

# Disability Resource Manual 2011



**British Columbia & Yukon Division**



# OUR MISSION

**To be a leader in finding  
a cure for Multiple Sclerosis  
and enabling people affected by  
MS to enhance their quality of life.**

---

**We will have achieved our mission when:**

The cause and cure for Multiple Sclerosis are identified in the shortest possible time.

People with MS have the opportunity to participate fully in all aspects of life.

The Canadian public is fully aware of MS, the MS Society and what it does.

All necessary activities of the MS Society are adequately funded.

The volunteers and staff of the chapters, division and national organization are working together effectively towards our common Mission.

# CONTENTS

## **A ACCESSIBILITY**

<b>A-1</b>	Telus Relay Service (TRS) .....	6
<b>A-2</b>	Elections Canada Accessibility Services .....	6
<b>A-3</b>	Elections BC – Voters with Disabilities .....	7
<b>A-4</b>	Parking Permit Program for People with Disabilities .....	7
<b>A-5</b>	Savaria .....	8
<b>A-6</b>	Chrysler Automobility Program .....	8
<b>A-7</b>	Ford Mobility Program .....	9
<b>A-8</b>	GM Canada Mobility Program for Persons with Disabilities .....	9
<b>A-9</b>	Toyota Canada’s Mobility Program .....	9
<b>A-10</b>	Gasoline Tax Rebate and Refund Programs .....	10
<b>A-11</b>	Tax Exemptions for Equipment and Devices Used by Persons With a Permanent Disability .....	11
<b>A-12</b>	ICBC Disability Discount .....	12
<b>A-13</b>	Husky and Mohawk Gas Stations .....	13

## **B ADVOCACY AND SUPPORT INFORMATION**

<b>B-1</b>	Multiple Sclerosis Society of Canada—Volunteer Legal Advocacy Program (VLAP)....	14
<b>B-2</b>	BC Coalition of People with Disabilities .....	14
<b>B-3</b>	People in Motion .....	15
<b>B-4</b>	The BC Centre for Ability .....	15
<b>B-5</b>	Self-Management Programs .....	16
<b>B-6</b>	Triumph Vocational Services for People with Disabilities .....	17
<b>B-7</b>	Canadian Human Rights Commission .....	17
<b>B-8</b>	Canadian Disabled Individuals Association (CDIA) .....	18
<b>B-9</b>	Vancouver Justice Access Centre .....	18
<b>B-10</b>	SomeoneIlike.me.ca .....	18
<b>B-11</b>	Living Through Loss Counselling Society of BC .....	19
<b>B-12</b>	Neil Squire Society .....	19
<b>B-13</b>	Open Door Group .....	19
<b>B-14</b>	Bounce Back: Reclaim Your Health (Canadian Mental Health Association) .....	19

## **C FINANCIAL BENEFITS**

<b>C-1</b>	Canada Pension Plan (CPP) .....	20
<b>C-2</b>	ConnecTra Society .....	20
<b>C-3</b>	Equipment Provision Program (EPP) – MS Society of Canada .....	21
<b>C-4</b>	Tetra Society of North America.....	21
<b>C-5</b>	Technology for Independent Living.....	22
<b>C-6</b>	Persons with Disabilities Assistance (PWD) .....	22
<b>C-7</b>	Personal Income Tax .....	23
<b>C-8</b>	Property Tax .....	23
<b>C-9</b>	Employment Insurance (EI) .....	25
<b>C-10</b>	PharmaCare .....	26
<b>C-11</b>	Life Insurance Policies .....	27
<b>C-12</b>	Mortgage Insurance Policies .....	28

<b>C-13</b>	Ability Tax Group LLP .....	28
<b>C-14</b>	Credit Counselling .....	28
<b>C-15</b>	Disability Awards .....	29
<b>D</b>	<b>HOUSING</b>	
<b>D-1</b>	Co-operative Housing Federation of BC (CHF/BC) .....	30
<b>D-2</b>	Canada Mortgage Housing Corporation (CMHC) .....	31
<b>D-3</b>	British Columbia Housing Management Commission (BC Housing) .....	31
<b>D-4</b>	Home Owner Grant Supplement Program .....	33
<b>D-5</b>	Affordable Housing Societies .....	33
<b>E</b>	<b>HEALTH SERVICES</b>	
<b>E-1</b>	Home and Community Care .....	34
<b>E-2</b>	Access Clinic – BC Women’s Hospital and Health Centre.....	36
<b>E-3</b>	BC Ministry of Health .....	36
<b>E-4</b>	HealthLink BC .....	36
<b>F</b>	<b>TRAVEL</b>	
<b>F-1</b>	Access to Travel .....	37
<b>F-2</b>	Canadian Transport Agency .....	37
<b>F-3</b>	Canadian Heritage and Parks Canada .....	38
<b>F-4</b>	Easter Seals Disability Travel Card™ .....	39
<b>F-5</b>	Hope Air .....	39
<b>F-6</b>	Airlines .....	40
<b>F-7</b>	BC Ferries .....	41
<b>F-8</b>	Cruises for Physically Challenged People .....	41
<b>F-9</b>	VIA RAIL (Special Services) .....	41
<b>F-10</b>	Car Rentals .....	42
<b>F-11</b>	Greyhound Canada Transportation Ltd. ....	42
<b>G</b>	<b>RECREATIONAL BENEFITS</b>	
<b>G-1</b>	Disabled Sailing Association of BC (DSA) .....	43
<b>G-2</b>	BC Therapeutic Riding Association (B.C.T.R.A.) .....	43
<b>G-3</b>	Disabled Skiers Association of BC (DSABC) .....	44
<b>G-4</b>	Fishing License Fee Reduction .....	45
<b>G-5</b>	Vancouver Adapted Music Society (VAMS) .....	45
<b>G-6</b>	BC Mobility Opportunities Society (BCMOS) .....	46
<b>G-7</b>	Power To Be (PTB) Adventure Therapy Society .....	46
<b>G-8</b>	Kickstart .....	47
<b>G-9</b>	Access 2 Entertainment Card .....	47
<b>G-10</b>	Leisure Access Card Program (LAC), Vancouver Park Board .....	47
<b>G-11</b>	BC Provincial Parks and Camping .....	48
<b>G-12</b>	ActNow BC .....	49
<b>H</b>	<b>TRANSPORTATION INFORMATION</b>	
<b>H-1</b>	HandyCard (Handy Pass)/TaxiSaver Program .....	50
<b>H-2</b>	Bus Pass Program for Senior and People with Disabilities .....	51
<b>H-3</b>	HandyDART .....	51
<b>H-4</b>	Accessible Transit Advocacy .....	52
<b>H-5</b>	Special Transportation Subsidy (STS) .....	52
<b>H-6</b>	GF Strong Driver Rehab Centre .....	53

<b>I</b>	<b>SAFETY</b>	
I-1	Earthquake Preparedness .....	54
I-2	Emergency Preparedness .....	54
I-3	BC 211 .....	55
I-4	BC Coalition of People with Disabilities—Emergency Preparedness.....	55
<b>J</b>	<b>GOVERNMENT INFORMATION</b>	
J-1	Government of Canada Website .....	56
J-2	Persons with Disabilities Online .....	56
J-3	BC Ministry of Social Development .....	57
J-4	BC Government.....	57
J-5	Service Canada .....	58
<b>K</b>	<b>CAREGIVERS</b>	
K-1	Canadian Caregiver Coalition .....	59
K-2	Canadian Home Care Association .....	59
K-3	Multiple Sclerosis Society of Canada .....	59
K-4	Family Caregivers’ Network Society.....	60
K-5	Caregiver Connect (Victorian Order of Nurses Canada) .....	60
K-6	Well Spouse Association .....	61
K-7	Care-ring Voice .....	61
K-8	Caregiving: A Shared Journey .....	62
K-9	Young Carers Canada .....	62
K-10	The Family Caregiver .....	62
K-11	Caregiver Tax Credit .....	63
K-12	Home and Community Care: A Guide to Your Care .....	63
<b>L</b>	<b>YUKON SPECIFIC RESOURCES</b>	
L-1	Yukon Health Guide .....	64
L-2	Yukon Health and Social Services .....	64
L-3	Chronic Disease Program .....	65
L-4	Community Adult Services .....	65
L-5	Yukon Continuing Care .....	65
L-6	Workplace Diversity Employment Office (WDEO) .....	66
L-7	Yukon Supplementary Allowance .....	67
L-8	Yukon Council on DisABILITY .....	67
L-9	Yukon Housing Corporation .....	68
L-10	City of Whitehorse Handy Bus Service .....	68
<b>M</b>	<b>APPENDIX—APPLICATION FORM LINKS</b> .....	69
<b>N</b>	<b>INDEX</b> .....	71

