



SOURCES

COMMUNITY RESOURCE CENTRES

Income Assistance



QUICK REFERENCE GUIDE



“social
wellness
for our community”

AskAnAdvocate.ca

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Disclaimer

The *Income Assistance 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 of Social Development and Poverty Reduction's 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.

Contents

About Us.....	4
Introduction.....	5
Basic Information.....	6
Eligibility.....	8
Circumstances Limiting Eligibility.....	10
Family Composition.....	11
Application for Income Assistance.....	12
Case Administration.....	14
Classification of Recipients.....	16
Income and Assets.....	19
Income Assistance Rates.....	22
Supplements and Programs.....	24
Health Benefits.....	29
Medical Equipment, Supplies and Services.....	32
Hardship Assistance.....	33
Discontinued or Reduction of Assistance.....	35
Appeal.....	39
Tribunal.....	43
Conclusion.....	46
Additional Resources.....	47
Appendix A.....	48
Index.....	50

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 over 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 housing, tenancy, income, disability benefits, medical benefits and pensions. The program aims to provide useful information as well as to empower individuals to self-advocate. Through webinars, 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 and <https://askanadvocate.ca>.

Introduction

The *Income Assistance Quick Reference Guide* provides a brief overview of the *Employment and Assistance Act*. 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 Income Assistance 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

Income Assistance is the welfare program in British Columbia (BC) delivered by the Ministry of Social Development and Poverty Reduction. It provides financial support for low income and no income individuals. Whether you qualify is based on your income and assets as well as your family status. Any money received from other sources may affect eligibility and how much you can receive from the program.

These 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 program offered in the other province and prove that you meet that program's eligibility requirements.

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

You may be eligible for Income Assistance if you find yourself in any of these situations:

- You are out of work or not earning enough to meet your basic needs;
- You are waiting for other sources of money to arrive;
- You can't work at all;
- You urgently need food, shelter or medical attention.

The Ministry can only give available resources to people who meet eligibility criteria. They expect you to look for and use all other sources of income and assets before you apply.

According to the Ministry, you have rights and responsibilities when applying or receiving BC Employment and Assistance benefits.

Your Rights

You have the right to:

- Apply when you are in need
- Get the information and help you need to complete your application
- Have your eligibility determined on the basis of the information you provide
- Get all income or disability assistance and services you qualify for
- Get access to programs that will help you find work, subject to availability
- Understand your responsibilities to apply for and receive other sources of assistance
- Be informed about processes and decisions affecting you
- Ask for an eligibility decision to be reconsidered or appealed
- Receive courteous, respectful, efficient and fair service
- Be treated without discrimination
- Have service quality complaints addressed in an appropriate and timely manner

Your Privacy

When providing information regarding your application, you also have the right to be:

- Asked for information in a fair and lawful way
- Told why the government needs this information

- Informed that government collects your information under the authority of its legislation
- Asked only for information that the government requires to determine your eligibility
- Told how the government will use, disclose and protect your personal information
- Given access to your own personal records
- Allowed to request correction of any wrong personal information
- Given access to a government official who you can contact for further information
- Told how to make a privacy complaint

Your Responsibilities

You also have the following responsibilities:

- Conduct a work search before your eligibility interview date, unless you're exempt
- Show that at least one member of your family unit was financially independent for two full years, unless you're exempt
- Seek out any other income that you may be able to get
- Take part in employment and/or training programs you get referred to
- Be available for any job you are able to do
- Take personal responsibility for becoming self-supporting as fast possible
- Have, or apply for, a social insurance number
- Provide appropriate identification for yourself and other family members
- Make sure all the information you provide is true and complete
- Communicate any change in your circumstances that may change your eligibility

Ministry of Social Development and Poverty Reduction. "Rights and Responsibilities." *Province of British Columbia*, Province of British Columbia, 2 Mar. 2016, www2.gov.bc.ca/gov/content/family-social-supports/income-assistance/apply-for-assistance/rights-responsibilities. Accessed 14 June 2021.

Note: *The Ministry may reduce an Income Assistance recipient's cheque by \$25 per month for failure to provide information and documentation or declare them ineligible.*

Source: 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

When applying for Income Assistance, do not wait until you are down to your last few dollars! It can take up to 4 weeks to get an income assistance cheque, and in some cases even longer. Many people wait because they think they cannot have any money when they begin the application process. However, a single person is allowed to have assets up to \$5,000, while single parents and couples with or without children can have up to \$10,000 in assets.

Source: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/assets-and-exemptions>

Proof of Identity

The Ministry requires each applicant and dependent to provide specific identification (ID). This may include, but is not limited to, a Social Insurance Number (SIN) for each applicant as well as picture identification in the form of a BC ID, Driver's License, passport, original citizenship papers, immigration documents, or offender ID. The Ministry also requires secondary ID in the form of a birth certificate, credit card, certificate of Indigenous Status, or other ID that will provide supporting proof of identity.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/application-and-intake/identification-requirements

Identification Supplement

If you do not have one of the required pieces of ID or you are missing more than one, the Ministry may retrieve copies of ID from a previously opened Income Assistance file. If that option is not available, the Ministry may assist you with the cost of obtaining one new ID. While you are waiting for ID, you may be placed on hardship assistance. This supplement may also be provided to those who need ID to access services in BC.

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

Verification

Verification begins as soon as you supply information. This is where all your information is confirmed. Some examples of what the Ministry may verify: your living situation, marital status, your residence and amount of rent you pay. They will review your bank statements and notice of assessment.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/information-and-verification

Citizenship Requirements

To be eligible for Income Assistance, at least one applicant or recipient in the family unit must be:

- A Canadian citizen or a permanent resident;

- A protected person (Convention refugee or person in need of protection);
- In Canada on a Temporary Resident Permit;
- Has applied for a Temporary Resident Permit as a victim of family violence
- A refugee claimant;
- Under a removal order that has been stayed or cannot be executed; or
- A dependent child.

Assistance for each member of the family unit depends on the above status unless it is a dependent child. If the member does not have one of the above statuses, the assistance for that member may not be included on the cheque issued monthly until a status has been established.

Note: *The ineligible family member's income and assets will still be included and considered within the entire family unit's income and assets when determining whether the family unit is eligible for assistance.*

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/application-and-intake/citizenship-requirements

Work Search

You may be required to complete a 3 week work search unless you can demonstrate having been searching for employment to such a degree that satisfies the Ministry or you meet an exemption requirement.

If you have not done a sufficient job search, the Ministry may ask you to do more upon verifying your information. If you are prevented from working due to a medical condition, you must have medical confirmation from your doctor.

You will not be required to complete the work search requirement if you are:

- Older than 65;
- A single parent with a child under the age of 3;
- Applying for Child in Home of Relative;
- Not legally entitled to work in Canada;
- Fleeing an abusive relationship such as a spouse or relative;
- In immediate need for food, shelter or urgent medical attention;
- A Persons with Disabilities;
- Applying for medical equipment, supplies or transportation; or
- In a hospital or continuing care facility.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/application-and-intake/work-search

Circumstances Limiting Eligibility

The Ministry identifies numerous situations where there are restrictions to receiving regular benefits. They include:

Out of Province for more than 30-days

Your income assistance 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 Income Assistance 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 prescribed by a medical practitioner;
- If you are attending a formal education program; or
- To avoid undue hardship.

