

**NISGA'A SOCIAL DEVELOPMENT  
POLICY & PROCEDURES 2017**

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# 1. INTRODUCTION

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The Nisga'a Social Development Policy & Procedures Manual 2016 is an amended policy and procedures guide to administer the social development programs and services within the four Nisga'a Village Governments. This document replaces the Nisga'a Social Development Policy 2015, which now includes procedures and all report and working forms and templates.

## *NISGA'A PROGRAMS AND SERVICES DELIVERY ACT, 2007* SECTION 20: SOCIAL SERVICES

1. *The executive must establish and maintain a program for the provision of programs or services commonly known as social services, that the Nisga'a Nation must ensure the provision of under a fiscal financing agreement, and to provide for the reporting to Canada and BC in respect thereof, as required under the agreement, including, but not limited to,*
  - a. *establishing and publishing a formally defined statement of eligibility criteria,*
  - b. *providing equality of access for all persons normally resident on Nisga'a Lands,*
  - c. *providing an impartial process for the appeal of an administration decision*
    - i. *refusing to provide,*
    - ii. *to discontinue, or*
    - iii. *to reduce*

*services or benefits to any person, and*

  - d. *requiring periodic financial and compliance audits of management practices and systems, financial management and control, and evaluation as to economy, efficiency and effectiveness, in respect of the program and persons administering or delivering the program in a Nisga'a village,*

*and subject to the requirements of this section, may amend or repeal any provision of the program.*
2. *Each Nisga'a Village Government must*
  - a. *provide functional control over, and delivery in the Nisga'a Village, all elements of the program that are indicated to be "for Nisga'a Village Administration", and*
  - b. *administer and deliver those elements as required in the program.*
3. *Despite subsection (2), if at any time the chief executive officer, Director of Finance or executive determines or has reasonable grounds to believe, that a Nisga'a Village Government is not properly administering or delivering the elements of the program for which it is responsible under subsection (2)*
  - a. *the chief executive officer and Director of Finance may jointly order the suspension of the responsibility of the Nisga'a Village Government under subsection (2), entirely or in part, until the executive next meets, and*
  - b. *the executive may order the suspension of the responsibility of the Nisga'a Village Government under subsection (2), entirely or in part, indefinitely or for a limited time.*
4. *If an order is made under subsection (3), funding provided to the Nisga'a Village for administration or delivery of the suspended responsibility is also suspended.*

## PROGRAM VISION

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The Nisga'a Social Development program is committed to developing and delivering programs and services that strive towards building healthy and economically prosperous communities, where children, youth and adults have hope and opportunities and where a safety net, to those most in need, is in place to ensure a sound quality of life for all who reside in the Nisga'a Villages. This vision will be achieved by:

- Providing equitable access to all programs and services that is consistent throughout all four Nisga'a Villages
- Creating a path for independence through employment and opportunity to enhance capacity and Life skills
- Respecting the basic needs of safety and shelter

## POLICY GOALS

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- Provide financial support to residents who qualify for Social Assistance.
- Prevent dependency by promoting self-reliance and self-sufficiency.
- Increase skills and education residents on Nisga'a lands (that meet eligibility requirements)
- Promote Individual responsibility.
- Provide consist, efficient and effective administration of management practices and systems.

## PROGRAM ADMINISTRATION

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The Nisga'a Social Development program provides financial social benefits and services to individuals and families, resident on Nisga'a Lands, who are in need. Need is determined by the application of an assessment *means test*, and other applicable eligibility requirements.

Nisga'a Village Governments are authorized by the *Programs and Services Delivery Act* and Programs & Services Funding Agreements to administer the Nisga'a Social Development program. The person or entity responsible for administration of the Nisga'a Social Development program is referred to in this Policy as the "Administering Authority" (see Definition on page 6). The Administering Authority ensures that:

- Social Development funds are targeted funds and therefore are not to be transferred out of their budget area.
- Social Development program is administered in accordance with the Nisga'a Social Development Policy & Procedures 2016.
- Competent staff is employed by Village Governments to administer the Social Development program.
- Assistance is provided to all persons on Nisga'a Lands who meet eligibility requirements, without regard to Nisga'a citizenship or community affiliation.
- All records, forms and documents as required by the Nisga'a Social Development Policy & Procedures Manual 2016 are maintained confidentially and are available to Nisga'a Lisims Government ("NLG") upon request.
- Statistical and other documentation as required by the agreement will be submitted to NLG.
- Social Development staff is encouraged to participate in available training programs that are designed to enhance administrative and service delivery skills of the social programs.
- Other conditions as agreed upon are observed.

## POLICY OVERVIEW

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Individuals and families are responsible for managing their individual financial affairs and maintaining themselves to the extent their resources permit. The Nisga'a Social Development program provides financial support to eligible adults and their dependents that are unable to meet their basic needs.

The Nisga'a Nation believes that all persons resident on Nisga'a lands should benefit from federal and provincial social service programs, but because these are not always available to residents on Nisga'a lands, the Nisga'a Lisims Government (NLG) has implemented the Nisga'a Social Development programs designed to meet certain needs.

## DEFINITIONS

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**Administering Authority:** means the Social Development administrator or unit designated by a Nisga'a Village Government to manage and maintain the Social Development program on behalf of that Village Government.

**Appeal committee:** means the group of individuals appointed in accordance with this Policy to review a decision of the Administering Authority.

**Applicant:** means a person applying for assistance under the Social Development program.

**Assets:** any form of cash, equity in property, stocks, bonds, certificates, or other possessions that can be converted to cash, and includes any beneficial interest in real or personal property held in trust.

**Common-Law spouse:** means a permanent domestic situation creating a continuing spousal, marriage-like relationship exceeding one month, including one or more of the following:

- a. Co-habitation
- b. One person supporting the other
- c. Sharing of income

**Dependent:** means a person who is

- a. Under 19 years of age,
- b. Reliant on Applicant / recipient for support and
- c. Resides with the Applicant / recipient on a full time basis.

**Earned Income:** means any form of money, goods, services, commissions, favors, or bonuses obtained in exchange for work or provisions of services.

**Exceptional circumstances:** means the presence of especially difficult and demanding factors which justify a special consideration and exception of a case from the normal procedure and/or eligibility requirements.

**Family:** means persons who are married legally or in common law, or in any other dependent relationship and includes their children, extended family members and other dependent persons.

**Family maintenance:** means court ordered or voluntary financial support that a spouse must pay on a monthly basis to assist with the care of minor children.

**Hardship:** means undue suffering and loss of a person's ability to provide for basic food, clothing and shelter needs.

**Head of Household:** means the homeowner of a residence or primary tenant of a rental unit residing in the home.

**Homemaker:** means a person who assists another person who is unable to perform such duties as: housecleaning, laundering, changing bed linen and other tasks of a housekeeping nature.

**Income:** means any form of money, goods, services, commissions or bonuses obtained in exchange for work or provisions of services.



**In-home care:** means caregiving services that are provided to an individual in their own home rather than in a community care facility.

**Rent:** means money paid by a person to another person for the exclusive living space, this means the rented living space must include separate and self-containing entrance, bathrooms and appliances.

**Rental agreement:** means a written agreement between two or more individuals or parties defining the terms and conditions each party agrees to undertake before, during and after the period of occupation of a living space.

**Room and Board:** means that the room is provided by the head of household for a person or persons occupying space within a structure. Room and Board is to cover shelter expenses. Room and Board is inclusive of all income on the premises for room and board costs.

**Room and Board Agreement:** means a written agreement between two or more individuals or parties, defining the terms and conditions each party agrees to undertake defining what conditions of which room and board are provided.

**Shelter:** means all costs related to place of residence. This may include rent, room and board, mortgage payments, hydro, heating fuel, basic phone and building insurance, property taxes, etc.

**Separate:** for the purposes of determining eligibility for Social Assistance only, refers to when a two persons in a marriage-like relationship, by mutual consent stops living together (sharing the same home) for more than 30 consecutive days.

**Special Needs Allowance:** means specific needs identified by client which are not part of the Basic Social Assistance program and are discretionary on the part of the Administering Authority.

**Spouse:** means a person living in a continuous common-law or marriage-like relationship, sharing the same household for more than 30 consecutive days.

**Targeted funding:** means funding that cannot be transferred to any other program; instead, the funding is targeted or restricted to the program it is intended for. All Social Development funding is targeted or restricted funding, and cannot be transferred to any other program(s).

**Transient:** refers to a situation where a person is not a resident of a community and does not remain in the community for longer than two weeks.

**Unearned Income:** means as money, goods, capital gains, or services derived from:

- Money, annuities, stocks, bonds, shares and interest bearing accounts or properties, and other assets
- Pensions
- Disability Assistance
- Criminal injury compensation
- Awards
- Compensation benefits
- Employment insurance

- Old age Security (OAS) or guaranteed income supplement (GIS)
- Superannuation (retirement) benefits
- Maintenance payments (see exemptions section)
- Union benefits
- Education and training living allowances, grants, loans, bursaries or scholarships
- Per capita band distribution payments, except for Nisga'a Elders' package
- Claims settlements
- Income Tax refunds

**Year:** means a fiscal year from April 01 – March 31.

# Rights and Responsibilities

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## **RIGHTS OF APPLICANTS OR RECIPIENTS GENERALLY**

- Make application for social assistance
- Receive assistance or services for which they qualify for under the Social Development Policy & Procedures Manual 2016
- To receive information and assistance needed to make proper application
- Be assured that eligibility is determined on the basis of verified information
- Be assured private information is treated as private and confidential
- Have the ability to appeal decisions
- Receive courteous, respectful, efficient and fair treatment
- Have service complaints addressed appropriately and in a timely manner

## **RESPONSIBILITIES OF APPLICANTS OR RECIPIENTS WHO APPLY FOR SOCIAL ASSISTANCE**

- Conduct themselves in a prompt, courteous and respectful manner
- Provide all necessary information to the administering authority and sign all necessary forms
- Pursue any other financial resources they may be entitled to, for example Child Care Subsidy
- Take personal responsibility for being self-supporting
- Be involved in the process for establishing eligibility for assistance
- Provide documentation to support their application. All documentation is subject to verification.
- Seek and accept suitable employment, training or educational opportunities based on availability, capacity and skills. Proof of efforts should be documented.
- Complete application process, further information and assistance may be requested
- Know what personal information has been submitted and correct information if applicant recognizes that information is inaccurate

## **DUTIES AND RESPONSIBILITIES OF THE ADMINISTERING AUTHORITY:**

- Assist applicants in determining eligibility for assistance, through the application process
- Respect the dignity and self-determination of each individual in developing the ability to support themselves
- Administer and manage all Social Development program budgets in a professional, efficient and fair manner
- Respect the applicant's privacy, and confidentiality of the application process
- Adhere and respect the guidelines established in the Nisga'a Social Development Policy & Procedures 2016
- Have final approval of all Social Development program expenditures
- Participate in professional development training relevant to duties to build capacity and skills.

## 2. PROGRAM DESCRIPTIONS

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There are currently nine programs administered by the Villages Governments, under the Social Development. All Social Development funding is provided through the FFA, with the intent that services are reasonably comparable to those available to residents elsewhere in BC. All Social Development funding is targeted/restricted and cannot be transferred to another program area.

### 1. BASIC NEEDS (SOCIAL ASSISTANCE)

To provide basic support allowances to cover such essentials as food, clothing and shelter. The amount issued is dependent upon:

- a. Family size and make up
- b. Age
- c. Employability
- d. Shelter costs
- e. Eligibility for Disability Benefits (Level 1 & 2)
- f. Eligibility for Health Benefits

### 2. SPECIAL NEEDS

To provide social assistance recipients special needs allowances to purchase goods and services necessary for a client's physical or social well-being. For example:

- a. Incentive and employment related allowances
- b. Essential household appliances and furnishing
- c. Disaster aid
- d. Diet allowances

Specific special needs are crisis driven: for urgent, unexpected and unforeseen circumstances that occur without warning and to prevent imminent danger to physical health or the removal of a child under the *Child, Family and Community Service Act*.

### 3. NATIONAL CHILD BENEFIT:

The intent of the program is to promote attachment to the work force and to help prevent and reduce the depth of child poverty.

### 4. ADULT IN HOME CARE:

Adult in home care is provided for home care support to eligible disabled or frail adults. These services may include homemaking, meals on wheels and adult day care (with the exception of personal care), which enable the recipient to enhance their independent functioning in their own home and community.

### 5. TRAINING EMPLOYMENT SUPPORT INITIATIVE (TESI):

To assist social assistance recipients in developing the skills they need in order to enter vocational training, educational programs, or employment

### 6. GFA

**Under development**

**7. FAMILY VIOLENCE INITIATIVE:**

The intent of this program is to provide the community with short term funding for community based projects aimed at addressing social and health problems related to family violence and child abuse.

**8. COMMUNITY SOCIAL SERVICES:**

The intent of the program is to assist in coordinated or developing projects that will detect, prevent, or address broad community social programs.

**9. EMPLOYMENT INITIATIVES:**

Funds are administered to the Village Governments to assist in short term employment initiatives that will reduce the social assistance caseload.

