burial graves. There is no demand for cremation graves, a scattering garden or memorial wall although this may change in the future.

Cremation Facility Needs

- Minimum of one and preferably two retorts
- Cold storage of body prior to preparation for cremation
- Preparation of body by family members of the same sex
- Prayer services
- Ability to conduct two services in one day
- Gathering place for at least 500 persons
- Large parking capacity
- An economical but dignified cremation service
- A location by moving water would be ideal but is not essential

Demand

Both temples combined provide approximately:

- 16 services per month
- 2-4 per week
- Currently, most cremations occur through local facilities operated by Wiebe & Jeske in Abbotsford, Bakerview in Mission, Woodlawn in Chilliwack, Personal Alternatives in Aldergrove and Riverside/Five Rivers in Delta.
- In general, temple members are not opposed to the services currently provided to the Sikh community in Abbotsford but felt that they do not meet their needs.

There is no religious requirement for the cremation to take place on a weekend. However there is a strong preference for the cremation to take place on a Saturday or a Sunday in order to enable as many friends and family members to attend as possible.

For these scheduling reasons, a facility with two retorts is preferred. It is possible for two cremations to be held on the same day although this is likely the maximum number since the burning and cooling period for a cremation is 4-5 hours.

Proposal

Temple members would like City of Abbotsford to make available land for a crematorium as follows:

- Vacant part of the Hazelwood cemetery
- Land to be leased for a nominal sum to a non-profit society
- Non-profit society to be set up with directors appointed from the two temples plus other interested Christian and Hindu organizations.
- The non-profit organization would be responsible for constructing and operating the crematorium and attached assembly hall.
- The non-profit organization would not expect to operate at a profit but would be able to raise the necessary funds from the South Asian communities and from other interested parties.
- The facility would receive tax exempt status from the City of Abbotsford.
- Cremations would be made available to anyone without regard to religion or race.

2. Maclure Road Mennonite Cemetery

33965 Maclure Road, Abbotsford
Cemetery Manager Bart Reemeyer
1-604-854-7771

Date: November 7, 2006

Stakeholder meeting held with Graham Farstad and Donald Luxton from the Arlington Group

- This cemetery serves a faith community consisting of 15 Mennonite churches
- Bart Reemeyer has been the manager for 16 years. His father was manager before him.
- The cemetery consists of 9.5 acres south-west of the Hazelwood municipal cemetery. It was acquired around 1951 for \$1 from the City of Abbotsford.
- There are approximately 6,000 existing plots (consisting of 300 blocks of 20 plots); plot size is 8ft. x 3ft.
- Plots are sold only at need. There are no pre-need sales.
- An average of 120 burials take place per year (there were 156 in 2005 but only 80 from Jan 1 – Nov 6 in 2006)
- Remaining capacity of the cemetery is approximately 5 years
- The cost of a burial plot is \$575 for members of the participating Mennonite churches. For non-members, the cost is \$900.
- Opening/closing are \$595; Liner cost is \$180.
- 25% of the burial plot is allocated to the Perpetual Care Fund.
- Demand is almost exclusively for burial plots.
- There are a small number of cremation plots in the north-west corner of the cemetery. The demand for cremation plots has been increasing but is still very small compared to burial plots.
- The cemetery has looked for additional land for cemetery expansion but has not located a suitable site at an acceptable price to date.

The cemetery is organized in rectangular blocks of 20 burial plots with vehicular access from a paved internal road. The cemetery is landscaped with shrubs and trees with

relatively low heights, given the overhead transmission lines covering a majority of the two properties that make up the cemetery site. The overhead transmission lines do not pose a conflict and are barely noticeable as no towers are located on the site and the topographic variations and landscaping attract the eye's attention. Evergreen trees, typically pyramidal cedars form a perimeter buffer. Although adjacent to the Hazelwood municipal cemetery, there is no pedestrian connection between the two cemeteries.

Access to the cemetery is restricted. Although the site fronts onto Maclure Road, there is no access from Maclure Road onto the Mission-Abbotsford Highway. Vehicular access is available only from the Pratt Street underpass below Sumas Way.

3. First Memorial Funeral Services (SCI)

Wayne Boylan, Manager

27555 – 31st Avenue

Aldergrove, BC V4W 3L4

1-800-565-7800 (toll free) or 604-857-0111

info@aldergrovechapel.com

www.firstmemorialfuneral.com

Date: November 8, 2006

Stakeholder meeting held with Graham Farstad and Theresa Harding from the Arlington Group

Background

- Wayne Boylan has been at First Memorial for 11 years
- Originally First Memorial Funeral Services was part of the First Memorial Society – a concept developed in the 1960s for simple low cost funeral services; currently over 200,000 funeral records, about 7,000 of those relate to the Lower Mainland
- Today, First Memorial Funeral Services is no longer associated with the Society.
- 90% of First Memorial services consist of cremations.
- Most cremations take place at the Forest Lawn crematorium in Burnaby.
- The parent company (Service Corporation International or SCI) is acquiring more crematoria; currently this crematorium provides cremations for families throughout the Lower Mainland.

Aberdeen Cemetery

- Hundreds of new homes built in west Abbotsford. This is a rapidly growing area of Abbotsford but it lacks convenient access to any cemetery as the City's Aberdeen Cemetery has no burial plots available.
- A columbarium wall could be placed at the back of the Aberdeen cemetery (Langley Lawn did this and, in a short period of time, 85% of the niches were sold; it now has to expand.)
- The new Fire Hall that was built on land adjacent to the Aberdeen Cemetery could have been used for expansion of the Aberdeen Cemetery, or the fire Hall could have been sited further east on the municipal land.
- The northerly part of the Fire Hall site is unused and could be used for cemetery expansion (with a 20 metre wide access path on shared boundary).
- A non-operating farm is on northern boundary although it is in the ALR. (Note: a cemetery is not an approved non-farm use within the Agricultural Land Reserve.)

Hazelwood Cemetery

- Hazelwood Cemetery is a long distance from those who would otherwise use Aberdeen.

- First Memorial conducts burials wherever instructed; however, when given a choice people most often choose the cemetery closest to home.
- From that perspective, Hazelwood does not serve West Abbotsford.
- Murrayville in the Township of Langley is closer than Hazelwood for West Abbotsford residents.
- Hazelwood is unattractive, utilitarian and provides no landscaped or other shelter from wind and inclement weather.

General Comments on Abbotsford's Civic Cemeteries

- Maintenance at City's cemeteries gets a 6/10 rating compared to other cemeteries. (He noted that this is a comment on the available resources, not a reflection on the capability of Phil Kabatoff, Cemetery Caretaker.)
- He has the impression that City Staff prefer to use the Hazelwood cemetery because that is where the equipment is located.
- Capacity can be increased somewhat easily at Hazelwood, Mt. Lehman and Musselwhite cemeteries.
- The more hilly areas of Musselwhite could accommodate columbaria.

Crematorium Needs and Practices

- Cremations for Abbotsford's Sikh community are mostly done in Mission and at Personal Alternatives.
- Five Rivers in Delta is not used as much due to its longer distance from Abbotsford.
- Sikh community cremations are done on Saturdays and Sundays almost exclusively (they do not take time off for funerals). This concentrates demand within a limited time period. Cremations are much more typical on weekdays, Monday to Friday, for persons from other faiths or non-faith persons.
- Weekend traffic to the crematoria serving Indo-Canadian communities is highly congested.
- The City should consider having a public transit option to Hazelwood if a crematorium is installed there.
- There is something discomfiting about one faith causing the City to build a financially high cost and high risk facility.

