

Prince Edward Island
Disability
Support
Program
Handbook

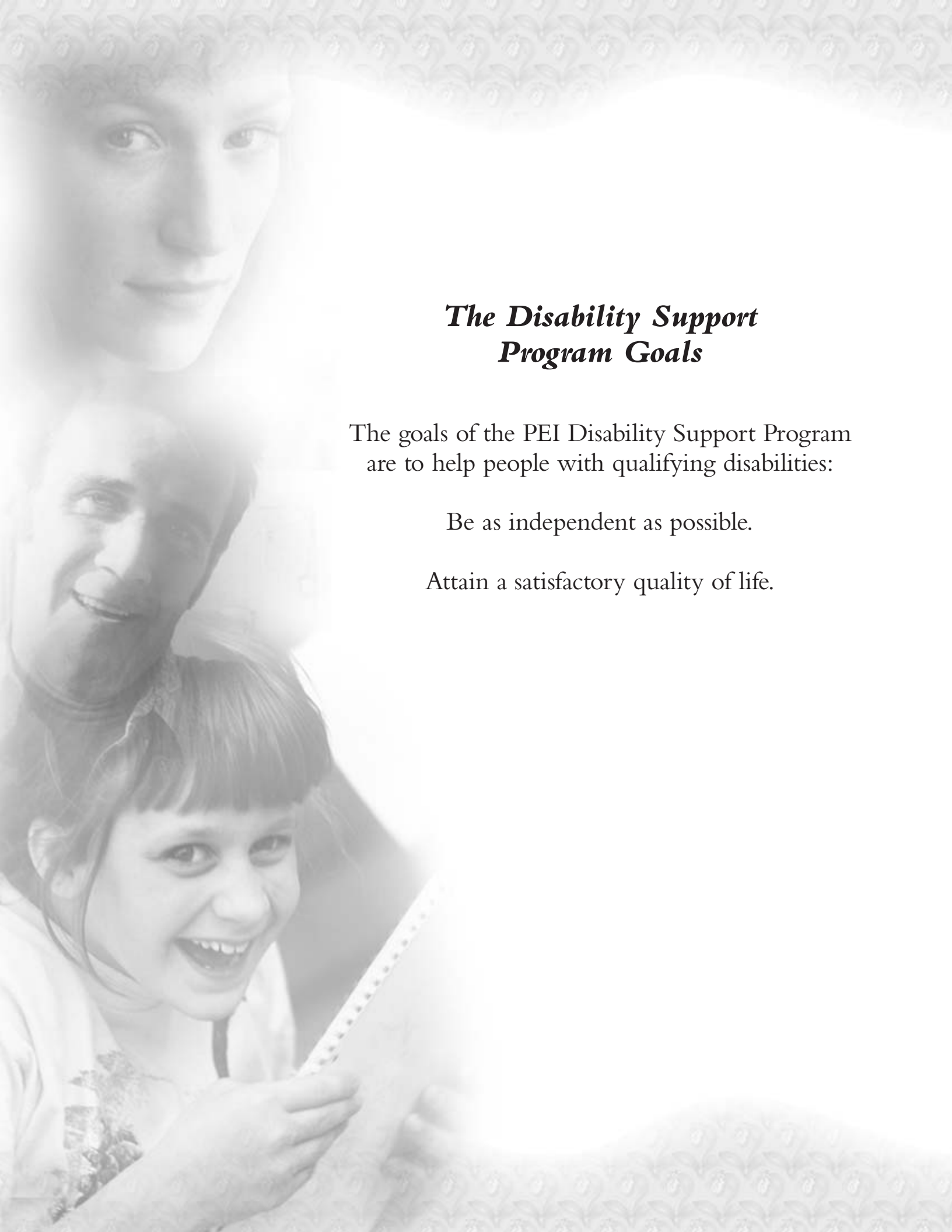
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Health and
Social Services

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The Disability Support Program Goals

The goals of the PEI Disability Support Program are to help people with qualifying disabilities:

Be as independent as possible.

Attain a satisfactory quality of life.

The Disability Support Program

The Disability Support Program helps people with disabilities to be as independent as possible.

The program is set up to respond to the unique needs of individuals and families. If you are a child or youth with a disability, it may offer support to you and your family.