Source: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/residency>

Being a Full-Time Student

If you are a full-time student, you are ineligible for assistance, including hardship assistance unless you are a part of the Single Parent Employment Initiative Program, have the Persons with Disabilities designation or have prior approval from the Minister. If you are a part-time student, you may remain eligible for Income Assistance provided that you meet other eligibility criteria and meet your employment obligations. You should also let the Ministry know if you intend on returning to school.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/education-and-training

Strike or Lockout

If you are on strike or are locked out of your place of employment, you will not be eligible for regular Income Assistance. You may, however, be eligible for repayable hardship assistance if you have dependent children.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/hardship-assistance/strike-or-lockout

Information and Verification

The Ministry may ask an applicant or recipient to provide information and documents to determine ongoing eligibility, assessing whether they are employable or whether they are compliant. Not providing information within a timely manner may render the applicant or recipient ineligible for assistance.

Source: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/information-and-verification>

Family Composition

When you apply for assistance, the Ministry will look into who you live with and determine how your living arrangement will affect your eligibility. People on Income Assistance often live in “shared accommodations” because of the low shelter rates from Income Assistance. This can pose a problem when dealing with the Ministry, more so (but not exclusively) if the two people sharing accommodations are of opposite gender.

Note: *The Ministry is always on the lookout for fraud, and spousal or marriage-like relationships are often a primary focus.*

Definition of Family Unit

According to the Ministry, a family unit means an applicant or recipient and their dependents. A dependent is someone who resides with the applicant or recipient and is:

- A spouse of the applicant, or
- A dependent child of the applicant or recipient.

Definition of Spouse

The Ministry considers two people to be spouses if they:

- Are legally married, or
- Declare they are in a marriage-like relationship, or
- Have resided together for at least 12 consecutive months, and
 - Demonstrate financial dependence, and
 - Demonstrate social and familial interdependence.

Example 1: A man and a woman share a suite for the past 12 months. Each has their own room and pays their own bills. Recently, they have bought a car together and are jointly paying the loan. Because of this, they have a shared bank account and credit cards. In this example, they reside together and have interdependent financial responsibilities. However, the Ministry would still need to demonstrate social and familial interdependence.

Example 2: A man and a woman have been sharing a house for the past 18 months. She lives upstairs with her children while he lives downstairs in the basement. The house does not have a separate suite and he must cook upstairs. The woman’s children are often downstairs and he takes care of the children in the woman’s absence. In this example, the Ministry will still have to prove financial interdependence before considering them as a family unit.

Spousal relationship is a serious allegation and can be quite complex. It is advisable to seek help if the Ministry alleges spousal relationship. If you do not agree that you are in a spousal relationship, do not sign anything until you have had an opportunity to speak to a lawyer or an advocate.

Source: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/support-and-shelter/family-composition>

Application for Income Assistance

The first step to apply for Income Assistance is to complete the online My Self Serve application through myselfserve.gov.bc.ca. The application is a 2 stage process where Stage 1 is related to a work search and Stage 2 is related to assessing eligibility. If you are unable to complete the online application, you may apply in person at a Ministry office or Service BC office if you live in a smaller community; or by calling the Ministry at 1-866-866-0800.

Once you have submitted your application for assistance you will receive either a phone call or an email through the My Self Serve (depending on which option you checked off on your application) from the Ministry Employment and Assistance Worker (EAW). They should contact you in 5 to 10 business days after you have submitted your application, or 1 to 3 business days if you are in immediate need or fleeing abuse.

After you have been contacted by the Ministry, they will let you know what documents are required to assess your eligibility for assistance. You have approximately 5 business days to submit those documents and if needed, you can ask for an extension. It is important to supply all the information the Ministry requests, as eligibility will not be determined until everything has been supplied. Once you have been deemed eligible for assistance, you may need to sign an employment plan and pick up your cheque from the local Ministry office or arrange to have your cheque direct deposited into your bank account. From there, you are responsible for completing a Monthly Report (also known as “Stub”) either by paper or electronically through your My Self Serve account by the 5th of every month. Monthly Reports are required to determine further need for Income Assistance and to assess income and assets for continued assistance.

Source: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/monthly-reporting-requirements>

Streamlined Application

For a family unit who received assistance at least once in the last 6 months, they may not have to go through the 2 stage application process. They may be approved for a streamlined application at the Ministry's discretion and will simply need to submit a Monthly Report. If the family unit is approved for the streamlined application, they will not have to wait the one month waiting period for earnings exemptions.

Source: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/application-and-intake/bcea-streamlined-application-returning-within-six-months>

Employment Obligations

The Ministry implemented legislation that focuses on moving people towards financial independence through employment. Now everyone on Income Assistance is expected to be actively looking for employment and/or participating in job programs or training. However, there are some exemptions for employment obligations including:

- People or families with the Persons with Disabilities status;

- Singles and couples with Persons with the Persistent Multiple Barriers status;
- People with temporary medical conditions that interfere with the ability to search for work or participate in employment programs;
- Single parents with a child under the age of 3;
- People over the age of 65;
- Dependent children and children receiving Child-in-Home of a Relative.

Employment Plans

In order to move people towards employment, the Ministry has instituted rules that requires every person on regular Income Assistance to have a contractual agreement to work towards independence. This document is called an Employment Plan (EP) and its purpose is to outline the expectations of the Ministry and the obligations of the recipient in order to continue to be eligible for Income Assistance.

In determining what program an individual should be referred to, a number of things are considered including education, adaptable skills, and work experience. The Ministry also considers barriers to employment including medical conditions, English as a second language, and mental health conditions. It is very important when discussing the employment plan with the worker that all barriers and limitations are explained so the worker can consider these issues when determining a placement in a program.

There are different types of employment plans and different expectations in some plans when medical conditions prevent participation in these programs or looking for work.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eppe/employment-plan

Non-Compliance of the Employment Plan

The Ministry can impose sanctions (consequences) if you do not comply with what they are requesting, also known as "non-compliance". For example, people that are classified "employable" by the Ministry are required to sign an Employment Plan before being eligible for assistance. Failing to sign an Employment Plan due to a missed appointment could result in either the person's cheque being held until the Employment Plan is signed or the discontinuation of assistance. The discontinuation of benefits is usually the result of more than one missed appointment or a history of non-compliance. Not attending the job program you have been referred to or not communicating a change in your circumstance to the job program and Ministry worker are examples of non-compliance.

