



Legion Village



Supportive Housing Client Handbook



Client Handbook

This booklet is yours keep.

It tells you about our services as well as what you can expect as a client of the Supportive Housing program.

We encourage you to share this with your family or others who support you.

Client Name: _____

Manager, Supportive Housing:

Tracy Samis
(905) 372-8705 ext. 104

Director, Supportive Housing:

David Edwards RPN
(905) 372-8705 ext. 105

Your Ontario Health atHome
Care Coordinator is: _____

(905) 885-6600 ext. _____

Keep this booklet in an area where you and staff can easily find.

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Glossary of Terms

You will see the following terms written throughout this handbook.

Client	An individual who engages with and receives Supportive Housing services from Legion Village.
Resident	Any person who lives at Legion Village regardless of whether they receive Supportive Housing services.
Staff	Referring to the paid Personal Support Workers, Housekeepers, Kitchen staff that deliver services to you.
Supportive Housing	A combination of housing assistance and services to enable people to live as independently as possible in the community.
Primary Caregiver/Informal Support	People in your life who are there for you, even if they're not part of any official or structured program. (E.g. family, friends, neighbours, etc.)
Visit	A scheduled or unscheduled time in which staff assigned to a specific client are to complete pre-determined tasks.

What are my rights as a Supportive Housing Client?

1. To be treated fairly with respect and dignity at all times;
2. To receive courteous services that are safe, responsive to needs and preferences, respectful of lifestyle choices and promotes independence;
3. Support to help with making informed choices regarding service;
4. Privacy and Confidentiality respecting the human dignity as well as the dignity to live at risk;
5. To be informed about the services(s) received and to feel comfortable to ask questions when there is a lack of understanding or a need for more information;
6. To be informed of policies and procedures that affect services;
7. To be informed of any incident(s) that occur as a direct result of the services received;
8. To report concerns about services without fear of negative consequences or reprisal and expect appropriate, timely and confidential investigation;
9. To give or withdraw consent at any time related to the services, or the disclosure of personal health information;
10. To be informed of any consequences related to giving or withdrawing consent;
11. To having personal health information safeguarded.



What are my responsibilities as a Supportive Housing Client?

In order to receive services and maintain status as a Supportive Housing Client, clients are expected to¹:

1. Treat all staff and volunteers with courtesy and respect; free from discrimination, harassment and acts of violence (e.g. yelling, name calling, threats). Ontario Health atHome and Legion Village will not accept discrimination that violates an individual's rights and safety;
2. Provide a safe working environment for all service providers by:
 - Providing a smoke and vape-free environment;
 - Securing pets during visits when requested;
 - Ensuring clear hallways free of clutter and fall hazards; and
 - Securing all illegal and potentially harmful materials.
3. Participate in developing your care plan;
4. Keep your care coordinator and/or Legion Village staff informed about any changes to your health status and/or informal supports;

5. Be available and prepared to receive service;
6. Inform your care coordinator and/or Legion Village staff in advance if you are not available to receive service;
7. Inform us of any changes to you or your emergency contact's contact information;
8. Work together with us to identify and resolve any concerns related to your care.

Both the client, Ontario Health atHome staff and Legion Village share a joint responsibility to ensure your rights are met. However, under certain conditions, the Ontario Health atHome staff and/or Legion Village staff have the right to leave at any time should they feel unsafe.

¹*Adapted from Ontario Health atHome - Patient Bill of Rights and Responsibilities.*

What are the services you provide?

Basket of Services

- Personal support and homemaking services;
- Regular Services are on a pre-scheduled visitation basis;
- Workers are available on a 24-hour basis and will respond to call ins for essential services (***via your help button***);
- Non-essential services will also be responded to and staff will be sent when available (***via phone call to reception***);
- Only calls for essential services should be made after 11 pm;
- Services are available 365 days per year;
- Homemaking services includes “light housekeeping”. Assistance will be provided to maintain a healthy living environment. “Heavy cleaning”, such as waxing floors, moving furniture or cleaning ovens is excluded (*this will be explained in more detail during your service planning*).
- This is a “non medical” service. This means it does not include nursing care or other professional services. However, assistance will be provided to access any professional services that you require.
- Same gender service may not be guaranteed;
- Assistance with care coordination with other service providers;
- Security checks both scheduled and unscheduled – to assure your health or safety;
- Care Coordination – coordination of all elements of client care, including assessment, determination of eligibility, development, review and revision of a plan of service. Care



Planning will be established based on input from recipient of service, family involvement and, where appropriate, (RAI) assessments completed on a minimum bi-annual basis.

