

**Government of  
Newfoundland and Labrador**

# **Programs and Services**

**For Individuals and Families  
An Initiative of the Poverty Reduction  
Strategy**

Published under the authority of:

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This guide is available online at: [www.gov.nl.ca](http://www.gov.nl.ca). The  
online version of the guide is regularly updated.

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This Guide is also available in alternate formats. To  
obtain copies please contact the address above.

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# Introduction

The Government of Newfoundland and Labrador's Poverty Reduction Strategy is a government-wide initiative to prevent, reduce and alleviate poverty. Our primary goal is to transform Newfoundland and Labrador from a province with the most poverty to one with the least.

One of the goals of the Poverty Reduction Strategy is to increase awareness of existing programs and services for persons and families with low incomes. This Guide can help people find out what Provincial Government programs and services are available to them.

For more information about Provincial Government programs and services not listed in this guide, please visit the Government of Newfoundland and Labrador's website at **[www.gov.nl.ca](http://www.gov.nl.ca)**.

Programs are listed within eight major groups:

- Financial Help
- Housing
- Shelter and Home Supports
- Education and Learning Help
- Justice Help
- Culture and Recreation
- Employment (Job) Help
- Medical, Health and Wellness

Programs are also broken down by who is eligible for them: General, Families, Persons with Disabilities, Youth, and Adults 65+. Some programs are for people with income below a certain level or for people in certain situations.

The Provincial Government department responsible for the program or service is listed after the program name.

If there is only one telephone number for a program, or the telephone number is only listed once, it will be listed with the program information. If there is more than one telephone number, or if it listed more than once, the information will be listed at the back of this Guide (pages 63 – 66).

For more information on provincial programs and services visit [www.gov.nl.ca](http://www.gov.nl.ca)

Click on **Departments/Agencies** and then click on the department responsible for the program you are looking for.

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## **Explanation of Abbreviations**

There are abbreviations used in this guide. To help in reading this guide, these are listed below, along with their meanings.

<b>ABE</b>	Adult Basic Education
<b>ECE</b>	Early Childhood Educator
<b>GED</b>	General Educational Development
<b>GIS</b>	Guaranteed Income Supplement (Adults 65+)
<b>GST</b>	Goods and Services Tax
<b>HCS</b>	Department of Health and Community Services
<b>Housing</b>	Newfoundland Labrador Housing
<b>HRLE</b>	Department of Human Resources, Labour and Employment
<b>LMAPD</b>	Labour Market Agreement for Persons with Disabilities
<b>MCP</b>	Newfoundland and Labrador Medical Care Plan

<b>NLCB</b>	Newfoundland and Labrador Child Benefit
<b>NLPDP</b>	Newfoundland and Labrador Prescription Drug Plan
<b>OAS</b>	Old Age Security (Adults 65+)
<b>PSB</b>	Parental Support Benefit
<b>TCR</b>	Department of Tourism, Culture and Recreation
<b>TTY</b>	Text Telephone (Hearing/Speech Impaired)

**Did you know** that even if you have no income or do not earn enough to pay taxes, filing an income tax return can help you?

Some program benefits are provided automatically based on your income tax return.

**Did you know** filing your income tax every year gives you access to many provincial and federal benefits?

**Did you know** that Income Tax and Credits can be back filed for up to seven years?

If you need help filing, call the Canada Revenue Agency at **1-800-959-8281**, TTY **1-800-665-0354**.

Some programs require a copy of your Notice of Assessment before you can get benefits. A Notice of Assessment is the form that the Canada Revenue Agency sends after processing returns that states the amount of taxes to be paid or refunded.

**Note:** For some programs and services, individuals may have to give personal information and/or apply. For other programs, eligibility is based on information from filing yearly income tax returns.

# Financial Help

Several programs provide direct financial help to people with low income. An application must be completed for many of these programs or services.

## General

### Income Support Benefits (HRLE)

Income Support benefits (sometimes referred to as social assistance) provide financial assistance for basic personal needs such as food, clothing and shelter. (Also see section: Housing, Shelter and Home Supports, page 22). Eligibility is based on income.

Other benefits may also be available depending on the person's needs, for example:

- Medical transportation
- Eye care
- Dentures
- Special diet allowance
- Comforts Allowance (for people in hospitals and shelters)
- Fuel Supplement
- Burials
- High School Incentive Allowance
- Victims of Violence Start Up Allowance
- Job Start Benefit
- Referrals to other services, departments or agencies

- Blind Persons Supplement
- Special Needs Assistance
- Housekeeper's Allowance
- Municipal Taxes Benefit
- Foundation Plan (drug card)
- Cost of Living Allowance for Coastal Labrador

To find out more about any of the benefits listed above, call one of the HRLE telephone numbers on page 63.

### **Income Support Appeals (HRLE)**

Anyone who is notified that they are not eligible for Income Support benefits or who has had their benefits reduced or suspended may ask for a review of the decision. For more help, call the telephone number below.

(709) 729-2479

## **Harmonized Sales Tax Credit (Finance)**

This is paid each October and is included with the federal GST credit. The amount paid is based on income from the year before. A person must file a yearly income tax return to receive this credit. For more help, call the number below.

1-800-959-8281

## **Home Heating Rebate (Finance)**

This is money given to people with a household income below a certain amount, who pay to heat their home. Assistance is available no matter what type of heat source is used. For more help, call one of the telephone numbers below.