Example: A couple has failed to attend the job club program for two weeks. A Ministry worker tries to contact the recipients and has left several messages. The employment program finally hears from the recipients and they indicate they have been sick and unable to attend. When asked to supply medical verification, they are unable to. The Ministry worker determines they have been non-compliant with the terms of their Employment Plan and discontinues benefits.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eppe

Case Administration

The Ministry operates on 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 that if this is particularly problematic for you due to mental health issues or other reasons, you can request to have a “designated” worker. If that particular worker becomes unavailable, this could cause an interruption of services. When you are on Income Assistance, you are assigned to a specific office based on your postal code. However, you can access services or drop off information at 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.*

Duty to Accommodate

Under the British Columbia's *Human Rights Code*, the Ministry must accommodate a client and not discriminate on the basis of race, colour, ancestry, place of origin, religion, marital or family status, physical or mental disability, sex, sexual orientation, gender or age.

Source: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/case-administration/individual-case-management>

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.

Home Visits

A Ministry worker may be able to do a home visit to:

- Help clients access programs and services
- Help clients apply for assistance if they are ill or homebound
- Deliver assistance cheques when required or if the client is unable to attend an office.

Clients requiring home visits must be given prior notification of the visit and when possible, the Ministry worker will make a specific appointment.

Source: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/case-administration/individual-case-management>

Interpretation Services

The Ministry may be able to provide interpretation services to applicants or recipients who are unable to communicate through written or spoken English. However, it is important to remember that requesting interpretation services may delay the applicant's or recipient's request.

Source: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/case-administration/individual-case-management>

Case Closure

If a family unit hasn't been issued assistance for six months, the Ministry's system will automatically close the file to accommodate those applying through the streamlined application process. If after six months, you need assistance again, you will need to re-apply for Income Assistance through My Self Serve.

Source: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/case-administration/individual-case-management>

Classification of Recipients

The Ministry places people into different classifications. The categories are as follows:

Employable

Everyone classified as employable has an obligation to enter into an Employment Plan. Even those who have temporary medical problems are expected to have an Employment Plan and be moving towards employment. Failing to adhere to the Employment Plan may result in the discontinuation of benefits for “non-compliance”. If you are under 19 years of age, you are also required to have an Employment Plan, which focuses first on high school completion.

New Income and Disability assistance applicants must wait a one month waiting period before their earnings exemptions take effect. However, those who have received assistance once in the last 6 months, will not have a waiting period.

No Employment Related Obligations

There are categories identified by the Ministry that have “no employment related obligations”. This includes but is not limited to:

- Persons with Persistent Multiple Barriers (PPMB);
- Persons with Disabilities (PWD);
- Parents with dependent child(ren) under three years old;
- Parents of dependent child(ren) with physical and/or mental conditions;
- Individuals in special care facilities or in the hospital;
- Individuals in treatment facilities or rehabilitation programs;
- Individuals who are caretakers of their disabled spouse and are unable to leave their home;
- Individuals who have left an abusive relationship within the past six month;
- Individuals who are 65 years or older.

Source: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/epepe/determining-clients-with-no-employment-obligations>

Temporary Medical Conditions

Sometimes people apply for Income Assistance due to a temporary medical condition. The Ministry still has an expectation for you to pursue an activity that will move you to employment. After medical verification of a temporary medical condition, a modified Employment Plan will be made that will accommodate your medical concerns.

Persons with Persistent Multiple Barriers (PPMB)

The PPMB benefit is for people who are not able to work due to long-term medical conditions and other barriers to employment. The medical condition must seriously impact their ability to look for, accept or continue employment. To apply for PPMB, you must be a recipient of income assistance or hardship assistance, request a PPMB assessment by the Ministry, then complete a PPMB application form (HR2892).

PPMB recipients are exempt from working, although there is an earnings exemption available to encourage clients who are able to work a little to earn more income. The goal of the PPMB benefit is to help give people the time and support needed to overcome barriers to employment and move toward independence.

To be eligible for PPMB, an applicant must:

- Be eligible as a recipient of IA or hardship assistance,
- Have multiple severe barriers to employment,
- Have a medical condition that is a barrier to employment that has lasted or occurred frequently for at least 1 year, and
- The health condition will likely continue or recur for at least 2 years.

This status results in no work search obligations and brings with it extended medical including glasses, dental (see extended health benefits) and \$900 earnings exemption.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eppe/persons-with-persistent-multiple-barriers

Persons with Disabilities (PWD)

PWD status are for those who have long term disabilities that affect daily living activities. The application is 24 pages and Section 2 & 3 must be completed by a doctor, a nurse practitioner or a prescribed professional. It is advised to hold a discussion with them prior to completing the disability application.

To be eligible for PWD, you must meet 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 who can 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 an extended period of time (e.g. personal care, taking medication, budgeting, banking, housekeeping, grocery shopping, transportation), and
- Demonstrate you require significant help or supervision from another person, assistive device, or assistive animal in managing your daily living activities.

Once PWD status is established, the support amount increases, and there are no longer employment obligations. However, the program is designed to recognize that people with disabilities may still have some capacity to work. As a result, this status includes \$15,000 per year in earnings exemption (for a single person). It also includes extended medical benefits and dental coverage of \$1,000 every two years. If both adults in a family unit successfully apply for PWD, the earnings exemption would increase to \$30,000 per year.

Note: *PWD assistance is effective the first month following the decision for approval. If you are approved before your 18th birthday, your eligibility for PWD will begin from your 18th birthday.*

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

First time PWD recipients have a one month waiting period before being eligible for the Annual Earnings Exemption. However, if you have received Income Assistance in the previous month or have previously received disability assistance, the wait period will not apply.

Source: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/income-treatment-and-exemptions>

Medical Services Only (MSO)

If you become ineligible for income assistance because you are earning more than your allowable earnings exemption or because of a federal pension, you may continue to receive MSO benefits if:

- You remain a low income resident of BC, and
- You or a member of your family unit has PPMB, PWD designation or resides in a special care facility.

MSO will include prescription coverage and Medical Services Plan (MSP) coverage, in addition to certain health supplements.

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

Income and Assets

Monthly Reporting (also known as "Monthly Stub")

You are responsible for completing a Monthly Report either by paper or electronically through your My Self Serve account by the 5th of every month. Monthly Reports are required to determine further need for Income Assistance and to assess income and assets for continued assistance. This Monthly Report includes declaring any received income, maintenance, GST credit, Income Tax refunds, pensions or any other money received, and if there has been a change in living circumstance or family status.

Note: *The Ministry can cut assistance off or hold a cheque for failing to supply them with information they've requested.*

Source: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/monthly-reporting-requirements>

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

Unearned income includes, but is not limited to, pensions, winnings from games of chance, GST, Canada Child Benefit, BC Family Bonus, inheritances, etc.

Exempt Income

Some (but not all) types of unearned income are exempt from being taken off of the income assistance cheque such as the GST and Canada Child Benefit. A complete list can be found in Section 1 Schedule B of the Employment and Assistance Regulation.

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

Limits on Income

If you are a single individual on regular Income Assistance, you are allowed to earn up to \$500 a month before the Ministry starts deducting dollar for dollar off your cheque. If you are on PPMB, then your earnings exemption would be up to \$900 per month. And as a single person with the PWD status, your allowable earnings per year would be \$15,000 before your assistance is reduced.

