

## Bowen Island Better at Home Program Service Descriptions

### Light Housekeeping:

- Light housekeeping **includes**:
  - Tidying
  - Vacuuming
  - Dusting
  - Kitchen cleaning
  - Wiping (up to a height of 6 feet)
  - Bathroom cleaning (including cabinets)
  - Dishwashing
  - Laundry/Changing Bedding
  - Sweeping / Mopping
  - Cleaning out fridge
  
- Light housekeeping **does not include**:
  - Lifting any item over 25 pounds
  - Dusting or wiping above 6 feet
  - Use of a foot stool or a ladder
  - Scrubbing floors on hands and knees
  - Work outside of the house including yard, patios, exterior windows, errands
  - Assist with medicine or provide personal care (bathing, grooming, meal prep etc.)
  
- 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 24 hours' notice as stated in the cancellation policy period noted during

<b>Sliding Scale for Service Fees</b> (based on total income, Line 15000 on Notice of Assessment (NOA))				
Fee Category	Single Income (for clients living alone)	Household Income (for clients not living alone)	Basis	Charge to Client
A	At or Below \$21,400	At or Below \$32,550	Guaranteed Income Supplement (GIS) & Old Age Security (OAS)	100% subsidy, <i>(donations accepted)</i>
B	\$21,401-30,200	\$32,551- \$45,700	Above GIS cutoff, but below average income	80% subsidy
C	\$30,201-35,400	\$45,701 – 62,800		60% subsidy
D	\$35,401-40,550	\$62,801 -79,900		40% subsidy
E	40,551-45,700	\$79,901 – 96,900		20% subsidy
F	Over \$45,700	** over \$96,900	Average income for BC persons aged 65+	No subsidy

### Minor Home Repairs:

- This service is provided by volunteers and is contingent upon their availability.
- An in-house assessment may be required for services that involve a volunteer entering your home.
- 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 lifting over 25 pounds, going up a ladder over 3 feet, 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 (e.g., screws, bolts, hooks, caulking glue), not necessarily the tools required.
- Appointment length is up to 2 hours.

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A	At or Below \$21,400	At or Below \$32,550	Guaranteed Income Supplement (GIS) & Old Age Security (OAS)	100% subsidy, <i>(donations accepted)</i>
B	\$21,401-30,200	\$32,551- \$45,700	Above GIS cutoff, but below average income	80% subsidy
C	\$30,201-35,400	\$45,701 – 62,800		60% subsidy
D	\$35,401-40,550	\$62,801 -79,900		40% subsidy
E	40,551-45,700	\$79,901 – 96,900		20% subsidy
F	Over \$45,700	** over \$96,900	Average income for BC persons aged 65+	No subsidy

### Transportation to appointments:

- This service is provided by volunteers and is contingent upon their availability.
- All volunteer drivers use their own vehicles, 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.
- Please note that vehicles and drivers are not usually able to accommodate wheelchairs.
- **Clients are responsible for all parking costs and ferry costs, where applicable.**
- Ride requests over a certain distance are subject to a flat rate.

### Within Bowen Island - 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 \$21,400	At or Below \$32,550	100%	\$0.00
B	\$21,401 - \$30,200	\$32,551 - \$45,700	80%	\$3.00
C	\$30,201 - \$35,400	\$45,701 - \$62,800	60%	\$6.00
D	\$35,401 - \$40,550	\$62,801 - \$79,900	40%	\$9.00
E	\$40,551 - \$45,700	\$79,901 - \$96,900	20%	\$12.00
F	*Over \$45,700	Over \$96,900	0%	\$15.00

### To North Vancouver 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 \$21,400	At or Below \$32,550	100%	\$0.00
B	\$21,401 - \$30,200	\$32,551 - \$45,700	80%	\$6.00
C	\$30,201 - \$35,400	\$45,701 - \$62,800	60%	\$12.00
D	\$35,401 - \$40,550	\$62,801 - \$79,900	40%	\$18.00
E	\$40,551 - \$45,700	\$79,901 - \$96,900	20%	\$24.00
F	*Over \$45,700	Over \$96,900	0%	\$30.00

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 \$21,400	At or Below \$32,550	100%	\$0.00
B	\$21,401 - \$30,200	\$32,551 – \$45,700	80%	\$10.00
C	\$30,201 - \$35,400	\$45,701- \$62,800	60%	\$20.00
D	\$35,401 - \$40,550	\$62,801- \$79,900	40%	\$30.00
E	\$40,551 - \$45,700	\$79,901 - \$96,900	20%	\$40.00
F	*Over \$45,700	Over \$96,900	0%	\$50.00

### Light Yard Work/Gardening:

- This service is provided by volunteers and is contingent upon their availability.
- Volunteers tasks may **include**:
  - Lawn 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 Bowen Island Better at Home program coordinator. 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.
- Appointment length is up to 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 \$21,400	At or Below \$32,550	100%	\$0.00
B	\$21,401 - \$30,200	\$32,551 - \$45,700	80%	\$5.00
C	\$30,201 - \$35,400	\$45,701- \$62,800	60%	\$10.00
D	\$35,401 - \$40,550	\$62,801- \$79,900	40%	\$15.00
E	\$40,551 - \$45,700	\$79,901 - \$96,900	20%	\$20.00
F	Over \$45,700	Over \$96,900	0%	\$25.00

### Friendly Check Ins:

- This service is offered as a weekly, monthly or quarterly phone call where you can chat with a volunteer
- We also offer in person visits- a volunteer will meet with you once a week for about an hour
- This service is dependent on volunteer availability
- There are no fees for this service.
- An in house assessment may be required when requesting a service that involves a volunteer entering your home.