## 3. SOCIAL ASSISTANCE

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### Protection of Privacy – Social Assistance Files

Individual and family social assistance records contain confidential personal information about applicants and recipients. It is important that these records be held in a locked and secured filing cabinet and kept current, as they serve to substantiate expenditures of public funds and are essential to providing counselling and other services to clients.

Each Village Government must ensure the confidentiality of personal records of its clientele by restricting access to such records to authorized NLG staff and to the Administering Authority and its authorized social development employees. Each file should be up to date, complete and separated by fiscal year.

The Administering Authority will establish a file for each family or individual in receipt of social assistance.

Each Social assistance file must include all documentation as outlined in the *Social Assistance File checklist (NSD-03)*.

### Social Assistance – Basic Needs

Applicants for social assistance must apply at the office of the Administering Authority in the community in which they reside. Each file is valid for a period of 12 months for continuing recipients. Inactive files may be kept open for no more than two consecutive months before being closed. Every social assistance file regardless of category, must be renewed at least once every 12 months. Eligibility:

Applicants and recipient must meet all eligibility requirements as gathered in the *Social Assistance Application Package (NSD-03)* and any other relevant documentation. Persons who are confined to a provincial or federal corrections institution are not eligible for social assistance during the period of their confinement. Persons who are confined to a hospital or rehabilitation centre may remain eligible for social assistance or comforts allowance; files are to be reviewed on a case by case basis.

For the purpose of determining eligibility for social assistance, an applicant is considered to be applying on behalf of the applicant's family, and in accordance with the criteria set out in this Nisga'a Social Development Policy & Procedures 2017. Canada Revenue Agency annual tax documentation may be required to substantiate dependents on the family unit.

#### Quit Work or Fired for Just Cause

Applicants who have quit work or fired for just cause are not eligible for social assistance, for one month, if they have:

- Lost their employment due to misconduct;
- Voluntarily left employment without just cause; or
- Refused to accept suitable employment.

Consideration for Hardship assistance may be considered if there are dependent children on the application or if the applicant declares that there are exceptional circumstances.

### **Isolation Allowance**

There are two categories of Social Assistance, Basic Needs and Shelter Support. Isolation allowance is to be coded to Basic needs and is intended to cover additional expenses associated with having to travel to purchase essential basic needs. Transient and Hardship files are exempt from receiving Isolation allowance.

The Administering Authority will issue monthly social assistance to applicants meeting eligibility requirements. Social assistance is granted from the date on which eligibility was established.

In *exceptional* circumstances, payments can be made retroactively to the date on which the social assistance application was received at the local office, if such issuance would alleviate hardship. Social assistance will be paid by cheque or electronic transfer issued in the name of the recipient, with the following exceptions:

- Assisted Management of Assistance
- Partial Administration of Assistance
- Third-party Administration of Assistance

### **Applicants under the age of 19**

Social Assistance may be granted to a person less than 19 years of age if:

- Exceptional circumstances exist (social or personal).
- The applicant demonstrates the need for assistance to provide for basic food and shelter.

NLG Programs and Services Directorate will determine eligibility for applicants less than 19 years of age. Written confirmation from NLG must be placed in the client file if approval is granted.

### **Roadmap to Independence**

The Roadmap to Independence is a requirement of the application process for Social Assistance as well as to be updated on a quarterly basis for continued eligibility. The Roadmap to Independence allows the client to have a strategy in place to gain the necessary skills/certification and to identify and address barriers to entering the work force and/or educational opportunities.

### **Burial**

The necessary costs of service related to burial or cremation may be paid by the Administering Authority only if no other immediate sources of funds or assets are available and are to be coded to the Basic Needs budget. For the purposes of policy, *funeral services* refer to all services related to burial, cremation, and other funerary practices.

Eligibility Criteria: Funeral services costs may be paid for persons who die on Nisga'a Lands if there are no other immediate sources of funds or assets available to meet those costs. Funeral services costs may be paid for a body to be transported to BC if it is of a recipient who was temporarily out of province, and if the body is transported back to BC at no cost to the administering authority. The Administering Authority does not pay for funeral services outside of BC.

Prior approval for funeral services payment must be obtained from the Administering Authority.

## **Assisted Management of Benefits**

Recipients of social assistance have the right and responsibility to manage their individual financial affairs. However, if for any reason social assistance is not used for the purposes intended, intervention methods may be imposed to ensure that the funds are utilized to provide for basic and essential needs.

For transparency and auditing purposes, there will be a clear separation of administration duties and accounting duties (i.e., the person who signs the cheque for the Nisga'a Social Development program is *not* the same person who determines eligibility, sets up the case, or calculates the budget and requests payment)

## **Termination of Assistance**

Social assistance payments cease when a recipient no longer meets conditions of eligibility. Closing a Social Assistance file should be documented on the Authority to Terminate Payment form (NSD-06). In most cases this will be because the recipient has secured employment or other means of support (i.e., income or assets in excess of allowable limits). Social assistance may be terminated, for the following reasons:

- Refusal or abandonment of employment opportunity;
- Refusal to participate in an appropriate training or rehabilitation program;
- Recipients' unwillingness to avail themselves for employment and/or educational programs; or
- Failure to provide information and documents required to establish or maintain eligibility.

## **Basic Needs - Shelter**

### **Shelter Allowance**

Shelter allowances are issued to social assistance recipients, within provincial maximum shelter rates. These maximum shelter rates are based on family unit size, and are inclusive of rent, utilities, and other allowable shelter costs.

Shelter allowances will only be issued to meet shelter costs if the following conditions apply:

- The applicant meets social assistance eligibility requirements;
- The applicant occupies the dwelling;
- In the event that a significant change occurs, the change must be documented, and evidence must be placed on the client file; or
- Evidence of actual costs, in the form of billings, receipts for fuel, utility, etc., and rental agreements, is produced for the Administering Authority and maintained on the client file.

Shelter expenses include, but are not limited to:

- Rent/Mortgage payments:
- Utility expenses (Hydro, telephone, propane).
- House insurance premiums:
- Water supply, Sewage Disposal, and Garbage pick:
- Telephone service:
- Board and Lodging:



- Shelter expenses for Shared Parenting Assistance:

Maximum shelter rates **must not be exceeded**.

### **Room and Board**

When Social Assistance recipients are in a board and lodging situation, they may be issued shelter according to the rate table in Section 15 of this policy. Room and Board is defined as a room that is provided by the head of household for a person or persons occupying space within a structure. Room and Board is to cover shelter expenses and Social Assistance recipients are required to utilize their Basic needs to provide for their essential needs.

### **Hardship Assistance**

Assessment for hardship assistance is undertaken only after an eligibility test for basic social assistance has been applied, and the applicant has been determined to be ineligible for regular social assistance.

Hardship assistance is intended to meet basic needs only, up to the maximum rates. Hardship assistance may be provided only where no other alternatives are available to meet basic needs.

Applicants are expected to use any and all resources available to them before hardship assistance is issued. Hardship assistance is provided for one month at a time, and eligibility must be re-established each month.

### **December Supplementary Allowance**

The December supplementary allowance is to provide assistance to eligible recipients to assist with extra expenses associated with the holiday season. This allowance is to be charged to and reported to the Basic Needs budget.

### **Family Bonus Top up**

The Family Bonus Top up to the maximum amount of \$123.50 per month for each dependent child may be issued in the following situations.

#### **Non-Recoverable Top up**

The following FB top-up allowances that are added to the family unit's monthly support allowance are not to be recovered:

- For each newborn dependent child, for the month they were born.
- For each dependent child 18 years of age, effective the second month following the child's birthday (i.e., child turns 18 on May 12, 2000 the second month is June) until they turn 19 years of age. If the child reaches 19 while still attending secondary school, the family unit will continue to receive the FB supplement until the end of the school year, as long as the child remains in school. A repayment agreement is not required to be on file, only file recording with attached documents to show amount of top-up issued attached to a completed Budget and Decision Form (NSD-02), signed by the client and the administering authority.

### **Recoverable Top up**

A temporary FB top-up may be issued:

- if, after filing their tax return, the family has more children than are declared to the CCTB program (i.e., this may include a newborn child, after the second month, when CRA has not yet instituted payments for the child)
- if the family is not on the CRA interface file because they filed a tax return by August • if the family was not a resident of BC for the previous taxation year

### **Isolation Allowance**

In consideration of the extra costs associated with travel to purchase essential supplies (i.e. Groceries, etc) out of the community, an additional \$75 is to be issued to all Social Assistance files with the exception of Hardship and Guardian Financial Assistance (GFA) for each month of eligibility.

## 4. OVERPAYMENTS & RECOVERIES

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In certain circumstances, social assistance may be recovered from clients by the administering authority. Recovery of assistance is required when issued and it is determined that the client is not entitled to, or while the client is awaiting other income or benefits.

Maximum deduction allowable for all overpayments and/or recoveries to be deducted is \$60 per month.

### **Hydro Repayment Agreements**

For the purposes of preventing Hydro disconnection or reconnecting Hydro on behalf of a Social Assistance client, a Hydro repayment agreement must be signed. Only 1 Hydro repayment agreement can occur per file, at a time, another agreement cannot be signed until prior agreement is paid in full.

## 5. SPECIAL CARE FACILITY – COMFORTS ALLOWANCE & CLOTHING ALLOWANCE

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A recipient who is receiving accommodation and care in a special care facility may be eligible for an allowance to meet personal needs when those needs cannot be met from family income or assets. Social Assistance benefits, both basic and shelter ought to continue for clients if they have dependents and/or are solely responsible for all shelter expenses (single family dwelling). This will ensure that they do not face hardship, eviction or utility disconnection while they are away for medical or rehabilitation.

Applicants and recipients must have had permanent residence on Nisga'a Lands immediately prior to their being admitted into a special care facility.

The special care facility may be a hospital, rehabilitation, treatment, community care or intermediate care facility, or any other facility providing physical or social care, but excludes a prison or correctional facility.

## 6. AWAITING OTHER BENEFITS

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Where a client is granted Hardship assistance (page 16) while awaiting receipt of benefits or settlements from other agencies such as: Old Age Security, Workers Compensation Board, Canada Pension Plan, the Department of Veteran's Affairs, the Insurance Corporation of British Columbia, or Employment Insurance benefits, the Administering Authority will require the client to sign a debt Repayment Agreement.

Debt recovery occurs as soon as the benefits or settlements are received.

The Repayment Agreement will only be signed if the anticipated benefit is retroactive to any period for which social assistance benefits are paid.

## 7. REQUIREMENT TO SEEK EMPLOYMENT

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Employable applicants and spouses must be available for, and actively seeking work at all times.

### **Exemption from seeking employment**

The following are exempt from seeking employment:

- Adult dependent who does not meet the residency requirements; or
- Applicant who is a single parent with at least one dependent who:
  - Is under seven years of age; or
  - Has a physical or mental condition precluding the single parent from leaving home for the purpose of employment.

Persons who fail to demonstrate participation in employment related activities, including employment search, may be found ineligible for assistance.

Single parents who indicate lack of child care as an impediment to employment search must demonstrate that all reasonable efforts have been made and no form of child care is available in their community.

A recipient who is employable, but unable to look for work for a short period of time due to illness or personal circumstances will be temporarily excused from job search activities. Reason(s) and timeframe must be documented in the clients file. Verification of illness or other circumstances must be documented on the recipients file with a date when they are able to resume seeking work

### **Proof of effort**

Clients are required to document on the Roadmap to Independence plan, the employment positions they have researched/inquired about/applied for.

## 8. EXEMPTIONS

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### **Earned Income**

Applicants and recipients are required to use all income not specifically considered as exempt to support themselves before receiving social assistance and to ensure that all possible income and means of support are pursued.

Only previous month's income is taken into consideration when assessing eligibility for social assistance. Exemptions only apply in the calendar month in which income is received, and cannot be pro-rated.

## 9. APPEALS/ADMINISTRATIVE REVIEW

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Applicants have the right to appeal a decision made by the Administering Authority regarding Social Assistance or Social Development programs and services.. Applicants can have their circumstances assessed objectively in accordance with the policies and procedures established respecting eligibility, and to have a forum for reconsideration and redress when an appeal disputes arise.

An Applicant or recipient can request a review of a decision of the Administering Authority on the grounds of:

1. Refusal to grant an allowance or service;
2. Reduction of an allowance or service; or
3. Cancellation or suspension of an allowance or service.

If the client is not satisfied with the decision resulting from the Appeal/Administrative Review, the client can request that the case be heard by an Appeals Committee.

Where there is no discretion in the policy to make a decision, there is NO decision that is open to appeal.

The following are examples of some non-discretionary issues:

- General eligibility requirements such as requirements to complete an application and notify the Administering Authority of the changes in circumstances.
- Amount of assistance rates.
- Rate changes resulting from policy amendments.



## 10. PROGRAM MONITORING & REVIEW

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The Nisga'a Lisims Government is responsible for monitoring and assessing the administration of the Nisga'a Social Development program in accordance with Section 20 of the *Nisga'a Programs and Services Delivery Act*.

The NLG Social Development Manager will verify monthly financial and statistical reports and annual reports submitted by the Nisga'a Nation administering Village Governments.

