



# SOURCES

COMMUNITY RESOURCE CENTRES

## Persons with Disabilities



## QUICK REFERENCE GUIDE



“social  
wellness  
for our community”

[AskAnAdvocate.ca](http://AskAnAdvocate.ca)

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The information in this booklet is current as of July 2019.

### **Disclaimer**

The *Persons with Disabilities Quick Reference Guide* is produced by the Ask an Advocate Program under Sources Community Resources Society. It should be used as a general guide as it is not intended to provide legal advice. While we attempt to ensure accuracy of the information presented, we are not responsible or liable for any errors or omissions. As each individual's case is different, anyone using this guide should also check the original cited sources, the applicable legislation and policy. You may also want to consult an advocate or lawyer in situations involving time sensitive requirements, loss of benefits and appeals.

The following legislation is cited throughout this guide:

[Employment and Assistance Act](#)

[Employment and Assistance Regulation](#)

[Employment and Assistance for Persons with Disabilities Act](#)

[Employment and Assistance for Persons with Disabilities Regulation](#)

Additional information can also be found on the Ministry website under:

[BC Employment & Assistance Policy & Procedure Manual](#)

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To request additional copies or to contact us with further questions, visit

<https://askanadvocate.ca> or email [askanadvocate@sourcesbc.ca](mailto:askanadvocate@sourcesbc.ca).

# Contents

About Us.....	4
Introduction.....	5
Basic Information about Persons with Disabilities.....	6
Eligibility.....	8
Application.....	9
Case Administration.....	11
Income Treatment.....	12
Assets.....	14
Discretionary and Non-Discretionary Trust.....	15
Persons with Disabilities Rates.....	16
General Supplements and Programs.....	17
Employment Supplements and Programs.....	21
Health Supplements and Programs.....	22
Medical Equipment, Supplies and Services.....	26
Medical Services Only.....	28
Other Disability Services and Benefits.....	29
Other Transportation Benefits.....	31
Leisure Benefits.....	33
Housing Related Benefits and Services.....	34
Appeals.....	35
Tribunal.....	39
Conclusion.....	42
Additional Resources.....	43
Mental Health Centres.....	44
Index.....	45

# About Us

## **Sources Community Resources Society**

*Sources Community Resources Society* is a community-based non-profit organization. We have been providing help, encouragement and hope for individuals and families in White Rock, Surrey, Delta, Langley, Prince George and beyond for 40 years.

Every year, we touch the lives of close to 40,000 individuals and families. To serve them, our team of dedicated staff and volunteers offer a variety of social wellness programs and services through 60+ programs at 20 locations.

Our goal is to create more vibrant and resilient communities by offering support to children, youth, families, persons with disabilities, seniors and others who are coping with isolation, addiction, poverty, disability and conflict. We also support our communities through leadership, education and volunteerism.

## **Ask an Advocate Program**

*Ask an Advocate* is one of the Sources Community Resources Society's programs. It provides advocacy support online to organizations serving Metro Vancouver's homeless and at risk of homelessness population.

The Ask an Advocate website focuses on assisting individuals who have barriers to accessing basic needs such as income, disability benefits, medical benefits, pensions, tenancy and housing. The program aims to provide useful information as well as to empower individuals to self-advocate. Through videos, answers to commonly asked questions, Quick Reference Guides, training resources and links to other services, we strive to ensure clear information is readily available in an array of simple to understand formats.

To learn more, visit [www.sourcesbc.ca](http://www.sourcesbc.ca) and <https://askanadvocate.ca>.

# Introduction

The *Persons with Disabilities Quick Reference Guide* provides a brief overview of the Employment and Assistance Legislation. It is not all inclusive but covers a variety of topics that are frequently brought to the attention of our advocates. It is designed for applicants, recipients, service providers, advocates and anyone interested in learning more. To gain a better understanding of the rules that are applied in each situation, it is recommended that the legislation be reviewed.

The guide will outline basic information about the Persons with Disabilities program, its benefits, and how to access them. It will also include references to different related resources, other benefits that may be offered provincially, as well as applicable legislation and websites that should help with accessing these benefits.

# Basic Information on Persons with Disabilities

Persons with Disabilities (PWD) is a provincial government program that is delivered by the Ministry of Social Development and Poverty Reduction. PWD is a component of the income assistance program and all the benefits that are available through the regular income assistance program are also available to those with PWD status. In addition, there are also specific benefits available for people that are eligible for PWD.

**Note:** *The Ministry of Social Development and Poverty Reduction is simply referred to as the Ministry in this booklet.*

According to the Ministry, you have the following rights when applying or receiving BC Employment and Assistance benefits. Conversely, you have the following responsibilities to ensure you meet the Ministry's expectations for receiving assistance.

## Your Rights

- To apply for assistance when you believe you are in need.
- To have the information and assistance you need to apply.
- To be aware of what personal information is collected about you and to correct this information if it is wrong.
- To have your personal information protected, in accordance to the Freedom of Information and Protection of Privacy Act.
- To make a complaint if you believe your personal information is not collected, used, or disclosed appropriately.
- To have your eligibility be determined on the basis of verified evidence.
- To receive all assistance and services to which you are entitled, depending on availability.
- To access programs that will help you to find work as quickly as possible.
- To be informed of your responsibilities to apply for and receive other sources of assistance.
- To be informed about the processes and decisions affecting you.
- To appeal a decision that results in a refusal, reduction or discontinuation of your assistance (in most cases).
- To be treated without discrimination based on race, gender, religion, political affiliation, sexual orientation, or other protected grounds.
- To receive courteous, respectful, efficient, and fair service.
- To have service quality complaints addressed in an appropriate and timely manner.

## Your Responsibilities

- To conduct a work search before your eligibility interview dates, unless you are exempt from doing a work search (i.e. health restricts ability to work).
- To demonstrate at least one member of your family unit has been financially independent for two full years, unless you are exempt from this criteria.
- To pursue any other income to which you may be entitled to (e.g. employment insurance, workers' compensation, union or lodge benefits, pensions, veterans' benefits).
- To actively seek work if you are employable and, if required by the Ministry, take part in employment and/or training programs. You must be available for any job you are able to do.
- To have, or if not promptly apply for, a Social Insurance Number and to provide proper identification for yourself and all family members.
- To ensure all information provided is true and complete. The Ministry will verify your information on application forms and monthly cheque stubs. A deliberately false statement on either forms can lead to disentitlement or prosecution.
- To inform the Ministry of any change in your circumstances that may alter the amount or type of assistance to which you are eligible for.
- To take personal responsibility for becoming self-supporting as quickly as possible.

Source: [www2.gov.bc.ca/gov/content/family-social-supports/income-assistance/apply-for-assistance/rights-responsibilities](http://www2.gov.bc.ca/gov/content/family-social-supports/income-assistance/apply-for-assistance/rights-responsibilities)

**Note:** To protect yourself, you may want to

- Date all letters from the Ministry the day you receive them.
- Always ask for a name of the worker you are speaking to.
- Always get a copy “date-stamped” of what you have submitted to the Ministry.

# Eligibility

To qualify for PWD, the following must be demonstrated:

- You must meet financial criteria (income and assets).
- You must meet other eligibility criteria (identification and citizenship, etc.)
- You must meet the PWD definition of “disability”

For more information please contact Ministry at 1-866-866-0800, visit [askanadvocate.ca](http://askanadvocate.ca) or refer to our Income Assistance Quick Reference Guide.

## PWD Definition

The PWD definition of “disability” requires you to meet all of the following criteria:

- Have a severe mental and/or physical impairment(s),
- Be 18 years old (you can start the application process when you are 17 ½)
- Have a doctor confirm the impairments will likely continue for at least two years,
- Demonstrate you are directly and significantly restricted in your ability to perform daily living activities either continuously or periodically for extended periods of time (e.g. personal care, taking medication, budgeting banking, housekeeping, etc.),
- Demonstrate you require significant help or supervision from another person, assistive device, or assistive animal in managing your daily living activities

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/pwd-designation-and-application/designation-application](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/pwd-designation-and-application/designation-application)

When you apply for PWD status, it is important to show the Ministry that you need help with your daily living activities such as preparing your own meals, shopping, keeping your house reasonably clean, managing your money or medication; even if you are not getting that help now. It can be hard to go into detail about how serious your disability is, but try to describe your situation as completely and with as much detail as possible.

## Eligibility Start Date

The Ministry will notify you by letter when you are approved for PWD. That letter will have a date at the top, which is the date of approval. However, eligibility for PWD starts the month after the month of approval. For example, if the date on the letter is August 25, this is the date you were approved but eligibility would not start until September 1st.

Occasionally when approval for PWD benefits is late in the month, you may still receive an income assistance cheque at your old rate. This is because the income assistance benefits cheque for the next month had already been issued by the Ministry prior to the approval. However, you should be eligible for an adjustment cheque that raises you to the proper PWD rate. If this seems to be the case for you, contact the Ministry and ask for the appropriate adjustment also known as a “top up” cheque.

**Note:** PWD is not a permanent designation and might be rescinded by the Ministry in exceptional circumstances.



# Application

If you already receive Income Assistance, call the Ministry to ask for the PWD application. If you are not already on Ministry Assistance, the first step to apply for PWD is to complete the online My Self-Serve application for assistance through [www.myselfserve.gov.bc.ca](http://www.myselfserve.gov.bc.ca)

For more information, please contact Ministry at 1-866-866-0800 or refer to our Income Assistance Quick Reference Guide.

