

Programs and Services For Individuals and Families

An Initiative of the Poverty Reduction Strategy

Department of
Seniors, Wellness and Social Development



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Published under the authority of:

The Honourable Clyde Jackman

Minister of Seniors, Wellness and Social Development

Minister Responsible for the Status of Persons with
Disabilities

Lead Minister for the Government of Newfoundland
and Labrador's Poverty Reduction Strategy

This guide is available online at: www.gov.nl.ca. The
online version of the guide is updated annually.

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this document by mail or email using the contact
information below.

Print and alternate format copies of the guide can be
obtained using the contact information below.

Poverty Reduction Strategy

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and Social Development

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The Government of Newfoundland and Labrador's Poverty Reduction Strategy is a government-wide initiative to prevent, reduce and alleviate poverty.

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

For more information about Provincial Government programs and services not listed in this guide, please visit the Government of Newfoundland and Labrador's website at www.gov.nl.ca.

Programs are listed within seven major groups:

1 Financial Help

2 Housing, Shelter and Home Supports

3 Education and Learning Help

4 Employment (Job) Help

5 Medical, Health and Wellness

6 Justice and Legal Help

7 Other Services

Programs are also broken down by who is eligible for them: General, Families, Persons with Disabilities, Youth, and Adults 65+. Some programs are for people with income below a certain level or for people in certain situations. The Provincial Government department responsible for the program or service is listed after the program name.

Telephone numbers are provided next to the program or service or at the back of this guide (pages 84-86).

Explanation of Abbreviations

There are abbreviations used in this guidebook. These are listed below, along with their meanings.

ABE	Adult Basic Education
AES	Department of Advanced Education and Skills
BTCRD	Department of Business, Tourism, Culture and Rural Development
CYFS	Department of Child, Youth and Family Services
ECE	Early Childhood Education
EECD	Department of Education and Early Childhood Development
ENVC	Department of Environment and Conservation
FIN	Department of Finance
GED®	General Educational Development
GIS	Guaranteed Income Supplement (Adults 65+)
GST	Goods and Services Tax
HCS	Department of Health and Community Services
HOA	House of Assembly
HRS	Human Resource Secretariat

JPS	Department of Justice and Public Safety
LRA	Labour Relations Agency
MBNS	Mother Baby Nutrition Supplement
MCP	Newfoundland and Labrador Medical Care Plan
MCR	Mobile Crisis Response Team
MIGA	Municipal and Intergovernmental Affairs
NLCB	Newfoundland and Labrador Child Benefit
NLHC	Newfoundland and Labrador Housing Corporation
NLPDP	Newfoundland and Labrador Prescription Drug Program
NSLSC	National Student Loan Service Centre
OAS	Old Age Security (Adults 65+)
OEEPD	Office of Employment Equity for Persons with Disabilities
RAP	Repayment Assistance Plan
RCMP	Royal Canadian Mounted Police
RNC	Royal Newfoundland Constabulary
SNL	Service NL
SWSD	Department of Seniors, Wellness and Social Development
TTY	Text Telephone (Hearing/Speech Impaired)

Filing an Income Tax Return

Did you know that even if you have no income or do not earn enough to pay taxes, filing an income tax return can help you? Some benefits are linked to income tax and you can receive them simply by filing a return.

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

Did you know that you have up to seven years to file for past income tax and credits? If you need help filing, call the Canada Revenue Agency at 1-800-959-8281, TTY 1-800-665-0354.

Notice of Assessment

Some programs require a copy of your Notice of Assessment before you can get benefits. A Notice of Assessment is the form from the Canada Revenue Agency stating how much tax is to be paid or refunded.

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

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Financial Help

General Financial Help

Income Support Benefits (AES)

Income Support Benefits (also known as social assistance) help with basic needs such as food, clothing and shelter. Other benefits may also be available depending on the person's needs. Eligibility is based on income and assets. Examples of benefits available include:

- Blind Persons Supplement
- Burials
- Comforts Allowance (for people in hospitals and shelters)
- Cost of Living Allowance for Coastal Labrador
- Eye Care
- Foundation Plan (drug card)
- Fuel Supplement
- High School Incentive Allowance
- Housekeeper's Allowance
- Job Start Benefit
- Medical Transportation
- Municipal Taxes Benefit
- Special Diet Allowance
- Special Needs Assistance
- Victims of Violence Start Up Allowance
- Referrals to other services, departments or agencies

For more help contact your regional AES office using the information listed on page 85.

Financial Help

Appealing an Income or Employment Support Decision, or a Drug Card Decision (AES)

An appeal process is in place to ensure that anyone who receives or requests select benefits can have a review. The benefits eligible for an appeal include:

- Income supports
- Employment supports that are not connected to an Employment Insurance claim
- Employment and training supports funded under the Labour Market Development Agreement for Persons with Disabilities
- Coverage under the Low Income Drug Card Program on behalf of Health and Community Services

For more help:

Telephone: (709) 729-2479 (collect calls accepted)

Accounts Receivable Unit (AES)

This unit is for people who have to repay benefits. The unit helps people sort through assessments and payment options.

For more help:

Telephone: (709) 729-4165

Call Toll Free: 1-866-729-4165

Financial Help

Home Heating Rebate (FIN)

This rebate is for all types of home heating. It is for people with a household income below a certain level. People who have heat included in their rent cannot receive this rebate.

To download an application form:

Visit: www.fin.gov.nl.ca/fin/tax_programs_incentives/home_heating_benefit.html

For more help:

Call Toll Free: 1-855-223-7432

Email: homeheatprogram@gov.nl.ca

Harmonized Sales Tax Credit (FIN)

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

For more help contact the Canada Revenue Agency:

Call Toll Free: 1-800-959-1953

Financial Help

Financial Help for Families

Mother Baby Nutrition Supplement (MBNS) (AES/FIN)

This is a monthly financial benefit for pregnant women and families with children under one year of age, who have low income. Mothers eligible for the Newfoundland and Labrador Child Benefit (NLCB) are often eligible for the MBNS. The benefit helps with the extra cost of healthy eating during pregnancy and for the first year of a child's life. The pre-natal component of the MBNS is administered by AES and is issued to the expectant mother while the post-natal component is added to the child's NLCB entitlement, until one year of age. The supplement is also connected with programs like Family Resource Centres and Healthy Baby Clubs.

For more help:

Call Toll Free: 1-800-508-4788

Visit: www.aes.gov.nl.ca/income-support/nutritionssupplement.html

Financial Help

Newfoundland and Labrador Child Benefit (AES)

This benefit is non-taxable and paid monthly to help low income families with the cost of raising children under 18 years of age. To be eligible for this benefit, parents or guardians must file an income tax return every year and apply for the Canada Child Tax Benefit.

For more help contact your regional AES office using the information listed on page 85.

Parental Support Benefit (FIN)

This is a \$100 monthly benefit for up to 12 months that starts when a child is born or adopted. Children must be born or adopted on or after January 1, 2008 to qualify for this benefit.

For more help:

Call Toll Free: 1-866-990-3444

Email: parentalbenefits@gov.nl.ca

Visit: www.fin.gov.nl.ca/fin/tax_programs_incentives/parental_support_benefit.html

Financial Help

Progressive Family Growth Benefit (FIN)

This benefit provides \$1,000 to individuals who have a baby or adopt a child. Children must be born or placed in the adoptive home on or after January 1, 2008 to qualify for this benefit.