### **Objectives**

The Nisga'a Social Development program review process is designed to ensure that the Nisga'a Social Development Policy & Procedures Manual 2017:

- Adheres to section 20 of the *Nisga'a Programs and Services Delivery Act*;
- Provides support to the Administering Authority in the effective and efficient operation of the Nisga'a Social Development program;
- Determines that the rates and conditions outlined in the administrative tables set out under this Nisga'a Social Development Policy & Procedures Manual 2015 are met; and
- Identifies areas of concern and/or policy areas that require amendments.

### **Purpose**

The main purpose of the Nisga'a Social Development program review is to determine that an eligible individual has, on the basis of the case file, received proper payment for the assistance to which they are entitled in accordance with the Nisga'a Social Development Policy & Procedures Manual 2016.

Social Development Reviews include all budget/program areas as per the *Nisga'a Programs and Services Delivery Act*.

## 11. DISABILITY ASSISTANCE

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Disability Assistance is an additional benefit of the Nisga'a Social Development program **based on financial eligibility** and the existence of a disability, which satisfies the definition. Disability Assistance is **not a pension**.

Disability assistance is a category of social assistance that is provided by the Administering Authority to those clients who are unable to achieve financial independence because they have specific medical conditions that are barriers to employment and daily living activities.

Disability assistance provides an additional monthly allowance to eligible persons with disabilities who, as a result of the disability, incur extra and continuous costs associated with daily living not covered by Nisga'a Valley Health Board and/or Health Canada, Medical Services Branch under non-insured health benefits, or who require extensive assistance in managing normal daily functioning.

There is no obligation for clients to look for work or engage in employment related activities while they are eligible for Nisga'a Social Development disability assistance.

There are two levels of Nisga'a Social Development disability assistance:

1. Disability Assistance Level I (DBL I); and
2. Disability Assistance Level II (DBL II)

Each category has specific application, eligibility, and approval processes. Higher rates associated with both DBL I and DBL II is linked to extra costs or needs associated with the client's medical condition.

### **Disability Level I**

Where there are two adults on the Social Assistance file, both are required to be designated as DBL I in order to be eligible for DBL I rate. Persons with a Level I disability means a person, other than a dependent child, who:

- Is under 60 years of age; and
- According to Disability Level I Report form (NSD-16) has a medical condition that has continued for six months, and is likely to continue for at least 18 more months; and
- As a direct result of that medical condition has ongoing extra costs or requires ongoing assistance to perform daily living tasks; and
- Have no other sources of funding to pay for those extra costs or that assistance.
- 

### **Disability Level II**

Means an individual 18 years of age or older who:

1. As a direct result of severe mental or physical impairment
  - a. Requires extensive assistance or supervision in order to perform daily tasks within a reasonable period of time, or

- b. Requires unusual and continuous monthly expenditures for transportation or for special diets or for other unusual but essential and continuous needs, and
2. Has obtained confirmation from a medical practitioner that the impairment referred to in paragraph (1) exists, and
  - a. Is likely to continue for at least two years, or
  - b. Is likely to continue for at least one year and is likely to recur.

### **Monthly Nutritional Supplement**

Social Assistance recipients with Disability Level II designation can be eligible for a Monthly Nutritional Supplement if:

- the medical condition causing the progressive health deterioration;
- evidence of specific wasting symptoms (including malnutrition, underweight status, significant weight change, loss of muscle mass, bone density loss, neurological degeneration, significant organ deterioration or moderate to severe immune suppression); and
- The necessity of the supplemental items to alleviate symptoms that, left untreated would post an imminent danger to life.

This monthly nutritional supplement replaces all diet allowances.

Application for Monthly Nutritional Supplement must be submitted on the Monthly Nutritional Supplement Form (NSD-11).

## 12. SPECIAL NEEDS

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The special needs allowance is intended to provide financial assistance on a one-time, *exceptional* basis to recipients who face emergency needs they could not have planned for (*unforeseen circumstances*), to prevent imminent danger to their physical health, or for the immediate protection of a child. All expenditures must be within the annual Special Needs budget and every file may not receive Special Needs every year.

Special needs are not intended to supplement monthly assistance.

Applicants for special needs allowances must be eligible to receive social assistance for a minimum of three consecutive months unless there are exceptional circumstances present (each request to be assessed on case by case basis).

The existence of the special need must be established to the satisfaction of the Administering Authority.

## 13. HEALTH ASSISTANCE

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Nisga'a citizens and Nisga'a Indians receive insured and non-insured health benefits through Nisga'a Valley Health Authority and/or Medical Services Branch, (MSB) Health Canada. Non-status Nisga'a citizens receive health benefits thorough Nisga'a Valley Health Authority. Eligible non-status, non-Nisga'a citizens resident on Nisga'a Lands with Medical Service Plan (MSP) and PharmaCare coverage may be eligible for the health benefits. **Medical Service Plan**

MSP is a provincial Ministry of Health program that provides basic medical benefits to BC residents. MSP pays for medically required services from physicians and surgeons.

All BC residents are required to enroll with MSP.

Each person who is enrolled with MSP is issued a Care Card with a unique Personal Health Number that must be presented when health benefits are required.

### **MSP Coverage**

Non-status, Non Nisga'a citizen recipients with MSP coverage can be provided with premium-free medical coverage to assist with specific individual health needs and circumstances.

Specified health benefits may be provided to non-status, non-Nisga'a citizen recipients who meet eligibility criteria for each benefit. Eligibility for health benefits is determined on an individual basis.

### **MSP Premiums**

Non-status, non-Nisga'a citizen recipients on Nisga'a Lands can be eligible to receive premium-free assistance through MSP.

Premiums are based on an individual's net income (or a couple's combined net income) for the previous tax year, less deductions for age, family size and disability. Premium payments are due monthly and are based on the adjusted net income for the previous year.

### **Eligibility for MSP Coverage**

When applying for MSP coverage, recipients must demonstrate that they meet all of the following residency criteria:

- Must be a citizen of Canada or be lawfully admitted to Canada for permanent residence;
- Must make his or her home in BC;
- Must be physically present in BC at least 6 months in a calendar year; and
- Dependents of MSP beneficiaries are eligible for coverage if they are residents of BC

PharmaCare is a provincial Ministry of Health program that provides financial assistance to BC residents with the costs of purchasing prescription drugs and some medical supplies.

## 14. CHILD BENEFITS

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This section provides an overview of the types of child benefits that are provided to low income families with children. While child benefit payments are from sources outside of the Nisga'a Social Development program, they are interrelated and must be considered in the administration of the Nisga'a Social Development program.

The Canada Child Benefit (CCB) is a tax free monthly payment made to eligible families to help them with the cost of raising children under the age of 18. The Canada Child Benefit (CCB) is paid monthly for eligible children.

The Canada Child Benefit (CCB) payments are paid over a 12-month period from July to June of the next year. Generally, payments are made on the 20<sup>th</sup> of each month, or, if the annual entitlement is less than \$120, it will be sent as a single "one time" payment on July 20<sup>th</sup>. The Canada Child Benefit (CCB) is adjusted each July, using the family's net annual income from the previous taxation year.

The benefit may be adjusted during the year due to changes in family composition (spouse or children) or due to reassessment of tax returns.

## 15. ADULT IN-HOME CARE

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The objective of the adult in-home care services program is to support and enhance the dignity and independence of physically disabled, mentally disabled, or elderly adults, and to assist them to remain in their own communities with family and friends, thereby avoiding institutionalization.

The goals of the adult in-home care program is to promote personal independence; personal responsibility in planning and providing care, including supporting families in the development of a plan of care; the encouragement of family and community involvement in providing care; and the encouragement of a lifestyle consistent with community norms.

The underlying principle of the program is the belief that individuals are responsible, and wish to care for themselves and their families for as long as they are able to do so. The program is therefore supportive in nature, and provides services only to the extent that personal and family resources are unable to meet care needs.

The program recognizes the right and responsibility of the individual to remain at home for as long as it is reasonable, safe, and practical to receive support services in the home setting. Individuals are encouraged to participate, to the fullest degree possible, in the development and implementation of a plan of service delivery structured to meet their assessed care needs.

## 16. EMPLOYMENT & TRAINING

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### **Work Opportunity**

The first objective of the Work Opportunity program is intended to enhance the independence and employability of persons in receipt of social assistance through the creation of time-limited employment experiences.

The second objective of the Work Opportunity program is to provide needed community services, the development of community facilities, or the improvement of the community environment.

Social assistance funds may be used to subsidize a portion of the approved wage component of a Work Opportunity program project provided that the project:

- Is initiated, planned, and operated by the Nisga'a Village Government, or by committees or community groups that have been endorsed and empowered by Village Government;
- Employs adult social assistance recipients;
- Provides opportunity for as many eligible persons as possible to participate, so far as is reasonable and practical;
- Clearly defined with identified time frames for beginning and ending, and does not exceed one year; and
- Provides community improvements, facilities, or services.

### **The Training and Employment Support Initiative (TESI)**

The Training and Employment Support Initiative (TESI) is intended to assist social assistance recipients in developing the skills they need in order to enter vocational training, educational programs, or employment.

In order to receive assistance under TESI an individual must be in receipt of basic social assistance and must have an updated Roadmap to Independence.

Priority is to be given to employable singles and childless couples, particularly those under the age of 25.



## 17. COMMUNITY SOCIAL SERVICES

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Community Social Services funding is intended to assist in coordinating or developing projects that will detect, prevent or address broad community social issues to improve the quality of life for residents.

## 18. FAMILY VIOLENCE PREVENTION

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Program expenditures/activities must be aimed at reducing and preventing Family Violence in the communities.

# PROCEDURES

## 1. ASSESSING ELIGIBILITY

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All benefits issued under this section are to be coded to the Basic Needs budget.

### **Application Process**

Initial contact by a potential applicant of Social Assistance will be made by the applicant contacting the Administering Authority of the Nisga'a Village of their residence to book an appointment. At this initial contact, the applicant will be given a *Social Assistance Application Package (NSD—03)*. This package must be completed in full before being returned to the Administering Authority. Only complete applications can be assessed for eligibility.

Applicants/recipients of Social Assistance must meet all eligibility requirements as per section 3 of this policy manual by completing all relevant forms included in the *Social Assistance Application Package (NSD-03)*.

### **Intake appointment**

Prior to the intake appointment the Administering Authority should review the client's previous file and case notes to:

- Determine history of any outstanding repayments/overpayments that need to be recovered.
- Assess detailed list of all previous Special Needs expenditures.
- Review previous Roadmap for Independence or training plans.
- Review file for previous assisted management of benefits documents.

At the intake appointment, the Administering Authority will review the application package to ensure that all forms are completed in full and that all supporting documentation is provided. The Administering Authority is to initial the Social Assistance Application Package checklist to confirm receipt of each document.

The Administering Authority must:

- Ensure that the applicant is aware of what the forms are required for and what agency they will be sent to substantiate eligibility for SA.;
- Ensure that the applicant is aware that the application and all related forms are legal documents;
- Educate the applicant on how to report any income received, including the exemptions policies.
- Ensure that any incomplete sections of any required forms must be completed at the intake application.

The *Budget and Decision Form (NSD-02)* is used to document all applicant resources and monthly requirements to determine whether the applicant is financially eligible for social assistance and the amount of eligibility.

### **Shelter Assistance**

Shelter assistance are to be coded to the Basic Needs budget and are issued to social assistance recipients, within provincial maximum shelter rates outlined in the rate table found in Section 15 of this policy manual. No shelter allowance is to be issued when an applicant or recipient has already paid all shelter costs for that

month. If an applicant or recipient has met partial shelter costs, a shelter allowance for only the remaining shelter costs may be issued.

Maximum shelter rates must not be exceeded.

Shelter assistance expenses must be documented on the client file in the form of supporting documentation, and may include payments for:

- Rent/Mortgage
  - If the privately owned home is rented from the registered owner, and proper documentation in the form of a rental or tenancy agreement is provided:
    - Private ownership means the homes that are owned under:
      - Nisga'a Village Entitlement; or
      - Nisga'a Nation Entitlement.
  - If customarily charged for the accommodation and is not being charged because the occupant is in receipt of Social Assistance.
  - If the amount is reasonable in terms of family needs, size and condition of housing, and locally prevailing practices and/or rates in the community.
- Utility expenses (Hydro, telephone, propane)
- House insurance premiums
  - House must be owned, lived in and insured by the recipient and averaged over a 12 month period.
- Water supply, Sewage Disposal, and Garbage pick up
  - If customarily charged to all residents of the community.
  - Locally prevailing rates are used.
- Telephone service
  - Monthly rental of basic residential single line services.
  - Installation costs of a telephone line may be covered by a special needs allowance providing there is no other phone line in the home.
- Room and Board:
  - Room and Board will cover shelter expenses such as: Hydro, Rent, property tax, insurance, and telephone.
  - Where the head of households are eligible for social assistance and in receipt of room and board allowances from other Social Assistance clients that reside with them, EITHER the actual documented shelter costs OR room and board is to be issued whichever covers their total documented shelter expenses for the household.
  - Room and Board portion will be paid directly to the head of household.
  - Room and Board will not exceed the maximum shelter rates for unit size.
  - Limited to no more than 4 files paying Room and Board per residence.
  - If shelter expenses have already been covered for the month, no further shelter costs are to be issued to new or existing clients.
- Maximum shelter rates will *not* be exceeded.
- Shelter expenses for Shared Parenting Assistance:
  - To provide additional shelter assistance to parents who have a shared custody court order or shared custody parenting agreement filed in court showing that they have a child(ren), who is *not* listed as a dependent child under their file, but who resides with them for no less than 40 percent of each month.
  - Hardship recipients are not eligible for Shared Parenting Assistance.