Once you have been approved to apply for PWD, you may request the PWD application booklet from the Ministry. The PWD booklet is a 28 page application which has the following 3 sections:

- Section 1: Applicant Information (filled by the applicant)
- Section 2: Medical Report (filled by a medical or nurse practitioner)
- Section 3: Assessor Report (filled by a medical or nurse practitioner, or another prescribed professional)

**Note:** A prescribed professional can be one of the following:

- Medical practitioner
- Registered psychologist
- Registered nurse or nurse practitioner
- Occupational therapist
- Physical therapist
- Social worker
- Chiropractor

Upon completion, the application is sent to the Health Assistance Branch in Victoria for assessing eligibility. After submitting the application, in our experience, it takes on average around 2 to 4 months to determine approval or denial.

**Note:** Applicants who fall within a specific prescribed government program or benefit, can choose to complete a streamlined 2 page PWD Prescribed Class application instead.

## Prescribed Class PWD Application

If an applicant has already been approved for another prescribed government program or benefit, the Ministry may designate someone PWD status without going through the standard application process. These other programs or benefits include:

- A person who is enrolled in Plan P (Palliative Care);
- Ministry of Children and Family Development's At Home Program;
- Community Living British Columbia (CLBC);
- A person who is considered to be disabled under Canada Pension Plan (CPP) and eligible to receive CPP-Disability benefits.

People applying for PWD designation as a member of a prescribed class must still meet all other eligibility requirements (identification, financial, residency, etc.). The Ministry will verify that you are receiving benefits from that prescribed government program before assessing eligibility.

**Note:** *If you have official documents showing that you are receiving prescribed government program benefits, it may expedite your PWD application. You may want to provide copies of the documents with your prescribed class application.*

### **Advocate**

If you need assistance with the application process be sure to reach out to an advocate in your area for further assistance. To find an advocate in your area please visit:

[www.povnet.org/find-an-advocate](http://www.povnet.org/find-an-advocate)

# Case Administration

The Ministry has moved to a Call Centre model, which means that whenever you call the Ministry, your call goes into the call centre and not to a specific office. Moreover, the Ministry does not assign a worker to you, rather, services are provided on a first come - first available worker system. The Ministry maintains however that if this is particularly problematic for you due to mental health issues or other reasons, you can request to have a “designated” worker. However, if that particular worker becomes unavailable, this could cause an interruption of services.

## No Wrong Door

When you are on income assistance, you are assigned to a specific office based on your postal code. However, the Ministry asserts that they have a “no wrong door” policy. This means that if you need to access services or drop off information to the Ministry, you can go to any income assistance office.

**Note:** *If the Ministry requires you to come into the office for an annual financial review or meeting, you will be required to go to your specific office.*

## Only In British Columbia

The PWD program is delivered through the British Columbia (BC) government. Unlike Canada Pension Plan Disability (CPPD) benefits which can be issued anywhere you live in Canada, PWD status and benefits are not transferable to another province or territory. If you move outside of BC to another province or territory, you will have to apply for the income assistance disability program offered in the other province and prove that you meet that program’s definition of disability.

## Out of Province For More Than 30-days

Your PWD benefits will not continue if you are outside of BC for more than 30 consecutive days but can be reinstated upon your return by completing the online My Self Serve application. If you have pre-approval from the Ministry, you may be authorized to be out of the province for more than 30 days if it is in relation to a specific medical treatment not available in BC or if you are attending a formal education program in another province.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/residency](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/residency)

## Reporting and Record Keeping

The Ministry requires you to report any change of circumstance and any money you receive. We suggest making a habit of record keeping by using a notebook (or file folder) to keep a record of whenever you communicate with an income assistance worker, attend a meeting with the Ministry, or supply any documentation. When supplying documents to the Ministry, get the document photocopied, date-stamped and secure it in the notebook. This ensures that you can prove to the Ministry that you submitted all required information.

# Income Treatment

The Ministry looks at any and all income you receive while on assistance and categorizes it as either “earned” or “unearned” income.

**Earned income** includes money or value received in exchange for work or the provision of a service, refunded Pension Plan Contributions, and money or value received for providing room and board or renting out your place of residence.

**Unearned income** includes, but is not limited to, pensions, ICBC settlements, winnings from games of chance, GST, Child Tax Credit, BC Family Bonus, etc.

## Exempt Income

Some (but not all) types of unearned income are exempt from being taken off of the PWD cheque such as the GST and Child Tax Credit. All gifts, inheritances, education grants, bursaries and scholarships are considered exempt income for PWD recipients and they should not affect your eligibility. A complete list of income treatment and exemptions can be found in Section 1 Schedule B of the Employment and Assistance (EA) Regulation.

**Note:** *All income, whether earned or unearned (including gifts), and any changes in circumstances must be declared on the monthly stub.*

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/income-treatment-and-exemptions](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/income-treatment-and-exemptions)

## Applying for Income from Another Source

When you are a PWD recipient, the Ministry will require you to apply for income from other available sources. For instance, if you could be eligible for Canada Pension Plan Disability (CPPD) or early retirement, the Ministry will require you to verify having pursued that source of income. Failing to seek other potential sources of income would result in the discontinuation of your PWD benefits.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/pursuing-income](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/pursuing-income)

## Receiving Other Money

If you become eligible for income from another source, this money may be deducted from your assistance unless there is a specific exemption for that source of money. Examples of benefits that may affect your assistance are CPPD benefits, Employment Insurance (EI), or private disability benefits. A complete list can be found in Section 1 Schedule B of the EA Regulation.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/income-treatment-and-exemptions](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/income-treatment-and-exemptions)

## Annual Earnings Exemption

The PWD program recognizes that people with disabilities may have some capacity to work. The annual earning exemption (AEE) is to allow for those with PWD status the ability to earn employment income and keep a portion of it. This is assessed annually, and based off a calendar year from January 1st to December 31st.

First time PWD recipients have a one month waiting period before being eligible for the AEE. This does not apply if PWD recipients received income assistance in the previous month or to those who have previously received disability assistance.

### Annual Earning Exemption Table

PWD Status	Annual Earning Exemption
Single Person	\$12,000
Couple: One with PWD Status	\$14,000
Couple: Both with PWD Status	\$24,000

**Note:** A couple on Ministry assistance share their annual earning exemption between their family unit.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/income-treatment-and-exemptions](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/income-treatment-and-exemptions)

PWD recipients must complete a monthly report for any earned income and keep records of their amounts to know if their AEE has been reached. All income is declared on the monthly reporting stub and has to be submitted by the 5th day of the following month.

# Assets

The Ministry defines an asset as the following:

- Equity that can be converted to cash,
- A beneficial interest held in trust, or
- Cash

## Limits on Assets Table

PWD Status	Asset Limit	Discretionary Trust Limit	Non-Discretionary Trust Limit
Single Person	\$100,000	No Limit	\$200,000
Couple: One with PWD Status	\$100,000	No Limit	\$200,000
Couple: Both with PWD Status	\$200,000	No Limit	\$200,000

## Asset Limits and Exemptions

People on PWD are allowed to have money and property, however the Ministry sets limits and conditions on assets.

A single person with PWD status is allowed to have \$100,000 in cash or financial products that can be converted to cash and can own a home of any value, as long as the person lives in the home. Other exempt assets include personal possessions, necessary household items, business tools, a person's primary vehicle, and more.

**Note:** *People with PWD status have no limit put on the value of their vehicle*

# Trust

A trust provides a person with PWD status to have money above the asset limit that can be used on disability related costs over the course his or her lifetime. All trusts must be reported if they involve a person who is an applicant or recipient of assistance. There are specific requirements for a trust to be recognized by the Ministry.

A trust is a legal agreement, drawn up by a lawyer, that allows a beneficiary (person with PWD status) to have money or other assets “in trust” and a trustee who manages the assets on behalf of the beneficiary. A trust can also be set up for someone through a will but is not implemented until the will comes into effect.

There are two types of trusts:

1. **Discretionary Trust:** The person with PWD status is the beneficiary and that person's trustee decides how the money is used. There is no limit on the amount of money that can be held in this type of trust.
2. **Non-discretionary Trust:** The beneficiary will have some decision-making ability on the use of the money. There is a lifetime maximum capital amount of \$200,000 that can be put into the trust.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/trusts](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/trusts)

Trusts can be complicated to understand but there are lots of resources available including:

- Ask An Advocate “Trust” FAQ: <https://askanadvocate.ca/assistance-programs/disability-assistance/person-with-disabilities-pwd/>
- Disability Alliance BC: [www.disabilityalliancebc.org/](http://www.disabilityalliancebc.org/)
- PLAN BC: <http://plan.ca/>
- The Ministry's “Disability Assistance and Trusts” booklet: [www2.gov.bc.ca/assets/gov/family-and-social-supports/services-for-people-with-disabilities/supports-services/disability\\_assistance\\_trusts.pdf](http://www2.gov.bc.ca/assets/gov/family-and-social-supports/services-for-people-with-disabilities/supports-services/disability_assistance_trusts.pdf)

# Persons With Disabilities Rates

Once you and your family unit are considered eligible for PWD, the amount you receive is pre-determined by legislation. The cheque is divided into two parts: a support and shelter portion:

- The **support portion** is the amount issued for the necessities of basic living including food, clothing, transportation, etc.
- The **shelter portion** is the other amount that can be included in an income assistance cheque. Unlike the support portion, only the amount needed, up to the maximum amount is issued. The shelter portion is intended for rent or mortgage payment amount, hydro, gas, residential single-line telephone, a house insurance premium, utility and property tax, etc.

## Pre-natal Shelter Supplement

The pre-natal shelter supplement can be issued for a single pregnant person with no spouse and no dependent child. This supplement will provide an additional \$195 per month while you are pregnant to assist in finding or securing housing that will accommodate the new addition to your family prior to the child's birth.