Note: *Limits on income is determined based off your family composition and classification of your Income Assistance status.*

Source: www2.gov.bc.ca/gov/content/family-social-supports/income-assistance/on-assistance

Applying for Income from Another Source

When you are an Income Assistance recipient, the Ministry will require you to apply for income from any other available source, for example Employment Insurance (EI). Failing to seek other potential sources of income can result in the discontinuation of income assistance.

Source: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/pursuing-income>

Assets

Assets can include cash, savings, stocks, bonds, RRSPs and more. When applying or on Income Assistance, you are allowed to have certain “assets” that do not affect your assistance, as long as these assets are within your allowable asset limits. If the value of these assets exceed your allowable limits, then Income Assistance applicants are required to use their assets for personal independence.

Asset Limits

The Ministry places a maximum value amount of assets you can have when applying or while on Income Assistance. A single employable person or person with PPMB status, is allowed to have up to \$5,000 in assets. If the dollar amount exceeds \$5,000, the person may not be eligible for assistance.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/assets-and-exemptions

Other Assets Exemptions & Limitations

Here are a few examples of assets that are exempt for determining eligibility for assistance:

Personal Possessions

As an Income Assistance applicant/recipient, you are allowed general household items. These items are exempt, meaning they are not recognized to have any value or be counted against your entitlement for assistance.

Home Owned by Recipient

Your place of residence (which you own) is exempt BUT only if you live in the home.

Vehicle

There is no limit on the value of a single vehicle used for day-to-day purposes.

Other exempt assets include Canada Child Benefit, GST, BC Tax Credit, prepaid funeral costs and much more.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/assets-and-exemptions

Assets Limit and Exemption Table

Classification: Employable	Earnings Exemption (monthly)	Asset Limit
Single person	\$500	\$5,000
Single parent with child(ren)	\$750	\$10,000
Couple with child(ren)	\$750	\$10,000
Couple without child(ren)	\$500	\$10,000

Classification: Persons with Persistent Multiple Barriers	Earnings Exemption (monthly)	Asset Limit
Single person	\$900	\$5,000
Single parent with child(ren)	\$900	\$10,000
Couple with child(ren)	\$900	\$10,000
Couple without child(ren)	\$900	\$10,000

Classification: Persons with Disabilities	Earnings Exemption (annually)	Asset Limit
Single person with or without child(ren)	\$15,000	\$100,000
Couple - one with PWD with/out child(ren)	\$18,000	\$100,000
Couple - both with PWD with/out child(ren)	\$30,000	\$200,000

Source: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/bc-employment-and-assistance-rate-tables/as-set-limits-table>

Income Assistance Rates

Once you and your family unit are considered eligible for Income Assistance, the amount you receive is predetermined by legislation. Your cheque is divided into two parts: a support portion and a shelter portion.

The **support portion** is the amount issued based on your family status 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 payments, property taxes, house insurance premiums, and certain utility costs such as hydro, gas, etc.

Room and Board

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

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

Special Care Facility User Charges and Comfort Allowance

The Ministry may be able to pay the user fees if you are in a special care facility depending on the type of facility. You may also be eligible for a comfort allowance of \$115 per month.

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

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. This supplement is issued for a maximum of eight months from when the pregnancy is confirmed.

Source: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/pre-natal-shelter-supplement>

Support and Shelter Amounts

Classification: Employable	Shelter	Support	Total
Single Person: Aged 19-64	\$375	\$560	\$935
Single Person: with Confirmed Pregnancy	\$375 + \$195	\$560	\$1,130
Single Person: Over 65	\$375	\$856.42	\$1,231.42
Couple: Under 65	\$570	\$857.22	\$1,427.22
Couple: One Under 65, One Over 65	\$570	\$1,250.56	\$1,820.56
Couple: with 1 Child	\$660*	\$951.06	\$1,611.06
Single Parent: with 1 Child	\$570*	\$700.58	\$1,270.58

Classification: PPMB	Shelter	Support	Total
Single Person	\$375	\$607.92	\$982.92
Couple: One with PPMB	\$570	\$946.22	\$1,516.22
Couple: Both with PPMB	\$570	\$1,002.06	\$1,572.06
Couple: Both with PPMB with 1 Child	\$660*	\$1,096.06	\$1,756.06
Single Parent: with 1 Child	\$570*	\$748.58	\$1,318.58

Classification: PWD	Shelter	Support	Total
Single Person: Aged 18-64	\$375	\$983.42	\$1,358.42
Couple: One with PWD	\$570	\$1,377.56	\$1,947.56
Couple: One with PWD with 1 Child	\$660*	\$1,471.56	\$2,131.56
Couple: Both with PWD	\$570	\$1,853.06	\$2,423.06
Couple: Both with PWD with 1 Child	\$660*	\$1,947.06	\$2,607.06
Single parent: with 1 Child	\$570*	\$1,124.08	\$1,694.08

* 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

Supplements and Programs

If you meet specific criteria, the following additional supplements may be provided. However, most will require pre-approval from the Ministry. Some of the supplements available through the Ministry are:

Crisis Supplement

Different types of crisis supplements have different guidelines. The Ministry may issue up to the maximum amount of crisis supplement in accordance to what is set out in legislation.

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 only issue a crisis supplement for the actual shelter cost, restricted up to the maximum combined shelter and support rates, plus the amounts for the following that the family unit is eligible to receive:

- Shared Parenting Assistance
- Pre-Natal Shelter Supplement
- CIC Temp Absence Assistance
- Deceased Adjustment Supplement

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 the crisis supplement is issued.

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 (e.g. 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. This means you cannot use it to pay for something from last month or before.
- 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

Security (Damage) Deposits

The legislation allows for clients of Ministry assistance access to security deposits to secure a residence as long as the residence is covered by the *Residential Tenancy Act* or owned by a cooperative association. The security deposit cannot be more than half a month's rent and there is no limit on the number of deposits that a recipient can receive from the Ministry. Security deposits may 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 it to be issued.

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

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

Pet Damage Deposit

The Ministry may be able to issue a repayable pet security deposit. Similarly to the security deposit, the place of residence must be covered by the *Residential Tenancy Act* or owned by a cooperative association. The pet damage deposit cannot exceed more than half a month's rent. You must get the landlord's approval to have a pet at the residence to be considered for the pet damage deposit.

Source: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/pet-damage-deposits>

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.

Source: <https://www2.gov.bc.ca/gov/content/family-social-supports/income-assistance/on-assistance/employment-planning/spei>

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

Christmas Supplement

On your assistance cheque for December (issued in November), you should receive an additional amount to use for Christmas. The amount will differ for different categories of assistance 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

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

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.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/crisis-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; 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

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,
- 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.

If you move your belongings yourself and use your own vehicle, you may be eligible to receive the supplement to pay for your gas, ferry fare, etc. If you use a moving company, you have to submit the moving estimates to the Ministry for approval. 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.

Storage fees may be considered for the moving supplement if you or your family unit's possessions must be placed into storage temporarily due to a move to/from a transition house, going into a treatment facility or having to vacate your residence for a short term treatment.