- There is no support allowance component in Shared Parenting Assistance.
- In situation where parents have a 50/50 custody arrangement under a shared custody order or a shared parenting agreement, and they cannot come to an agreement with respect to designating which parent will claim the child(ren) as a dependent for assistance purposes, neither parent may claim the child(ren) as a dependent child(ren), but both of them are eligible for Shared Parenting Assistance.
- The amount of Shared Parenting Assistance equals the amount of increase in shelter allowance attributed to the family, when the shared child(ren) is added to the family unit, based on actual shelter costs

A rental agreement is to be copied and placed on the client file.

The Ministerial Guaranteed Certificate Number *or* Canada Mortgage and Housing Corporation (CMHC) Master Reference Number, *or* Personal Mortgage Number *must be referenced* on one of the following types of rental agreements:

- Social housing agreement;
- Nisga'a Village Government rental agreement;
- Personal mortgage agreement;
- Private rental agreement; *or*
- Housing loan repayment agreement.

#### **Equal Payment of Utility Bills**

Wherever possible, recipients are to be referred to utility suppliers to have utility bills averaged over a 12-month period. Equal payment or other utility averaging accounts will have an annual adjustment to ensure these payments are in line with costs. The Administering Authority must ensure these are taken into account when establishing a recipient's eligible shelter costs.

Adjustment refunds by the supplier are to be sent to the recipient, even if the Administering Authority is administering the recipient's funds. The refund is not to be considered income.

#### **Refinancing**

The shelter allowance will not be increased if the home of a recipient is remortgaged and the mortgage payments are increased, unless the previous mortgage term had expired.

#### **Decreased Family Unit**

Where the circumstances of an eligible recipient changes, creating a shortfall due to decreased family unit size, the Administering Authority can, on an *exceptional* basis, continue to issue shelter allowance at the previous unit size for a period up to three months.

#### **Hospitalization**

If a recipient is temporarily hospitalized, the Administering Authority can issue current eligible shelter allowance to maintain the home for a period up to three months. This can be extended, subject to written confirmation from the physician as to an estimated release date, but cannot exceed a maximum of 12 months.

### **Shelter Maximums**

In no case shall the total shelter allowance issued for all shelter costs (rent, heat, hydro, phone, mortgage payment, etc.) exceed the provincial maximum shelter rates.

### **Roadmap to Independence**

The Roadmap to Independence plan provides a client with an individualized, personalized plan that outlines the resources and supports, formal and informal, upon which the client will rely. The plan is created with the assistance of the Administering Authority.

The plan identifies:

- The programs, resources and supports the person has chosen to use;
- The client's intention or desired outcomes from the program, resource or support;
- Which agency or department that can provide the program, resource or support; and,
- How and when those supports will be reviewed for effectiveness.

The Plan is intended to be a quick reference of goals for the client to address any barriers to employment and/or education programs and to develop a plan of action to enter either the workforce or an educational program to increase employability skills:

- A Plan must be completed for all clients who are not exempt from seeking employment;
- A Plan must be completed for all clients who receive Training and Employment Support Initiative ("TESI") supports;
- The Plan provides a written summary of goals, the plan/strategy of each support, the responsible person(s) for each support, the target dates, and resources required;
- Roadmap to Independence must be completed by all new applicants (who are not exempt from seeking employment) and must also be reviewed and/or updated on a quarterly basis;
- The Roadmap to Independence may be shared (with written permission) with other departments and/or agencies that provide relevant services. (I.e. Post-Secondary department).

### **Quit Work or Fired for Cause**

Some examples of acceptable reasons to voluntarily leave employment, but is not restricted to:

- Having a physical or mental health condition which precludes maintaining employment;
- Sexual or other harassment;
- Discrimination;
- Dangerous working conditions;
- Following a spouse to new employment;
- Leaving an abusive relationship;
- Having the care of child or other immediate family member who has a mental or physical medical condition which requires the person to care for them.
- Reasonable assurance of another job

Reason(s) for leaving work must be documented on client file. Suitable employment is defined as available employment, which the person is able to perform, which pays at least the minimum wage and will maximize the person's independence from assistance.

### **Job Loss for Cause or Quit Employment for other than Medical Reasons**

Individuals who, through their own misconduct, lose their employment, or who terminate their employment for other than medical reasons, are not eligible for hardship assistance except where they can provide documentation that demonstrates that they are contesting the loss of employment. This may include an appeal of Employment Insurance (EI) benefits, a complaint by Human rights, Labour Standards or the union where appropriate, and the complaint is directly related to loss of employment.

### **Refusal of Employment**

Individuals or spouses who refuse to accept employment that is available and within their capability to perform are not eligible for either regular or hardship social assistance for a period of one month. Exceptions may be made only if there are dependent children on the file.

### **Payment of Assistance / Assisted Management of Benefits**

When a report is received that a client is not using the funds as intended to cover essential needs, intervention processes may be initiated. The following support in managing benefits may be offered:

- Budgeting resources/templates can be provided;
- Social assistance may be issued on a weekly or bimonthly basis, rather than monthly;
- A portion may be paid via purchase orders;
- Direct payments to vendors (i.e. Landlords, BC Hydro)

Under administration of assistance, the Administering Authority may issue part of the client's assistance by cheque or purchase order that is payable to:

- the client, or to the supplier of goods or services (e.g. rent, electrical service, fuel, food, clothing, or items approved as special needs); or
- both client and supplier.

The balance of the client's entitlement will be issued by separate cheque to the client.

Administration of assistance should be limited to areas in which recipients are having severe problems so that they maintain the maximum responsibility for their own affairs.

Staff should never cash a recipient's cheque or voucher, nor should they make cheques payable to themselves on behalf of a client.

Administration of a client's social assistance, whether partial or full, should be limited to that period of time during which a need for such help is evident.

Alternatively, clients can choose to sign a Third Party Agreement to have all or a portion of their Social Assistance to an immediate family member. This option is at the request of the client only, and the Third Party



Agreement must clearly state the amount and time frame for the issuance of assistance to an alternate person.

If a client has a power of attorney in place to manage their financial responsibilities and assistance are issued to another individual, a copy of the Power of Attorney must be placed in the client file.

Staff should never cash a recipient's cheque or voucher, nor should they make cheques payable to themselves on behalf of a client.

### **Termination of Assistance**

Recipients should be made aware, in writing, that assistance may be discontinued for the reasons outlined in the policy section.

If it is necessary to terminate assistance, clients should be advised so that the consequences of their decision or inaction, as well as measures that may be taken to prevent loss of assistance, are understood, especially where dependents are involved.

Social assistance shall terminate with the payment for the period during which the recipient ceases to meet the conditions of eligibility.

Whenever a decision is made to terminate the client's assistance, the client has the right to appeal the decision and should be informed of this right.

### **Burial**

All costs for Burial and funeral services will be charged to the Basic Needs budget. Where eligibility for service has been established for funeral services, the Administering Authority will pay a funeral providers basic service fee up to a maximum of \$1,285. This cost covers immediate disposition and must include, at a minimum, the following:

- Transportation of the deceased person;
- Completing and filing the registration of death;
- Obtaining a burial or cremation permit;
- Professional and staff services;
- Use of facilities and equipment of a funeral services provider

Other items or service fees – Maximum of \$815

Other items or services are considered in addition and incidental to the service provided under basic service fee. The funeral services provider may charge up to the maximum amount for additional fees such as:

- Co-ordination of bereavement and rites and ceremonies;
- Attendance of staff services and visitation;
- Preparation of the deceased including embalming, dressing, hairdressing, and;
- Use of a funeral home or chapel facilities and equipment for a memorial and funeral services.

Not all of these items will be requested all of the time.

Where eligibility for service has been established, whether burial or cremation is chosen, the Administering Authority will pay for transportation of the body within BC.

The lowest reasonable cost will be paid by the Administering Authority and only if prior approval has been obtained.

Where eligibility for service has been established, whether burial or cremation is chosen, the Administering Authority will pay for the lowest reasonable cost for a casket.

### **Hardship Assistance**

After an applicant has completed an application for social assistance and it has been determined that they are not eligible for assistance, hardship assistance may be considered. Hardship assistance is to be repaid in full with the exceptions as noted. Circumstances in which Hardship Assistance can be considered include:

All alternatives to assistance have been exhausted and where:

- An applicant, adult dependent, or spouse in the family unit has applied for, or is awaiting other assistance;
- Applicants who have been denied regular social assistance because of income in excess of social assistance rates can be assessed for hardship assistance depending on their circumstances;
- Employable applicants or spouses in the family unit have quit work or been fired for cause;
- A person in the family unit, whether adult or child, has a current sponsorship agreement, and this agreement has not been determined to have failed or expired;
- An applicant, adult dependent, or spouse is involved in a strike or lockout; or
- Repayment agreements *must be completed each month* hardship is issued in the following situations:
  - Awaiting other assistance or income from another source; or
  - Where an employable applicant has quit work or been fired for just cause, does not accept work within their capabilities, or are not seeking work.

### **Non-repayable Hardship assistance**

The following are non-repayable and case notes are required, to determine justification of non-repayment:

- Hardship issued when the administering authority has determined that the applicant has been a victim of family violence and may be faced with further violence if required to pursue excess assets or excess income;
- Hardship issued for sponsorship breakdown; or
- Hardship issued for strike or lockout.

### **December Supplementary Allowance**

The December supplementary allowance is to provide assistance to eligible recipients to assist with extra expenses associated with the holiday season.

Recipients of social assistance, excluding Guardian Financial Assistance (GFA) and hardship recipients, who will be in receipt of assistance for the month of December, are eligible to receive this allowance.

The amount of the benefit is as follows:

- \$100 for a single person.
- \$200 for a childless couple.
- \$200 for a family with dependent children

\$50 for each dependent child in the family.

### **Isolation Allowance**

An additional \$75 is to be added to all Social Assistance files except for Hardship and be documented on a Budget & Decision form (NSD-02)

## 2. OVERPAYMENT & RECOVERIES

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### Client initiated overpayments

Where the administering authority becomes aware that clients have received assistance that they are not entitled to, the following procedures apply:

- The client must be contacted immediately;
- The administering authority must discuss the nature of the overpayment and request an explanation from the client;
- Depending upon the client's explanation and the administering authority's knowledge of the situation, the administering authority can conclude that a fraud has occurred *or* that the overpayment was not deliberately intended by the client;
- Where the administering authority believes that the client's actions were unintentional, pertinent procedures should be reviewed with the client, and the client cautioned as to the legal nature of these procedures. As well, the client should be advised of how to proceed in future to avoid overpayment;
- Unintended client-initiated overpayments must be recorded on the client file and recovered by completing a repayment agreement. A suitable plan of recovery of funds will be discussed. If the client refuses to enter into a voluntary plan for repayment, recovery may be affected by reducing any allowance payable to the client, or by proceedings in a court of competent jurisdiction to recover the funds;
- Reimbursement payments should be made to the affected Village Government; and
- Deductions made from allowances for recovery of overpayments must be noted on the Budget and Decision Form (NSD-02), until such time as the overpayment is recovered in full.

### Office Initiated Overpayments

Where an overpayment has been made to a client due to an error by the administering authority, the following procedures apply:

- The client must be contacted.
- The administering authority must explain to the client the nature of the office error, and the amount of overpayment. The client's correct entitlement will need to be re-established, and noted on file and on the *Budget and Decision Form* (N901-25).
- Office-initiated overpayments must be recovered.
- The above must be explained to the client.
- The administering authority and the client negotiate the best method of recovery (i.e., cheque or money order, or deduction from assistance) and complete a repayment agreement.
- If the client has spent the overpaid funds on essential items such as food, clothing, or furniture, and receipts are provided, the administering authority may decide to waive recovery if the client would suffer hardship as the result of a reduced allowance.
- Where such a decision is made, the specific circumstances of the situation and the reasons for the decision must be recorded on the client's file for auditing purposes.
- The client has the right to appeal a decision that reduces assistance.

## Repayment Agreements

A Repayment Agreement is a contract between the Administering Authority and the client, to recover an overpayment that has been made to a client due to an error by the administering authority or if the Administering Authority discovers that the client did not disclose income. The client acknowledges the debt and agrees to commence to repay that debt. A deduction amount is included in the agreement. An obligation to repay assistance arises in three ways:

1. Where assistance has been issued, and the client has subsequently been deemed ineligible due to non-disclosure of information, false representation, or error;
2. When a client is issued repayable categories of hardship assistance (see policy below); or
3. Where a repayable benefit has been issued.

