

WARD

FUNERAL HOMES

where your memories matter



YOUR PLANNING GUIDE

At WARD Funeral Homes 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.

This guide is designed to help you plan a service that honours your memories - whether you are making arrangements for yourself or for a loved one.

You will find helpful information on:

How We Can Serve You	3
Message from the Ward Family	4
The Ward Way	5
Interview with General Manager, Lee Bingley.....	6
Weston Chapel.....	7
Brampton Chapel	8
Woodbridge Chapel.....	9
The Benefits of Advance Planning	10
Funerals & Celebrations of Life	11
Your Product Options	12
To Help You Plan	14
Our Care for You After the Funeral	15



**“When someone you love becomes a memory,
the memory becomes a treasure.”**

— Anonymous

HOW WE CAN SERVE YOU

Personalized options to honour
your memories

Integrity Pricing Advantage to
meet the needs of all families

Welcoming to all cultures and
communities

3 convenient locations with elegant,
comfortable rooms of all sizes

Friendly, compassionate service

Professional, experienced licensed
funeral directors

Convenient on-site chapel

Flexibility to host a gathering and/or
service at a location of your choosing

Service 24 hours a day, 7 days a week
and holidays

MESSAGE FROM THE WARD FAMILY

Over One Hundred Years of Family Service

The death of a loved one is a very difficult experience for those they've left behind. The care and respect given to the deceased is best left with a family – like our family – one that is actively involved on a day to day basis and always there to help.

The Ward family is still actively involved in serving families after all this time because it matters; family serving family.

Funeral service shouldn't be about investors and far away office towers. Family funeral homes come with experience – we have 100 years of it. This gives families confidence that they are dealing with people who are experts and can provide the right guidance.

People need a familiar face – funeral directors that are actively involved in community events, charities, and the neighbourhoods where they raise their own families.

We are proud of the longevity and experience of many of our team members – it speaks volumes in today's world to hear of employees who choose to stay with a family like ours. Experience counts.

Thank you for supporting the Ward family for the past century.



John and Cameron Ward,
Lee Bingley, General Manager

We are proud of
the longevity and
experience of many
of our team members
– it speaks volumes in
today's world to hear
of employees who
choose to stay with
a family like ours.
Experience counts.



Our commitment to
care, service and integrity
for over 100 years means that you
will receive the WARD Integrity
Pricing Advantage, and excellent
service from our caring team.
Our family is here to serve you
and honour your memories.

Cameron Ward (left) and John Ward (right) with family

THE WARD WAY

is our guarantee that every family is treated the same, that we provide complimentary services that other funeral providers may charge for, and that there will be no hidden fees.

NO HIDDEN FEES

We believe families deserve funeral service choices tailored to meet their unique needs, without adding additional expense. Many services which may be considered additional cost at other funeral facilities are complimentary at WARD. Here are some examples of ways we meet these unique needs for no additional cost:

- Continuing Care Estate Assistance Program
- Book of Memories, DVD Recording, Music Downloads, Candlelight Services
- Additional times of Visitation for families requesting Traditional Package Services
- No surcharges for services provided on evenings, weekends or holidays
- Extended Sheltering Facilities for delayed services

TREAT FAMILIES WITH RESPECT

The team at WARD respects families and people of all faiths, lifestyle and cultural backgrounds. Our commitment is to assist in arranging a funeral that is unique – a funeral that reflects individual wishes, relationships and financial priorities of those involved.

We honour your memories by making your service exactly what you want it to be, and will go to great lengths to provide options to customize your service with our team's creativity, the latest technology and leveraging the strengths of our three locations to meet your needs. We treat every family with respect – regardless of financial need – you have our guarantee.

VALUE FOR SERVICE

At WARD every family gets the same excellent price for the service that we provide. Our service fees are set with careful consideration to provide maximum value to your family. We do not give deals or discounts, and will not negotiate on price. Every family receives the same outstanding service and great value – you have our guarantee.

INTERVIEW

with General Manager, Lee Bingley

What are the Ward Way Guarantees, Family Reputation and Values?

As an independent (family run) funeral home we provide excellent service and accountability to our families. Any needs or concerns they have can be addressed immediately by our compassionate, professional team as the Ward Family and Leadership team live within the communities we serve. We are accessible which is so important to families.

The Ward Way Guarantee is always received with a measure of comfort and instills confidence in who we are and what we provide.