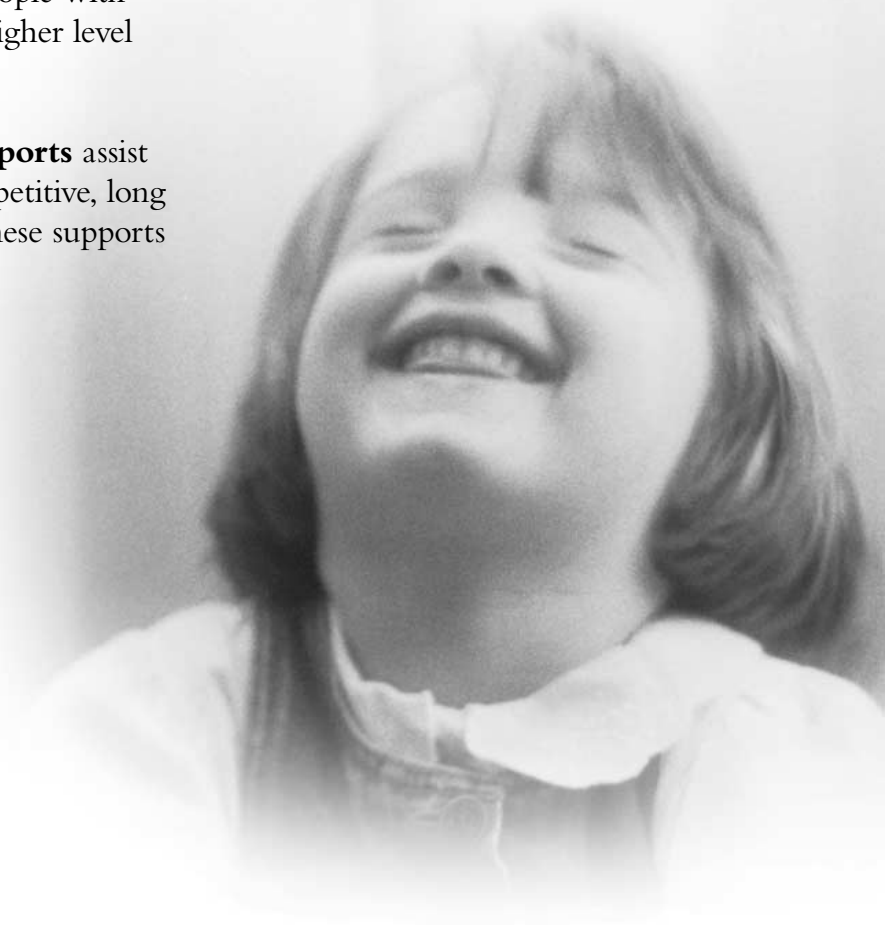
Three types of support are available through the program:

Child Disability Supports assist families with extraordinary child-rearing needs directly related to the child's disability.

Adult Disability Supports assist people with qualifying disabilities to achieve a higher level of independence.

Employment and Vocational Supports assist people with disabilities to gain competitive, long term, or supported employment. These supports may include:

- assessment
- training
- skills development
- pre-employment support
- disability-specific job supports



How to Apply

To apply for this program you will first complete an application form with a Disability Support Worker. To make an appointment call the Health Region office in your area. Phone numbers are listed at the back of this handbook (page 7).

When you call your local Disability Support Office to make an appointment, they will ask you to have information regarding your net income (line 236) from your most recent Notice of Assessment from Canada Revenue Agency available. A Notice of Assessment is the computer printout you receive each year from Canada Revenue Agency, not the working copy of your income tax forms. If you do not have your Notice of Assessment you can get one by calling 1-800-959-8281. You need verification of your net income (line 236) from your Notice of Assessment to help determine your client contribution, which is the amount of money you contribute each month towards the supports that you need.

You may also be asked to provide **verification of your disability**. This is a letter or a form completed by your doctor, or other health professional, which describes your disability and how it affects your daily functioning.

Your First Appointment

Your first appointment with the Disability Support Worker can take up to two hours. The meeting can take place at the Disability Support Unit office or in your home.

A Disability Support Worker will talk with you to identify the level of support you may need. This is a good opportunity for the Disability Support Worker to get to know you and your needs, and for you to get to know them. You may also ask others to take part in this process with you.



The Disability Support Worker will ask you about your family, community and social supports, and also about your needs that relate specifically to your disability. He or she may also ask if you have an insurance policy, are collecting a Canada Disability Pension, or if you are getting supports from other disability programs.