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

BC Bus Pass Program

You can receive an annual bus pass for \$45 per year if you meet one of the following criteria:

- You are 60-64 years of age on Income Assistance (IA);
- You are 60-64 years of age, live on a First Nations reserve and receive IA from the band office;
- You are 18-64 years of age, live on a First Nations reserve and receiving disability assistance from the band office;
- You are receiving Federal Allowance, Guaranteed Income Supplement (GIS) or Allowance for the Survivor;
- You are 65+ years of age and meet all the requirements of the Federal Guaranteed Income Supplement except the 10-year residency requirement.

Source: <https://www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass/seniors>

BC Bus Pass for PWD Designation

The annual bus pass is also available if you have the PWD designation. For PWD, there is flexibility to the supplement, and you can choose to apply for the bus pass at any time during the year or cancel it to receive the supplement of \$52 for other transportation costs.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/bc-bus-pass-program

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

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

Senior's Supplement

The senior's supplement is an automatic provincial top-up to the federal Old Age Security benefit. It is available to low income individuals who are 65 years old and above and receiving Old Age Security or federal allowance.

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

Transportation to Alcohol & Drug Facilities

The Ministry may be able to pay for the transportation cost to and from a residential alcohol and drug treatment facility for up to a maximum of \$0.20 per kilometre.

Source: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/transportation-to-alcohol-and-drug-facilities-policy-and-procedures>

Health Benefits

Everyone on Income Assistance regardless of your Income Assistance status (Employable, PPMB, PWD) has the following basic health coverage:

MSP Coverage

Medical Services Plan (MSP) coverage is available to eligible Ministry recipients under Plan C, which is identical to the general public coverage. 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

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/about-pharmacare

Plan G

Plan G provides 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/health/health-drug-coverage/pharmacare-for-bc-residents/who-we-cover

Eye Exam

You are able to receive an eye examination once in any 24 calendar month period. If the service is provided by an optometrist or ophthalmologist, the Ministry may supplement the cost. The amount that may be covered is up to \$48.90.

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

Extended Medical Therapies

Extended medical coverage includes acupuncture, chiropractic, massage therapy, naturopathy, podiatry and physical therapy. An acute need must be confirmed by your medical specialist and there must be no other resources available to cover the cost of the therapies.

The Medical Service Plan covers up to combined 10 visits per calendar year for \$23 per visit. The Ministry may extend an additional maximum of 12 visits per year with the same coverage of \$23 per visit if the 10 visits are exhausted. However, a doctor or nurse practitioner must confirm an acute (severe and immediate) need and the applicant still has to show that there are no other resources to pay for these therapies.

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

Dental Coverage

Dental coverage is available to those on Income Assistance including:

- Emergency Dental Services: For pain relief
- Basic Dental Services (PPMB & PWD Status Only) - \$1,000 for every two calendar years.
- Basic Dental Services for children - \$2,000 every two calendar years.

The coverage begins on January 1st of every odd numbered year. There may be more dental services available by the Ministry to Income Assistance recipients.

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

The Ministry determines eligibility for health supplements depending on the status of the individual requesting the supplement. Some people may only be eligible for basic coverage while others may qualify for extended medical supplements. See Appendix A on page 48 of this booklet for a table outlining the health benefits available to Income Assistance recipients.

Life-Threatening Need

The Ministry can also provide extended medical coverage if you are facing a life-threatening health need and you have no other resources to meet the need.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/life-threatening-health-needs-new

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 to assist pregnant recipients or family units with children under the age of seven months. The eligibility period for the natal supplement ends six months following the child's birth.

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

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

Formula for Infants

If there is a medical reason that an infant is unable to nurse (e.g. mother has infectious disease or 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.

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
Ketogenic diet	\$40 per month
Phenylalanine 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.

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

Medical Equipment, Supplies and Services

Various medical equipment and supplies are available through the Ministry.

For as long as you qualify for extended medical benefits, the Ministry is able to provide specific items and services set out in Schedule C of the *Employment and Assistance Regulation*.

As well, there are specific requirements for each item or service, and some have limits to how much is covered. The Ministry must pre-authorize each purchase and it must be shown that there are no other resources to meet the need.

Some examples of available medical equipment, supplies and services include:

- Wheelchairs, walkers, canes and crutches
- Orthotics and bracing
- Hearing aids
- Positioning and breathing devices
- Disposable medical or surgical supplies
- Chiropractic, physiotherapy, massage therapy and podiatrist services
- Medical transportation

For a full list of other medical equipment & devices please visit:

www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/medical-equipment-and-devices

Hardship Assistance

If you are not eligible for regular assistance, there may be eligibility for hardship assistance to be provided for one month. If further assistance is required, eligibility may be re-established each month. Additionally, those on hardship assistance may be eligible for certain supplements.

Note: *If you are on hardship assistance under the “Identity not Established” or “SIN required” category, you may be eligible for assistance for up to six months at a time.*

Awaiting EI Benefits

If you have applied for Employment Insurance (EI) benefits and are waiting for a response, you may be eligible for repayable hardship assistance. EI Maternity and Parental benefits are exempt unearned income and will not impact eligibility when applying for Income Assistance.

Source: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/hardship-assistance/awaiting-ei-benefits>

Awaiting Income from Another Source

If you have applied for income from another source (e.g. Workers Compensation Board, Veterans Affairs or Old Age Security, etc.), the Ministry may provide repayable hardship assistance until that source of income is secured.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/hardship-assistance/awaiting-other-income

Assets in Excess

If your assets are in excess but you are of a family unit where:

- There is a dependent child;
- All adults are over 65;
- All adults have Persons with Persistent Multiple Barriers (PPMB) status;

The Ministry can provide repayable hardship up until the asset is disposed of or until the family comes under the asset limit.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/hardship-assistance/assets-in-excess

Identity Not Established or SIN Required

If you do not have your SIN card or birth certificate and it cannot be located on a previously open Ministry file, the Ministry may issue hardship assistance. The Ministry will consider how undue hardship may otherwise occur, as well as if you are making every effort to supply your SIN or proof of identity.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/hardship-assistance/identity-not-established

Income in Excess

If your family unit had an excess of income, but the income cannot reasonably meet your family's basic needs, you may be eligible for repayable hardship assistance. However, only if there are dependent children on the file.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/hardship-assistance/income-in-excess

Sponsorship Undertaking Default

If you have been sponsored into Canada, there is an obligation by your sponsor to take care your necessities of life. Unfortunately, sponsors will occasionally default on their agreement. If the Ministry is satisfied that you are doing everything possible to provide information about your sponsor and the sponsor has failed to provide the necessities of life, the Ministry may provide hardship assistance.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/hardship-assistance/sponsorship-undertaking-default

Immediate Need: Work Search Required

If you are in immediate need for food, shelter or medical attention and have not satisfied the 3-week work search requirement, you may be eligible for hardship.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/hardship-assistance/immediate-needs-work-search-required

Strike or Lockout

If you experience a strike or lockout, and the union is unable to meet your family's basic needs, you may be eligible for repayable hardship assistance.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/hardship-assistance/strike-or-lockout

Note: *If you are on hardship assistance, you may qualify for some general and health supplements. Please refer to each for eligibility.*

Discontinued or Reduction of Assistance

There are a number of things the Ministry considers when determining continued eligibility for assistance, including:

Failing to Enter or Adhere to the Conditions of an Employment Plan

If you miss a meeting to sign an Employment Plan or fail to meet the requirements of your Employment Plan, the Ministry may discontinue assistance. The Ministry may set the requirements of the Employment Plan and can alter it, but as a recipient, you cannot appeal the terms of the Employment Plan. As such, before signing this legal document, see if you can meet the stated requirements. If you are concerned about your ability to meet the requirements laid out in the Employment Plan, express these concerns to the Ministry worker and/or the supervisor of your Ministry office.

