Christian Stewardship Services'

advancing stewardship

estate planning and other news

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What's New at CSS?

By Henry Eygenraam, Executive Director

What's new at CSS? Maybe I should rephrase that question to: What's *not* new at CSS!

In June our secretary Julia Duiker took a new position with . Her new position more closely matches her training and skill and we wish her success in the future. Her departure was good for her and as it turned out – good for CSS. It gave us an opportunity to completely rethink what the administrative needs of CSS are. This was a valuable exercise and one that will benefit us in the long run.

On August 5th, we welcomed Agnes Bunger to Christian Stewardship Services as our new Administrative Assistant. Agnes brings 21 years of experience as an office manager in the travel business and Administrative Assistant with 2 industrial companies. Her immediate challenges will be to familiarize herself with the concepts of CSS and understand the nature of our community.

At our June Board meeting, someone raised the question of the location of our office, asking whether or not this issue might be addressed during the summer. I have great news! Through conversations with Ray Elgersma of the CRC, I became aware of potential vacant space in Markam at the Evangelical Fellowship office. After some research on availability and cost I approached the people from EFC. Before the end of September we expect to move to our new home at 600 Alden Road in Markham.

We all look forward to a brighter environment where sirens do not make talking on the phone impossible. Where you do not stick to your chair because of he heat, and by mid-afternoon the personal energy level falls off dramatically. Where they have hot and cold running water that is not brown! Willard and I will appreciate 1 hour less travel time to and from the office. I could go on and on about this, I will only add that it will be easier to feel and act like a professional organization after the move to our new location. You'll find our new address and phone numbers below.

There are several new initiatives we've been working on through the summer. CSS is exploring a cooperative venture with several partners in the area of Stewardship Education. If all goes well, we could be delivering a complete program of financial stewardship education to churches in Canada that's very similar to Firstfruits in the US. We are at the beginning stages of planning with this new venture but are hopeful that a complete, staffed program will be in place in a year's time. We will be sure to keep you up to date on developments in this area.

Willard is now working on a resource binder or manual for our sponsoring charities and schools. It will include information on the many products and services of CSS and tools and ideas for you to use with your donors. We hope you will find this to be a valuable tool to use in promoting the concepts of estate planning, planned giving and CSS within your support communities.

We also welcome a new sponsoring organization to the CSS family. Dordt College from Souix Center, Iowa was recently approved by the membership as our newest sponsor. We have also had inquiries from Trinity Christian College in Chicago and are pursuing a relationship with CSI District 10 in Alberta.

So as you see, we've got lots to celebrate here! We begin our fall season with eagerness and excitement! Willard and I look forward to being of assistance to you once again and hope that you will make use of our services in many ways. If you are in the Toronto area, please stop by our new office for a coffee and tour!

Relating to Our Elderly Donors

by Brendan L. Haggerty
Reprinted from the December 1996 issue of Planned Giving Today.

During my 30 years in the gift-planning profession, I have received many tips on how to relate effectively with elder donors. Here are several ideas that have helped me . . . and may be useful to you.

1. Don't patronize by speaking very slowly or very loud, unless you perceive a real need. Sometimes donors will ask you to modify your speech and sometimes they will indicate that they are having trouble by the tilt of their heads.

2. Older people may no longer drive at night or in bad weather. A great time for an event for others may be a poor one for them unless you can make special arrangements.

3. Call before making a visit -- even one that has been scheduled for a long time. Ask whether the time is still convenient for them. Your call will also serve as a reminder for them that you are coming.

4. Do your homework, including knowing the circumstances at your organization when they were most involved. Bringing up familiar names and events will help them recall fond memories and let them know that you understand something about their relationship to your organization.

5. Don't speak only to one person when meeting with couples. You may find your attention drawn to the one who is responding most noticeably to you. But draw the other person in by looking at him or her and by directing some of your comments and questions in that direction.

6. Relish stories important to the teller, even when repeated. Many older people enjoy or simply don't remember reciting experiences from their past. Be patient. Avoid the temptation to check out mentally during these times. Even though you've heard it all before, show interest and appreciation.

7. Don't use first names until invited to do so. Some older people carry with them formalities from the past. They are jarred when addressed casually by a younger person, especially one who is fairly new to them. Show your respect by addressing them as Mr. or Mrs. until or unless they request that you use their first names.

8. Be perceptive of tiring. Older folks often tire easily and may run down well before you are finished with your agenda. Avoid long discourses. Don't overstay your visit.

9. Know that many of those you interrelate with are lonely. Indeed, you may be the only person they talk with during the entire day. Don't rush in and rush out. And in addition to your personal visits, remember that a card, perhaps at holiday time, can mean a lot.

10. Remember key dates and respect religion and customs. The key here is to relate to their lives in a way that shows respect and honor. Take note of special events and send them appropriate cards to commemorate these times.