Having a disability does not necessarily mean that you will qualify for financial support from the Disability Support Program. You must have an unmet need that can be supported by the Disability Support Program, and that specifically relates to your disability.

Your Support Plan

The next step is to develop a support plan. You, your family, the Disability Support Worker, support coordinator, and others you would like to attend, will work together as a team to identify:

- Issues and needs
- Goals
- Strategies
- Outcomes
- Strengths and resources
- Action steps to achieve goals
- Follow-up

Roles and Responsibilities of your Support Planning Team

All members of your support planning team have roles and responsibilities to fulfill.



The Individual and Family Role

Individuals and families are expected to:

- use available family and community supports first (such as universal services and private insurance coverage)
- provide verification of the disability, if requested
- complete the Disability Support Program Screening Tool form with a Disability Support Worker
- work with your support planning team to identify the needs and decide which ones are the most important
- work with your Disability Support Worker to develop a support plan
- provide information regarding your net income (line 236) from your Notice of Assessment from Canada Revenue Agency to determine your household income and your client contribution, and documentation of age if needed
- sign an individual support agreement
- arrange informal supports as agreed to in the support plan
- contract support services as agreed to in the support plan
- evaluate the quality of services and supports
- inform your Disability Support Worker of any change in condition or circumstance that affects your needs
- return the technical aids or assistive devices to the Regional Health Authority when they are no longer needed (if the Health Region paid more than 75% of the cost of the item)

The Disability Support Worker Role

The Disability Support Worker is expected to:

- provide high-quality service to individuals and their families within the guidelines of the program
- work with the Support Coordinator to ensure the appropriate people are involved in support planning
- work with individuals and families to prioritize needs
- ensure that procedures for confidentiality are in place
- verify that all potential resources and supports have been considered
- determine which needs are already met and which needs are not met
- approve supports, and review support plans and individual support agreements on an ongoing basis
- support communication among service providers, family, community supports and funders to reduce duplication, and clarify responsibility and accountability



The Support Coordinator Role

Program participants must identify a Support Coordinator who can assist with the development and implementation of the support plan. The Support Coordinator may be the individual with the disability, a family member, a service provider, the Disability Support Worker, or another person. The Support Coordinator works with the support planning team to:

- identify needs
- identify community resources required to meet the needs
- help develop the support plan with the individual or family
- coordinate and monitor service delivery
- coordinate access to services
- follow up on planned services and supports, and help to evaluate results
- keep client information confidential

Financial Contribution

Individuals and families share a reasonable portion of the costs of services and supports.

To calculate your financial contribution, your worker can help you review your net income (line 236) as shown on your income tax Notice of Assessment. (If you do not have your Notice of Assessment you may get one by calling 1-800-959-8281.) Based on this information, you will be in one of two categories:

1) If you are a person with a disability under the age of 18:

Take the net income of your parent(s) or guardian(s), and subtract \$3,000 for each of their dependent children under the age of 18.

2) If you are a person with a disability, aged 18 to 64:

Add your net income and that of your spouse, if applicable. If you have dependent children subtract \$3000 for each dependent child under the age of 18.

Your worker will help to calculate the cost of your support plan and your financial contribution. Your financial contribution will then be subtracted from the monthly costs identified in your support plan. You will receive a monthly cheque to cover the balance of the cost. There are some funding guidelines and maximums in place.

For example, if the monthly costs are \$400, and your contribution is \$100, you will receive a monthly cheque for \$300. You do not have to pay the \$100 directly to the Health Region because your contribution has already been subtracted from your cheque.

The Disability Support Program will send your payment to you at the first of each month.

If you need an assistive aid or technical device, you will be asked to pay a portion of the cost of the equipment based on your household income.

Your Individual Support Agreement

When your disability support plan is finalized, you will be asked to sign an Individual Support Agreement. This is a contract between you and the Health Region which outlines the goals you plan to reach and the support you will be receiving.

Review of Your Support Plan

Your support plan will be reviewed at least once a year, and more often if necessary.

You will be given a form called a “Record of Supports Used” (refer to copy in *Appendix A*) to help you keep track of the services you use and your ongoing needs. This will help you plan for meetings with your Disability Support Worker.

Remember to contact the Disability Support Worker if you:

- move to a new Health Region
- have to go into the hospital for more than 30 days, or
- plan to leave PEI for more than 30 days



Information for Social Assistance Clients

You may be a person or family that receives support from both Social Assistance and the Disability Support Program. (The term Social Assistance may also be referred to as Income Support, Financial Assistance or Welfare Assistance.)