Repayment agreements can be waived by the Administering Authority in cases where the client has been the victim of family violence, and where the pursuit of repayment would result in the client being placed at risk of further family violence. Case notes should be placed on file.

A debt cannot be transferred from one file to another.

Once a repayment agreement is in effect, debt recovery will continue until such time as the debt is repaid in full. Monthly deductions will commence at **10% of balance owing or to a maximum of \$60 per month** from social assistance payments until debts are repaid in full.

For Family Bonus Top-up Allowance, or a lost or stolen, unendorsed child benefits cheque, the entire amount is to be recovered from the next month's social assistance entitlement if the client has not already made the repayment upon receipt of benefits (including retroactive benefits).

## Repayment of Hardship Assistance

Monthly deductions will commence, or full repayment of the debt will be obtained, when the client is no longer receiving hardship assistance. Case notes must support justification of non-repayment.

Non-repayable hardship assistance occurs:

- When the applicant has been a victim of violence (fleeing abuse);
- Sponsorship breakdown;
- Strike or lockout; or
- Family with insufficient identification.

### 3. SPECIAL CARE FACILITY – COMFORTS & CLOTHING ALLOWANCE

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#### **Comforts Allowance**

If eligible, recipients in care facilities or residential treatment facilities will receive a comfort allowance of up to \$95 per month or continuance of the regular Basic and Shelter rate, especially if there are children and/or dependents on the file.

The allowance is for the personal and recreational needs of the recipient, i.e., haircuts, personal laundry, television rental, or transportation to recreational activities. The allowance may not be used to purchase items or services for other residents of the facility.

The comforts allowance is not to be used to supplement the subsidized rate paid to a facility for the care of the person.

Comforts allowance and social assistance cannot be issued to persons in the same month.

An allowance could be authorized for the purchase of essential clothing for a person confined to a special care facility other than an alcohol and drug treatment facility, correctional centre, or prison, if the clothing is not provided under the institutional program, and if the applicant has no available assets or income.

Assessment of the need for a clothing allowance is the responsibility of the Administering Authority, and provision of the allowance is not to be made until an assessment has been completed.

## 4. EXEMPTIONS

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Income apply only in the calendar month in which the income is received and exemptions only apply for the calendar month in which income is received and should not be prorated. For example if a client receives unearned income (such as Employment Insurance) on April 01 and 15 and a pension on April 28, all of this income is to be taken into consideration when assessing eligibility for benefits for May Social Assistance.

### Deductions from earned income

- Mandatory Employee related costs – such as Employment insurance, Workers’ compensation, income tax, medical insurance, pension plans, union dues.
- Essential operating costs with room and board.
- Income from self-employment: all income generated by the business less documented expenses directly related to (and not to build up the company) the operations is considered to be available income.
- Exemption on earned income: Earned income for applicants/recipients under 60 years of age, and in receipt of social assistance are eligible for exemptions on earned income including:
  - Single persons: up to \$200 per month.
  - Persons with dependents: up to \$400 per month.
  - Childless couples: up to \$400 per month.
  - Disability Level I:
    - Singles: Up to \$500 per month.
    - With Dependents: Up to \$500 per month.
  - Disability Level II:
    - Singles: up to \$800 per month.
    - With Dependents: up to \$1000 per month.
  - Enhanced earning exemptions: (not for DBL I or DBL II):
    - An additional 25% to the balance of earned income in excess of the flat rate earnings exemption.
    - Time limited to 12 of 36 months starting with the first month utilized.
  - Exceptional Circumstances Exemption is a benefit to transition continuing and/or long term social assistance clients who successfully obtain full time employment.
    - Eligibility requirements for Exceptional Circumstances Exemption are:
      - Clients that obtain full time permanent employment (35 hours per week or more); and
      - Continue to reside in one of the Nisga’a Villages.
    - Only shelter expenses will continue up to a maximum of 3 months, it does not include eligibility for other Social Development programs (i.e. Special Needs and TESI which are tied directly to Basic). This is limited to once every 24 month period and does not include seasonal employment. Clients must provide confirmation of full time permanent employment to be eligible.
    - Clients accessing this benefit must provide receipts of shelter expenses paid in order to continue to be eligible.
    - To support the transition to full time permanent employment, shelter expenses continue for a maximum of three months as follows:
      - First month: 100 % of shelter;
      - Second month: 75 % of shelter; and
      - Third month: 50% of shelter.

## Unearned Income

Unearned income is defined as: money, goods, capital gains, or services derived from:

- Money, annuities, stocks, bonds, shares and interest bearing accounts or properties, and other assets
- Pensions
- Disability Assistance
- Criminal injury compensation
- Awards
- Compensation benefits
- Employment insurance
- Old age Security (OAS) or guaranteed income supplement (GIS)
- Superannuation (retirement) benefits
- Maintenance payments (see exemptions section)
- Union benefits
- Education and training living allowances, grants, loans, bursaries or scholarships
- Per capita band distribution payments, except for Nisga'a Elders' package
- Claims settlements
- Income Tax refunds

Unearned income is deducted from social assistance except as specifically outlined. The deductions and exemptions apply only in the month in which the income is received and must not be applied retroactively or pro-rated prospectively.

Specific claims, settlement, criminal injury awards, lotteries, games of chance and other lump sum awards:

- Any portion awarded for the loss of property is not classified as income.
- Recipients may use the income to build assets.
- Any portion used to purchase essential household furnishings, clothing, pay outstanding utility costs, will not be deducted if receipts are provided.
- Clients will be deemed ineligible for one month for every \$2,000 of income after any exemptions.

Orphan's benefit: flat rate of \$100.



## 5. APPEALS/ADMINISTRATIVE REVIEWS

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### Appeals process

The Applicant or recipient shall show the grounds for appeal in writing, using the *Request for Administrative Review & Appeal (NSD-09)* form, which is to be mailed or delivered to the Administering Authority within 10 business days of the decision being appealed.

For existing clients, upon receipt of a completed request for administrative appeal from a recipient, the allowance shall be reinstated at the rate existing prior to the decision being appealed, and shall not be varied during the appeal, subject to the Applicant (appellant) continuing to meet the conditions of the appeal process and all other eligibility requirements.

For new applicants, the decision to refuse to grant an allowance or service shall stand during the appeal process, until it is overturned by the decision of administrative review or the decision of the appeals committee.

Within 10 calendar days of the receipt of the notice of appeal, a representative of the Administering Authority who was not party to the original decision, and the Village Government Senior Administrator shall review the appellant's application, the reasons for the decision of the Administering Authority, and the substance of the appeal, and come to a decision respecting the matter.

If the review pertains to disability assistance, the period for the review is 30 calendar days.

The decision of the administrative review may be to:

1. Deny the request for administrative review or appeal on the grounds that the matter is not appealable;
2. Confirm the decision;
3. Revise the decision; or
4. Refer the matter to an appeals committee.

The decision of the administrative review shall be recorded on the *Administrative Review and Appeal (NSD-17)* form, with clear reference made to the policy upon which decision made. A copy shall be given to the appellant.

The Administering Authority shall explain the decision to the appellant. Copies of the completed form shall be placed on the applicant's or recipients social assistance file.

If the decision made at the review is acceptable to the appellant, any necessary action shall be taken, and the matter considered concluded.

If the decision made at the administrative review is disputed by the appellant, they must indicate this on the notice of appeal form, and return it within seven calendar days to the Administering Authority who will place the matter before an appeal committee.

## Appeals Committee

The appeals committee shall be formed within 14 calendar days of receipt of a re-submitted notice of appeal.

The Appeals Committee shall comprise of:

- Three Social Development Administrators from the three Village Governments not included in the appeal; and
- A chairperson selected by the Appeals Committee (within the committee).

The chairperson shall:

- Convene the committee within fourteen calendar days of chairperson's nomination.
- Notify in writing the appellant, NLG, and the village chief and council of the time, date, and place of the hearing.
- Carry out the responsibilities of the chairperson at the hearing, ensuring that the proceedings are conducted and recorded in an appropriate manner.
  - Inform the appellant in writing of the findings of the Appeal Committee.
  - Maintain a file on the hearing of the Appeal Committee, to be submitted upon the conclusion of the hearing with a final report to the Administering Authority and NLG.

The Appeal Committee may proceed with a hearing subject to the following conditions:

- No appeal may be heard unless the three members of the committee are present.
- The hearing is to be held at the office of the Administering Authority, or at a suitable location in or near the appellant's community of residence.
- Appellants may be present at the hearing, or be represented by a person of their choosing.
- If a representative is present, a signed statement from the appellant designating the individual as the appellant's representative must be placed on the hearings record.
- The chairperson will contact appellants to determine whether or not they intend to proceed with the matter, and will reschedule or dismiss the matter as indicated.
- The appeal committee shall be provided copies of the administrative review and appeal form, and the notice of appeal form to identify the decision being appealed.
- The committee may call for and examine any documents relating to the appellant's application, the *Nisga'a Social Development Policy & Procedures 2017 Manual*, and any directives or statements of policy and procedures relating to the Nisga'a Social Development program.
- NLG or the Administering Authority may withhold sensitive materials (i.e. information relating to fraud, child protection situations, or third parties)
  - Documents provided to the committee remain the property of the Administering Authority or NLG.
- The Administering Authority may be called upon to identify and explain any documents that are examined by the appeal committee.
- Appellants, or their representatives, have the right to explain fully their position with respect to the decision being appealed, to produce witnesses, who can provide relevant information, to question any witnesses who appear at the hearing, and to question the Administering Authority.
- The Administering Authority will be required to explain the decision on the matter in the context of the *Nisga'a Social Development Policy & Procedures 2017 Manual*, and has the right to question the appellant and witnesses who appear at the hearing and to produce witnesses who can provide relevant information.

- The appeals committee may question any person present at the hearing, or consult or seek information from any individual who can assist in the hearing.
- Witnesses called upon to give evidence may be present only while giving evidence.
- When the appeals committee is unable to complete the hearing of an appeal, the case may be adjourned for a period not exceeding 30 days.

Decisions of the appeals committee shall be determined by majority vote. An appeals committee may dispose of an appeal as follows:

- Dismiss the appeal in the case of non-appearance of the appellant or duly appointed representative;
- Make a ruling consistent with the policy and procedures of the program with respect to the matter being appealed; or
- Identify and make recommendations respecting policy and procedures, which it considers require review.

The chairperson shall submit a final written report, to the NLG Programs and Services Directorate and the respective administering authority signed by the three members of the appeals committee, together with the hearing file. The report shall include:

- Date, time and place of hearing;
- Names of all persons attending the hearing;
- Decision; and
- Finding of the appeals committee.

The proceedings of the appeals committee are confidential and the decision of the appeals committee is final.

## 6. PROGRAM MONITORING & REVIEW

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### **Schedule**

On site program reviews will be conducted in each Village Government office on an annual basis.

Program reviews will be conducted as follows:

1. Letters will be sent out from NLG Programs and Services Directorate informing the Village Governments of the date of the review.
2. A mutually agreed upon percentage of Social Development program files will be reviewed.
3. The reviewer will identify specific months to be reviewed and request all paperwork for that month.
4. Once a review has been conducted, the reviewer will meet with the Social Development staff and Village Chief Administrator to discuss findings, areas of concern, and recommendations.
5. Within the next two weeks, a written report will be submitted to the village government including recommendations for changes.
6. A follow up review will be conducted in two months (when changes are recommended).

## 7. DISABILITY ASSISTANCE

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### Disability Level I

To qualify for the Disability Assistance Level I category, a client must have a medical condition, which meets the following two criteria:

- The medical condition is confirmed by a medical practitioner and that in the opinion of the practitioner, the condition has continued for at least six months and is likely to continue for at least eighteen more months, unless there is a sudden onset of a medical condition (i.e. bone fracture, etc) ; and
- Has occurred frequently in the past 12 months and is likely to continue for at least 18 more months, and the confirmed medical condition seriously restricts the client's ability to search for, accept or continue employment or employment related training.
- When there are two adults on the Social Assistance file, both adults must be designated as DBL I in order to qualify for DBL I rates.

Social Assistance recipients (one or both adults in a family unit) with DBL I category, are eligible for the following:

- Higher social assistance rate;
- Enhanced medical coverage for eligible non-status, non-Nisga'a citizens (clients);
- Dental coverage of \$250 per year for eligible non-status, non-Nisga'a citizens clients; and
- Earnings exemption of \$500 per month per family unit, provided the family has been on assistance for 3 consecutive months.

**Note:** Enhanced medical assistance is only available to non-status, non-Nisga'a citizen social assistance recipients who meet the BC medical Services Plan requirements for coverage.

### Disability Level II

Inform clients that DBLII assistance issued to a client with DBLII designation is not a pension.

Clients who are designated Disability Level II (DBLII) may be eligible for a higher rate of social assistance and additional benefits to meet the challenges they face as a result of their disabilities.

The Nisga'a Lisims Government, federal government and each province and territory has its own definition of Disability Level II and Persons with Disabilities. To be eligible for the on-Nisga'a land DBLII designation, the client must be designated through the Nisga'a Lisims Government.

