

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 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 \$20,600	At or Below \$31,350	100%	\$0.00
B	\$20,601 - \$29,100	\$31,351 - \$44,055	80%	\$7.30
C	\$29,101 - \$35,000	\$44,056 - \$60,455	60%	\$14.60
D	\$35,001 - \$40,900	\$60,456 - \$76,855	40%	\$21.90
E	\$40,901 - \$46,599	\$76,856 - \$93,199	20%	\$29.20
F	*Over \$46,600	*Over \$93,200	0%	\$36.50

*rates above as of April 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 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 trip)
A	At or Below \$20,600	At or Below \$31,350	100%	\$0.00
B	\$20,601 - \$29,100	\$31,351 – \$44,055	80%	\$4.00
C	\$29,101 - \$35,000	\$44,056- \$60,455	60%	\$8.00
D	\$35,001 - \$40,900	\$60,456 - \$76,855	40%	\$12.00
E	\$40,901 - \$46,599	\$76,856 - \$93,199	20%	\$16.00
F	*Over \$46,600	**Over \$93,200	0%	\$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 trip)
A	At or Below \$20,600	At or Below \$31,350	100%	\$0.00
B	\$20,601 - \$29,100	\$31,351 – \$44,055	80%	\$8.00
C	\$29,101 - \$35,000	\$44,056- \$60,455	60%	\$16.00
D	\$35,001 - \$40,900	\$60,456 - \$76,855	40%	\$24.00
E	\$40,901 - \$46,599	\$76,856 - \$93,199	20%	\$32.00
F	*Over \$46,600	**Over \$93,200	0%	\$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 availability; we cannot guarantee same day delivery but try to find a volunteer to shop and deliver orders within 2-3 days at your store of choice.
- Due to high demand, grocery shopping and prepared meal requests are limited to once per week (Monday – Sunday). Requests received after 2 pm will be followed up within the next business day.
- Staff will assign a volunteer to shop/pick-up 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:** \$10 meals (soup, salad, entrée, and dessert). Max. 2 meals/person, daily quantities limited. Phone **604-980-2474**
 - **West Vancouver Seniors Activity Centre:** Meals are \$6.00 (Members) and \$8.57 (non-Members). Phone **604-982-3313** between 10am – 2pm to order. *Delivery for West Van residents available Monday – Saturday. To request North Van delivery call Better at Home, **604-982-3313** two business days in advance of meal order.
 - **Salvation Army Frozen Meals:** Soups (\$2), casseroles (\$4) entrees (\$5) approximately. www.northshoresalvationarmy.com/order-meals Phone: **604-988-7225** Mon - Fri 9:00am-4:00pm. Menu changes weekly Minimum \$20 order for free delivery on the North Shore. Prepaid monthly accounts can be set up. Menu and order forms are on the website.

Fee Category	Single Income (for clients living alone)	Household Income (for clients not living alone)	Subsidy Rate	Charge to Client (per shop)
A	At or Below \$20,600	At or Below \$31,350	100%	\$0.00
B	\$20,601 - \$29,100	\$31,351 - \$44,055	80%	\$2.00
C	\$29,101 - \$35,000	\$44,056 - \$60,455	60%	\$4.00
D	\$35,001 - \$40,900	\$60,456 - \$76,855	40%	\$6.00
E	\$40,901 - \$46,599	\$76,856 - \$93,199	20%	\$8.00
F	*Over \$46,600	**Over \$93,200	0%	\$10.00

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 appt)
A	At or Below \$20,600	At or Below \$31,350	100%	\$0.00
B	\$20,601 - \$29,100	\$31,351 - \$44,055	80%	\$5.00
C	\$29,101 - \$35,000	\$44,056 - \$60,455	60%	\$10.00
D	\$35,001 - \$40,900	\$60,456 - \$76,855	40%	\$15.00
E	\$40,901 - \$46,599	\$76,856 - \$93,199	20%	\$20.00
F	*Over \$46,600	**Over \$93,200	0%	\$25.00

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 appt)
A	At or Below \$20,600	At or Below \$31,350	100%	\$0.00
B	\$20,601 - \$29,100	\$31,351 - \$44,055	80%	\$5.00
C	\$29,101 - \$35,000	\$44,056 - \$60,455	60%	\$10.00
D	\$35,001 - \$40,900	\$60,456 - \$76,855	40%	\$15.00
E	\$40,901 - \$46,599	\$76,856 - \$93,199	20%	\$20.00
F	*Over \$46,600	**Over \$93,200	0%	\$25.00



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 phone check in provided by volunteers.
- The volunteer's role is to provide a short check in chat to ensure you are doing well.
- Frequency of calls depends on volunteer availability
- There are no fees for this service
- We are working towards organizing some coffee meet ups by geographical area if there is interest. Let us know if this is something you would like to be a part of this!