If a new crematorium is built, it should include:

- Large room for the congregated to say prayers
- Private room with equipment needed for the family to wash and dress the body
- (Sikh faith washes and dresses the body; Mormon faith dresses the body)
- Convenient access from private room to prayer room and to crematorium

4. Henderson's Funeral Home

Rick McArthur, Funeral Director
34537 Marshall Road, Abbotsford V2S 1M1
604-854-5534

1052@alderwoods.com

www.hendersonsabbotsfordfunerals.com

Date: November 8, 2006

Stakeholder meeting held with Graham Farstad and Theresa Harding from the Arlington Group

Background

- Woodlawn and Henderson's will soon come under Service Corporation International (SCI) ownership
- Henderson's Chilliwack crematorium has one retort
- Henderson's also has access to the Victory Memorial Gardens/Crematorium in South Surrey, which has two retorts.
- There is an \$85 transport fee to their crematorium in Chilliwack.
- Cremation is 80% of their business with only 20% consisting of full burials.

Comments on Abbotsford's Civic Cemeteries

- The City should be looking to the future in terms of expansion and improvements.
- Henderson's had to remove a poster advertising different types of cremains storage because those are not available at Abbotsford's civic cemeteries.
- Communication with the City could be more straightforward (e.g., if there is no plan to do something immediately, then the City should not lead service providers to think the service or product will be available immediately).
- Musselwhite is an attractive cemetery because of the natural features; it has a comforting feel because of the lay of the land, it is an ideal setting for providing a contemplative space.
- Hazelwood looks regimental and needs wind breaks (trees), especially in winter.
- The level of care and maintenance is "terrible" – they get many complaints (e.g., headstones are crooked, grass has grown over them, mower runs into them)
- Although he is doing a good job in some regards, from our perspective and that of some of our clientele, there is too much work for the one person, the Cemetery Caretaker. He only has time for a minimum level of service or supervision (weeds at edges of things, sinking headstones, mower-dislodged headstones not replaced). [Note: The City of Abbotsford employs more than one person for cemetery maintenance. Actual staffing levels vary according to seasonal needs. Mowing is a contracted service.]
- There is no need for a sales office or person to contact during the work week at Hazelwood as the staff at funeral homes is familiar enough with the cemeteries to inform people and answer questions.
- The vast majority of persons requiring a burial or cremation will contact a funeral service provider, not a municipal cemetery. As a result, the funeral service provider will contact the City and include their services which are often a majority of the total costs provided.

Suggested Improvements for Abbotsford's Civic Cemeteries

- Service providers want to work together with the City of Abbotsford on cemetery improvements and would like to be kept up to date on the process.
- A large mobile canopy on wheels to cover mourners in inclement or hot weather should be provided for the Hazelwood cemetery.
- Niche walls, columbaria, etc are needed (like at Forest Lawn).
- Niche walls would fit well into Hazelwood's new section to the east near the parking lot and cremation plots.
- A scattering garden would be well used.
- A scattering garden could be developed as a park with pathway winding around memorial trees, benches, stumps and boulders (containing urns).
- A memorial book should be considered to commemorate the deaths of children, young people and fetal deaths. This would provide a distinctive way to recognize these untimely deaths.
 - See "The Compassionate Friends – Brevity Memorial", Kelowna Chapter
 - Linda or Glen Woods: 764-8493 or tcfkelowna@silk.net

- A pillar-vault as in Oceanview could be considered.
- A walled area for quiet contemplation is very desirable, it could include with granite benches with engraved text, memorial plaques and columbaria.
- Flower holders on the columbaria walls would be useful.
- There are no requests for a mausoleum.
- Most Abbotsford cremations are performed at Bakerview, the Mission facility.
- Abbotsford should plan for a crematorium with two retorts, washing and dressing areas, and space for 500 people. (At Five Rivers, 95% of the bodies are embalmed, washed and dressed there at the crematorium; this would be the way to go in Abbotsford.)

5. Personal Alternative Funeral Services

Guy Mitchell Reid, Funeral Director
3070 – 275A St, Aldergrove V4W 3L4
604-857-5779

Lawrence G. Little, Owner, lgl@telus.net
www.personalalternative.com

Date: November 8, 2006

Stakeholder meeting held with Graham Farstad and Theresa Harding from the Arlington Group

Background

- Appreciate the opportunity to have input on the City's cemeteries process
- Their business is about 70% burial and 30% cremation.
- They service many of the Mennonite and other members of the Christian community.
- 20-25% of their business is from Abbotsford and is mostly burial service.

Suggested Improvements for Abbotsford's Civic Cemeteries

- If a wider range of options were available for cremation storage (other than cremation plots as presently offered), there would likely be more utilization of municipal cemeteries.
- Put in columbaria and other cremation options

6. Wiebe & Jeske Burial & Cremation Care Providers Ltd.

Jake Wiebe, Funeral Director
202 – 31314 Peardonville Road
Abbotsford V2T 6K8
Tel. 604-859-5885

Date: November 8, 2006

Stakeholder meeting held with Graham Farstad and Theresa Harding from the Arlington Group

Background

- W&J is the only independent funeral provider in Abbotsford.
- W&J does cremations for other independents from Hope to Squamish.
- W&J generally serves the Lower Mainland although 60% of its business comes from Abbotsford.
- W&J is cost conscious on behalf of its clients.

Comments on Abbotsford's Civic Cemeteries

- Working with the City of Abbotsford is a pleasure compared to Surrey. Langley is OK.
- W&J have never had a problem with the City's cemeteries. They are well maintained with good staff.
- W&J want to work together with the City since funeral service providers are the City's most frequent cemetery users. In terms of cemetery services, the private and civic interests are much the same.
- Pricing should be simplified, e.g., one basic price; (that price can be broken down to include details of the perpetual care fund, opening & closing costs, plot cost, etc.).
- The City should raise its prices in small increments and the additional revenue could be applied to beautification and other improvements.
- Hazelwood looks utilitarian.
- Cemetery design should capture and control water flows so burials are not flooded by underground water and run-off (e.g., capture and divert water into a stream along which could be a cremation pathway with scattering grounds, urn fountains, boulders, stumps, and benches, etc.).
- There is no interest in plots in the Aberdeen Cemetery from clients. It is seen as a "no man's land" – W&J have conducted maybe 10 burials in 10 years in Aberdeen and mostly those were for people who lived near there.

Crematorium Needs and Practices

- BC has highest cremation rate in North America.
- Abbotsford's cremation rate is lower than the B.C. average; however that is slowly increasing.
- W&J has no problem with City building a crematorium.
- City should understand that a crematorium it is a high cost operation and clients have a low cost expectation.
- Indo-Canadian community has approximately 2 cremations/weekend held at Woodlawn and possibly more at Bakerview in Mission.
- Something discomfiting about one faith causing the City to build a financially costly and high risk facility.
- Many people don't want to be buried – including no burial of their ashes.
- There is a need to diversify cremation options - including columbaria and scattering ground (like cemetery at 208th and 44th with shade trees and memorial).

Other Comments

- Mennonite Cemetery has approximately 5 years remaining until capacity is reached.
- Mennonite Cemetery has one person managing it and is doing a "very incredible" job.
- As the older members of the Mennonite community pass away, the younger generations will increasingly choose cremation though at this point the younger generations are still mostly choosing burial plots for their family members.
- The language in the funeral industry should be simplified (e.g., call ashes, ashes – not cremains as that is what the term used by the public).
- A working-together approach could include the Mennonite and Langley cemeteries (Langley has no scattering ground).
- Build like Coquitlam: costs that are manageable for lower income working families.

