

North Shore Better at Home Program Information

Updated January 2021 - 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. Clients also need to be living independently on their own and not in a private or subsidized independent, assisted living, or long-term care facility.
- 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 program currently offers the following services (delivered by a mix of paid contractors and volunteers):
 - Light housekeeping (delivered by a third party contractor and has a **waitlist**)
 - Minor home repairs
 - Light yard work and gardening
 - Friendly visiting over the phone
 - Transportation to medical appointments
 - Grocery shopping & prepared meal pick-up and delivery
- Services are offered in English and Farsi. With a diverse range of volunteers, we try our best to match clients with volunteers who speak their preferred language as much as possible.
- Due to COVID-19, clients, volunteers and contracted housekeeping staff are required wear masks during client interactions. Volunteers are provided with personal protective equipment (PPE) to use when providing services and are asked to maintain a physical distance of >6 feet when interacting with clients, as much as possible.

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, which is based on a client's Total Income noted by their Line 150 on their Revenue Canada income tax assessment. Please note that the sliding scale, fee categories, and charges are subject to change and may be adjusted as necessary.
- 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:

- To apply download an intake form our website www.nscr.ca or contact North Shore Better at Home Program Lead, Morgan Donahue at 604-982-3321 or morgan.donahue@nscr.ca. Clients will be asked to fill out an intake form and to provide proof of income for subsidy eligibility. A home visit may be required in order to confirm program eligibility. Staff may request an updated tax assessment after 3 years of being an active client.

North Shore Better at Home Program Information

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, meal prep etc.)
 - Dusting or wiping above 6 feet
 - Scrubbing floors on hands and knees
- Clients must provide all cleaning supplies including gloves, a mop, a vacuum, and cleaning sprays.
- Housekeepers need to be permitted to wear their own indoor-only shoes to comply with Occupational Health and Safety standards.
- Clients must be present in the home for the entire duration of the visit.
- Rates are per hour with one 2-hour block provided at the client's subsidized rate each month.
- There is a 24-hour minimum cancellation policy for all scheduled housekeeping appointments. Clients may be charged for two hours 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	At or Below \$18,360	At or Below \$27,960	\$0.00 (100% subsidy)
B	\$18,361 - \$24,500	\$27,961 - \$37,100	\$9.00 (70% subsidy)
C1	\$24,501 - \$31,300	\$37,101 - \$54,300	\$15.00 (50% subsidy)
C2	\$31,301 - \$41,500	\$54,301 - \$83,400	\$20.00 (30% subsidy)
D	Over \$41,500	Over \$83,400	\$30.00 (no subsidy)

North Shore Better at Home Program Information

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 service)
A	At or Below \$18,360	At or Below \$27,960	\$0.00 (100% subsidy)
B	\$18,361 - \$24,500	\$27,961 - \$37,100	\$4.50 (70% subsidy)
C1	\$24,501 - \$31,300	\$37,101 - \$54,300	\$7.50 (50% subsidy)
C2	\$31,301 - \$41,500	\$54,301 - \$83,400	\$10.50 (30% subsidy)
D	Over \$41,500	Over \$83,400	\$15.00 (no subsidy)

North Shore Better at Home Program Information

Transportation to medical appointments:

- This service is provided by volunteers and is contingent upon their availability.
- Due to high demand, transportation requests are limited to one ride request per week (Monday – Sunday).
- Volunteers transport clients in the volunteers’ vehicle to important medical appointments which may include: doctor’s appointments, dentist appointments, physio appointments, or CT scans/ultrasounds.
- 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 costs, if applicable.
- As of August 1, 2020, volunteers and client must wear masks at all times while in the vehicle together.

Within North or West Vancouver – Roundtrip:

Fee Category	Single Income (for clients living alone)	Household Income (for clients not living alone)	*Charge to Client (per trip)
A	At or Below \$18,360	At or Below \$27,960	\$0.00 (100% subsidy)
B	\$18,361 - \$24,500	\$27,961 - \$37,100	\$6.00 (70% subsidy)
C1	\$24,501 - \$31,300	\$37,101 - \$54,300	\$10.00 (50% subsidy)
C2	\$31,301 - \$41,500	\$54,301 - \$83,400	\$14.00 (30% subsidy)
D	Over \$41,500	Over \$83,400	\$20.00 (no subsidy)

To Vancouver – Roundtrip:

Fee Category	Single Income (for clients living alone)	Household Income (for clients not living alone)	*Charge to Client (per trip)
A	At or Below \$18,360	At or Below \$27,960	\$0.00 (100% subsidy)
B	\$18,361 - \$24,500	\$27,961 - \$37,100	\$12.00 (70% subsidy)
C1	\$24,501 - \$31,300	\$37,101 - \$54,300	\$20.00 (50% subsidy)
C2	\$31,301 - \$41,500	\$54,301 - \$83,400	\$28.00 (30% subsidy)
D	Over \$41,500	Over \$83,400	\$40.00 (no subsidy)

North Shore Better at Home Program Information

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
- If interested in snow removal, please inquire with the North Shore Better at Home program. This service is available seasonally and on a case by case basis.
- 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 service)
A	At or Below \$18,360	At or Below \$27,960	\$0.00 (100% subsidy)
B	\$18,361 - \$24,500	\$27,961 - \$37,100	\$4.50 (70% subsidy)
C1	\$24,501 - \$31,300	\$37,101 - \$54,300	\$7.50 (50% subsidy)
C2	\$31,301 - \$41,500	\$54,301 - \$83,400	\$10.50 (30% subsidy)
D	Over \$41,500	Over \$83,400	\$15.00 (no subsidy)

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.
- Due to COVID-19, visits are offered by telephone
 - Telephone visits are typically once a week for up to an hour.
- If a client/volunteer match wish to meet in-person, they must connect with a Better at Home program staff first and meet outside of the client's home (e.g., in a park, shared greenspace, or the client's front or backyard).
 - Any in-person visits 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.
 - In-person visits are typically twice a month for an hour in length, and not to exceed two hours.
- There are no fees for this service.

Grocery Shopping and Prepared Meal Pick-up and Delivery

- This service is provided by volunteers and is contingent upon their availability; we cannot guarantee same day delivery but try to fulfill orders within 1-2 days.
- Due to high demand, grocery shopping and prepared meal requests are limited to once per week (Monday – Sunday).
- Clients are required to call Better at Home (604-982-3313) to submit a grocery or prepared meal pick-up request.
- Staff will assign a volunteer to shop/pick-up for the client and drop off the items at the client's residence.
- Clients can pay for their groceries a variety of ways (e.g., cheque, cash, or credit card) depending on the store the volunteer shops at.
- There are no fees for this service; however, clients are responsible for paying for their grocery items.