(709) 729-16951-866-990-3444

To get an application form:

[www.fin.gov.nl.ca/fin/homeheating/HHRApplication.pdf](http://www.fin.gov.nl.ca/fin/homeheating/HHRApplication.pdf)

## **Student Financial Services (Education)**

Provides funding (Student Loans and Grants) to eligible students who are attending (or plan to attend) an educational institution such as college, university or a technical institute. For more help, call one of the Student Financial Services telephone numbers on page 65.

## **Seniors' Benefit (Finance)**

Provides a payment to seniors who have a low income. The amount paid is based on family net income from the previous year. To qualify, a person must be 65 years of age by December 31st of the taxation year. Persons must **file an income tax return every year** to receive this refund. For more help, call the telephone number or email the address below.

(709) 729-3166

[TaxPolicy@mail.gov.nl.ca](mailto:TaxPolicy@mail.gov.nl.ca)

## **Families**

### **Newfoundland and Labrador Child Benefit (NLCB) (HRLE)**

This benefit is intended to help families raise their children. It is a tax credit for families with low income who have dependent children under 18 years of age. To be eligible for the NLCB, parents or guardians **must file an income tax return every year** and apply for the Canada Child Tax Benefit (page 62).

### **Private Child Care (HRLE)**

Parents or guardians receiving Income Support benefits while attending training or going to work may be able to get help with the cost of child care. Assistance with the cost of private or unregulated child care will only be considered when regulated child care is not available. For more help, call one of the HRLE telephone numbers on page 63.

Child Care does not need to be regulated if: there are 4 or fewer children or if the care is provided by a close relative



## **Child Care Subsidy Program (HCS)**

Helps parents or guardians pay for child care in a licensed child care centre or a regulated family child care home. Families must need child care for one of the following reasons:

- To go to work or training
- Parent has ongoing health care appointments
- Disability or illness of parent
- Child development
- Family support

Some or all of the cost may be covered depending on family income.

For more help, call one of the Regional Health Authority telephone numbers on page 64.

Regulated Child Care services are subject to provincial regulations and are inspected and monitored.

## **Mother Baby Nutrition Supplement (HRLE)**

Provides financial assistance to low income pregnant women and families with children under 1 year of age who are eligible for the Newfoundland and Labrador Child Benefit (NLCB). The supplement is designed to assist with the extra cost of eating healthy during pregnancy and during a child's first year of life. The pre-natal component of the MBNS is administered by HRLE and is issued to the expecting mother while the post-natal component is added to the child's NLCB entitlement until one year of age. Also, referrals can be made to Community Health Nurses and Family Resource Centres. Information on various community supports such as Healthy Baby Clubs is given. For more help, call the telephone number below.

1-800-508-4788

## **High School Incentive Allowance (HRLE)**

Families receiving Income Support with dependent children over the age of 18 and under the age of 21 are eligible for this allowance providing the child attends the regular school system on a full time basis. For more information, call one of the HRLE telephone numbers on page 63.

## **Progressive Family Growth Benefit (Finance)**

The Progressive Family Growth Benefit provides \$1,000 to individuals and families who have a baby or adopt. Children must be born or placed in the home for purposes of adoption on or after January 1, 2008 to qualify for this benefit. For more help call the telephone number or visit the website below.

(709) 729-1695 1-877-729-1695

Parentalbenefits@gov.nl.ca

## **Parental Support Benefit (PSB) (Finance)**

The Parental Support Benefit (PSB) is a \$100 monthly benefit for up to twelve months that starts when a child is born or adopted. Children must be born or adopted on or after January 1, 2008 to qualify for this benefit. For more help call the telephone number or visit the website below.

(709) 729-1695 1-877-729-1695

parentalbenefits@gov.nl.ca

## **Persons with Disabilities**

### **Special Child Welfare Allowance Program (HCS)**

Provides financial help to families with a child with a disability under 18 years of age. It helps cover the costs of disability-related items and services needed for the child. The monthly amount depends on an assessment. For more help or to apply, call one of the Regional Health Authority telephone numbers on page 64.

### **Support Trusts (HRLE/HCS)**

May be set up on behalf of a person with a disability over the age of 18 years who requires supportive services. This support trust will not affect their eligibility for financial support from HRLE or HCS. For more help or to apply, call one of the Regional Health Authority telephone numbers on page 64.

A **Support Trust** is a trust fund where the assets and the annual interest are considered exempt when determining eligibility for Income Support provided by HRLE and disability supports provided by HCS.

## **Flat Rate Allowance (HCS)**

Adults with disabilities who qualify for home support (page 51) may also be eligible for a flat rate allowance, up to a maximum monthly amount. For more help or to apply, call one of the Regional Health Authority telephone numbers on page 64.

## **Community Access Funding (HCS)**

Persons with developmental disabilities may get money to take part in community activities. For more help or to apply, call one of the Regional Health Authority telephone numbers on page 64.

For more information on provincial programs and services visit [www.gov.nl.ca](http://www.gov.nl.ca)

Click on **Departments/Agencies** and then click on the department responsible for the program you are looking for.

# **Housing, Shelter and Home Supports**

## **General**

Newfoundland Labrador Housing (Housing) provides affordable rental housing to individuals and families with low income, including seniors, single parents, single people, Aboriginal people, and persons with disabilities.