How much service will I receive?

- Hours of service are based on an assessment of one's needs
- If care needs increase, additional service requirements and hours of services may be waitlisted, based on Legion Village resources. Assistance can be provided with coordinating other services as care needs increase, including transition planning.



What about service consistency?

- Services are delivered by a dedicated supportive housing team and clients will likely meet all of our team members. The number of workers in an apartment will be dependent on needs, frequency and duration of visits.
- Assistance will be provided to help you develop a contingency plan in case of service interruption i.e. poor weather conditions.
- Booking times may fluctuate from time to time. Although attempts are made to keep times within 15 minutes of the agreed upon times, this may change based operational needs.



What if my primary caregiver needs a break?

- Respite services may be available from outside agencies to Primary Caregivers. For more information, please contact Ontario Health atHome or the Supportive Housing Office.

What happens if the Supportive Housing program is no longer the appropriate level of care for me?

- A formal reassessment (RAI) will be done to see if you no longer meet criteria
- You and any other informal support you request, will be involved in decisions about discharge.
- Through Service Coordination and Transition Planning, Legion Village will work with you to find the right solution.
- In order to ensure health and safety, Legion Village will work with other health service providers, including Ontario Health atHome and your primary care provider, to ensure that you are receiving the right care in the right place.
- When all other resources have been exhausted and needs can no longer be met in the community, assistance will be provided to help you transition into a more appropriate setting while continuing to provide the same level of care



In addition to being unable to meet the responsibilities listed above, transition planning will be initiated if:

- Based on assessment, behavioural/cognitive issues are developed which cannot be managed and impacts service delivery;
- The apartment cannot be adapted for specialized equipment and it becomes a safety hazard;
- If your condition has deteriorated, all community services have been exhausted and your health and safety is at risk;
- If the primary care giver is no longer available, all community services have been exhausted and your health and safety is at risk;
- If services are no longer provided or services are refused on a regular basis;
- If you move out of Legion Village, the service will no longer be available to you;
- You are away on vacation for more than two weeks, or are hospitalized for more than 21 days, or in slow paced rehabilitation for more than 90 days

Other Considerations

- Legion Village may disclose personal health information if the provider believes there is a significant risk of serious bodily harm to client or workers.

Principles of Supportive Housing

The following goals drive our programming and set a standard of values and behaviours that shape the culture of Legion Village.

1. **Individualization** – to serve Clients with varying needs and have the capability to respond to those specific needs to help maintain the best possible quality of life.
2. **Health Equity** – providing Clients with the unique mix of services they require in a way that is accessible and appropriate to them.
3. **Connectedness** – Maintaining the maximum level of integration with the community at large.
4. **Integration** – to enable Clients to feel a part of their community and to provide an environment that supports their ability to interact with others.
5. **Independence** – Clients are able to live with as much freedom, self-determination, choice and responsibility as is feasible given their needs and support networks.
6. **Stability** – Maintain continuity of a client's preferred place of residence, provision of service and social relationships.
7. **Safety** – Ensuring Clients feel secure at all times, irrespective of their needs; encompasses physical, psychological and cultural safety. Striking a balance between this principle and independence grants clients the "*dignity of risk*".

Directing Your Care

Directing your care means taking responsibility for the way your services are provided. You or your designate must be able to inform what tasks you will need for staff to perform, when these tasks are to be performed and how you wish the tasks to be performed.

The key competencies which will assist you in directing your care are:

1. Knowledge of your individual needs;
2. Being able to explain how assistance is to be provided;
3. Having all supplies on hand;
4. Being organized; and
5. Using time efficiently

You must be present

Staff are not permitted to enter your apartment or provide service if you are not present. If staff arrive at the scheduled time and you are not home, staff will make attempts to locate you and may call your emergency contacts if there are concerns for your safety. During business hours, staff may also alert the Manager or Director of Supportive Housing. If you are not

present, staff will leave and the visit will be forfeited. If this occurs regularly, your services may be suspended or terminated.

