

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 in their home 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.

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 are 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 prices have been updated, 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.
 - Due to the new 2023 rates and adjusted sliding scale we will need clients to update us with their most recent NOA.
- Clients that pay fees will be 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. When invoices remain unpaid for longer than 90 days services will cease until we can be in contact.
- The **invoicing periods** are as follows:
 - Services received in April, May, June (invoice 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 (invoice 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 people as possible.

Sliding Scale for Service Fees (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 \$20,600	At or Below \$31,350	Guaranteed Income Supplement (GIS) & Old Age Security (OAS)	100% subsidy, <i>(donations accepted)</i>
B	\$20,601-29,100	\$31,351- \$44,055	Above GIS cutoff, but below average income	80% subsidy
C	\$29,101-35,000	\$44,056 – 60,455		60% subsidy
D	\$35,001-40,900	\$60,456 -76,855		40% subsidy
E	40,901-46,599	\$76,856 – 93,199		20% subsidy
F	Over \$46,600	** over \$93,200	Average income for BC persons aged 65+	No subsidy

***Effective April 1st, 2023**

Intake Process:

- To apply, download an intake form from our website www.nscr.ca or contact the North Shore Better at Home Program Coordinator, Judy Stott at 604-982-3321 or judy.stott@nscr.ca. Clients will be asked to fill out an intake form and to provide proof of income for subsidy eligibility. A phone intake or home visit will be required in order to confirm program eligibility. Staff may request an updated tax assessment after 3 years of being an active client or when changes to the sliding scale or rates change based on the information from our funder.
- 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 to judy.stott@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 Better at Home Program Lead at 604-982-3321.
- For all other services, we ask that clients call our Client Care Coordinator (scheduler) at 604-982-3313. Please give as much notice as possible so that we can try our best to find and match a volunteer with you.
 - We ask that clients please do not contact volunteers directly to request a service.