

***Humphrey Funeral Home
A.W. Miles Chapel***

Consumer Information Guide

SCHEDULE OF FEES

These schedules are offered to assist you to arrange a personalized funeral service and to promote a clearer understanding of the fees associated with our services.

Individual preferences and beliefs vary. Although we have endeavored to provide you with detailed information, your options are virtually limitless. If you wish costs for caskets, urns, vaults, rental caskets, etc., please contact us. These lists are endless and costs are constantly changing.

Bruce T. Humphrey

(416) 485-6333

President

1-800-616-3311

bth@humphreymiles.com



prices effective as of January 1, 2009

MISSION STATEMENT

“The prime mission of the
Humphrey Funeral Home — A.W. Miles Chapel
is to provide to everyone who calls upon us for assistance
the highest possible standard of funeral service care
for a responsible cost in a supportive environment
which best recognizes and utilizes
all of our available resources.”

THE HISTORY OF THE HUMPHREY FUNERAL HOME – A.W. MILES CHAPEL

Our firm was founded in 1879 by Julius A. Humphrey with the idea of providing the highest level of service to the public.

This continued with his son, Albert (Bert) Humphrey, as well as the third generation, Thomas A. Humphrey, who became president in 1939.

In order to expand our facilities, in 1955 the firm was relocated to its present site in order to be a full-service funeral home in the geographic centre of Metropolitan Toronto.

In 1981 Thomas and his son Bruce, the fourth generation of the Humphrey Family, merged the firm of A.W. Miles Funeral Chapel with the Humphrey Funeral Home.

Today, we continue our tradition of excellence that was created over 130 years ago with Bruce Humphrey, fourth generation as our company President.

A STATEMENT OF RIGHTS

As a client family of the Humphrey Funeral Home — A.W. Miles Chapel ...

YOU HAVE THE RIGHT to fair and honest service of the highest possible standard, with absolute confidentiality.

YOU HAVE THE RIGHT to be treated with dignity and respect at all times, knowing that your feelings and opinions will be honoured by every member of the Humphrey — Miles staff.

YOU HAVE THE RIGHT to be served without pressure, and to be fully informed of all costs related to service and merchandise options, and that these options be available in a wide range of price categories.

YOU HAVE THE RIGHT to be charged for only the service and merchandise which you have authorized, and to be completely satisfied with the service and merchandise you have selected.

YOU HAVE THE RIGHT to be served by Humphrey — Miles regardless of cause of death or your ability to pay.

YOU HAVE THE RIGHT to receive compassion and support before, during and after your chosen arrangement.

Bruce T. Humphrey
President
Humphrey Funeral Home — A.W. Miles Chapel

At Humphrey Funeral Home – A.W. Miles Chapel, we have long been committed to offering bereavement care: a lending library, support groups, counselling and referrals. We provide these services through Bereavement Services & Community Education, a division of this funeral home.

Please call upon us at any time, whether to pre-arrange or at the time of need.



“Show me the manner in which a nation or a community cares for its dead. I will measure exactly the sympathies of its people, their respect for the laws of the land, and their loyalty to high ideals.”

Sir William Ewart Gladstone, 1809 - 1898

TRADITIONAL SERVICES

A traditional service is generally defined as one which includes visitation with the remains present. It may offer a church or chapel service, usually with music, time at graveside (if burial of either casket or urn is chosen), and a reception after the funeral.

Although two types of Traditional Services are noted, your options and variations are limitless.

The Humphrey — A.W. Miles
FRAGMENTED TRADITIONAL SERVICE

REQUIRED SERVICES

Professional Staff Services	1885
Transfer from Place of Death	395
Basic Documentation	550
Support Staff Services	775
Shelter of the Remains	395
Administrative Vehicle	235

SELECTIVE SERVICES

Facilities for Funeral Service/Direction of Service	895
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TRANSPORTATION SERVICES (*within 40 km*)

Mini Coach	395
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TOTAL OF FUNERAL SERVICES

\$ 5525

Several additional Services are available please refer to the list in this book or ask your arranging director for more information.

prices effective as of January 1, 2009

The Humphrey — A.W. Miles
FULL TRADITIONAL SERVICE

REQUIRED SERVICES

Professional Staff Services	1885
Transfer from Place of Death	395
Basic Documentation	550
Support Staff Services	775
Shelter of the Remains	395
Administrative Vehicle	235

SELECTIVE SERVICES

Complete Preparation of Remains	595
Visitation Requirements, Facilities and/or Staff	595
Facilities for Funeral Service/Direction of Service	895

TRANSPORTATION SERVICES (*within 40 km*)

Funeral Coach	475
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TOTAL OF FUNERAL SERVICES

\$ 6795

Several additional Services are available please refer to the list in this book or ask your arranging director for more information.

prices effective as of January 1, 2009

CONTEMPORARY SERVICES

A contemporary service is generally defined as one which includes any combination of the following elements:

- *a formal or informal gathering/reception, often with personal mementos, photos, and other remembrances present.*
- *a simple or uniquely designed Remembrance Service, with no remains present.*
- *graveside service or scattering of cremated remains.*

One of the many values of a contemporary service is that it allows the creation of a service which befits the uniqueness of the person whose life is being celebrated.