In order to receive the NLG DBLII designation, a person must be 18 years of age or older and must have a severe mental or physical impairment that:

- In the opinion of a medical practitioner is likely to continue for at least 2 years; and
- In the opinion of a medical practitioner:
  - directly and significantly restricts the person's ability to perform daily living activities either

- continuously; or
- periodically for extended periods; and
- As a result of these restrictions, the person requires help to perform daily living activities.

A person who has a severe mental impairment includes a person with a mental disorder.

A person requires help with a daily living activity if, in order to perform it, the person requires:

- an assistive device;
- the significant help or supervision of another person; or
- the services of an assistive animal.

### **Eligibility for Disability Level II designation**

A person who is 18 years of age or older can apply for DBLII designation if they meet all social assistance eligibility requirements (e.g., residency citizenship, income and asset levels).

Once designated, the client's DBLII designation is reviewed at least once every five years and may be rescinded. Clients with DBLII designation retain the designation when they leave income assistance and are not required to apply for the designation upon reapplication for social assistance.

Individuals who receive the Persons with Disability (PWD) designation from the BC Ministry of Employment and Income Assistance (MEIA) or INAC before moving on-Nisga'a Lands are not required to complete a DBLII application (NSA 301). Instead they may be subject to a file review by NLG to confirm their eligibility for the DBLII designation and/or have designation letter placed in client file.

### **Assessment of DBL II applications**

The following process is to be used to assess DBL II applications:

- Clients are to contact their local Social Development Administrator to obtain a DBL II application.
- SDA to review application with client, including the requirement to have the application completed in full and to attach any documents that would be beneficial in assessing eligibility.
- SDA to place a note in the client file of the date the client received a DBL II application.
- Client is responsible to book a medical appointment and have the application completed in full.
- Client to book an appointment with the SDA to submit the completed DBL II application form.
- SDA to document in the client file the date the complete application was submitted and mail the original document to NLG, along with sending an email to indicate that an application is on route.
- Once NLG receives the completed application form, an email is sent back to the SDA to indicate receipt.
- NLG P & S Directorate staff books a meeting to have the application reviewed within 10 business days.
- Upon completion of the adjudication, NLG will send a letter directly to the client/applicant with a copy sent to the local Social Development Department. The letter will outline specific reasons for the decision.

## **Disability Level II Assistance**

A client with the DBLII designation shall be eligible for:

- higher disability assistance rates (rate chart for Disability Level II);
- enhanced medical coverage (non-status, non-Nisga'a citizen);
- dental coverage of \$1000 per year for the DBLII client, \$500 for the spouse (if non-status, non-Nisga'a citizen);
- earnings exemption of \$800 per month for a single person with DBLII designation;
- earnings exemption of \$1000 per month for a family unit where both persons have DBLII designation;  
or
- earnings exemption of \$1000 per month for a family unit where one individual has DBLII designation.

## **Monthly Nutritional supplement**

1. Disability Level II client's will obtain and review the Monthly Nutritional Supplement Application Form (NSD-11) from the Administering Authority.
2. The client completes the application process with assessor and physician and returns the completed form to the Administering Authority.
3. The Administering Authority forwards the completed form to Nisga'a Lisims Government Attn: Social Development Manager.
4. NLG Directorate reviews the application form and provides a written approval or denial letter to the Administering Authority to be forwarded to the client as well as placing a copy in the client file.
  - a. If approval is granted, an amended Budget & Decision form is to be completed and attached to the first monthly payment of benefits.
    - i. Expenditures are to be documented on the monthly Social Development Statistical & Financial Report (NSDR-01) in the Basic column with a notation in the comments section identifying Monthly Nutritional Supplement (MNS = \$165)

## 8. SPECIAL NEEDS

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Recipients must exhaust all resources including liquid assets and the assistance of community agencies *before* eligibility can be determined.

Where eligibility is determined, *the least costly way to meet the need* may be authorized.

All issuances of special needs allowances *must* have documentation attached to a completed *Budget and Decision Form* (NSD-02), and a Special Needs Allowance form (NSD-23) including signatures of both the client and Administering Authority.

All expenditures outlined in this section are to be charged to the Special Needs budget.

### **Reasons for the decision must be documented on the recipient's file.**

Note: The Special Needs budget is a limited, fixed budget allocation, and all expenditures must be within annual available resources. Therefore purchases for individuals/families should be based on extreme need, and generally limited to one Special Need item in any fiscal year with the exception of Natal Allowance and Special Diets.

The social development program is not responsible for debts incurred by an individual or family, and social assistance allowances may not be pledged or otherwise encumbered to secure loans. Special needs allowances may not be issued to cover debt arrears except as identified in Rent Arrears, and Utility Arrears earlier in this section.

An applicant for a special needs allowance for essential household appliances and furnishings must:

- Have explored all other reasonable, available alternatives including other financial resources and charitable or religious organizations;
- Provide at least two estimates for the required furniture or repair

Due to the limited budget, Special Needs is not available to every individual/family every year. The following areas are considered as special needs:

TYPE	DESCRIPTION	FREQUENCY
Rent arrears	Not to exceed one month's rental arrears to prevent eviction that will cause serious harm to an individual or family.	One time only
Rental Security Deposit	A one-time only security deposit to be paid directly to the landlord for those clients in private, village owned, or CMHC sub-let homes only. A rental agreement <i>must</i> be on file. <ul style="list-style-type: none"> <li>• Not exceed 50% of the monthly rental cost;</li> </ul>	Be one time only until any past Security Deposits have been fully recovered.



	<ul style="list-style-type: none"> <li>• Be repayable, with a repayment agreement signed and deductions from the client’s social assistance to begin the following month at \$20 per month;</li> <li>• Be paid directly to the landlord;</li> </ul>	
Utility Arrears	Only to be issued once for any individual or family, to a maximum of \$300 to prevent discontinuance of an <i>essential</i> utility service.	This benefit is to be issued only once every 36 months.
Hydro Security Deposit	<p>When required to maintain or connect Hydro, a deposit will be paid directly to BC Hydro on behalf of the client. This is recoverable and a repayment agreement must be signed and deductions will be made from the recipient’s social assistance entitlement the month following at either 10% of the deposit or up to a maximum of \$60 per month.</p> <p>Once the Hydro deposit has been recovered in full and if the client is repaid the deposit from Hydro, this will not be considered income and will not be deducted from their entitlement.</p>	Be one time only until any past Security Deposits have been fully recovered.
Eye Exam Fees	<p><u>Status non-Nisga’a Citizens:</u></p> <p>Status non-Nisga’a citizens, who see an optometrist, are required to pay a fee of \$60, and the Administering Authority may pay this amount.</p> <p>For these recipients the Medical Services Branch, of Health Canada will reimburse the amount of \$44.83. Because this amount will be reimbursed to the client at a future date, and it was paid by the Administering Authority, a repayment agreement must be completed for the \$44.83.</p> <p><u>Non-Status, Non-Nisga’a Citizens:</u></p> <p>Non-status, non-Nisga’a citizens who see an optometrist, will have the amount of \$60 paid by the administering Village Government and there is no repayment required.</p>	Once every 2 years
Essential Household Appliances & Furnishings	<p><u>Repair or Replacement</u></p> <p>A recipient of social assistance may be granted an allowance to repair or replace essential household appliances or furniture, if the appliance or furniture is owned by the recipient and not part of the rental agreement.</p> <p><u>Social Housing</u></p>	<p>Dependent on available budget.</p> <p>Not intended to be an annual allocation as Special Needs is a limited, fixed budget</p>

	<p>A recipient moving into new social housing who is without essential household furniture may be granted a special needs allowance to purchase such furniture. Note: CMHC funded social housing projects provide for basic major appliances (refrigerator, stove, washer, dryer).</p> <p><i>Essential appliances</i> are defined as:</p> <ul style="list-style-type: none"> <li>• Stove</li> <li>• Refrigerator</li> <li>• Washer</li> <li>• Dryer</li> <li>• Hot water tank</li> <li>• Freezer</li> </ul> <p><i>Essential household furniture</i> is defined as:</p> <ul style="list-style-type: none"> <li>• Box spring, mattress, and covers for both box spring and mattress</li> <li>• Kitchen table and chairs</li> <li>• Sofa</li> <li>• Lamps (where no overhead lighting is present)</li> <li>• Dressers (where no built-in bedroom cupboards are present)</li> <li>• Essential cooking instruments (pots and pans)</li> </ul> <p><i>Exceptional Household Items</i></p> <p>In exceptional circumstances, and with the written recommendation of a qualified medical practitioner, an allowance may be granted for the following items:</p> <ul style="list-style-type: none"> <li>• Vacuum cleaner</li> <li>• Humidifier</li> <li>• Dehumidifier</li> </ul>	<p>allocation and issuance is based upon extreme need.</p>
Disaster Aid	<p>To assist with the replacement of basic and essential household furnishings, food, and clothing lost to fire, flood, or other disaster.</p>	<p>One time only</p>
Incentive Allowance	<p>Incentive allowances are intended for social assistance recipients who are unable to enter an employment or training plan at the present time, but who wish to pursue a volunteer placement and engage in community service to enhance their future employability.</p> <p>No more than one member of a family may receive Incentive allowance at any one time. Incentive allowance of up to \$100 may be issued per month.</p>	<p>Dependent on available budget</p>
Natal Allowance	<p>A natal allowance provides a monthly benefit of \$50 to a recipient who is pregnant, or to a family unit in which there is a child under the age</p>	<p>Monthly allowance based upon documentation</p>

	<p>of seven months, to assist in meeting miscellaneous extra costs associated with the prenatal and postnatal periods.</p> <p>A natal allowance may be approved for a period commencing with the confirmation of pregnancy, and extending for a period of up to six month following the date of the birth of the child.</p> <p>In the event of multiple pregnancies or multiple birth, the allowance may be increased to a maximum of \$90 per month.</p>	confirming pregnancy and up to 6 months following birth of child/ren
<p>Diet Allowance</p> <p>*See Diet Allowance Rate</p>	<p>A diet allowance is provided to eligible recipients to meet costs associated with an unusually expensive therapeutic diet required as a result of a specific medical condition, or a special diet need.</p> <p>A diet or infant formula allowance may be authorized for social assistance recipients for a period up to 12 months (or longer where the infant has medically indicated dietary needs for infant formula).</p> <p>Infant formula may be provided to mothers when recommended by a physician and documentation is on file:</p> <ul style="list-style-type: none"> <li>• When the physician advises not to breastfeed due to potential health risks (e.g., women with HIV, active breast cancer, involved in methadone treatment, etc.); or</li> <li>• When a physician has confirmed a medically defined inability to breastfeed.</li> </ul> <p>Infant formula can be provided for the baby’s first 12 months of life (as recommended by the Canadian Pediatric Society).</p> <p>Specialized formula may be provided when recommended by a physician because of medically indicated dietary needs (e.g., failure to thrive, allergies).</p> <p>Provision of specialized formula is not time limited or quantity limited.</p> <p>A person who is eligible for a diet allowance for a high protein diet, or by reason of dysphasia, is also eligible for a \$30 payment toward the purchase of a blender.</p>	Monthly allowance
School Start up Allowance	<p>A school start-up allowance is intended to assist recipients of social assistance with the extra costs associated with a dependent child’s schooling.</p> <p>A school start-up allowance may be issued to:</p>	Once per year

	<ul style="list-style-type: none"> <li>• Non-status, and /or non-Nisga’a citizens, dependent children aged 5-18 years who are attending school on a full-time basis; or</li> <li>• Non-status, and /or non-Nisga’a citizens, dependent children in full-time enrollment in kindergarten, even though attendance may be for less than a full day.</li> </ul> <p>Nisga’a citizen children on Nisga’a Lands, receive school start-up allowances from the Nisga’a Village education program.</p> <p>The amount of the school start-up allowance is equivalent to the rates in the Nisga’a Nation Ancillary services policy manual.</p>	
Work Clothing	Assistance is to be provided to recipients, other than transients or recipients of hardship assistance, for essential work clothing. A one-time allowance of <i>up to</i> \$400 is to be granted based on at least two estimates for clothing	Budget dependent
Work Transportation	Assistance is to be provided to recipients, other than transients or recipients of hardship assistance, for transportation costs for the first month of employment.	Budget dependent
Work Force Entry Benefit	A work force entry benefit of \$200 for an eligible social assistance recipient who is a single parent and who commences full time work.	Budget dependent
Moving Assistance	<p>Under specific conditions and for families with minor children only, moving costs up to \$500 (for outside of current Nisga’a community the client lives in) to cover the actual essential costs of the move.</p> <p>Moving costs may be paid where a social assistance recipient is required to move from rental accommodation for one of the following reasons:</p> <ul style="list-style-type: none"> <li>• Owner of a home wishes to resume occupancy of home;</li> <li>• Proposed demolition of home;</li> <li>• Destruction of home;</li> <li>• Home considered unfit for habitation as deemed by local authorities;</li> <li>• For necessary health reasons;</li> <li>• Move to confirmed employment, for a recipient who is not working; or</li> <li>• Fleeing abuse.</li> </ul>	Budget dependent
Special Transportation	Special transportation allowances may be issued in certain specific situation, as outlined later in this section, to a recipient who lacks sufficient resources to cover the costs.	Budget dependent

