



## Your Rights & Responsibilities as a CMS Member

A simple guide for members and their families

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### Your Rights as a Member

As a CMS member, you are entitled to:

#### **1. Respectful, Compassionate Support**

You will always be treated with dignity and kindness by CMS staff, volunteers, and funeral home partners.

#### **2. Clear, Honest Information**

You have the right to receive accurate, plain-language information about CMS plans, pricing, and end-of-life planning options.

#### **3. Control Over Your Wishes and Access to Your Records**

You can create or update your funeral preferences on the CMS website at any time or by phone with the Membership Services Coordinator by appointment. CMS will ensure the funeral home can access them when needed.

#### **4. Privacy & Confidentiality**

Your personal information and funeral preferences are protected under Alberta privacy law.

## **5. A Safe Way to Ask Questions or Voice Concerns**

You are welcome to contact CMS at any time with questions, feedback, or concerns.

## **6. Participation in Your Cooperative**

As a member-owner, you may attend the Annual General Meeting, vote, run for the board, volunteer, and take part in CMS activities.

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# **Your Responsibilities as a Member**

To help CMS support you effectively, members are responsible for:

## **1. Keeping Your Contact Information Up to Date**

Please notify CMS if your address, phone number, email, or representative changes.

## **2. Informing Your Family or Executor**

Let your loved ones know about your CMS membership so they can access your plan quickly when the time comes.

## **3. Treating CMS and Providers with Respect**

Please engage courteously with CMS staff, volunteers, and funeral home partners.

## **4. Understanding CMS's Role**

CMS is *not* a funeral home. We provide planning tools, member support, and access to contracted funeral plans with locally owned Alberta providers.

## **5. Supporting the Cooperative Model**

Your one-time membership fee covers lifelong membership. You may also support CMS through volunteering or donations (optional).