



United Way helping seniors remain independent.

PROGRAM OVERVIEW & ELIGIBILITY  
CRANBROOK

**Program Overview:** For some seniors, living at home and coping with day-to-day tasks is a real challenge. Better at Home (B@H) is a program that helps those seniors with simple, non-medical day-to-day tasks so that they can continue to live independently in their own homes and remain connected to their communities. Better at Home serves seniors in up to 68 communities throughout BC.

The Government of British Columbia funds the program, United Way of the Lower Mainland manages it, and local non-profit organizations provide the services, supported by their local United Way. Community Connections Society of Southeast BC is the lead organization in Cranbrook.

Services are delivered by volunteers and/or paid workers/contractors. Some services may be subsidized, based on clients' ability to pay.

In Cranbrook, B@H services started in fall 2013. As of February 2015, services offered include:

- Light Housekeeping
- Minor Home Repairs
- Odd Jobs (quick, one-time)
- Snow Removal
- Light Yard Work
- Social Connections (small groups)

Other services may be added as the program matures (see full listing on application form or brochure)

**Eligibility Criteria:** Better at Home services can be provided to individuals who:

- Live within the City of Cranbrook (*rural areas may be added in the future, contingent on program success and funding*)
- Are 65+ years of age (*consideration may be given to 55+, contingent on program capacity*)
- Demonstrate a need for services and have exhausted other sources of assistance
- Complete an application process (written application and face to face interview)
- Are willing to sign consent for release of information and a service agreement
- Identify their ability to pay service fees according to the program's sliding scale (*subsidies may be available for low income clients*)
- Are officially approved (in writing) as a Better at Home client
- Can be successfully matched with a suitable service provider



To apply, or for more information:

**Laurie Harris**

**250.426.2943 • lharris\_ccs@shaw.ca**



COMMUNITY CONNECTIONS

Program Sponsor, Cranbrook



## CLIENT APPLICATION/ REFERRAL

CRANBROOK

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For some seniors, living at home and coping with day-to-day tasks can be a real challenge. Better at Home may be able to help, by providing assistance with a variety of simple non-medical services, like light housekeeping, basic handyman work and "odd jobs".

- ✓ NEW program for Cranbrook (Fall 2013)
- ✓ Funded by the Government of British Columbia
- ✓ Apply yourself or refer others; doctor's referral not required
- ✓ No fee to apply - no obligation to sign up after learning more
- ✓ Fees are charged for some services - subsidies are available for low-income seniors

Apply first, then meet with us to hear more. YOU decide if Better at Home is right for you.

Volunteers: there are many ways to help local seniors in need. Please ask us. Better at Home and its non-profit partners offer volunteer opportunities to fit all lifestyles, schedules and preferences.

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Please submit the attached application to:

**Laurie Harris**  
**Better at Home**

**Email: lharris\_ccs@shaw.ca**

**Fax: 250.426.2978**

**TO APPLY BY TELEPHONE** call Laurie at **250.426.2943**

**OR DELIVER IN PERSON** during regular business hours to the new Family Connections Building, between the Memorial Arena and Core Fitness on 2<sup>nd</sup> St N.



**United Way**

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**COMMUNITY  
CONNECTIONS**

**209 - 16<sup>th</sup> Ave N, Cranbrook BC, V1C 5S8 | 250.426.2943 | betterathome.ca**

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CLIENT APPLICATION / REFERRAL

CRANBROOK

Entered to dbase

<b>Applicant's Name:</b>		Application date:		
Spouse:				
Address:				
Postal Code V1C				
Phone:		Applicants age:		
Email:		Date of birth:		
Language spoken at home <input type="checkbox"/> English <input type="checkbox"/> Other If "Other", which language?		<input type="checkbox"/> Male <input type="checkbox"/> Female		
<b>Referred by</b> (name, organization, position)		Phone ( <u>h</u> ome, <u>w</u> ork and/or <u>c</u> ell?)		
Relationship to applicant:		Email:		
<i>If referred by someone other than the applicant:</i>				
Does the applicant know about Better at Home?		<input type="checkbox"/> Yes <input type="checkbox"/> No		
Has the applicant given permission for Better at Home to call?		<input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Health &amp; Home</b> <i>This information will help us match you with a suitable service provider. Please give us as little/much information as you are comfortable sharing.</i>				
Relevant health concerns/diagnoses:				
	<i>circle best responses</i>			Other/notes: HandyDart approved <input type="checkbox"/> Yes Use Taxi Fare Savers <input type="checkbox"/> Yes
Mobility	good	fair	poor	
Uses mobility aids <input type="checkbox"/> No <input type="checkbox"/> Yes	walker	cane	wheelchair	
Main mode of transportation	drives own car	rides from others	bus bike taxi walk	
Balance	good	fair	poor	
Cognition (ability to understand)	good	fair	poor	
Speech	good	fair	poor	
Vision – glasses <input type="checkbox"/> No <input type="checkbox"/> Yes	good	fair	poor	
Hearing – aids <input type="checkbox"/> No <input type="checkbox"/> Yes	good	fair	poor	

Is there anything else we should know that might help us provide better service?

Smoker  Yes  No

Allergies  Yes  No  
Type:

Pets in home  Yes  No  
Type/name(s):

**Type of Housing**

- House  In-home suite  
 Apartment  Condo/townhouse  
 Assisted living  No fixed address

Do you live alone?  Yes  No

If "No", with whom?

*If you are 2+ people living together, choose one to be the primary applicant, and include others here.*

Emergency Contact #1:

Phone (**h**ome, **w**ork and/or **c**ell?)

Relationship to Applicant

Email:

Emergency Contact #2:

Phone (**h**ome, **w**ork and/or **c**ell?)

Relationship to Applicant

Email:

Physician:

Phone (office):

**Can we contact any of these people if we cannot reach you at a scheduled time?**  Yes  No

What (if any) of these services would you like to learn more about?

*NB: Better at Home does not provide all of these services, but we are happy to make referrals as needed to those who do.*

**Current Services**

- Light housekeeping  
 Light yard/garden work  
 Snow shoveling  
 Odd jobs (short notice/one time)  
 Minor home repairs  
 Social Connections (small groups)

**Referred or Future Services**

- Friendly visitor (one-on-one)  
 Telephone check-in  
 Transportation to appointments  
 Grocery shopping: assisted or delivered (circle one)  
 Other (details)

SLIDING SCALE (for subsidies & statistics) Please identify which fee category you are in so that we can determine the potential level of support. Use GROSS INCOME (line XXX) from your last tax return.

Single Income	Household Income	Fee Category	Basis	Subsidy
Below \$16,200	Below \$26,100	A	Guaranteed Income Supplement (GIS)	100%
to \$24,200	to \$36,600	B		70%
to \$31,300	to \$54,300	C	Above GIS cut-off below avg 65+ income	50%
to \$38,400	to \$72,000	D		30%
Over \$38,400	Over \$72,000	E	Avg BC 65+ income	No Subsidy

Nov 2015

Send to: **Laurie Harris**  
**Fax: 250.426.2978**  
**lharris\_ccs@shaw.ca**

Mail or hand-deliver to the address below



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