

Yard Busters

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Seniors Yard**

RESIDENT Information Package



Organized by:

**Sylvan Lake Family and Community Support Services
Senior Services Program
4725 43rd Street
Sylvan Lake, AB T4S 1M3
Phone: (403) 887-1137
Fax: (403) 887-1194**



Information for Senior Residents Requesting Service

What is the Yard Busters program?

Yard Busters is a volunteer service program where individuals, organizations, businesses, classrooms, families, and groups of youth can commit to cutting grass from the yard of a community resident in need throughout the spring/summer season.

Interested senior residents in need of lawn mowing can contact us and be matched with a volunteer in their neighbourhood. The volunteer is committed to the same resident throughout the campaign and will contact the senior resident when matched.

Am I an eligible recipient in the Yard Busters program?

Residents who are eligible for free yard care service include:

- Residents who fall below the income range of:

1 Person	\$26,965	2 Persons	\$43,785
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***Please Note: Due to the increased need for assistance, the Yard Busters program will only consider residents that have a total income of \$26,965 or less for a single person, and a couple with a total combined income of \$43,785 or less. These income levels are in line with the Alberta Government's financial assistance programs for seniors.**

- 65 and over
- Residents who have a condition or disability (temporary or permanent) preventing them from participating in tending to their yard.
- Residents who have no other capable members residing in their home or neighborhood.



Do you screen the volunteers?

All volunteers must complete an application form and criminal record check to participate in the program. However, we assume no responsibility for the actions of the volunteers. We expect that all residents will exercise caution, and that volunteers will act in the best interest of the community. We invite all participants to call us with any concerns or questions.

How do I know who will be coming?

For security reasons we will provide only your first name, phone number and address to the potential volunteer. Once a match has been arranged, we will call you to let you know who your volunteer is and inform you that you should be expecting a call from them shortly.

How long is the service?

The nature of the Yard Busters program is to provide a senior resident in need with a regular service until the end of the spring/summer season. However, service may vary depending on the number of volunteers in your area and the commitment they can make to the program. **We will make every effort to ensure that qualifying residents are paired with a volunteer, but cannot guarantee how soon or for how long the volunteer can commit**

What if the volunteer fails to come?

On occasion a volunteer may not come for some time for very good and legitimate reasons. If the volunteer cannot make it to the resident's home within 48 hours, the volunteer will contact the resident to reassure them of when they can make it. If your volunteer has not come or you have not heard from them please call us. We will then follow up with the volunteer and where possible, arrange for a replacement.

Do I need to provide the tools?

Generally yes, you will need to provide the equipment needed. If you do not have a lawn mower please indicate this when you make the connection with the FCSS Senior Services Program. If you do have the equipment please come to an agreement where you will store it so it is easy for the volunteer to find and use.

What areas of my property will be looked after?

The volunteers will be instructed to maintain the front and back grass if needed. It is up to the volunteer discretion if they would like to help out with any other tasks such as weeding, raking, trimming etc. Your volunteer will tell you what they are going to do for you.

How often will my grass be mowed?

The frequency of lawn care is dependent on a number of factors including the amount of precipitation, rate of growth, personal preferences and availability. Please discuss this with the volunteer you are matched with and agree on an arrangement that works best for both of you.

Is there a fee for this service?

NO! At no time should you be required to pay or give anything to your volunteer. If the volunteer requests this from you, please tell them that you will need to check with the Senior Services Coordinator first. Then call us immediately if you are asked for any money, goods, loans, food, favors or donations from your volunteer as this is not appropriate under this program.

Should I tip the volunteer to show my appreciation?

While this is up to your discretion, we do not encourage this practice. Since the Yard Busters program is a volunteer-based initiative, we do not want to set any precedent that a fee or regular financial reward is associated with the effective delivery of the service.

Concerns, Complaints or Feedback

All residents are instructed to direct any concerns, complaints or feedback to the program coordinator. If a resident addresses you directly with this information please contact the program coordinator for follow up. Please refer to orientation manual for further direction for on workplace abuse.

How should I thank my volunteer for their service?

It is important to remember that your volunteer is taking time out of their day to help you, and giving recognition is a very important role that you play in the Yard Busters program. A simple and friendly thank-you is often the most rewarding sign of appreciation. Some people share some baking, or write a thank-you card at the end of the season, but these are not expected. **Please do not tip your volunteer as we do not want to set any precedent that a fee or regular financial reward is associated with the effective delivery of the service.**

What do I need to get involved?

- Submit a Resident Application to Sylvan Lake Family and Community Support Services (FCSS) Senior Services Program
 - Fax: 403-887-1194
 - Mailing Address: 5012 48 Avenue
Sylvan Lake, AB
T4S 1G6
 - Drop Off Location: 4725 43 Street
Sylvan Lake, AB
T4S 1M3
- You will then be added to our resident participant list.
- We'll contact you to discuss a match.