

SENIORS IN-HOME SUPPORT PROGRAM

2020-2021 Season



SENIORS IN-HOME SUPPORT PROGRAM

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Funding is provided through the approved annual operating budget.

If you have any questions regarding this program, please contact:
Community Services Office 780-939-7839 or Seniors Programmer 780-939-7875.

Revised: October 7, 2020

Document review: July 17, 2021

By: Community Services FCSS Department

SENIORS IN-HOME SUPPORT PROGRAM

RESIDENT INFORMATION

Morinville Seniors In-Home Support program was developed to help seniors live safely and securely in their homes. This program provides seniors with snow removal, basic lawn care, and housekeeping assistance. Timelines for services are:

Snow Removal Program Season: November 1 to March 31
 Lawn Care Program Season: May 1 to September 30
 Housekeeping Services: January 1 to December 31
(week days only; no service on statutory holidays)

FCSS staff will assess the following areas of your property to ensure all hazards are identified prior to the contractor’s arrival:

- Snow - your driveway and sidewalk
- Lawn care - your front and backyard as well as sidewalk access to those areas
- Housekeeping - your access and rooms to be cleaned

For referrals only: FCSS provides contacts to local businesses that offer services in minor home repairs.

WHO IS ELIGIBLE

- Morinville residents age 65+
- Are unable to do lawn care, snow removal or require some assistance in their home due to physical health conditions, disability, mobility challenges or complex/multiple needs
- Are without family, community or other home maintenance service supports
- Meet the financial eligibility outlined by StatsCan LICO (Low Income Cut off) after taxes

SERVICES AVAILABLE

1. **SNOW REMOVAL**- We offer **two** options for snow removal services.

Option #1	Option #2
<p>A Monthly agreement with our contractor. The contractor will clear snow from driveways and walkways upon every snow fall. The homeowner does not need to call for the service. The contractor will come at the first indication that the snow fall has lifted. Please understand that there are several clients on this program so there is no commitment of a time that our Contractor will be at your Property.</p> <p>We DO guarantee all clients receive the service within a 24-hour period. The Contractor does understand that you may have to drive on your driveway during the time you await your snow service. The Contractor will try to get all properties done immediately following a snowfall to ensure everyone’s safety and access to the property. The Contractor does not chip ice/snow build- up from the driveway or walkways. Please ensure you are managing your property to avoid any hazardous build up.</p>	<p>Residents can purchase 10 service passes for the season. You will have to contact the contractors when you want the service. We ask that you allow the contractor <u>72 hours</u> as per Traffic Safety Bylaw 24/2012 and once the snow fall has lifted to have the snow removed. Passes are redeemed at the property owner’s discretion. Please ensure you are not waiting too long in between service calls. Buildup of packed snow and ice become a hazard. Any unused vouchers can be returned for a full refund at the end of the snow season. Note: Option #2 is dependent on the contractor’s availability. The contractor does not chip ice or packed snow.</p>
<p><i>Whichever option you as the homeowner selects you cannot switch to another option once the season has started.</i></p>	

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2. LAWN CARE - basic lawn care and lawn edging of property.

Arrange with the contractor prior to the first cut if you prefer your lawn to be mulched or bagged. Ensure that all animal waste is removed prior to calling for the lawn service. Remove any obstacles that may cause the Contractor additional time or perhaps damage to your property such as small lawn ornaments or garden gnomes. The lawn service is scheduled for one cutting a week. The contractor will set a specific day of the week to visit your property to ensure you receive this weekly service – weather may sometimes delay your service, but you are guaranteed one cutting/lawn trimming a week.

Lawn care service **does not** include weeding gardens or planting flowers. If you require additional yard services such as rototilling, weeding gardens or planting flowers Community Services may be able to refer you to a local business or Community Group that provides this service.

3. HOME HELPER PROGRAM

All housekeeping services are provided by a contracted service provider. Through the Seniors Home Support program, you may qualify for a subsidy to help cover these Contractors service fee.

Light Housekeeping services includes:	Deep cleaning services includes:
<ul style="list-style-type: none">• Wiping counters, fridge, stove, microwave• Washing dishes & unloading dishwasher• Spot cleaning walls• Cleaning bathroom sinks, tubs and toilets• Vaccuming, sweeping & mopping floors• Dusting & general tidying• Doing laundry & ironing clothes• Making beds	<ul style="list-style-type: none">• Cleaning out fridge• Cleaning oven• Moving of furniture/boxes to clean• Window cleaning• Closet decluttering

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FUNDING

Services are provided at a subsidized level for those who qualify.

Do I Qualify for Subsidy?

You will need to show the following areas:

- Proof of income- **Notice of Assessment- Line 15000** is required at the time of Application Approval – (No Application for subsidized program can be approved without Income Verification) for subsidy please refer to the LICO chart below for income qualifiers.
- Proof of residency of Morinville through a driver’s license, utility bill or other government document with your name and current address

Application for subsidy is required to be updated yearly as income levels may change.