## **Rental Housing Program (Housing)**

Individuals or families may be eligible for low income rental housing if:

- Total household income is below a certain yearly level
- More than 30% of total household income is spent on rent and heat

Housing also works with community groups to offer housing for those with low income. For more help, call one of the Housing telephone numbers on page 63.

[www.nlhc.nl.ca/programs/rentalho.htm](http://www.nlhc.nl.ca/programs/rentalho.htm)

**Did you know** the City of St. John's Non-Profit Housing Division has 1, 2, 3 and 4 bedroom houses available for people who earn low and moderate incomes. Rent is based on family income. For more help, call the City of St. John's at (709) 576-8196 or visit their website:

[www.stjohns.ca/cityservices/housing/index.jsp](http://www.stjohns.ca/cityservices/housing/index.jsp)

### **Rental Supplement Program (Housing)**

Pays a portion of the rent in private rental accommodations. It is available for households that have a total income under a certain level per year. This supplement is paid to the landlord. To find out about the program or for more help, call one of the Housing telephone numbers on page 63.

### **Provincial Home Repair Program (housing)**

Provides money for:

- Completing vital repairs for homeowners with low income
- Bringing homes up to safety standards
- Making homes more accessible for seniors and persons with disabilities

Emergency repairs that are needed to make a home safe are given priority. For more help, call one of the Housing telephone numbers on page 63.

### **Education Incentive Program (housing)**

Tenants of Housing, with a child, dependent or adult in high school or a post-secondary school, may receive a monthly payment for each student. This program is considered exempt income by Income Support. It will not affect the amount of Income Support received by tenants of Housing. For more help, call one of the Housing telephone numbers on page 63.

### **Victims of Violence (housing)**

If you are living in an abusive situation, and are seeking safe and affordable housing, Newfoundland Labrador Housing may be able to help you. For more information, call one of the Housing telephone numbers on page 63.



## **Emergency Supports for Victims of Violence (HRLE)**

Available for victims of violence including transportation to a safe location and accommodations. An individual or family in need of these services should contact the nearest shelter or call one of the HRLE telephone numbers on page 63.

## **Victim of Violence Start Up Allowance (HRLE)**

Available to individuals leaving a violent relationship who are eligible for Income Support. This allowance helps with costs of setting up a new home, where the person is unable to get the necessary belongings from their own home. For more information call one of the HRLE telephone numbers on page 63.

## **Residential Tenancies Act (Government Services)**

This Act protects tenants in rental situations. For more help, call the toll free number or visit the website below.

1-877-829-2608

[www.gs.gov.nl.ca/cca/tp/residential-tenancies](http://www.gs.gov.nl.ca/cca/tp/residential-tenancies)

## **Home Heating Rebate (Finance)**

See page 14 of this Guide.

## **Heating Oil Tank Replacement Program (Finance)**

Provides money to homeowners with low income to help with the cost of replacing fuel oil tanks.

Households using home heating fuel as the main heat source may receive the grant when the household fuel tank is replaced. For more help, call the telephone number below.

(709) 729-1695

1-877-729-1695

To get an application form:

[www.fin.gov.nl.ca/fin/applications/heatingtank\\_app.pdf](http://www.fin.gov.nl.ca/fin/applications/heatingtank_app.pdf)

## **Persons with Disabilities**

### **Basic Board and Lodging Benefit (HRLE)**

Provides a basic board and lodging payment on behalf of adults with disabilities living with their own or other families. Eligibility is based on the individual's income. For more help, call one of the HRLE telephone numbers on page 63.

## **Board and Lodging Supplement (Relatives and Non-Relatives) (HCS)**

Provides additional financial assistance to adults with disabilities who need more than the basic monthly rate to live with relatives or non-relatives. It is available to adults with disabilities (aged 18-64) who are eligible for, or are receiving, board and lodging from HRLE. For more information or to apply call one of the Regional Health Authority telephone numbers on page 64.

## **Other Special Needs Funding (HCS)**

Provides money for other minor expenses so a person with a disability can make their home more accessible or make minor household repairs. For more information or to apply call one of the Regional Health Authority telephone numbers on page 64.

## **Personal Care Homes Subsidy (HCS)**

Provides a monthly subsidy to eligible persons who are moving into a personal care home. This subsidy is approved by the Regional Health Authority. For more information or to apply call one of the Regional Health Authority telephone numbers on page 64.

For more information on provincial programs and services visit [www.gov.nl.ca](http://www.gov.nl.ca)

Click on **Departments/Agencies** and then click on the department responsible for the program you are looking for.

## **Education and Learning Help**

### **General**

#### **Student Financial Services (Education)**

Provides financial assistance to students who are attending community or private colleges, universities and technical institutes. Help is offered through such programs as Student Loans, Study Grants, Access Grants and Bursaries. For more help, call one of the Student Financial Services telephone numbers on page 65 or email the address below.

studentaid@gov.nl.ca

## **Student Loan Interest Relief Program (Education)**

Helps persons with student loans who are unable to continue repayment due to low income. For more help, call the telephone numbers below.

