

North Shore 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
 - 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 in 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 \$21,400	At or Below \$32,550	100%	\$0.00
B	\$21,401 - \$30,200	\$32,551 – \$45,700	80%	\$7.70
C	\$30,201 - \$35,400	\$45,701- \$62,800	60%	\$15.40
D	\$35,401 - \$40,550	\$62,801- \$79,900	40%	\$23.10
E	\$40,551 - \$45,700	\$79,901 - \$96,900	20%	\$30.80
F	*Over \$45,700	*Over \$96,900	0%	\$38.50

*rates as of July 1,2024

Transportation to medical appointments. Please call 604-982-3313 for service:

- This service is provided by volunteers and is contingent upon their availability. We require at least 5 business days notice to schedule requests.
- Vehicles and drivers are not usually able to accommodate wheelchairs.
- Transportation requests may be limited to one ride 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.
- Rides may be subject to a flat rate based on distance.
- Clients are responsible for all parking costs, if applicable.
- **Clients cannot be discharged into the care of a volunteer and must be able to move independently to and from the vehicle.**

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 \$21,400	At or Below \$32,550	100%	\$0.00
B	\$21,401 - \$30,200	\$32,551 – \$45,700	80%	\$4.00
C	\$30,201 - \$35,400	\$45,701- \$62,800	60%	\$8.00
D	\$35,401 - \$40,550	\$62,801- \$79,900	40%	\$12.00
E	\$40,551 - \$45,700	\$79,901 - \$96,900	20%	\$16.00
F	Over \$45,700	Over \$96,900	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 \$21,400	At or Below \$32,550	100%	\$0.00
B	\$21,401 - \$30,200	\$32,551 – \$45,700	80%	\$8.00
C	\$30,201 - \$35,400	\$45,701- \$62,800	60%	\$16.00
D	\$35,401 - \$40,550	\$62,801- \$79,900	40%	\$24.00
E	\$40,551 - \$45,700	\$79,901 - \$96,900	20%	\$32.00
F	*Over \$45,700	Over \$96,900	0%	\$40.00

Grocery Shopping. Please call 604-982-3313 for service:

- This service is provided by volunteers and is contingent upon availability.
- Due to high demand, shopping is limited to once per week on the North Shore (Monday – Sunday).
- Requests must be made 3-5 business days in advance
- Requests may be placed Monday-Thursday between 10am – 3pm.
- Staff will assign a volunteer to pick-up and drop off the purchases at the client’s residence.
- Clients must pay for their groceries by cheque, cash, or e-transfer depending on volunteer request.

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 \$21,400	At or Below \$32,550	100%	\$0.00
B	\$21,401 - \$30,200	\$32,551 – \$45,700	80%	\$2.00
C	\$30,201 - \$35,400	\$45,701- \$62,800	60%	\$4.00
D	\$35,401 - \$40,550	\$62,801- \$79,900	40%	\$6.00
E	\$40,551 - \$45,700	\$79,901 - \$96,900	20%	\$8.00
F	Over \$45,700	Over \$96,900	0%	\$10.00

Light Yard Work. Please call 604-982-3319 for service:

- This service is provided by volunteers and is contingent upon availability.
- Volunteer tasks may **include**:
 - Mowing
 - Non-powered lawn edging
 - Planting flowers / weeding
 - Watering plants
 - Raking leaves
 - Pruning
 - Bagging of disposable / recyclable yard waste
- Light yard work **does not include** lifting items heavier than 25 pounds, 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.
- Due to high demand, we may not be able to accommodate all requests.

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

Minor Home Repairs. Please call 604-982-3313 for service.

- 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 lifting over 25 pounds, going up a ladder over 3 feet, any task 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 (eg. screws, bolts, hooks, caulking glue), not necessarily the tools required.
 - 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



North Shore
Better at Home



United Way helping seniors remain independent.

Friendly Check Ins. Please call 604-982-3319 for service.

- This service is offered as a weekly, monthly or quarterly phone call where clients can chat with a volunteer
- We also offer in person visits- a volunteer will meet with a client once a week for up to an hour
- This service is dependent on volunteer availability.
- There are no fees for this service.