



Port Alberni  
Better at Home Program



Alberni Valley Assisted Living Society

## PROGRAM INTRODUCTION

Seniors in the Alberni Valley are invited to apply for at home services through the Port Alberni Better at Home Program. Better at Home is a program created to help seniors continue to live independently in their own homes. Better at Home does this by providing access to simple non- medical support services coordinated and delivered locally using a mix of paid workers and volunteers. Services are offered as information and referrals to reliable service providers or are arranged directly through Better at Home. While some services may be offered for free, the majority of Better at Home coordinated services are provided by contractors paid by the client.

### **Better at Home Services**

Better at Home services do not duplicate any existing home care services provided by community health workers, such as personal hygiene assistance and help with meals, medical needs or physical mobility. The scope of services available through the Better at Home program has been established provincially.

In the Port Alberni Better at Home program these services include:

#### **Light Housekeeping**

**Coordinating options available for transportation to medical/other appointments**

**Seasonal Yard work**

**Simple Home Repairs/Seasonal home maintenance**

**Friendly visiting with Volunteer Support**

### **Information/Referral to other available services and supports for seniors**

Assist with information and access/referral to other services and supports, Lifeline, Sunshine Club, Friendly phoning, Meals on Wheels, etc. as well as other regional and provincial programs, grants and benefits that may be available. We encourage seniors to contact us whether or not the service or support they are seeking is listed in our program information. We are continually expanding our information and referral resources, and such enquiries help direct our research efforts to new services and benefits.



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## Fees and Subsidies

Better at Home has the limited ability to subsidize the cost of services that are coordinated for clients. Subsidized services are based on the clients qualifying financial need and are available as funding permits. The program uses current GIS/OAS income levels as a sliding scale to calculate each client's eligible subsidy based on the client's most recent tax return information. The subsidy can range from 0% to 100% and is utilized to help offset the total cost of each service involved.

## Registering for Services

To register for the Better at Home Program, clients submit a Client Services Application. When a vacancy becomes available a Better at Home coordinator will then contact and review the completed application with the client to determine what support and services can be arranged. Clients will be required to provide documentation of financial income (ie., copy of latest income tax return.) to receive any fee subsidy for services. Eligibility for subsidies is reviewed annually with each client and most recent tax information must be updated.

Better at Home is available to all seniors living in the Alberni Valley. In most programs, seniors are generally people aged 65 or older or those receiving seniors benefits. Our Port Alberni Better at Home Program has set a minimum age of 50 for adults seeking to register for services.

Better at Home is sponsored by the Alberni Valley Assisted Living Society (Heritage Place) through a grant funded annually by the provincial government and managed through the United Way of the Lower Mainland (UWLM).

For more information about our Local program or to apply for services, you can contact us at:

**Port Alberni Better at Home**

**Tel: 778-419-3000**

**Email: [pabetterathome@shaw.ca](mailto:pabetterathome@shaw.ca)**

**#6, 4711 Elizabeth St., Port Alberni, BC V9Y 6M1**