We fully comply with all regulations by offering an itemized Price List to make sure our families know what they are paying for, and by providing a copy of the Bereavement Authority of Ontario Consumer Information Guide. We are members of the Ontario Funeral Service Association that strives for excellence in the profession.

What difference does education, communication techniques and family values make?

Our funeral directors are fully licensed and trained in ALL aspects of funeral services so they can understand and talk about all choices because they have experience in all. We are committed to listening to families and meeting their needs. We do not use pressure sales tactics, or have sales quotas to be met.

We continue to work with the Bereavement Authority of Ontario, maintaining high levels of training and a staff of experienced funeral directors to serve our communities. We are passionate about ensuring these requirements are met. It's rewarding for our team to feel empowered to give choices and to understand the needs of families they are serving.

Explain the Preplanning Positives, Payment Options and Ward Assurances?

Preplanning is positive for consumer protection as it is done at a time of less emotion when families have time to consider all their options. Here at Ward, there is always an option of reviewing and revising service selections based on the needs at the time our services are required.



We provide the option to prearrange without prepayment. All of your instructions remain with us. There are also several payment options available which can be tailored to best suit the needs of any family.

What are Ward Service Fees and Commitment to Value?

The Ward Family has always reviewed price with a lot of thought and consideration. It's always been about fair pricing and what we think of as the the Ward Way - we have no hidden fees and many complimentary services or items that others may charge for.

We offer a range of products and services options that can be personalized to meet the needs and budgets of our families. We are always transparent and explain all fees to families up front. We also include all fees on our Price List.

I have been privileged to work alongside the Ward Family for over 30 years.

I have been witness to their continued care and compassion for both their employees and the families that we serve. I am pleased to tell others that I work for a funeral home that genuinely cares about the journey that families go through. To be confident that their main focus and commitment of caring for others has never changed in all my years of working with them, gives me great comfort and pride.



WESTON

Welcome to Weston Chapel.

For one hundred years we have been providing families with a stately and convenient location to meet your needs. Located in the heart of Weston, our historic home has a large reception centre which includes room for dining, intimate lounges for smaller gatherings and catering menus to meet your needs.