7. Woodlawn Funeral Home (SCI)

Jonathan Chapman, Manager
1310 Clearbrook Rd, Abbotsford V2T 2X5
604-853-2643

jonathan@woodlawnfh.ca

www.woodlawnfh.ca

Date: November 8, 2006

Stakeholder meeting held with Graham Farstad and Theresa Harding from the Arlington Group

Background

- 30% of Woodlawn's business is Indo-Canadian cremations.
- Woodlawn undertakes about 100 Indo-Canadian cremations per year.
- The vast majority of Abbotsford Indo-Canadian community members come to Woodlawn.
- Woodlawn doesn't have a crematorium in Abbotsford; cremations take place in Burnaby, some in Mission and infrequently at Aldergrove's Personal Alternative.
- Woodlawn anticipates performing 250-260 cremations by year end. This is a lower volume than normal.
- Woodlawn cremation's price includes the cemetery costs (plot purchase, open & closing) so they have a reputation for being expensive. However their prices are very competitive when comparing similar services.
- The Fraser Valley is a very competitive market. Service costs are typically much lower compared to other provinces and even Vancouver and Burnaby.

Comments about Abbotsford's Civic Cemeteries

- Funeral service providers are most familiar with Abbotsford's civic cemeteries from many user perspectives and would be pleased to work with the City on improvements.
- Clients generally direct their cemetery related complaints to the funeral service providers.
- How the City staff handle errors and mishaps is most important.
- Woodlawn has no complaints about maintenance at Hazelwood.
- It is easier for crews to work with the situation when they are mostly at one site rather than racing between cemeteries to prepare a number of services in a day.
- The grounds crews always do a good job in preparing the graves.
- Currently some of the graves are incorrectly identified on the cemetery maps.

Suggested Improvements for Abbotsford's Civic Cemeteries

- City needs to provide better grave locating maps at each cemetery; visitors frequently need help in finding a grave location.
- A map board should be provided at the entrance to each cemetery that includes the number to appropriate City staff that could assist the public in finding the grave they are seeking. This would help at Hazelwood because it is so big and it would help at the other three cemeteries because there is usually no staff on site.
- There is a demand for family plot areas, especially in the Chinese community.
- A policy needs to be in place to provide mourning family members with clear, consistent information.
- The City should provide active burials throughout the cemetery, rather than only in one section at a time. This would give family the opportunity to bury a family member near the plot of a family member already interred.

- Allowing burials in all multiple sections will limit the number of nearby open graves at one time and give mourners graveside privacy. Occasionally services have taken place at adjacent graves on the same day.
- Abbotsford's costs of improvements should be balanced with cost recovery over time.
- City should provide folding chairs and a collapsible awning to cover mourners at graveside as inclement weather is a frequent occurrence.
- City could set costs based on desirability of location (higher demand for more desirable location reaps higher City revenue).
- The City could limit the future sales of plots for any cemetery that is close to capacity – or proposed expanded capacity – to family members of those already interred in that cemetery and to people living within its “catchment” area.

Crematorium Needs and Practices

- Woodlawn has considered building a crematorium with an attached meeting hall but concluded it would cost \$4-5 million. Despite the large Indo-Canadian community, it was determined that the number of cremations would not support the investment. A key factor is the fact that all the demand from the Indo-Canadian community takes place on Saturday and Sunday. As a result, the facility would be empty almost all weekdays.
- The City needs above-ground memorialization options for cremations – see pillar-vault at Oceanview and pond at Forest Lawn.
- People choose cremation plots even though they'd prefer above-ground options because they can keep family together in Abbotsford.
- City should ensure public transit access to a crematorium if it builds one.
- Price of cremation is not an issue in Abbotsford where the price is lowest in all of BC and in BC it is lowest in all of North America.
- Feedback from clients is that Five Rivers treats mourners like cattle because of the pressure to perform a high number of cremations on Saturdays and Sundays only – some people have said they will not return to Five Rivers for that reason.
- The cost of cremation at Five Rivers is not any lower than at other crematoria.
- Clients also said that Five Rivers does not provide enough parking; however, with the number of cremations performed on a weekend it would be “impossible” to provide enough parking.
- There is no religious requirement for cremations to take place on weekends; rather it is to avoid people either missing work or missing the funeral service.

8. Khalsa Diwan Society Abbotsford (Sikh Temple)

33094 South Fraser Way,
Abbotsford, B.C. V2S 2A9

Date: November 26 2006

Number of people in attendance: 25

Meeting held with Graham Farstad from the Arlington Group

The meeting was organized by Norm Sangha for Sunday afternoon after religious services at the temple. Despite very inclement weather with heavy snowfall, over two dozen members of the Khalsa Diwan Society were present to discuss their interest in cremation services. Translation services were provided into Punjabi as many of those in attendance were elderly Sikhs with a limited command of English.

As with the Kalgidhar Darbar Gurdwara Sahib Temple, the key objective of those in attendance was for the development of a crematorium and attached meeting hall in

Abbotsford where friends and relatives of the deceased could pay their respects to the deceased. The Khalsa Diwan Society has approximately 500 members but provides for the religious needs of 5,000 persons in the Abbotsford area. A major concern is the cost of cremation services. Several persons indicated that prices for cremations had ranged from \$3,000 to \$6,800 from different Abbotsford funeral directors and others outside Abbotsford that serve the Sikh community. They felt strongly that cremation prices were excessive and that it was very stressful dealing with this financial situation following a death in the family. Currently a large motorized procession takes place between the temple, crematorium and meeting hall which is not a desirable situation. Concentrating these facilities in one location (not far from the temple) would represent a major improvement.

Cremation Facility Needs

- Two retorts (furnaces)
- Cold storage of body prior to preparation for cremation
- Preparation of body by family members of the same sex
- Prayer services
- Ability to conduct at least two services in one day
- Gathering place for 500-700 persons
- Large parking capacity
- An economical cremation service with a meeting capacity that meets the needs of their religion
- There is a strong feeling that the Sikh community in Abbotsford is not adequately served by the existing service providers.
- The crematorium and hall should be located together to minimize travel, costs, environmental and safety reasons.

Anticipated Demand

- 4 years ago, demand from the Sikh communities was estimated to be 100 cremations per year.
- Current demand is considered to be significantly higher due to the large size of the Sikh community in Abbotsford
- The South Asian population in Abbotsford is now 28% of the total in the City.
- There is a strong preference for cremations to take place on a Saturday or a Sunday in order to enable as many friends and family members to attend as possible.

Proposal

Temple members would like City of Abbotsford to make available land for a crematorium as follows:

- Vacant part of the Hazelwood cemetery
- Land to be leased for a nominal sum to a non-profit society
- Non-profit society to be set up with directors appointed from the two temples plus other interested Christian and Hindu organizations.
- The non-profit organization would be responsible for constructing and operating the crematorium and attached assembly hall.
- The non-profit organization would raise the necessary funds from the South Asian communities and from other interested parties, not only in Abbotsford but in other municipalities as was done in the case of Fiver Rivers.
- The facility would receive tax exempt status from the City of Abbotsford.
- Cremations would be made available to anyone without regard to religion or race.

Those in attendance indicated there is no demand at all in the Sikh community for burial graves, cremation graves, columbaria, a scattering garden or other forms of cremation memorialization.

It was noted that the executives of the two Abbotsford temples had met on November 23, 2006 and had endorsed the crematorium concept. They stated that both temples had no differences with respect to the need for a crematorium and were fully willing to work together for this common cause. Those in attendance indicated that they did not need an elaborate facility and that the City of Abbotsford would not be responsible for the capital funding or its operation.