Failing to Meet Employment Related Obligations

If you fail to accept employment, voluntarily left employment without “just cause”, or were dismissed from employment, you (as a single person or as a couple without children) fail to meet the employment obligations. This may result in the discontinuation of assistance for two calendar months. If there are children in your family unit, then you may receive a reduction of assistance of \$100 for two calendar months.

“Just cause” includes:

- Having a physical and/or mental condition which precludes maintaining employment;
- Sexual or other harassment;
- Discrimination;
- Dangerous working conditions;
- Following a spouse to new employment;
- Leaving an abusive or violent domestic situation;
- Reasonable assurance of another job;
- Having to care for a child or other immediate family member who has a mental and/or physical condition.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/epepe/employment-plan

Requirement to Provide Information of Change in Circumstance

When required to do so, the applicant or recipient of Income Assistance must provide information specified by the Ministry within the given time frame. Failing to provide the requested information could result in the denial or discontinuation of assistance until the information is supplied.

At the initial application, in order to be eligible for Income Assistance, you are required to sign a release of information for the Ministry so that they may contact outside agencies to confirm the information provided. Should false or misleading information be given, the Ministry may deny assistance.

As an Income Assistance recipient, you also have a legal obligation to report any changes in your family status to the Ministry in the month in which the change occurs prior to receiving the following month's entitlement. Failure to report a change in family status could result in an overpayment and is considered fraud.

For example, if you are a single parent and your dependent is no longer living with you, as a result of living with the other parent, you are obligated to report the change in family composition to the Ministry. This change will be reflected in the shelter/support portion you receive.

Failing to Pursue or Accept Income or Assets

Legislation exists that requires an Income Assistance recipient to pursue and accept any other income or assets. This requirement results in people applying for insurances, etc. Failing to accept or pursue income or assets could result in the denial or discontinuation of assistance until income or assets are satisfactorily pursued or accepted.

Inadequate Disposal of Income or Assets

If you receive a large amount of money, for instance an inheritance or ICBC settlement, within 2 years prior to applying for assistance or while receiving Income Assistance, the Ministry can review how the money was spent.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/assets-and-exemptions

Overpayments

An overpayment occurs when you receive money from the Ministry that you are not entitled to. Sometimes the error may be office generated or as a result of a mistake or misunderstanding. In any event, any money you receive from the Ministry to which you were not entitled to, is considered an overpayment and must be repaid.

If the error is caught by the worker, the Ministry would require the person who has received an overpayment to sign a repayment agreement and a monthly amount of repayment would be agreed upon and deducted off of subsequent Income Assistance cheques until the amount is paid back.

Note: *All earnings must be reported to the Ministry on your Monthly Report.*

An example of an overpayment would be, if you are a single person on regular Income Assistance, earned \$600 from employment in one month and did not declare it on your monthly report, \$100 of the earnings would be considered an overpayment. This is because the income is over your \$500 earnings exemption and you did not report this income to the Ministry. What you could have done in this situation to avoid an overpayment was after receiving \$600 from employment, you could have reported it on your monthly stub. Then, instead of receiving \$935 on your next cheque, you would have received \$835 because your earnings exemption allows you to keep \$500 of your earned income.

Sanctions for Inaccurate or Incomplete Reporting

In case of an overpayment, the Ministry may now apply a sanction to your cheque of \$25 per month. For your first offense when an overpayment occurs for not claiming money appropriately, \$25 may be taken from your monthly cheque for three months. This amount is in addition to the repayment amount. The second infraction would be a penalty of \$25 for six months and the third time would be \$25 for twelve months.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eligibility/sanctions

Repaying an Overpayment

Repaying an overpayment could be done by signing a repayment agreement and by the Ministry making small deductions to your cheque each month. The monthly repayment amounts that can be made are \$10, \$20 and \$100, and only one type of repayment amount can be collected at a time. If you have agreed to higher amount that is now resulting in hardship the amount can be reviewed at by the Ministry and altered.

Source: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/compliance-and-debt-management/recoveries>

Other Methods for Recovery of Assistance

If there is an overpayment, apart from the repayment agreement, the Ministry may use any of the following processes or documents to recover the amounts:

- Consent to deduct your future funds from another agency,
- "A promise to repay" – repayable at a future date,
- Overpayment notification – deduction from ongoing assistance,
- Collection action – action taken by the government and non-government agencies to recover amounts owed if you are no longer in receipt of assistance,
- Litigation or prosecution,
- Deduction for offence overpayment.

Past Overpayments

If the overpayment is from the past, the Ministry worker may transfer the file to the Prevention Loss Management Services Branch (PLMS). The PLMS also investigates past fraud allegations, which can come from a variety of sources and for a variety of reasons.

By the time you are contacted for an interview with a PLMS investigator, your file has been reviewed and the allegation investigated. The investigator will contact you to seek out additional information to either support or disproves the allegation. It is in your best interest to contact an advocate for support because meeting with an investigator can be very intimidating.

If you do your appointment on your own, you are not obligated to sign anything on that day if you in any way disagree with the investigator's information. You can ask for time to think about the situation or gather information supporting your position.

Note: *Once an acknowledgement is signed, it is a legal document with legal consequences with little or no means of recourse.*

Conviction Under the BCEA Legislation or Civil Judgment

If you have received Income Assistance to which you were not entitled to in the past (perhaps due to failing to declare income or assets, or failing to report a change in your living circumstance), and you agree that you have not declared the money or change in circumstances, the Ministry will usually require you to sign an acknowledgment.

Note: *Signing an acknowledgement may result in the discontinuation or reduction of Income Assistance. If you refuse to sign an acknowledgement, the Ministry may pursue the matter in civil court.*

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/compliance-and-debt-management/recoveries

Criminal Conviction

It is considered fraud if you intentionally mislead or provide false information to the Ministry in order to receive Income Assistance. This action could result in criminal charges as well as discontinuation or reduction of Income Assistance.

When signing your Income Assistance application or your annual review documents, you are providing consent to the Ministry to inquire and verify your personal financial information. The Ministry considers any misleading information as “fraud”.

Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/compliance-and-debt-management/recoveries

Appeals

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

Denial, Discontinuation, Reduction of Assistance or Supplement

Almost any time your assistance or supplement is denied, reduced or discontinued, it is open to appeal. Please note that although the Ministry may offer a Reconsideration package, it may be for an issue that is not open to an 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,
- Access to programs established under the Employment and Assistance Act,
- 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

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.

