

## Bowen Island Better at Home Program Information

### Overview:

- The Bowen Island Better at Home Program is a non-profit service that supports the independence of local seniors by providing basic, non-medical support.
- The program is open to residents of Bowen Island 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 the Lower Mainland, and delivered on Bowen Island by North Shore Community Resources.

### Better at Home Services:

- The program currently offers the following services (delivered by a mix of paid staff and volunteers):
  - Light housekeeping
  - Minor home repairs
  - Grocery shopping
  - Transportation to appointments
  - Light yard work and gardening
  - Friendly Visiting
- Services are offered in English. With a diverse range of volunteers, we try our best to match clients with volunteers who speak their preferred language as much as possible.
- **All services except Friendly Visiting are subject to fees for service.**

### Fees and Invoicing:

- **Cheques should be made out to North Shore Community Resources or NSCR**
- 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 is based on a client's **Total Income noted by their Line 15000 on their Canada Revenue Notice of Assessment (NOA)**. Please note that the sliding scale, fee categories, and charges are subject to change each year around April 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.
- Clients who pay fees will receive an invoice every three months for any fee-based services utilized during that period. We accept payment by cheque, cash, or credit card. NSCR can keep a credit card on file for monthly invoicing. Payment preferences will be discussed during the intake process with the program coordinator and clients can change their method of payment at any time.
- 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 the Program Coordinator with any invoice-related questions. When invoices remain unpaid for longer than 90 days, services will cease until the matter is resolved.
- The quarterly **invoicing periods** are as follows:
  - Services received in January, February, March (invoiced mailed in April)
  - 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)
- 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.

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 \$21,400	At or Below \$32,550	Guaranteed Income Supplement (GIS) & Old Age Security (OAS)	100% subsidy, (donations accepted)
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 Bowen Island Better at Home Program Coordinator, Kim Sinclair at (236) 988-9704 or [kim.sinclair@nscr.ca](mailto:kim.sinclair@nscr.ca). Clients will be asked to fill out an intake form and to provide proof of income 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.
- Please note that a home assessment is 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 [kim.sinclair@nscr.ca](mailto:kim.sinclair@nscr.ca) or mail it back to:

Bowen Island Better at Home  
1078 Foxglove Lane  
Bowen Island, BC  
V0N 1G1

**Requesting Services:**

- To request a service, we ask that clients call Kim Sinclair at (236) 988-9704 as soon as possible so that we can try our best to find and match a volunteer with you.
  - All services, except for Light Housekeeping, are delivered by our amazing volunteers and are dependent upon their availability and whether the request falls within the program’s parameters.
  - We ask that clients please do not contact volunteers directly to request a service.