## Support and Shelter Rates:

Classification: PWD	Shelter	Support	Total
Single Person: Aged 18-64	\$375	\$808.42	\$1183.42
Couple: One with PWD	\$570	\$1027.56	\$1597.56
Couple: One with PWD with 1 Child	\$660*	\$1121.56	\$1781.56
Couple: Both with PWD	\$570	\$1503.06	\$2073.06
Couple: Both with PWD with 1 Child	\$660*	\$1597.06	\$2257.06
Single parent: with 1 Child	\$570*	\$949.08	\$1519.08

\* Amount increases with the number of dependents

## Shelter Amounts for Additional Members

Shelter Rates for Employable, PPMB and PWD	Number of members in your family					
	1	2	3	4	5	6
	\$375	\$570	\$660	\$700	\$750	\$785

## Room and Board

In a room and board situation, you may receive the lesser of the following:

- The maximum IA rate set in legislation depending on your family unit size
- Your actual room and board cost, as well as,
  - \$60 per adult
  - \$40 per child

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/support-and-shelter/support-shelter-and-special-care-facilities](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/support-and-shelter/support-shelter-and-special-care-facilities)



# General Supplements and Programs

If you meet specific criteria, the following additional supplements may be provided. However, most will require pre-approval from the Ministry.

## **Crisis Supplement**

Different types of crisis supplements have different guidelines. The Ministry can issue up to the maximum amount of crisis supplement in accordance to what is set in legislation if you are on PWD and meet the eligibility criteria.

Regardless of the type of crisis supplement, the eligibility requirements are the same:

- It is an unexpected expense or the item is needed unexpectedly,
- The absence of this would result in danger to physical health or risk of child apprehension, and
- There is no other available resource to meet the need.

## **Crisis Supplement for Food**

The Ministry may only issue up to a maximum of \$40 per person in the family unit per month.

## **Crisis Supplement for Shelter**

The Ministry may issue a crisis supplement for shelter up to the maximum amount of the regular shelter entitlement. For instance, a 2-person family unit has a maximum shelter entitlement of \$570 per month so the Ministry may issue under a crisis supplement for shelter a maximum of \$570 only.

To verify the situation is a crisis, you may be required to produce an eviction notice before the Ministry would consider it a “crisis”. This means, the Ministry may not consider it a crisis if a person realizes they may not be able to pay their rent by the end of the month.

If the crisis supplement were insufficient to resolve the crisis, you would have to show the Ministry how you can come up with the remainder of the money to resolve the outstanding amount owing before issuing the crisis supplement. For example, the eviction notice cites the amount owing as \$600; the couple’s entitlement is \$570 so they would have to show how they would come up with the additional \$30.

## **Crisis Supplement for Clothing**

The Ministry has the legislative authority to issue a crisis supplement for clothing up to a maximum of \$100 per person, and up to a maximum of \$400 annually. This means for a family unit with more than 4 people, \$400 is the maximum amount of clothing crisis supplement that can be issued.

For example, a family of 5 people loses all their clothing in a fire in August. The maximum amount the Ministry can issue is \$400. The Ministry would not be able to issue another clothing crisis supplement until next August.

## **Special Notes:**

- There is no annual maximum on the total amount of crisis supplements.

- Crisis supplements cannot be provided for items covered in Schedule C of the Employment and Assistance Regulations and Employment and Assistance for Persons with Disabilities Regulation – Health Benefits
- Crisis supplements are issued as per the Ministry's discretion and the maximum amount is not guaranteed to be given (For example, a worker may only issue a \$10 crisis supplement when up to \$40 could have been issued for food in a calendar month)
- Crisis supplements can only be provided for the month in which they are requested.
- You may appeal the denial of not being eligible for a crisis supplement but cannot appeal for more than the maximum amount eligible

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/crisis-supplement](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/crisis-supplement)

### **Security (Damage) Deposits**

The legislation allows for a maximum of two security deposits to be given out to secure a residence. A third may be issued if you are fleeing an abusive relationship, are looking to alleviate homelessness, or have been evicted due to your accommodation being sold, demolished or condemned. Security deposits cannot be given out after you have already moved into the residence. As well, a "Shelter Information" form must be completed by the landlord in order for a security deposit to be issued.

**Note:** A shelter information is a document completed by the landlord to verify the address and cost of the unit including the amount requested for a damage deposit.

Security deposits are repayable to the Ministry. After receiving a security deposit, the Ministry will usually deduct \$20 from your assistance cheque the month following, which will continue until the security deposit is paid off. If there is a second security deposit, that amount will be added on top of the previous amount owing but the amount deducted should still remain at \$20.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/security-deposits](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/security-deposits)

### **Co-op Share Purchase Supplement**

The Ministry can assist with the purchase of Co-op shares up to \$850 or 50% of the amount whichever one is smaller. This amount is also repayable at \$20 per month.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/co-op-share-purchase-supplement](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/co-op-share-purchase-supplement)

### **Christmas Supplement**

On your assistance cheque for December (issued in November), you should receive an additional amount. The amount will differ for different categories or family units.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/christmas-supplement](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/christmas-supplement)

## Camp Fees Supplement

This supplement is available from the Ministry as a potential resource to assist your child to go to a recognized camp. However, it is limited each year by the fiscal budget and therefore, it is encouraged to submit all necessary information to the Ministry as early as possible. The amount given will be limited to the camp fee cost or a maximum of \$200 per child, whichever is the lesser amount.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/camp-fees-supplement](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/camp-fees-supplement)

## Transportation and Living Costs

The Ministry may assist with the costs of transportation and living for an individual that must attend a hearing in relation to a child protection issue. They may also assist with transportation, child-care costs, living costs, and fees associated with attending a hearing in relation to the assignment of maintenance rights.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/transportation-supplement](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/transportation-supplement)

## Moving Supplement

The Ministry may assist with moving cost under certain situations, some examples include:

- You have confirmed employment
- You are moving to substantially less rent
- Transportation is needed to a child protection hearing
- You have been compelled to move from your current rental situation
- You are facing an imminent threat to the physical safety of anyone in the family unit
- Your place has been sold, is being demolished or is condemned and notice to vacate has been given

The Ministry will ask you to get moving estimates from licensed moving companies. The Ministry will consider truck rental costs but will not pay for the cost of hiring a friend to help with the move. The least expensive cost to supplement the move will be what is considered in these situations.

**Note:** *If you move without getting pre-approval from the Ministry you may be reimbursed IF there were exceptional circumstances (i.e. fleeing abuse)*

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/moving-transportation-and-living-costs](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/moving-transportation-and-living-costs)

## **Transportation Supplement or BC Bus Pass**

PWD recipients can either have a monthly bus pass or a \$52 transportation supplement added to their monthly assistance. A person can switch back and forth between the monthly bus pass or the transportation supplement by notifying the Ministry by the 5th day of each month for a change to take effect on the first day of the following month.

For example: you would need to notify the Ministry by November 5th for a change to take effect December 1st. For recipients who choose to keep a bus pass on an on-going basis, can keep it indefinitely and no longer need to re-apply for the bus pass each year.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/transportation-supplement](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/transportation-supplement)

## **Guide Dog & Service Dog Supplement**

The Ministry may issue an additional \$95 per month for the care of a guide dog if the animal is certified under the Guide Animal Act.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/guide-dog-and-service-dog-supplement](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/guide-dog-and-service-dog-supplement)

## **Funeral Costs**

The Ministry may provide the necessary costs of the transportation and the burial or cremation of a deceased person's body if the deceased person's family or estate has no resources available to meet those costs.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/funeral-costs](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/funeral-costs)

## **Essential Utilities Supplement**

The essential utilities supplement may be provided if there are no resources for enabling connection or preventing disconnection of electricity or natural gas services. The Ministry will look for the minimum amount required by the utility provider. The recipient must agree to repay the amount paid.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/security-deposits](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/security-deposits)

# Employment Supplements and Programs

Although recipients of PWD are not required to seek employment, the Ministry may provide resource and support to assist you in finding employment or independence if you choose to do so.

## **Voluntary Participation Plan**

Although recipients of PWD have no employment obligations, the Ministry offers a voluntary participation plan designated to assist PWD recipients to find employment. If at any point of the voluntary participation plan, you become unable to continue, no sanctions will be applied to your assistance cheque.

## **Single Parent Employment Initiative**

If you are a single parent and have been on assistance for at least 3 months, you may apply for the single parent employment initiative program. This program allows for single parents to be trained for up to 12 months and supported in securing employment.

## **Training Initiative Supplement**

An additional \$50 per month may be given for participating in a training program for 6 months and an additional 6 months may be granted at the Ministry's discretion. You will not be eligible for this benefit if you have already received the volunteer or incentive supplement. Talk to a Ministry worker prior to starting for more information.

Source: [www.bclaws.ca/Recon/document/ID/freeside/265\\_2002](http://www.bclaws.ca/Recon/document/ID/freeside/265_2002)

## **Confirmed Job Supplement**

If transportation, clothing, or other employment-related supplies are required to start employment, the Ministry may provide a supplement of up to \$1,000, if the employment will enable you and your family to come off of assistance.

To be eligible, someone in your family unit must get a confirmed job that will enable your family to not require assistance. The person with the job requires specific job-related item to start work and there are no other funds available to purchase the item(s). If these criteria are met, talk to the Ministry about accessing this supplement.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/confirmed-job-supplement](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/confirmed-job-supplement)

# Health Supplements and Programs

The Ministry determines eligibility for health supplements depending on the status of the individual requesting the supplement. People with PWD have extended health benefits beyond what is available to those on regular income assistance. For more information on health benefits, visit Schedule C of the Employment and Assistance Regulation. Everyone on PWD assistance has the following basic health coverage:

## **MSP Coverage**

MSP coverage is available to eligible Ministry recipients under Plan C, which is identical to the general public coverage which includes premium free assistance. This includes being able to see a doctor, get lab tests done, X-rays, and hospital care.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/medical-services-plan-and-medical-coverage](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/medical-services-plan-and-medical-coverage)

## **Prescription Coverage**

Pharmacare provides assistance with the cost of prescription drugs and some medical supplies under Plan C. However, name brand medications may not be covered by Pharmacare. If you have been prescribed medication that is not covered by Pharmacare, you may want to talk to your doctor about the Special Authority Request.