Here are some examples of the Ministry's decisions you could appeal:

- Refusal of Income Assistance, hardship assistance or a supplement.
- A decision that resulted in discontinuation or reduction of Income Assistance, hardship or a supplement.
- A decision on the amount of a supplement given.
- A decision regarding the condition of, or non-compliance with, an employment plan.

Source: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/decisions-reconsideration-and-appeal/reconsideration>

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 from professionals who understand your situation, including doctors or specialists who can speak to your condition, or medical reports (depending on the issue), 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 Income 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 Income 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.

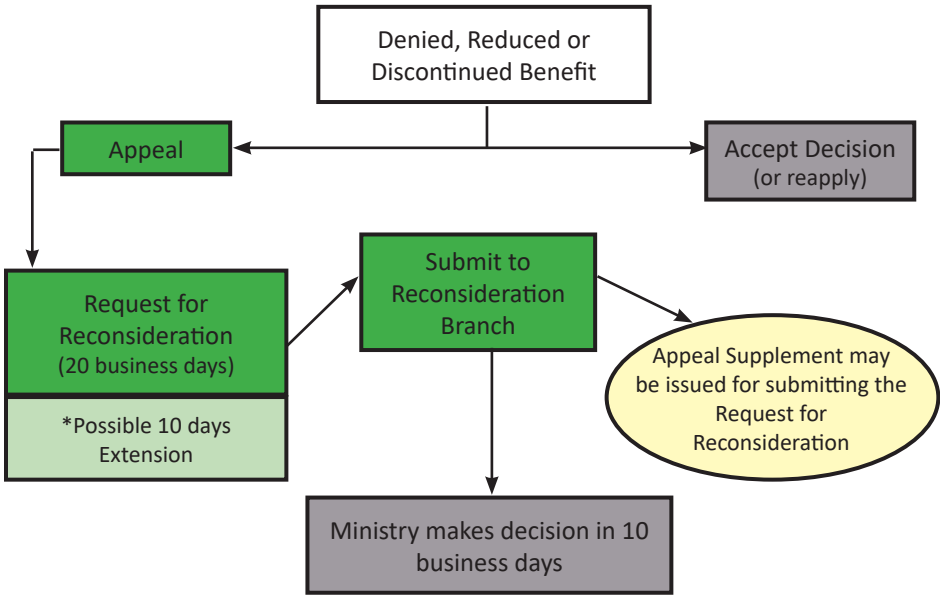
Condition with No Appeal Supplement

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

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

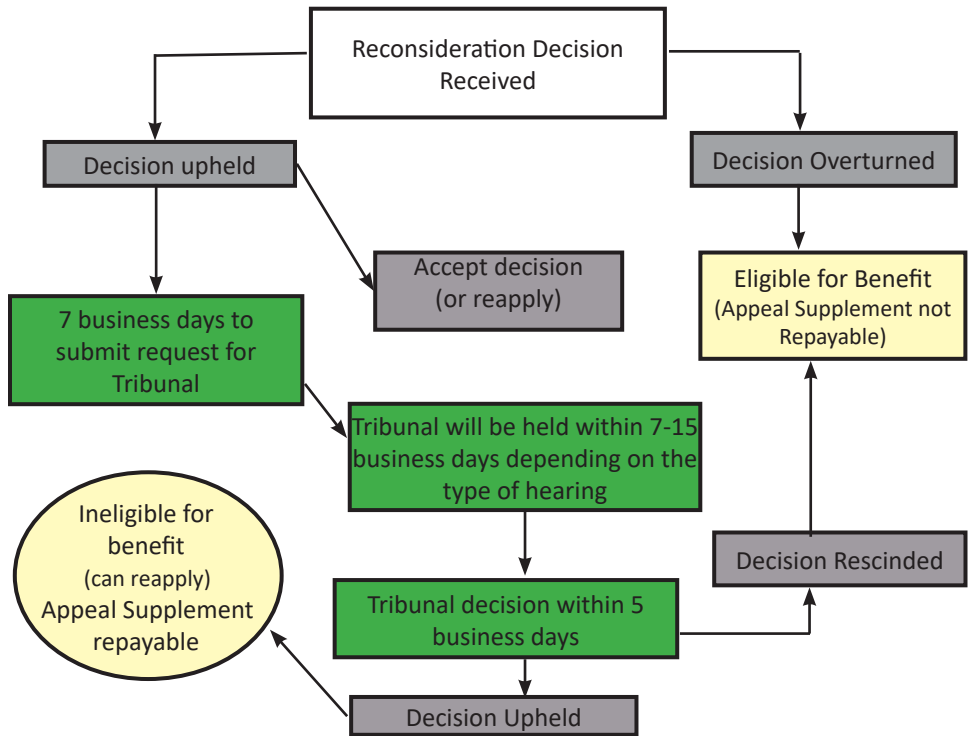
Source: www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/decisions-reconsideration-and-appeal/reconsideration

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 the tribunal stage.

Note: *A tribunal can only uphold the Ministry's decision 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

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 takes 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 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 may submit new evidence to the appeal panel, however, the panel chair may choose to review or reject the new evidence.

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.

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.

During a tribunal, for 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.

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.

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 to 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 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

Conclusion

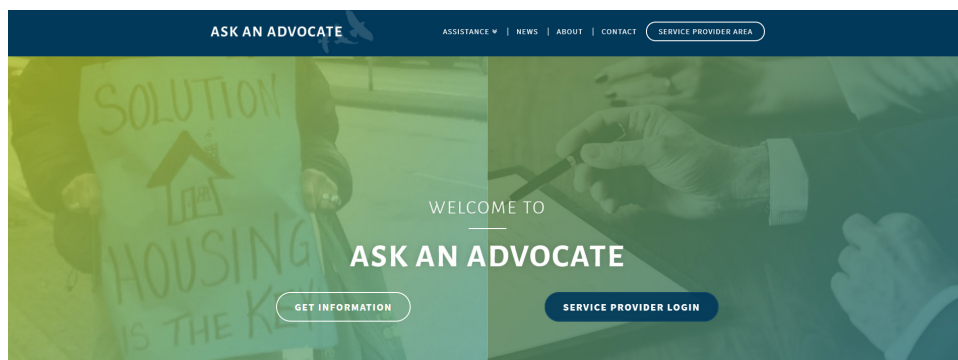
We hope this *Income Assistance Quick Reference Guide* is helpful in assisting you to better understand any questions you may have about Income Assistance. Be sure to check out our other quick reference guides on our website at <https://askanadvocate.ca>

The Ask An Advocate website is a useful website with short webinars, 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.