Appendix G - Riverside Crematorium

Riverside Funeral Home and Crematorium / Five Rivers Community Services Society

Five Rivers

Fee Schedule (not including GST)

Service	\$1,700.00
Cremation	\$ 295.00
Preparation of Remains	\$ 155.00-\$200.00
Casket from	\$ 650.00
Total cost of service + cremation	\$2,800.00+

Cremation (including

administration+ transportation) \$ 695.00

+ death certificate \$ 21.00

+ Business Practices and Consumer
Protection Authority (BPCPA) \$ 25.00

Appendix H - Stone Orchard Software

The leading cemetery software used for records documentation in Canada is Stone Orchard Software (SOS). The Canadian company stands out as the industry frontrunner, especially for Canadian cemeteries and in particular for administrators of multiple cemeteries. Close to 500 cemeteries in Canada are using SOS. The company claims that none of its clients have switched to a competing software product.

Stone Orchard will design the records transfer and conversion program for computerized records, and work with the client to plan the process for entering manually recorded documents into the software. The software is designed to produce legislation-compliant documentation. Linked to a person's name, the software tracks the activities from the initial inquiry to the financial transactions, to the obituary and next of kin, to the closing of the grave whether these occur over the course of days or years. The software data linking capacity eliminates duplications as each piece of information need be entered one time only.

The scope of SOS data collection, manipulation, retrieval and storage is extensive. Typically, all activities are linked to the name of the deceased and those activities are many, including all the financial information, certificates and other documents, a link to the gravesite location, a photo of the marker, funeral services information, clergy and next of kin contact information, plus any scanned documents (obituary, photo and bio of the deceased, newspaper articles). SOS is designed so that all accounting transactions are exported to the existing municipal system. As a result, no accounting procedures need to be changed.

SOS comes in four editions depending on the size and complexity of the municipal cemeteries. The most comprehensive is the Estates Edition, which is designed for large and/or multiple cemeteries where networking capability is required. This is the edition used by Surrey with its three cemeteries and the City of Vancouver. Where there is more than one cemetery or one very large cemetery, the records management activities are too many for one person/ one license. Both Surrey and Vancouver have four licenses allowing the Manager and three staff to use the software.

SOS allows multiple levels of access from the Manager's complete access to some restrictions by different staff members and more restricted access by funeral service providers and the general public. This allows for privacy concerns and financial documentation be addressed and still allow for considerable information to be made accessible to the public.

The software can be operated on a laptop and on a hand held unit to enable the display of plots that are occupied, on hold, or available, while on-site with clients or service providers.

Both Surrey (user since 1995) and Vancouver (2002) are very satisfied with SOS including the quality of customer service and technical assistance. The software is user friendly and the on-site training is thorough and allows for new employees. Stone Orchard works with the cemeteries in response to their needs to continually improve the software. The reporting capacity of SOS is very comprehensive.

In reviewing different software companies' bids, Surrey contacted their references and concluded that SOS has a high level of client satisfaction and client support compared to

competing products. Other software programs are applied to a very limited degree compared to the extent Surrey intended for its software. The customer and technical services of the other companies lacked the flexibility and response time as well as range of services, when compared to Stone Orchard.

An upcoming feature that would be particularly useful for Abbotsford is the SOS kiosk. It will allow people to locate a gravesite from the Abbotsford cemetery website and print the directions to the cemetery and gravesite including a copy of the headstone if desired.

The complete cost of the Manor Edition is \$9,250 including two days of on-site training and a 90 day warranty. The Estates Edition provides similar documentation but includes additional features including complete simultaneous use by different personnel on multiple computers, interface with a pocket PC including map display and software linking to a Kiosk with visitors can do searches and memorial displays can be posted. The cost of the Manor Edition is \$24,000 including two licences, two days of on-site training and a 90 day warranty. The inclusion of mapping is \$225 per acre if prepared from paper maps or \$175 when CAD maps are available. Additional licences cost of \$1,250. Maintenance programs cost a maximum of \$2,400/year depending on the renewal period and edition purchased. Maintenance programs include free 800 number support service, upgrades and extra training days on-site for new staff.

Appendix I - Steering Committee Meeting Minutes

Three Steering Committee meetings were in the master plan development process. The minutes of the three meetings are below.

MINUTES OF THE FIRST MEETING OF THE STEERING COMMITTEE

ABBOTSFORD CIVIC CEMETERIES MASTER PLAN

Steering Committee: Minutes of First Meeting

Meeting held at 1:30 pm on September 13, 2006 in MCA Conference Room, City Hall

In attendance:

Mayor George Ferguson (Parks & Recreation Commission Representative)
Lorene Lyle, Abbotsford Genealogical Society
Yvonne Holden, Mt. Lehman Community Association
Molly Kissock, Peardonville Community Association
Pat Edwards, Abbotsford Seniors' Association
Christina Ragneborg, Abbotsford Community Services
Norm Sangha, Indo-Canadian Community
Satvir Gill, Indo-Canadian Community
Myers, Manager, Design and Development, City of Abbotsford
Brad Snelling, Parks Planner, City of Abbotsford
Dan Weatherby, Manager, Parks Maintenance & Cemeteries, City of Abbotsford
John Laframboise, Manager, Parks Services, City of Abbotsford
Donald Luxton, Arlington Group
Graham Farstad, Arlington Group

The proposed agenda was distributed in advance by Brad Snelling. Ron Myers opened the meeting by welcoming all in attendance and invited everyone to introduce themselves and their organization.

Graham Farstad then provided an overview of the Terms of Reference for the project. He noted that the project was not able to start in June. Although the consultants had undertaken background research during the summer holidays, it had been agreed that the first Steering committee meeting should be deferred until September with stakeholder interviews to follow. As a result, Graham indicated that a draft report would likely take until the end of 2006.

Graham Farstad then introduced the PowerPoint presentation. This started with a demographic overview. The combined census population of Abbotsford was 86,950 in 1991 and increased rapidly to 115,465 in the 2001 census. The latest estimate (2005) by BC Statistics is 128,166. Continued strong growth to 202,246 in anticipated by 2031. The median age has increased from 31.0 in 1986 to 35.9 in 2005 and is projected to increase further to 42.0 by 2031. Overall life expectancy is now 80.7 years and seniors (65+) are and will continue to be the fastest growing segment of the population. Although people are living longer, deaths have increased due to the large population increase. From 1986 to 2004, the number of deaths in Abbotsford nearly doubled from 468 to 915. The number is projected to increase to 1,703 by 2030.

In the 2001 census, a breakdown of the population by religious affiliation indicated that the Sikh religion had the largest number of adherents (15,220) followed by Roman

Catholics (11,895) and Mennonites (10,120). All other religious groups had less than 8,000. This is significant as religious preferences have a bearing on funeral practices; virtually all deceased Sikhs, for example, are cremated while Catholics are not.

Over the past generation in BC, the proportion of cremations has increased from 60% in 1986 to nearly 80% in 2004. Burials have decreased from 39% in 1986 to less than 22% in 2004. In the Abbotsford Local Health Area, the proportion of cremations is two thirds of the total, well below the BC average. However the trend toward cremations continues to increase.

Donald Luxton then provided an overview of Abbotsford's four cemeteries

1. Mt. Lehman Cemetery: 29745 Taylor Road
 - Charming rural character; opportunities for expansion towards road on two sides; also potential to reclaim unused road right-of-way. Currently considered "full."
2. Aberdeen Cemetery: 28417 Fraser Highway
 - Beautiful specimen plantings but charm compromised by location adjacent to Fraser Highway (noise). Currently no buffer at front – visual or acoustic. No expansion opportunities other than rural land to north (currently in ALR). Largest number of unknown graves. Currently considered "full."
3. Musselwhite Cemetery: 35301 Old Yale Road
 - Charming character but challenging topography. Many mature plantings.
4. Hazelwood Cemetery: 34040 Hazelwood Avenue
 - The largest of the four cemeteries, also with some current capacity. In addition, the greatest possibilities for expansion, with an 8 acre adjacent City-owned site and also City-owned land that is a BC Hydro right-of-way. Cemetery operations have been centralized here, with a small works office and works yard. Parking for 70 cars.

