

## North Shore Better at Home Program Service Descriptions

### 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 cancellation policy for all scheduled housekeeping appointments. Clients may be charged for **two hours of service** if they cancel with less notice than their contractor's cancellation policy period.

Fee Category	Single Income (for clients living alone)	Household Income (for clients not living alone)	Subsidy Rate	Charge to Client (per hour)
A	At or Below \$18,415	At or Below \$28,050	100%	\$0.00
B	\$18,416 - \$24,500	\$28,051 - \$37,100	70%	\$9.50
C1	\$24,501 - \$31,300	\$37,101 - \$54,300	50%	\$16.00
C2	\$31,301 - \$43,300	\$54,301 - \$88,200	30%	\$22.00
D	Over \$43,300	Over \$88,200	No Subsidy	\$32.00

*\*rates above as of January 1, 2023*

### Transportation to medical appointments:

- All requests are done through the Coordinator who you can call at 604-982-3313.
- This service is provided by volunteers and is contingent upon their availability.
- Vehicles and drivers are not usually able to accommodate wheelchairs.
- Due to high demand, transportation requests may be 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, CT scans/ultrasounds, or lab tests.
- 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.
- Clients are responsible for all parking costs, if applicable.

### Within North or West Vancouver – Roundtrip:

Fee Category	Single Income (for clients living alone)	Household Income (for clients not living alone)	Subsidy Rate	Charge to Client (per hour)
A	At or Below \$18,415	At or Below \$28,050	100%	\$0.00
B	\$18,416 - \$24,500	\$28,051 - \$37,100	70%	\$6.00
C1	\$24,501 - \$31,300	\$37,101 - \$54,300	50%	\$10.00
C2	\$31,301 - \$43,300	\$54,301 - \$88,200	30%	\$14.00
D	Over \$43,300	Over \$88,200	No Subsidy	\$20.00

### To Vancouver – Roundtrip:

Fee Category	Single Income (for clients living alone)	Household Income (for clients not living alone)	Subsidy Rate	Charge to Client (per hour)
A	At or Below \$18,415	At or Below \$28,050	100%	\$0.00
B	\$18,416 - \$24,500	\$28,051 - \$37,100	70%	\$12.00
C1	\$24,501 - \$31,300	\$37,101 - \$54,300	50%	\$20.00
C2	\$31,301 - \$43,300	\$54,301 - \$88,200	30%	\$28.00
D	Over \$43,300	Over \$88,200	No Subsidy	\$40.00

## Grocery Shopping Pick-up and Delivery

- To submit a grocery shopping request, please call 604-982-3313.
- This service is provided by volunteers and is contingent upon their availability; we cannot guarantee same day delivery but try to find a volunteer to shop and deliver orders within 2-3 days at your preferred store of choice.
- Due to high demand, grocery shopping and prepared meal requests are limited to once per week (Monday – Sunday). Requests received after 2pm will be followed up with the next business day.
- Staff will assign a volunteer to shop/pick-up for the client and drop off the groceries 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.
- For those interested in pre-prepared meals, here are some options in the community:
  - **Silver Harbour Seniors' Activity Centre:** To order, please phone **604-980-2474**, Monday through Friday between 10 am and 3 pm, but no later than 11 am the day before – you may order multiple days in advance. Cost: \$10.00 (including entrée, soup, salad, and dessert). There is a maximum of 2 meals per person and daily quantities are limited. Pick-up is from 11am-12pm Monday to Friday and delivery is available Monday, Wednesdays, and Fridays between 10am and 2pm.
  - **West Vancouver Seniors Activity Centre:** To order, please call **604-925-7280 between 10 a.m. and 2 p.m.** Cost: \$6.00 (member price) or \$8.57 (non-member price).
    - Delivery for West Vancouver Residents is available every day except for Sundays.
    - If you are living in North Vancouver and require a delivery, please call Better at Home at 604-982-3313 two business days in advance of ordering your meals so we can ensure a volunteer is available to pick them up for you.
  - **Heart to Home Meals:** To order, please call 778-308-4351, Monday through Friday 8:30am and 5pm. Cost varies from about \$3 to \$10 based on the item (including entrée, soup, desserts, and special diets). You can view their menu online or call in to request a paper order form and menu. Heart to Home Meals also delivers to your door for free.
- There are no fees for this service; however, clients are responsible for paying for their grocery items.

### 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.
- Due to high demands, requests may be limited to once/week during busy months.

Fee Category	Single Income (for clients living alone)	Household Income (for clients not living alone)	Subsidy Rate	Charge to Client (per hour)
A	At or Below \$18,415	At or Below \$28,050	100%	\$0.00
B	\$18,416 - \$24,500	\$28,051 - \$37,100	70%	\$4.50
C1	\$24,501 - \$31,300	\$37,101 - \$54,300	50%	\$7.50
C2	\$31,301 - \$43,300	\$54,301 - \$88,200	30%	\$10.50
D	Over \$43,300	Over \$88,200	No Subsidy	\$15.00

### 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 lifting over 25lbs or going up a ladder 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)	Subsidy Rate	Charge to Client (per hour)
A	At or Below \$18,415	At or Below \$28,050	100%	\$0.00
B	\$18,416 - \$24,500	\$28,051 - \$37,100	70%	\$4.50
C1	\$24,501 - \$31,300	\$37,101 - \$54,300	50%	\$7.50
C2	\$31,301 - \$43,300	\$54,301 - \$88,200	30%	\$10.50
D	Over \$43,300	Over \$88,200	No Subsidy	\$15.00



North Shore  
Better at Home



**United Way**  
British Columbia

Working with communities in BC's  
Interior, Lower Mainland, Central  
& Northern Vancouver Island

### **Friendly Check Ins:**

- This service is a weekly phone check in provided by volunteers and is contingent upon their availability of a client/volunteer match.
- The volunteer's role is to provide a short check in chat to ensure you are doing well.
- Telephone check ins typically occur once a week
- There are no fees for this service
- We may try to organize some coffee meet ups by geographical area if there is interest. Let us know if you would like to be a part of this!