

**HOW DO SERVICES FUNCTION?** The Program Coordinator sends out Work Orders once per month, at the start of each month, for elders in the Better at Home Program.

**Light House Keeping**—After receiving a Work Order a member of the Light House Keeping company will make calls to schedule a best time directly with the Elder.

**Light Yard Work**—After receiving a Work Order the Contractor will create their own schedule and deliver services accordingly.

**NOTES:** They work by **Working-Man-Hours**↓

**Man Hours**—Workers are paid individually for the time spent servicing the lawn ,not per hour as a group. For example, if a crew (4 individuals) services your lawn for 1 hr, this counts as 4 working man hrs , not 1 service hr. If 3 people work on your yard for 1 hr, this is 3 working man hrs. If 2 people work on your yard for 1 hr, this is 2 working man



**Additional Notes, Light Yard Work:**

Contractors do not typically offer calls prior to visits because their schedule is quite busy. Exceptions are made if you have a dog and the waste needs to be removed by you before they arrive, or there are other hazardous safety concerns.

**Grocery Shopping**

Grocery Shop with the assist of a contractor, volunteer, or staff.

**Transportation (Non-Medical)**

Due to the nature of monthly Work Orders, this is best suited for recurring appointments that give as much notice possible (pref. 1 week)

**NOTE:** *Parking expenses paid by Elder*

**Changes in Service**

It is important to communicate any upcoming changes you may have to the **Program Coordinator**. This helps ensure accurate services are always delivered. **Please let us know if you:** Change of Address; No longer require service; Change of service type; Special requests (within means), or if you have concerns/questions.

Contact info below:

Your community Health Office  
Site Liaison



**Squamish Nation**  
**Terence Lewis**  
604-506-0952

**Tseil-Waututh**  
**Andrea Aleck**  
604-929-4133

and/or

**Better At Home**  
**Program Coordinator**

at

Unit 9a, 380 Welch Street, West Vancouver

Monday-Friday between 9am-4pm

**Tel: 604-506-0952**

**Email: [betterathome@squamish.net](mailto:betterathome@squamish.net)**

**Squamish Nation &  
Tseil-Waututh Nation**

**Better at  
Home**

*“Helping Elders remain  
independent at home.”*



United Way helping seniors  
remain independent.

## WHAT IS BETTER AT HOME?

**Better at Home** helps Elders who are 65+ with simple day-to-day tasks, thereby helping to maintain independence and stay connected with community.

**Better at Home** services are non-medical in nature and should not be considered a replacement for Home Care services.

**Better at Home** offers the following: **Light Housekeeping, Grocery Shopping, Light Yard Work, Transportation, and friendly Visits.**

**Better at Home** sometime shares the same staff and/or contractors as **Home & Community Care**. This can be confusing because these are two **very different** services. It is important to contact the **Better at Home Program Coordinator** if you ever need clarity on this.

\*Contact info can be found on the back of this pamphlet.

**Note:** Until further notice, elders under 65 on the Better at Home waitlist, or not enrolled in Better at Home, can still receive: Grocery services, Friendly visits (virtual), Prescription pickup/drop off and library services; provided by volunteers.

Please continue reading to discover what Better at Home **IS** and **IS NOT**.

Waitlist- Please note that due to the number of requests to be on boarded in this program, there is a waitlist that may delay the start of services.

### **L**ight Housekeeping



#### IT IS...

- ✓Dusting ✓Bed Making ✓Light Floor Cleaning ✓Washroom Cleaning ✓Indoor Window Cleaning ✓Kitchen Cleaning ✓Emptying Garbage

#### IT IS NOT...

- ✗Home Care ✗Laundry Service ✗Cleaning after guests, family, or pets ✗Stair Cleaning ✗Deep Carpet Cleaning ✗Personal Hygiene Assistance



### **G**rocery Shopping

#### IT IS...

- ✓Local Grocery Shopping Support
- ✓Pre-ordered Grocery Pick Up Assistance

#### IT IS NOT...

- ✗Grocery Shopping without the presence of the Elder — We are unable to have someone take your money without your attendance.

### **T**ransportation



#### IT IS...

- ✓Support to local non-medical appointments

IT IS NOT... ✗Day of request service delivery ✗We are unable to support devices that require specific knowledge such as oxygen cylinders



### **L**ight Yard Work

#### IT IS...

- ✓Gardening ✓Weeding ✓Light Pruning ✓Light Yard Clean-up ✓Yard Maintenance ✓Working-Man-Hours (Explained on back)

#### IT IS NOT...

- ✗Cleaning Up After Pets ✗Cutting Down Trees ✗Removing Yard Debris ✗Gutter Cleaning ✗Removing Bushes ✗Home Repair

### **F**riendly Visits

#### IT IS...

- ✓Transportation to a local place
- ✓Friendly Company

