

About Better at Home

Better at Home assists older adults with simple, day-to-day, non-medical tasks so that they can continue to live as independently as possible in their own homes.

Better at Home is funded by the Government of B.C. and managed by the United Way.



United Way helping seniors remain independent.

Eligibility

You may be eligible if you are an adult 55 years of age or older living in the West End or Coal Harbour (West of Burrard Street to Stanley Park) and need assistance to complete day-to-day tasks safely and effectively.

About WESN

Our Vision

A Vancouver community that supports and inspires older adults to live involved, healthy and fulfilling lives.

Our Mission

To enhance the quality of life of older adults by providing social, recreational, educational and supportive programs and services that foster connection and inclusion of the broader community.

Contact Us



www.wesn.ca



604-669-5051



1447 Barclay Street
Vancouver, BC V6G 1J6



info@wesn.ca



WestEndSeniorsNetwork



WestEndSeniors



WESN
WEST END SENIORS' NETWORK



**Better
at
Home**

United Way helping seniors
remain independent.

- **Light Housekeeping**
- **Transportation**
- **Minor Home Repair**

Minor Home Repair

Volunteers assist with basic home repairs. Services may include but are not limited to:

- Minor wall repairs
- Replacing light bulbs
- Replacing bolts and screws
- Fixing minor leaks
- Checking smoke detectors and replacing batteries
- Fixing and assembling curtain or shower rods

Volunteers will not do any work that would require a tradesperson or anything deemed to be unsafe.

The maximum length of an appointment is two hours.

This service is provided by donation, and clients are responsible for providing all necessary tools and supplies if possible.

Light Housekeeping

This service is delivered by contractors and can include laundry, vacuuming, dusting, cleaning the bathroom, etc.

Up to two hours of service is provided at a subsidized rate every two weeks.

Additional hours can be purchased at the full rate.

This service is offered on a sliding scale determined by Line 15000 (Total income) on your Canada Revenue Agency income tax Notice of Assessment. Clients are invoiced monthly by the West End Seniors' Network.

Cleaning supplies and all equipment must be provided by the client.

Transportation

This service provides transportation to and from medical appointments within the City of Vancouver.

This service is provided by donation, and clients are responsible for any parking fees.



How to Register

For more information or to request Better at Home services, please contact the West End Seniors' Network at 604-669-5051 or servicescoordinator@wesn.ca.

All fees and donations collected for Better at Home services help ensure we can support as many clients as possible in the West End and Coal Harbour.

Light Housekeeping Fee Sliding Scale (effective June 1, 2023)

Fee Category	Annual Income (Single)	Annual Income (Household)	Subsidy Level	Hourly Rate
A	Below \$20,600	Below \$31,350	100%	\$0.00
B	\$20,601 - \$29,100	\$31,351 - \$51,976	70%	\$10.00
C	\$29,101 - \$37,850	\$51,977 - \$72,584	50%	\$18.50
D	\$37,851 - \$45,599	\$72,585 - \$93,199	30%	\$27.00
E	Over \$46,600	Over \$93,200	0%	\$37.00

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- **Friendly Calls**
- **Friendly Visiting**
- **Grocery Shopping and Delivery**

Friendly Phone Calls and Emails

Volunteers make regular phone calls or send emails to socially isolated clients to provide them with reassurance and friendly conversation.

Most contacts take place daily, but the frequency of service can be tailored to the needs of the client.

Grocery Shopping and Delivery

Volunteers facilitate the purchase and delivery of groceries for clients who are unable to do their own shopping.

Volunteers take orders by phone or email, shop for clients, and arrange for the groceries to be delivered.

This service is free, but clients must pay for their own groceries and the stores may charge a delivery fee (see the chart below).

All payment information must be registered in advance with WESN.

Friendly Visiting

Volunteers meet regularly with clients to provide them with a social connection and to help them remain connected to their community.

Visits can include meeting at the client's home to talk, going out for walks or coffee, or other similar activities.

	IGA	Save-On-Foods
Shopping and Delivery Day	Wednesday	Any day of the week
Ordering	Tuesday -Volunteer calls client for list -OR- -Client emails their list to shopping@wesn.ca by 4:00pm	Tuesday, Wednesday, or Thursday -Volunteer calls client for list -OR- -Client emails their list to shopping@wesn.ca by 4:00pm
Payment Method	Cash or Cheque	Credit card only
Delivery Fees	·Free for grocery orders over \$50 · \$10 for orders \$49.99 and under ·\$0.15 per paper bag	· \$4.95 or \$9.95 depending on delivery window selected ·Minimum order of \$40