To watch our webinars on Income Assistance Eligibility and Application, visit our YouTube channel at <https://www.youtube.com/SourcesAskAnAdvocate>



Additional Resources

Advocacy

- Sources Newton Resource Centre: (604) 596-2311
- Disability Alliance BC: (604) 872-1278
- PovNet: (604) 876-8638 | 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) 681-4437
- 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
- Legal Aid BC: (604) 408-2172 | Toll Free: 1-866-577-2525
- Aboriginal Legal Aid: aboriginal.legalaid.bc.ca
- John Howard Society: (604) 872-5471 ext. 221
- 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

Appendix A

Health Supplements Summary For Regular IA and Hardship recipients

Case Type	IA		Hardship	
	Adult	Child	Adult	Child
Medical Supplies	No	Yes	No	Yes
Extended Therapies	No	Yes	No	Yes
Medical Transportation	No	Yes	No	Yes
Medical Equipment & Devices	No	Yes	No	Yes
Hearing Instruments	No	Yes	No	Yes
Optical Supplements	Yes	Yes	Yes	Yes
Eye Examination	Yes	No	Yes	No
Dental Supplements	No	Yes	No	Yes
Emergency Dental Supplements	Yes	Yes	Yes	Yes
Denture Supplements	Yes	No	Yes	No
Crown and Bridgework Supplement	No	No	No	No
Orthodontic Supplements	No	Yes	No	No
Diet Supplements	Yes	Yes	Yes	Yes
Short Term Nutritional Supplements	Yes	Yes	Yes	Yes
Monthly Nutritional Supplement	No	No	No	No
Tube Feed Supplement	Yes	Yes	Yes	Yes
Infant Health Supplement (aka Infant Formula)	No	Yes	No	Yes
Natal Supplement	Yes	Yes	Yes	Yes
Alcohol & Drug Supplement	Yes	Yes	Yes	Yes
Alternative Hearing Assistance Supplement	No	Yes	No	Yes

Source: https://www2.gov.bc.ca/assets/gov/british-columbians-our-governments/policies-for-government/bc-employment-assistance-policy-procedure-manual/additional-resources/health_supplements_eligibility.pdf

Health Supplements Summary For PPMB and PWD recipients

Case Type	PPMB		PWD	
	Adult	Child	Adult	Child
Medical Supplies	Yes	Yes	Yes	Yes
Extended Therapies	Yes	Yes	Yes	Yes
Medical Transportation	Yes	Yes	Yes	Yes
Medical Equipment & Devices	Yes	Yes	Yes	Yes
Hearing Instruments	Yes	Yes	Yes	Yes
Optical Supplements	Yes	Yes	Yes	Yes
Eye Examination	Yes	No	Yes	No
Dental Supplements	Yes	Yes	Yes	Yes
Emergency Dental Supplements	Yes	Yes	Yes	Yes
Denture Supplements	No	No	No	No
Crown and Bridgework Supplement	Yes	No	Yes	No
Orthodontic Supplements	No	Yes	Yes	Yes
Diet Supplements	Yes	Yes	Yes	Yes
Short Term Nutritional Supplements	Yes	Yes	Yes	Yes
Monthly Nutritional Supplement	No	No	Yes	No
Tube Feed Supplement	Yes	Yes	Yes	Yes
Infant Health Supplement (aka Infant Formula)	No	Yes	No	Yes
Natal Supplement	Yes	Yes	Yes	Yes
Alcohol & Drug Supplement	Yes	Yes	Yes	Yes
Alternative Hearing Assistance Supplement	Yes	Yes	Yes	Yes

Source: https://www2.gov.bc.ca/assets/gov/british-columbians-our-governments/policies-for-government/bc-employment-assistance-policy-procedure-manual/additional-resources/health_supplements_eligibility.pdf

Index

A

- Appeals 39
 - time limit 40
 - extension 40
 - new information 40
 - notification of denial 39
 - not open to appeal 39
 - reconsideration 39
 - supplement 41
- Appendix A 48
- Application 12
 - Streamlined 12
- Assets 20
 - exemptions 20
 - limits 20

C

- Case Administration 14
 - case closure 15
 - duty to accommodate 14
 - home visits 14
 - interpretation services 15
 - reporting and record keeping 14
- Citizenship Requirements 8
- Classification 16
 - Employable 16
 - Persons with Disabilities (PWD) 17
 - Persons with Persistent Multiple Barriers (PPMB) 16
- Co-op Share Purchase Supplement 26
- Crisis Supplement 24
 - clothing 24
 - food 24
 - maximum 24
 - shelter 24
- Conviction 38

D

- Dental Coverage 30
- Discontinuation or Reduction of Assistance 35

E

- Earnings Exemption 16

- Eligibility 8
 - applying for other income 20
 - citizenship requirements 8
 - employment obligations 12
 - out of province 10
 - proof of identity 8
 - work search 9
- Employable 16
- Employment Plan (EP) 13
 - non-compliance 13
 - no employment obligations 16
 - employment obligations 12
- Extended Medical Therapies 29
- Eye Exam 29

F

- Full-Time Student 10

H

- Hardship Assistance 33
- Health Benefits 29
 - coverage 29
- Home Ownership 20

I

- Identification Supplement 8
- Immediate Need 34
- Income and assets 19
 - earned income 19
 - inadequate disposal 36
 - in excess 34
 - limits 19
 - unearned income 19
- Income Assistance 6
 - application 12
 - classification 16
 - discontinuation 35
 - rates 22
 - reduction 35
- Information and Verification 10

J

- Just Cause 35

- L
- Life-Threatening Need 30
 - Living Arrangements 11
 - definition of spouse 11
 - family unit 11
- M
- Medical Equipment 32
 - Medical Service Plan (MSP) 29
 - Medical Services Only (MSO) 18
 - Ministry of Social Development and Poverty Reduction (MSDPR) 6
 - Monthly Report 12, 19
 - My Self-Serve 12
- O
- Out of Province 10
 - Overpayments 36
- P
- Personal Possessions 20
 - Physiotherapy Services 32
 - Plan G 29
 - Podiatrist Services 32
 - Positioning and Breathing Devices 32
 - Prescription Coverage 29
 - Proof of Identity 8
- R
- Rates 22
 - room and Board 22
 - shelter 22
 - special care facility 22
 - support 22
 - Reconsideration 39
 - Responsibilities 7
 - Rights 6
- S
- Sanctions 37
 - Shared Accommodations 11
 - Shelter Information 25
 - SIN Required 8, 33
 - Sources Community Resources Society 4
 - Ask an Advocate Program 4
 - Sponsorship 34
 - Strike or Lockout 10, 34
 - Supplements 24
 - BC bus pass program 27
 - camp fees supplement 26
 - christmas supplement 26
 - co-op share purchase supplement 26
 - crisis supplement 24
 - diet supplements 31
 - essential utilities supplement 26
 - funeral costs 28
 - guide dog & service dog supplement 28
 - identification supplement 8
 - moving supplement 27
 - natal supplement 30
 - pet damage deposits 25
 - pre-natal shelter supplement 22
 - security (damage) deposits 25
 - short-term nutritional supplement 31
 - transportation supplement 26
- T
- Tribunal 43
 - decision 45
 - during 44
 - in-person hearing 43
 - judicial review 45
 - phone hearing 43
 - preparation 44
 - request 43
 - rights 45
 - time limit 43
 - witness 44
 - written hearing 43
- V
- Vehicle 20
 - Verification 8
- W
- Work Search 9