# A | ACCESSIBILITY

## A-1 Telus Relay Service (TRS)

- The TELUS Relay Service (TRS) is a means for individuals who are hard of hearing, deaf, or are experiencing trouble with speech, and who have a TTY (Teletypewriter), to have telephone conversations with others using a standard telephone.

*For more information, call:*

**Residential Customer Service:**

604-310-2255

(calling from within BC)

1-888-811-2323

(calling from outside of BC)

**Operator Assisted Calling:**

0 (within Alberta and BC)

1 (800) 646-0000 (other areas)

Or, **log on** to [www.telus.com](http://www.telus.com)

Then click: British Columbia

Home Phone

Special Needs Centre

Telus Relay Service

---

## A-2 Elections Canada Accessibility Services

- Elections Canada offers a range of information, education and accessibility services to those with a disability. Voting materials are available in a variety of formats, including Braille, large print and audio/video cassette for those with sensory impairments.
- Mobile polling stations are available for certain types of institutions, as specified by the Canada Elections Act, where senior citizens or persons with disabilities reside. This may include room to room transportation of the ballot box if necessary at both hospitals and care facilities.

*For more information, you can:*

**Mail to:** Elections Canada

257 Slater Street

Ottawa, ON K1A 0M6

**Call:** 1-800-463-6868 (toll-free in

Canada and US)

TTY 1-800-361-8935 (for persons with hearing impairments)

**Fax:** 1-888-524-1444 (toll-free in Canada and the US)

Or, **log on** to: [www.elections.ca](http://www.elections.ca)

Then click: Voters

Information for Voters

with Special Needs

Accessibility of Electoral

### A-3 Elections BC – Voters with Disabilities

- A six-minute video details the services available onsite for voters during a provincial general election or by-election.
- Staff at voting locations are trained to assist individuals with a disability, visual impairment, or hearing loss.

*For more information:*

**Mail to:** Elections BC  
PO Box 9275 Stn Prov Govt  
Victoria, BC V8W 9J6

Or, **log on to** [www.elections.bc.ca](http://www.elections.bc.ca)  
Then click: Voting  
Voters with  
Disabilities

**Call:** (250) 387-5305  
1 (800) 661-8683 (toll-free)  
TTY 1-888-456-5448 (for persons with hearing impairment)

**Fax:** 250-387-3578  
1-866-466-0665 (toll-free fax)

### A-4 Parking Permit Program for People with Disabilities

- Transferable parking permits are available with an identification number and the international wheelchair symbol. This permit is necessary to park in zones reserved for people with disabilities.
- Applications must be completed by a physician who then recommends the type of permit and the length of validity. An application processing fee is charged and varies according to the vendor. (Only accepts cheque, money order and credit cards).

Application form is available at [www.sparc.bc.ca/application-forms](http://www.sparc.bc.ca/application-forms)

*For more information:*

**Mail to:** SPARC BC Parking Permit Program  
4445 Norfolk Street  
Burnaby, BC V5G 0A7

**Hours:** Monday - Friday 9:00am-4:30pm.

**Call:** (604) 718-7744  
**Fax:** (604) 736-8697  
**E-mail:** [permits@sparc.bc.ca](mailto:permits@sparc.bc.ca)

Or, **log on to** [www.sparc.bc.ca/parking-permit](http://www.sparc.bc.ca/parking-permit)

## A-5 Savaria

- Savaria is Canada's largest wheelchair van conversion company. They convert standard mini vans into wheelchair accessible vehicles with lowered stainless steel flooring and access ramps.
- Their website contains information on available financing options for wheelchair accessible vehicles in British Columbia.

*For more information:*

**Mail to:** Savaria  
107 Alfred Kuehne Blvd.  
Brampton, ON L6T 4K3

**Call:** 1-866-661-5112 (toll-free)

**E-mail:** [Info@savaria.com](mailto:Info@savaria.com)

Or, **log on** to [www.savaria.com/products/vans](http://www.savaria.com/products/vans)

For a list of funding sources available in BC, click:  
Funding Sources in Canada (under Resources)

---

## A-6 Chrysler Automobility Program

- This program offers a cash reimbursement to cover the costs associated with the installation of adaptive driving or passenger equipment on new (sold by authorized Chrysler Canada, Jeep or Dodge Dealer) or leased Chrysler Canada vehicles.
- Leased or purchased vehicles must be either a new 2008 or newer model, and must have had the equipment installed within 6 months of the lease or purchase.

*For more information:*

**Mail to:** Chrysler Group LLC  
Automobility Program Headquarters  
P.O. Box 5080  
Troy, MI 48007-5080

**Call:** 1-800-255-9877

Or, **log on** to [www.chryslergroupllc.com](http://www.chryslergroupllc.com)  
Then click: Automobility Overview (under Community Support)

---

### A-7 Ford Mobility Program

- The program is a comprehensive package of benefits available upon purchase or lease of any new Ford of Canada, Lincoln or Mercury car or light truck. The Ford Mobility program is only applicable to new vehicles.
- Cash reimbursements of up to \$1000 are offered to offset the cost of a mobility conversion or installation of driver's aids.
- Vehicle modifications must be completed within 6 months of vehicle delivery.

*For more information:*

**Call:** 1-800-387-7944

Or, **log on** to [www.ford.ca](http://www.ford.ca)

Then click: Mobility

---

### A-8 GM Canada Mobility Program for Persons with Disabilities

- GM of Canada will offer reimbursements of up to \$1000 (excluding all taxes) for the cost of adapting GM cars and light trucks, even if other funding has been secured.
- Please contact GM for evaluation and assistance.
- The procedure for GM reimbursement is somewhat different than other manufacturers. For a detailed explanation of the overall process, see: [http://www.gm.ca/media/mobility/Mobility-Overview\\_en.pdf](http://www.gm.ca/media/mobility/Mobility-Overview_en.pdf)

*For more information:*

**Call:** 1-800-463-7483 (English/French)

TTY 1-800-263-3830 (for people with hearing impairment)

Or, **log on** to [www.gm.ca](http://www.gm.ca)

Then click: Mobility Program (under Offers and Promotions)

---

### A-9 Toyota Canada's Mobility Program

- The Mobility Program offers an allowance of up to \$1,000 to physically challenged customers who purchase a new or eligible Toyota vehicle to offset the costs of installing adaptive driving aids or mobility assistance equipment.
- Customers must provide a doctor's note and complete an application with the payment receipt or work order.