	<p>A special transportation allowance may be issued to a recipient for transportation costs, including reasonable costs for necessary meals and shelter on route, for any of the following reasons:</p> <ul style="list-style-type: none"> <li>• Confirmed admission to a rehabilitation center (other than Alcohol or Drug Treatment Centre as this falls to Nisga’a Valley Health);</li> <li>• To visit a parent, spouse, or child in an institution when the visit is recommended by medical or other institutional authorities;</li> <li>• To attend a <i>family court hearing</i> (not criminal court) to offer evidence in a case involving a member of the immediate family; or</li> <li>• To participate in a training program at an achievement center: an achievement center is a non-profit organization offering programs to handicapped persons who require skills development, work experience, or social integration.</li> </ul>	
Camp Fee Allowance	<p>Children of Social Assistance Recipients are eligible for this benefit. Priority is given to dependents of long-term assistance (more than 18 months) and children with mental or physical disabilities.</p> <p>Payment up to the authorized actual cost of a reasonable camp fee for attendance will be covered.</p>	Only one camp fee per eligible recipient per fiscal year.
Exceptional Special Needs	<p>Other special needs may be authorized by the Administering Authority if deemed necessary to prevent imminent danger to the health or safety of a social assistance recipient, individual, or family, and not already provided for by basic or other special allowances. All exceptional allowances <i>must</i> be authorized within the limits of available resources.</p>	Budget dependent

**Diet allowance Rate chart**

<b>Amount</b>	<b>Description of diet</b>
\$10.00 per month	For a person who requires a restricted sodium diet
\$15.00 per month	For a person who has diabetes
\$30.00 per month	For a person who requires kidney dialysis if the person is not eligible for kidney dialysis services provided by the Ministry of Health
\$40.00 per month	For a person who requires a high protein diet
\$40.00 per month	For a person who requires a gluten-free diet
\$40.00 per month	For a person who has dysphasia
\$50.00 per month	For a person who has cystic fibrosis

## 9. HEALTH ASSISTANCE

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### Non-Insured Health Assistance

Specified health assistance may be provided to eligible non-status, non-Nisga’a citizen recipients and their families; these include a limited number of health-related services and supplies not covered by the Medical Services Plan (MSP). Status Indians and non-status Nisga’a citizens receive health assistance through Nisga’a Valley Health Board and/or Medical Services Branch (MSB), Health Canada. These health assistance and items include dental care, prescriptions, glasses, medical supplies and more.

To be eligible for health assistance, non-status, non-Nisga’a citizen recipients and dependents must fit into at least one of the following categories identified in the table below, and also meet the eligibility criteria for the specified health benefit, in addition to meeting MSP requirements:

Recipient/Dependent category & Specified Health Benefit	Social Assistance	DBL I	DBL II	Hardship	60+	Dependent Child
Optical	X	X	X	X	X	X
Dental		X	X			X
Emergency Dental & Denture	X	X	X	X	X	X
Denture	X	X	X			X
Crown & Bridgework		X	X			
Orthodontia			X			X

Non-insured assistance includes the following prescriptions:

- basic eyeglasses
- basic non-cosmetic dental and orthodontic services
- medical supplies, appliances and equipment
- hearing aids
- limited physiotherapy, occupational therapy and chiropractic treatment
- medical transportation for essential services, or
- medical diet allowances.

### Dental

Providing basic, conservative dental treatment to eligible non-status, and non-Nisga’a citizens (recipients) in receipt of enhanced or basic medical coverage, and to provide emergency dental treatment for the relief of pain up to \$700 per year.

Nisga'a citizens and registered status Nisga'a individuals receive non-insured health assistance administered by Nisga'a Valley Health Authority.

### **Orthodontia**

Costs associated with essential orthodontic care required in health threatening situations may be covered for dependent non-status children of social assistance recipients. In some extreme cases adult orthodontic services may also be covered. Status Indians and non-status Nisga'a citizens receive non-insured health assistance through Nisga'a Valley Health Authority &/or Medical Services Branch (MSB), Health Canada.

### **Health Related Travel**

Assistance may be provided to non-status and non-Nisga'a citizens recipients eligible for enhanced medical coverage to meet extraordinary transportation, accommodation, and other costs associated with essential medical treatment.

Status Indians and non-status Nisga'a citizens receive non-insured health benefits through Nisga'a Valley Health Authority &/or Medical Services Branch (MSB), Health Canada.

Locally prevailing rates will be used for transportation and meals.

Under no circumstances are Emergency Health Services Commission ambulance bills to be paid by the Administering Authority. Out-of-province ambulance bills are not eligible for payment by the Administering Authority.

Ongoing medical transportation assistance for extraordinary and predictable appointments (i.e., daily blood tests over an extended period) may be authorized to a maximum of six months. Any extensions will be considered only after a full review of updated recipient information that is documented on the file.

Under no circumstances is medical transportation assistance funding to be issued to purchase, maintain, or insure a vehicle.

Non-local, non-emergency medical transportation assistance is only considered when the required essential medical treatment is not available in the local community. Practitioners outside the local area must be recognized under the *Medical Practitioners Act* as a **specialist** in a field of medicine or surgery.

### **Medical Equipment**

To provide essential medical equipment to non-status and non-Nisga'a citizens (recipients) eligible for enhanced medical coverage in order to prevent medical or health deterioration, and consider and provide, where appropriate, a basic mobility aid to a recipient who is unable to be independently mobile.

Requests for the purchase of essential medical equipment must come from a health care professional and must be pre-approved by the Administering Authority prior to purchase.

The Administering Authority will *not* accept payment responsibility, except in cases of a life-threatening emergency, for medical equipment purchased without prior approval.

All major equipment purchased should include a two-year all-inclusive warranty.

Repairs are not to be approved on equipment that is under warranty.



When equipment is rented, the supplier must be made aware that the recipient, not the Administering Authority, is responsible for any damage and for the return of the equipment. No deposits can be issued.

### **Medical Supplies**

Payment Authority are as follows:

- Under \$500: administering Village Government.
- Over \$500: Nisga'a Lisims Government – P & S Director or designate.

To provide essential prescribed medical supplies (excluding nutritional supplements) to non-status recipients eligible for enhanced medical coverage in order to prevent medical or health deterioration.

Requests for the purchase of essential medical supplies must come from a physician and must be pre-approved by the Administering Authority prior to purchase.

The Administering Authority will *not* accept payment responsibility, except in cases of a life-threatening emergency, for medical supplies purchased without prior approval.

The Administering Authority will not accept responsibility for payment of most over-the-counter medications, vitamins, or other minor medical items.

Recipients are responsible for providing required documentation.

The Administering Authority is not responsible for any fees associated with documentation.

### *Eligible Items*

Non-status recipients found eligible for health assistance and who possess a valid Medical Services Plan (MSP) of BC CareCard applied for by the Administering Authority, and any non-status dependents listed thereon, may be entitled to the following health services.

### **Hospital Insurance**

Hospital insurance benefits in general hospitals for acute care may be provided. Payments for coinsurance charges, emergency services, and hospital charges for minor surgery may also be considered as part of the health care services.

Benefits within the terms of MSP may be provided.

### **Prescription Drugs**

Prescription drugs may be provided.

### **Non-Drugs**

With limitations on type, certain non-drugs prescribed by a qualified medical practitioner may be provided where authorized. The prescribed non-drugs include the items in the following paragraphs of this section:

- Surgical Supplies for chronic conditions if the amount required is not large, nor ongoing, nor in the nature of first aid supplies;

- Surgical appliances, which are personally applied to the body and are not transferable. These include braces, prostheses and orthopaedic shoes, including the cost of alterations, adjustments and repairs to the shoes, splints, elastic stockings, support devices, including trusses and surgical corsets, and ileostomy and colostomy supplies;
- Wheelchairs or crutches may be provided; and
- Hearing aids may be approved, at the discretion of the Administering Authority upon the recommendation of a medical specialist. Necessary repairs and batteries may also be provided.

### **Private Hospital**

Provision may be made for private hospital staff to order approved drugs and surgical supplies from the provincial pharmacy for patients in approved or licensed private hospitals which have an MSP card authorized by the Administering Authority.

### **Other Health assistance**

The financial services officer (NLG) may authorize payment for necessary health assistance, other than those listed, to eligible recipients.

In those situations described in this section, authorized payments for the services may be provided.

### **Life-saving Situations**

In a life-saving or similar extreme medical situation where no other resources are available, the Administering Authority may authorize payment for a recipient or for an indigent person to be transported to a hospital for medical treatment.

### **Medical Exam**

When necessary, a physician will be reimbursed for the cost of an examination of a recipient when such an examination is done at the request of the NLG to determine employability, provided the person cannot pay for the examination and the physician would not otherwise be reimbursed.

### **Emergency Prescription Drugs**

Prescription drugs may be supplied in emergency circumstances to a recipient who is not otherwise eligible for health care assistance through the NLG. Each authorization form issued by the Administering Authority in such situations will be for a single supply of the drug prescribed for the patient.

### **Tuberculosis**

Payments for transportation for a person requiring hospitalization in an institution for tuberculosis may be provided if the person is indigent, whether in receipt of income assistance or not.

### **Transportation to Mental Health Facility**

Where an individual requires assistance for costs of transportation to a mental health facility for the purpose of admission, such travel expenses may be authorized by the local Administering Authority.

**Bandages and Dressings (Medical Supplies)** include:

- ulcer products;
- gel pads; or
- protectors.

When such supplies are required on an ongoing basis, a public health nurse or other health care professional should be consulted regarding the monthly quantity requested.

**Beds and Specialized Mattresses (Medical Equipment)**

Only those items available through a medical supply company (e.g., hospital beds, flotation system) may be provided. Any other type of mattress or bed, including a waterbed, cannot be considered to be a medical item, and requires an alternate source of funding.

**Bowel Stimulants – Medicated (Medical Supplies)** include:

- Dulcolax;
- Lactulose;
- Senokot; and
- Fleet enemas.

**Braces (Orthotics)**

(Including parts and repairs) as long as the item or repair is not a Pharmacare benefit.

**Breast Pumps (Medical Equipment)**

Manual only.

**Burn Treatment**

JOBSR body garments, stockings, etc.

**Breathing Aids (Medical Equipment and Devices)**

- Nebulizers
- C-paps
- Bi-paps
- Ventilators
- Suction unit
- Masks
- Headgear
- Percussors

- Adapters
- Vaporizers
- Apnea monitor
- Aero chambers

### **Canes (Medical Equipment)**

Rigid, quad, etc. (cannot provide deposits for rentals).

### **Catheters (Medical Supplies)**

See Urinary Drainage.

### **Crutches (Medical Equipment)**

Accessories, etc. (cannot provide deposits for rentals).

### **Contraceptive Devices and Supplies (Medical Supplies)**

For contraception lubrication and disease prevention (including male and female condoms). A prescription from a physician is not required for condoms. This does not include oral contraceptives, which are provided under the provisions of MSP. The Norplant birth control device is not a benefit of MSP.

### **Diabetic Supplies & Equipment (Medical Equipment/Supplies)**

- Glucometers (testing machine)
- Syringes
- Needles
- Insulin
- Lancets
- Sharp containers for needle disposal

### **Electrotherapy (Medical Equipment)**

- Basic TENS unit (cost should not exceed \$250)
- Gels
- Electrodes or accessories

### **Food Supplements (Medical Supplies)**

For supplements such as Ensure, Ensure Plus, Enrich, Promix, Sustacal, Sustain, etc., estimate the monthly usage and cost. Determine if any of this expense could be met via family support assistance (i.e., income assistance), a natal allowance or diet allowance.

Dietary supplements should only be purchased when the medical condition precludes normal food intake or requires high doses of extra vitamins, minerals, fibre, etc.

**Grab Bars (Medical Equipment)**

Includes a maximum of two hours of installation time. Installation beyond two hours is considered home renovation and requires an alternate source of funding.

**Heart Monitors (Medical Equipment)**

- Parkes monitors
- Pacemaker screeners
- Blood pressure monitors

**Hearing Aid Supplies**

- Hearing aids
- Ear moulds
- Batteries
- Cochlear implants supplies

**Incontinent Supplies (Medical Supplies)**

- Adult diapers
- Pads
- Leg bags
- Catheters

**Lumbar Supports (Medical Equipment and Devices)**

- Basic Obus form

**Mobility Aids**

- Limited wheelchair accessories
- Batteries
- Power wheelchair
- Manual wheelchair
- Cushions
- Pads
- Restraints
- Postural control system
- Custom seating
- Canes (cannot provide deposit for rentals)
- Crutches (cannot provide deposit for rentals)
- Orthopaedic appliances (see Orthotics)
- Walkers

**Orthotics**

- Custom-made orthopaedic footwear.
- Custom-made foot orthoses
- Custom orthopaedic modifications
- Custom-made ankle-foot, knee-ankle-foot, or hip-knee-ankle-foot orthoses
- Custom-made knee, back, neck, or body braces

### **Ostomy Supplies**

- Adhesive disposable plastic bags and drains
- Colostomy appliances and parts, including belts, etc.
- Colostomy irrigation sets
- Colostomy pads, colostobelts
- Karaya products – powder, washers, sheets, paste
- Appliance adhesive – Colly seals, double sided adhesive pads, foam pads
- Skin cements, skin barrier preparations
- Cement removers, solvent
- Deodorants (oral only)
- Tapes (Micropore-type only)
- Ileostomy appliances and parts including belts.

