

General Price List for



Essentials Cremation and Burial Services Inc.

Class 1- Funeral Establishment

www.EssentialsNiagara.com

Niagara Falls Location

Krystal Riddell (Manager/Owner)
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102A-4300 Drummond Road
Niagara Falls, Ontario
L2E 6C3

Welland Location

Kayleigh Peterson (Manager)
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Fax: 289-820-6941
221 Division Street
Welland, Ontario
L3B 4A1

Effective: April 1, 2024

To our valued families,

I wish to extend a heartfelt thank you for your interest, and for the trust you have placed in us. Whether you are pre-planning or requiring immediate assistance, we are honoured to provide you with compassionate and affordable services.

As a licensed Class 1- Funeral Establishment, we can help arrange and provide guidance with a variety of services such as; cremation, memorials, celebrations of life, funerals, entombments or burial services. At Essentials Cremation and Burial Services Inc., we will always be committed to providing “service above self”, to every family and family member. As an owner and manager, my promise to you is that your needs will always be met. You and your loved ones will be looked after with great care, honour and respect. Our core purpose is to always serve the community in any way possible.

If it is your wish to not have any type of funeral services, or perhaps you want to plan on having an intimate ceremony or public Celebration of Life, we are here to provide support and help keep costs and services practical and affordable. In addition to our standard services and for those environmentally conscious, please ask us more about our Green Burial initiatives!

I will also provide you with follow-up care and will assist with applying for Canada Pension Plan death benefits, cancel most government issued identifications, and I will send you in the right direction.

We are here for you regardless of the hour and are honoured to provide you and your family with the highest standard of services.

Yours truly,



Krystal Riddell

Owner/Managing Funeral Director

Green Funerals and Environmentally Friendly Options

Essentials is one of a select number of funeral establishments who meet the criteria for providing green funeral services by the Green Burial Council; a tax-exempt, non-profit organization working to encourage environmental sustainability in the field of funeral service.

Our services and merchandise provide options that allows for a funeral to take place, without the use of toxic or non-biodegradable materials/chemicals. Environmentally friendly caskets and shrouds are made available to respectfully transport the deceased to their final place of rest.

Preparation of the deceased, which is suitable for a green funeral service, accommodated by Essentials, consists of (and not limited to), an appropriately cooled atmosphere within our care suite, refrigeration, and the use of topical sprays (non-chemical).

Home wakes, public visitations, church funerals and graveside services are options that may be arranged within an appropriate time frame that a green funeral allows. Please don't hesitate to ask or review our pricelist, for detailed information regarding our services and merchandise selections.

“Going green is not only a choice and a way of living, it's a beautiful legacy and a way we can care for our planet after our death.” – Krystal Riddell, Managing Funeral Director/Owner

Proud member of



Green Burial Society of Canada
Société Canadienne de l'Enterrement Vert



Explanation of Services

PROFESSIONAL & STAFF SERVICES – falls into the following categories

Coordination of Activities, Dispositions and Professional Guidance \$315

- Professional consultation with a licensed funeral director, including, but not limited to, expert advice on options to meet your needs, at-need arrangements, aftercare services, and 24 hour assistance.
- Coordination of all basic activities and dispositions, before, during and after they have been provided, including services and supplies provided by us, as well as those provided by third party suppliers, such as a death notice.
- This will also include our guidance with instructing pallbearers at a location such as a cemetery.

Documentation – permits, forms, etc. \$250

- Completion and filing of all documents necessary to carry out the services and supplies requested, including, but not limited to, death registration, burial permit, application for the coroner’s certificate for cremation, documentation necessary to ship the body or cremated remains out of the country.
- Provision of 12 Proof of Death Certificates issued by Essentials Cremation and Burial Services Inc. (Our Proof of Death Certificates are usually accepted for most estate settlement purposes, but sometimes a provincial “Death Certificate” will be necessary and is available from the Office of the Registrar General, approximately 6-8 weeks following the municipal death registration. We can assist you with this, should you need help.)
- Assistance with completing applications for Canadian Pension Plan Death Benefit and Survivor’s Pension. We can also help cancel most government issued identification (e.g. Ontario Health Card, Social Insurance Card, Old Age Security Card).

Removal of Remains (From place of death such as hospital, residence, care facility) \$250

****Requires Removal vehicle from place of death***

- Transportation of the remains from one place to another, for example the removal from a hospital to Essentials Cremation and Burial Services Inc.