A unique feature of the funeral home is our Remembrance Centre which offers a focal point for memories — photos, cherished mementos, military medals, fraternal pins, etc.

The Humphrey – A. W. Miles
REMEMBRANCE SERVICE

REQUIRED SERVICES

Professional Staff Services	1885
Transfer from Place of Death	395
Basic Documentation	550
Support Staff Services	775
Shelter of the Remains	395
Administrative Vehicle	235

SELECTIVE SERVICES

Facilities for Funeral Service/Direction of Service	895
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TRANSPORTATION SERVICES (*within 40 km*)

Service Van	325
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TOTAL OF REMEMBRANCE SERVICES

\$ 5455

Several additional Services are available please refer to the list in this book or ask your arranging director for more information.

prices effective as of January 1, 2009

The Humphrey – A. W. Miles
REMEMBRANCE VISITATION

REQUIRED SERVICES

Professional Staff Services	1885
Transfer from Place of Death	395
Basic Documentation	550
Support Staff Services	775
Shelter of the Remains	395
Administrative Vehicle	235

SELECTIVE SERVICES

Visitation Requirements, Facilities and/or Staff	595
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TRANSPORTATION SERVICES (*within 40 km*)

Service Van	325
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TOTAL OF REMEMBRANCE VISITATION

\$ 5155

Several additional Services are available please refer to the list in this book or ask your arranging director for more information.

prices effective as of January 1, 2009

The Humphrey — A.W. Miles
GRAVESIDE OR CREMATORIUM SERVICE

REQUIRED SERVICES

Professional Staff Services	995
Transfer from Place of Death	395
Basic Documentation	395
Support Staff Services	450
Shelter of the Remains	395
Administrative Vehicle	235

SELECTIVE SERVICES

Facilities for Funeral Service/Direction of Service	595
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TRANSPORTATION SERVICES (*within 40 km*)

Funeral Coach	395
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TOTAL OF GRAVESIDE SERVICES

\$ 3855

**Several additional Services are available please refer to the list in this book or ask your
arranging director for more information.**

prices effective as of January 1, 2009

The Humphrey — A.W. Miles
MINIMAL SERVICE — NO SERVICE

REQUIRED SERVICES

Professional Staff Services	595
Transfer from Place of Death	395
Basic Documentation	265
Support Staff Services	365
Shelter of the Remains	395
Administrative Vehicle	235

TRANSPORTATION SERVICES (*within 40 km*)

Service Van	195
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TOTAL OF MINIMAL SERVICES

\$ 2445

Several additional Services are available please refer to the list in this book or ask your arranging director for more information.

prices effective as of January 1, 2009

FUNERAL RECEPTIONS

ADDITIONAL SERVICES AVAILABLE:

SIMPLE CREMATION OPTIONS – these service arrangements have a price range from \$2,825 up to \$5,695.

ENVIRONMENTALLY FRIENDLY FUNERALS –these service arrangements have a price range from \$2,445 up to \$6,855

For more details and information regarding the above services please contact one of our directors at 416-487-4523.

FUNERAL RECEPTIONS

One of the very unique features offered at the Humphrey Funeral Home — A.W. Miles Chapel is the availability of the Rosedale Room, the Leaside Room, or both for receptions.

All food is supplied by leading catering companies and is served by Humphrey hostessing staff.

SCHEDULE OF FEES

The Leaside Room (<i>accommodating up to 25 people</i>)	395
The Rosedale Room (<i>accommodating up to 60 people</i>)	495
Both Reception Facilities (<i>accommodating 100-120 people</i>)	795

- use of china cups and saucers, tea plates and silver service;
- provision of coffee and tea. Soft drinks, juice and bottled water available upon request;
- sufficient staff to prepare and serve refreshments;
- use of linen tablecloths for serving coffee tables;
- food arranged and placed on buffet tables;
- the above schedule includes use of the lounge of your choice for 2 hours.

FOOD PRICES

	<i>per person</i>
Deluxe (<i>sandwiches, sweets, cheese & fruit, crudités</i>)	\$17.55
Complete Tray (<i>sandwiches, sweets & crudités</i>)	12.45
Sandwiches <i>with sweets</i>	10.95
Cheese and Fruit	9.75
Sandwiches	6.95
Sweets Only	4.35
Freshly Baked Cookies	2.45
Vegetable Tray	2.15

*Please refer to the enclosed brochure for
a view of our reception facilities and a description of food trays*

prices effective as of January 1, 2009

TO THE FAMILIES WE SERVE

The following information is intended to help provide a clearer understanding of the charges associated with our services. This list of services is not intended to be all encompassing; there are other services which we provide, and there are some services which you may not require. If you wish further information, please contact our Preplanning Centre for assistance.