For more help:

Call Toll Free: 1-866-990-3444

Email: parentalbenefits@gov.nl.ca

Visit: www.fin.gov.nl.ca/fin/tax_programs_incentives/parental_support_benefit.html

Financial Help

Child Care Subsidy Program (EECD)

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

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

Some or all of the cost may be covered depending on family income (applications for the subsidy are income tested).

For more help, contact the child care services office in your region using the information listed on page 85.

For information on child care, including child care providers, available spaces and Family Resource Centres throughout the province, see the Early Learning and Child Care Directory at www.childcare.gov.nl.ca.

Financial Help

Private Child Care (AES)

Parents or guardians receiving Income Support benefits while working or attending training, may receive help with the cost of child care in a regulated centre or program. Assistance with the cost of private or unregulated child care will only be considered when regulated child care is not available.

For more help contact your regional AES office using the information listed on page 85.

High School Incentive Allowance (AES)

Families receiving Income Support with dependent children (over age 18 and under age 21) who are in high school, may receive this allowance if the child attends the regular school system.

For more help contact your regional AES office using the information listed on page 85.

Financial Help for Persons with Disabilities

Community Access Funding (HCS)

Adults with intellectual disabilities may be funded to take part in community activities.

For more help or to apply contact your Regional Health Authority office listed on page 84.

Financial Help

Personal Allowance (HCS)

Adults with disabilities who qualify for the Provincial Home Support Program (see page 60) may also be eligible for a personal allowance, up to a maximum monthly amount.

For more help or to apply contact your Regional Health Authority office listed on page 84.

Registered Disabilities Savings Plans Exemption (AES)

Funds in a Registered Disability Savings Plan (up to \$200,000) are exempt from income and asset assessment for Income Support clients who require supportive services (i.e. living with a disability). These accumulated funds will not affect eligibility for Income Support benefits.

Financial Help

Special Child Welfare Allowance Program (HCS)

This program provides financial help to families with a child with a disability under 18 years of age. It helps cover the costs of disability-related items and services. Needs are determined through a clinical and financial assessment.

For more help or to apply contact your Regional Health Authority office listed on page 84.

Support Trusts (AES/HCS)

A Support Trust is a trust fund where the assets and annual interest, up to a maximum of \$100,000, are exempt when determining eligibility for Income Support provided by AES and disability supports provided by HCS. A Support Trust may be set up on behalf of a person with a disability over the age of 18 years who requires supportive services.

For more help, call one of the Regional Health Authority numbers on page 84.

Financial Help

Financial Help for Seniors

Low Income Seniors' Benefit (FIN)

This is a refundable tax credit for seniors who have a low income. The benefit is based on family net income from the previous year. To qualify, a person must be 65 years of age by December 31 of the taxation year. No application is required but seniors must file an income tax return.

For more help:

Telephone: (709) 729-3166 (Tax Policy)

Call Toll Free: 1-800-959-8281 (Canada Revenue Agency)

Email: TaxPolicy@gov.nl.ca

Visit: www.fin.gov.nl.ca/fin/tax_programs_incentives/low_income_seniors.html

Housing, Shelter and Home Supports

General Housing, Shelter and Home Supports

Rental Housing Program (NLHC)

Individuals or families may be eligible for low income rental housing if total annual household income is below a set level (\$32,500). NLHC also works with community groups to offer housing for people with low income.

For more help contact your regional NLHC office using the information listed on page 85.

Provincial Home Repair Program (NLHC)

This program provides money to assist homeowners with low income who require repairs to their homes. The repairs bring houses up to minimum fire and life safety standards, with improvements in basic heating, electrical and plumbing services.

For more help contact your regional NLHC office using the information listed on page 85.

Housing, Shelter and Home Supports

Residential Tenancies Act (SNL)

This Act protects the rights of landlords and tenants in rental situations.

For more help:

Telephone: (709) 729-2608/2610/5829

Call Toll Free: 1-877-829-2608

Email: landlordtenant@gov.nl.ca

Visit: www.servicenl.gov.nl.ca/landlord

Emergency Supports for Victims of Violence (AES)

Emergency supports are available for any victim of violence and include transportation to a safe location and accommodations. This support is not limited to people receiving Income Support.

A person or family in need of these services should contact the nearest shelter.

For more help contact your regional AES office using the information listed on page 85.

Housing, Shelter and Home Supports

Victims of Violence Start Up Allowance (AES)

The allowance is available to individuals leaving a violent relationship who are eligible for Income Support. This allowance helps with the costs of setting up a new home, where the person is unable to get the necessary items from their own home.

For more help contact your regional AES office using the information listed on page 85.

Victims of Violence (NLHC)

Priority is given to people living in abusive situations who are seeking safe and affordable housing.

For more help during regular hours contact your regional NLHC office using the information listed on page 85.

Housing, Shelter and Home Supports

Housing, Shelter and Home Supports for Persons with Disabilities

Home Modification Program (NLHC)

This program provides funding to assist homeowners with low-to-moderate income who need accessibility changes to their homes to promote independence, self-reliance, assist with a better quality of life, and enable people to remain in their homes for a longer period of time.

For more help contact your regional NLHC office using the information listed on page 85.

Basic Board and Lodging Benefit (AES)

This program provides a basic board and lodging payment on behalf of adults with disabilities living with their own or other families. Eligibility is based on the individual's income.

For more help contact your regional AES office using the information listed on page 85.

Housing, Shelter and Home Supports

Basic Board and Lodging Supplement Relatives and Non-Relatives (HCS)

This supplement provides financial assistance to adults with disabilities who need more than basic Income Support benefits to live with relatives or non-relatives. It is available to adults with eligible psychiatric, physical and/or intellectual disabilities (aged 18-64) who are eligible for, or in receipt of, board and lodging benefits from AES.

For more help or to apply contact your Regional Health Authority office listed on page 84.

Other Special Needs Funding (HCS)

This funding is for other minor expenses which allow an adult with a disability to make their home more accessible or make minor household repairs.

For more help or to apply contact your Regional Health Authority office listed on page 84.

Personal Care Homes Subsidy (HCS)

This subsidy provides a monthly subsidy to eligible persons who are moving into a personal care home. This subsidy is approved by the Regional Health Authority.

For more help or to apply contact your Regional Health Authority office listed on page 84.

Education and Learning

General Education and Learning

Education Incentive Program (NLHC)

Tenants of NLHC, attending junior high, high school, post-secondary school, or an Adult Basic Education program, may receive a monthly payment for each student. This income is considered exempt and will not affect the amount of Income Support received by tenants of NLHC.

For more help contact your regional NLHC office using the information listed on page 85.

Scholarship Program (NLHC)

Each year, NLHC offers 12 scholarships valued at \$1,000 to tenants and tenants' children: nine Youth Scholarships (three in each of the following regions: Avalon/East, Central, Western/Labrador), and three Adult Scholarships (one in each of the three regions). The application deadline is August 31 for the Youth Scholarship and September 30 for the Adult Scholarship.

For more help contact your regional NLHC office using the information listed on page 85.

Education and Learning

Adult Basic Education (ABE) (AES)

ABE is a provincial high school equivalency program for adults, offered in 40 locations around the province. It is made up of three levels:

- Level I – Basic Literacy Skills
- Level II – Skills similar to Grade 7-9
- Level III – Equivalent to Grade 10-12

For more help:

Telephone: (709) 729-6860

Visit: www.aes.gov.nl.ca/adultlearning/abe.html

Education and Learning

General Educational Development— GED® (EECD)

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

- At least 19 years of age or older
- Not currently enrolled in a high school program
- Not a high school graduate

An exemption may be given for an 18 year old to write the GED® tests if the person has been out of school for at least one year and the person's peer group has finished regular high school. A GED® Age Waiver Form must be completed.