Donald Luxton also noted the important role these four cemeteries play in preserving and interpreting the heritage of Abbotsford. A number of heritage issues have been identified:

- As a result of Amalgamation in 1995, these cemeteries are all now located within the boundaries of the City of Abbotsford. It is an unusually high number of municipal cemeteries.
- As they were established and mostly filled prior to any requirement for perpetual care funds, these cemeteries do not have a viable financial return that would assist in their maintenance. The exception is Hazelwood, which has enough capacity to generate substantial perpetual care funding.
- There are a variety of historic headstones that are of great interest, but many are deteriorated and require restoration.
- Early cemetery records were mostly destroyed by fire. Good records have been kept for the last 30 years but there are many "unknown" graves – those where it is uncertain if a burial ever occurred.

Graham Farstad then asked participants to indicate their priorities and issues they would like to have addressed in the Cemetery Plan. He also asked what additional stakeholders should be interviewed as part of the public process.

The following comments were received

- Mt. Lehman has numerous farm families who have relatives buried in the local cemetery. They have expressed concern that there are no additional gravesites available. An expansion of this cemetery would be well received.
- A large parking area for Mt. Lehman cemetery was not felt necessary. Burials are not common events and parking along Taylor Road would not pose a problem for occasional events. Limited on-site parking should occur.
- A memorial wall would be a nice addition for Mt. Lehman cemetery.
- 90% of seniors prefer cremation to burial.
- Existing chain link fencing around cemeteries may not be aesthetically pleasing but there is a need of some form of fence or wall.
- There is a need to protect cemeteries from vandalism.
- Memorial gardens should be considered as they are an attractive addition, do not need to take up a large amount of space and offer an opportunity for spreading ashes.
- Seating should be considered in cemeteries near flower gardens. Such amenities could be funded by memorial plaques as could other features in cemeteries such as trees.
- Provision should be made for alternative forms of memorialization, such as benches, sundials etc. Memorialization outside of cemeteries could also be considered, including trees in parks, etc.
- No concern was expressed about having a crematorium. Many of those in attendance support the addition of a crematorium for Abbotsford, possibly through a non-profit society that would provide services open to all Abbotsford residents. This facility could serve all residents of the community including a strongly felt need expressed by the Indo-Canadian community. Hazelwood has been proposed in the past as an appropriate site given its central location, municipal land ownership and its connections to services such as water and sewerage.
- Indo-Canadian representatives noted that virtually members of their community prefer cremation, and have particular needs regarding the services involved. Generally funerals are widely attended by community members. Ashes are returned to the family to be spread upon water locally or returned to India for scattering. Funeral services providers do not currently have the facilities that would serve the Indo-Canadian community, such as a flexible hall with a large seating capacity attached to a double crematorium; a freezer facility would also be required. A capacity of 500 seats was discussed, with potential future expansion to 1,000.
- Digital vignettes providing a brief synopsis of the deceased were suggested as a new form of memorialization using an electronic format.
- Future expansion and the possibility of City acquisition of new cemetery sites should be identified in the OCP. The issue of whether or not DCC charges could be used should be explored. A time frame of 2050 should be considered.

A number of potential stakeholders were identified:

- Canadian Legion (invited but did not attend)
- Sumas First Nation (invited but did not attend)
- Matsqui First Nation
- Representatives of the Mennonite community

Graham Farstad noted that the Business Plan will also address the following elements

a. Pricing of Cemetery Services

- b. Operating Costs and Revenues including Care Fund
- c. Sales and Marketing
- d. Capital Improvements
- e. Possible Property Acquisitions

It was agreed that at least one and possibly two additional stakeholder meetings would be held. Brad Snelling will contact the Steering Committee in this regard, likely in late October or early November. The meeting adjourned at 3:30 pm.

MINUTES OF THE SECOND MEETING OF THE STEERING COMMITTEE

ABBOTSFORD CIVIC CEMETERIES MASTER PLAN

Steering Committee: Minutes of Second Steering Committee Meeting

Meeting held at 3:30 pm on November 7, 2006 in the MCA Conference Room, City Hall

In attendance:

City of Abbotsford Parks, Recreation & Culture:

- Mark Taylor
- Ron Myers
- John Laframboise
- Dan Weatherby
- Brad Snelling

From the Community:

- Lorene Lyle (Abbotsford Genealogical Society)
- Reb Redekop (Mennonite Cemetery group)
- Heinz Ratzlaff (Mennonite Historical Society)
- Korky Neufeld (PR Commission + ACLN)
- Yvonne Holden (Mt. Lehman Community Society)
- Pat Edwards (Abbotsford Seniors Association)
- Richard Jowe (Clayburn Village Society)
- Satvir Gill (Indo Canadian Community representative)
- Norm Sangha (Indo Canadian Community representative)

Arlington Group Planning + Architecture Inc.:

- Graham Farstad
- Donald Luxton

Regrets:

- Kris Foulds (MSA Museum Society)
- Maureen McCargar (Royal Canadian Legion)
- Leah Desjardins (Abbotsford Community Services)
- Dalton Silver (Sumas First Nations)
- Mollie Kisson (Peardonville Community Club)

Brad Snelling welcomed all those in attendance and then turned the meeting over to the consultants, Donald Luxton and Graham Farstad. There were roundtable introductions, followed by a PowerPoint presentation by the consultants that consisted of a brief run-down of the key slides from the first Steering Committee meeting for the benefit of those who had not been able to attend that meeting. The presentation then focused on the site analysis and opportunities presented by each of the four municipal cemeteries. Key points for each cemetery included the following:

1. Mt. Lehman

- Mt. Lehman has 498 occupied graves plus 186 reserved grave sites. There are no unsold graves and very few available cremation plots.
- Total existing and available spaces are 761 for Abbotsford's smallest civic cemetery.
- Mt. Lehman represents less than 6% of the total capacity of the four civic cemeteries.
- There is a rural character, with perimeter plantings and some low shrubs and trees.
- The exterior perimeter chain link fence is unappealing, the edges of the site are poorly defined and there is a lack of buffering from traffic.
- The interior pathway is very side and unstructured, and offers opportunities for planting and cremation plots.
- There is a potential for a new entry and gateway, and expanded opportunities for parking.
- Additional capacity could be created by closing the undeveloped road right-of-way to the north and using the vacant triangular lot to the east
- An additional expansion area of approximately 4,100 m² could be created.
- This could create over 1,000 additional casket and cremation plots.
- It is not appropriate to introduce large, built structures into this cemetery as it would adversely affect its character, but there may be modest opportunities to introduce smaller, alternate means of memorialization, incorporated into low interior or perimeter walls.