If you attended a public institution:

1-888-815-4514

If you attended a private institution:

1-866-587-7452

## **Debt Reduction Grants (Education)**

The provincial part of a student loan may be changed to a grant. This grant does not have to be paid back if certain conditions are met. The Student Financial Services automatically determines who is eligible for this grant. There is no application process. For more help call one of the Student Financial Services telephone numbers on page 65.

For more information on provincial programs and services visit [www.gov.nl.ca](http://www.gov.nl.ca)

Click on **Departments/Agencies** and then click on the department responsible for the program you are looking for.

## **Student Loan Corporation (Education)**

Provides help to persons who have defaulted on their student loans or are unable to meet the loan repayment conditions. For more information, call the telephone number below.

St. John's Area: (709) 729-6465  
1-877-520-8800

## **Adult Basic Education (ABE) (Education)**

ABE is a provincial program for adult learners. It is made up of three levels:

- Level I - Basic literacy, equal to Kindergarten-Grade 6
- Level II – Equal to Grades 7-9
- Level III – Equal to Grades 10-12

ABE is offered through:

- College of the North Atlantic (CNA)
- Non-profit community-based groups
- Some private training institutions

For more help, call one of the telephone numbers below.

ABE Level I: (709) 729-7668

ABE Levels II and III: (709) 729-6860

## **Scholarships for ABE**

Scholarships for ABE students are available at the College of the North Atlantic. For more help, call the telephone number, email the address or visit the website below.

1-888-982-2268  
info@cna.nl.ca  
www.cna.nl.ca

## **General Educational Development - GED** (Education)

The GED is a way for adult learners to earn a high school diploma. A person can take a GED test if they are:

- At least 19 years of age or older
- Not currently enrolled in a high school program
- Not a high school graduate
- A resident of Newfoundland and Labrador for six months or longer

For more help, call the telephone number below.

(709) 729-7919

## **Successful Post-Secondary Transition Scholarship (Education)**

Available to graduates of Adult Basic Education (ABE), General Educational Development (GED) or the Comprehensive Arts and Science College Transition program. Students must have completed these programs since September 2005 and be enrolled in their first year of a full-time undergraduate program of 8 months or longer. For more help, call the telephone number below.

(709) 729-1738

## **Memorial University**

Memorial University offers many scholarships, bursaries and grants to students. For more help, please call the telephone number or visit the website below.

(709) 737-3956

[www.mun.ca/scholarships/home/](http://www.mun.ca/scholarships/home/)



## **Newfoundland and Labrador Public Libraries**

There are public libraries throughout the province that lend books. Libraries also provide free public access to the internet. A list of libraries is in the yellow pages of the telephone book under “Libraries - Public”.

[www.nlpubliclibraries.ca](http://www.nlpubliclibraries.ca)

**Did you know** free internet services are available at your local library.

# **Persons with Disabilities**

## **Training Services (LMAPD) (HRLE)**

Helps persons with disabilities develop the skills, and get the experience and support needed to prepare for, enter or remain in the work force. This program is cost-shared with the Federal Department of Human Resources and Social Development Canada, and offers:

- Pre-employment Training
- Post-secondary Education
- Skills Training
- Technical Aids
- Other Supports

For more help, call one of the HRLE telephone numbers on page 63.

## **Permanent Disability Benefit (Education)**

Available to persons with permanent disabilities who are having trouble repaying student loans. For more help, call one of the Student Financial Services telephone numbers on page 65 or email the address below.

[studentaid@gov.nl.ca](mailto:studentaid@gov.nl.ca)

For more information on provincial programs and services visit [www.gov.nl.ca](http://www.gov.nl.ca)

Click on **Departments/Agencies** and then click on the department responsible for the program you are looking for.

## **Employment (Job) Help**

### **General**

#### **Working and Employment (HRLE)**

Persons who earn less than the benefit rates paid by Income Support may be eligible for a financial supplement. People who leave Income Support to work may receive full prescription drug coverage for 6 months. They may then qualify for the Prescription Drug Program Access Plan (see page 46). For more help, call one of the HRLE telephone numbers on page 63.

#### **Job Start Benefit (HRLE)**

Provides financial help to persons receiving Income Support with the cost of starting work. Verification of employment is required. This benefit is limited to once per year. For more help, call one of the HRLE telephone numbers on page 63.

## **Career and Employment Services (HRLE)**

HRLE offers many programs and supports to help people prepare for, find and keep jobs. Individuals can visit HRLE Offices, including our new Career Work Centres located throughout the province, to get help with job search, training options, resume writing and interview skills. Staff can also help individuals with career planning and job matching with employers. To find the nearest Career Work Centre or for more help, call one of the HRLE telephone numbers on page 63.

## **Employment (Wage Subsidy) Programs (HRLE)**

Helps employers offer work experience and jobs by paying a part of the wages. Programs vary in length and type and include:

- **Graduate Employment Program**

Helps people who have graduated in the past two years from a post-secondary education program to get a job in their field of study. A wage subsidy is given to employers to hire recent graduates.

- **NL Works**

Provides people with work experience and skills to improve their chances of finding a job. A wage subsidy is given to employers to create new jobs.

- **Student Work and Service Program (SWASP)**

Helps persons planning to attend or return to a post-secondary school. Jobs can be for 5 to 14 weeks. Employers get a wage subsidy and students receive a tuition voucher for every week worked.

- **Linkages**

Provides employment and career planning workshops to youth who have not completed post-secondary school. Employers get a wage subsidy. Youth receive a completion bonus toward the cost of their post secondary education.

