



**Chilliwack  
Community  
Services**

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**United Way**

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

**Better  
at Home**

United Way helping seniors  
remain independent.

**Chilliwack Community Services**  
9214 Mary Street, Chilliwack BC  
betterathome@comserv.bc.ca  
**Better at Home Coordinator**  
**FAX 604-393-3250**  
**Tel: 604-393-3251 ext 240**

## Frequently Asked Questions

**What is Better at Home?** Better at Home is a program that helps seniors continue living independently in their own homes by providing simple non-medical support services. The range of Better at Home services available varies from community to community, depending on the specific needs of local seniors. **In Chilliwack, the services include: Housekeeping, Minor home repairs, Friendly visiting, and Transportation to appointments.**

**Which communities do Better at Home currently serve?** The Better at Home program is available in 62 communities across British Columbia as of August 2014.

**How are Better at Home communities chosen?** Communities are chosen by speaking with seniors themselves, consulting with organizations that serve seniors, and connecting with others in the community who are knowledgeable about the needs of seniors. One important consideration is the number of vulnerable seniors in the community who would benefit from these services.

**Who decides which Better at Home services are available in each community?** Seniors themselves, organizations that serve seniors, and others in the community who are knowledgeable about the needs of seniors will help determine which services are most needed.

**Who delivers the services?** In each community local non-profit organizations deliver Better at Home services. Services are delivered by a mix of volunteers, paid staff & contractors.

**Am I eligible?** If you are a senior age 65+ living in the Chilliwack area, you may be eligible.

**Who pays for Better at Home?** The Government of BC has given United Way of the Lower Mainland funding to manage Better at Home across BC. Individual community organizations will accept donations, raise funds, and encourage volunteer participation in the program. Seniors who receive Better at Home services will also pay a fee for some services, based on their previous year's reported income.



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**2018 Sliding Scale: example of service fee structure is provided for demonstration purposes only.**

\*Based on a service such as Housekeeping for 1 Hour at \$25 per hour (approximate hourly rate)

\*Income is based on previous year's "Notice of Assessment" – CRA

Single Income	Household Income	Fee Category	Basis	Charge to Client
Below \$17,666	Below \$26,921	A	Guaranteed Income Supplement (GIS)	100% subsidy
\$17,667-\$24,577	\$26,922-\$41,948	B	Above GIS cutoff, but below average income	70% subsidy
\$24,578-\$31,488	\$41,949-\$56,974	C	Above GIS cutoff, but below average income	50% subsidy
\$31,489-\$38,399	\$56,975-\$71,999	D	Above GIS cutoff, but below average income	30% subsidy
Over \$38,400	Over \$72,00	E	Average income for BC persons aged 65+	no subsidy – pay full rate

**How do I Apply?**

Call the Better at Home office to arrange an in-home assessment with the program coordinator. The coordinator will meet with you for approximately one hour to assess your needs and suggest services that may be of interest. Please contact the Chilliwack Better at Home office at:

**Chilliwack Community Services**

Mailing Address: 45938 Wellington Avenue Chilliwack, BC V2P 2C7

Office Location: 9214 Mary Street Chilliwack BC

Office Hours: Monday – Friday 9:00am – 4:00pm

TEL 604-393-3251 ext 240 | FAX 604-393-3250 | WEB [www.comserv.bc.ca](http://www.comserv.bc.ca)

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