For more help:

Telephone: (709) 729-7919 or (709) 729-7918

Fax: (709) 729-0611

Email: education@gov.nl.ca

Visit: www.ed.gov.nl.ca/edu/ged/index.html

Education and Learning

Newfoundland and Labrador Public Libraries (EECD)

Newfoundland and Labrador has 95 public libraries that lend books, magazines, DVDs and CDs. They provide early literacy and children's programs and offer a variety of training and community events. All libraries have public computers, free Internet access and Wi-Fi. Contact information for many public libraries is listed under 'Libraries' in the yellow pages of the phonebook.

For additional information:

Visit: www.nlpl.ca

Education and Learning

Early Childhood Education (ECE) Bursary Programs (EECD)

Bursaries are offered for professional development for eligible people working in early childhood education. New graduates of a two-year ECE diploma program may receive an ECE Bursary of up to \$5,000 in return for working two years in regulated child care within the province. Trainees taking courses to upgrade their certification to Level 1 may be eligible for the ECE Trainee Bursary of up to \$500 per year. Individuals working in regulated child care and enrolled in the College of the North Atlantic's part-time distance learning ECE program may receive the Summer Institute Bursary of \$1,200 pending successful completion.

For more help:

Telephone: (709) 729-5960

Visit: www.ed.gov.nl.ca/edu/family/childcare/childcareresources.html

Education and Learning

Support for Students Training for Careers in Health (HCS)

Funding is available for students in some health career training programs. For example, if criteria are met, bursaries are available for:

- Bachelor of Nursing
- Licensed Practical Nursing
- Personal Care Attendant
- Physiotherapy
- Occupational Therapy
- Clinical Psychology
- Laboratory Technology
- Diagnostic Imaging
- Pharmacy
- Prosthetics/Orthotics

For more help:

Telephone: (709) 729-1890

Visit: www.health.gov.nl.ca/health/career

Education and Learning

Student Financial Services (AES)

Student Financial Services coordinates federal and provincial financial assistance (grants and loans) to residents of Newfoundland and Labrador attending designated private and public educational institutions in Canada and abroad. Student financial aid is a needs-based program, where educational costs and living costs are assessed against available assets to determine how much assistance is provided in the form of loans and grants. Some grants are only available to students studying in Newfoundland and Labrador or attending designated programs that are not available in the province. Other grants have student-specific criteria.

Note: Unless otherwise stated, all applicants are reviewed for full grant eligibility during the assessment process. There is one application for full-time students and one application for part-time students.

For more help:

Telephone: (709) 729-5849

Call Toll Free: 1-888-657-0800

Email: studentaid@gov.nl.ca

Visit: www.aes.gov.nl.ca/studentaid

Education and Learning

Student Loan Corporation (AES)

The Student Loan Corporation provides help to people who have failed to pay their Newfoundland and Labrador student loans or cannot meet loan repayment conditions.

For more information, call or write the Student Loan Corporation:

Telephone: (709) 729-6465

Call Toll Free: 1-877-520-8800

Fax: (709) 729-2091

Email: slcnl@gov.nl.ca

Visit: www.aes.gov.nl.ca/postsecondary/slc/index.html

Education and Learning

Newfoundland and Labrador Grants (AES)

■ **Newfoundland and Labrador Full-Time Up-Front Grant (AES)**

This grant is provided to all eligible full-time students. This program provides a grant to students for the provincial portion of their assessed need. Students who are studying in the province or who are studying programs not available in the province will receive their funding in the form of a grant. As of August 2015, these students no longer receive provincial student loans. Students studying outside the province may still qualify for a smaller provincial up-front grant.

For more help:

Telephone: (709) 729-5849

Call Toll Free: 1-888-657-0800

Email: studentaid@gov.nl.ca

Education and Learning

■ **Newfoundland and Labrador Part-Time Incentive Grant** (AES)

The NL Part-Time Incentive Grant provides assistance to lessen the financial burden faced by individuals wishing to continue their studies on a part-time basis. The program will complement funding available under the existing federal Canada Student Loans Program for Part-Time Study.

For more help:

Telephone: (709) 729-5849

Call Toll Free: 1-888-657-0800

Email: studentaid@gov.nl.ca

■ **Newfoundland and Labrador Debt Reduction Grant** (AES)

Upon graduation, students who studied in Newfoundland and Labrador, or who studied designated programs in other jurisdictions, and who meet program criteria will receive a grant to pay off all provincial student loans.

For more help:

Telephone: (709) 729-5849

Call Toll Free: 1-888-657-0800

Email: studentaid@gov.nl.ca

Education and Learning

■ **Newfoundland and Labrador Early Childhood Education Grant (AES)**

Students who graduate from an approved early childhood education program in the province and who work in a licensed daycare in the province for the required period will receive a grant for the full amount of their provincial student loan.

For more help:

Telephone: (709) 729-5849

Call Toll Free: 1-888-657-0800

Email: studentaid@gov.nl.ca

Education and Learning

Canada Student Grants (AES)

The federal government provides a number of grants to offset the cost of post-secondary study. With the exception of the Canada Services and Equipment Grant for Students with a Permanent Disability, there is no separate application and students are automatically assessed for eligibility.

■ **Low-Income Grant/Middle-Income Grant (AES)**

Full-time students whose income (for dependent students, the income of the parents is considered) does not meet certain thresholds may receive grants to offset the cost of a post-secondary education.

For more help:

Telephone: (709) 729-5849

Call Toll Free: 1-888-657-0800

Email: studentaid@gov.nl.ca

■ **Students with Dependents (AES)**

Students (full-time and part-time) with dependents may receive grants to offset the cost of a post-secondary education.

For more help:

Telephone: (709) 729-5849

Call Toll Free: 1-888-657-0800

Email: studentaid@gov.nl.ca

Education and Learning

■ **Part-Time Grant** (AES)

This is a financial grant for part-time students with income (including spouse) below the threshold used to determine eligibility for the low-income grant.

For more help:

Telephone: (709) 729-5849

Call Toll Free: 1-888-657-0800

Email: studentaid@gov.nl.ca

National Student Loan Service Centre (Government of Canada and AES)

The National Student Loan Service Centre (NSLSC) coordinates the repayment of student loans for the Government of Canada and the Government of Newfoundland and Labrador.

It applies Debt Reduction Grants and Newfoundland and Labrador Early Childhood Education Grants on behalf of the province. It also offers programs that assist students who are having difficulties making their payments.

Contact the NSLSC before missing any payments.

To create an online account:

Visit: www.CanLearn.ca.

For more help:

Call Toll Free: 1-888-815-4514 (NSLSC)

Education and Learning

Repayment Assistance Plan (RAP) (Government of Canada and AES)

The RAP helps people who have difficulty making student loan payments. Under this program people pay only what they can reasonably afford, based on family income and family size. Monthly payments are limited to less than 20 per cent of a borrower's family income. No borrower will have a repayment period of more than 15 years; 10 years for borrowers with permanent disabilities. If borrowers earn very little income, they may not have to make any loan payments until their income increases.

Students must have their loans in good standing to qualify so call the National Student Loan Service Centre (NSLSC) before missing payments.

For more help:

Call Toll Free: 1-888-815-4514 (NSLSC)

Visit: www.CanLearn.ca to create an online account.