Source: [www2.gov.bc.ca/gov/content/health/health-drug-coverage/pharmacare-for-bc-residents](http://www2.gov.bc.ca/gov/content/health/health-drug-coverage/pharmacare-for-bc-residents)

## **Plan G**

Plan G ensures psychiatric medication at no charge for individuals of any age that are registered with a mental health service centre who demonstrate clinical and financial need. To access Plan G, contact your local Mental Health Service Centre or talk to your doctor.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/pharmacare](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/pharmacare)

## **Extended Medical Therapies**

MSP covers \$23 per visit for 10 visits per calendar year if there is a medically confirmed acute need for treatments and there are no resources available to meet the need. Extension of visits may be granted by the Ministry and are limited to a maximum of 12 visits per year. Recipients are required to pay an additional amount above the MSP fee schedule.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/extended-medical-therapies](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/extended-medical-therapies)

## **MSP Medical Benefits when Traveling**

When travelling, MSP coverage is available through BC's health care system. When traveling outside of Canada, be aware that coverage through MSP is based upon pre-determined rates and may not cover all or any of the costs. Responsibility would then fall on the person who has received the treatment to cover the difference. Consequently, it is recommended that additional medical coverage be purchased.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/medical-services-plan-and-medical-coverage](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/medical-services-plan-and-medical-coverage)

## **Medical Coverage when Moving to Another Province**

When moving to another province, MSP coverage will continue for the remainder of the month plus an additional two months. Note that prescription coverage ends the day you leave the province. Application for medical coverage should be done immediately upon arrival to your new province. Also, be aware that PWD is only recognized in BC, therefore when you move to another province you will have to apply for disability under the disability program offered in that province.

Source: [www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp/bc-residents/managing-your-msp-account/leaving-bc-permanently](http://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp/bc-residents/managing-your-msp-account/leaving-bc-permanently)

## **Medical Coverage After Leaving Assistance**

When leaving PWD for employment and CPP income, you will continue to receive medical benefits for as long as you qualify for Premium Assistance (for individuals under 65) or Guaranteed Income Supplement (for individuals over 65). If you cease to qualify for medical services only, you are still eligible for general health supplements for up to one year.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/medical-services-only](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/medical-services-only)

## **Dental & Orthodontic Coverage**

Dental and Orthodontic coverage is available to those on PWD assistance. The coverage begins on January 1st of every odd numbered year. Not all procedures are covered and individuals must cover any additional cost incurred. Additional information on allowable fees and services can be obtained from the Ministry. Some of these dental benefits include:

- Basic Dental Services - \$1,000 for every two calendar years
- Basic Dental Services for children - \$2,000 every two calendar years.
- Emergency Dental Services: for pain relief
- Crown, bridgework, orthodontic and dental supplements

**Note:** *It is beneficial to ask your dentist for a quote prior to having any service or treatment done so you know how much your cost will be.*

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/dental-and-orthodontic-services](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/dental-and-orthodontic-services)

## Diet Supplements

Diet supplements are there to assist you to meet the costs associated with unusually expensive diets as a result of a medical condition or need. The Ministry approval of a diet supplement is for the period the condition is expected to last up to a maximum of 12 months for acute (short-term) conditions and 24 months for chronic (ongoing, recurring, long-term) conditions. A person having separate conditions, only the higher diet allowance amount is usually paid.

### Diet Supplements Rate Table

Condition	Maximum Amount
Restricted Sodium Diet	\$10 per month
Kidney Dialysis	\$30 per month
Diabetes	\$35 per month
Gluten-Free Diet or Dysphagia	\$40 per month
*High Protein Diet	\$40 per month
Cystic Fibrosis	\$50 per month

\*A high protein diet supplement may only be issued for the following conditions: cancer with ongoing therapy that requires nutritional support, chronic inflammatory bowel disease, Crohn's disease, ulcerative colitis, HIV positive diagnosis, AIDS; chronic bacterial infection, tuberculosis, hyperthyroidism, osteoporosis, hepatitis B and C

**Note:** People requiring a high protein diet or who have dysphagia are also eligible to receive an additional \$30 towards the purchase of a blender.

### To Obtain a Diet Supplement

You must provide written confirmation of the need for the diet supplement from a medical practitioner, nurse practitioner or from a dietitian (registered with the College of Dietitians of BC); type of diet required (as specified in the list) and the allowance for up to 12 months. This can be done by letter or written out on a prescription pad.

### Short-Term Nutritional Supplement

The Ministry can also supply nutritional supplementation (such as Ensure or Boost) for up to 3 months when a medical professional verifies an acute short-term need for additional caloric supplementation in addition to regular dietary intake. It also must be verified that the nutritional supplementation is to prevent critical weight loss while recovering from surgery, severe injury, serious disease or the side effects of a treatment.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/nutritional-supplements](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/nutritional-supplements)



## **Monthly Nutritional Supplement**

An additional supplement that is available only to those with PWD status when it is confirmed by a medical practitioner, nurse practitioner or from a registered dietitian that the person has a severe medical condition that will result in a chronic progressive deterioration of health or wasting, and that the supplements requested (nutritional supplementation, vitamins, and minerals) will prevent an imminent danger to life.

This supplement will provide an additional \$165 per month when there is a confirmed need for additional caloric supplementation and two of the following symptoms: malnutrition, underweight status, significant weight loss, significant muscle mass loss, significant neurological degeneration, significant deterioration of a vital organ, or moderate to severe immune suppression. It can also provide an additional \$40 for vitamins and minerals.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/diet-supplements](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/diet-supplements)

## **Natal Supplement**

Once a pregnancy is confirmed by a medical practitioner, a nurse practitioner or a midwife, a \$45 per month natal allowance may be provided by the Ministry to assist with prenatal/postnatal expenses. If you are pregnant with more than one child, \$90 per month may be provided. This is assist to pregnant recipients or family units with children under the age of seven months.

## **Formula for Infants**

If there is a medical reason that an infant is unable to nurse (i.e.: mother has infectious disease, infant unable to feed due to cleft pallet) the Ministry may provide regular infant formula for a child during the first 12 months. Medical confirmation is required to confirm the infant's inability to feed.

# Medical Equipments, Devices and Benefits

The Ministry may provide people in need with medical equipment and various devices. There are limits set in legislation for the amount that can be given for these medical equipment and devices. You may have to cover any additional cost that may be required. The basic eligibility criteria are as follows:

- The item must be prescribed by your doctor
- No other resources are available to obtain the item
- The item must be the least expensive option
- Pre-approval from the Ministry is needed

All equipment and devices have a specific replacement guidelines and timelines which can all be found on: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/bc-laws/bc-employment-and-assistance-regulation#schc\\_s3](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/bc-laws/bc-employment-and-assistance-regulation#schc_s3)

## Wheelchairs and Scooters

There needs to be confirmation that the device is required for the next 5 years.

**Note:** A bariatric scooter may be available if you weigh more than what a conventional scooter can hold and if the item is medically essential for you to achieve or maintain basic mobility.

## Positioning and Transfer Devices

Positioning devices such as chairs and beds can be obtained if specific requirements are met (i.e. to facilitate toileting and transfers). Health supplements that fall within this section are standing frames, grab bars, bath lifts, bath seats, floor-to-ceiling poles and transfer aids. Others include hospital bed, pressure relief mattress and positioning items on a bed (if medically essential to achieve or maintain your positioning).

## Breathing Devices

Health supplements that fall into this category are positive airway pressure devices, apnea monitors, suction units, nebulizers, medical humidifiers, percussors and inhaler accessory devices. These devices may also have cost restrictions.

## Non-conventional glucose meters

If it is medically essential to test your blood glucose levels. For example, a talking glucose meter for those with visual impairment.

## Medical or Surgical Supplies

There are restrictions on disposable or reusable medical supplies. The items must be used in a medical procedure or treatment and may be provided when they are part of the care of the client for wound care, ongoing bowel care, catheterization, incontinence and more.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/medical-supplies](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/medical-supplies)

## Medical Transportation

The Ministry can provide additional funding for transportation to go to a doctor, specialist or hospital for treatments/testing if it is not solely for regular visits.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/medical-transportation](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/medical-transportation)

## Orthoses

There are a variety of different orthosis that may be provided. For example: custom-made orthotic footwear, off-the-shelf footwear, ankle braces, cranial helmets, walking boots, etc. Other bracing devices may be supplied if the item requested will prevent surgery; be used for post-surgical care; assist in physical healing from surgery, injury or disease; or to improve physical functioning that has been impaired by a neuro-musculo-skeletal condition.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/medical-equipment-orthoses](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/medical-equipment-orthoses)

## Hearing Instruments

You may be eligible for hearing aids, cochlear implants, repairs, battery replacements and related items, if prescribed by an audiologist.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/medical-equipment-hearing-instruments](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/medical-equipment-hearing-instruments)

## Optical Services

Specific optical services, such as eye exams and glasses, may be provided to recipients of disability assistance.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/optical-services](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/optical-services)

## Eye Exam

A person is able to get a routine eye examination for up to \$48.90 once every two years through Pacific Blue Cross. Routine eye examinations for children and seniors are also covered by Medical Services Plan (MSP).

