

WHAT MATTERS TO YOU

A newsletter from Ward Funeral Homes • Winter 2013

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Helps your Family

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MESSAGE FROM WARD FAMILY

left to right: John Ward,
Lee Bingley, General Manager,
Cameron Ward



The Funeral, Burial and Cremation Services Act 2002 came into affect July 2012 for Funeral Homes, Cemeteries and Visitation Centres in Ontario. This new legislation has a great deal of impact on you, the consumer.

Through our participation as a founding member of Funeral Directors for Open Dialogue, as well as through the Legislative Committee with Ontario Funeral Service Association, we have worked diligently with the Ministry of Consumer and Corporate Affairs in preparing for this new Act over the past 13 years. We are pleased that John Ward has been elected to the Board of Funeral Services, and that Lee Bingley sits on the Education Advisory Committee.

Here is how the Act impacts families, and how we will proceed based on our values of integrity and providing outstanding service:

- Under the new Act, Funeral Homes are no longer required to provide proof of investment of the prepaid funeral arrangements into a trust or insurance funding vehicle. We will continue to provide this receipt of payment, as we believe it is in the best interest of our families. Visitation Centres must have the funds held through a funeral home: always ask who holds your prepaid funeral arrangements.
- Funeral Homes, through the new Act, can hold prepaid funeral arrangements in their own general bank account for up to 30 days. We will deposit all funds within 5 days to ensure families receive interest immediately; and it will always be placed in the purchaser's name as their funds.
- The new Act allows Funeral Homes to keep up to \$350.00 of the Prepaid Funeral as an administrative fee. You have our assurance that we will not be charging/keeping this dollar amount – what families pay is 100 percent invested.
- Families will always have the option to simply prearrange their funeral wishes without a financial obligation. Our priority is your peace of mind.
- We will continue to have only fully Licensed Funeral Directors who have the accredited education and experience to maintain our high level of service.
- All our Funeral Directors are in good standing with Board of Funeral Services and their licenses are viewable on the BOFS website with their names.
- All of our Funeral Directors are available to meet and discuss a family's need for prearrangements. All our Directors are capable of providing guidance in preplanning. They are not sales counselors.
- As a full service Funeral Home, we are not limited the way that visitation centres, cemeteries, or on-line funeral homes are.

At WARD your memories matter. As a family-owned funeral home for four generations, we have the experience and outstanding service to honour the life of your loved one with care and integrity. If you have any questions about the new Act and how it may affect your family, please contact us.



HOW PLANNING TODAY HELPS YOUR FAMILY

One of the most caring, loving things you can do for your family is to leave detailed information, permitting them to make the funeral or cremation service a personal tribute to honour your memory.

Making funeral arrangements at the time of loss is extremely difficult for those left behind.

When you arrange your funeral, most of the decisions have been made, sparing your family the uncertainty and confusion at a time when emotional stress may make decisions difficult.

You can choose to pay now or later, and our friendly preplanning experts will meet with you to get you started.





WHAT'S NEW FOR YOU?

Capture Your Memories Program

The **Capture Your Memories** program has been created to provide you with the opportunity to capture your valuable experience and memories on video so that you can share them with your family and friends. We will help you record your memories in your own voice and style, so that your family can enjoy them for years to come.

There is no cost to participate. If you choose to participate, WARD Community Outreach Coordinator Joanne Bunton will schedule an appointment to visit you and record a short video of you answering these five simple questions:

- What are some of your favourite memories?
- What have been some of your proudest moments?
- What are your favourite things to do?
- How do you like to celebrate special moments in life?
- What wisdom would you like to share with family and friends?

WARD will then provide you with a FREE DVD of your memories for you to keep and share with your family. WARD will retain a copy for a limited time but keep it confidential.

There is no cost to participate in this program, and no obligation to use the services of WARD Funeral Homes now or in the future. This program may be discontinued at any time without notice. Appointments will be scheduled on a first-come first-serve basis, except in extenuating circumstances.

For more information speak with Joanne Bunton, Community Outreach Coordinator for WARD at 416-241-6356

You can also visit our new website at www.wardfuneralhome.com

We look forward to helping you capture your memories.



GRIEF RESOURCES

After the holidays can be a difficult time for those grieving a loss. There are many resources available to you in your community. Visit our website or call us today to get the support that you need.

MEET OUR TEAM



Joanne Bunton

Community Outreach Coordinator

At age 15, I experienced the loss of 2 grandparents within two weeks. I was drawn then to a career in funeral service. However as there were virtually no women working in funeral service at the time, I pursued other career paths. I became a Registered Health Records Administrator, worked 3 years for my church in Zambia, Africa and 10 years locally for Correctional Services.

Twenty years ago, I was able to fulfill my long held desire to be a Licensed Funeral Director. Now, I am extremely fortunate to be in the employ of a family-owned Funeral Home, and to have a multi-faceted role within the company. As the Community Outreach Co-ordinator I proudly represent Ward Funeral Home at Community Events. I speak with groups of people about the advantages of Planning Ahead, and other topics of interest. I also liaise with other service providers of varied expertise, in our communities. Additionally, I assist families with planning ahead for funerals, arrange funerals at the time of need, and meet families after the funeral as part of the Ward Continuing Care team.