Education and Learning

Education and Learning Help for Persons with Permanent Disabilities

Canada Student Grant for Students with Permanent Disabilities (AES)

The Canada Student Grant for Students with Permanent Disabilities is a grant that provides \$2,000 each academic year. Students can get this grant for each year of full-time or part-time studies (including undergraduate and graduate levels).

For more help:

Telephone: (709) 729-5849

Call Toll Free: 1-888-657-0800

Email: studentaid@gov.nl.ca

Education and Learning

Canada Student Grant for Services and Equipment for Students with Permanent Disabilities - Student Financial Services (AES)

Through the Canada/Newfoundland and Labrador Student Loan Program, services and equipment grants and disability-related supports are available for students with disabilities to attend college or university. Needs are assessed as part of the student aid application.

For more help:

Telephone: (709) 729-5849

Call Toll Free: 1-888-657-0800

Email: studentaid@gov.nl.ca

Severe Permanent Disability Benefit - Student Loan Repayment (AES)

This is a benefit available to persons with permanent disabilities who are unable to repay student loans.

For more help:

Telephone: (709) 729-5849

Call Toll Free: 1-888-657-0800

Email: studentaid@gov.nl.ca

Education and Learning

Repayment Assistance Plan for Borrowers with a Permanent Disability (RAP-PD) (AES)

The RAP-PD helps borrowers with permanent disabilities who are having difficulty repaying their student loans. The RAP-PD makes it easier for borrowers to manage their debt by allowing them to pay back what they can reasonably afford.

For more help:

Telephone: (709) 729-5849

Call Toll Free: 1-888-657-0800

Email: studentaid@gov.nl.ca

Employment (Job) Supports

General Employment (Job) Supports

Employment and Training (AES)

AES offers many programs and supports to help people prepare for, find and keep jobs. These include:

- Employment Centres (see page 35)
- Job Creation Partnerships (see page 36)
- Employment/Self-employment supports (see page 37 to 41)
- Skills development supports (see page 44)
- Wage subsidies (see pages 45 to 47)
- Employment assistance for persons with disabilities (see page 49)

To find your nearest Employment Centre:

Visit: www.aes.gov.nl.ca/department/contact.html#RegionalServices

For more help:

Call Toll Free: 1-800-563-6600

TTY: 1-866-729-4685

Email: aes@gov.nl.ca

Visit: www.aes.gov.nl.ca

Employment (Job) Supports

Employment Centres (AES)

People can visit an AES office, including the Employment Centres located throughout the province, to get help with job search, training options, resume writing and interview skills. Staff can also help with career planning and job matching with employers.

To find your nearest Employment Centre:

Visit: www.aes.gov.nl.ca/department/contact.html#RegionalServices

For more help:

Call Toll Free: 1-800-563-6600

TTY: 1-866-729-4685

Email: aes@gov.nl.ca

Visit: www.aes.gov.nl.ca

Employment (Job) Supports

Job Creation Partnerships (AES)

The Job Creation Partnerships (JCP) program is designed to support projects which create jobs that will provide unemployed, EI insured participants with opportunities to gain meaningful work experience. Project activities should benefit both the participant and the community. However, the primary focus must be on helping the participant. Participants will maintain or enhance their employability skills through this work experience opportunity, particularly if they have been unemployed for a long period of time. As a result of their involvement on a JCP project, participants will have recent work experience to add to their résumés. This experience, together with the networking which participants do while on a project, increases their chances of successfully finding ongoing employment.

For more help:

Call Toll Free: 1-800-563-6600

Email: aes@gov.nl.ca

Visit: www.aes.gov.nl.ca/empservices/aes_employment_centres.pdf

Employment (Job) Supports

Employment/Self-Employment Supports

■ **Sector Skills** (AES)

The Sector Skills Training program is a partnership between employers, training providers and AES. Based on the specific needs of the employer and the position, the program is seven weeks of in-class sessions and four weeks of on-the-job training.

For more help:

Call Toll Free: 1-800-563-6600

Email: aes@gov.nl.ca

Visit: www.aes.gov.nl.ca/empservices/aes_employment_centres.pdf

Employment (Job) Supports

■ **Linkages** (AES)

This program assists non-EI eligible youth who have not completed post-secondary education and have not found a job. Youth receive 26 weeks of career-related employment and planning workshops, and earn a completion bonus to help with post-secondary training costs. Employers providing a job placement may receive a wage subsidy of \$9.00 per hour for a maximum of 936 hours over 26 weeks (maximum).

For more help:

Call Toll Free: 1-800-563-6600

Email: aes@gov.nl.ca

Visit: www.aes.gov.nl.ca/empservices/aes_employment_centres.pdf

Employment (Job) Supports

■ Targeted Initiative for Older Workers (TIOW) (AES)

This is a federal-provincial/territorial cost-shared initiative to support unemployed older workers in communities with major downsizing or closures. TIOW offers support for the immediate employment needs of unemployed older workers. If there is little chance of immediate employment, TIOW may also help increase the employability of older workers to ensure that they remain active and productive in the workforce.

For more help:

Call Toll Free: 1-800-563-6600

Email: aes@gov.nl.ca

Visit: www.aes.gov.nl.ca/empservices/aes_employment_centres.pdf

Employment (Job) Supports

■ **Employment Development Supports (AES)**

Employment Development Supports help eligible people prepare for, find and keep a job, by providing:

- Assessment and employment planning
- Short-term training
- Work supports
- Pre-employment training

For more help:

Call Toll Free: 1-800-563-6600

Email: aes@gov.nl.ca

Visit: www.aes.gov.nl.ca/empservices/aes_employment_centres.pdf

Employment (Job) Supports

■ Self-Employment Supports (AES)

These supports help eligible individuals to start their own businesses by offering entrepreneurship training, customized coaching, and ongoing advice and support.

Supports are also offered to organizations to carry out non-profit activities and projects that give people work experience leading to ongoing employment. Job Creation Partnerships participants will maintain or enhance their employability skills, particularly if they have been unemployed for a long period of time. Participants will also gain recent work experience for their résumés. This experience, together with the networking which participants do while on a project, increases their chances of successfully finding ongoing employment.

For more help:

Call Toll Free: 1-800-563-6600

Email: aes@gov.nl.ca

Visit: www.aes.gov.nl.ca/empservices/aes_employment_centres.pdf

Employment (Job) Supports

Job Start Benefit (AES)

This benefit helps with the cost of starting a job and is available to people receiving Income Support. Verification of employment is required. This benefit is limited to once in a 12-month period.

For more help contact your regional AES office using the information listed on page 85.

Community Enhancement Employment Program (MIGA)

The Community Enhancement Employment Program provides short-term jobs to workers in rural areas. These workers are employed for up to 400 hours to help them qualify for Employment Insurance benefits.

Projects include tourism development, economic development, community/municipal infrastructure, and community services. Projects should offer skills development for workers and ongoing benefits to the region.

Project sponsors must be not-for-profit organizations or local governments including towns, regional municipalities, Inuit community governments, local service districts, community or economic development organizations. For more help:

Call Toll Free: 1-866-508-5500

Email: employmentsupport@gov.nl.ca

Visit: www.miga.gov.nl.ca/emp_support/ceep.html

Employment (Job) Supports

Moving Into Work from Income Support (AES)

If you find a job while you are receiving Income Support benefits:

- You can receive both employment earnings and Income Support for the first 30 days of working
- You may be eligible for supports to pay for clothing, equipment and start-up costs associated with a new job (Employment Development Supports)
- If your new employer does not have a health plan, you and your family may be eligible for prescription drug coverage for 12 months
- You could be eligible for a Job Start Benefit of \$250 if you have dependents, or \$125 if you are single with no dependents
- Your income tax refund is yours to keep
- Help with child care costs may be provided

If you are receiving Income Support benefits, or have low income, you may qualify for an earnings supplement while you are working. Work-related expenses, earnings and assets are assessed monthly, in addition to your needs which include family size, accommodations etc. If your assessed need is more than your monthly income, you will likely be eligible for a supplement from AES

For more help contact your regional AES office using the information listed on page 85.