Management Team

Rebecca Hlavac

rebeccah@wardfh.com

Gordon Galbraith

gordg@wardfh.com

416-241-4618 • 1-888-836-6792



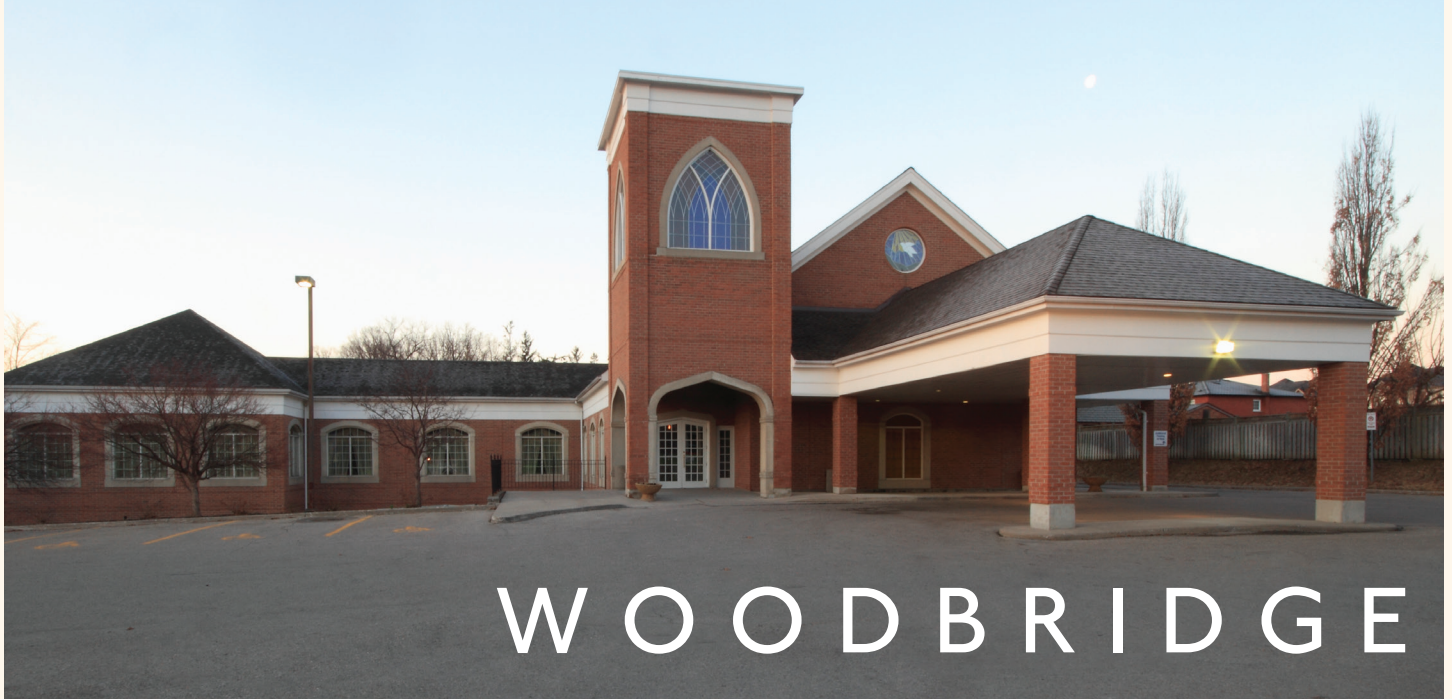


Welcome to Brampton Chapel.

Known as the beautiful white house on the hill, Brampton's only family-owned and operated funeral home provides your family with a charming location in the heart of historic Brampton.

Christopher Rumsey - Manager
chrisr@wardfh.com
905-451-2124 • 1-888-836-6733





W O O D B R I D G E

Welcome to Woodbridge Chapel.

Our newest location provides your family with spacious rooms, elegant chapel, and classic design to meet your needs. Your family and guests can enjoy our large Ravine View Reception Centre which includes room for dining, a full catering kitchen, enclosed outdoor terrace and beautiful views.

Joanne Jonovich - Manager
joannej@wardfh.com
905-851-9100 • 1-888-836-6757



THE BENEFITS OF ADVANCE PLANNING:

- You have time to consider all of the options to make informed decisions
- You have the freedom to consult with us in your home or at our funeral home
- It offers important financial advantages
- Your personal wishes will be documented instead of being left unknown

OPTION I: Planning the Funeral Details in advance

From the casket and urn you choose to the music you'd want, we can help you detail and describe every element of your funeral according to your wishes. We can assist you in recording your preferences clearly and efficiently. Should you wish, you can also ask us to retain a copy of your arrangements in our files, for safekeeping.

OPTION II: Pre-financing the Funeral

Like any savings plan, funeral pre-financing can help you plan more effectively and thoroughly. It also gives your loved ones an added measure of security. We offer a wide range of pre-financing plans including setting up a guaranteed trust fund, insurance funding or arranging payment installments. We can also prepare an itemized funeral cost analysis and a sample payment plan for you on request, to help you make the choices that are right for you. However you structure your plan, the funds you invest are insured and protected by law.

"My focus has always been about learning peoples stories; hearing them share their memories and the many valuable life lessons they've learned over the years.

It's a privilege to have these conversations and to share thoughts and guidance on ceremonies that will reflect on that life. This I feel can offer the greatest comfort to the people in their lives that matter most."

Cindy Ciampa
Advance Planning
Manager
cindyc@wardfh.com
416-241-6356



FUNERALS & CELEBRATIONS OF LIFE

Whatever you choose, our licensed directors have the experience and integrity to create arrangements that meet your needs. We also offer convenient service packages that can be fully customized to help you honour your memories, your way:

TRADITIONAL CEREMONY

Honour the memory of your loved one with a full funeral ceremony that includes one or two days of visitation. Ideal for any family, this ceremony package provides you with the utmost convenience and choice. We also provide reception options and catering.

FUNERAL CEREMONY ONLY

Honour the memory of your loved one with a brief gathering followed by the funeral service all on the same day. This ceremony package is better suited to families with a small number of guests. We also provide reception options and catering.

MEMORIAL CEREMONY

Honour the memory of your loved one with a commemorative memorial ceremony with the option for a visitation. We also provide reception options and catering.

CREMATION ONLY

Your family is provided with assistance of staff for managing arrangements, including private transportation of your loved one to the crematorium without a funeral ceremony or time for visitation.

ASK US ABOUT ASSISTANCE WITH HOME FUNERALS

“I’m so glad we made the decision to have visitation hours for our Mom’s funeral services. Visitation was a more casual setting for us to meet with family, friends and neighbours and to have the time to hear all of their many memories of my Mom. Without visitation and the time it allowed us, I would have missed the opportunity to learn more from others about their memories of my Mom which now I can add to my own memories of her.”