Financial eligibility is outlined by StatsCan LICO (low income cut off) after taxes.

Individuals Living in Home	Total Household Income Level Subsidized Support	Subsidy Level
1 person	\$23,750 or below	Subsidy based on program rates (see table below – Level 1)
2 or more persons	\$45,720 or below	Subsidy based on program rates (see table below – Level 2)
	Income over \$45,720	Do not qualify for subsidy

Subsidy Level Chart

Services Offered & Rate	Subsidized Level 1	Subsidized Level 2
Monthly Snow Removal \$240/month	\$50/month	\$40/month
Snow Removal Voucher only \$30 single use – average size lot \$35 single use – larger size lot	\$15/voucher up to 10	\$10/voucher up to 10
Monthly Lawn Service \$150/month	\$25/month	\$15/month
Light Housekeeping \$30/hour	\$6/hour	\$ 3/hour
Deep Cleaning \$40/hour	\$8/hour	\$5/hour

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If you qualify for funding you are required to pay the Homeowner portion of the program in advance (prior to services being done). A receipt will be provided should you also qualify for reimbursement through the Senior Special Needs Program or Seniors Benefit Programs. If you need information about these programs or others please speak with the Senior Programmer at 780-939-7845.

Regardless of whether you qualify for a subsidy under this program or not, the Contractors we work with offer a fair and competitive rate for these services. **Always confirm the charges before work begins.** If ever unclear or uncertain, please contact Community Services to mediate.

ONCE YOUR SUBSIDY IS APPROVED

A member of the FCSS team will meet with you to outline the program and receive the particulars and requirements of your property. Pictures will be taken to ensure the property is accurately represented on our files. You will be provide the Contractor information. Then the Contractor will be provided with any specifics to your property.

- **All monthly service options** –The homeowner must ensure payment is at Community Services the end of each month to have services provided the following month. Late payments may result in service cancellation.

SAFE MONEY HANDLING

The FCSS Department will pay the subsidy portion and resident prepaid portion directly to the contractor. No resident should be providing money to the contractors at any time. Any programs offered that require a “Service Voucher” can be purchased directly at Community Service 9502-100 Avenue.

Funding set aside to support this program may only allow for a set number of participants based on the annual budget. To ensure you receive the assistance you need sign up early for these programs.

REFERRALS - ADDITIONAL SERVICES

Whether you qualify for a subsidy or not, a list of potential businesses can be provided to you to select your contractor. FCSS will try and provide a minimum of 2 referrals.

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Application Form

Given Name:	Last Name:
Gender:	Date of Birth:
Address:	
Town: Morinville	Postal Code:
Phone Number:	Cell Phone Number:
Email:	What is the best way to contact you? _____ Phone _____ Email _____ Mail
Please list any medical needs you would like us to know that applies to your application request:	

Family Member for (Emergency Contact information)

Given Name:	Last Name:
Address:	Phone Number:
Relationship to Applicant:	

Please check the services you are applying for:

_____ Snow Removal **Option #1** _____ Snow Removal **Option #2**

_____ Lawn Care Program

_____ Light Housekeeping Services

_____ Deep Cleaning Service

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I _____ declare that:

(Applicant Name)

1. Town of Morinville FCSS Staff may contact me in matters pertaining to this application.
2. The information I provided in this application is true.
3. I understand that misuse of the program and misinformation provided on this application may result in a loss of privileges.

Signature of Applicant

Date (DD-MM-YY)

Under Section 38 of the Freedom of Information and Protection of Privacy act, Municipalities must protect the personal information it collects by making reasonable security arrangements against such risks as unauthorized access, collection use, disclosure or destruction. Also, Municipalities must comply with Section 39 and 40 when using and disclosing personal information.

Office Use Only

Application information is complete ____ Y ____ N

Income Verification (Line 150) Year 20____ ____ Y ____ N

Homeowner **Qualifies** for subsidy: ____ Y ____ N

Referral service only ____ Y ____ N

Property has been assessed: ____ Y ____ N If yes, by who: _____

Snow Removal: Option 1 Monthly Service: \$240 Monthly Service Charge		
Subsidized portion: Level 1 - \$50/month	Level 2 - \$40/month	Resident portion due:
Snow Removal: Option 2 Service Voucher		
\$30 Single Service Voucher – average size lot	\$35 Single Service Voucher - larger size lot	
Area of driveway and walks to be determined		
Subsidized portion: Level 1 - \$15/voucher	Level 2 - \$10/voucher	Resident portion due per voucher:
Lawn Care- Monthly Service: \$150 Monthly Service Charge		
Subsidized portion: Level 1 - \$25/month	Level 2 - \$15/month	Resident portion due:
Light housekeeping services: Hourly Rate: \$30/hr		
Subsidized portion: Level 1 - \$6/hour	Level 2 - \$3/hour	Resident portion due:
Deep cleaning services: Hourly Rate: \$40/hr		
Subsidized portion: Level 1 - \$8/hour	Level 2 - \$5/hour	Resident portion due:

Staff Signature: _____ Date: _____