*For more information:*

**Call:** 1-888-869-6828 (Monday-Friday: 8 AM to 6PM EST)

Or, **log on** to [www.toyota.ca](http://www.toyota.ca)

Then click: Promotions (under shopping tools)  
Mobility Program

---

## A-10 Gasoline Tax Rebate and Refund Programs

### British Columbia's Fuel Tax Refund Program for Persons with Disabilities:

- Persons with a disability are eligible for a refund on the provincial tax they have paid for gasoline, diesel, or propane and may receive up to \$500 per year for the cost of gasoline used by their leased or owned vehicle.
  - . The applicant must be at least 16 years of age and
  - . Own or lease the vehicle (joint ownership is acceptable)
  
- Persons with disabilities caused by MS may be eligible for the refund if they:
  - . Are permanently dependant on a wheelchair or a scooter
  - . Have permanently lost function of their lower limbs
  - . Have experienced a permanent impairment of locomotion to the extent that it would be hazardous for them to use public transportation (as certified by a medical doctor)
  - . Have experienced a sight impairment to the extent that they are not eligible to hold a driver's license under the Motor Vehicle Act (as certified by a medical doctor)
  - . Have received disability assistance under the Ministry of Social Development, or you would receive assistant of a supplement but do not qualify because your are 65 years old or older. If you no longer qualify, please contact the Consumer Taxation Branch.

*For more information:*

**Mail to:** Consumer Taxation Branch  
PO BOX 9442 STN Prov Govt  
Victoria, BC V8W 9V4

**Call:** 1-877-388-4440 (Monday – Friday, 8:30 am to 4:30 pm)

**Fax:** 250-387-3000  
**Email:** [ctbtaxquestions@gov.bc.ca](mailto:ctbtaxquestions@gov.bc.ca)

**Or log on to:** [www.rev.gov.bc.ca/ctb](http://www.rev.gov.bc.ca/ctb)  
Then click:  
Individuals  
Persons with Disabilities (under Information for You)  
Motor Fuel Tax Refund

---

**Federal Excise Gasoline Tax Refund Program:**

- This is a Federal government program that refunds the Excise Tax paid on gasoline.
  - The price of gasoline includes GST and the Federal Excise Tax, however only the latter is refunded.
  - The refund amount is 1.5 cents per litre or 0.15 cents per kilometer.

**All claims must be made no later than two years after the gasoline purchase date. Claim amounts smaller than \$5 will not be refunded.**

- Eligible claimants include registered charities, as defined by the Income Tax Act, as well as individuals with permanent mobility impairments who cannot safely use public transportation as determined by a qualified medical practitioner.

*For more information:*

**Call:** 1-800-959-8281 (general enquiries or to book an appointment with your local tax centre)

1-800-665-0354 (TTY to book an appointment at your local tax centre)

1-800-959-2221 (Accommodation request for the visually impaired)

Or, **log on to** [www.ccra-adrc.gc.ca/disability](http://www.ccra-adrc.gc.ca/disability)

Then click: Excise Tax Information

For more information on medical and disability-related information, click:  
Guide RC4064, Medical and Disability-Related Information

For a copy of the application form, click:  
Information Sheet XE8, Federal Excise Gasoline Tax Refund Program

---

## **A-11 Tax Exemptions for Equipment and Devices Used by Persons with a Permanent Disability**

### **GST/HST Specially Equipped Motor Vehicle Rebate**

Individuals with a permanent disability can receive a rebate for the GST or HST that was paid or is owed on the modifications of a converted van. The application for this rebate must be submitted within four years after the tax was paid or became due. Individuals who have leased their modified vans then opted to purchase them may also apply.

The GST/HST exemption also applies to the purchase of other mobility aids and services.

## ACCESSIBILITY

---

*For more information:*

**Call:** 1-800-959 5525 (Canada Revenue Agency)

1-800-665-0354  
(TTY to book an appointment with your local tax centre)

1-800-959-2221  
(Accommodation request for the visually impaired)

Or, **log on** to [www.pwd-online.ca](http://www.pwd-online.ca)

Then click: Tax and Financial Benefits

Taxes

British Columbia

GST/HST information for people with disabilities

For a copy of the application form, click:

GST518 - GST/HST Specially Equipped Motor Vehicle Rebate Application

---

### **A-12 ICBC Disability Discount**

- The Disability Discount offers a savings for persons with a disability who own/lease a car and who are qualified for the BC government fuel tax refund.
- Your vehicle must be rated either for pleasure use, to & from work, business use or certain recreational and commercial uses
- Eligible applicants receive a **25% discount** on the cost of basic, compulsory Autoplan Coverage.

**For more information:**

**Mail to:** ICBC Head Office  
151 West Esplanade  
North Vancouver, BC V7M 3H9

**Call:** 604-661-2800 (Lower Mainland area)  
1-800-663-3051 (Elsewhere in BC, Canada, US)  
Monday-Friday: 8am-7pm  
Saturday: 9am-5pm

Or, **log on** to [www.icbc.com](http://www.icbc.com)

Then click: Autoplan Insurance

Basic Autoplan

How you can save money on insurance (under What Basic Costs)

Disability discount (under Other Discounts)

### A-13 Husky and Mohawk Gas Stations

- Husky and Mohawk gas stations will provide full fuel service for people with physical disabilities for the price of self-serve.
- Please note that in some instances, when there is only one person on duty—it may not be possible to provide you with full service at moment's notice. To ensure you get the service you need, we suggest calling ahead to the station you wish to visit to confirm the best visit drop by.
- To find a station near you, visit: [www.myhusky.ca/station\\_locator.html](http://www.myhusky.ca/station_locator.html) or contact the Husky Customer Care Centre.

*For more information:*

**Call:** 1-800-661-3835

**Email:** [customerservice@huskyenergy.com](mailto:customerservice@huskyenergy.com)

# **B** ADVOCACY & SUPPORT INFORMATION

## **B-1 Multiple Sclerosis Society of Canada – Volunteer Legal Advocacy Program**

- The goal of Volunteer Legal Advocacy Program (VLAP) is to make professional legal advice and advocacy support available via telephone, E-mail, or in person to our members living in the Lower Mainland, Fraser Valley, Victoria, Nanaimo, Kamloops, Kelowna/Vernon, Prince George and West Kootenay regions.
- Chapter staffs are able to provide individual advocacy, while the Division office provide systemic advocacy. Please contact VLAP for complete information regarding advocacy for people with MS.
- The Society also offers programs and services in the following areas:
  - Information and referral
  - Education
  - Support
  - Advocacy and Social Action (VLAP)
  - Equipment and Funding
  - Social, recreation and fitness

*For more information:*

**Mail to (or visit):** Multiple Sclerosis Society - BC & Yukon Division  
1501-4330 Kingsway  
Burnaby, BC V5H 4G7

**Call:** 604-689-3144 (Lower Mainland)  
1-800-268-7582 (Outside of Lower Mainland)

**Fax:** (604) 689-0377

**E-mail:** [info.bc@mssociety.ca](mailto:info.bc@mssociety.ca)

Or, **log on to** [www.mssociety.ca/bc](http://www.mssociety.ca/bc)  
Then click: Support and Services

---

## **B-2 BC Coalition of People with Disabilities**

- Welcoming people with all disabilities, the BC Coalition of People with Disabilities' Advocacy Access Program is an excellent resource for provincial disability benefits and CPP Disability Benefits advocacy.

*For more information:*

**Mail to:** BC Coalition of People with Disabilities  
204 – 456 West Broadway  
Vancouver, BC V5Y 1R3

**Call:** 604-872-1278 or 1-800-663-1278  
(Advocacy Access Program Direct Line)  
604-875-0188 or 1-800-663-1278 (Main BCCPD Office)  
TTY 604-875-8835 (for people with hearing impairment)

**Fax:** 604-875-9227

**E-mail:** [feedback@bccpd.bc.ca](mailto:feedback@bccpd.bc.ca)

Or, **log on to** <http://www.bccpd.bc.ca>  
Then click: Advocacy Access (under Programs)

---

### **B-3 People in Motion**

- People in Motion seeks to open doors and create a better tomorrow for those with physical disabilities by building awareness, expanding opportunities and providing support through programs that respect diversity and independence.
- A community-based, non-profit organization and registered charity based in Kamloops, People in Motion serves individuals primarily in the Kamloops Regional District and Health Area.

