

Frequently Asked Questions Seniors May Have About the Seniors Home Supports Program

1. What is the Seniors Home Support Program?

The Seniors Home Supports Program is a referral service that gives seniors referrals to vetted service providers who offer snow removal, yard help, housekeeping and home repair and maintenance, personal services, and moving help.

2. What services are covered?

- **Snow Removal:** remove snow and put down anti-slip material to cover icy spots (not chipping ice)
- **Yard Help:** mow lawn and do spring/fall clean-up including tree removal, trimming, etc. and gate, sidewalk and concrete repairs
- **Housekeeping:** vacuum, wash floors, clean bathrooms, do laundry, dust, clean the fridge
- **Home Repair and Maintenance:** includes minor repair, electrical, plumbing, painting, furnace, appliance repair, handyman, roofing/eavestrough, deck and railing repairs, window cleaning (not major renovations)
- **Personal Services:** includes hair care, foot care, medi-alert, home and respite care (personal care, homemaking, nursing care, companionship, accompanied transportation)
- **Moving Help:** organizing, junk removal, downsizing

3. How much does it cost? Is it free?

Services are not free. The companies and individuals which are on the referral list charge for their services and costs vary. You must talk to each service provider to determine the costs.

4. Are the service providers reputable? Is this program safe?

The seniors organizations involved in the Seniors Home Supports Program screen and vet service providers to ensure they are reputable.

5. Do you provide the services?

No, the Seniors Home Supports Program does not provide the services directly. Seniors are given three referrals to reputable, vetted companies, individuals and community groups which provide the services.

6. Will you send companies to my house?

The Seniors Home Supports Program will provide you with three referrals to companies which provide the services you are looking for. You will contact them and make arrangements for the work to be done at your house.

7. How will I be charged?

Under this program, the exchange of payment is kept strictly between the client and the service provider. You must discuss the terms of payment with the service provider.