Source: [www2.gov.bc.ca/assets/gov/family-and-social-supports/income-assistance/on-assistance/schedule-optometrist.pdf](http://www2.gov.bc.ca/assets/gov/family-and-social-supports/income-assistance/on-assistance/schedule-optometrist.pdf)

## Glasses

The Ministry may provide a pair of basic single vision or bifocal lenses and glasses for adults with new prescription every 3 years; for children with new prescription every year; or if there is a confirmed change in the refractive status of either eye.

Source: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/optical-services>

# Medical Services Only

Medical Services Only (MSO) can be provided to former recipients of PWD to allow them to keep medical benefits and health supplements while transition from Ministry assistance to independence. MSO occurs either when a PWD recipient becomes ineligible or assistance due to income in excess or when he or she turns 65 years old.

## Due to Income In-Excess

If you become ineligible for assistance due to income in excess, your file may turn into an MSO file for as long as you are eligible for Premium Assistance. This means that you will still have basic medical benefits which include doctor visits, prescription coverage, and access to extended medical benefits such as dental and mobility devices.

If you reach your AEE mid-year, keep filling out your monthly report in order to avoid having to re-assess eligibility in the new year. If you do not submit your monthly reports, you can return to disability assistance by reapplying online through the My Self Serve.

## Turning 65

If you become ineligible for assistance due to being over the age of 65, your file may turn into a MSO file for as long as you qualify for a federal benefit. This means that you will still have basic medical benefits which include doctor visits, prescription coverage, and access to extended medical benefits such as dental and mobility devices

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/medical-services-only](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/medical-services-only)

# Other Disability Services and Benefits

## Canada Pension Plan Disability (CPPD) Benefits

CPPD is a federal benefit provided by Service Canada. It provides financial assistance to CPP contributors who are unable to work because of their disability. To apply you must be under the age of 65, have severe and prolonged disability, worked and made sufficient contributions to Canada Pension Plan.

For more information, visit [www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-disability-benefit.html](http://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-disability-benefit.html)

## Disability Tax Credit (DTC)

This is a tax credit that reduces the amount of taxes a person with a disability may have to pay. Benefits include a yearly tax credit on your tax return, additional credits for you or a family member (i.e. the Caregiver credit) and possibly a retroactive claim for every year your condition existed (for up to 10 years which may result in a lump sum refund).

To be eligible for DTC, you must have a physical or mental condition which affects one or more of your basic activities of daily living. The condition must have lasted, or is expected to last, for at least one year continuously. You will need to have your doctor or prescribed professional to complete a Disability Tax Credit Certificate (Form T2201), sign it, and return it to the Canada Revenue Agency.

For more information, visit [www.cra-arc.gc.ca/tx/ndvdl/sgmnts/dsblts/dtc/menu-eng.html](http://www.cra-arc.gc.ca/tx/ndvdl/sgmnts/dsblts/dtc/menu-eng.html)

## Other Benefits to Access with Disability Tax Credit

Getting the DTC is also the recognized means to prove disability for many other programs or access other tax credits for you if you are disabled or have a disabled family member including:

- Medical Expenses (including Attendant Care)
- Caregiver Amount Credit
- Child Disability Benefit
- Child Care Expenses
- Disability Supports Deductions
- Working Income Tax Benefit
- Child Fitness Tax Credit
- Home Buyers Tax Credit
- Federal Excise Gasoline Tax Refund

For more information, visit [www.canada.ca/en/financial-consumer-agency/services/living-disability/tax-credit-disability.html](http://www.canada.ca/en/financial-consumer-agency/services/living-disability/tax-credit-disability.html)

## **Registered Disability Savings Plan (RDSP)**

The federal government has a RDSP for people with disabilities that allow a person to save up to \$200,000 in a registered savings account. The contributions are not tax deductible and can be made before the beneficiary turns 60. You can have anyone contribute to the RDSP as long as you give written authorization. You must also be eligible for the DTC. All funds held or withdrawn from an RDSP are fully exempt from determining eligibility for PWD.

For more information, visit [www.rdsp.com](http://www.rdsp.com)

## **Canada Disability Savings Grant (CDSG)**

The CDSG allows someone to contribute for a certain amount of money and allows the government to match it for up to 300% depending on your income. The maximum grant amount is \$3,500 per year up to a lifetime maximum of \$70,000. Contributions to the CDSG may continue until the age of 50.

For more information, visit [www.canada.ca/en/employment-social-development/programs/disability/savings/grants-bonds.html](http://www.canada.ca/en/employment-social-development/programs/disability/savings/grants-bonds.html)

## **Canada Disability Savings Bond (CDSB)**

If you qualify for the CDSB, you could receive up to \$1,000 annually, with a limit of \$20,000 over your lifetime. Contributions do not need to be made to the RDSP in order to receive the bond.

For more information, visit [www.canada.ca/en/revenue-agency/services/tax/individuals/topics/registered-disability-savings-plan-rdsp/canada-disability-savings-grant-canada-disability-savings-bond.html](http://www.canada.ca/en/revenue-agency/services/tax/individuals/topics/registered-disability-savings-plan-rdsp/canada-disability-savings-grant-canada-disability-savings-bond.html)

## **Child Disability Benefit (CDB)**

If you have a child under the age of 18 with a severe and prolonged impairment in mental/physical functions and qualify for the Disability Tax Credit, your child may be eligible for the Child Disability Benefit. The CDB amount is calculated according to base income, which is determined by the number of children for whom the Canada Child Tax Benefit (CCTB) is received.

For more information, visit [www.canada.ca/en/revenue-agency/services/child-family-benefits/child-disability-benefit.html](http://www.canada.ca/en/revenue-agency/services/child-family-benefits/child-disability-benefit.html)

## **Goods and Services Tax Exemption**

If you have a disability, you may be eligible for a tax exemption for the goods and services that you use. Some of the goods and services that are exempt are medical devices, home-delivered meals and personal care services.

For more information, visit [www.canada.ca/en/revenue-agency/services/tax/individuals/segments/tax-credits-deductions-persons-disabilities/gst-hst-information.html](http://www.canada.ca/en/revenue-agency/services/tax/individuals/segments/tax-credits-deductions-persons-disabilities/gst-hst-information.html)

# Other Transportation Benefits

## HandyDART

If you have a disability and unable to use conventional public transportation, you may be eligible for HandyDart. It is a shared ride service for those with physical, sensory or cognitive disabilities and operates everyday on a reservation based system.

For more information, visit [www.translink.ca/Rider-Guide/Accessible-Transit/HandyDART.aspx](http://www.translink.ca/Rider-Guide/Accessible-Transit/HandyDART.aspx)

## HandyCard

If you have a permanent disability, and need to use conventional public transit, the HandyCard allows travel at Concession fare prices on the bus, SkyTrain, SeaBus and West Coast Express (not valid on HandyDART).

For more information, visit [www.translink.ca/Rider-Guide/Accessible-Transit/HandyCard.aspx](http://www.translink.ca/Rider-Guide/Accessible-Transit/HandyCard.aspx)

## Disability Travel Card

The Disability Travel Card allows people with disabilities to travel on Canadian coach operators or VIA Rail with an attendant at a reduced rate. The attendant must be able to assist you with eating, medication and toileting.

For more information, visit [www.translink.ca/Rider-Guide/Accessible-Transit/HandyCard.aspx](http://www.translink.ca/Rider-Guide/Accessible-Transit/HandyCard.aspx)

## TaxiSavers

This program is a supplementary service for HandyDART customers that subsidizes 50% of the cost of taxi and is available to individuals holding a HandyCard with permanent disabilities. You can purchase a \$50 pack of Taxi Saver coupons at the cost of \$25. Coupons do not expire. Coupons come in values of \$1, \$2 and \$5. Coupons are not transferable to another person and cannot be used on any other transit system. However, you can send them in for a refund at any time.

For more information, contact Access Transit Customer Care at (604) 953-3680.

## VIA Rail

When travelling on VIA Rail, staff may assist you in boarding and handling your luggage. If you have a disability and need to travel with a support person, you may do so as long as the support person is able to provide you the required assistance you need. You must provide a medical certificate from a medical professional in order to bring your support person.

For more information, visit <https://www.viarail.ca/en/travel-info/special-needs/accessibility>

## Access for Flights

Most airlines within Canada accommodate people with disabilities who require a personal attendant or additional seating due to their disability. Connect with the airline you are travelling with to see how they may accommodate your travel needs.

## **Excise Gasoline Tax Refund**

You may be refunded for the federal excise tax on the gasoline that you purchase if you have a disability and cannot use public transportation. You must have a certification from your medical practitioner to be able to apply for the excise gasoline tax refund. The current refund amount is \$0.015 per litre (2019) and you must claim your refund within 2 years of purchase.

For more information, visit [www.canada.ca/en/revenue-agency/services/tax/individuals/segments/tax-credits-deductions-persons-disabilities/excise-gasoline-tax-refund.html](http://www.canada.ca/en/revenue-agency/services/tax/individuals/segments/tax-credits-deductions-persons-disabilities/excise-gasoline-tax-refund.html)

## **Provincial Fuel Tax Refund for Persons with Disabilities**

If you have a qualifying disability, are at least 16 years old and are a registered owner of a vehicle or leasing a vehicle, you may apply for a refund for the provincial motor fuel tax used in the vehicle you own or leasing. Eligible applicant may receive a refund of up to a maximum of \$500 per year.

For more information, visit [www2.gov.bc.ca/gov/content/taxes/sales-taxes/motor-fuel-carbon-tax/fuel-tax-refund](http://www2.gov.bc.ca/gov/content/taxes/sales-taxes/motor-fuel-carbon-tax/fuel-tax-refund)

## **Autoplan Disability Discount**

You may receive a 25% discount on the cost of Basic Autoplan if you are a persons with disabilities, owner or joint owner of a vehicle and are 16 years or older. To apply, you must first register for the Fuel Tax Refund Program and speak to your Autoplan broker.

