



**United Way**

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



United Way helping seniors  
remain independent.

Chilliwack Community Services  
100-46187 Yale Rd Chilliwack BC  
[betterathome@comserv.bc.ca](mailto:betterathome@comserv.bc.ca)

**Better at Home Coordinator**

**FAX 604-393-3250**

**Tel: 778-860-5499**

## 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, Light yard work, Minor Home Repairs, and Information and referral.**

**Which communities do Better at Home currently serve?** Over 85 non-profit organizations deliver Better at Home services in over 260 communities, across BC.

**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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**2025 Sliding Scale: example of service fee structure is provided for demonstration purposes only.**

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

*Single Income	*OR – Combined Household Income	Subsidy Provided
Below \$23 840	Below \$36 560	100% subsidy
\$23 841-\$32 427	\$37 561-\$59 740	70% subsidy
\$32 428-\$41 013	\$59 741-\$81 920	50% subsidy
\$41 014-\$49 600	\$81 921-\$104 100	30% subsidy
Over \$49 600	Over \$104 100	no subsidy – pay full rate

**How do I Apply?**

Call the Better at Home office to arrange an assessment with the program coordinator. The coordinator will 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: 100-45187 Yale Rd, Chilliwack, BC V2P 0M2

Office Hours: Monday – Thursday 9:00am – 4:30pm

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