There may be times when a scheduled visit needs to be cancelled or rearranged. We ask that you give your Supportive Housing team at least 24 hours' notice. If we are able to reschedule to a different time without interfering with other client's scheduled service or accruing additional staff costs, we will gladly do so.

Security Checks and Reassurance Services

Our services fall under the Assisted Living Services Policy, 2023. One of the key differences that separate our program from others is our ability to provide security checks and reassurance to our vulnerable senior clients. Security checks or reassurance services are available to Supportive Housing clients on a 24/7 basis both on a scheduled and unscheduled basis. Clients can access these services by calling the Supportive Housing office and getting it added to your care plan or press your help button.

Client Help Buttons

Clients of the Supportive Housing program have 24/7 access to Personal Support Worker staff through the use of our in-house help button system. These pendant devices empower clients to request prompt assistance when needed. Help buttons allow clients to maintain their independence. Clients can confidently engage in daily activities, knowing that assistance is readily available.

When to Call and When to Press your Help Button

Calling the office is recommended when you require non-essential assistance with minor issues or questions or are requesting updates to your care plan.

Reserve pressing your Help Button for more urgent, essential or complex matters. Examples include falls and other emergencies, major maintenance problems or other situations that require immediate in-person staff intervention.

Medication Assistance

Supportive Housing PSWs can remind you when to take your medications. When physical assistance is required, such as opening a blister pack or a pill container, PSWs can assist you. Clients or the Substitute Decision Maker must assume the responsibility for managing their own medications. We strongly advise that clients have their medications delivered in blister pack form and delivered directly from the pharmacy. **Please contact your pharmacy to arrange blister packing.**

Housekeeping

Supportive Housing is not a homemaking service. While we do not place emphasis on housekeeping, we will assist with essential tasks that fit around personal care as outlined in the service agreement. For housekeeping services beyond “light” cleaning, Legion Village can help, but these must be arranged through the main office in advance and will incur a fee. Please note, we do not clean up after family, friends, or guests. It is expected that they tidy up their own spaces, as our cleaning services are exclusively for you, the client.

Housekeeping services available at an added cost are as follows *(not an exclusive list)*;

- Fridge clearing and cleaning;
- Stove cleaning;
- Window cleaning;
- Spring cleaning *(these are a deep and more comprehensive cleaning than provided by Supportive Housing staff)*

For an updated fee schedule, call the **Director of Office Operations** at **(905) 372-8705 ext. 101**.

Kitchen Services

All meals and snacks are provided by our Kitchen Services team and costing is included in the rental price for those living in Phase 3 which includes apartments 135 through to 166. For individuals living in Phase 2, rental price includes lunch and supper. Clients outside of Phase 2 and 3 can speak to the **Director of Office Operations** at **(905) 372-8705 ext. 101** to inquire about costs associated with having meals prepared by Kitchen staff and served in the dining room.

Supportive Housing staff can assist clients who do not receive meal services through the kitchen, who are having difficulty in preparing nutritious meals. Due to time constraints, staff cannot prepare elaborate meals but will assist you to ensure you keep up your strength.

In cases where clients on a meal plan are unwell and there is a risk of exposing others to illness, tray service can be arranged. Sick clients requesting tray service will receive a clear fluid tray (*Clear fluid trays consist of Jello, broth, clear fruit juice, clear tea and ginger ale*).

Please note: Our kitchen services cannot accommodate special diet types, textures or fluid consistencies.

Laundry Services

Clients have access to coin-operated washers and dryers in laundry rooms on all four floors of the building accessible 7 days a week between 7:00 AM until 11:00 PM.

Laundry services by our housekeeping team are included in the rental price for those living in Phase 2 and 3. Clients outside of Phase 2 and 3 can speak to the **Director of Office Operations** at **(905) 372-8705 ext. 101** to inquire about costs associated with laundry services.

Transportation

The Supportive Housing office team will assist with arranging transportation if needed, however it is an expectation that the Client and/or Family should primarily arrange these types of services. We encourage you to be registered with **Community Care Northumberland** by calling **1 (866) 768-7778**. Any payment of fees is the responsibility of the Clients and/or Family directly to the agency providing transportation services.

Contingency Planning

There are times when unexpected events occur, resulting in delayed service or staff shortages. It is important that you have a contingency plan for assistance other than Legion Village staff. We will always do our best to be there for your scheduled visit, but there could be times when you should expect delays or an unfamiliar person.

