How will services be funded?

Once approved for the **SMILE** program, clients have the option to

- Pay for the services themselves and bill the **SMILE** program for repayment; or
- the service provider can bill **SMILE** directly.

How can local service providers and community groups get involved?

- By becoming a **SMILE** partner. Our **SMILE** partners are an entry point into the program, providing standardized information and needs assessment.
- By delivering services. Seniors can choose to select services from existing service and/or non-traditional providers.

Who manages the program?

VON Canada – Ontario is responsible for setting up and administering the program.

More about the program

The **SMILE** program was developed by the South East Local Health Integration Network (LHIN) working with seniors and health service providers. The program is fully supported by the South East LHIN.

For more information, visit the VON website at www.von.ca

Contact Information for referrals to the **SMILE program**

SMILE Program

VON CANADA

SMILE PROGRAM

VON SMILE Regional Management Centre

VON Canada Ontario

80 Division Street, Suite 14

Trenton, Ontario

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Telephone: 1-888-866-6647

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SMILE Program

SENIORS MANAGING INDEPENDENT LIVING EASILY

SMILE PROGRAM

Seniors Managing Independent Living Easily

Home is where seniors want to live...

...and with the help of family and friends, most seniors are able to stay at home. But without the proper supports in place, increasing frailty can make even day-to-day activities like cleaning and shopping for groceries difficult

With the right supports in place, maintaining independence is possible and staying at home is made easy. Now, that is something to **SMILE** about.

The SMILE program makes it possible for frail and elderly seniors to receive help with the activities of daily living. This will lead to more seniors remaining safely in their own homes.

Because dignity is a matter of choice, 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.

If needed, the **SMILE** program can also provide help with planning and managing care.

What will the SMILE program offer the frail elderly and their caregivers?

- Support with everyday activities of daily living to support their continued well-being
- Personalized care plans with annual budgets matched to individual need
- Access to a core basket of services no matter where they live in the region
- The option to have the help of a care coordinator
- A choice in who comes to their home to provide services
- Flexibility as to when services will be provided and how

Which services are provided?

Services must be related to activities of daily living such as:

- Meals
- Routine housekeeping
- Shopping
- Laundry *(including wash and fold services)*
- Running errands
- Transportation to and from health care appointments
- Seasonal outdoor chores and grounds keeping

Since the goal is to reduce barriers to accessing services, providers may be:

- a traditional community support services provider;
- a recognized business providing services related to community support services *(cleaning or laundry services)*;
- Non-traditional providers, individuals or other groups.

SMILE program service providers may not include members of the client's household or immediate family.

Who is eligible?

SMILE assists frail and elderly seniors and the caregivers who support them. To be eligible the senior must:

- Require assistance with their activities of daily living
- Be at risk of increasing frailty

SMILE PROGRAM