*For more information:*

**Mail to:** People in Motion:  
182B Tranquille Road  
Kamloops, BC V2B 3G1

**Call:** 250-376-7878 (in Kamloops)  
1-877-414-4241 (Elsewhere in BC)  
Fax: 250-376-4689

**E-mail:** [information@peopleinmotion.org](mailto:information@peopleinmotion.org)

Or, **log on to** [www.peopleinmotion.org](http://www.peopleinmotion.org)

---

### **B-4 The BC Centre for Ability**

- The BC Centre for Ability is a non-profit organization with over 36 years of experience in the field of disabilities, providing individualized therapy and support services to children and youth in their homes and communities, specialized community living services and comprehensive vocational and support services for adults.

*For more information:*

**Mail to:** BC Centre for Ability  
2805 Kingsway, Vancouver, BC V5R 5H9

**Call:** (604) 451-5511

**Fax:** (604) 451-5651

**E-mail:** [info@bc-cfa.org](mailto:info@bc-cfa.org)

Or, log on to [www.centreforability.bc.ca](http://www.centreforability.bc.ca)

---

## **B-5 Self-Management Programs**

- **Chronic Disease Self-Management Program (CDSMP)**

CDSMP is a lay-led patient education program offered in communities throughout British Columbia. The program provides information and teaches practical skills on managing chronic health problems. Most importantly, the CDSMP gives people the confidence and motivation they need to manage the challenges of living with a chronic health condition.

- **Chronic Pain Self-Management Program (CPSMP)**

The Chronic Pain Self-Management Program is adapted from the Chronic Disease and Arthritis Self-Management Programs and follows the same time frame and group facilitation process. The program is targeted to adults experiencing chronic musculoskeletal pain, neuropathic pain, or neuralgias (such as trigeminal neuralgia), and post stroke or central pain. It may also be appropriate for those with conditions such as persistent headache, Crohn's disease, irritable bowel syndrome, and for individuals who have severe muscular pain due to conditions such as multiple sclerosis. This new program is currently available in a limited number of communities.

*For more information:*

**Mail to:** Centre on Aging – Ladner Office  
Suite 210 – 4907 Chisholm St, Ladner, BC V4K 2K6

**Call:** (604) 940-3574  
1 (866) 902-3767 (toll-free)

**Fax:** (604) 940-2099

**E-mail:** [mcgowan@dccnet.com](mailto:mcgowan@dccnet.com)

Or, log on to [www.coag.uvic.ca/cdsmp](http://www.coag.uvic.ca/cdsmp)

For information on available workshop in your area, click your health authority area under CDSMP Workshops.

---

**B-6 Triumph Vocational Services for People with Disabilities**

- Triumph Planning & Employment Services is a client-focused program that offers a range of services designed to provide opportunities for individuals to explore suitable career options, identify abilities and skills, access training, and obtain employment. Clients work with Vocational Coaches and other qualified professionals, who support them every step of the way.
- Eligibility criteria: Any British Columbian with a disability or chronic health condition as verified through a medical report completed by a Registered Physician, and approved through the Ministry of Housing and Social Development.

*For more information:*

**In Person/Mail to:** Back in Motion (Head Office)  
206-5500 152nd Street  
Surrey, BC V3S 5J9

**Call:** 604-575-2262  
1-877-575-2262 (toll free)  
**Fax:** 604-575-2272

Or, log on to [triumphvocational.com](http://triumphvocational.com)

---

**B-7 Canadian Human Rights Commission**

- If you have suffered discrimination in the workplace, or when buying products and/or services, you may be able to file a complaint with the Canadian Human Rights Commission (CHRC).
- The CHRC administers the Canadian Human Rights Act and is responsible for ensuring compliance with the Employment Equity Act. Both laws are in place to ensure that the principles of equal opportunity and non-discrimination are followed in all areas of federal jurisdiction.

*For more information:*

**Mail to:** Canadian Human Rights Commission  
344 Slater Street, 8th floor  
Ottawa, ON K1A 1E1

**Call:** 1-888-214-1090  
TTY 1-888-643-3304 (For people with hearing impairment)  
**Fax:** 613-996-9961

Or, log on to [www.chrc-ccdp.ca](http://www.chrc-ccdp.ca)  
Then click: Preventing Discrimination (under Overview)

### **B-8 Canadian Disabled Individuals Association (CDIA)**

- This not-for-profit organization provides a voice on behalf of all people with a disability and provides education to the public. It was founded in Vancouver by Ron Didur, who was once the president of the Lower Mainland Chapter of the MS Society.

*For more information:*

**Mail to:** Canadian Disabled Individuals Association  
General Enquiries  
P.O. Box 124  
8623 Granville Street  
Vancouver, British Columbia, Canada V6P 5A2

**E-mail:** [info@disabledindividuals.ca](mailto:info@disabledindividuals.ca)

Or, **log on to**  
[www.disabledindividuals.ca](http://www.disabledindividuals.ca)

---

### **B-9 Vancouver Justice Access Centre**

- The Vancouver Justice Access Centre assists people with support needs find early and affordable solutions to family and civil legal issues such as income security, divorce, wills and estates, human rights, and more.

*For more information:*

**Visit:** Vancouver Justice Access Centre  
290 – 800 Hornby St  
Vancouver Law Courts, Robson Square  
Vancouver, BC V6Z 2C5

**Call:** (604) 660-2084 (Lower Mainland)  
1 (800) 663-7867 (toll-free; ask to be connected to (604) 660-2084)

**Visit:** Nanaimo Justice Access Centre  
302 – 65 Front St.  
Nanaimo, BC V9R 5H9

Or, **log on to**  
[www.justiceaccesscentre.bc.ca](http://www.justiceaccesscentre.bc.ca)

**Call:** (250) 741-5447 or 1(800) 578-8511 (toll-free)

---

### **B-10 SomeoneIikeme.ca**

- An online community for youth impacted by MS that provides innovative resources and activities to share stories and connect with other youth—someone like you. Read posts from bloggers, participate in forums, and access information on managing the physical, emotional and social aspects of MS.

*For more information:*

**Log on to** [www.someonelikeme.ca](http://www.someonelikeme.ca)

**B-11 Living Through Loss Counselling Society of BC**

- LTLC is a not-for-profit organization that provides professional counseling to adults and children who have experienced any type of loss

*For more information:*

**Mail to:** 206-1651 Commercial Dr. Vancouver, BC V5L 3Y3

**Call:** 604-873-5013

**Fax:** 604-873-5002

**Email:** [ltlc@shaw.ca](mailto:ltlc@shaw.ca)

Or log on to: [www.ltlc.bc.ca](http://www.ltlc.bc.ca)

**B-12 Neil Squire Society**

- Enhances the independence of individuals who have significant physical disabilities. Researches, develops, and delivers appropriate, innovative services and technology to help individuals reintegrate themselves back in the workforce. Offered in Burnaby, Penticton, and Vernon.

*For more information:*

**Mail to:** 220-2250 Boundary Rd, Burnaby, BC V5M 3Z3

**Call:** 604-473-9363, 1-877-673-4636 (toll free)

**Fax:** 604-473-9364

**Email:** [info@neilsquire.ca](mailto:info@neilsquire.ca)

Or log on to: [www.neilsquire.ca](http://www.neilsquire.ca)

**B-13 Open Door Group**

- ACHIEVE is an Employment Program for Persons with Disabilities funded by the Ministry of Housing and Social Development. The program assists participants in identifying and reaching employment goals, and supports them throughout the job search process by helping individuals market themselves to employers.

