

## 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 on their own and not in a private or subsidized 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 and Bowen Island 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 ( third-party contractor and has a waitlist for subsidized services)
  - Minor Home Repairs
  - Light Yard Work and Gardening
  - Friendly Visiting
  - Transportation to medical appointments
  - Grocery Shopping
- 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 where possible.
- **All services except Friendly Visiting are subject to fees for service.**

### 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 level, which is based on a client's **Total Income, Line 15000 on their current Canada Revenue Agency Notice of Assessment (NOA)**. Please note that the sliding scale, fee categories, and charges are subject to change annually and may be adjusted as necessary.
  - After any annual updates and/or having been a client for 3 or more years, a re-assessment may be required to ensure that a client's subsidy is reflective of their current income.
- We accept payment by mail, in office or by keeping a credit card on file. Payment options include cheque\*, cash, debit, or credit card. Clients who use fee-based services will receive an invoice every three months in the mail for any services they have received. We can also keep a credit card on file for monthly invoicing. This will be discussed during the intake and you can always change your method of payment.
- **\*Cheques should be made out to North Shore Community Resources or NSCR\***
- 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 the matter is resolved.
- The **invoicing periods** are as follows:
  - Services received in April, May, June (invoiced 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 (invoiced 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 seniors as possible.

<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

**\*Effective July 1, 2024**

### Intake Process:

- To apply, download an intake form from our website [www.nscr.ca](http://www.nscr.ca) or contact the North Shore Better at Home Team through [nsbetterathome@nscr.ca](mailto:nsbetterathome@nscr.ca) or 604-985-7138. Clients will be asked to fill out an intake form and to provide proof of income (NOA) for subsidy eligibility. Staff may request an updated tax assessment after 3 years of being an active client or when the sliding scale or rates change based on updated 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 [nsbetterathome@nscr.ca](mailto:nsbetterathome@nscr.ca) or mail it back to:

North Shore Better at Home  
201-935 Marine Drive  
North Vancouver, BC  
V7P 1S3

### Requesting Services:

- Our Better at Home program operates within North Shore Community Resources (NSCR)
- We are open Monday to Friday, 9:00-4:30pm, excluding statutory holidays.
- For initial requests please call 604-985-7138 or email [nsbetterathome@nscr.ca](mailto:nsbetterathome@nscr.ca)
- 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.