ACKNOWLEDGEMENT STATIONERY

refers to the provision of cards to acknowledge floral arrangements or memorial contributions.

ADMINISTRATIVE VEHICLE

a passenger vehicle which is used for a variety of purposes such as transportation for the clergy, leading the funeral procession, and such general duties as acquiring and delivering legally required documentation and permits. This vehicle may also be used, should it be necessary, to attend and supervise the interment of cremated remains at a later date.

BASIC DOCUMENTATION

includes completion of documentation required for basic registration and the disposition or transportation of the remains, and the provision of four proof of death certifications. These charges do not include fees charged by a Coroner, Government or Regulatory Authorities.

CASKETBEARERS' LIMOUSINE

a vehicle provided to assist with the transportation of the casketbearers.

FAMILY LIMOUSINE (seven or four passenger)

a custom built vehicle provided for family members on the day of the funeral to the funeral service, cemetery, crematorium or mausoleum, and subsequent return to the point of origin.

FLORAL/UTILITY VEHICLE

a vehicle provided for floral arrangements to the cemetery, crematorium or mausoleum and may be used to transport flowers to a residence or institution of choice, as well as items to the church, crematorium, etc.

FUNERAL COACH

a custom built vehicle provided to transport the casketed remains to the church, cemetery, crematorium or mausoleum. It may also be used to transport the casketed remains to the air or rail depot.

FACILITIES FOR FUNERAL SERVICE/DIRECTION OF SERVICE

includes direction of, as well as, any staff requirements for a funeral service and, if required, the use of the funeral home chapel.

ORGAN / PIANO / SOUND SYSTEM

refers to the organ system employed during a service in the funeral chapel. If preferred, a staff member will monitor the sound system, which is available to compact discs or videos. A collection of music is available for your selection.

ORGANIST / PIANIST

includes the services of a professional organist / pianist prior to, during and at the conclusion of the funeral service.

COMPLETE PREPARATION OF REMAINS

refers to the actual embalming process and includes cosmetics, dressing and hairdressing. Embalming is not a legal requirement within the Province of Ontario, however, should you wish to have an open casket for either private family viewing or public visitation, or should the funeral services be extended beyond 48 hours after the death, we suggest that this service be considered. For identification purposes, some partial preparations may be required. Your permission is required.

PROFESSIONAL STAFF SERVICES (*Licensed Funeral Staff*)

includes, but is not limited to, basic use of the facilities such as the arrangement office and other equipment when required, initial contact with the funeral director, arrangement conference with the funeral director, general supervision and coordination of basic details available 24 hours a day, contacting clergy when applicable, arranging for final disposition (not including crematorium or cemetery fees), obtaining and recording of vital statistical information for the Province of Ontario, containerization or casketing of remains, assistance with press notice(s) when applicable, assistance with estate matters.

RECEPTION ACCOMMODATION

refers to use of one or both lounges for receptions. Linen tablecloths cover the main tables within the lounge, which can comfortably accommodate 60 persons. If available, both lounges may be provided to accommodate between 100 and 120 persons. You may wish to offer only tea and coffee, served by our Hostesses in fine bone china, or we will arrange for catering provided by leading firms.

REGISTER BOOK

refers to a keepsake album for guests to sign when visiting. A variety of designs are available to suit individual preferences.

SALEX

a blend of soft woods.

MINI COACH

a custom built vehicle (slightly smaller) provided to transport the casketed remains to the church, cemetery, crematorium or mausoleum. It may also be used to transport the casketed remains to the air or rail depot.

SERVICE VAN

a vehicle provided to transport the casketed remains to the cemetery, crematorium or mausoleum when **no** funeral procession is required. It may also be used to transport the casketed remains to the air or rail depot.

SHELTER OF THE REMAINS

provides for an area monitored by the Health Department and set aside from public access which affords dignified accommodation of the remains and includes the preparation room and refrigerated holding area with specialized equipment for professional and sanitary care. Includes the basic care of the remains.

SUPPORT STAFF SERVICES (Non Licensed Funeral Staff)

includes, but is not limited to, supervision and coordination of basic details on a 24 hours basis, contacting the institution where the death occurred when applicable, arranging staff and vehicles for any support functions, obtaining the Coroner and certificate when required, delivery of all permits to the cemetery or crematorium within 40 km of the funeral home, placement of press notice(s) when applicable, completion of all relevant documentation and correspondence.