If there is a staffing shortage this might mean that an unfamiliar/un-oriented staff is sent to your visit. If you do not want this to happen, you may choose to use your personal contingency plan.

Pet Care

Legion Village cannot assume responsibility for pet care in your absence, so having a contingency plan is essential. For example, if you are admitted to the hospital, Legion Village staff will not enter your residence without you being present; you need to make other arrangements for your pet care. We ask that you determine your contingency plan and include this in your service agreement so that arrangements can be made when needed. For more information call the **Director of Office Operations** at **(905) 372-8705 ext. 101**.

Health & Safety

Under the Occupational Health and Safety Act, our workers are entitled to a safe workplace. We need to work together to ensure your home is a safe and healthy place to provide service.

Common Hazards and What to do:

Smoking/Vaping

Please be advised that Legion Village has a smoke-free policy effective September 1, 2013 prohibiting smoking inside the building, including private units, balconies and patios. This smoke-free policy applies to cigarette and cannabis smoking and vaping.

Do you use needles or sharps?

- You must dispose of these safely. Disposal containers and sharps handling tools are available free of charge at most pharmacies. Loose needles and sharps lead to needle stick injuries for staff. You must dispose of them properly. If you receive delivery services of medications from your Pharmacy, you can contact them and ask they deliver a sharps container as well.
- Follow your Physician's instructions if you require assistance with glucose (*blood sugar*) monitoring or assistance with your insulin.
- Ensure you have equipment and supplies and that they are in good working order. (*E.g., insulin and test strips on hand, do not overuse your sharps.*)

Do you use mobility aids?

Make sure your mobility equipment is in good working order. We can help you arrange for service or maintenance if required but would ask that you or a member of your family make arrangements if possible. Staff will only assist you with mobility in the manner identified by an Occupational Therapist.

Shoes

Please note it is required that staff wear close-toed shoes with a good tread at all times when working. You can ask staff to have separate indoor shoes that they bring with them and wear in your apartment.

Infection Control and Personal Protective Equipment (PPE):

Legion Village provides PPE for all employees

Hand Hygiene/Gloves

Your Personal Support Worker plays a crucial role in maintaining a safe and healthy environment for you. Practicing good hand hygiene is essential because it helps prevent the spread of infections. You can expect your Supportive Housing staff to wash their hands when entering and again before leaving your home and after providing direct contact assistance. We ask that you have soap by the sink and a paper towel so the staff can dry their hands.

Hand sanitizer is a convenient and effective way to maintain good hand hygiene, especially when soap and water are not readily available. Some staff may choose to use an antibacterial sanitizer which is shown to also be an effective method of killing germs.

Gowns

Disposable gowns act as a protective barrier, preventing the transfer of germs and contaminants. When worn properly, they shield against bodily fluids, infectious agents, and other potential hazards. Regular use of disposable gowns ensures infection control, promotes hygiene, and contributes to the overall well-being of our elderly clients. When used by staff, the gowns will be disposed of in a safe manner in accordance with Public Health guidelines and policies and procedures.

Disposable Masks and N95 Respirators

Staff will wear disposable masks or N95 respirators when airborne infectious agents are present. This requirement is to protect you, other clients we serve, and staff. The type of mask will be determined by the type of infectious agent and/or directed by the Management team. All masks will be disposed of in a safe manner in accordance with Public Health guidelines and policies and procedures.

Goggles and Face Shields

Staff will wear reusable goggles and/or shields when infectious agents are present, when aerosol treatments are being completed or there is a risk of splash with body fluids. This requirement is to protect you, other clients we serve, and staff. Staff will clean their goggles and shields with cleansing agents approved by Legion Village Management in accordance with Public Health guidelines and policies and procedures.