For more information on these programs call one of the HRLE telephone numbers on page 63.

## **Labour Market and career Information**

[www.lmiworks.nl.ca](http://www.lmiworks.nl.ca)

This website offers provincial career and job information with national and international links.

1-800-563-6600

TTY: 1-866-729-4685

[LMCIHotline@gov.nl.ca](mailto:LMCIHotline@gov.nl.ca)

## **Employment Development Supports (HRLE)**

Helps eligible people prepare for, find and keep a job, by providing:

- Assessment and employment planning
- Placement Support Allowance
- Short-term training
- Work supports

For more help, call one of the HRLE telephone numbers on page 63.

## **Early Learning and Child Care Supplement (HCS)**

Provides direct wage support to eligible Early Childhood Educators (ECEs) working in licensed child care centres and regulated family child care homes.

For information on how to apply, call the telephone number or visit the website below.

(709) 729-2694

[www.health.gov.nl.ca/health/childcare/](http://www.health.gov.nl.ca/health/childcare/)

More information on financial support for ECEs is available on the website above.

## **Labour Standards**

Sets and enforces the minimum terms and conditions of employment in the province. This includes minimum wage, paid public holidays, vacation pay, hours of work, termination of employment and various leaves. For more information, call the telephone numbers, email the address or visit the website below.

1-877-563-1063

St. John's: (709) 729-2742

Corner Brook: (709) 637-2364

labourstandards@gov.nl.ca

[www.gov.nl.ca/lra/](http://www.gov.nl.ca/lra/)

## **Youth**

### **Employment Programs (HRLE)**

HRLE offers a number of programs for youth in high school, university or college, who want to earn money or credits towards the cost of their studies. For more help, call one of the HRLE telephone numbers on page 63.



# **Persons with Disabilities**

## **Labour Market Agreement for Persons with Disabilities (LMAPD) (HRLE)**

Helps persons with disabilities develop the skills, and get the experience and support needed to prepare for, enter or remain in the work force. It offers:

- Job Counseling and Assessment
- Job Planning
- Technical Aids
- Supported employment funding for co-workers
- A link to community partners who deliver employment support services
- Other Supports

For more help, call one of the HRLE telephone numbers on page 63.

**Office of Employment Equity for Persons with Disabilities - Opening Doors Program** (Executive Council)

Offers programs and services to help persons with disabilities find jobs with the Provincial Government. Programs include Opening Doors, Targeted Wage Subsidy and Student Summer Employment.

To be eligible, persons must be on the Office's Client Registry. To register or for more information, call one of the telephone numbers below.

(709) 729-5881  
1-800-950-4414  
TTY: (709) 729-5441

For more information on provincial programs and services visit [www.gov.nl.ca](http://www.gov.nl.ca)  
Click on **Departments/Agencies** and then click on the department responsible for the program you are looking for.

# **Medical, Health and Wellness**

## **General**

### **HealthLine (HCS)**

Provides people with health advice and information from a registered nurse 24 hours per day, 7 days a week. All calls are confidential and free of charge. For more help call the telephone number or visit the website below.

1-888-709-2929

[www.yourhealthline.ca/en/](http://www.yourhealthline.ca/en/)

### **Pediatric Telephone Advice Line (HCS)**

Registered nurses provide health advice and information for children up to 18 years of age. Service is available 24 hours per day, 7 days a week. All calls are confidential and free of charge. For more help call one of the telephone numbers below.

722-1126

1-866-722-1126

## **Mental Health Crisis Line (HCS)**

Provides a 24 hour telephone service for people who may be having mental health problems and need some immediate help. This service provides support and can also refer callers to ongoing support. All calls are confidential and free of charge. For more help call the telephone number below.

1-888-737-4668

## **Problem Gambling Help Line (HCS)**

Provides a 24 hour telephone service for people who may be in crisis as a result of their gambling. This service provides immediate support and can also refer callers to ongoing support. All calls are confidential and free of charge. For more help call the telephone number below.

1-888-899-4357(HELP)

## **Newfoundland and Labrador Medical Care Plan (MCP) (HCS)**

Covers the cost of insured medical services for residents of the province, including immigrants and foreign students. To apply for a MCP card or get help, call the telephone number below.

1-800-563-1557

## **Newfoundland and Labrador Prescription Drug Program (NLPDP) (HCS)**

The NLPDP provides financial assistance in the purchase of eligible prescription medications for those who reside in this province. There are four main plans under the program:

### ■ **The Foundation Plan**

Provides 100 per cent coverage of eligible prescription drugs for persons and families who need the greatest support. A Prescription Drug Program card is automatically issued when HCS is notified that an individual or family is:

- Receiving basic Income Support benefits from HRLE
- A subsidized resident in a long-term care home or personal care home.

- **The Access Plan**

Provides coverage of eligible prescription medications for persons and families with low incomes. The amount of coverage is based on income level and family status. To apply, an application form must be completed. Application forms are available at pharmacies or physician offices, online or by calling the number below.

- **The Assurance Plan**

Offers protection for persons and families against the financial burden of eligible high drug costs. This can be from the cost of one extremely high cost drug or the combined cost of different drugs. Coverage depends on income level and eligible drug costs. To apply, an application form must be completed. Application forms are available at pharmacies or physician offices, online or by calling the number below.

