

### Can volunteers come with me when I go to see my doctor, accountant, or lawyer?

Volunteers can offer transportation to your appointments and can even help you find the correct office, but they cannot handle your money or be involved in your confidential medical, financial, or legal activities. This is an insurance issue and we request that you do not place our volunteers into such a situation.

### Can a volunteer drive me to Grande Prairie or Fort St John?

Our services are limited to within the City of Dawson Creek.

### I am confined to a wheelchair. Can I have someone give me rides to appointments?

Our volunteers are not trained to provide the level of assistance required to transport people who are not mobile. You must be able to get into and out of the vehicle on your own. We recommend that you contact Step Up and Ride for your transportation needs (250-782-7433) as they have the trained staff and the vehicles modified to provide this type of transportation.

### What are these Bus Tours I've been hearing about?

In addition to our regular services, Dawson Creek Better at Home, with the support of the City of Dawson Creek and BC Transit, offers several bus tours a year to seniors in our community. There are always various stops along the way to places of interest and we generally end up stopping for refreshments at the end.

### How can I help?

You can become a volunteer. Many of our senior clients who are receiving assistance with more physical tasks (snow removal, yard work), volunteer to be friendly visitors or to drive other seniors to appointments or to do their grocery shopping.

You can spread the word. We're looking for seniors who could benefit from the 'Better at Home' services and for volunteers who love working with seniors and have a few hours to spare.

We are always interested in connecting with organizations to which we can refer our clients for assistance or services.

We can offer tax receipts to any sponsors wishing to donate funds towards helping local seniors.

### For more information

Phone: 250-782-2341

Website: [www.dcbetterathome.org](http://www.dcbetterathome.org)

Coordinator: Linda Studley

Email: [lstudley@spcrs.ca](mailto:lstudley@spcrs.ca)

Volunteer Coordinator: Arleene Thorpe

Email: [athorpe@spcrs.ca](mailto:athorpe@spcrs.ca)

### Our office is located

In the Dawson Co-op Mall  
Suite 117 10200 8th Street  
Dawson Creek BC, V1G 3P8

### Hours:

Monday - Friday 9:00 am -3:30 pm



United Way helping seniors remain independent.



# Better at Home FAQs Brochure



## Better at Home

United Way helping seniors  
remain independent.

### We're Giving Seniors a Hand

Better at Home is funded by the Government of BC and managed by the United Way. Hosted in Dawson Creek by South Peace Community Resource Society and South Peace Seniors Access Services Society

## Better at Home - FAQs

### What are the criteria to receive 'Better at Home' services?

- 65 years of age or older
- Live within the city of Dawson Creek
- Live independently
- Unable to perform the requested services for themselves

### Does 'Better at Home' offer services to people living in assisted living facilities?

No, the Dawson Creek 'Better at Home' does not offer services to people living in assisted living facilities.

### How do I register for services?

You can stop into the 'Better at Home' office, in the Co-op Mall, between 9:00 am and 3:30 pm, Monday to Friday. If you can't come to the office, call us at 250-782-2341 and we'll arrange to have someone come to your home to complete the registration.

Please note that if you are requesting housekeeping services you will need to show proof of your annual income (last year's tax return).

### Are there 'Better at Home' programs in other communities?

Yes, there are 'Better at Home' sites throughout BC. To find other sites, you can go to [www.betterathome.ca](http://www.betterathome.ca)

### Does it cost anything?

There may be charges for housekeeping or for snow removal by plow. However If you qualify for the subsidy (determined by income level) you may only pay a portion.

### Who provides these services?

All housekeeping and snow plowing services are provided by contractors. All other services are provided by volunteers.

### How are you funded?

'Better at Home' is a provincial program which is funded by the Government of British Columbia.

We also fundraise through donations from the public and corporate sector and hold fundraising events.

Tax receipts can be issued for donations.

### What services does 'Better at Home' offer?

- Housekeeping
- Friendly Visits
- Transportation
- Home Repairs/Handyman
- Snow Removal/Yard Work

### Do I need to pay anyone?

There are no charges for services provided by volunteers.

If you have arranged for housekeeping or snow plowing and you do not qualify for 100% subsidy, you will need to either purchase vouchers for housekeeping or arrange payment for plowing.

### When will the housekeeper come and how often?

Once your housekeeper is assigned, she will phone you and set up a regular day and time to come and clean. Please make every effort to stay with this time and to notify your housekeeper as far in advance as possible if you have to cancel or reschedule your appointment. The frequency of visits are determined by the program.

### Will the housekeeper use my cleaning supplies or bring her own?

Our housekeepers use your supplies and equipment. This ensures that the cleaning products you prefer are used and that there will be no possibility of cross contamination from one home to another.

### What will my housekeeper do or not do?

Please refer to the 'Better at Home' housekeeping brochure for a specific list of tasks. All of our housekeepers are private

contractors so if you require help with a task not on the list you can hire the housekeeper to provide the service on a private basis.

### Can volunteers stay overnight or help with personal care or respite?

No. Our volunteers are not trained to provide personal care or medical services. We are a non-medical program. We refer people who require medical services to Northern Health.

### Can I just call and have someone drive me to an appointment?

Volunteers may not be available on short notice so we prefer to match volunteers to seniors on a more long term basis. You will be assigned a transportation volunteer (often the same person who may be your friendly visitor).

You will stay in contact with your transportation volunteer and give them as much advance notice of appointments as possible. Your volunteer may have days or times when they are not available, please try to keep this in mind when you schedule your appointments.