For more information, visit [www.icbc.com/brochures/Pages/disability-discount.aspx](http://www.icbc.com/brochures/Pages/disability-discount.aspx)

## **BC Ferries Fare Reduction for Disabled Persons & Escorts**

If you have a permanent disability, you may receive discounted fares for BC Ferries when you apply for the BC Ferries Disabled Statues Identification Card. The ferries are also equipped with special parking spots designed for people with disabilities and these stalls may be requested when purchasing ferry tickets.

For more information, visit [www.bcferrries.com/travel\\_planning/disabilities.html](http://www.bcferrries.com/travel_planning/disabilities.html)

## **Disability Parking Permit**

If you have a disability that affects your mobility or you cannot walk for more than 100 meters without affecting your health, you may qualify for the disability parking permit. The permit allows you to park in parking spots designed with extra width space to get in and out of your vehicle.

For more information, visit [www.sparc.bc.ca/parking-permits](http://www.sparc.bc.ca/parking-permits)



# Leisure Benefits

## Campsite Fees

PWD recipients may be eligible to camp for free at a BC provincial park and with no extra charge for a second non-recreational vehicle. To be eligible you need to obtain a current calendar year Release of Information form from the Ministry to show the campground operator along with a piece of identification.

For more information, visit [www.env.gov.bc.ca/bcparks/fees/disability.html](http://www.env.gov.bc.ca/bcparks/fees/disability.html)

## Leisure Access Pass

Many major cities in British Columbia offer a free or discounted leisure pass to local recreational facilities. To be eligible, you must demonstrate that you are low income or currently on PWD. You may need to provide documents such as a bank statement, monthly stub or a Ministry cheque to prove your household income when applying for the leisure pass.

For more information, visit your local recreation centre or local advocacy office.

## Fishing License

If you have a severe and permanent disability, you may be eligible for an annual Non-Tidal Angling Licence for a reduced annual fee of \$1.12. To apply, you must show proof of disability such as, but not inclusive to, your PWD designation, fuel tax refund approval or the parking permit for people with disabilities.

For more information, visit [www.env.gov.bc.ca/fw/fish/licences/#FeeReduction](http://www.env.gov.bc.ca/fw/fish/licences/#FeeReduction) or call the Fish, Wildlife and Habitat Management at (250) 356-9295.

# Housing Related Benefits and Services

## Home Owner Grant for People with Disabilities

In addition to the basic home owner's grant, if you have a disability or live with a relative who has a disability and have a property valued at \$1,650,000 or less, you may be eligible this grant. You must show you have paid at least \$100 in property taxes and meet other eligibility requirements. The total amount that you may be approved for ranges between \$845 to \$1,045.

For more information, visit [www2.gov.bc.ca/gov/content/taxes/property-taxes/annual-property-tax/home-owner-grant/person-with-disabilities](http://www2.gov.bc.ca/gov/content/taxes/property-taxes/annual-property-tax/home-owner-grant/person-with-disabilities)

## BC Property Tax Deferment Program

The BC property tax deferment program allows home owners to defer the payment of their annual municipal property taxes. To qualify, you must be either:

- o At least 55 years of age or
- o A surviving spouse or
- o A person with disabilities,
- Be a Canadian citizen or permanent resident,
- Have lived in BC for at least one year prior to applying,
- Pay property taxes owing from previous years, penalties or interest
- Have a minimum equity of 25% in your home.

For more information, visit [www2.gov.bc.ca/gov/content/taxes/property-taxes/annual-property-tax/defer-taxes](http://www2.gov.bc.ca/gov/content/taxes/property-taxes/annual-property-tax/defer-taxes)

## Residential Tenancy Dispute - Application to Waive Filing Fee

The fee for filing a dispute resolution through the Residential Tenancy Branch is \$100. If you are low income and need to submit a dispute application, you may be eligible for a fee waiver. You will need to submit documents to show you are low income.

For more information call (604) 660-1020 or visit [www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/apply-online/fees-and-fee-waivers](http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/apply-online/fees-and-fee-waivers)

## BC Housing for People with Disabilities

There are specific housing and programs for Persons with Disabilities such as subsidies, independent living, senior housing, and subsidized housing units.

- The BC Independent Living program is for individuals who require some support but not 24-hour institutional care, bridging the gap between home care and residential care.
- The Supportive Housing program provide units to those with mental health and/or substance abuse and provides on-going support and life-skills training.
- The Seniors' Supportive Housing provides housing and support to adults who are over 55 years of age and not eligible for assisted living.
- The Addiction Recovery program provides short term housing to those who are currently participating in a substance use recovery program and support them with building skills and on-going support.

For more information, visit [www.bchousing.org/housing-assistance/housing-with-support](http://www.bchousing.org/housing-assistance/housing-with-support)

# Appeals

The Ministry, as a government body, recognizes a power imbalance with the people accessing and using the assistance program. To address this, an appeal process is available to recipients who disagree with a decision the Ministry has made.

## Denial, Discontinuation or Reduction of Assistance or Supplement

Almost any time your assistance or supplement is denied, reduced or discontinued, it is open to appeal.

## Circumstances that are Not Open to Appeal

Some circumstances are not appealable, including:

- Appeal supplements,
- Supplements related to Employment Plan in an employment-related program,
- Obligations to sign an Employment Plan or the conditions outlined in the plan,
- Confirmed job supplement,
- Repayable warrant supplement due to hardship,
- Repayable warrant transportation supplement.

Applicants and recipients should still be offered the opportunity to request a reconsideration and be provided with a Request for Reconsideration Form. Although Reconsideration and Appeals Section staff will determine eligibility for reconsideration.

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/decisions-reconsideration-and-appeal/appeal](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/decisions-reconsideration-and-appeal/appeal)

## Notification of Denial

Generally, the Ministry will notify you by letter about their decision. Another way for you to be advised of the discontinuation of your request is by phone or through your My Self-Serve. Sometimes, however, you may not become aware of the discontinuation of assistance until you do not receive a cheque.

**Note:** *It is strongly recommended that whenever you speak to a Ministry worker to record the date of the communication, the name of the worker, and the nature of the call. This may be helpful when there are discrepancies in the dates of when a person became aware of the denial, discontinuation, or reduction of assistance.*

## Reconsideration

The first level of appeal is a reconsideration. The assistance worker or the supervisor usually makes the first decision to deny, reduce, or discontinue assistance. When you appeal their decision, it goes up to the regional level to a reconsideration adjudicator”.

**Note:** *You have to ask the ministry for a “request for reconsideration” or “Appeal Package” for you to cite the reasons why you disagree with the decision.*

The appeal package includes a document with multiple sections outlining the reconsideration process. One of the sections identifies the reason for denial and the legislation used to support the Ministry's decision to deny your request. There also is a section for you to complete, to identify why you believe the Ministry has made the wrong decision or why the decision was "not reasonable". It may be helpful to list all of your attachments on this page to ensure it is recorded as evidence.

### **Adding New Information**

At the Reconsideration level, you may attach additional information or documentations that you believe will support your case, including new information the Ministry may not have previously had when making their decision. If you can obtain additional letters of support or medical reports from professionals who understand your situation, you may want to attach it to your appeal package.

### **Time Limit to Appeal**

If you decide you would like to appeal the denial, discontinuation or reduction of a benefit, you have 20 business days (not counting weekends or holidays) from the day after you received the denial decision. Once you have completed the Request for Reconsideration and attached all the information or additional evidence, return the package to the Ministry office.

**Note:** *Photocopy the reconsideration package submitted and get it date-stamped, as this will verify you have met your timeline.*

### **Extension to the Appeal Time Limit**

You are allowed to ask for a 10-day extension to the 20-day time limit. However, you must ask for this extension within the 20-day time limit. For instance, if your doctor is away and you will not see him or her before the last day to appeal, it may be wise to wait until the last day of the time limit to ask for an extension.

To request an extension, write the extension request in Section 3 of the appeal package and submit it to the Ministry. From that point, you will have an additional 10 business days to gather your evidence and information. Again, upon submitting the package to the Ministry, ask for a copy date-stamped to prove you have met the deadline. The Ministry has 10 business days to review your appeal and render a decision. You should receive this written decision in the mail shortly afterwards.

### **Appeal Supplement**

When disability assistance is discontinued or reduced, during the appeal process there is an appeal supplement that may be available until the matter is resolved. In other words, if you make an appeal for being cut off from disability assistance, you may receive an appeal supplement until the final appeal decision is made (tribunal decision).

The amount of appeal supplement is based on the previous month's entitlement. If you become successful with your appeal, the appeal supplement provided is then assumed as the regular entitlement you would have received if the denial, discontinuation, or reduction had not happened. However, if you lose your appeal, then the appeal supplements are repayable to the Ministry, as it is deemed that the Ministry was correct in not issuing benefits.