2. Aberdeen

- Aberdeen has no available graves sites. Total occupied graves are 1,119 plus 88 reserved (pre-sold) sites. There are only a small number of cremation plots (less than 100)
- Aberdeen has a total of 1,500 grave sites and cremation plots, approximately 11% of the municipal total.
- Aberdeen has the large majority of sites whose status is unknown. The unknown sites could be reclaimed provided a non-intrusive investigation is made (ground-penetrating radar) followed by a public notification process in accordance with the provincial legislation. This is worth pursuing as the cost is low and there are 230 grave sites plus 7 cremation plots in this situation, over three quarters of which are located in the Aberdeen cemetery.
- There are several very beautiful, mature landmark trees.
- Expansion opportunities are very limited; however the existing maintenance shed is not required.
- The exterior chain link fence is unappealing, the edges of the site are poorly defined and there is a lack of buffering from traffic noise. There is a lack of visual cohesion and utilities are poorly sited.
- The interior pathway is very side and unstructured, and offers opportunities for planting and cremation plots.
- There is a potential for a new entry and gateway, and a need to clearly identify parking spaces that can be safely accessed from Fraser Highway.
- It is not appropriate to introduce large, built structures into this cemetery as it would adversely affect its character, but there may be modest opportunities to introduce smaller, alternate means of memorialization, incorporated into low interior or perimeter walls.

3. Musselwhite

- Musselwhite has nearly 1,100 occupied graves plus 344 reserved sites. There are a small number of available grave sites (34) and cremation plots (38). Existing plus available grave sites and cremation plots total 1,853.
- Musselwhite is the second largest municipal cemetery with over 14% of the total sites.
- The exterior chain link fence is unappealing, the edges of the site are poorly defined and there is a lack of buffering from traffic. Although the views through and into the site are dramatic, it feels very exposed.
- There are interior pathways that offer opportunities for planting and cremation plots or columbaria.
- There is a potential for a new entry and gateway, and more formal (15-20 spaces).
- Expansion opportunities are located at the road intersection, a triangular gravel area and the current unorganized gravel parking area. A walkway connecting the older and new sections of the cemetery also opens up opportunities for a memorial wall built into the sloped site and for columbaria. The western corner offers an opportunity for large, visual focus such as a pavilion or a columbaria structure.
- The remnant forest offers the opportunity for a scattering garden and alternate memorialization.

4. Hazelwood

- Hazelwood is by far the largest civic cemetery with over 6,000 occupied graves plus another 1,000 reserved sites. There are over 780 cremation plots that are occupied or reserved. Total existing plus available sites in Hazelwood are nearly 9,000, over two thirds of the municipal total. There are 643 available graves sites available for sale.
- The exterior is generally well-planted and buffered, but the interior is vast and poorly-defined. The lack of plantings reduces any sense of intimacy. Way-finding and signage is poor. The interior pathways lack definition and identity, and provide an opportunity for low retaining walls with columbaria. The interior roads are of excessive width.
- There are areas that are beautifully planted, with prominent and attractive trees.
- The Hydro right-of-ways offer opportunity for expansion and parking.
- The existing parking is excessive and is in a prime location for future burials.
- The Works Yard is highly visible and could be screened.
- Considerable expansion opportunities exist to the south of the existing parking lot, east of Park Lane and in the south-west corner of the site.
- The existing maintenance building and washrooms could be renovated, and an office added for civic cemetery operations.
- Part of the potential expansion area is located under transmission lines. However this has proven quite successful at the adjacent Mennonite cemetery to the south-west.
- Hazelwood also has the potential of accommodating a large community crematorium, with a 500 seat hall and 200 parking stalls.

Questions were raised and addressed about the following:

- The role of the Kilgard and Mennonite cemeteries in the Master Plan (they will be addressed in a general way, regarding trends and projections)
- Reclamation process (site examination through ground-penetrating radar; legal notification process)
- Heritage impact (sites not designated but character should be preserved and respected)
- Competitive aspects of crematorium (the proposed operational model was discussed)
- Size of grave sites (opportunity to reduce size that is currently offered through pre-installed grace liners, which would also reduce opening and closing costs)

Stakeholder Interviews

Graham Farstad noted that interviews, in person and over the telephone, had been held with the Mennonite Cemetery, United Church, the Hindu community, one of the Sikh temples, and the First Nations. Meetings with funeral service providers in Abbotsford and the other Sikh temple have been scheduled to follow.

Next Steps

The consultants will now prepare a draft Master Plan for distribution.

The meeting adjourned at 5:10 pm

MINUTES OF THE THIRD MEETING OF THE STEERING COMMITTEE

ABBOTSFORD CIVIC CEMETERIES MASTER PLAN

Steering Committee: Minutes of the Third Steering Committee Meeting

Meeting held at 3:00 pm on January 23, 2007 in the MCA Conference Room, City Hall

In attendance:

City of Abbotsford Parks, Recreation & Culture:

- Mark Taylor
- Ron Myers
- John Laframboise
- Dan Weatherby
- Brad Snelling

Abbotsford City Council

- Moe Gill

From the Community:

- Lorene Lyle (Abbotsford Genealogical Society)
- Mollie Kisson (Peardonville Community Club)
- Heinz Ratzlaff (Mennonite Historical Society)
- Pat Edwards (Abbotsford Seniors Association)
- Satvir Gill (Indo-Canadian Community representative)
- Norm Sangha (Indo-Canadian Community representative)

Arlington Group Planning + Architecture Inc.:

- Graham Farstad
- Donald Luxton

Brad Snelling welcomed all those in attendance and then turned the meeting over to the consultants, Donald Luxton and Graham Farstad. Donald Luxton and Graham Farstad provided a PowerPoint presentation of the key elements in the draft report which Brad Snelling had sent by email the previous week. Acknowledgment was made of the co-operation from a wide range of stakeholders including funeral service providers in Abbotsford and other municipalities, the Mennonite and First Nation cemeteries in Abbotsford, the Hindu community, and Sikh Gurdwaras and representatives of the Hindu community.

Key points noted in the draft report included the following:

1. The Vision for Renewal consists of the following series of objectives:
 - Preserve, restore and protect those aspects of the cemeteries that define their heritage character;
 - Ensure that no disturbance occurs to existing grave and cremation sites as a result of any future development;
 - Provide a diversification of memorialization services, that addresses market trends, demand and capacity constraints;

- Diversify the cemetery landscapes in a way meaningful to diverse communities, including enhancement through the creation of landmarks, routes and way-finding;
 - Enhance the landscapes in a manner that attracts and supports appropriate community uses such as walking, cycling, historical tours and interpretation, gatherings, events and contemplation; and
 - Ensure fiscally sustainable operations through efficient use of existing resources and diversification of services.
2. Demographic changes which show a continuing population increase for the next 25 years coupled with an aging population. Continued immigration is expected with a high proportion of South Asians, which overwhelmingly prefer cremation to burial for disposition of the deceased.
 3. Increasing proportion of cremations compared to burials due to changing immigration patterns as well from the existing population groups. Although Abbotsford's cremation rate of 67.7% is well below the provincial average of 77.9%, this is expected to gradually increase to the current provincial average over the next 30 years.
 4. Based on these demographic trends and changing disposition practices, there will be approximately 30,000 deaths within the Abbotsford Local Health Area over the next 30 years resulting in a need for approximately 9,900 gravesites plus close to 30,000 cremation plots.
 5. Abbotsford's civic cemeteries will require close to 5,000 gravesites (excluding pre-need sales) assuming a 50% market share.
 6. The civic demand could increase substantially if the Maclure Road Mennonite Cemetery is not able to secure additional land for future expansion within five years.
 7. Abbotsford's civic cemeteries will require 9,000 cremation plots and columbaria niches (excluding pre-need sales) assuming a 30% market share.
 8. Although there is limited capacity in most of Abbotsford's civic cemeteries, the Hazelwood Cemetery has a large expansion potential to the south and east of the developed parts of the cemetery. This includes utilization of the land under the Hydro transmission lines as no building would be required in that area. A similar arrangement has worked satisfactorily for the Mennonite Cemetery to the east. Land to the east can be developed for gravesites, cremation plots and columbaria and other forms of memorialization. The existing Hazelwood Cemetery has expansion potential by relocating the existing parking lot to a smaller site to the south under the transmission lines, thereby freeing up the existing parking lot for gravesites. In addition there is room for columbaria along the edges of some existing internal roadways. Overall over 93% of the expansion potential of Abbotsford's civic cemeteries is located in the Hazelwood Cemetery.
 9. Mt. Lehman and Musselwhite Cemeteries also have some capability for expansion while Aberdeen has virtually none. Mt. Lehman can be expanded by closing surplus road rights of way and reconfiguring the parking lot to the east. The capacity of Musselwhite can be expanded by utilizing a vacant area near the intersection of the two main roads, infilling within some wide access corridors, reducing and configuring the gravel parking lots along Marshall Road and developing an access trail with columbaria and other formal of memorialization connecting the old and new parts of the cemetery. Aberdeen has minimal