YOUR PRODUCT OPTIONS

At WARD our selection rooms display a wide variety of caskets, urns and other products that can be customized. We will explain the value of each product allowing you to make selections that meet your specific needs. Here is a small sample:



DOMINION



MICHAELANGELO



FAIRHOLME



REVERE



PARLIAMENT OAK



BORDEAUX



ASHTON



PAYNE ORCHID



NATURA



SERENITY
ANGEL



DUCK



AZUR



AUTUMN
LEAVES



BIODEGRADABLE



SOLITUDE
ROSE



MAXIMA



ALLEN



TREE OF LIFE
URN



TREE OF LIFE
HEART KEEPSAKE



SCATTERING
TUBE



HIGHLAND
CLOCK

TO HELP YOU PLAN

- ☐ Have you made a list of your loved ones and the friends that are important in your life?
- ☐ Did you make a list of the associations, clubs and teams you belong to or used to belong to?
- ☐ Would you prefer a religious service or non-religious ceremony?
- ☐ Would your family wish to have a reception or get-together afterwards?
- ☐ Have you talked about what will make the service more meaningful for your family?
- ☐ Have you listed the people who should assume key roles like pallbearers, speakers, religious or spiritual leader?
- ☐ Have you decided on a final place of rest?
- ☐ Do you prefer burial, cremation or entombment?
- ☐ Have you chosen the clothing you wish to be dressed in?
- ☐ Have you given thought to the wording of your obituary?
- ☐ Have you made a list of your favourite poem, quote or verse, musical selections, favourite flower, and picture of yourself?

“Knowing some of the details and wishes were recorded in advance made it easier for us when my brother passed away; it meant we could focus on each other as a family and let the funeral home look after everything.”

“So glad my parents had these conversations with the funeral home....we had no idea how many decisions there were and having them let us know their wishes was a huge relief at the time. I consider it to have been their final gift to us.”



OUR CARE FOR YOU AFTER THE FUNERAL

At WARD we understand that a lot happens after the funeral and you may continue to need our support. **Ward's exclusive and complimentary Continuing Care Program** has been created specifically for these needs.

Our friendly professionals provide guidance and assistance with some of the necessary paperwork following a death.

We maintain close associations with local counsellors, psychologists, and other caring professionals who can assist you in a time of need. We also sponsor memorial services, seminars, and workshops.

You're welcome in our home any time to get the answers you need.

DOCUMENTS YOU SHOULD HAVE READY

- Social insurance number (of deceased and surviving spouse)
- Birth certificate (of deceased and surviving spouse)
- Marriage certificate
- Health card
- Current will
- Past income tax returns
- Credit card information
- Vehicle registration and insurance
- Mortgage and loan documents
- Creditors/invoice statements/ unpaid bills
- Safety deposit keys
- Employer pension records
- Real estate and property title deeds
- Stocks, bonds, certificates
- RRSP or annuity plans
- Compensation/disability pension
- Association memberships
- Life insurance policies

WARD

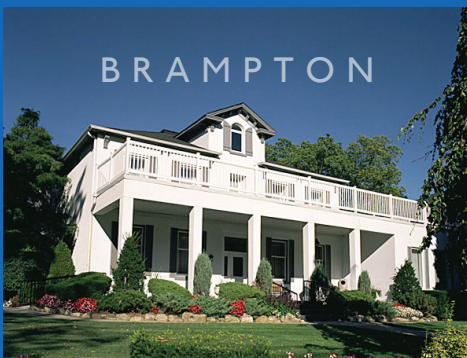
FUNERAL HOMES

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WESTON



BRAMPTON



WOODBIDGE



WARD Funeral Home is committed to excellence in serving our diverse communities. We are proud that our company policy is in keeping with Accessibility for Ontarians with Disabilities Act- AODA. We are here to serve you. A visit, call or inquiry to our management team is always welcome.

WARD Funeral Home Limited is Family Owned and Operated

WESTON CHAPEL
2035 Weston Road
Toronto, ON M9N 1X7
416-241-4618
1-888-836-6792
weston@wardfh.com

BRAMPTON CHAPEL
52 Main Street South
Brampton, ON L6W 2C5
905-451-2124
1-888-836-6733
brampton@wardfh.com

WOODBIDGE CHAPEL
4671 Highway #7
Woodbridge, ON L4L 1S6
905-851-9100
1-888-836-6757
woodbridge@wardfh.com

www.wardfuneralhome.com