- **The 65Plus Plan**

Provides coverage of eligible prescription drugs to residents 65 years of age and older who receive OAS benefits and the GIS.

Coverage does not include dispensing fees. No application is necessary. A Prescription Drug Program card is automatically issued to eligible persons when HCS is notified by Service Canada that an individual is in receipt of the GIS and OAS benefits.

For help with any of these plans call the telephone number below.

1-888-859-3535

To get an application form:

[www.health.gov.nl.ca/health/nlpdp/NLPDPAplicationForm.pdf](http://www.health.gov.nl.ca/health/nlpdp/NLPDPAplicationForm.pdf)

**If you have private insurance, you may still be eligible for the NLPDP. In this case you would have to bill your private insurance first.**

## **65Plus Plan**

For more information on the NLPDP see pages 45, 46 and 47 of this guide.

Seniors who have limited residency in Canada, and do not qualify for OAS may also apply for coverage of eligible prescription drugs. To request an application form or for more help, call one of the telephone numbers or visit the website below.

1-888-724-7760

(709) 753-3615

[www.health.gov.nl.ca/health/nlpdp/plan\\_n.htm](http://www.health.gov.nl.ca/health/nlpdp/plan_n.htm)

## **Medical Transportation Assistance Program (HCS)**

Helps residents who have substantial travel costs from accessing insured health services which are not available within their health region and/or within the province. For more help, call the HCS telephone number below.

(709) 729-0628

To get an application:

[www.health.gov.nl.ca/health/publications/pdffiles/MTAPP14.pdf](http://www.health.gov.nl.ca/health/publications/pdffiles/MTAPP14.pdf)



## **Medical Transportation - Income Support Program (HRLE)**

Assistance is available to persons and families who are eligible for Income Support benefits. Eligibility depends on distance and frequency of travel. For more help, call one of the HRLE telephone numbers on page 63.

## **Vision Care (HRLE)**

Assistance is available to persons receiving Income Support benefits or individuals whose income is just above the Income Support rates. Eye exams, glasses and contact lenses are covered, up to a maximum amount. Dependents under age 18 can have these services once every 12 months and adults once every 36 months. For more help, call one of the HRLE telephone numbers on page 63.

## **Special Diet Allowance (HRLE)**

Persons receiving Income Support benefits may get help to buy the right foods for a medical condition, such as diabetes. Proof of the medical condition must be provided. For more help, call one of the HRLE telephone numbers on page 63.

## **Mother Baby Nutrition Supplement (HRLE)**

See page 18 of this Guide.

## **Health Equipment and Supplies (HCS)**

Assistance in obtaining health equipment and supplies is available to persons living in the community. These items are provided through the Regional Health Authorities. Available items include:

- Equipment (such as bathing aids and wheelchairs)
- Health Supplies (such as dressings and catheters)
- Oxygen
- Orthotics

Eligibility depends on a financial assessment completed by HRLE. For more help, call one of the HRLE telephone numbers on page 63.

## **Dental Health Plan (HCS)**

For **children aged 12 and under**, this plan pays for basic procedures such as examinations, cleanings, fillings, extractions, x-rays (limited) and sealants.

For **children aged 13 -17 years**, in families eligible for NLCB or who are receiving Income Support benefits, the plan pays for procedures such as examinations, x-rays (limited), fillings, extractions and emergency examinations. For details, contact your family dentist or HCS at the telephone number below.

**Adults** receiving Income Support benefits can have an emergency exam and extractions to ease pain and infection. For details, contact your family dentist or HCS at the telephone number below.

1-800-440-4405

### **Provincial Home Support Program (HCS)**

This program is for:

- Persons aged 65 years or older
- Persons with disabilities aged 18-64 years
- Children under age 18 living at home or in a caregiver home under Child, Youth and Family Services

Financial help is offered for a person or family needing help with daily living activities. This help is provided by home support workers, attendants and other non-professionals. The individual can employ

their own home support workers or arrange for workers from a home support agency. The Regional Health Authorities work with the individual to identify the type and amount of help needed. Eligibility and amount covered depends on a financial assessment completed by HCS. For more help, call one of the Regional Health Authority telephone numbers on page 64.

For more information on provincial programs and services visit [www.gov.nl.ca](http://www.gov.nl.ca)  
Click on **Departments/Agencies** and then click on the department responsible for the program you are looking for.

### **Regional Health Authorities (HCS)**

Health care services are delivered through the Regional Health Authorities. Each Authority provides institutional and community-based services for its region.

Institutional services include hospital and long-term care services. Hospitals and health care centers provide 24-hour emergency services, outpatient clinics, laboratory and x-ray services. Long-term care services are offered in long-term care homes and health care centres.

In the community, services may include:

- Home Care and Supportive Services
- Health Promotion
- Community Corrections
- Health Protection
- Child Care Services
- Mental Health
- Addiction Services
- Intervention Services
- Child, Youth and Family Services
- Residential Services
- Community Health Nursing Services
- Community Social Work Services

For more help call one of the Regional Health Authority telephone numbers on page 64.

# **Justice Help**

## **General**

### **Human Rights Commission**

Helps people understand and comply with the Human Rights Code. This Code protects people from discrimination. For more help, call one of the telephone numbers, email the address or visit the website below.