Basic Preparation of Remains (requires facilities for preparation/shelter) \$125

- The preparation of the body for cremation or burial.
Preparation may include: bathing, dressing, setting features and casketing of deceased. During casketing a lifting device and personal protective equipment will be required to ensure the safety of both your loved one and our staff.
- At Essentials Cremation and Burial Services Inc., prior to disposition, identification of the deceased may take place by a family member or family representative.
There is no charge for this identification.

Service Assistance **\$450**

This service includes, but is not limited to; having professional guidance at Essentials or a third party site that is hosting a gathering or service (e.g. church, hall, winery etc.); assistance in setting up a casket or urn, memorial displays and flowers; taking donations, greeting guests, giving direction and leadership to those in attendance. This charge covers up to 4 hours of service assistance.

Additional hours \$100/ hour.

Server (at third-party location) **\$150**

This fee includes having a team member dedicated to setting up a food and beverage table at a third-party venue. They will continue to serve guests for the duration of the reception and help clean up the food station, plates, etc. One server per 75 guests and covers a 3-hour time frame. Additional time is charged at \$25 an hour.

Staff for Visitation **\$300**

This fee includes having staff present for a visitation at Essentials Cremation and Burial Services for up to 2 consecutive hours. This includes, but not limited to, setup, greeting and cleanup/disinfection of premise.

\$100 per additional hour (after 2 hours)

Smart Serve (at third-party location) **\$250**

This fee includes having a team member dedicated to serving alcoholic beverages at a third-party venue. Our team members are smart serve certified. The individual is responsible for applying for the special occasion permit. The server is responsible for purchasing the beverages (wine, beer or champagne) which can be selected by the family beforehand. In addition, if there is extra alcohol after the event, the server can return the remainder to the LCBO or Beer Store. (Permits and the cost of alcohol is additional – third party supply/disbursement)

Embalming **\$400**

If a family is considering having their loved one's casket at a visitation or a funeral, it may be strongly suggested that the embalming preparation take place. Embalming is the complete disinfection, preservation and restoration of the deceased's body. This is done for sanitary and preservation purposes. Embalming is not a legal requirement within Ontario.

Special Case Embalming **\$550**

Embalming/preparation of the body following an autopsy, or preparation that requires extensive restorative measures.

Graveside Guidance **\$100**

Coordinating details for interment, administration of necessary paperwork, presence of funeral home staff at interment.

*****(Requires Funeral Director Vehicle/Vehicle for transportation of deceased's remains)***

Pallbearer Fee **\$75 each**

This fee covers the use of additional pallbearers needed to carry a casket; 6 pallbearers in total are recommended.

FACILITIES – fall into the following categories

Basic Facilities **\$300**

- This fee includes the use of our facility and related equipment. Examples include the arrangement office, identification suite, lifting device, stretchers, etc.

Facilities for Preparation and Shelter **\$150**

- This fee includes a safe and secure holding room to prepare and shelter the deceased. (Up to 48 hours)

Facilities for Visitation **\$100**

- This fee includes use of the funeral home’s space for a gathering. It may also include use of picture boards, frames/easels, TV for slideshows, speaker, microphone, sound system, donation cards, Kleenex, podium, projector, projector screen. Also covered is the cost of purchasing coffee, tea, milk, cream, and sugar for a visitation/service.

**Visitations may only take place outside of regular business hours or on weekends.*

Facilities for MAID Services **\$350**

- This fee includes use of our visitation room for 2 consecutive hours at our Welland location for provisions to be given for Medical Assistance in Dying. **\$100 per additional hour (after 2 hours)**

VEHICLES – fall into the following categories

Utility Vehicle **\$100**

- The use of this vehicle includes, but is not limited to: administrative use (city hall to register death, attending Service Canada or Service Ontario, etc.)

