



Better at Home is funded by the Government of British Columbia.

Request for proposal – Training Consultant

Introduction

Seniors are an important and growing part of our communities, and their active involvement enriches everyone’s lives. To ensure that seniors continue to play an active role in our communities, they often need support to live independently in their own homes, surrounded by family, friends, and neighbours. United Way of the Lower Mainland (UWLM) supports seniors to age with dignity and, with funding provided by the BC Government, manages the *Better at Home* program. *Better at Home* is designed to assist seniors with simple day-to-day tasks, thereby helping seniors maintain their independence and stay connected with their community. The program is delivered by local charitable non-profit lead organizations, with the use of volunteers and some paid staff. Each local program is managed by a paid Program Coordinator. Close to 60 communities in BC will be delivering or rolling out the *Better at Home* program this year. See **Appendix 1** for additional program information.

This fall we will bring together all *Better at Home* Program Coordinators to share knowledge and learn from each other, and to cultivate a strong ‘community of practice’. This ‘**Fall Provincial Meet-up**’ is part of a comprehensive learning approach. Other elements include an online community, bi-monthly (tele) meetings for reflective learning, and webinars.

Request for Proposal

Better at Home is seeking a Training Consultant to develop - in close collaboration with the *Better at Home* provincial office - a training program for *Better at Home* Program Coordinators for the ‘**Fall Provincial Meet-up**’. Work includes:

- Analyzing topics¹ identified by Program Coordinators and the Provincial Project Office, and topics discovered as a result of additional field research
- Identifying and analyzing existing relevant training sessions, and training providers
- Based on existing training, developing – together with the training providers - training sessions², including training material, to be used during the ‘**Fall Provincial Meet-up**’, and/or during other separate training occasion(s)

¹ Based on conversations and feedback, we anticipate topics to range from ‘working with seniors with dementia’ to ‘ins and outs of running a social enterprise’. Currently we are harvesting additional topics from existing *Better at Home* Program Coordinators.

² For example, if an organization is currently providing a 4 hr. training for volunteers on “how to work with people with dementia”, this training might be adapted into a session for *Better at Home* Program Coordinators. It is not expected that UWLM or the proponent provide the training. It is the intent that this will be done by the third party owning the original training.



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Deliverables

- Comprehensive overview and analysis of existing training sessions, relevant to the field of service delivery to seniors
- 4 to 6 training sessions - 90 minutes for each session, including training material
- Identification of a minimum of 4 learning modules suitable for webinars

Note: It is not expected that a new training will be developed. We anticipate that existing training – perhaps after slight adaptation – will be used. If changes are needed it is expected that the proponent will work with the trainers to make changes. There is a separate budget available for the contracting of trainers.

Timeline

Expected start day is no later than **June 1, 2013**. Expected completion date no later than **July 31, 2013**

Budget and Payment

The contract will not exceed **\$10,000 including taxes**. Compensation will be made monthly, after submission of an invoice and description of the work completed to date.

Proposal Format – Maximum 5 pages

Please incorporate the following:

- Understanding of requirements
- Experience relevant to undertaking this assignment
- Experience, knowledge and network in relation to seniors' issues
- Detailed work plan (linking deliverables with anticipated hours required, consultant fee, and deadlines)
- Detailed budget

Conflict of Interest

Please disclose any potential conflict of interest including direct or perceived personal benefit, or benefit to an organization with which you are affiliated.

Proposal deadline

Please email or send your proposal including **2 references** (name, relation to you, telephone and email) no later than **Friday May 24, 2013 – 11:00AM PST** to:

Christien Kaaij, Provincial Project Manager - christienk@betterathome.ca



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Appendix 1: *Better at Home* - Frequently Asked Questions

What is *Better at Home*?

Better at Home is a program to help seniors live in their own homes longer by providing simple non-medical support services like help with housekeeping and transportation to appointments. *Better at Home* services are delivered by local non-profit organizations and staffed by a mix of paid and volunteer workers.

What services are delivered?

Better at Home services are specific to the needs of the seniors in each community. They can include: light housekeeping, grocery shopping, minor home repairs and yard work, transportation to appointments, friendly visits and snow-shoveling.

Who decides which services are available in my community?

Seniors will be front and centre in determining what services are needed in each community. Other community stakeholders will also provide input into the local programs.

Who is eligible to receive the services?

All seniors living in a *Better at Home* community can apply for the services. The *Better at Home* service provider will assist the applicant to decide which services are right for their circumstances.

How can seniors apply?

Seniors can contact their local *Better at Home* program and or learn more at www.betterathome.ca.

What does it cost?

Seniors will be asked to pay a small fee for some services, based on their income. Exact costs are determined by the *Better at Home* service providers based on the local community conditions.

Which communities does *Better at Home* currently serve?

The *Better at Home* program will be available in up to 68 British Columbia communities. You can find a list of current *Better at Home* communities on our website www.betterathome.ca

How are communities selected?

The communities that are selected have higher percentages of seniors, many of whom are isolated and vulnerable. Consultations with senior's organizations and other regional experts will also guide the selection process.



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Can communities apply for the *Better at Home* program?

There will not be an open call for applications for *Better at Home* funding. However, communities can contact Christien Kaaij Provincial Project Manager to express their interest. christienk@betterathome.ca

Where does the *Better at Home* funding come from?

Funding was provided to the United Way of the Lower Mainland from the government of BC. *Better at Home* communities will also provide additional funds and resources through fees charged for services, fundraising, in-kind donations and volunteer participation.

Is *Better at Home* a permanent program?

Better at Home is a project that started in April 2012 and will run until the end of 2015. United Way of the Lower Mainland will seek ongoing funding support for *Better at Home*