If you are receiving Social Assistance and Disability Support, the following guidelines will help you to know when to call the Social Assistance Worker or the Disability Support Worker.

The Social Assistance Worker is the contact for information such as:

- rent, mortgage or utilities
- food
- clothing
- household or personal supplies
- prescription medications
- medical supplies
- optical or dental care
- travel to medical appointments in and out of province

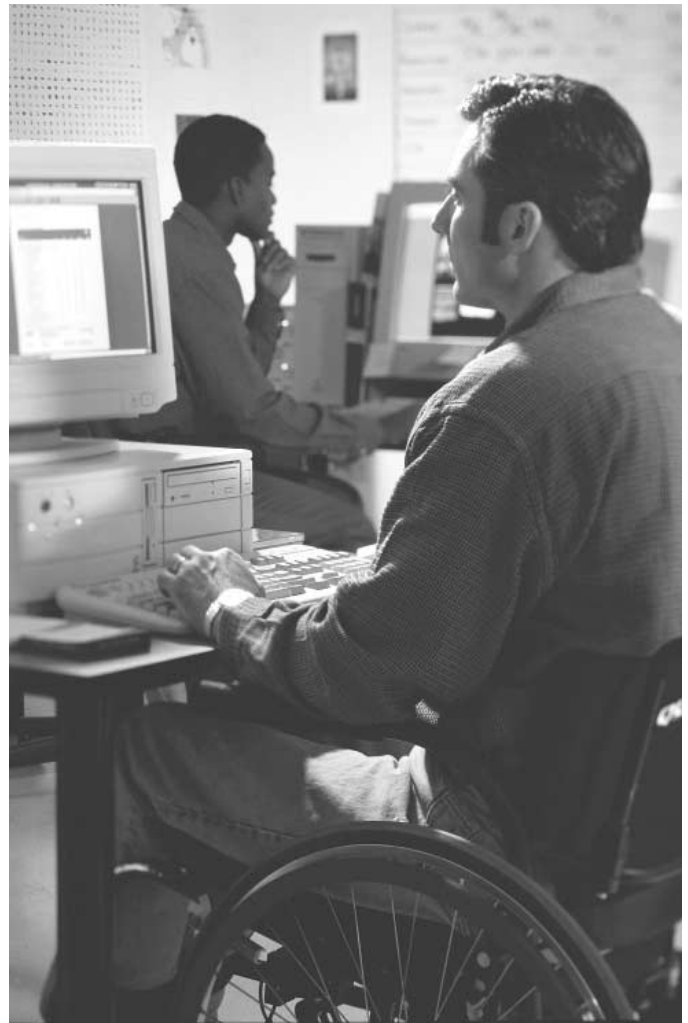
The Disability Support Worker is the contact for supports such as:

- technical aids or assistive devices such as wheel chairs or hearing aids included in your support plan
- community living supports to help you live as independently as possible
- employment related disability supports such as a job coach or interpreter

Suspension or Cancellation

The Health Region may suspend or cancel your program support if:

- you are no longer eligible for program support due to a change in your circumstances
- you fail to provide information or verification required for continuing eligibility or
- there are other circumstances, for example if you give false information about your disability, or you disability support needs



Review Process

If your Disability Support Worker cancels or suspends your support, advises that you are not eligible for support, or if you are dissatisfied with the support approved, you should talk to your Disability Support Worker and/or their Supervisor. If you cannot reach an agreement you can request to have the decision reviewed. Any review request must be made within 45 days of the decision being disputed.

To request a review, send a letter outlining the reason for your request to:

Coordinator of Disability Supports and Services
Department of Health and Social Services
PO Box 2000, 16 Garfield Street
Charlottetown, PE C1A 7N8

Include in your letter:

- your full name
- the day, month and year of your birth
- request for review
- the reasons why you believe a review is needed

Your request for review will be considered at a review hearing attended by committee members, yourself, and others you would like to attend. The committee will advise you of the time and place of the meeting. It will be held in the health region where you live.

At the hearing, you will have the opportunity to speak about the decision you disagree with. The Health Region will also provide its point of view.

You will be informed of the committee decision within 30 days of the hearing.

Contact Information

West Prince Health Region	859-8862
East Prince Health Region	432-2740
Queens Health Region	368-5996
Kings Health Region	838-0703 or 687-7016



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