Removal vehicle from place of death – Within the Niagara Region (a mileage fee will apply door to door, one way, when outside the Niagara Region) **\$75**

**Requires Removal of Remains*

- Transportation of the remains from the place of death to Essentials.
Using an unmarked van or vehicle

Funeral Director Vehicle ***\$50/Per Vehicle**

- Vehicle for transportation of deceased’s remains to a visitation, ceremony site, crematorium (for witnessing or drop-off), or cemetery. Also includes the transportation of personal effects, flowers, items necessary for a service/visitation/celebration of life, and funeral home personnel. **A charge applies for each transportation request. Using an unmarked van or vehicle*

Funeral Hearse *Three hours **\$400**

Limousine *Three hours **\$400**
Addition charge of \$100/hour overtime

OTHER AVAILABLE SERVICES (that may be applicable)

- Extended care and sheltering (more than 48 hours) **\$50/day**
- Mileage - Outside of the Niagara Region, from our facility **\$2/km**
- Sheltering and care of cremated remains (starting 30 days from the date of cremation). **\$25/month**
- Rental of frames and easel off-site when staff is not present **\$100**

MERCHANDISE

Caskets

- Victoriaville- Model CR199-0007- Essentials C/R **\$255**
3” plywood base, cardboard top and sides, no interior.
Exterior Dimensions: 80”L x 23”W x 16”H (**cremation only**)
- Victoriaville - Model: CM879-00004, Basic 28” Container **\$525**
Composite wood construction, rope handles, no finish, no interior or pillow included
Exterior Dimensions: 79”L x 29”W x 16”H (Weight Capacity- 450lbs) (**cremation only**)
- Victoriaville – Model: CR879-00033, Glencove **\$500**
Select wood construction with natural maple wood grain, no finish
Exterior Dimensions: 79.5”L x 24”W x 12.5”H
***Insertable interior available, Victoriaville – Model A88810-01008,* **\$50**
White crepe interior with pillow.
- Burial Shroud by Passages, Pl-Shrd, XL with handles, **Green Burial Option** **\$595**
- Victoriaville- Model: CR580-00028 Ortho. Glenbar, **Green Burial Option** **\$595**
Rough pine wood container with fixed wooden handles, no interior or finish
Exterior Dimensions: 80”L x 23”W x 13”H

- Batesville - Model: 147970, Doeskin **\$950**
Plain blue cloth covered exterior with a white silk interior.
Exterior Dimensions: 82"L x 29"W x 19"H

- Batesville - Model: 279185, Hadley **\$1070**
Wood composite (MDF), ivory crepe interior
Exterior Dimensions: 82"L x 29"W x 16"H

- Victoriaville- Model: M-25B-3D, Moka **\$1260**
Moka woodgrain exterior finish, beige crepe interior
Exterior Dimensions: 81"L x 26"W x 19"

- Victoriaville- Model: M-25A-6D, Alder **\$1295**
Alder wood grain exterior finish, beige crepe interior
Exterior Dimensions: 81"L x 26"W x 19"H

- Victoriaville- Model: 52-480-00, Gatewood **\$1450**
Solid poplar and veneer components, with satin finish, beige crepe interior
Exterior Dimensions: 81"L x 26"W x 19"H

- Victoriaville- Model: 51-5175-01, Natura, **Green Burial Certified** **\$1535**
Poplar wood with natural finish, lined with 100% natural cotton
Exterior Dimensions: 80"L x 25"W x 19"H

- Batesville – Model: 246021, Libra Harvest Red **\$1598**
Wood veneer construction, rosetan crepe interior
Exterior Dimensions: 82"L x 29"W x 20"H

- Batesville – Model: 248177, Libra Light Brown **\$1598**
Wood veneer construction, rosetan crepe interior
Exterior Dimensions: 82"L x 29"W x 20"H

- Victoriaville – Model: 52-417-102, Alfred **\$1625**
Solid poplar with veneer components, satin finish, beige crepe interior
Exterior Dimensions: 81"L x 25"W x 19.5"H

- Batesville - Model: 229305, Chestnut **\$1668**
Dark solid hardwood, rosetan crepe interior, dual overlay
Exterior Dimensions: 82"L x 28"W x 23"H

- Victoriaville- Model: 32-651-104, Borealis **\$1760**
Solid ash, topaz colour treatment with satin finish, and beige crepe interior
Exterior Dimensions: 81”L x 27”W x 20”H

- Victoriaville- Model: 71011171, Payne (Blue) **All \$1830**
 - Model: 71079223, Payne (Wineberry)
 - Model: 71011168, Payne (Copper)
 - Model: 71209833, Payne (Midnight Blue)
 - Model: 71011169, Payne (Silver)
 - Model: 71075891, Payne (Orchid)
 - Model: 71085716, Payne (Ebony Gold)

