

Bowen Island Better at Home Program Service Descriptions

To request service please contact Kim Sinclair at
236-988-9704 or kim.sinclair@nscr.ca

Light Housekeeping:

- Light housekeeping **includes**:
 - Tidying
 - Dusting
 - Wiping (up to a height of 6 feet)
 - Dishwashing
 - Sweeping / Mopping
 - Vacuuming
 - Kitchen cleaning
 - Bathroom cleaning (including cabinets)
 - Laundry/Changing Bedding
 - Cleaning out fridge

- Light housekeeping **does not include**:
 - Lifting any item over 25 pounds
 - Use of a foot stool or a ladder
 - Work outside of the house including yard, patios, exterior windows, errands
 - Assist with medicine or provide personal care (bathing, grooming, meal prep etc.)
 - Dusting or wiping above 6 feet
 - Scrubbing floors on hands and knees

- 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

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

Minor Home Repairs:

- This service is provided by volunteers and is contingent upon their availability.
- An in-house assessment is 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.

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

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.
- An assessment of the current condition of the client's garden is required

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 is required when requesting a service that involves a volunteer entering your home.