Employment (Job) Supports

Skills Development Supports (AES)

Financial supports are offered for training including:

- Skills Development post-secondary training for EI-eligible individuals
- Short-term training (less than 12 weeks and non-Student Aid eligible)
- Adult Basic Education (ABE)
- General Educational Development (GED®)
- Employability Assistance for Persons with Disabilities training supports

For more help:

Call Toll Free: 1-800-563-6600

Email: aes@gov.nl.ca

Visit: www.aes.gov.nl.ca/emp/services/aes_employment_centres.pdf

Employment (Job) Supports

Wage Subsidies (AES)

Wage subsidies help employers by paying some of the employee's wages. Programs vary in length and type and include:

■ **JobsNL Wage Subsidy Program** (AES)

This program provides funding to employers to create jobs. The program supports employer/employee connections that promote sustainable long-term employment or seasonal employment.

People who are unemployed and are EI-eligible or unemployed/under-employed and non EI-eligible are targeted in this program. Priority is given to Income Support clients, a person with a disability or recent post-secondary graduates. Priority for funding may be given to occupations and sectors identified by AES. Eligible employers include both private sector and non-profit employers.

For more help:

Call Toll Free: 1-800-563-6600

Email: aes@gov.nl.ca

Visit: www.aes.gov.nl.ca/empservices/aes_employment_centres.pdf

Employment (Job) Supports

■ **Apprenticeship Wage Subsidy (AES)**

This program assists underemployed and unemployed apprentices in the skilled trades. Upon approval, AES will provide funding to employers to help offset salary costs of hiring apprentices to provide apprentices with critical work experience, especially those in their first and second year.

For more help:

Call Toll Free: 1-800-563-6600

Email: aes@gov.nl.ca

Visit: www.aes.gov.nl.ca/empservices/aes_employment_centres.pdf

■ **Student Summer Employment Program (AES)**

This program provides funding to assist private sector businesses and not-for-profit organizations to create summer employment for students entering, or returning to, post-secondary programs in the upcoming year. Private sector employers and non-profit organizations are reimbursed at different rates.

For more help:

Call Toll Free: 1-800-563-6600

Email: aes@gov.nl.ca

Visit: www.aes.gov.nl.ca/empservices/aes_employment_centres.pdf

Employment (Job) Supports

■ **High School Employment Program (AES)**

This is a summer employment program for students in Levels I, II or III. Employers must be a non-profit organization and are provided with a wage subsidy, plus administrative costs. The positions must be between four and eight weeks and provide at least 20 hours of work per week.

For more help:

Call Toll Free: 1-800-563-6600

Email: aes@gov.nl.ca

Visit: www.aes.gov.nl.ca/empservices/aes_employment_centres.pdf

■ **Early Learning and Child Care Supplement (EECD)**

This supplement provides direct financial support to eligible Early Childhood Educators working in licensed child care centres and regulated family child care homes.

For information on how to apply:

Telephone: (709) 729-2694

Email: ELCCSupplement@gov.nl.ca

Visit: www.ed.gov.nl.ca/edu/family/childcare/supplement/index.html

Employment (Job) Supports

Labour Relations Agency (LRA)

The Labour Standards Division enforces the minimum terms and conditions of employment in the province. This includes minimum wage, paid public holidays, vacation pay, hours of work, termination of employment, and various leaves.

For more help:

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

Telephone: Corner Brook: (709) 637-2364

Call Toll Free: 1-877-563-1063

Email: labourstandards@gov.nl.ca

Visit: www.gov.nl.ca/lra

Employment (Job) Supports

Employment (Job) Supports for Persons with Disabilities

Employment Assistance for Persons with Disabilities (AES)

These services help people with disabilities develop skills, gain experience and receive support to prepare for, enter or remain in the workforce. This program is cost-shared with the federal department of Employment and Social Development Canada. It offers:

- Job counseling and assessment
- Job planning
- Technical aids
- A link to community partners who deliver employment support services
- Other supports

For more help:

Call Toll Free: 1-800-563-6600

Email: aes@gov.nl.ca

Visit: www.aes.gov.nl.ca/empservices/aes_employment_centres.pdf

Employment (Job) Supports

Supported Employment (AES)

The Supported Employment Program works in partnership with Employment Corporations/Agencies to develop job opportunities for eligible individuals with developmental (intellectual) disabilities.

This program provides supports to ensure people participate in meaningful, integrated employment.

Supports range from orientation and work analysis to full-time support from a job trainer to ensure that the employer is satisfied with the work.

For more help:

Call Toll Free: 1-800-563-6600

Email: aes@gov.nl.ca

Visit: www.aes.gov.nl.ca/empservices/aes_employment_centres.pdf

Employment (Job) Supports

Training Services (AES)

These services help persons with disabilities to overcome their disability-related educational challenges while completing their first post-secondary certificate, diploma or degree. This program is cost-shared with the Government of Canada and also offers:

- Career/Employment Counseling
- Technical Aids
- Other Supports

For more help:

Call Toll Free: 1-800-563-6600

Email: aes@gov.nl.ca

Visit: www.aes.gov.nl.ca/empservices/aes_employment_centres.pdf

Employment (Job) Supports

Office of Employment Equity for Persons with Disabilities (OEEPD) - Opening Doors Program (HRS)

The OEEPD operates a number of programs and services that are designed to assist persons with disabilities to attain public sector employment resulting in a long-term labour market attachment. The programs currently offered are the Opening Doors Program, the Agencies, Boards, Commissions and Crown Corporations Career Development Initiative, the Wage Subsidy Initiatives, and the Student Summer Employment Program, along with information resource and career counselling services.

The OEEPD operates a Client Registry database that contains employment-related information of persons with disabilities who are registered as clients of the Office. When positions are recruited for through this Office, the position requirements are cross-referenced with the skills of clients in the Client Registry.

For more help or to register:

Telephone: (709) 729-5881

Call Toll Free: 1-800-950-4414

Email: openingdoors@gov.nl.ca

Visit: www.exec.gov.nl.ca/oeepd

Medical, Health and Wellness

General Medical, Health and Wellness

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

The NLPDP offers financial assistance for eligible prescription medications for residents. There are four main plans under the program (see pages 54 - 57).

Medical, Health and Wellness

■ **The Foundation Plan** (HCS)

The Foundation Plan provides 100 per cent coverage of eligible prescription medications for individuals and/or families who are receiving the following services:

- Income Support benefits through the Department of Advanced Education and Skills
- Long-Term Care or Personal Care Homes subsidies
- Community Supports through Regional Health Authorities
- Children in the care of the Department of Child, Youth and Family Services including Youth Services and Youth Corrections

No application is necessary. A Prescription Drug Program card is automatically issued when the Department of Health and Community Services is notified that a person is in receipt of the above noted services.

For more help:

Call Toll Free: 1-888-859-3535

Medical, Health and Wellness

■ **The Access Plan** (HCS)

The Access Plan provides individuals and families with low incomes access to eligible prescription medications. Eligibility and a client's contribution toward their medication costs is determined by net income levels and family status.