None of the Payne Caskets are suitable for cremation
Everseal 20-gauge metal (gasketed) with varying colour crepe interior
Exterior Dimensions: 83”L x 28”W x 23”H

- Victoriaville- Model: 52-5430-20, Winfield **\$1835**
Solid Poplar with cherry wood colour treatment, satin finish, tan crepe interior
Exterior Dimensions: 82”L x 28”W x 22”H

- Victoriaville – Model: 52-831-04, Heavenly White **\$2035**
Solid poplar, white colour treatment, hand-rubbed high gloss finish, white crepe interior.
Exterior Dimensions: 82”L x 28”W x 23”H

- Victoriaville- Model: 32-84-08, Montclair **\$2145**
Appalachian ash, shaded fawn colour treatment, high gloss finish, beige crepe interior
Exterior Dimensions: 83”L x 27”W x 20”H

- Batesville - Model: 242572, Brexton Oak **\$2169**
Oak wood veneer, champagne velvet interior
Exterior Dimensions: 82”L x 28”W x 23”H

- Victoriaville – Model: Model: 50-5610-112, Carnaby **\$2175**
Solid poplar, vantablack colour treatment, satin finish, beige basket weave interior
Exterior Dimensions: 82”L x 28”W x 23”H

Urns

- Bios Urn Environmental – Model: Bio Urn, **Biodegradable** **\$185**
Biodegradable, full seed and sapling compatibility, 12.6”H x 6.3”W x 6.3”L
- Bogati – Model: A:1413-A-BLU-GRY, Blue Swirl Stone **\$240**
Alloy, hand-painted to simulate stone, 10”H x 6”W
- Bogati – Model: 2720, Tree of Life **\$160**
Hand carved rosewood sheesham box, 9”L x 6”W x 4.5”H
 - Tree of Life Keepsake: Bogati, Model 2720 **\$85**
6”L x 4”W x 2.75”H
- CFC Supply - Model: AH433, Angel Wing **\$223**
Wood, handcrafted, 10”H x 6”D
- CFC Supply - Model: AH719, Athena Pewter **\$223**
Metal with Sand cast brass (silver coloured), 10”H x 6”D
- CFC Supply - Model: AH424, Ashen Leaves **\$240**
Sand cast brass, 4 falling leaves inlay, 10”H x 6”D
- CFC Supply - Model: P6011, Barcelona, **Biodegradable** **\$275**
Eco-friendly, biodegradable gelatin and sand, 10”H x 7”D
- CFC Supply - Model: AH406, Black and Gold **\$223**
Black metal with gold coloured rings, 10”H x 6”D
- CFC Supply - Model: AH723, Classic Gold **\$223**
Metal, sand cast brass (gold coloured), 10”H x 6”D
- CFC Supply - Model: P6004, Rock Salt Urn **\$350**
Himalayan Rock Salt, hand crafted 10 ½” H x 8 ½”D, **Biodegradable**
 - Rock Salt Urn Keepsake: Model P9043 **\$125**
5 ½” H x 4 1/16”D, **Biodegradable**
- CFC Supply - Model: P2020, Mother of Pearl Butterfly **\$250**
Aluminum with Mother of Pearl inlay, 10.75”H x 6”D