*For more information:*

**Call:** 1-866-377-3670

**Email:** [info@opendoorgroup.org](mailto:info@opendoorgroup.org)

Or log on to:

[www.opendoorgroup.org](http://www.opendoorgroup.org)

Then click: ACHIEVE  
(under Our Services)

**B-14 Bounce Back: Reclaim Your Health (Canadian Mental Health Association)**

- Offers community-based mental health support to patients, helping adults experiences symptoms of depression and anxiety that may arise from stress or other life circumstances.
- Through psychoeducation and guided self-help, the first intervention is a DVD offering practical tips on managing mood and healthy living. The second service is a telephone coaching program which teaches skills to overcome unhelpful thinking, sleep problems, or low socialization.

*For more information:*

**Call:** 1-866-639-0522

**Email:** [bounceback@cmha.bc.ca](mailto:bounceback@cmha.bc.ca)

Or log on to

[www.cmha.bc.ca/services/bounceback](http://www.cmha.bc.ca/services/bounceback)

# C | FINANCIAL BENEFITS

## C-1 Canada Pension Plan (CPP)

- The Canada Pension Plan (CPP) disability benefit is available to people who have made enough contributions to the CPP, and whose disability prevents them from working at any job on a regular basis. The disability must be long lasting or likely to result in death. People who qualify for disability benefits from other programs may not qualify for the CPP disability benefit.
- You must apply for a disability benefit in writing. There are also benefits available to the children of a person who receives a CPP disability benefit.

### Attention:

If you are applying for CPP and require assistance or have any questions, please contact either the MS Society Volunteer Legal Advocacy Program (VLAP) at 1-800-268-7582 or one of the other organizations listed in the Advocacy section of this manual.

*For more information:*

**Mail to:** British Columbia and Yukon Regional SDC Office  
PO Box 1177  
Victoria, BC V8W 2V2

**Call:** 1-800-277-9914 (toll-free)  
TTY 1-800-255-4786 (for persons with hearing impairment)

Or, **log on to** [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)  
Then click: People with disabilities (under Programs and Services for You)  
Canada Pension Plan Disability Benefits

For CPP Forms and Applications, click:  
What forms do I need to apply? (Under Forms)

---

## C-2 ConnecTra Society

ConnecTra is a connecting agency, linking people with disabilities to activities and programs that will, over time, allow them to gain confidence and become more active and involved in community life (it also includes self-employment group [Abilities Business Co-op](#)).

*For more information:*

**Mail to:** Stephen Street  
Program Coordinator  
207-3077 Granville St.  
Vancouver, BC V6H 3J9

**Call:** (604) 688-6464 (ext. 115)

**Fax:** (604) 688-6463

**E-mail:** [info@connectra.org](mailto:info@connectra.org)

Or, **log on to** [www.connectra.org](http://www.connectra.org)

---

### C-3 Equipment Provision Program (EPP)

#### MS Society of Canada

- The Equipment Provision Program helps people with MS acquire the equipment required to maximize their quality of life. Many of our chapters have loan cupboards as well as possible additional financial assistance. Examples of provided equipment include:

- 1) Mobility Aids (Manual wheelchairs, power wheelchairs, walkers, and scooters)
- 2) Personal Care Aids (Patient lifts, toilet seats, grab bars, and safety poles)
- 3) Environmental Control Devices (Air conditioners)

*For more information:*

**Mail to:** MS Society of Canada, BC & Yukon Division  
1501 – 4330 Kingsway, Burnaby, BC V5H 4G7

**Call:** 604-689-3144 (Lower Mainland) or 1-800-268-7582 (toll-free)

**Fax:** 604-689-0377

**E-mail:** [Sonja.Leborgne@mssociety.ca](mailto:Sonja.Leborgne@mssociety.ca)

Or, **log on to** [www.mssociety.ca/bc](http://www.mssociety.ca/bc)  
Then click: Support and Services  
Equipment Provision Program

---

### C-4 Tetra Society of North America

- Tetra recruits skilled volunteers – engineers and technicians – to create assistive devices for people with specific needs that cannot be met by commercial items. Everything created through Tetra is unique, custom made for one person’s particular needs. The work is all done by volunteers within the client’s own community.

*For more information:*

**Mail to:** Pat Tweedie  
National Program Coordinator  
Tetra Society of North America  
Suite 207 – 3077 Granville St, Vancouver, BC V6H 3J9

**Call:** 604-688-6464 (extension 108) or 1-877-688-8762

**Fax:** 604-688-6463

**E-mail:** [ptweedie@tetrasociety.org](mailto:ptweedie@tetrasociety.org)

Or, **log on to** [www.tetrasociety.org](http://www.tetrasociety.org)

### C-5 Technology for Independent Living

The BC Association for Individualized Technology and Supports for People with Disabilities (BCITS) developed services in two main areas to help people with severe disabilities live independently:

- **Augmentative Communication Systems (ACS).** ACSs are a range of devices which enable people who cannot speak or write to communicate with others. Sometimes these devices are called "Communication Aids."
- **Environmental Control Systems (ECS).** ECSs allow people with severe physical disabilities to control devices in their homes: telephones, light switches and electrical outlets, heating and security systems, door entry and access, and entertainment systems. Through specially designed switches that may be sensitive to touch or breath, the individual can access this equipment and greatly reduce the need for certain types of assistance.

For application, visit <http://www.bcits.org/howtoapply.htm>

*For more information:*

**Mail to:** BCITS  
100— 366 East Kent Ave. South Vancouver, BC V5X 4N6

**Call:** 604-326-0175  
**Fax:** (604) 326-0176  
**E-mail:** [til@bcits.org](mailto:til@bcits.org)

Or, **log on to** [www.bcits.org](http://www.bcits.org)  
Then click: Technology for Independent Living Program (TIL)

---

### C-6 Persons with Disabilities Assistance (PWD)

- The Government of British Columbia recognizes that not all people with disabilities are able to seek employment. For people with disabilities who are not able to work, the Ministry provides the security of income assistance along with enhanced medical coverage under the Employment and Assistance for Persons with Disabilities Act.

*For more information:*

**Call:** (250) 387-6121 (Victoria)  
(604) 660-2421 (Vancouver)  
1 (800) 663-7867 (Anywhere in BC)  
(604) 660-2421 (Outside of BC)  
**E-mail:** [EnquiryBC@gov.bc.ca](mailto:EnquiryBC@gov.bc.ca)

Or, **log on to** [www.mhr.gov.bc.ca/pwd/eapwd.htm](http://www.mhr.gov.bc.ca/pwd/eapwd.htm)

To View Completed Sample Applications, click:  
How to Apply for Persons with Disabilities Assistance

---

## C-7 Personal Income Tax

- The Disability Tax Credit is a non-refundable tax credit that reduces the amount of Income Tax owed by individuals with a disability, or the people who support them.
- In order to claim the Disability Amount, you must have been at least 18 years old by the end of the year.

To claim the Disability Amount, you must:

- 1) Obtain and complete Part 'A' of Form T2201 (Disability Tax Credit Certificate), and have Part 'B' of the same form completed by a registered medical practitioner.
  - 2) Attach the Disability Credit Certificate to your tax return and claim the Disability Amount on Lines 316 and 318 of your return.
- Some of the medical expenses that you, your spouse, or common-law partner have paid for can be included on your tax return for that year. This option is available to all individuals, not just those with a disability.
  - Some additional information can be found at:  
<http://www.mssociety.ca/bc/dtc.htm>

*For more information:*

**Call:** 1-800-267-6999 (General Enquiries)  
1-800-959-8281 (Individual Income Tax enquiries)  
TTY 1-800-665-0354 (For people with hearing impairment)

Or, **log on to** [www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)  
Then click: Persons with disabilities (under Information for)

For a copy of the T2201 application form, click:  
Form T2201, Disability tax credit certificate (Under Forms and Publications)

---

## C-8 Property Tax

### (A) Home Owner Grants

- British Columbia residents who are homeowners, with registered long-term interests in the residential property that they occupy as their principal residence, may apply for this grant to reduce amount of property tax owed each year. In addition to the basic grant, additional grants may further reduce property taxes.