Applicants must have a valid MCP number. All applications must have a current tax return completed and processed by the Canada Revenue Agency.

An application form is required. Applications are available at most pharmacies and doctor offices. You may also call NLPDP to have an application mailed to you.

For more help:

Call Toll Free: 1-888-859-3535

Visit: www.gov.nl.ca/health/prescription/nlpdp_application_form.pdf

Medical, Health and Wellness

■ **The Assurance Plan** (HCS)

The Assurance Plan provides prescription medication coverage to individuals and/or families with high drug costs where eligible drug costs exceed:

- 5 per cent of net income for those who earn below \$40,000
- 7.5 per cent of net income for those who earn from \$40,000 to under \$75,000
- 10 per cent of net income for those who earn from \$75,000 to under \$150,000

Eligible applicants will be responsible for a co-payment depending on their net income and eligible drug costs. Applicants must have a valid MCP number. All applicants must have a current tax return from the Canada Revenue Agency. An application form is required in addition to providing a 12-month pharmacy printout dated from the time of application for all persons listed on the application.

Applications are available at most pharmacies and doctor offices. You may also call NLPDP to have an application mailed to you.

For more help or to get an application form:

Call Toll Free: 1-888-859-3535

Visit: www.gov.nl.ca/health/prescription/nlpdp_application_form.pdf

Medical, Health and Wellness

■ **The 65 Plus Plan** (HCS)

This plan provides coverage of eligible prescription drugs to residents 65 years of age and older who receive Old Age Security benefits (OAS) and the Guaranteed Income Supplement (GIS).

Beneficiaries pay the dispensing fee up to a maximum of \$6.

No application is necessary. A Prescription Drug Program card is automatically issued when the Department of Health and Community Services is notified by Service Canada that a person is in receipt of the GIS and OAS.

Please Note: Landed Immigrants who live in Newfoundland and Labrador and are 65 years of age or older can request an application form by calling:

Telephone: (709) 643-5421

Call Toll Free: 1-888-859-3535 or

For more help:

Inquiries to determine eligibility for GIS:

1-800-277-9914:

Visit: www.health.gov.nl.ca/health/prescription/nlpdp_plan_overview.html

Medical, Health and Wellness

Dental Health Plan (HCS)

For children aged 12 and under, this plan pays for basic procedures such as examinations (every six months), cleanings and fluoride treatment (every 12 months), routine fillings and extractions, X-rays (limited) and sealants.

For children aged 13 -17 years, in families who are enrolled in the Newfoundland and Labrador Prescription Drug Program (NLPDP) (see page 53), Access or Foundation Plans, the plan pays for examinations (every 24 months), X-rays (limited), routine fillings and extractions and emergency examinations.

For adults enrolled in the NLPDP, Access, Foundation or 65 Plus Plan, this plan pays for basic procedures including examinations and routine fillings (every three years), extractions and standard dentures (every eight years). For the Adult Dental Program some restrictions apply and patients should discuss coverage with their dental provider at the first appointment.

For more help:

Call Toll Free: 1-800-440-4405 (Dental Service)

Call Toll Free: 1-888-859-3535

(Eligibility and Dental Letters)

Visit: www.health.gov.nl.ca/health/dentalservices/general_info.html

Medical, Health and Wellness

Health Equipment and Supplies – Special Assistance Program (HCS)

Assistance for health equipment and supplies is available to eligible persons living in the community. These items are provided through the Special Assistance Program delivered by the Regional Health Authorities. Available items include:

- Equipment (such as wheelchairs, commodes and walkers)
- Medical supplies (such as dressings, catheters and incontinent supplies)
- Oxygen and related equipment and supplies
- Orthotics (such as braces and burn garments)

Eligibility depends on a financial assessment.

For more help or to apply contact your Regional Health Authority office listed on page 84.

Medical, Health and Wellness

Provincial Home Support Program (HCS)

This program provides home support services that include personal and behavioural supports, homemaking and respite at the minimum level to maintain individual independence.

Services are intended to supplement, not replace, service provided by the client's family and/or support network. The program is for:

- Persons aged 65 years or older
- Persons with disabilities aged 18-64 years
- Children with disabilities under age 18 living at home

Support is provided by home support workers. The person can choose to self-employ a home support worker or arrange for a worker from a home support agency.

A clinical and financial assessment determines eligibility and the type of help that is needed.

For more help or to apply contact your Regional Health Authority office listed on page 84.

Medical, Health and Wellness

Medical Transportation Assistance Program (HCS)

This program provides financial help to residents who have to travel outside their local area or province to use health services covered under the Medical Care Plan (MCP).

For more help:

Call Toll Free: 1-877-475-2412

Fax: (709) 729-1918

Visit: www.health.gov.nl.ca/mtap

Medical Transportation - Income Support Program (AES)

Medical transportation assistance is available to people who are eligible for Income Support benefits. Eligibility depends on distance and frequency of travel. Residents not in receipt of Income Support may be eligible for medical travel assistance based on a financial assessment.

For more help contact your regional AES office using the information listed on page 85.

Medical, Health and Wellness

Special Diet Allowance (AES)

Persons receiving Income Support benefits may receive help to buy food for a specific medical condition, such as diabetes. Proof of the medical condition must be provided.

For more help contact your regional AES office using the information listed on page 85

Vision Care (AES)

Assistance is available to people receiving Income Support benefits or who have low income, based on a financial assessment. Eye exams, glasses and contact lenses are covered, up to a maximum amount. Dependents under age 18 can have these services once every 12 months and adults once every 36 months.

For more help contact your regional AES office using the information listed on page 85.

Medical, Health and Wellness

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

MCP covers the cost of insured medical services for residents of the province, including immigrants and foreign students. For people covered by MCP, the Newfoundland Hospital Insurance Plan provides coverage for insured hospital services.

For more help or to apply for a MCP card:

Call Toll Free: Avalon: 1-866-449-4459

Call Toll Free: All other areas including Labrador:
1-800-563-1557

Medical, Health and Wellness

Regional Health Authorities (HCS)

Health care services are delivered through the Regional Health Authorities. Each authority provides facility and community-based services for its region. Facility services include hospitals and long-term care services. Hospitals and health care centers provide 24-hour emergency services, outpatient clinics, laboratory and X-ray services. Long-term care services are offered in long-term care homes and health care centres.

In the community, services may include:

- Home Care and Supportive Services
- Health Equipment and Supplies
- Health Promotion
- Health Protection (such as immunizations)
- Mental Health

For more help contact your Regional Health Authority office listed on page 84.

Medical, Health and Wellness

811 - Newfoundland and Labrador HealthLine (HCS)

811 provides people of Newfoundland and Labrador with health advice and information from a registered nurse 24 hours per day, seven days a week. All calls are confidential and free of charge.

For more help:

Call Toll Free: 811 or 1-888-709-2929

TTY: 1-888-709-3555

Visit: www.yourhealthline.ca

Provincial Smokers' Helpline (SWSD)

The Smokers' Helpline provides telephone and web-based counselling service to help people quit smoking. Anyone in the province can call the Helpline to receive information, resource materials, or to speak with a smoking cessation counsellor for advice and support. All calls are confidential and free of charge.

For more help:

Call Toll Free: 1-800-363-5864

Visit: www.smokershelp.net

Medical, Health and Wellness

Problem Gambling Helpline (HCS)

The Problem Gambling Helpline provides a 24-hour telephone service for people in crisis due to their gambling. This service provides immediate support and can also refer callers to ongoing support. All calls are confidential and free of charge.