- Commemorate - Wings of Hope \$354
 Butterfly shaped pearl urn with silver accent, 9”H x 8”W x 10.5”L
 Lavender Model: A1040 Blue Model: A1041 Pearl Model: A1042
 - Wings of Hope Keepsake, 2.5”H x 2.25”W x 3.25”L
 Lavender Model: K1040 Blue Model: K1041 Pearl Model: K1042 \$95
- Commemorate – Model: PI-OS (Adult Scattering Tube) Passages \$115
 Ocean Sunset, Bluebell Forest and Autumn Woods. Cardboard, 12.5”H x 5.1”D
 - Keepsake, 5.25”H x 2.95”D \$80
- Commemorate – Model: A561, SoulBird (Female) \$354
 Brass, hand hammered silver with midnight finish, 8”H x 12”W x 7”D
 - SoulBird Keepsake, 2”H x 2”W x 3”L
 Model: K560 (Male), K561 (Female) \$95
- Commemorate – Model: A572, Divine Flying Doves \$254
 Alloy urn with doves, 10”H x 7”W
 - Divine Flying Doves keepsake, K572, 3.15”H x 2.36”W \$85
- Joyal & Allard - Model: 09948, Going Home \$220
 Brass Urn with silver finish and bird inlay, 10”H x 6.25”D
- Joyal & Allard - Model: 099418, Essence \$210
 Biodegradable, 9”H x 6.25”D
- Joyal & Allard - Model: 09946, Canopic \$220
 Brass Urn with pearl overlay, 10.5”H x 6.25”D
- Joyal & Allard – Model: 065117, Simple Elegance \$184
 Engineered red wood, 8.25”L x 5.375”W x 5”H **Urn rental: \$30/day**
- Joyal & Allard – Model: 125156, Floria, **Biodegradable** \$245
 Plant Fibre, 12”H x 9” D
- Joyal & Allard – Model: 18974, Ceramic Raku \$324
 Handcrafted pottery with glaze. 6.5”W x 6.5”D x 12”H
- Joyal & Allard – Model: MDF Series \$215
 Available in Black (11213), Rose (11217), Blue (11218)
 MDF, 6.2” L x 4.65” W x 10.75”H

- Joyal & Allard – Model: 09005P, The Butterfly **\$214**
Light wood box with engraved butterflies, 9"L x 7"W x 5.5"H
- Joyal & Allard – Model: 184400, Lighthouse, **Biodegradable** **\$299**
Biodegradable material, 6.5"W x 8.5"H
- Joyal & Allard – Model: 105501A, White Onyx Cube Urn **\$244**
Onyx, 5.5"W x 8.5"H
- Variety of Miniature Keepsake Urns, 3"H x 2"D. 3cu.in **Starting at \$60/each**
- Cremation and memorial jewelry: Jewelry is usually **Starting at \$80/each**
purchased through Joyal & Allard and is available in a variety of
metals and glass.

Vaults/Outer Containers

- Victoriaville, Heritage Model Plastic Urn Vault, exterior coating made of sandstone
Two colours available: Black Granite or Sandstone (Tan)
Large Urn Vault: Model H150, 12" x 12" x 15" **\$250**
Medium Urn Vault: Model H125, 9" x 9" x 14" **\$240**
Small Urn Vault: Model H100, 8" x 8" x 11" **\$230**
- Superior Vault Co, Painted Guardian Vault **\$1,160**
Asphalt coated concrete, painted gold in and out, unlined, sealed under the lid
Interior: 86"L x 30"W x 26"H Exterior: 90"L x 34"W x 31"H
- Superior Vault Co. Triguard Vaults, Deluxe Heritage/Oxford **\$1,355**
All concrete, lined with plastic under the lid and bottom, painted gold.
Interior: 30"W x 86"L x 26"H Exterior: 34" W x 90"L x 33" H
- Superior Vault Co. Doric Vaults, Athenian Stainless Steel **\$2,600**
Concrete vault lined with plastic and stainless steel
Interior: 30"W x 86"L x 26"H Exterior: 35"W x 90"L x 33.75"H

Grass and a lowering device may be an additional cost at smaller cemeteries.

MEMORIAL MEMORABILIA

Memorial DVD	\$100
A keepsake for you to have that will allow you to digitally reflect on your loved one's life, up to 125 photos (\$2/photo after 125). DVDs made by us can be uploaded to the online tribute page.	
Additional DVD Copies	\$5/each
Gold Coloured Cross or Crucifix	\$15
Rosary- Available in black or white	\$15

STATIONERY

These basic stationery options are available for your convenience.

Basic Register Book	\$45
Memorial candle	\$30

Custom Stationery

Custom designed stationery, printed front and back

Prayer Cards & Bookmarks (priced by quantity)	1-25	\$80
	1-50	\$100
	51-100	\$120
	101-150	\$140

Lamination (bookmarks, or obituary print outs)	\$5/ each
Lamination (prayer cards)	\$2.50/each

DISBURSEMENTS

Disbursements are third party expenses paid out on behalf of the purchaser of the contract by Essentials Cremation and Burial Services Inc. Any disbursement fee is subjected to applicable taxes, charged by the third-party agent. Essentials Cremation and Burial Services Inc. has no control of these expenses.