## FINANCIAL BENEFITS

---

*For more information:*

**Mail to:** Home Owner Grant Administration  
PO Box 9991 Stn Prov Govt  
Victoria, BC V8W 9R7

**Call:** 250-356-8904 or 250-387-8166 (in Victoria)  
1-888-355-2700 (From anywhere else)

**Fax:** 250-356-8994

**E-mail:** [hogadmin@gov.bc.ca](mailto:hogadmin@gov.bc.ca)

Or, **log on to** [www.sbr.gov.bc.ca/hog](http://www.sbr.gov.bc.ca/hog)

Application Form 'B': [www.sbr.gov.bc.ca/documents\\_library/forms/0065FILL.pdf](http://www.sbr.gov.bc.ca/documents_library/forms/0065FILL.pdf)

For Copies of the Homeowner Grant Act:

**Mail request to:** Crown Publications Incorporated  
521 Fort St.  
Victoria, BC V8W 1E7

**Call:** 250-386-4636

**Fax:** 250-386-0221

Or, **log on to** [www.crownpub.bc.ca](http://www.crownpub.bc.ca), enter "Homeowner Grant Act" in the field under "Search Crown Publications" and click "search".

### **(B) The Property Tax Deferment Program**

Property Tax Deferment is one of three property tax assistance programs offered by the province. Property Tax Deferment is a low-interest loan program that assists qualifying homeowners in British Columbia in paying the annual property taxes on their homes.

*For more information:*

**Mail to:** Tax Deferment Program  
Ministry of Finance  
PO Box 9446 Stn Prov Govt  
Victoria, BC V8W 9V6

**In person:** Tax Deferment Program  
1802 Douglas Street  
Victoria, BC

**Call:** 250-387-0555 or 250-387-0613 (in Victoria)  
604-660-2421 (Lower Mainland)  
1-800-663-7867 and request transfer to 387-0555  
(Throughout BC)

**Fax:** 250-356-5347

**E-mail:** [ruraltax@gov.bc.ca](mailto:ruraltax@gov.bc.ca)

Or, **log on to** [www.sbr.gov.bc.ca/rpt](http://www.sbr.gov.bc.ca/rpt)

Then click: Property Tax Deferment  
Regular Deferment Program

For a copy of the application form, click:  
Forms (under Property Tax Deferment Programs)  
FIN 51 (Application and Agreement for Deferment of Property Taxes)

## C-9 Employment Insurance (EI)

- A program that provides temporary financial assistance to individuals who have worked the required number of insurable hours within the last 52 weeks and who are unable to work because of illness or injury. The hours are based on where you live and the unemployment rate in your economic region at the time of filing your claim for benefits.

Who is eligible?

- Individuals who have worked in insurable employment and have paid EI premiums; and
- Have worked a minimum of the required number of insurable hours within the last 52 weeks, before claiming
- If you work while receiving sickness or maternity benefits, your earnings will be deducted dollar for dollar from your benefit amount

*For more information:*

**Mail to:** Service Canada  
Canada Enquiry Centre  
Ottawa, ON K1A 0J9 CANADA

**Call:** 1-800-206-7218  
TTY 1-800-529-3742 (for people with hearing impairment)

**E-mail:** [bcytprograminquiry@hrsdc-rhdcc.gc.ca](mailto:bcytprograminquiry@hrsdc-rhdcc.gc.ca)

Or, **log on to** <http://www.servicecanada.gc.ca>

Then click: Employment Insurance Maternity and Parental Benefits (under Families and Children)

To find an EI centre near you, click:  
How do I contact the Employment Insurance program?  
In-person

## C-10 PharmaCare

### (A) Fair PharmaCare

As of May 2003, PharmaCare combined two major plans, the universal plan (Plan E) and the senior's plan (Plan A), into one new plan with access based on families' ability to pay. This new plan provides financial assistance to BC families for eligible prescription drugs and designated medical supplies prescribed by a registered medical professional. Assistance levels are determined according to net household income.

*For more information:*

**Mail to:** Fair PharmaCare Administration  
PO Box 9655 Station Provincial Government  
Victoria, BC V8W 9P2

**Call:** 604-683-7151 (Lower Mainland)  
1-800-663-7100 (Elsewhere in BC)

Or, **log on to** [www.health.gov.bc.ca/pharmacare/](http://www.health.gov.bc.ca/pharmacare/)

To register online: <https://pharmacare.moh.hnet.bc.ca>

For more general MSP information, **log on to** [www.hibc.gov.bc.ca](http://www.hibc.gov.bc.ca)

### (B) Special MS Drug Therapies

Depending on the progression and severity of an individual's MS, there are Special Therapy Drug Programs that may be available as a treatment option. These programs involve the use of Betaseron, Rebif, Avonex or Copaxone, and are administered through MS Clinics.

In order to be approved for the Special Therapy Drug Programs, the patient **MUST:**

- Have experienced at least two medically documented relapses or exacerbations within the past two years;
- Be ambulatory

*How to apply:*

- Your neurologist will be able to tell you whether or not you may be a good candidate to consider applying for any of the above special therapies.
- Requests for consideration in this program should be directed to your nearest MS Clinic:

---

Fraser Health MS Clinic (Burnaby)	604-412-6405	Fax: 604-412-6407
UBC Satellite Clinic (Kelowna)	250-862-4225	Fax: 250-862-4226
Prince George MS Clinic	250-565-2304	Fax: 250-565-2304
UBC MS Clinic (Vancouver)	604-822-7131	Fax: 604 822-7929
Vancouver Island MS Clinic (Victoria)	250-370-8398	Fax: 250-370-8070

---

## C-11 Life Insurance Policies

If you have taken out a life insurance policy prior to being diagnosed with MS, and are unable to work because of it, then call your life insurance agent as soon as possible.

### WHY?

- Some life insurance policies include a clause that states that if you should become totally disabled and are unable to work, your life insurance premiums will be paid by the insurance company on your behalf until the age of 60 (or 65), or until you are able to return to work. There is a 4 to 6-month waiting period after notification, during which you must continue payments of your monthly premiums. If your circumstances don't change within this 6-month waiting period (as confirmed in a letter from your doctor), then you may be eligible to have your premiums covered by the company.
- Some policies also have a guaranteed insurability option. If you applied for this option when you bought your policy, you can increase the amount of coverage (up to the limit set at the time of application), regardless of your state of health.
- Check for conversion privileges if you want insurance beyond the term of your existing policy.

*If you do not already have standard life insurance, it is unlikely that you will be able to buy coverage once diagnosed with a disability.*

*For more information:*

**Mail to:** OmbudService for Life & Health Insurance  
401 Bay Street, PO Box 7  
Toronto, ON M5H 2Y4  
Attention: Associate General Manager

**Call:** 1-800-268-8099 (English)  
1-800-361-8070 (French)

Or, log on to [www.olhi.ca](http://www.olhi.ca)

### **C-12 Mortgage Insurance Policies**

- If you arranged for Mortgage Insurance at the time you took out a mortgage on your home, and you have been diagnosed with MS since then, you should carefully check the terms of your plan.

#### WHY?

- Disability Clause: some plans include this so that if you become totally disabled and are unable to work for a period of six consecutive months, your mortgage will be paid off for the period during which you are unable to work.
- As long as one of the insured becomes totally disabled, this clause will remain effective even if the plan is a joint one.
- Other mortgage insurance plans, such as the one offered by Royal Trust, includes Mortgage Payment Protection, which covers monthly mortgage payments in the event of involuntary job loss, hospitalization or disability. In this case, your mortgage payments will be paid in full for a period of up to 9 months, or 12 months if you are totally disabled.
- Note: The Royal Trust plan does not make payments for medical conditions that existed 12 months prior to joining.