11. Absolutely avoid conflicts of interest such as serving as executor. Some older donors may come to look upon you as a son or daughter. They may want you to handle their personal affairs at death. Don't allow yourself to fall into this position. Remember your professional role and your responsibility to your organization.

12. Encourage consultation with professional advisors. This protects them, their families, your organization and you. Make it easy for them by providing names and phone numbers and by offering to provide transportation. This is where it pays to know which advisors are particularly skilled in working with older clients.

Add your own insights to the list above. Glean further tips from your colleagues and those who work exclusively with the older population. School yourself in how to work effectively with your older donors. You will discover, if you haven't already, that working with the elderly can be the most rewarding aspect of your job as a planned giving officer. Not only will you enjoy helping them make gifts that delight and fulfill them, but you will make the kind of friends that give depth and meaning to your work.

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Estate Planning Questions to Consider

What is Estate Planning?

Estate Planning is a process that uses your goals, needs and aspirations to create a plan so that what you want to happen does. It gives you control over your family's finances now and a way to participate in those finances in the future.

Why do I need an Estate Plan?

You need one to make sure your Estate will provide appropriate family financial security after your death. Everyone has different needs, but sound Estate Planning gives you the foundation for retirement goals, investment objectives, providing for your family's welfare, protection of your family and any charitable objectives you may have. It's a way to preserve the value of your assets and protect them from excess taxes and legal bills.

What happens if I don't have an Estate Plan?

Without an Estate Plan you run the risk of other people making decisions that could affect the well-being of yourself and your family: not just financial well-being, but the physical care of any children or elderly dependents.

What are the key elements of Estate Planning?

The key elements of Estate Planning are Wills, selection of executors, trusts, taxation and probate, insurance and charitable giving. Again every person is different and you will need o examine these elements on an individual basis.

What issues do I need to consider?

In general, you will need to consider how much control you want to have over your assets after your death; what specific settlement and taxation costs, as well as funeral expenses, are associated with your Estate; how family law will affect your estate; and any provisions you want to make to help your community.

Will I need to revise my Estate Plan? How often?

As life changes so should your Estate Plan.. How often depends on you and your advisors. Not only will there be changes in your personal life but almost every year there are changes to tax laws and other legislation that can affect Estate Planning. Regular review of your Estate Plan will determine whether or not it needs to be updated.

Who can help me with Estate Planning?

Estate Planning includes many things, which is why it's a good idea to consult with a variety of professionals. Lawyers, tax advisors, insurance professionals and gift planners can all help you put together a solid Estate Plan.

Christian Stewardship Services can be of assistance with coordinating these efforts and advice in the area of gift planning. Their consultations are free of charge and representatives travel across the country on a regular basis. If you'd like to begin putting an estate plan together, give them a call today at 1-800 267-8890.

Revenue Canada Makes Curious Bequest Ruling!

By Willard VanderPloeg

Recently, it came to our attention that Revenue Canada made a rather curious ruling on a certain interpretation of Wills.

An excerpt from the bulletin of February 25th is as follows:

> A gift to a qualified donee made in an individual's will is considered made by the individual. It is Revenue Canada's view that the name of the charity and the amount of the gift should be clearly stated in the Will. If the charity receiving the bequest is not named, subsection 118.1(5) will not apply. Consequently, a provision in a will specifying the residue of the estate is to be divided among such registered charities as the trustees in their discretion consider appropriate, would not be acceptable for the purposes of subsection 118.1(5).

If a person has died and left a bequest in their Will and has given their Executor the authority to direct the gift to any charity they wish, there is a problem.

Revenue Canada has ruled that such gifts were not made by the Testator (person writing the Will) and thus are not eligible for a charitable tax receipt! We assume that having anyone decide where charitable gifts go under the terms of a Will (even one's children) makes that gift ineligible for a charitable tax receipt.

It is quite possible that many people we have served and many more who we have yet to serve may have such discretionary gifts in their Wills. In order to enjoy considerable tax savings, such gifts need to be given to specific organizations. To see if you are affected by this latest interpretation by Revenue Canada, or to review your Will considering all the recent changes in estate legislation, call Christian Stewardship Services and arrange a free, confidential visit. Call them toll free at 1-800 267-8890.

Request for Information: mail or fax to:

Christian Stewardship Services 600 Alden Road, Suite 315 Markham, Ontario L3R 0E7 Fax: (905) 947-9263

Please provide the following:

❑ More information on the work of CSS
❑ Information on making a will and a copy of your Will Guide
❑ Have a representative call to arrange a visit
❑ Information on Charitable Gift Annuities
❑ A list of available publications & books
❑ Information on Deposit Agreements

Name (s) ____

Street ____

City __________________________________ Prov. _________ Postal Code ___________________

Telephone ____