



## North Shore Better at Home Program Information



Updated September 2018 - Please ask for an updated copy 6 months from date of issue

### Overview:

- The North Shore Better at Home program is a non-profit service that supports the independence of local seniors by providing basic, non-medical supports.
- The program is open to persons residing on the North Shore who are aged 65 and over or who are between the ages of 55-64 and on disability assistance.
- Better at Home is funded by the Government of British Columbia, managed by the United Way of the Lower Mainland, and delivered on the North Shore by North Shore Community Resources.

### Better at Home Services:

- The North Shore Better at Home program currently offers the following services which are delivered by a mix of paid contractors and volunteers:
  - Light housekeeping (Subsidized spots are currently being waitlisted)
  - Minor Home Repairs
  - Light yard work and gardening
  - Snow removal
  - Transportation
  - Volunteer-assisted grocery shopping
  - Friendly visiting

### Costs:

- The fees for Better at Home services are based on a client's income and their ability to pay. A sliding scale is used to determine initial subsidy levels, but these rates may be adjusted to ensure that clients do not experience hardship as a result of their service fees.
- All fees collected for Better at Home services go towards volunteer and contractor reimbursement, program expenses, and creating a sustainable program which serves as many seniors as possible.

### Intake Process:

- For more information or to apply, please contact North Shore Community Resources' North Shore Better at Home Program Coordinator, Rosanna Wilbur at 604-985-7138 or [nsbetterathome@nscr.bc.ca](mailto:nsbetterathome@nscr.bc.ca). Clients will be asked to fill out an intake form and to provide proof of income for subsidy eligibility.

### Services and Fees<sup>1</sup>:

- Fee categories are based on Total Income, line 150 on Revenue Canada income tax assessments.

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<sup>1</sup> Please note that the sliding scale is subject to change and may be adjusted as necessary.



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### Light Housekeeping:

- Light housekeeping **includes**:
  - Tidying
  - Dusting
  - Wiping (up to a height of 6 feet)
  - Dishwashing
  - Sweeping / Mopping
  - Vacuuming
  - Kitchen cleaning
  - Bathroom cleaning (including cabinets)
  - Laundry
  - Cleaning out fridge
- Light housekeeping **does not include**:
  - Lifting any item over 25 pounds
  - Use of a foot stool or a ladder
  - Work outside of the house including yard, patios, exterior windows, errands
  - Assist with medicine or provide personal care (bathing, grooming, etc.)
  - Dusting or wiping above 6 feet
  - Scrubbing floors on hands and knees
- Clients must provide all cleaning supplies including gloves.
- Housekeepers need to be permitted to wear their own indoor-only shoes to comply with Occupational Health and Safety standards.
- Clients need to be present in the home for the entire duration of the visit.
- Rates are per hour, one 2 hour block is provided at the subsidized rate each month.
- There is a 24 hour minimum cancellation policy for all housekeeping appointments. Clients may be charged for **one hour of service** if they cancel with less than 24 hours' notice.

Fee Category	Single Income (for clients living alone)	Household Income (for clients not living alone)	Charge to Client (Per hour)
A	Below \$17,350	Below \$26,450	\$0.00 (100% subsidy)
B	\$17,350 - \$24,500	\$26,451 - \$37,100	\$8.25 (70% subsidy)
C1	\$24,501 - \$31,300	\$37,101 - \$54,300	\$13.75 (50% subsidy)
C2	\$31,301 - \$38,400	\$54,301 - \$72,000	\$19.25 (30% subsidy)
D	Over \$38,400	Over \$72,000	\$27.50 (no subsidy)



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### Minor Home Repairs:

- This service is provided by volunteers and is contingent upon their availability.
- Volunteers assist clients with basic home repairs that improve their safety, security, and comfort. Repairs may **include**:
  - minor wall repairs
  - replacing light bulbs
  - replacing bolts/screws
  - fixing minor leaks
  - fixing weather stripping
  - replacing toilet seats
  - adjusting or replacing curtain rods
  - fixing any closing mechanisms like door knobs, closet knobs, drawer handles
  - fixing shelves
- Repairs **do not include** any work that would require a professional tradesperson or any task that a volunteer deems as unsafe. An assessment of the requested task may be required.
- Clients must provide any parts or materials needed for the repair (ex. screws, bolts, hooks, caulking glue), not necessarily the tools required.
- Maximum appointment length is 2 hours.

