



## “DON’T FEAR THE INSPECTOR”

Michelle Crognale, an Inspector with the Bereavement Authority of Ontario, will provide insight into what to expect during an inspection of your facilities and records. Top compliance related issues will be presented with the opportunity ask questions in an open stress-free environment. Self-evaluation forms will be provided as a take-away tool to further allow attendees to reflect on their own level of compliance, and prepare for an educational and stress-free inspection.

### KEY TAKEAWAYS

- Gain an understanding of what is involved and how to prepare for an inspection of your funeral home or transfer service business
- Take away self-evaluation tool to help you prepare for an inspection



### ABOUT MICHELLE

Michelle Crognale has been a licensed funeral director for over 20 years, and prior to being licensed obtained her business degree from the University of Windsor. Michelle was an inspector with the Board of Funeral Services for 14 years, conducting inspections primarily in the Greater Toronto area. Prior to joining the Board as an Inspector, Michelle worked for 6 years with Service Corporation International as a bilingual member of its acquisition support team. In her role, Michelle helped many organizations across eastern Canada and the eastern United States, transition from independent to corporate ownership. Michelle enjoys conducting inspections and interacting with licensees to work towards development of internal controls leading to greater compliance.