

Renfrew Collingwood Better at Home FAQ

The goal of the Renfrew-Collingwood Better at Home program is to support seniors in Renfrew-Collingwood to live independently in their homes and stay connected to their communities by providing non-medical support services. The light housekeeping service can provide support with housecleaning, laundry, and bed making. This Program **does not** provide any medical home support, personal care, or emergency services.

Who is eligible for the program?

Any persons aged 55 or older living in the Renfrew-Collingwood boundaries (see map below) is eligible to purchase the service.



How much does the service cost?

The service costs \$25 per hour and there is a minimum charge of 2 hours per appointment. The program does offer a subsidy so the cost may be lower for you. There is, however, a waitlist for subsidies.

What is the process to sign up?

The first step is to call for an intake. The program coordinator will schedule a home visit to go over the program with you in detail and conduct a home tour. They will then select a housekeeper who matches your schedule and will book the first cleaning appointment with you. Once you are assigned a housekeeper, you will contact the housekeeper directly to schedule your appointments.

I live with other people, am I still eligible for the service?

Each situation is unique and is assessed case by case. Factors that would affect the decision may include the total number of people in the household, the relationship between household members (i.e.: renters, family members, etc.) and the size of the house and rooms. Please contact the program manager for more detail.

What will the housekeeper clean?

The below list is not intended to be complete and a housekeeper may reserve the right to refuse service that they deem outside of the scope of service or are dangerous.

| Services we offer | Services we do not offer |
|---|--|
| Mopping | Meal preparation |
| Sweeping | Bathing |
| Vacuuming | Pet care and cleaning up after pets |
| Dusting | Help with medication |
| Laundry assistance | Personal care i.e: nail trim, dressing |
| Making the bed | Deep clean of any kind |
| Light scrub- bath tub | Stove - interior |
| Light scrub- toilet | Deep cleaning walls and baseboard |
| Bathroom counters, surfaces and floor | Cleaning that requires the moving of heavy furniture |
| Kitchen stove- exterior only – spray and wipe | Cleaning of areas that require the use of a step stool or ladder |
| Kitchen fridge- Interior and exterior | Cleaning of bodily fluids, incontinence |
| Kitchen counter and surfaces | Plant care, watering, trimming etc. |
| Taking the household garbage out | We cannot dust cluttered surfaces – Client must remove items if they would like that surface wiped and client will replace items |
| Simple wipe of walls if visibly soiled | Balcony cleaning |
| | Blinds cleaning, window tracks |

Why must I book an ongoing service?

The service is intended to help maintain a clean and tidy environment and to be able to offer this service at a below market cost, we ask that seniors agree to a minimum of a 3-month commitment. To get the most out of the service, we suggest signing up for bi-weekly cleaning service. Some seniors choose to receive the service monthly. The choice is yours.

What do I have to provide?

The housekeepers arrive empty handed and will use your tools, supplies, and equipment. Please have the following items in good working condition ready for the housekeeper:

Duster
Broom and dust pan
Mop, bucket with wringer
Rags and or paper towels

A vacuum
Cleaning products of your choice such as dish soap, window cleaner,

degreasers, general cleaning sprays, a vinegar-based solution, etc.

The housekeeper can assist with laundry provided that laundry machines are in the building. Please have tokens or coins ready to go along with detergents and any other products you wish to use. A housekeeper may refuse a service if the equipment provided is not in good working order (i.e.: a mop without a wringer, a vacuum that is broken or missing required attachments)

Who are your housekeepers?

Our housekeepers are long time contractors and employees who have been vetted through Collingwood Neighbourhood House.

How do I pay for the service?

The best way to pay is to provide with us a credit card to keep on file and an email to send receipts to. Your housekeeper will submit a job record to us and we will charge your card on file for the service and email you a receipt. If you are unable to provide us with an e-mail, we can mail you your receipt by request.

If you do not have a credit card, then you may purchase pre-paid vouchers from Collingwood Neighbourhood House. The vouchers can be purchased at the front desk during operating hours or by mail with a cheque. Please contact the program co-ordinator for more details regarding payment methods.

What is the complaint process?

You have the right to complain if you are not happy with the service you are receiving or the way you are being treated.

Step 1: Attempt to resolve the problem with your housekeeper

Step 2: Contact a Program Coordinator

If you don't want to speak with the housekeeper, or if you are not satisfied with the worker's response, contact a Coordinator. The coordinator may also speak with the housekeeper or others involved, only if necessary. The coordinator will document the complaint and attempt to resolve the problem.

How do I cancel or reschedule an appointment?

Please contact your housekeeper directly to reschedule or cancel. You must give at least 24 hours' notice to avoid being charged for the session. **If you provide less than 24 hours' notice, you will be invoiced for the full service.**

Holidays:

As above it will be up to you to arrange a cleaning schedule with your housekeeper. If your regular day falls on a statutory or religious holiday, your housekeeper may reschedule.

Bed Bugs or other infestation:

Clients are asked to let their housekeeper or the coordinator know immediately if they suspect they may have bed bugs or any other infestation in their home (i.e. rodents, cockroaches, fleas, etc.). Infestations can occur easily in any home; the sooner it is dealt with the better!

I have more questions, who do I call?

You can call the program manager at 604-435-0375 or email at schu@cnh.bc.ca

