



VON SMILE Program

Seniors Managing Independent Living Easily

OUR PROGRAM

The SMILE Program makes it possible for frail elderly seniors, who are at risk of loss of independence, to remain in their own homes. The SMILE program provides access to services for frail elderly seniors (and their caregivers.)

SERVICES

Services funded by the SMILE program include:

- Housekeeping
- Laundry
- Meals
- Respite
- Seasonal Outdoor Chores
- Shopping
- Transportation
- Footcare

WHO IS ELIGIBLE

To be eligible, the senior must meet the following criteria:

- Be at risk of admission to hospital or a Long Term Care Home.
- Require assistance with multiple household tasks and activities due to either a functional or cognitive impairment.
- Be 75 years of age or older



FINANCIAL ASSESSMENT

Annual income (or combined spousal income) will be assessed to be determined eligible for funded services. If the income is above the threshold of \$34,999, SMILE will offer assistance with service navigation; however, financial assistance will not be available to purchase services.

CHOICES

Dignity is a matter of choice and the SMILE program offers seniors options in managing their own care.

Seniors can choose what services they need, when they need them, and who will provide those services.

The Common Basket of Services sets a maximum rate for services that SMILE can fund.

SERVICE PROVIDERS

To reduce barriers to accessing services no matter where they live in the region, SMILE clients may select providers or services such as the following:

- A traditional community support services provider.
- A recognized business providing services related to community support services (cleaning or laundry service)
- A non-traditional provider, individual, or other group.

Service providers are not employed by the VON SMILE program.



There may be times when you or your family/caregivers need help finding information or voicing a concern relating to the VON SMILE Program. If you have questions, feedback, or concerns to share, please contact 1-888-866-6647 or email SMILE@von.ca