- expansion potential except by narrowing the wide internal access corridor with some cremation plots and columbaria.
10. A graphic analysis of existing conditions for each civic cemetery plus landscaping opportunities and an assessment of its development potential is contained in the drawings prepared by PWL Landscape Architects.
 11. By taking advantage of the potential for expansion in these four cemeteries, the anticipated demand for the next 30 years can be accommodated in Abbotsford's civic cemeteries.
 12. A crematorium is possible on part of the undeveloped part of the Hazelwood Cemetery site to the east of Park Lane. This would accommodate the needs of the South Asian communities as well as others wanting cremation services. The proposed concept would involve provision for two retorts attached to a meeting hall that could accommodate up to 500 persons for a memorial service. The preferred business model for a crematorium facility would be for the City of Abbotsford to lease a vacant portion of the Hazelwood Cemetery site to a non-profit society responsible for the construction and operation of the facility. The non-profit society would not be subsidized by the City and would ensure that cremation services are available to the entire Abbotsford community.
 13. Heritage management elements of the draft plan identified a wide range of recommendations concerning the operation and management of the civic cemeteries such heritage recognition, grave marker conservation guidelines, repair and cleaning of markers, community involvement, education and interpretation, developing volunteer programs and the importance of documentation.
 14. A program to identify unknown graves was proposed in order to potential free up over 200 gravesites, mainly in the Aberdeen Cemetery. This would be a non-intrusive approach at a modest cost in the range of \$7,000 that would meet all legislative requirements.
 15. The cost of cemetery plots in Abbotsford is well below the average of other municipal cemeteries. A phased increase toward the Lower Mainland average is recommended as capital improvements are made.
 16. A continued premium for the disposition of deceased persons not from Abbotsford should be continued to assist in funding needed capital improvements.
 17. The Perpetual Care Fund has a balance of over \$2.6 million in 2005. The interest earnings from this fund are available for cemetery maintenance purposes. In 2005, \$107,000 was transferred to the General Operation g Fund for cemetery maintenance purposes.
 18. Potential cemetery expansion opportunities are available at Mt. Lehman and possibly Aberdeen through the additional of adjacent land. Land expansion is not considered feasible at the other two civic cemeteries. However there may be some expansion potential of the Maclure Road Mennonite Cemetery through the acquisition of surplus Crown land to the west after long term highway needs are met.

Crematorium

The Steering Committee unanimously indicated support for the City of Abbotsford making available a vacant portion of the Hazelwood Cemetery site for the construction and operation of a crematorium with an attached community assembly hall to be operated by a non-profit society. The Steering Committee indicated that the community facility should be available to all Abbotsford residents. They also discussed the size and form of such development (one storey vs. two storeys) but concluded that the recommendation should not include such a level of detail.

Future Cemetery Needs

It was felt that the future cemetery needs of the City should be reviewed in 15 years in order to determine if the assumptions proposed are being met and also to plan ahead for the long term once the City's existing cemeteries reach capacity.

Next Steps

Mark Taylor indicated that the next step should be a presentation to Council and the Parks and Recreation Commission in February 2007. Following that, a public Open House should be held. The consultants invited the Steering Committee to provide any further comments through Brad Snelling.

The meeting adjourned at 5:10 pm

Appendix J -Open House Report

OPEN HOUSE REPORT

The Open House was held on Wednesday, May 30, 2007, from 6:00 pm to 8:30 pm, in the foyer and auditorium of the Matsqui Centennial Auditorium. Members of the public began arriving shortly before 6:00 and continued in a steady stream until 8:30 when the doors were closed. Prior to the Open House, a notice was placed in the Abbotsford Times newspaper. Notices were sent to members of the Steering Committee. All funeral and cemetery services operators interviewed and the two Sikh temples contacted during the preparation of the Master Plan were also notified of the Open House.

Open House Attendance

A total of 215 members of the public attended the Open House of which 212 based on the sign-in sheets. It is believed that all members of the public who attended the Open House also signed in. A review of the sign-in sheets indicates that all members of the public attending the Open House were from the City of Abbotsford. The attendance breakdown was as follows:

- 215 members of the public
- 6 City of Abbotsford Representatives:
 - Councillor Lynne Harris
 - Satvir Gill, Parks & Recreation Commission
 - John Laframboise, Manager, Parks Services
 - Brad Snelling, Parks Designer/Planner
 - Ron Myers, Manager of Design and Development
 - Dan Weatherby, Manager, Parks Maintenance & Cemeteries
- 4 from the Consulting Team:
 - Arlington Group Planning + Architecture Inc.: Donald Luxton, Heritage Consultant; Graham Farstad, Planner; Theresa Harding, Planner,
 - PWL Partnership Landscape Architects Inc.: Adrienne Brown, Landscape Architect,

Open House Display Materials

The Open House began with a viewing of the display boards in the foyer of the Matsqui Centennial Auditorium. There were a total of 11 display boards. They consisted of the following:

1. Vision for Renewal for Abbotsford Civic Cemeteries with a summary of existing conditions, future needs and how future needs will be met.
2. Aberdeen Cemetery – Site Analysis and Photos
3. Aberdeen Cemetery – Opportunities

4. Hazelwood Cemetery – Site Analysis and Photos
5. Hazelwood Cemetery – Opportunities
6. Mt. Lehman Cemetery – Site Analysis and Photos
7. Mt. Lehman Cemetery – Opportunities
8. Musselwhite Cemetery – Site Analysis and Photos
9. Musselwhite Cemetery – Opportunities
10. Summary of Recommendations for each cemetery plus recommendations concerning the proposed crematorium, cemetery pricing, heritage management, records management and expanded memorialization opportunities.
11. Detailed pricing of other municipal cemeteries in the FVRD and GVRD

In addition, three copies of the draft Master Plan were on display.

Open House Format

The number of people attending the Open House rapidly exceeded all expectations. The foyer became crowded and viewing the display boards and responding to individual questions became impractical. A decision was made to move the PowerPoint presentation and Question and Answer part of the Open House into the adjacent auditorium in order to accommodate those in attendance. This would also give a more manageable format for questions and responses.

People continued to arrive in numbers sufficient to cause a line up at the sign-in table until approximately 8:00 p.m. The sign-in table was staffed throughout the Open House to ensure documentation of those in attendance. Some people who arrived after the start of the PowerPoint presentation went to the auditorium after signing in. Others remained in the foyer after signing in and filled out the questionnaire or discussed issues with friends and acquaintances.

Approximately 75 people were in attendance in the auditorium at the start of the PowerPoint presentation. In the auditorium, Satvir Gill provided a brief outline of the Master Plan in Punjabi as over 90% of those in attendance were from the South Asian community in Abbotsford. Councillor Lynne Harris noted that Council was very interested in the views of the public and assured those in attendance that this will be carefully considered when the Master Plan comes before Council.

