



Proudly serving the Robson Valley since 1980

CONTACT

1-844-324-2004 (toll-free)

(250) 566- 9107 (Valemount)

(250) 569- 2266 (McBride)

info@rvcsbc.org

PROGRAM HOURS

Monday	8:30am-4:00pm
Tuesday	8:30am-4:00pm
Wednesday	8:30am-4:00pm
Thursday	8:30am-4:00pm
Friday	8:30am-4:00pm

THIS PROGRAM IS PRIMARILY FUNDED BY

United Way, Active Aging Society &
New Horizons for Seniors Program



New
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active
aging
society



United Way
Northern British Columbia

SENIORS PROGRAM INFORMATION



THE SERVICES WE PROVIDE

- Are free (BaH is on a sliding scale based on annual income) and are available to anyone around 60+ living in the Robson Valley.
- The Better at Home (BaH) program provides non-medical support services to assist seniors in living independently, to increase socialization & decrease isolation. Services include weekly light housekeeping, yard work, snow removal, friendly visiting, transportation, grocery/prescription delivery & information.
- Social, recreational & educational programming aims to improve community connectedness, foster a safe environment for learning & connection, and to decrease loneliness/isolation.
- RVCS represents the Robson Valley Community Response Network, which aims to reduce and prevent elder abuse and neglect through events & resources.
- The Community Volunteer Income Tax Program (CVITP) offers basic income tax filing for simple tax situations through our staff who are trained volunteers.
- Referrals to and from other community organizations/service providers as needed, such as Valemount Seniors Citizen Housing Society, Elks Society & OAPO in McBride, churches, friends/family, community paramedics, local libraries, legion, Lion's Hall & more.

HOW TO ACCESS OUR SERVICES

- Services can be requested in person (at any RVCS office), by phone or email.
- To register for special events and workshops, please email events@rvcsbc.org, call our phone line, or speak to front desk staff.

WHAT TO EXPECT

- Receive monthly newsletters or phone calls with information about our programming for that month. We advertise via physical posters around the community, email newsletters, social media posts (Facebook & Instagram), VCTV ads, newspaper ads, and phone calls.
- 1 to 3 programs per community per month, including a variety of physical, creative, educational and social based programs/workshops.
- Regular contact from senior activity workers and any contractors or volunteers they receive service from & quality assurance from the program supervisor.
- A welcoming, safe space with a focus on adapting programs to your needs.

ENDING SERVICES

- We appreciate when clients inform us that they are no longer interested in or able to participate in our programming, however, a formal resignation is not required. Clients may end services at any time.
- To no longer receive Better at Home services, contact the Better at Home Coordinator who will close your file and store records as per agency policy.
- Your feedback is important to us! Occasionally clients may receive an optional survey that helps the agency improve services.

**If you have any questions or concerns, please let your
Seniors Program staff know or email feedback@rvcsbc.org.**

Valemount: PO Box 1171, Valemount, BC, V0E 2Z0

McBride: PO Box 430, McBride, BC, V0J 2E0