Funeral Service affords me the opportunity to meet people from all walks of life – people who invite me to walk along side them whether planning in advance or faced with finding their way through one of life's most significant transitions. I can think of no greater honour.



COMMUNITY CORNER

BRAMPTON AREA

Services

"Year of Faith Series" - monthly meetings 2nd and 3rd Wednesday of the month, 7:00 p.m. - 9:00 p.m. St. Anne's Catholic Church, 115 Vodden St. E., Brampton 905-453-1303

Fifty Plus Luncheons for Seniors - 3rd Thursday of each month - 12:00 noon. Great food, speakers and entertainment. Bramalea Baptist Church, 9050 Dixie Rd., Brampton 905-451-6088

Coping with Bereavement - six week group sessions - Bramalea Baptist Church, 9050 Dixie Rd., Brampton 905-451-6088 ext 241

Holy Eucharist - every Wednesday beginning Ash Wednesday for the 6 weeks of Lent - 10:00 a.m. and 7:30 p.m. Bible Study follows evening service. St. Jude's Anglican Church, 1000 Central Park Dr., Brampton 905-791-2660

Celebrate Recovery - Friday nights - 7:00 p.m. - 10:00 p.m. - Brampton West Alliance Church, 1 Regan Rd., Unit 20, Brampton 905-840-2991

Peel Halton Young Stroke Survivors - 1st Tuesday of every month - 6:30 p.m. - 9:00 p.m. Sunrise Senior Living, 4046 Erin Mills Parkway, Mississauga 416-425-3463 ext 7715 *Therapy Nights* - 2nd and 4th Tuesday of every month, 5:00 p.m. - 8:00 p.m. Holland Christian Homes, 7900 McLaughlin Rd. S., Brampton.

Shoe Drive by Shoes To End Poverty - all year. Contact us for further information on how you can donate. 647-226-3034 or info@shoestoendpoverty.ca

OAKVILLE AREA

Events

February 9 - *Optimist Club of Oakville Selling Caramel Apples* - Oakville Place Mall. Cost \$6. Proceeds go towards helping Children in Oakville

February 10 - *Pancake Breakfast* - St. Andrew Roman Catholic Church, Parish Centre, 47 Reynolds St., Oakville 905-844-3303. Held after Mass times at 9:00 a.m., 10:30 a.m. and 12:00 noon. Free will offering appreciated.

February 12 - *Shrove Tuesday Outreach Pancake Dinner* - 5:00 p.m. - 7:00 p.m. Walton Memorial United Church, 2489 Lakeshore Rd. W., Oakville 905-827-1643

Services

A Little Ray of Sunshine Inc., a nonprofit organization collects recycled flowers that are no longer needed and re-purpose them into beautiful bouquets. We deliver to patients that don't have anyone that comes to visit them, the elderly, the sick, the abused, the neglected and the lonely. www.alittlerayofsunshine.ca

WESTON AREA

Events

February 7 - *Office of the Public Guardian and Trustee: How We Can Help* (the team leader of the Investigations Unit will speak) To register, contact Humbervale United Church, Etobicoke 416-249-2821

Services

Jan-Mar - *Stay Active, Be Fit, Live Well* at York West Active Living Centre, 1901 Weston Rd. No membership required for Winter session only. Program fees apply. 416-245-4395 or www.yorkwestactivelivingcentre.ca

Humbervale United Church is offering an outreach program called *"Time Together"* aimed at seniors in the community for a time of learning, fun, friendship, and support. It runs the first Thurs. of each month from 1:30 p.m. to 3:00 p.m. in the Parkwood Dining Room of Humbervale Place, 1447 Royal York Rd., Etobicoke. No charge and refreshments are provided courtesy of the United Church Women.

WOODBRIIDGE AREA

Events

Feb 2 - *2013 Basketball Free Throw Event* Knights of Columbus-St. Peter's Council www.stpeterscouncil.org/events

Feb 10 - *24th Annual Winterfest* - City of Vaughan www.vaughan.ca/events

Feb 17 - *Chinese New Year Celebration* - City of Vaughan www.vaughan.ca/events

Feb 24 - *Vaughan Community Day-Bowlathon* Big Brothers/Big Sisters of York Region www.bbbsy.ca

Apr 10 - *Purse Auction and Jewellery Party*. Bereaved Families of Ontario-York Region. www.bfoyr.com



NEWS BRIEF

The WARD Family is pleased to announce that *Toronto Sun* newspaper readers voted WARD Third Place in the *Favourite Business/Services - Funeral Home Category* in the 2012 Readers' Choice Awards. Thank you to our outstanding team of caring professionals!

EDITORIAL POLICY Submissions to this newsletter for the Community Corner section are included based on the not-for-profit status of the organization or event, the order received, and the intent to include as many different organizations as possible. Items submitted that qualify but do not make a given newsletter due to space limitations will be posted on the Ward website for promotion. Email submissions to chapels.

WARD
FUNERAL HOMES
where your memories matter

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