Complaints and Reporting Process

Should you have an issue or problem related to your service, please follow these steps:

1. If it involves Legion Village staff, approach them in a calm and professional manner as soon as possible and try to reach a resolution.
2. If this does not resolve the issue, communicate your concern to the Supportive Housing Manager by phone or in person.
3. Talk to your Ontario Health atHome Care Coordinator at: **(905) 885-6600**
4. Manager or Director communicates with all parties, makes recommendation for resolution. This may include a joint meeting between all parties.
5. Director identifies recommendation in writing and forwards report to Executive Director for input, approval and sign off. The signed report is then returned to the client.
6. If issue remains unresolved, the client may request a meeting with the Director of Supportive Housing and/or the Executive Director.
7. If you are still unsatisfied with the decision after the internal review process, you have the right to appeal the decision to the Health Services Appeal and Review Board (HSARB) if one or more of the following apply:
 - You are not eligible for services;
 - There has been a reduction in the amount of service you are receiving;
 - There was an exclusion of a service from your plan of care; and/or
 - Your service has been terminated.

You can contact **HSARB** at (www.hsarb.on.ca) e-mail: hsarb@ontario.ca or call 1 (866) 282-2179, TTY/TDD 1 (877) 301-0889

You have the right to make a complaint, receive a response and appeal that response if you are not satisfied. We want to constructively problem-solve with you.

Your Privacy

With your express consent, we collect personal health information in order to be able to provide the care and services you need. This information may be used by a variety of staff on a “*need-to-know*” basis. For example, your PSW needs to know pertinent medical information such as whether you are diabetic or epileptic. This information can help them respond to your needs. The Supportive Housing management team could, with your permission, make a referral to another community support agency such as Community Care – they may need to know about prior history related to your current needs.

Legion Village Supportive Housing clients have an electronic file that contains application and intake information, service agreements, incident or occurrence reports, consultation reports, etc. These records are kept securely in a cloud-based file. Access to your records needs to be approved by the Director of Supportive Housing prior to review. You can access your personal files by contacting Legion Village at (905) 372-8705 and asking for the Supportive Housing office during business hours.

We require consent to share your information with anyone. You can withdraw your consent at any time by contacting the Supportive Housing Office and speaking with the Director. Withdrawing your consent may hinder Legion Village’s ability to assist you. The Director of Supportive Housing can better relate the circumstances of withdrawing consent.

About Legion Village

Our History



Legion Village

SENIOR LIVING IN STYLE

Branch 133, Legion Village, Inc. was incorporated by the Province of Ontario in 1979, a Private Non-Profit Charitable Organization incorporated without share capital. At that time the *sponsoring agent* was Branch 133 Royal Canadian Legion.

All finances for the construction of Phase One came from the Canada Mortgage and Housing Corporation and a 30-year mortgage beginning at its completion in 1981. Likewise at the completion of Phase Two, it was mortgaged in 1986 followed by Phase Three in 1988, each for 30 years.

Although Phase One and Two were **federal** projects (CMHC) and Phase Three **provincial** (Ministry of Housing), they have since been divested to the Ministry of Health. Funding is ongoing from the Ministry, paying a portion of the interest on the existing mortgage. Phase Three's funding simply put, is the difference between the revenue and the expenses. The Supportive Housing Program is funded 100% by Ontario Health – East Region.

Legion Village has a Board of Directors consisting of Legion and Tenant Representatives. The Executive Director, with the management team, is empowered to conduct the day-to-day business affairs of the corporation. Unusual or large expenditures, the collective agreement/employment contracts for management, are all approved at the Board level. The Executive Director presents a report at each monthly board meeting.

In February 2001, a second Corporation was formed – Branch 133, Legion Village Foundation, consisting of donations and bequests. This foundation was setup to provide additional amenities to benefit the clients of Legion Village. These are usually large projects which would otherwise not be possible due to lack of funding. The second elevator, the pond, the rec hall renovations and more recently, the purchase of automated external defibrillators (AEDs) all came from the Foundation.

When You Need Help and How To Get It

Our goal is that Legion Village Supportive Housing staff will facilitate the breaking down of barriers that exclude some persons from fully accessing the community as a whole.

These services are delivered in different functional centers funded by the Ministry of Health via Ontario Health atHome.

Supportive Housing Staff are scheduled to attend visits for personal care tasks such as bathing, grooming, dressing, washroom assistance, stable wound care*, transfers and other activities such as meal preparation, and light housekeeping.

Clients must be 65 years of age or older and have a valid Ontario Health Card.

** These services are to be pre-approved and assessed by the Manager and/or Director of Supportive Housing and if needed, a referral will be submitted to have a Nursing Agency assess the wound.*

Facility Amenities and Social Recreation

Legion Village Activities staff will routinely assist in the organization of a number of social activities and recreational outings for Clients both on and off of the Supportive Housing program.

