

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



How much does the service cost?

Effective April 1, 2026, the service costs \$30 per hour and there is a minimum charge of 2 hours per appointment, or \$60 per visit. Depending upon your household income (based upon your most recent Notice of Assessment), you may be eligible for a subsidy. Subsidized rates apply for up to two visits per month. Additional visits are charged at the full rate of \$60.

What is the process to sign up?

The first step is to call or email to be added to our waitlist. You will be asked to complete a questionnaire to confirm eligibility and priority for the service. Once space becomes available, the program manager will schedule a home visit to go over the program with you in detail, complete registration forms, 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 details.

What will the housekeeper clean?

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

Services we offer	Services we do not offer
Mopping	Meal preparation
Sweeping	Personal care i.e: nail trim, dressing, bathing
Vacuuming	Pet care and cleaning up after pets
Dusting	Help with medication
Laundry assistance	Deep cleaning of any kind
Making the bed	Cleaning oven, vents, grease catchers, or built-up grease on range hoods
Light scrub- bath tub	Cleaning fixed shower enclosure glass and tracks
Light scrub- toilet	Deep cleaning walls and baseboard
Bathroom counters, surfaces and floor	Cleaning that requires the moving of heavy furniture or objects over 10 kg
Kitchen stove- exterior only – spray and wipe	Cleaning of areas that require the use of a step stool or ladder
Kitchen fridge – exterior. Mopping up spills inside or removing spoiled food	Cleaning of bodily fluids, feces, or any biohazards
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
Spot clean of walls if visibly soiled	Balcony cleaning
	Cleaning blinds, draperies, or window tracks

Why must I book an ongoing service?

The service is intended to help you maintain a clean and tidy environment. To be able to offer this service at a below market cost, we ask that participants commit to a minimum of three months' service. 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:

Long-handled duster Long-handled bathtub scrubber Broom and dust pan	Mop, bucket with wringer A compact vacuum Rags and/or paper towels	Cleaning products of your choice such as dish soap, laundry detergent, 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 payment cards, 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 (e.g.: a mop without a wringer, a vacuum that is broken or missing required attachments)

Who are your housekeepers?

Our housekeepers are employees who have completed criminal record checks and are insured 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 manager 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 the program manager

If you don't want to speak with the housekeeper, or if you are not satisfied with the worker's response, contact the manager. The manager may also speak with the housekeeper or others involved, but only if necessary. The manager 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.** If a visit has been cancelled, the next visit will be as regularly scheduled (i.e., two weeks or a month later).

Holidays:

If your visit falls on a statutory holiday, it will be cancelled and the next visit will be as regularly scheduled (i.e., two weeks or a month later).

Bed Bugs or other infestation:

Clients are asked to let their housekeeper or the program manager 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!

Smoking, alcohol, and controlled substances

Smoking, drinking alcohol, and consuming controlled substances are not permitted during a visit. A housekeeper has the right to open doors and windows to ensure proper ventilation while they clean.

Code of Conduct

All clients and service providers agree to treat each other with dignity and respect. Discrimination, aggression, or harassment in any form will not be tolerated. Intoxication or illegal activity, including the use of banned substances and improper use of firearms, are not permitted in any home we visit. If you or your housekeeper feel unsafe at any time, the visit may be ended immediately. Collingwood Neighbourhood House reserves the right to terminate service at any time, with written notice.

I have more questions, who do I call?

You can call the program manager at 604-343-3708 or email at schu@cnh.bc.ca