For more help:

Call Toll Free: 1-888-899-4357(HELP)

Provincial Mental Health Crisis Line and the Mobile Crisis Response Team (HCS)

This line provides a 24-hour telephone service for people with mental health issues. This service offers immediate support and can also refer callers to ongoing support. All calls are confidential and free of charge.

The Mobile Crisis Response (MCR) Team is made up of mental health social workers, Licensed Practical Nurses, and Psychiatric Nurses who travel as a team to assist with a mental health-related crisis directly in a person's home or community. The MCR Team currently offer services from 11:00 a.m. - 11:00 p.m. seven days a week for people in St. John's and surrounding area.

For more help:

Call Toll Free: 1-888-737-4668

Medical, Health and Wellness

Recovery Centre (HCS)

The Recovery Centre provides a 19-bed provincial inpatient service for anyone 16 years and older, who is experiencing addiction or withdrawal from alcohol, drugs and/or gambling. Admissions can be self-referrals or through hospitals, health professionals and community agencies. The length of stay depends on individual need. The program focuses on stabilizing the person's physical and psychological health through the withdrawal process. An addictions counsellor is available to meet with clients for assessment, crisis counselling and discharge planning. Clients also have access to in-house education and group sessions, as well as onsite self-help meetings. The non-threatening, non-judgmental setting helps the recovery process.

For more help:

Telephone: (709) 752-4980

Call Toll Free: 1-877-752-4980

Medical, Health and Wellness

Bridge the gAPP (HCS)

Bridge the gAPP is an online service that supports mental wellness. Available from a computer, tablet or phone, Bridge the gAPP instantly connects people to self-help information. It also directs people to local supports through a searchable service directory.

The program is an early intervention tool for people experiencing a mental illness and/or addiction issues or for anyone wishing to improve or maintain their mental wellness. Bridge the gAPP also connects individuals to an eight-week online self-management program called the BreathingRoom. This program assists people in coping with stress, anxiety and depression. Bridge the gAPP has services for youth and adults via its website or by download through Google Play or the Apple Store. All services can be accessed through www.bridgethegapp.ca

For more help:

Visit: www.bridgethegapp.ca

Telephone: (709)729-3658

Email: Bridgethegapp@gov.nl.ca

Medical, Health and Wellness

The BreathingRoom (HCS)

This is an eight-week online self-management program for youth and young adults ages 13 to 24. This program helps people manage stress, depression and anxiety. It is free to residents of this province and is available through the Bridge the gAPP services.

For more help:

Visit: www.bridgethegapp.ca

Justice and Legal

General Justice and Legal

Emergency Protection Orders

Emergency Protection Orders are short-term court orders (maximum of 90 days) with one or more provisions for the immediate protection of a victim of family violence.

For further information, call the telephone number for either your RNC police detachment or RCMP police detachment or visit the websites on page 87 or the nearest Provincial Court.

Visit: www.court.nl.ca/provincial/about/locations.html

Victim Services (JPS)

Services are available for victims of crime, especially victims of violent crimes, regardless of whether a charge is laid. Services are free of charge and can include: information, support, court preparation, referrals to community services and supportive counselling. Victim Services also supports child victims and witnesses who are required to testify in a criminal matter.

There are 11 offices province wide.

For help more help:

Telephone: (709) 729-7970 (collect calls accepted)

Email: victimservices@gov.nl.ca

Justice and Legal

Child Protection Services - Reporting Child Abuse (CYFS)

Children have the right to be protected and to be safe. Unfortunately, there are times when children in Newfoundland and Labrador are harmed or abused by their parent(s). Child abuse includes physical, sexual or emotional harm, living with violence or being left without adequate supervision.

- Physical abuse is any non-accidental physical force or action that harms a child
- Sexual abuse is the inappropriate exposure of a child to sexual contact, activity or behaviour
- Emotional abuse is anything that causes mental or emotional harm to a child

To report child abuse call your local Child, Youth and Family Services' office or call your local police:

Telephone: (709) 729-0760

TTY: 1-855-729-2044

Visit: www.gov.nl.ca/cyfs/report.html or
www.gov.nl.ca/cyfs

Justice and Legal

Human Rights Commission

The Human Rights Commission helps people understand and comply with the Human Rights Act, 2010 which protects people from discrimination.

For more help:

Call Toll Free: 1-800-563-5808

Telephone: (709) 729-2709

Email: humanrights@gov.nl.ca

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

Justice and Legal

Legal Aid Commission

This program provides people with legal services, including:

- Access to a duty counsel lawyer at court for any person, adult or youth, who makes a first appearance before the provincial and youth court
- Telephone access to a lawyer, 24 hours a day, for any person being questioned or detained by police
- Legal help for people who cannot afford a private lawyer. These services include adult and youth criminal offences, most family law cases, and assistance with Workplace Health, Safety and Compensation Commission claims or appeals, Canada Pension Plan claims or appeals, Refugee Board hearings, and AES appeals
- Help for families responding to an intervention by a child and youth social worker
- Legal help for people with mental health issues

Local office telephone numbers are listed on page 86.

For more help:

Call Toll Free: 1-800-563-9911 (24-hours a day)

Email: nlac@legalaid.nl.ca

Visit: www.legalaid.nl.ca

Justice and Legal

Royal Newfoundland Constabulary Public Complaints Commission

This commission investigates complaints against members of the Royal Newfoundland Constabulary. A complaint has to be registered within six months of the alleged incident. Complaint forms are available on the website.

For more help:

Telephone: (709) 729-0950

Email: RNCComplaintsCommission@gov.nl.ca

Visit: www.gov.nl.ca/rncpcc

Justice and Legal

Justice and Legal Help for Families

Family Justice Services (JPS)

Family Justice Services offers services to assist families in resolving their own separation and divorce issues regarding custody, access and/or child support outside of court. Family Justice Services focuses on the needs of children and provides a range of free services including mediation/counselling, as well as parent information sessions that focus on family law matters and parenting after separation.

Family Justice Services does not provide legal advice or services for property division, spousal support or child protection.

For more help:

Telephone: Provincial Director (709) 729-1146

Telephone: Avalon Region (709) 729-1183

Telephone: Central Region (709) 256-1205

Telephone: Western Region (709) 634-4174

Telephone: Labrador Region (709) 896-7941

Justice and Legal

Support Enforcement Program (JPS)

This program ensures that court ordered child support is paid. This program collects and distributes court-ordered funds for support, maintenance or alimony. It is also responsible for the recalculation service for child support orders.

For more help:

Enforcement Services

Telephone: (709) 637-2608

Call Toll Free: 1-855-637-2608

Email: seps@gov.nl.ca

Visit: [www.justice.gov.nl.ca/just/childsupport/
support_enforcement.html](http://www.justice.gov.nl.ca/just/childsupport/support_enforcement.html)

Recalculation Services

Telephone: (709) 634-4172

Other Services

Office of the Citizen's Representative (HOA)

This office investigates decisions, acts or omissions by the Provincial Government, in situations where there are no other appeal options.

For more help:

Telephone: (709) 729-7647

Call Toll Free: 1-800-559-0079

Email: citrep@gov.nl.ca

Visit: www.citizensrep.nl.ca

Visit: www.facebook.com/Office-of-the-Citizens-Representative-Newfoundland-and-Labrador-171628062894528/timeline

Advocate for Children and Youth (HOA)

The mandate of this office is to protect and advance the rights and interests of children and youth through the provision of advocacy services.