(709) 729-2709 1-800-563-5808

humanrights@gov.nl.ca

www.justice.gov.nl.ca/hrc/

### **Child and Youth Advocate (House of Assembly)**

Provides advocacy services on the rights and interests of children and youth. For more help, call one of the telephone numbers, email the address or visit the website below.

(709) 753-3888 OR 1-877-753-3888

TTY: (709) 753-4366

office@ChildAndYouthAdvocate.nl.ca

www.childandyouthadvocate.nl.ca

## **Royal Newfoundland Constabulary Public Complaints Commission**

Investigates complaints against members of the Royal Newfoundland Constabulary. A complaint has to be registered within six months of the alleged incident. Complaint forms are available at the website below. For more help call the number or e-mail the address below.

(709) 729-0950

[RNCComplaintsCommission@gov.nl.ca](mailto:RNCComplaintsCommission@gov.nl.ca)

[www.gov.nl.ca/rncpcc](http://www.gov.nl.ca/rncpcc)

## **Citizen's Representative (House of Assembly)**

Investigates decisions, acts or omissions by the Provincial Government. This is done in situations where there are no other appeal options. For more help, call the telephone number, email the address or visit the website below.

(709)-729-7647 OR 1-800-559-0079

[citrep@gov.nl.ca](mailto:citrep@gov.nl.ca)

[www.assembly.nl.ca](http://www.assembly.nl.ca) (click on Offices)

## **Legal Aid Commission (Justice)**

This program helps people who have legal problems and cannot afford a private lawyer.

Help may be provided with such matters as Family Law, Criminal Law and Youth Corrections. Help is also available for appeals if the case has merit. Legal Aid also assists people having trouble with agencies such as the Workplace Health and Safety Compensation Commission, Canada Pension Plan, the Immigration and Refugee Board, and HRLE.

Legal Aid can help explain who is eligible for assistance with such matters as noted above. For more help, or to find the nearest office of the Legal Aid Commission, call one of the telephone numbers below.

(709) 753-78601-800-563-9911



## **Victim Services (Justice)**

Helps victims of crime, especially victims of violent crimes. Services are free of charge. Services can include: court information, support, court preparation, referrals to community services and counseling. For more help, call the telephone number or email the address below.

(709) 729-7970

victimservices@gov.nl.ca

## **Family Justice Services (Justice)**

Assists people to work out their custody, access, child support and spousal/partner support issues without having to go through a court hearing.

Services include:

- Information sessions
- Dispute resolution services
- Counseling for adults and children

For more information call one of the Family Justice Services telephone numbers on page 66.

## **Support Enforcement Program (Justice)**

Helps to ensure that court ordered child support is paid. This program collects and distributes court-ordered funds for support, maintenance or alimony. For more help, call the telephone number below.

(709) 637-2608

## **Emergency Protection Orders (Justice)**

Emergency Protection Orders are short-term Court Orders (maximum of 90 days) that can place immediate conditions on a person in order to protect a victim of violence. For further information, contact your local police detachment or the nearest Provincial Court.

For more information on provincial programs and services visit [www.gov.nl.ca](http://www.gov.nl.ca)

Click on **Departments/Agencies** and then click on the department responsible for the program you are looking for.

# **Culture and Recreation**

## **General**

### **Provincial Training Centres and Pools (TCR)**

Sport and Recreation Training Centres are located in Stephenville and Happy Valley-Goose Bay. Pools are located in Happy Valley-Goose Bay, Gander and Corner Brook. In Gander and Corner Brook pools are located in the Arts and Culture Centre. For more information, check the local phone book or visit the website below.

[www.tcr.gov.nl.ca/tcr/services\\_programs/provincial\\_training\\_centres\\_pools.htm](http://www.tcr.gov.nl.ca/tcr/services_programs/provincial_training_centres_pools.htm)

### **Provincial Historic Sites (TCR)**

There are 12 Provincial Historic Sites that have Guides available. Admission is free on Sundays at 11 of the 12 Sites. Provincial Historic Sites are seasonal. For a full listing of these sites and contact information check the blue pages of the phone book or visit the website below.

[www.tcr.gov.nl.ca/tcr/historicsites](http://www.tcr.gov.nl.ca/tcr/historicsites)

## **The Rooms (TCR)**

The Rooms is home to the Provincial Museum, Provincial Art Gallery and the Provincial Archives. The Rooms has free admission every Wednesday evening from 6:00 pm to 9:00 pm. Students and seniors get a discount on admission price.

There are also seasonal branch museums in North West River, Grand Falls–Windsor and Grand Bank. For more information call the telephone number or visit the website below.

(709)-757-8000

[www.therooms.ca](http://www.therooms.ca)

## **Parks and Natural Areas (Environment and Conservation)**

There are parks and natural areas throughout the Province. To find out more about parks and natural areas in the province, or to make a reservation, call the number or visit the website below.

1-877-214-2267

[www.env.gov.nl.ca/parks/](http://www.env.gov.nl.ca/parks/)

# **Government of Canada Information**

This Guide gives information on Government of Newfoundland and Labrador programs and services. Many of these provincial programs need you to file an income tax return. Some provincial programs also need you to apply and receive a federal program. For example, to get the Newfoundland and Labrador Child Benefit (page 16) you have to apply and receive the Canada Child Tax Benefit.