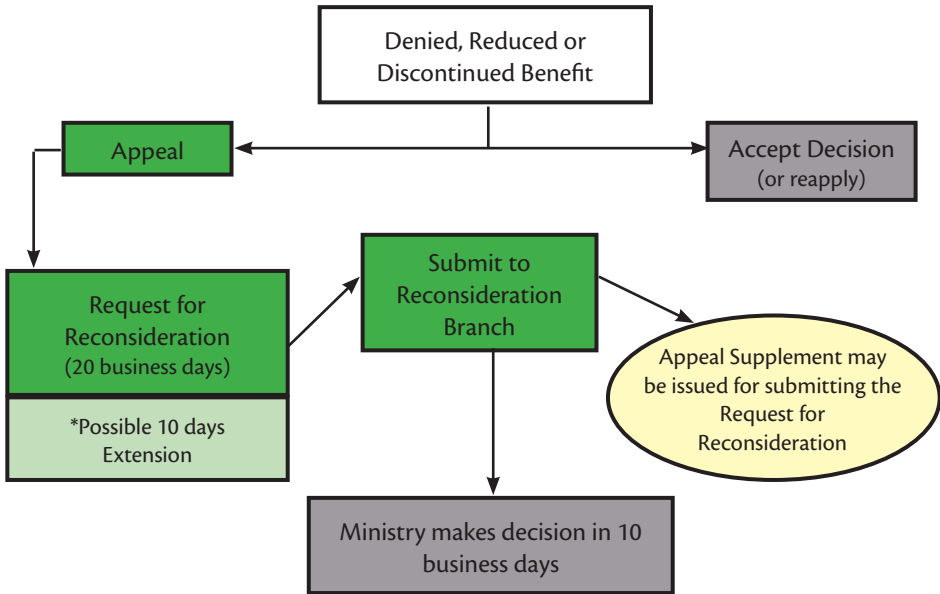
### **Condition with No Appeal Supplement**

There are some conditions where the appeal supplement will not be made available:

1. If you are applying for income assistance and have not yet been deemed to be eligible for benefits
2. If you are appealing the denial of a status (e.g. PWD status), a medical supplement or hardship assistance

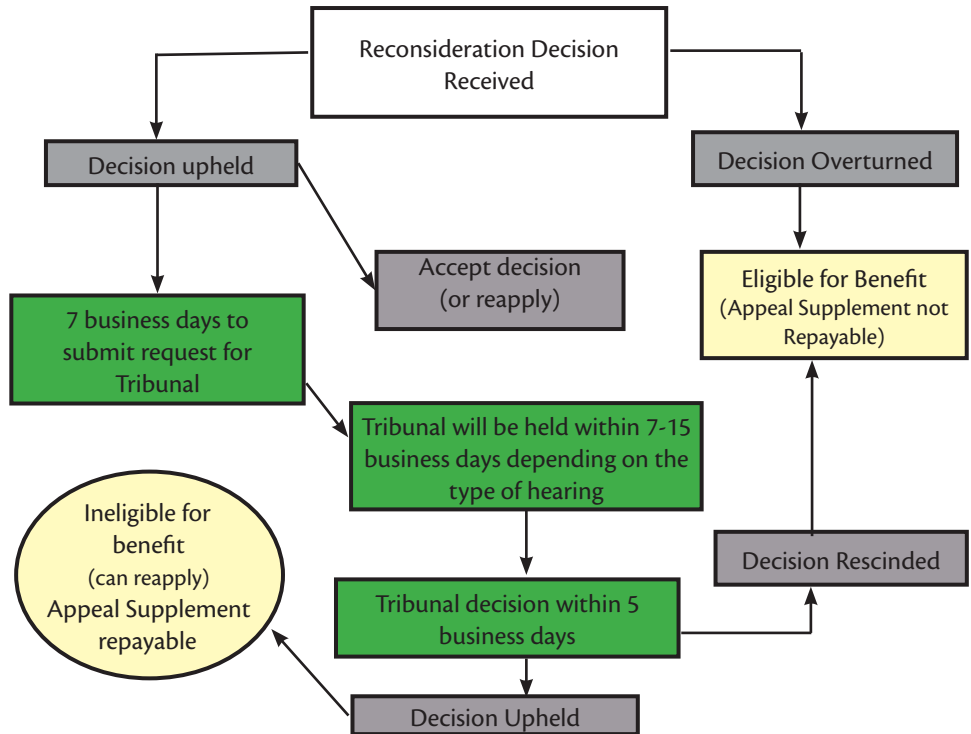
Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/decisions-reconsideration-and-appeal/reconsideration](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/decisions-reconsideration-and-appeal/reconsideration)

# Stage 1 Reconsideration



\* If you're needing extra time to collect evidence for your reconsideration, it may be of benefit to you to ask for a 10-day extension. This must be done on or close to your last day of your reconsideration deadline.

# Stage 2 Tribunal



# Tribunal

If the original decision is upheld at the reconsideration level, you may choose to continue to the next level of appeal which is a tribunal. A tribunal can only uphold or rescind the Ministry's decision; they cannot make a new decision or grant an award. If the matter is regarding a financial amount, it is referred back to the Ministry to determine the financial amount.

## 7-Day Time Limit for Tribunal

If the Ministry upholds their decision, counting from the following day after receiving the written decision, you have 7 business days (not including weekends or holidays) to submit a request to proceed to a tribunal.

The request form should be attached to the written decision. If it is not attached to the decision, go to your Ministry office and request one or print the form online. To access this form you can visit: [www.eaat.ca/appeal-parties/appeal-forms](http://www.eaat.ca/appeal-parties/appeal-forms)

## Requesting a Tribunal

The request to proceed to a tribunal can be mailed in; however, it is better to first fax the request into the Employment and Assistance Appeal Tribunal (EAAT) and send the original copy to them afterwards. You can also take the request into the Ministry office who can fax and mail it for you. Remember, if you choose this option, get a photocopy of your tribunal request and get it date-stamped. This will help verify you have submitted it within the given time limit.

When completing your tribunal request form, you will be asked whether you would like an **“in-person hearing”, “phone hearing”** or **“written hearing”**.

An in-person tribunal is an informal hearing. It usually takes place in a boardroom of a government office and only you, the panel members, and the Ministry (unless you have a representative or person of support with you) will be in the boardroom. The panel will be comprised of up to three people who are not Ministry employees and are independent of any influences from the Ministry. Instead, they are employed by the EAAT, which was set up specifically to hear disputes between the Ministry of Social Development and Poverty Reduction and the people using the program.

Written appeals have a different timeline and the outcome usually take a bit longer. Once you have submitted your request for a written hearing, you will receive a letter from the EAAT. This letter will give you the timeline to put forth your submission. Once you do so, it will then go to the Ministry and they will have time to submit their response. Finally, the tribunal hears the case.

**Note:** *In-person hearings are usually best because it allows you to better explain your situation than over the phone. Written hearings are better when the case is very technical in relation to the legislation.*

## **Preparing for a Tribunal**

For an in-person or phone hearing, the tribunal will set a date to hear the appeal. It must be within 15 days of the board receiving the request and they are obligated to provide you at least 2 business days' notice of the tribunal date and time.

Going to a tribunal can be intimidating. Be sure you are on time because the tribunal will usually wait only 30 minutes after the set time to begin the hearing. If you fail to show within that time limit, the tribunal will proceed without you, and if this occurs, the decision will likely go against you.

You can prepare a written statement and give copies to the tribunal panel as to why you believe the Ministry was wrong in the decision they made about your case. This is beneficial, as the tribunal can refer to your arguments or what you had deem as important information for the tribunal to know after everyone has left and the tribunal is discussing the evidence and making a decision. You have 7 business days for your written submission, if you need an extension you must request it in writing in advance of your due date.

You are also allowed to bring a support person with you to the tribunal. However, this person is not allowed to provide evidence or answer questions. If you choose to also have a representative (lawyer or advocate) attend the tribunal with you, this person will be able to address the tribunal, present your case, argue the legislation and can also answer questions about the case.

## **During the Tribunal**

Once a tribunal starts, everyone is asked to identify themselves and the tribunal members will give an introduction as to their roles and responsibilities. They will also say they have arranged the hearing for up to two hours, setting aside half the time for the appellant (you) and half the time for the Ministry.

After the introduction, you will be asked to tell the tribunal why you believe the Ministry was not reasonable in making their decision. The Ministry will then be asked to present why they made the decision that they did. Expect the tribunal members to ask questions during your tribunal. After that, both parties will be asked if they have anything else to add. You may want to take this opportunity to summarize your strongest evidence or argument. Once no one has anything further to add, the tribunal will adjourn to deliberate.

## **Witnesses**

You (along with the Ministry) may bring in witnesses to testify on the matter before the tribunal. However, witnesses are only to be brought in to give their testimony and will be required to leave the hearing afterwards.

## **Right to a Fair Hearing**

You have the right to a fair hearing. If you believe one of the panel members may be bias for some reason, you can ask for an adjournment to address that issue of bias. For instance, one of the panel members knows you from a personal interaction and you believe this could taint their decision in your case, you could ask for the panel member to be replaced. This is an aspect of procedural fairness to the tribunal.



## **Principles of Natural Justice**

There are some general principles that must be observed by the Ministry and the tribunal panel. For instance, one principle of natural justice is that you have the right to prepare a proper defense. The Ministry should have provided you with all the evidence they used in making their decision at the reconsideration stage. If they cite evidence in your appeal package that you didn't receive, you have the right to ask for that documentation so that you may defend yourself.

If you get to a tribunal and the Ministry presents evidence that you haven't previously seen you can ask the tribunal for a recess, to review this evidence. Another option is to ask for an "adjournment" if you feel the information requires more time or you have information to dispute the evidence. Advise the tribunal of the situation and if your request is denied ask that your request be noted in the appeal record (summary of facts), as it could be grounds for a judicial review.

## **The Decision**

The tribunal panel will have 5 business days to submit the decision. It could take up two to three weeks before you receive it. If you are successful, the tribunal should have checked off the "rescind" box and provide an explanation on the last page of the tribunal decision. If the matter pertains to money, it will be returned to the Ministry for an amount to be decided.

For instance, if you had requested for a scooter and the decision was denied but the tribunal decides in your favor to rescind the Ministry's decision. The tribunal cannot tell the Ministry how much to pay for the scooter, just that the individual was in fact eligible for the scooter. The decision goes back to the Ministry regarding the financial amount that will be paid out for the scooter.

If you are not successful, the last page will note the tribunal upheld the Ministry's decision and will give you an explanation as in why it did not succeed.

