

## North Shore Better at Home Program Information

### 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 British Columbia, 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** for subsidized services)
  - Minor home repairs
  - Light yard work and gardening
  - Friendly visiting (over the phone)
  - Transportation to medical appointments
  - Grocery shopping (pick-up and delivery)
- Services are offered in English and some are offered in 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.

### Fees and Invoicing:

- The fees for Better at Home services are based on a client's income and their ability to pay. A sliding scale (Page 2) is used to determine initial subsidy levels, which is based on a client's **Total Income noted by their Line 15000 on their most recent CRA Notice of Assessment (NOA)**. Please note that the sliding scale, fee categories, and charges are subject to change and may be adjusted as necessary.
  - After being a client for 3 or more years, a re-assessment is required to ensure that a client's subsidy is reflective of their current income.
- Clients that pay fees will receive an invoice every three months in the mail for any services they've received that have a service charge during that period. We accept payment by cheque, cash, or can charge a credit card and keep that card on file for monthly invoicing. This will be discussed during the intake and you can always change your method of payment.
- If a client has not paid their previous invoice, it will be attached to their next invoice and their total amount due will be noted and highlighted. Clients are encouraged to call Better at Home staff with any invoice-related questions.
- The **invoicing periods** are as follows:
  - Services received in April, May, June (invoiced mailed in July)
  - Services received in July, August, September (invoice mailed in October)
  - Services received in October, November, December (invoice mailed in January)
  - Services received in January, February, March (invoiced mailed in April)
- 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.

<b>Sliding Scale for Service Fees</b> (based on total income, Line 15000 on Notice of Assessment)*				
Fee Category	Single Income (for clients living alone)	Household Income (for clients not living alone)	Basis	Charge to Client
A	At or Below \$18,415	At or Below \$28,050	Guaranteed Income Supplement (GIS) & Old Age Security (OAS)	100% subsidy, <i>donations accepted</i>
B	\$18,416 - \$24,500	\$28,051- \$37,100	Above GIS cutoff, but below average income	70% subsidy
C1	\$24,501 - \$31,300	\$37,101 - \$54,300		50% subsidy
C2	\$31,301 - \$43,300	\$54,301 - \$88,200		30% subsidy
D	Over \$43,300	Over \$88,200	Average income for BC persons aged 65+	No subsidy

**\*Effective November 1, 2022**

### Intake Process:

- To apply, download an intake form our website [www.nscr.ca](http://www.nscr.ca) or contact the North Shore Better at Home Program Coordinator, Anita Parti at 604-982-3321 or [anita.parti@nscr.ca](mailto:anita.parti@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.
- As a result of Covid-19, intakes are mostly being completed over the phone as opposed to in-person. Please note that a home assessment may be required if requesting a service that involves a volunteer or contractor to enter your home.
- If you are emailing the completed intake back, please send it [nicola.harris@nscr.ca](mailto:nicola.harris@nscr.ca) or mail it back to:

North Shore Better at Home  
201-935 Marine Drive  
North Vancouver, BC  
V7P 1S3

### Requesting Services:

- Our program is open Monday to Friday, 9:00-4:30pm, excluding statutory holidays.
- To request Light Housekeeping service, we ask that clients call our Program Coordinator at 604-982-3321.
- To request a service, we ask that clients call our scheduler at 604-982-3313 as soon as possible so that we can try our best to find and match a volunteer with you.
  - All services, except for Light Housekeeping, are delivered by our amazing group of volunteers and are dependent upon their availability and whether the request falls within what our program can assist with.
  - We ask that clients please do not contact volunteers directly to request a service.