### **Oxygen Equipment**

- Carriers
- Stands
- Face masks
- Gauges
- Regulators
- Monitors

The supply of oxygen is never authorized or supplemented by NLG.

### **Positioning Devices**

Standing frames

### **Prostheses, Repairs, and Adjustments**

Supplies and services may be considered if they are not a benefit under MSP

### **Respiratory Aids (Medical Equipment)**

- Respirators
- Suction units
- Percussors
- Adapters
- Masks
- Breathing devices
- Other essential equipment for home use

### **Rubber Gloves (Medical Supplies)**

For paraplegics, etc. When required as part of urinary or incontinence care. Medical (latex or vinyl)

Scabicides, Pediculicides  
Kwalada shampoo

### **Scooter, Scooter Repairs (Medical Equipment)**

Includes cane holder, handi-dart kit, and one shopping basket, but not rear mirrors, red flags, light packages, sheepskins, or scooter totes.

**Shower Aids (Medical Equipment and Devices)**

- Shower commode
- Bath bench
- Hydraulic bath lift

Special Ointments and Lotions (Medical Supplies)

Essential to the treatment of a specific condition

**Stockings (Medical Supplies)**

Elastic, off the shelf obtained through a medical supplier.

**Syringes**

For non-insulin use

**Urinary Drainage (Medical Supplies)**

- Catheters
- Urinary drainage bags
- Skin care products
- Gloves
- Powder

Vaporizers (Medical Equipment)

Ventilators (Medical Equipment)

Walkers (Medical Equipment)

Wheeler, standing, etc.

**Wheelchairs, Wheelchair Repairs (Medical Equipment & Supplies)**

- Wheelchair accessories
- Restraints
- Batteries
- Back supports
- Power equipment
- Cushions
- Pads

## 10. CHILD BENEFITS

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### **National Child Benefits:**

The main objectives of the National child Benefit budget are to:

- Help prevent and reduce the depth of child poverty;
- Promote attachment to the workforce by ensuring that families will always be better off as a result of working; and
- Reduce barriers that impede parents/guardians from becoming or remaining attached to the workforce.

Examples of types of eligible expenditures:

- Childcare – for example, for short term continuing education courses and/or workshops where both parents are participants. (Extended childcare should be referred to programs such as childcare subsidy).
- Child nutrition – programming and/or projects to improve the health and well-being of children, such as snacks, meal programs, family nutrition education and meal preparation.
- Support for parents – such as parenting programs, drop in centres for parents and children, parent-child support classes, homework/education related supports and active recreational activities for children.
- Clothing allowance.



## 11. ADULT IN-HOME CARE

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Given available resources, payment of adult in-home care services to eligible disabled and elderly adults requiring assistance with daily living activities will be considered on a priority case load basis.

These services include such items as meal preparation, housecleaning, laundering of clothing, and other supports to enhance the individual's independent functioning in their home and community.

Within the limits of their means and capacity, individuals and their relatives have primary responsibility for home management and supports.

Allowances may not be issued, therefore, when there is another person in the home, or a family member in the community who may reasonably be expected to provide the assistance required by the disabled or elderly person. Case notes will substantiate exceptional circumstances for services provided when there are other adults residing in the home.

Allowances for payment of services are issued on the basis of financial need. Each file is to be reviewed on an annual basis. Caseloads are determined on basis of priority and are to be updated as necessary.

Applicants or family units may be required to pay all or part of the costs of the services in accordance with their financial means.

While the adult in-home care program does *not* provide financial subsidies to families who care for their relatives, the program may, where indicated and the individual is eligible, provide funds for some respite to families and relatives.

Applicants for the adult in-home care program must apply at the office of the Administering Authority for the Nisga'a community in which they are living.

Eligibility for the adult in-home care program is based on available income and assets, and takes into account:

- All earned income;
- All unearned income; and
- Limitations and exclusions on assets.

For the purposes of determining financial eligibility, *family unit size* includes client, client's spouse, and any children under the age of 19 residing in the client's home.

Where it is established that an individual's or a family's only basic monthly income is Old Age Security (OAS) and Guaranteed Income Supplement (GIS) or social assistance, the Administering Authority may authorize an appropriate level of adult in-home care services with no cost to the individual or family.

The maximum hours of service provided will not exceed ten hours weekly.

The circumstances of each recipient of adult in-home care services must be reviewed annually.

## 12. EMPLOYMENT & TRAINING

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### **Work Opportunity Programs:**

Work Opportunity is the transfer of Social assistance funds as wage subsidy in an amount equal to the monthly basic needs entitlement of the social assistance recipient or participant.

Time limitation for eligible social assistance recipients to participate in a Work Opportunity program transfer project is up to 12 months.

Nisga'a Villages are expected to apply for and use other sources of funds to meet various project expenses.

Projects must pay at least the applicable provincial minimum wage to participants, and meet other requirements such as employment insurance and workers' compensation.

Costs of projects are defined to include wages paid to participants, salaries and related expenses of persons such as project managers, and costs of equipment rental and supplies necessary for completion of the project.

Creative use of the Work Opportunity program is encouraged, however, projects must fall within the general intent of the program (i.e., upgrade or provide a community service or facility, or upgrade or provide improvements to the community environments).

The Work Opportunity program may *not* be used to fund regular Nisga'a Village Government staff positions funded by NLG. (to prevent duplication of funding)

Where both spouses of a family unit are participants, only one basic entitlement may be transferred.

### **Training and Employment Support Initiative (TESI):**

TESI must form part of a case plan for an eligible recipient to access training or employment support to develop the necessary skills to enter vocational training, educational programs, or employment

Priority areas of funding are as follows:

Readiness	Life skills programs
Pre-education	Basic Literacy and numeracy programs Stay in School/return to school support
Pre-Employment	Job readiness Job shadowing Job search skills Specific occupational skills training
Employment support	Job placement support

	Job shadowing Work site support Training on the job
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Client assistance under this program include:

- Tuition costs for eligible program or project, as outlined in section 16;
- Per diem participation fees for eligible program or project as outlined;
- Fee for service costs for individual clients;
- Actual cost of materials, books, and transportation to and from program;
- Other expenses not provided elsewhere but necessary for the client to participate in the program or initiative; or
- Basic social assistance may continue as long as the client remains eligible under social assistance terms and conditions.

## 13. COMMUNITY SOCIAL SERVICES

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Community Social Services funding is intended to assist in coordinating or developing projects that will detect, prevent or address broad community social issues to improve the quality of life for residents.

Examples of types of Community Social Services projects include:

- Community needs assessment and social services program planning;
- Coordination of social services projects;
- Organization of volunteer projects and referral programs;
- Time limited projects, such as drop in centres, family support and child care workers; or
- Supplies for work programs targeted to improving the community environment.

## 14. FAMILY VIOLENCE PREVENTION

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Program expenditures/activities must be aimed at reducing and preventing Family Violence in the communities.

Examples of types of projects are:

- Public awareness campaigns
- Conferences
- Culturally relevant workshops:
  - Life Skills
  - Family Violence
  - Suicide intervention
  - Traditional healing
  - Addictions
  - Mental health
- Stress and anger management seminars
- Support groups
- Community needs assessments

Expected outcomes of activities are:

- Reduced domestic/peer violence.
- Enhanced safety and security of all community members.

## 14. EMPLOYMENT INITIATIVES

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The Employment Initiatives fund is intended to assist social assistance recipients in accessing short term employment opportunities in order to build capacity and skills to obtain permanent full time employment. In order to receive assistance under Employment Initiatives an individual must be in receipt of basic social assistance in accordance with this Nisga'a Social Development Policy & Procedures Manual 2017.

Priority is given to SA recipients who have had an active file for more than two years. . Employment Initiatives must include a work plan, and should complement participants Roadmap to Independence.

Employment Initiatives is not intended to duplicate or replace other programs or sources of funding for which the client would otherwise be eligible.

Employment Initiatives can be used in conjunction with other programs such as the Work Opportunity program.

## 15. GFA

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Under development

## 16. RATE TABLE

Rate Table						
Unit size	Employable S/Cpl/TPF Under 60 years	Employable OPF Under 60 Years	1 Adult 60+ S/cpl/TPF	Both Adults 60+ yrs S/Cpl/TPF	OPF 60+ yrs	Maximum Shelter
1	335.00	N/A	631.42	N/A	N/A	375.00
2	407.22	475.58	800.56	1049.06	772.08	570.00
3	501.06	475.58	894.56	1,143.06	772.08	660.00
4	501.06	475.58	894.56	1,143.06	772.08	700.00
5	501.06	475.58	894.56	1,143.06	772.08	750.00
6	501.06	475.58	894.56	1,143.06	772.08	785.00
7	501.06	475.58	894.56	1,143.06	772.08	820.00

Disability Level 1				
Unit size	All Adults Eligible DBL I S/Cpl/TPF	OPF	Couples TPF	Maximum Shelter
1	382.92	N/A	N/A	375.00
2	552.06	523.58	496.22	570.00
3	646.06	523.58	590.06	660.00
4	646.06	523.58	590.06	700.00
5	646.06	523.58	590.06	750.00
6	646.06	523.58	590.06	785.00
7	646.06	523.58	590.06	820.00

Disability Level II					
Unit size	1 Adult eligible S/Cpl/TPF	Both adults eligible Cpl/TPF	OPF	1 adult eligible 1 adult 60 + Cpl/TPF	Maximum Shelter
1	681.42	N/A	N/A	N/A	375.00
2	850.56	1149.06	822.08	1149.06	570.00
3	944.56	1243.06	822.08	1243.06	660.00
4	944.56	1243.06	822.08	1243.06	700.00
5	944.56	1243.06	822.08	1243.06	750.00
6	944.56	1243.06	822.08	1243.06	785.00
7	944.56	1243.06	822.08	1243.06	820.00

Note: Addition of \$75 isolation allowance on each file with the exception of all Hardship files.

Shelter units over 7 – addition of \$35/each per month

S = single Cpl = Couple TPF = Two parent family OPF = One parent family



## 17. TEMPLATES – FORMS, REPORTS

	Description	Form #
1	Application for Social Assistance	NSD-01
2	Budget & Decision	NSD-02
3	Application package cover page (checklist of required documents)	NSD-03
4	Consent to release information	NSD-04
5	Third party administration	NSD-05
6	Authority to terminate payment	NSD-06
7	Incentive allowance contract	NSD-07
8	Tenancy confirmation	NSD-08
9	Request for administrative review	NSD-09
10	Social Assistance file checklist	NSD-10
11	Monthly Nutritional Supplement Application	NSD-11
12	Monthly Renewal Declaration	NSD-12
13	Home Service Maker Application	NSD-13
14	Home Service Maker Referral	NSD-14
15	Disability Level I Checklist	NSD-15
16	Medical Report (DBL I)	NSD-16
17	Request for Appeals Committee	NSD-17
18	Recommendation of Appeals Committee	NSD-18
19	Consent to Release – Disability	NSD-19
20	Repayment Agreement	NSD-20
21	Special Needs Application	NSD-21
22	Disability Level II (DBL II) Application	NSD-22

23	Roadmap to Independence form	NSD-23
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**List of Social Development Report Templates:**

	Description	Form #
1	Social Development Monthly Financial Statistical Report (SDFSR)	NSDR-01
2	Employment Initiatives Report	NSDR-02
3	National Child Benefit Report	NSDR-03
4	Community Social Services Report	NSDR-04
5	Adult In-Home Care Report	NSDR-05
6	Training & Employment Support Initiatives (TESI) Report	NSDR-06
7	Family Violence Report	NSDR-07
8	Case File Review Form	NSDR-08

## 18. REPORTING REQUIREMENTS & SCHEDULE

Description	Form	Program	Frequency (Monthly, Quarterly, Annual)
<b>Social Development Financial &amp; Statistical Report (SDFSR)</b>	NSDR-01	Basic Special Needs	<b>Monthly</b>  Due of 15 <sup>th</sup> of subsequent month  (i.e. April report due on May 15)
<b>Employment Initiatives</b>	NSDR-02	Employment Initiatives	<b>Annual</b>  Due on May 15 <sup>th</sup>  (i.e 2015/16 fiscal year reports are due May 15 <sup>th</sup> , 2016)
<b>National Child Benefit</b>	NSDR-03	National Child Benefit	
<b>Community Social Services</b>	NSDR-04	Community Social Services	
<b>Adult In-Home Care</b>	NSDR-05	Adult In-Home Care	
<b>Training &amp; Employment Support (TESI) Initiative</b>	NSDR-06	Training & Employment Support (TESI) Initiative	
<b>Family Violence</b>	NSDR-07	Family Violence	
<b>Annual FFA Report</b>	<i>As per FFA templates provided to Social Development</i>	<i>As per FFA templates provided to Social Development</i>	<i>As per FFA templates provided to Social Development</i>