## **Judicial Review**

If you are not satisfied with the decision rendered by the tribunal, you do have the option to go to a judicial review. This level of appeal is through the courts and can be complicated. However, there are now a few avenues of help in this area, and you can refer to [povnet.org](http://povnet.org) to look for some of these resources (like an advocate).

Source: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/decisions-reconsideration-and-appeal/appeal](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/decisions-reconsideration-and-appeal/appeal)

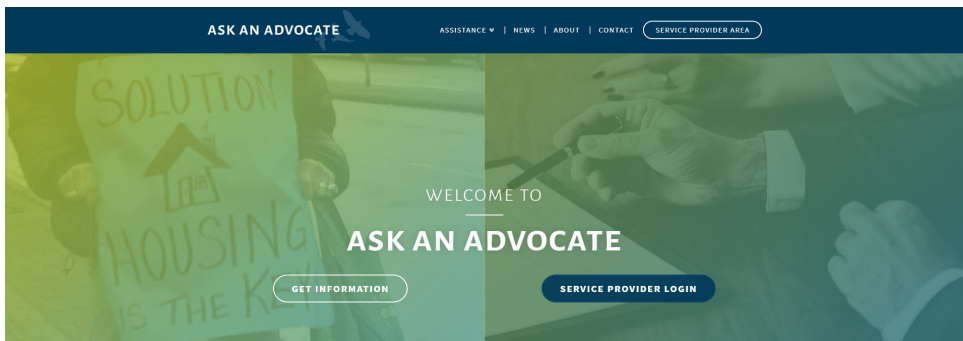
# Conclusion

We hope this *Persons with Disabilities Quick Reference Guide* is helpful in assisting you to better understand any questions you may have about PWD. Be sure to check out our other quick reference guides on our website at <https://askanadvocate.ca>

The Ask An Advocate website is a useful website with short how to videos, answers to commonly asked questions, easy-to-read fact sheets, and other resources. On our contact page, there is also an option to email an advocate with a question if the answer cannot be found on the site. Our website focuses on the topics:

- Income Assistance
- Disability
- Tenancy
- Other Income Supports (such as CPP, OAS and more)

If you have any questions, you may also contact us at [askanadvocate@sourcesbc.ca](mailto:askanadvocate@sourcesbc.ca).



# Additional Resources

## Advocacy

- Sources Newton Resource Centre: (604) 596-2311
- Disability Alliance BC: (604) 875-0188
- PovNet: (604) 876-8638 | [povnet.org](http://povnet.org)

## Help Lines

- 24-Hour Crisis Line: (604) 951-8855 | Toll Free 1-877-820-7444
- Seniors Abuse/Info Line: (604) 437-1940 | Toll Free 1-866-437-1940
- VictimLink BC: Toll Free: 1-800-563-0808
- Problem Gambling Help Line: Toll Free: 1-888-795-6111

## Family Resources

- After Hours Child & Family Services Office: Toll Free: 1-800-663-9122
- Youth Against Violence Line: Toll Free: 1-800-680-4264

## Women's Resources

- Atira Women's Resource Society: (604) 428-9202
- Battered Women's Support Services: (604) 687-1867 | Toll Free: 1-855-687-1868
- Elizabeth Fry Society: (604) 520-1166 | Toll Free: 1-888-879-9593

## Health

- Alcohol & Drug Info & Referral: (604) 660-9382 | Toll Free: 1-800-663-1441
- HealthLink BC: 8-1-1

## Legal Resources

- Access Pro Bono: Toll Free: 1-877-762-6664 | [accessprobono.ca](http://accessprobono.ca)
- Legal Aid BC: (604) 408-2172 | Toll Free: 1-866-577-2525
- Aboriginal Legal Aid: [aboriginal.legalaid.bc.ca](http://aboriginal.legalaid.bc.ca)
- John Howard Society: (604) 872-5471 ext. 222
- Justice Access Centre: (604) 660-2084 | Toll Free 1-800-663-7867

## Immigration Resources

- Immigrant Services Society of BC: (604) 684-7498
- MOSAIC Surrey Newcomers' Centre: (604) 254-9626
- DIVERSEcity Community Resources Society: (604) 597-0205

## Shelters

- BC 211: 2-1-1 | [shelters.bc211.ca/bc211shelters](http://shelters.bc211.ca/bc211shelters)

## Mental Health Centres

Mental Health Centres provides support to adult (19+) residents experiencing mental illness, and substance issues. To be connected, contact the Mental Health Centre in your area or call 2-1-1 for the local number.

City	Address	Phone
Abbotsford	Abbotsford Mental Health Centre	(604) 870-7800
Agassiz	Agassiz Mental Health Services	(604) 793-7161
Burnaby	Burnaby Mental Health Centre	(604) 453-1900
Chilliwack	Chilliwack Mental Health Services	(604) 702-4860
Delta North	Delta Mental Health Centre	(604) 592-3700
Delta South	Delta Mental Health Centre	(604) 948-7010
Hope	Hope Mental Health Centre	(604) 860-7733
Langley	Langley Mental Health Centre	(604) 514-7940
Maple Ridge	Maple Ridge MHC Centre	(604) 476-7165
Mission	Mission Mental Health Centre	(604) 814-5600
New Westminster	New Westminster Mental Health	(604) 777-6800
Surrey	Surrey Mental Health & Addictions	(604) 953-4900
Tri-Cities (Coquitlam, Port Moody, Port Coq)	Tri-Cities Mental Health Centre	(604) 777-8400
White Rock	White Rock/South Surrey	(604) 541-6844

# Index

## A

- Advocate 10
- Additional Resources 45
- Appeals 37
  - new information 38
  - time limit 38
  - extension 38
  - notification of denial 37
  - not open to appeal 37
  - reconsideration 37
  - supplement 38
- Application 9
  - prescribed class 9
  - prescribed professional 9
  - pwd booklet 9
- Assets 14
  - exemptions 14
  - limits 14
  - vehicle 14

## B

- BC Bus Pass Program 21
- BC Housing 35

## C

- Call Centre 11
- Canada Disability Savings Bond 31
- Canada Disability Savings Grant 31
- Canada Pension Plan Disability 30
- Case Administration 11
- Child Disability Benefit 31
- Crisis Supplement 18
  - clothing 18
  - food 18
  - maximum 18
  - shelter 18
- Cystic Fibrosis 25

## D

- Dental & Orthodontic Coverage 24
- Diabetes 25

- Disability Tax Credit 30
- Dysphagia Diet 25

## E

- Earnings Exemption 13
- Eligibility 8
  - eligibility start date 8
  - PWD definition 8
- Employment Supplements 22
  - confirmed job supplement 22
  - single parent employment initiative 22
  - training initiative supplement 22
  - voluntary participation plan 22
- Eye Exam 28

## F

- First Come-First Serve 11

## G

- Gluten Free 25
- Goods and Services Tax Exemption 32

## H

- Health Supplements 23
  - after leaving assistance 24
  - medical therapies 23
  - msp coverage 23
  - plan C 23
  - plan G 23
  - prescription coverage 23
  - when travelling 24
  - when out of province 24
- High Protein Diet Supplement 25

## I

- Income 12
  - earned income 12
  - exempt income 12
  - from another source 12
  - receiving other money 12
  - treatment 12
  - unearned income 12

## L

- Leisure Benefits 35
  - campsite fees 35
  - leisure access pass 35
  - fishing license 35

## M

- Medical Equipments 27
  - breathing devices 27
  - eye exam 28
  - glasses 28
  - hearing instruments 28
  - medical transportation 28
  - medical or surgical supplies 27
  - non-conventional glucose meters 27
  - positioning and transfer devices 27
  - wheelchairs and scooters 27
- Medical Service Plan (MSP) 23, 24
- Medical Services Only (MSO) 29
  - income in excess 29
  - turning 65 29
- Mental Health Centres 46
- Ministry of Social Development and Poverty Reduction (MSDPR) 6
- Monthly Report 13, 29
- My Self-Serve 11, 29

## N

- No Wrong Door 11

## O

- Only in BC 11
- Optical Services 28
- Orthoses 28
- Out of Province 11

## P

- Pharmacare 23
- Property Tax Deferment Program 35

## R

- Rates 16
  - additional members 16

- room and board 16
- shelter 16
- support 16
- Registered Disability Savings Plan 31
- Reconsideration 37
- Reporting and Record Keeping 11
- Request for Reconsideration 37
- Residential Tenancy Dispute 35
- Responsibilities 7
- Rights 6

## S

- Sources Community Resources Society 4
  - Ask an Advocate Program 4
- Supplements 18
  - annual maximum 18
  - BC bus pass program 21
  - camp fees supplement 20
  - Christmas supplement 19
  - confirmed job supplement 22
  - co-op share purchase supplement 19
  - crisis supplement 18
  - diet supplements 25
  - essential utilities supplement 21
  - living costs 20
  - formula for infants 26
  - funeral costs 21
  - guide dog & service dog supplement 21
  - monthly nutritional supplement 26
  - moving supplement 20
  - natal supplement 26
  - pre-natal shelter supplement 16
  - security (damage) deposits 19
  - transportation supplement 21

## T

- Transportation Benefits 32
  - autoplan disability discount 33
  - BC ferries fare reduction 33
  - disability parking permit 33
  - disability travel card 32
  - excise gasoline tax refund 33
  - flights 32

- handyDart 32
- handyCard 32
- provincial fuel tax refund 33
- taxiSavers 32
- VIA rail 32
- Tribunal 40
  - decision 42
  - during 41
  - in person hearing 40
  - judicial review 42
  - phone hearing 40
  - preparation 41
  - requesting 40
  - rights 41
  - time limit 40
  - witness 41
  - written hearing 40
- Trust 15
  - discretionary 15
  - non-discretionary 15