We do not receive any government dollars to fund these initiatives and rely solely on fundraising through our charitable foundation. Activity calendars and a monthly newsletter called the 'Village View' are routinely delivered to all apartments, normally on the last day of each month.

Legion Village has the following recreational programs and amenities;

- Beauty Salon*;
- Tuck Shop*;
- Lounges on each floor;
- Games room;
- Library;
- Exercise Room;
- The Golden Rail Pub* located in the recreation hall
- Garden plots
- Social outings*
- Instructor-led activities

** Additional costs may be involved*

Get Involved

There are many ways for you to get involved at Legion Village

Board of Directors:	Consider joining our Board of Directors.
Committees:	Consider volunteering on a Legion Village committee.
General Volunteer:	We have lots of different volunteer opportunities for people who want to volunteer regularly.
Special Events Volunteer:	Sometimes we just need a little extra help; special events volunteers help out when we need them.
Participate:	Legion Village holds annual and periodic events for you to enjoy including Summer BBQ's, Client Olympics. Or consider participating in our fundraising efforts at one of our events and help us raise funds for our cause.

Resources

2-1-1 valuable resource to access services	2-1-1
Health 8-1-1 (<i>Formerly Telehealth Ontario</i>)	8-1-1
Adult Day Program – VON Cobourg	(705) 768-8371
Arthritis Society of Canada	(416) 979-7228
Alzheimer Society – Northumberland	(705) 748-5131
Canadian Anti-Fraud Centre	(888) 495-8501
Canadian Mental Health Association – HKPR	(705) 748-6687
Central East Health Line – Resources in your area	Centraleasthealthline.ca
Canadian National Institute for the Blind (<i>CNIB</i>)	(705) 745-6918 or www.cnib.ca
Community Paramedicine Program	(833) 718-1942
Community Care Transportation Office	(866) 768-7778
Community Health Centre Northumberland	(905) 885-2626
Haliburton Kawartha Pineridge Health Unit	(866) 888-4577
Home & Community Care Support Services	www.healthcareathome.ca/centraleast (905) 885-6600
Northumberland Elder Abuse Resource Network	Seniors Safety Line: (866) 299-1011
Northumberland Hills Hospital	(905) 372-6811
Osteoporosis Canada	(416) 696-2663
Senior Services Help Program	(905) 372-2646 or (888) 698-3382 www.thehelpandlegalcentre.ca

Planned Gifts

A planned gift is a charitable donation that will go to the Legion Village Foundation in the future. Each type of gift has different benefits.

Legacy Gift

A legacy gift is a gift to a charity or non-profit organization in your last will and testament.

Legion Village has been part of the extended family of many of our clients and it saddens us when members of our client family pass away. Leave a gift that lives on and let your legacy start today! Legacy gifts are distributed after you pass away and can be made up of a specific dollar amount, a percentage of your assets, or an item of value.

Legacy giving is a way to leave the lasting legacy of generosity and captures an important part of your life story. Your gift might also cause others to think about their own philanthropic goals and inspire them to give back as well.

If you'd like to discuss a legacy gift with us, we would love to hear from you.

Bequests

A bequest is when you include the Legion Village Foundation in your will. The provision may be for a specific sum, a specific asset, or a percentage of your residuary estate.

Donations through Life Insurance

You may name the Legion Village Foundation as the owner or beneficiary of a new or existing life insurance policy.

Life Income Gifts

Life income gifts, such as charitable gift annuities or charitable remainder trusts, can be set up through a financial advisor. In addition to representing significant donations to the Legion Village Foundation, they also provide you with income and tax benefits.

In Memoriam Gifts

If you would like to leave a legacy, the Legion Village Foundation would be happy to assist with your funeral arrangements. Donations can be set up for you or a loved one at area funeral homes.

In Honour Gifts

Don't know what to buy that special person in your life on a special occasion like a birthday, wedding or Christmas? Consider making a donation to the Legion Village Foundation and we will send a nice card indicating that a donation has been made by you to honour the special occasion, donation amounts are not shared.

For more information, contact the **Director of Office Operators** at **(905) 372-8705 ext. 101**

Our charitable registration number is 862942612

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