



Better at Home is funded by the Government of British Columbia.

Campbell River Better at Home Services

Friendly Visiting

Our volunteers visit at the client's home. Each visit is about one hour long. If the client wishes, visits can include going for a walk in the immediate neighbourhood when safe to do so. However, Friendly Visiting does not include assisting with household tasks, food preparation, or personal care.

Friendly Visiting is free and available within the program's resources.

All other services are provided on a sliding fee scale based on the client's annual income. Subsidy levels are 100% (no fee), 80%, 60%, 40%, 20% and 0% (full fee). Changes to fees may be made occasionally if required by the program's resource constraints.

When fees apply, clients are invoiced monthly for services provided during the month.

Transportation Assistance

Our Transportation Assistance services are provided primarily to assist with getting to and from medical-related appointments within the City of Campbell River and within the program's resource constraints. We may be able to provide transportation to clients who use light mobility aids such as canes and lightweight folding walkers, but not heavier equipment such as wheelchairs or heavy walkers.

Campbell River Better at Home

Volunteer Campbell River, 900 Alder St, Campbell River, BC V9W 2P6

Manager: Dilys Palmer ◆ Telephone: 250-287-8111 ◆ Email: crbah@volunteercr.ca

Transportation Assistance Sliding Fee Scale

We may be able to offer our contract driver for transportation to medical-related appointments. Contract driver services are provided on a sliding scale based on the number of kilometres per trip.

We have a limited number of volunteer drivers. We offer volunteer driving services based on volunteer availability. There is no charge for volunteer driving services.

Please note:

We can only offer transportation services to medical related appointments.

| Annual Income Single Person | Annual Income Household* | Subsidy Level |
|--------------------------------|-----------------------------|------------------|
| Below or = \$18,415 | Below or = \$28,050 | 100% |
| \$18,416 - \$26,035 | \$28,051 - \$39,395 | 80% |
| \$26,036 - \$31,790 | \$39,396 - \$55,665 | 60% |
| \$31,791 - \$37,545 | \$55,666 - \$71,935 | 40% |
| \$37,546 - \$43,300 | \$71,936 - \$88,200 | 20% |
| *Over \$43,300 | ** Over \$88,200 | 0% |

*Household income is the combined annual income of the client and other person(s) living with the client who would directly benefit from the service.

Light Housekeeping

A maximum of two hours of light housekeeping service may be provided each month based on understanding the client's needs and within the constraints of our resources. Our contract service provider can offer vacuuming, dusting, cleaning floors, kitchens and bathrooms, organizing the fridge, making beds and emptying garbage.

Most other types of cleaning (such as ceilings/high areas, medical equipment, exterior areas of the home, etc.) are not included in our program.

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Light Housekeeping Sliding Fee Scale

The sliding fee scale for Light Housekeeping is based on an hourly rate.

| Annual Income Single Person | Annual Income Household* | Subsidy Level | Based on \$35 per hour |
|-----------------------------|--------------------------|---------------|------------------------|
| Below or = \$18,415 | Below or = \$28,050 | 100% | Free |
| \$18,416 - \$26,035 | \$28,051 - \$39,395 | 80% | \$7.00 |
| \$26,036 - \$31,790 | \$39,396 - \$55,665 | 60% | \$14.00 |
| \$31,791 - \$37,545 | \$55,666 - \$71,935 | 40% | \$21.00 |
| \$37,546 - \$43,300 | \$71,936 - \$88,200 | 20% | \$28.00 |
| *Over \$43,300 | ** Over \$88,200 | 0% | \$35.00 |

*Household income is the combined annual income of the client and other person(s) living with the client who would directly benefit from the service.

Grocery Shopping Assistance

The Campbell River Better at Home Program provides grocery shopping assistance through three different options.

1. **Online Grocery Shopping** is our most popular, and easiest to access, grocery shopping assistance. Clients provide their volunteer shopper with their grocery list and the volunteer places the order online. Groceries are delivered to the client's home by the grocery store (if they offer delivery services) or by a volunteer who collects the groceries from the store and delivers them to the client's home.
2. **Volunteer In-person Shopping** is our second grocery shopping assistance option. With this option, the volunteer does in-person shopping at the grocery store based on

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the list that the client has provided. Groceries would be delivered by the volunteer to the client's home. This option is limited and based on volunteer availability.

3. The third type of grocery shopping assistance we provide is **Client In-person Shopping with a Volunteer**. With this option, a shopping volunteer picks up the client and drives them to the grocery store. The client is accompanied inside the store by their shopping volunteer. After assisting with the grocery shop, the volunteer would drive the shopper home and bring the groceries inside. To access this option, the client must be mobile and not reliant on mobility aids. This service is very limited and dependent upon volunteer availability.

Due to resource and budgetary constraints, we are not able to include shopping for other purposes or errands.

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Helping Seniors Stay Home Longer

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