For more information, please contact your mortgage broker.

---

### **C-13 Ability Tax Group LLP**

- Offers free consultation and information for people with disabilities and their spouses/caregivers, to determine if there are any tax credits, refunds, or medical expense deductions they are entitled to and not receiving. If the client has the firm prepare the tax claims on their behalf, there is a contingency fee only if the claim is successful.

*For more information:*

**Mail to:** 370-3665 Kingsway, Vancouver, BC V5R 5W2

**Call:** 604-630-0333/1-877-690-0330

**Email:** [info@abilitytax.ca](mailto:info@abilitytax.ca)

**Or log on to:** [www.abilitytax.ca](http://www.abilitytax.ca)

---

### **C-14 Credit Counselling**

The Credit Counselling Society is a registered non-profit service helping people to manage money better, solve debt problems and use credit responsibly.

Counsellors, available by phone, in person or through live on-line chats, provide information and guidance about managing finances including monthly budgets, credit cards and debt payments.

*For more information:*

**Mail to:** 330—435 Columbia St.  
New Westminster, BC V3L 5N8

**Call:** 1-888-527-8999

**E-mail:** [info@nomoredebts.org](mailto:info@nomoredebts.org)

Or, log on to [www.nomoredebts.org](http://www.nomoredebts.org)

---

## **C-15 Disability Awards**

- A database of awards, scholarships, bursaries, and grants for students with disabilities studying at Canada's colleges and universities. You will also find information on government student loans and grants organized by province.

*For more information:*

**Mail to:** National Education Association of Disabled Students (NEADS)  
Rm. 426, Unicentre  
1125 Colonel By Drive  
Carleton University  
Ottawa, ON K1S 5B6

**Call:** 1-877-670-1256

**E-mail:** [awards.support@neads.ca](mailto:awards.support@neads.ca)

Or, log on to [www.disabilityawards.ca](http://www.disabilityawards.ca)

# D HOUSING INFORMATION

## D-1 Co-operative Housing Federation of BC (CHF/BC)

- CHF/BC is a provincial non-profit organization made up of member housing co-ops, which provides services for co-ops such as education, consultation, and lobbying.
- They publish SCOOP:
  - A quarterly co-op housing magazine, which lists addresses of co-ops that are currently accepting names to add to their waitlists.
  - Yearly subscriptions are available for \$ 8.00 (HST included)

To receive a copy of the magazine in the mail, you must:

- 1) Send request to address below and include a cheque for \$3.00 made out to the Co-operative Housing Federation of BC
- 2) Enclose a brown 9"x12" envelope with your name, address, and 96¢ postage and mail it to Co-operative Housing Federation of BC.

To apply for co-op housing waitlists:

- 1) Check for co-ops accepting applications by reading SCOOP Magazine or by viewing CHF/BC's Co-op Directory: [www.chf.bc.ca/pages/directory.asp](http://www.chf.bc.ca/pages/directory.asp) and selecting a certain region.
- 2) Write separately to each co-op that interests you. In each letter include a self-addressed, stamped envelope, so they can send you an application form. Many Co-ops also have an application form which you can download directly from their specific website. Once you select a region from the above website, these individual Co-ops and their websites are listed.

*For more information:*

**Mail to:** Co-operative Housing Federation of BC  
200 – 5550 Fraser Street  
Vancouver, BC V5W 2Z4

**Call:** 604-879-5111 (Vancouver area)  
1-866-879-5111 (Elsewhere in BC)

**Fax:** 604-879-4611

**E-mail:** [info@chf.bc.ca](mailto:info@chf.bc.ca)

Or, log on to [www.chf.bc.ca](http://www.chf.bc.ca)

## D-2 Canada Mortgage Housing Corporation (CMHC)

- CMHC is a Crown Corporation and the federal government's housing agency.
- Depending on your income and location, either a portion or the entire loan for each program may be forgivable.
- There are three assistance programs offered by the CMHC that are based on value of property and availability of funds:

### (1) Residential Rehabilitation Assistance Programs (RRAP)

A list of RRAP programs may be found under the Programs and Financial Assistance link on the left menu of the website.

### (2) Home Adaptations for Senior Independence Program (HASI Program)

Helps homeowners and landlords pay for minor home adaptations in order to extend the time in which low-income seniors can live independently in their own homes.

### (3) Emergency Repair Program (ERP)

The Emergency Repair Program assists low-income homeowners or occupants in rural areas to make emergency repairs required for the continued safe occupancy of their houses.

*For more information:*

**Mail to:** CMHC British Columbia Business Centre  
200 – 1111 West Georgia Street  
Vancouver, BC V6E 4S4

**Call:** 604-731-5733  
TTY 1-800-309-3388 (for people with hearing impairment)

**Fax:** 604-737-4139

**E-mail:** [chic@cmhc-schl.gc.ca](mailto:chic@cmhc-schl.gc.ca)

Or, **log on to** [www.cmhc-schl.gc.ca](http://www.cmhc-schl.gc.ca)

Then click: Programs and Financial Assistance (under Consumers)

For other BC and Yukon Regional Business Centers, call 1-800-668-2642.

## D-3 British Columbia Housing Management Commission (BC Housing)

- British Columbia Housing Management Commission (BC Housing) is the provincial government agency responsible for the delivery of affordable housing programs to moderate to low-income families, seniors, and those with disabilities.

## HOUSING INFORMATION

---

### 1) Subsidized Housing

Affordable housing that costs 30 percent or less of a household's gross monthly income. (Rent is often based on gross income rather than market rate).

For a step by step application guide, **log on** to:

<http://www.bchousing.org/applicants/apply>

To view an online copy of the directory for each region within BC, or order a paper copy, **log on** to: [http://www.bchousing.org/applicants/housing\\_listing](http://www.bchousing.org/applicants/housing_listing)

### (2) Supportive Housing—Seniors & people with disabilities

- There are two programs available to seniors and people with disabilities who need support to continue living independently.
- **Seniors Supportive Housing** provides housing for those individuals who need **some** assistance. They provide specially modified rental homes in selected subsidized housing developments. Support services include 24-hour response, light housekeeping, meals and social and recreational activities.
- **Assisted Living** is for individuals who require **more** assistance, but not 24-hour institutional care. It offers a middle option to bridge the gap between home care and residential care by providing accommodation, hospitality services such as housekeeping, laundry, recreational opportunities and 24-hour response; and personal care services such as assistance with grooming, mobility, and medications. For more information, **log on** to: <http://www.health.gov.bc.ca/assisted/>

### To apply:

Admissions are the responsibility of the health authority. You need to contact your local health authority. Individuals cannot apply directly to an assisted living development.

*For more information on these programs:*

#### **In person/Mail to:** Home Office

Suite 1701 - 4555 Kingsway  
Burnaby, BC V5H 4V8  
Office Hours: 8:30am - 4:30pm

**Call:** 604-433-2218 or 1-800-257-7756

**Fax:** 604-439-4729

**E-mail:** [webeditor@bchousing.org](mailto:webeditor@bchousing.org)

Or, **log on** to [www.bchousing.org](http://www.bchousing.org)

Then click: Housing Options (either Subsidized Housing or Supportive Housing)

---

*Note:* If you are in the Lower Mainland, you can drop off your letter at the BC Housing Home Office address listed above; do NOT drop off applications at Lower Mainland East or Lower Mainland West offices.

---

#### D-4 Home Owner Grant Supplement Program

- If you are a senior living on low income, a veteran or a person with a disability, you may be eligible for housing cost assistance.
- The Low Income Grant Supplement is a grant that is provided to eligible individuals with low income with homes assessed above \$1 150,000. Applicants who qualify will receive a cheque for the Low Income Grant Supplement to a maximum of \$845.
- The basic and additional grants will be **reduced** by \$5 for each \$1,000 of assessed value over \$1,150,000, and is **eliminated** on homes assessed at \$1,319,000 or more.