TRANSFER FROM PLACE OF DEATH

includes staff, vehicle and equipment to transfer the remains from the place of death within a radius of 40 km of the funeral home, as well as, obtaining the medical certificate of death or coroner's warrant.

VISITATION REQUIREMENTS, FACILITIES AND/OR STAFF

includes the use of a suite for one day, religious accessories if required, funeral director's supervision, telephone, reception and hostess services, receiving and placement of floral arrangements, provision of memorial cards, parking facilities and availability of a coffee lounge.

ADDENDUM

Prices shown do not include Municipal, Provincial or Federal taxes, if applicable.

Prices shown are subject to change.

All merchandise is subject to availability.

All cash disbursements paid on your behalf will be charged at their exact cost. Prices of items such as flowers, press notices, clergy, cemetery and crematorium fees, which are made on behalf of the client, are not listed on this Schedule of Fees as they are charges which may vary based on the specifics of these purchases.

Additional mileage charges apply to transportation requirements beyond a radius of 40 km of the funeral home.

When a client family rents a casket, it is the policy of the Humphrey Funeral Home — A.W. Miles Chapel to have the client sign a rental waiver and assume the purchase of a container or casket for disposition.

If burial occurs outside of the Metropolitan Toronto area, an equivalent vault/container from another manufacturer/distributor may be substituted.

Certain agreements (contractual or otherwise) exist with various government agencies, religious organizations and societies, the prices for which are not reflected on this Price Schedule.

PREARRANGEMENT PLANS AND PAYMENT OPTIONS

At Humphrey Funeral Home — A.W. Miles Chapel there are four types of Prearrangement Plans

1. *Guaranteed Prepaid Contract*
2. *Guaranteed Time Payment Contract*
3. *Non-Guaranteed Prearrangement Deposit Contract*
4. *Non-Guaranteed Prearrangement*

1. GUARANTEED PREPAID CONTRACT

i) Cash, personal cheque or bank draft

This is a single payment in full, which is placed in trust for the services, merchandise and cash disbursements selected. Prepayment to include cemetery grave opening and closing costs, as well as cremation fees may occur when the cemetery/crematorium of choice accepts trusted funds and are guaranteed by the cemetery/crematorium.

Payment is made at the time of the prearrangement conference or within thirty days of the conference.

If desired, a formal quotation for services selected will be mailed or faxed to you for your consideration prior to prepayment.

When the Humphrey Funeral Home — A.W. Miles Chapel places the money in trust we will guarantee that the cost of the contracted services will not exceed the total amount held in trust, including the initial payment and interest, but excluding any existing or future taxes or charges imposed by the Municipal, Provincial or Federal Governments.

Additions or alterations at the time of need to these selected services by the beneficiary's family or legal representative would be the responsibility of the estate at the prevailing cost.

ii) Insurance Plans

For further information, please contact The Humphrey Preplanning Centre at (416) 485-6333.

2. GUARANTEED TIME PAYMENT CONTRACT

At the Humphrey Funeral Home - A.W.Miles Chapel we can provide flexible instalment payment options to suit most budgets.

The Contracted Service prices will remain in place over the term of any instalment payment period.

A contract of services will be issued which will include the schedule of agreed upon instalment payments.

continued

If death should occur during the instalment period, the balance will become the responsibility of the estate and payable in full within 30 days after the date of the death. Minimal service arrangements are excluded from this payment plan.

3. NON GUARANTEED PREARRANGEMENT DEPOSIT CONTRACT

If desired, the purchaser may elect to place only a portion of the cost of the selected services in trust. The money, plus accumulated interest, would be applied to the prevailing cost of the services selected at the time of death. A non guaranteed contract outlining selected services and a certificate, as in 1. i) and 2., documenting the monies on deposit would be issued.

**NOTE:*

Cancellation:

Prepaid contracts may be cancelled at anytime. The monies held in trust including interest earned, would be returned subject to a cancellation fee of 10% up to \$200, to the purchaser, the beneficiary or the beneficiary's estate, as applicable under subsections 34(2) and (3) of the Funeral Directors and Establishments Act, 1990.

If the prepaid contract is covered by the Humphrey Funeral Home — A.W. Miles Chapel Insurance Plan, the cash value at cancellation is outlined in the Insurance Policy.

4. NON GUARANTEED PREARRANGEMENT (*No prepayment is made*)

All services selected are placed on file and prices quoted will be held for a period of 30 days from the date of the prearrangement conference. There would be no guarantee with respect to the cost of any cash disbursements. Following the thirty day period, the current price would prevail. If prepayment is not made prior to the time of death, the estate would be responsible for the cost of selected services.

IN CONCLUSION: Humphrey – Miles personnel are available to answer any further questions you may have with respect to the various options available to meet your needs.

(416) 485-NEED

or

(416) 485-6333

or you may address your questions to us on our website at

www.humphreymiles.com