Donald Luxton provided an introduction of the Master Plan and addressed the background to the process, the nature of Abbotsford's four civic cemeteries and heritage considerations using a PowerPoint presentation. Graham Farstad then reviewed the demographic context, existing supply of interment options, future demand projections and the recommendation to support a crematorium on a vacant portion of the Hazelwood Cemetery. He noted that Abbotsford has a limited supply and range of interment options but that the four Civic Cemeteries has sufficient area to accommodate projected demand for the next 30 years. Landscape Architect Adrienne Brown then reviewed the site analysis and opportunities for each of the four Civic Cemeteries.

Most of the questions and comments focused on the crematorium issue. All those that spoke on the issue indicated support for the concept and wanted assurance that the crematorium will go ahead with sufficient area to accommodate at least 500 persons. At the end of the question and answer session, Norm Sangha, a member of the Steering committee thanked the consultants for their presentation and support for the crematorium.

Following the formal presentation, members of the Genealogical Society indicated the importance of having more information made available on grave and cremation interment locations so they could undertake their documentation activities.

Questionnaire Responses

Of the 215 members of the public in attendance, 212 filled out a questionnaire. No one indicated they would complete the questionnaire and return it at a later date. The questionnaire consisted of eight questions plus an opportunity for comments. A copy of the questionnaire is attached at the end of this report.

The questionnaire responses and comments were as follows:

1. I support the Vision for Renewal for the four Abbotsford Civic Cemeteries as presented at the Open House.

Agree	172
Disagree	0
% Agree ⁹	100%
No Response	40
Total	212

2. I support placement of the four Abbotsford Civic Cemeteries on the City's Heritage Register and the proposed heritage preservation and management plan.

Agree	121
Disagree	0
% Agree	100%
No Response	91
Total	212

⁹ Non responses are not included in the % agree as they were left blank. It should be noted that the number of No Responses is high except for Questions 4 and 6.

3. I support community involvement in developing and offering interpretive programs and tours on the heritage and history of the four Civic Cemeteries.

Agree	126
Disagree	0
% Agree	100%
No Response	86
Total	212

4. I support capacity increases and cemetery improvements as described in the Abbotsford Civic Cemeteries Draft Master Plan (see open house display boards).

Agree	205
Disagree	0
% Agree	100%
No Response	7
Total	212

5. I support a wider set of memorialization options (check all that apply).

Columbaria and Niches	23
Scattering Grounds	24
Upright Markers	25
Memorial Benches, trees, etc.	43
Memorial Plaques, Books, etc.	51
Other	13

Some respondents only checked off “Other”, and no option was given in any case where the “Other” category was checked off. Based on comments in stakeholder interviews and the questionnaire, it is possible that the “Other” category refers to the option to deposit ashes into the Fraser River. The traditional method of disposition for Sikh and Hindu practitioners is to deposit ashes in a river, such as the River Ganges in India.

6. I support the concept of a crematorium operated by a non-profit society on currently vacant land at Hazelwood Cemetery.

Agree	211
Disagree	0
% Agree	100%
No Response	1
Total	212

7. I support establishing a publicly accessible name and location finding on-line service for the Abbotsford Civic Cemeteries (including Protection of Privacy Act limitations). I support an increase in cemetery prices comparable to other Fraser Valley civic cemeteries to ensure financially sustainable operation of Abbotsford Civic Cemeteries.

Agree	174
Disagree	6
% Agree	97%
No Response	32
Total	212

8. I support an increase in cemetery prices comparable to other Fraser Valley civic cemeteries to ensure financially sustainable operation of Abbotsford Civic Cemeteries.

Agree	70
Disagree	2
% Agree	97%
No Response	140
Total	212

9. Comments: please ... feel free to add comments on the back of this page. Four respondents offered the following comments:

- We should be provided:
 - 1) a seating capacity of 500 persons
 - 2) we should have 2 furnaces
 - 3) we should have freezer
 - 4) there should be arrangement for immersing ashes in the Fraser River bank
- Please note this crematorium should have a seating capacity for 500 people, two furnaces and a freezer
- Question 6 comments
 - 1) Need funeral home at least 500 people seating capacity
 - 2) Need two furnace
 - 3) Need freezer
- The funeral hall should be big enough to accommodate at least 500 people. There should at least be two furnaces and a sufficiently big freezing room to accommodate 4 bodies at a time.

Analysis and Conclusions

With a total attendance of 212 on a sunny evening, the Open House received a high level of interest. Strong support for all aspects of the Master Plan was expressed by those in attendance, both in the question and answer session and in the questionnaires provided. There was no or minimal opposition expressed to any of the recommendations. Most seemed to stay for 30 minutes or more and were particularly interested in details of the crematorium. The display boards were well received as a large amount of information was visually displayed and readily understood.

The crematorium concept was the subject of most of the interest at the Open House. This is indicated by the fact that question and answer period focused almost entirely on this subject. In addition only Questions Four and Six received were filled in by over 95% of the 212 respondents. These concerned support for a crematorium on a vacant part of the Hazelwood Cemetery and a recommendation to accommodate capacity increases and cemetery improvements over the next 30 years. No disagreement was expressed to either of these recommendations. All other questions had lower response rates, particularly 2, 3, 5 and 8. In fact over 40% did not respond to Questions 2 and 3 and two thirds did not respond to Question 8 concerning an increase in cemetery prices. Generally, it is not uncommon for some open house questionnaires to have a low response rate for one or two questions. It is unusual to have such a large number of questions without any response.

The fact that nearly all persons responded to only two questions suggests that those in attendance were particularly motivated by two aspects of the Master Plan (concerning the crematorium concept and to accommodate capacity increases and cemetery improvements). An added explanation is the fact that the vast majority of those in attendance were of South-Asian background. A significant proportion was not able to read English and relied on informal translations of the questionnaire from other members of the public. As translation is time consuming and people were interested in viewing the display boards and the PowerPoint presentation, translations appeared to address the questions of primary interest to each respondent. All indications are that that the majority of the respondents were primarily interested in Questions Four and Six.

CITY OF ABBOTSFORD CIVIC CEMETERIES MASTER PLAN
QUESTIONNAIRE – OPEN HOUSE – MAY 30, 2007

1. I support the Vision for Renewal for the four Abbotsford Civic Cemeteries as presented at the Open House.

Agree

Disagree

2. I support placement of the four Abbotsford Civic Cemeteries on the City's Heritage Register and the proposed heritage preservation and management plan.

Agree

Disagree

3. I support community involvement in developing and offering interpretive programs and tours on the heritage and history of the four Civic Cemeteries.

Agree

Disagree

4. I support capacity increases and cemetery improvements as described in the Abbotsford Civic Cemeteries Draft Master Plan (see open house display boards).

Agree

Disagree

5. I support a wider set of memorialization options (check all that apply).

Columbaria and Niches

Memorial Benches, trees, etc.

Scattering Grounds

Memorial Plaques, Books, etc.

Upright Markers

Other_____

6. I support the concept of a crematorium operated by a non-profit society on currently vacant land at Hazelwood Cemetery.

Agree

Disagree

7. I support establishing a publicly accessible name and location finding on-line service for the Abbotsford Civic Cemeteries (including Protection of Privacy Act limitations).

Agree

Disagree

8. I support an increase in cemetery prices comparable to other Fraser Valley civic cemeteries to ensure financially sustainable operation of Abbotsford Civic Cemeteries.

Agree

Co

Disagree

COMMENTS please give contact information for possible follow-up, and feel free to add comments on the back of this page.

NAME _____ **EMAIL** _____ **PHONE** _____