Fee Category	Single Income (for clients living alone)	Household Income (for clients not living alone)	Charge to Client (Per visit)
A	Below \$17,350	Below \$26,450	\$0.00 (100% subsidy)
B	\$17,350 - \$24,500	\$26,451 - \$37,100	\$4.50 (70% subsidy)
C1	\$24,501 - \$31,300	\$37,101 - \$54,300	\$7.50 (50% subsidy)
C2	\$31,301 - \$38,400	\$54,301 - \$72,000	\$10.50 (30% subsidy)
D	Over \$38,400	Over \$72,000	\$15.00 (no subsidy)



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### Transportation and Volunteer-assisted Grocery Shopping:

- This service is provided by volunteers and is contingent upon their availability.
- Volunteers transport clients in the volunteers' vehicle to do grocery shopping, attend appointments, or participate in social activities in the community.
- All volunteer drivers are 21+ years of age, hold a valid BC driver's license with a minimum of 5 years driving experience, a clean Drivers Abstract, and appropriate insurance coverage.
- Vehicles and drivers are not usually able to accommodate wheelchairs.
- Clients are responsible for all parking or bridge toll costs, if applicable.

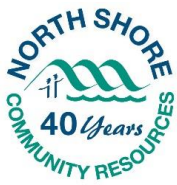
Within North or West Vancouver:

Fee Category	Single Income (for clients living alone)	Household Income (for clients not living alone)	*Charge to Client
A	Below \$17,350	Below \$26,450	\$0.00 (100% subsidy)
B	\$17,350 - \$24,500	\$26,451 - \$37,100	\$6.00 (70% subsidy)
C1	\$24,501 - \$31,300	\$37,101 - \$54,300	\$10.00 (50% subsidy)
C2	\$31,301 - \$38,400	\$54,301 - \$72,000	\$14.00 (30% subsidy)
D	Over \$38,400	Over \$72,000	\$20.00 (no subsidy)

To Vancouver:

Fee Category	Single Income (for clients living alone)	Household Income (for clients not living alone)	*Charge to Client
A	Below \$17,350	Below \$26,450	\$0.00 (100% subsidy)
B	\$17,350 - \$24,500	\$26,451 - \$37,100	\$12.00 (70% subsidy)
C1	\$24,501 - \$31,300	\$37,101 - \$54,300	\$20.00 (50% subsidy)
C2	\$31,301 - \$38,400	\$54,301 - \$72,000	\$28.00 (30% subsidy)
D	Over \$38,400	Over \$72,000	\$40.00 (no subsidy)

\* All fees include roundtrip transportation.



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## Light Yard Work:

- This service is provided by volunteers and is contingent upon their availability.
- Volunteers assist clients with basic yard work and gardening. Tasks may **include**:
  - Mowing
  - Non-powered lawn edging
  - Planting flowers / weeding
  - Watering plants
  - Raking leaves
  - Pruning hedges
  - Bagging of disposable / recyclable yard waste
- Light yard work **does not include** lifting items heavier than 25 pounds or climbing a ladder, any task that would require a professional tradesperson or any task that a volunteer deems as unsafe.
- Clients must provide all equipment, tools, and supplies.
- Maximum appointment length is 2 hours.

Fee Category	Single Income (for clients living alone)	Household Income (for clients not living alone)	Charge to Client (Per visit)
A	Below \$17,350	Below \$26,450	\$0.00 (100% subsidy)
B	\$17,350 - \$24,500	\$26,451 - \$37,100	\$4.50 (70% subsidy)
C1	\$24,501 - \$31,300	\$37,101 - \$54,300	\$7.50 (50% subsidy)
C2	\$31,301 - \$38,400	\$54,301 - \$72,000	\$10.50 (30% subsidy)
D	Over \$38,400	Over \$72,000	\$15.00 (no subsidy)

## Snow Removal:

- This service is available seasonally and on a case by case basis.
- Removal of snow is offered primarily to clean entranceways of the home and walkways that provide access to the street. Clearing of entire decks is not part of the service offered.
- Priority is given to client’s whose safe access to and from their home is severely restricted.
- If interested in this service, please inquire with the North Shore Better at Home program.
- Fees for this service are the same as the Light Yard Work fees, above.



## North Shore Better at Home Program Information



### Friendly Visiting:

- This service is provided by volunteers and is contingent upon availability of a client/volunteer match.
- The volunteer's role is to provide emotional support, advocacy, and engagement in healthy activities when appropriate. Examples of visits can include but are not limited to, going for walks, going to community events together, participating in a community-led workshop, etc.
- Visits can be either in-person or by telephone or a mix of both.
- Any in-person visits may be done at a mutual location in the community or at a client's home and are the responsibility of the client and assigned volunteer to schedule at their own convenience. Volunteers are asked not to transport a client during any of the Better at Home Friendly Visits.
- Visits are typically twice a month for an hour in length, and not to exceed two hours.
- There are no fees for this service. However, clients are expected to pay for their own costs incurred as a result of any outings, for example, at a coffee shop or participating in a workshop.