

## MEMO

**To:** Better at Home Programs

**From:** Kahir Lalji, Provincial Director, Population Health, UWLM

**Date:** March 27, 2020

**Subject:** COVID-19: Program and Operational Updates for Better at Home Programs

---

Good afternoon Better at Home programs,

Please read the below important information regarding your grant during the COVID-19 pandemic:

### **Programmatic/Service Adjustments**

As per the attached memo sent on March 18, we reiterate that United Way remains flexible for funded programs to adapt and adjust as needed to reflect the needs of their community in ensuring that protocols and public health measures are followed. All programs have flexibility **and are expected to redirect their budgets and staffing** to meet new or adjusted programming needs.

Please advise your Regional Community Developer (RCD) of any service adjustments and/or redirection of program funds, via email, **as soon as possible**, noting the restrictions and best practices as outlined to continue to meet the needs of older adults and their caregivers during the COVID-19 pandemic.

This is also a reminder to continue to be diligent with tracking services, and particularly those that have been adjusted to meet the COVID-19 community needs.

### **COVID-19 Better at Home Response HUB Agencies**

As per the attached email sent March 26, at this time, twenty-four (24) sites have been identified to act as BH Response HUBS, through a partnership with United Way's Better at Home program, bc211, and the Government of BC. See the announcement for "Safe Seniors, Strong Communities" – the COVID-19 Response Plan for seniors – on [YouTube](#), and review the Government's [news release](#) and the [UWLM blog](#). Also, the "Safe Seniors, Strong communities" narrative is provided.

These HUB organizations will be reaching out to neighbouring BH and other community organizations as referrals come in, to help ensure that seniors, in all communities, are receiving the supports they need.

### **Sliding Scale Fee for Services**

A decision has been made to move the Better at Home sliding scale model to 'by donation' **for all currently offered services** (if applicable) in order to make these essential services as accessible as possible. The Ministry of Health will support the financial implications and losses incurred. Please plan to track any amounts that you would have received for the service and we will ensure you are reimbursed.

## Letters of Agreement

Letters of Agreement (LOAs) will be sent this week/early next with an extended return deadline of **April 15, 2020**. During this grace period, your program's receipt of regular, planned funding **will NOT be impacted**, regardless if your LOA has not been returned before the extended deadline, and/or if your program has outstanding adjustments to regular programming/budgets (eg. if your budget does not balance, if items have been incorrectly budgeted, etc.). Your funding will arrive in the first/second week of April.

Though we are not asking for revisions to your application at this time, RCDs will still review applications in detail and will be in touch about any outstanding adjustments retroactively, before Quarter 2 (Q2).

## 2019-20 Annual Reports

2019-20 Annual Reports will be open for reporting as of **April 8, 2020**, however, we will be extending the reporting deadline to sometime in later May 2020 – more details to come shortly.

There will be opportunities within the Annual Report to report on programming adjustments that occurred at the tail end of the 2019-20 fiscal year due to the COVID-19 pandemic.

## Communication and Connectivity

In response to emerging discussions about supporting and uniting our communities during the COVID-19 crisis, the below resources are available:

- We have opened two groups on [Healthy Aging CORE](#) to enable you to connect with allied organizations serving older adults in B.C:
  - A private group called "[Healthy Aging Executive Directors: COVID Connections](#)" is available to share questions, concerns, information, and relevant resources, learn of grant-related information, as well as identifying and addressing training and other needs related to COVID-19. All Executive Directors/Senior Managers of Better at Home (BH), Active Aging (AA) and/or Higher Needs (HN) Lead Organizations have now been automatically added to this group, if they are already active on CORE. **If you do not have a CORE account:**
    - Sign up at [Healthy Aging CORE](#)
    - Enter the Invite Code: **ed-covid**
    - Wait for your CORE registration to be approved (*approximately 1 business day*)
      - **Please check your junk mailbox for approval of your CORE membership**
    - Once approved, you will be automatically added to the [Healthy Aging Executive Directors: COVID Connections](#) group to receive regular updates, discuss, and share
  - Additionally, an open CORE group labeled "[CBSS COVID Connections](#) " is available for general discussion with the broader CBSS sector related to the COVID pandemic.
- Lastly, it is ever more important to get connected through the [Healthy Aging CORE eNewsletter](#) for essential resources and updates, both during this crisis, and ongoing.

Kind Regards,



Kahir Lalji, M.A, CPG  
Provincial Director, Population Health  
United Way Lower Mainland

## **Regional Community Developers (RCDs)**

### ***Lower Mainland, Sea to Sky and Fraser Valley***

Dr. Beverley Pitman  
[beverleyp@uwlm.ca](mailto:beverleyp@uwlm.ca)  
604.294.8929 ext. 2277

### ***Vancouver/Gulf Islands***

Cathy Holmes  
[cathyh@uwcvi.ca](mailto:cathyh@uwcvi.ca)  
250.797.9378

### ***Interior BC***

Jessica Kleissen  
[jessicak@uwlm.ca](mailto:jessicak@uwlm.ca)  
250.574.5729

### ***Northern BC***

Sarrahs Storey  
[sarrahs@unitedwaynbc.ca](mailto:sarrahs@unitedwaynbc.ca)  
250.699.1681