The following are some common items that are often identified as disbursements:

- Coroner's Fee
- Newspaper
- Municipal Death Registration
- Cremation Fee
- Opening/Closing of the grave/niche
- Clergy/Celebrant Honorarium
- Bereavement Authority of Ontario Consumer Protection Fee - The licence renewal fee is charged by the Bereavement Authority of Ontario (BAO) in order to provide its services of

information on options in bereavement services and to regulate the bereavement sector profession making sure the law is consistently followed. The BAO's regulatory work includes responding to public complaints and questions, inspecting and providing guidance to bereavement businesses and professionals, which it licenses across Ontario to better the public.

Child/Infant Loss Bereavement Plan

One of the most tragic events in life is the loss of a little human being. There are times in life when it is vital to be extra sensitive to the situation at hand. When we are entrusted to help a family make arrangements for their baby, our team at Essentials Cremation and Burial Services Inc. wants to lessen the burden and difficulties in any way possible.

Coverage for conception to 12 years of age

Included Free of Charge:

- All necessary funeral home services for cremation or burial to take place.
- A basic 2-foot infant casket. Should an upgrade be desired or if a 2-foot casket is not large enough, the purchaser will be asked to pay the difference in cost.

To Be Paid by the Family:

- Additional merchandise such as an urn, portion urns, cremation jewellery, and stationery will be charged in accordance with the general price list.
- Should burial be chosen, all cemetery charges including the purchase of the plot and the opening and closing costs must be paid by the family.
- Coroner's certificate fee of \$75 if applicable.
- Cremation fee if applicable
- Any third-party disbursement must be paid by the family.

Payment Policy

At the time of signing the contract, the purchaser is responsible for making a minimum deposit of 50% of the contracted amount. The remaining balance will be due within 7 days, or before the provision of death certificates. For your convenience, we offer payment options via cash, cheque, money order, debit/credit machine. If a remaining balance goes past 30 days from the date of signing the contract, interest will be applied to an unpaid balance at the rate of 5% per month, equaling out to 30% at 6 months. Following the 6-month time frame, any outstanding accounts receivable will be sent to a debt collection agency.

Prepayment Options

You may wish to pre-purchase your services and supplies. If your pre-arranged contract is paid in full, your services and merchandise are guaranteed to you. Your money is invested in a third-party agency (e.g. Guaranteed Funeral Deposits), and the funds will be held in **Trust**. The interest accrued on the principal amount will be used to pay for the cost of services and supplies at the time of the recipient's death. Should there not be enough interest earned to cover the costs of the price inflation, Essentials Cremation and Burial Services Inc. will assume the cost difference on the prepaid items. If there are any excess funds left over after services and supplies are paid out, it will be refunded to the estate and a T-5 will be issued.

Should you wish to cancel your contract (in writing), within 30 days of entering into the agreement, you may do so without penalty. Should you wish to cancel the contract (in writing) after 30 days, there will be an administration fee in the amount of 10% of the prepayment funds, up to a maximum of \$350.00. Methods of prepayments may include: cash, cheque or money order (paid to *Guaranteed Funeral Deposits*). If you wish to make monthly payments, please provide a voided cheque and we will set up a payment plan.

Should you have any questions, additional information is available on request.

Breakdown of our Essentials Basic Service Fee Structure**

Professional Services

Coordination of activities, dispositions, and professional guidance	\$315
Documentation- permits, forms, etc.	\$250
Removal of remains	\$250
Basic preparation of remains	\$125

Facilities

Basic facilities usage	\$300
Facilities for preparation and shelter	\$150

Vehicles

Utility vehicle	\$100
Removal vehicle from place of death	\$75
Subtotal <i>before applicable, merchandise, disbursements and taxes</i>	\$1,565

Additional costs may be applicable in accordance with this general price list

Please be advised that all services, facilities, and merchandise are HST applicable, unless otherwise stated.

Basic Cremation Package

For those wishing for a more direct and inexpensive service, a discount of \$400 can be offered on our professional services and facilities. With this discount, Essentials will only assist with planning an immediate cremation (this offering is not applicable for burial dispositions). This basic cremation package **will not** include Essentials assisting with the following:

- Coordinating any additional services (example; interment) other than a basic cremation service
- composing or submitting an obituary to a newspaper company
- posting the obituary on Essentials' website
- assisting with an aftercare service (Essentials will not be providing materials such as, SIN and Health card cancellation, or render documents on behalf of the family).