There may be federal programs and services of benefit to you. For details or help with federal government programs, call one of the telephone numbers or visit the website below.

1-800-O CANADA 1-800-622-6232

[www.canadabenefits.gc.ca](http://www.canadabenefits.gc.ca)

## **Canada Child Tax Benefit (Federal Government)**

This is a tax-free monthly payment, made to eligible families to help with the cost of raising children under 18 years of age. Families must apply when the child is born or comes to live with them. To get this benefit, and to keep getting it, **parents or guardians must file an income tax return every year**. For more help, call the telephone number or visit the website below.

1-800-387-1193

**[www.canadabenefits.gc.ca](http://www.canadabenefits.gc.ca)**

To get an application form:

[www.cra-arc.gc.ca/E/pbg/tf/rc66/README.html](http://www.cra-arc.gc.ca/E/pbg/tf/rc66/README.html)

## **Important Contacts**

### **Department of Human Resources, Labour and Employment (HRLE)**

Avalon	1-877-729-7888	TTY: 1-888-380-2299
Central	1-888-632-4555	TTY: 1-877-292-4205
Western	1-866-417-4753	TTY: 1-888-445-8585
Labrador	1-888-773-9311	TTY: 1-866-443-4046

TTY is for persons with hearing impairments.

Email: [hreweb@gov.nl.ca](mailto:hreweb@gov.nl.ca) Web: [www.hrle.gov.nl.ca](http://www.hrle.gov.nl.ca)

### **Office of Immigration and Multiculturalism (HRLE)**

(709) 729-6607

### **Newfoundland Labrador Housing (Housing)**

Avalon.....	(709) 724-3000
Corner Brook.....	(709) 639-5201
Gander.....	(709) 256-1300
Happy Valley- Goose Bay.....	(709) 896-1920
Grand Falls-Windsor.....	(709) 292-1000
Marystown.....	(709) 279-5375
Stephenville.....	(709) 643-6826

Web: [www.nlhc.nl.ca](http://www.nlhc.nl.ca)

**Newfoundland and Labrador HealthLine (HCS)**

TTY: 1-888-709-3555

Web: [www.yourhealthline.ca](http://www.yourhealthline.ca)

**Department of Health and Community Services (HCS)**

(709) 729-4984 Email: [healthinfo@gov.nl.ca](mailto:healthinfo@gov.nl.ca)

**Regional Health Authorities (HCS)**

**Eastern Health Authority**

St. John's.....(709) 752-4800

Rural Avalon.....(709) 759-3354

Bonavista, Clarenville.....(709) 468-5243

Burin.....(709) 891-5025

Web: [www.easternhealth.ca](http://www.easternhealth.ca)

**Central Health Authority**

Gander.....(709) 651-3306

Grand Falls – Windsor.....(709) 489-8150

Web: [www.centralhealth.nl.ca](http://www.centralhealth.nl.ca)

**Western Health Authority**

Corner Brook.....(709) 637-5000

Stephenville.....(709) 643-8700

Web: [www.westernhealth.nl.ca](http://www.westernhealth.nl.ca)



**Labrador-Grenfell Health Authority**

St. Anthony.....(709) 454-3333

Happy Valley – Goose Bay.....(709) 897-2000

Web: [www.lghealth.ca](http://www.lghealth.ca)

**Mental Health Crisis Line (HCS)**

1-888-737-4668

St. John's: (709) 737-4668

**Problem Gambling Help Line (HCS)**

1-888-899-4357 (HELP)

**Department of Education**

(709) 729-5097

**Student Financial Services (Education)**

(709) 729-5849

Automated Telephone Service: 1-888-657-0800

Email: [studentaid@gov.nl.ca](mailto:studentaid@gov.nl.ca)

## **Family Justice Services (Justice)**

St. John's.....	(709) 729-1183
Carbonear.....	(709) 945-3220
Clarenville.....	(709) 466-4036
Marystown.....	(709) 891-4137
Gander.....	(709) 256-1205
Grand Falls-Windsor.....	(709) 292-1194
Lewisporte.....	(709) 535-3212
Corner Brook.....	(709) 634-4174
Stephenville.....	(709) 643-8358
Happy Valley Goose Bay.....	(709) 896-7904
Wabush.....	(709) 282-5243

## **Child and Youth Advocate (House of Assembly)**

(709) 753-3888  
TTY: (709) 753-4366  
1-877-753-3888

Email: [office@ChildAndYouthAdvocate.nl.ca](mailto:office@ChildAndYouthAdvocate.nl.ca)

[www.childandyouthadvocate.nl.ca](http://www.childandyouthadvocate.nl.ca)

## **Citizen's Representative (House of Assembly)**

(709)-729-7647  
1-800-559-0079

Email: [citrep@gov.nl.ca](mailto:citrep@gov.nl.ca)

[www.assembly.nl.ca/](http://www.assembly.nl.ca/) (click on Offices)

## **Feedback**

Did you find this guide useful? If yes, why? If not, why not?

How can we make the guide better?

Where did you get your copy?

Please return this form to:  
**Poverty Reduction Strategy**  
**P.O. Box 8700**  
**St. John's, NL**  
**A1B 4J6**

Or,

E-mail your comments to:  
**[povertyreduction@gov.nl.ca](mailto:povertyreduction@gov.nl.ca)**