For more help:

Telephone: (709) 753-3888

TTY: (709) 753-4366

Call Toll Free: 1-877-753-3888

Email: office@ocya.nl.ca

Visit: www.childandyouthadvocate.nl.ca

Other Services

Consumer Protection (SNL)

Consumer interests and rights are regulated and protected under the Consumer Protection and Business Practices Act. Consumer affairs awareness and education services, including tips for seniors, telemarketing fraud and mail scam advice, are also available to help consumers make informed decisions.

For more help:

Telephone: (709) 729-2600

Call Toll Free: 1-877-968-2600

Email: consumeraffairsaccount@gov.nl.ca

Visit: www.servicenl.gov.nl.ca/consumer/consumer_affairs/index.html

Other Services

Motor Registration (SNL)

The Motor Registration Division is responsible for:

- Testing for and issuing drivers licences
- The annual licensing or registration of vehicles
- Issuing photo identification cards
- The issuance of mobility-impaired parking permits (blue zone parking)
- Collection of any outstanding traffic fines and sales tax on vehicle transfers
- Managing driver convictions, suspensions, and collision/medical records
- Development, administration and auditing of highway enforcement programs for commercial drivers and vehicles to achieve safety on public roads

For more information, applications, online vehicle renewal, or a list of Government Service Centre locations:

Telephone: (709) 729-0345

Call Toll Free: 1-877-636-6867

Email: mrd_info@gov.nl.ca

Visit: www.servicenl.gov.nl.ca

Other Services

Vital Statistics (SNL)

Vital Statistics registers and certifies all births, deaths, and marriages in the province. It also registers adoptions and legal name changes and certifies clergy and civil authorities for marriage ceremonies.

For more help, applications, or a list of Government Service Centre locations:

Telephone: (709) 729-3308

Email: vstats@gov.nl.ca

Visit: www.servicenl.gov.nl.ca

Government Service Centres (SNL)

There are 15 Government Service Centres conveniently located throughout the province, each providing a single point of entry for a range of services to the general public and the business community. Some of the services provided include motor registration, vital statistics, land development services, licences, permits, inspections and approvals regarding private septic systems, electrical installations, small game hunting and angling.

For more help:

Visit: www.servicenl.gov.nl.ca/departments/branches/divisions/gsc.html

Other Services

Parks and Natural Areas (ENVC)

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

Parks and Natural Areas

Telephone: 709-637-2040

Visit: www.env.gov.nl.ca/parks

Campsite Reservations

Call Toll Free: 1-877-214-2267

Visit: www.nlcamping.ca

Wildlife Division (ENVC)

This office issues hunting licences for trapping, inland angling, and hunting and angling guide licenses; provides hunter education and firearm safety training; runs the Disabled Hunter/Angler Program; and operates the Salmonier Nature Park. Some licences may be available at a reduced fee for youth and seniors.

For more help:

Telephone: (709) 637-2025

Email: wildlifelicense@gov.nl.ca

Visit: www.env.gov.nl.ca/env/wildlife

Other Services

Provincial Training Centres and Pools (SWSD)

The Government of Newfoundland and Labrador owns and operates a pool and training centre in Happy Valley-Goose Bay and a swimming pool in Gander and in Corner Brook.

For more information, check the local phone book or:

Visit: www.swsd.gov.nl.ca/recreation/hpsmg/nl_sports_centre.html

Provincial Historic Sites (BTCRD)

There are 12 Provincial Historic Sites that have guides available. Provincial Historic Sites are seasonal. Discounts are available for seniors, students and youth. Children five and under are free.

For a full listing of these sites and contact information check the blue pages of the phone book.

For more help:

Visit: www.seethesites.ca

Other Services

The Rooms (BTCRD)

The Rooms is home to the Provincial Museum, Provincial Art Gallery and the Provincial Archives. Students and seniors get a discount on admission price and there is free admission for all on Wednesday from 6:00 p.m. to 9:00 p.m. There are also seasonal branch museums in North West River, Grand Falls – Windsor and Grand Bank.

For more help:

Telephone: 709-757-8000

Visit: www.therooms.ca

Regional Office Contact Information

Health Authority Offices (HCS)

Eastern Health Authority

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

Telephone: Rural Avalon (709) 229-1557

Telephone: Bonavista (709) 468-5172 or 468-2073

Telephone: Clarenville (709) 466-5700

Telephone: Burin (709) 279-7900

Visit: www.easternhealth.ca

Central Health Authority

Telephone: Gander (709) 651-6241

Telephone: Grand Falls – Windsor
(709) 489-8150

Visit: www.centralhealth.nl.ca

Western Health Authority

Telephone: Corner Brook (709) 634-5551 Ext. 0

Telephone: Stephenville (709) 643-8700

Visit: www.westernhealth.nl.ca

Labrador-Grenfell Health Authority

Telephone: St. Anthony (709) 454-3333

Telephone: Happy Valley – Goose Bay
(709) 897-2000

Visit: www.lghealth.ca

Regional Office Contact Information

Advanced Education and Skills Offices (AES)

Call Toll Free: Avalon 1-877-729-7888

Call Toll Free: Central 1-888-632-4555

Call Toll Free: Western 1-866-417-4753

Call Toll Free: Labrador (709) 896-8846 or

Call Toll Free: Labrador Region 1-888-773-9311

TTY: All regions 1-877-292-4205

Email: aes@gov.nl.ca

Regional Child Care Service Offices (EECD)

Telephone: Metro (709) 729-4331

Telephone: Central East (709) 292-6283

Telephone: Western (709) 637-2763

Telephone: Labrador (709) 896-9170 ext. 222

Visit: www.childcare.gov.nl.ca

Newfoundland and Labrador Housing Corporation Offices (NLHC)

Telephone: Avalon (709) 724-3000

Telephone: Corner Brook (709) 639-5201

Telephone: Gander (709) 256-1300

Telephone: Happy Valley-Goose Bay (709) 896-1920

Telephone: Grand Falls-Windsor (709) 292-1000

Telephone: Marystown (709) 279-5375

Telephone: Stephenville (709) 643-6826

Visit: www.nlhc.nl.ca

Regional Office Contact Information

Legal Aid Commission

Telephone: Provincial Head Office
(709) 753-7860

Telephone: St. John's (General) (709) 753-7863

Telephone: Mental Health Office
(709) 726-8966

Telephone: Family and Child Legal Aid
(709) 753-0722

Telephone: Carbonear
(709) 596-7835 or 786-6003

Telephone: Clarenville (709) 466-7138

Telephone: Marystown (709) 279-3068

Telephone: Gander (709) 256-3991

Telephone: Grand Falls-Windsor (709) 489-9081

Telephone: Corner Brook (General)
(709) 639-9226

Telephone: Family and Child Legal Aid
(709) 634-4391

Telephone: Stephenville (709) 643-5200

Telephone: Happy Valley – Goose Bay
(General) (709) 896-5323
or (709) 896 5051 or (709) 896 5690

Telephone: Family and Child Legal Aid
(709) 896-4136 or 896 5323

Telephone: Labrador West / Wabush
(709) 282-3425 or 282 3426

Regional Office Contact Information

Royal Newfoundland Constabulary

Visit: www.rnc.gov.nl.ca

Royal Canadian Mounted Police

Visit: www.rcmp-grc.gc.ca/detach/en/find/NL



An Initiative of the Poverty Reduction Strategy

Department of
Seniors, Wellness and Social Development

P.O. Box 8700 St. John's, NL A1B 4J6
povertyreduction@gov.nl.ca