*For more information:*

**Call:** 250-356-8904 or 250-387-8166 (in Victoria)  
1-888-355-2700 (Elsewhere in BC)

**Fax:** 250-356-8994

**E-mail:** hogadmin@gov.bc.ca

Or, **log on to** [www.sbr.gov.bc.ca](http://www.sbr.gov.bc.ca)  
Then click: Individuals  
Property Taxes (under Tax and Revenue)  
2. Home Owner Grant  
Additional Grant

For information on how to apply, click on the “How to Apply” link.

---

#### D-5 Affordable Housing Societies

- Acquires, constructs, and manages rental accommodation throughout the lower mainland. Some units are offered at market rates, and some are available at lower subsidized rates for qualified low-income seniors, families, and people with disabilities.

*For more information:*

**Mail to:** 1—1001 Royal Ave.  
New Westminster, BC V3M 1K3

**Call:** 604-521-0818  
**Email:** inquiry@affordablehsg.com

Or **log on to:** [www.affordablehsg.com](http://www.affordablehsg.com)

# E | HEALTH SERVICES

Each region in BC has its own health authority that provides health care services through a network of hospitals, clinics, centres, health units, and residential facilities. It is recommended that you contact your region's office, or visit its website for specific information and to apply for each service. Below is a summary of the services that most of the regional health authorities provide.

## E-1 Home and Community Care

- Home and community care services give seniors and people with disabilities the first option of living independently at home. They also provide appropriate options for those whose needs would be better met in an alternate setting such as assisted living, residential care or a hospice.

(1) The range of services for people living at home includes:

- a) *Home care nursing* - Registered nurses visit your home to administer medication and assist with other medical related needs.
- b) *Home support services* - Supplement, rather than replace, the skills and resources of the clients, their family and friends by assisting with various personal health care needs.
- c) *Adult day programs* – Provide supportive programs and activities, such as personal care services, therapeutic recreation programs, health education, and support. Please contact your local Community Health Centre to access these programs.
- d) *Meal programs* - Provide nutritious meals, either served at an outside facility, or delivered at home through a program, such as Meals-On-Wheels.
- e) *Social work Services* - Provide emotional and social support for you and your family. Services include palliative care management, grief and loss counselling, adjustment assistance.
- f) *Respite Programs* - Provide non-professional caregivers temporary relief from the emotional and physical demands of caring for a friend or family member, allowing them to recharge their batteries so they continue to provide quality care

g) *Community Programs* – As these programs vary from region to region, please consult with your local health authority office for more information on regional programs.

(2) The range of alternative services includes:

- a) *Assisted Living* - An option for those who need more help to live independently, but do not require 24-hour professional care. It combines affordable housing with hospitality, personal care and support services. Individuals cannot apply directly, please contact your local health authority and its Case Managers will work with you on this option. For more information on housing, please refer to the Housing section in this manual.
- b) *Residential Care* - Designed for people who require 24-hour professional care to meet their complex health care needs; access is based on need and urgency. Services include nursing and personal care, medication supervision and administration, and social and recreational activities. Individuals cannot apply directly, please contact your local health authority and speak with its Case Managers. A useful guide published by the government is available at <http://www.hls.gov.bc.ca/ccf/publications/com031.pdf>
- c) *Palliative & Hospice Care* - Provides support and compassion to those near the end of life and their family members through improving comfort and quality of life.

*For more information:*

**Call:** 1-800-465-4911 (Health Information Line)

**E-mail:** EnquiryBC@gov.bc.ca

Or, **log on to** [www.health.gov.bc.ca/hcc](http://www.health.gov.bc.ca/hcc)

*Notes:* Please contact Enquiry BC (provided above) to acquire regional office information, or check the blue pages in the back of your telephone book in the section under “Health Authorities” to call your local Health Unit. Also visit [www.healthlinkbc.ca](http://www.healthlinkbc.ca) or consult the list of government health services websites in the Government section of this manual.

## E-2 Access Clinic—BC Women’s Hospital and Health Centre

- The Clinic provides breast and cervical screening for women with disabilities who are unable to obtain a Pap test or clinical breast exam in their doctor’s office.

*For more information:*

**In person:** BC Women’s Hospital and Health Centre  
4500 Oak St, Vancouver, BC V6H 3N1

**Call:** 604-875-3290      Or, **log on** to [www.bcwomens.ca](http://www.bcwomens.ca)  
**Fax:** 604-875-3009      Then click: Health Services (under Services),  
Access Clinic

---

## E-3 BC Ministry of Health

- Responsible for health-related services in BC.

*On the Government of BC Ministry of Health Website, you can:*

- Quickly access information on health services within BC.
- Obtain information on BC Health Authorities.
- Learn about government benefits and services available to you.
- Access and download application forms for services and benefits (Click Online Services).
- Use the government directory to find contact information.

*For more information:*

**Call:** (Vancouver): 604-660-2421  
(Victoria): 250-387-6121  
(Elsewhere in BC): 1-800-663-1867  
(Outside BC): 604-660-2421      Or, **log on** to  
**E-mail:** [EnquiryBC@gov.bc.ca](mailto:EnquiryBC@gov.bc.ca)      [www.gov.bc.ca/health](http://www.gov.bc.ca/health)

---

## E-4 HealthLink BC

- Receive trusted health information with just a phone call away with HealthLink BC 24/7. Speak to nurses about your symptoms, consult with a pharmacist about your medication questions, or get healthy eating advice from a dietician. You can also find health services and resources you need, closest to you. Translation services are available in over 130 languages.

*For more information:*

**Call:** 811 (to receive symptoms advice) - nurses’ line  
TTY 711 (for people with hearing impairment)  
1-800-465-4911 (general enquiry on programs and services)

**E-mail:** [healthlinkbc@healthlinkbc.ca](mailto:healthlinkbc@healthlinkbc.ca)      Or, **log on** to  
[www.healthlinkbc.ca](http://www.healthlinkbc.ca)

---

# F | TRAVEL

## F-1 Access to Travel

- It provides information on accessible transportation and travel across Canada, such as the accessibility of airports and cities, local transportation, travel resources, and government policies, to ensure easier and more enjoyable travelling for people with special needs.

*For more information:*

**Mail to:** Transport Canada  
Accessible Transportation Unit  
Place de Ville, Tower C  
330 Sparks St, Ottawa, ON, K1A 0N5

**Call:** 1-800-665-6478  
TTY 1-800-823-3823  
Available Monday – Friday from 9 am to 5 pm EST  
(or 6am to 2 pm PT)

**E-mail:** [disability@canada.gc.ca](mailto:disability@canada.gc.ca)

Or, log on to [www.accesstotravel.gc.ca](http://www.accesstotravel.gc.ca)

---

## F-2 Canadian Transport Agency

- The Canadian Transport Agency's website provides information on accessible transportation and other transport services and guidelines within Canada.
- A guide for air travel for people with disabilities available at [http://www.cta-otc.gc.ca/access/guide/index\\_e.html](http://www.cta-otc.gc.ca/access/guide/index_e.html)

*For more information:*

**Mail to:** Canadian Transportation Agency  
Ottawa, ON K1A 0N9

**Call:** 1-888-222-2592  
TTY 1-800-669-5575 (for people with hearing impairment)

**Fax:** 819-997-6727

**E-mail:** [info@otc-cta.gc.ca](mailto:info@otc-cta.gc.ca)

Or, log on to <http://www.otc-cta.gc.ca>  
Then click: Persons with Disabilities (under Audiences)

### F-3 Canadian Heritage and Parks Canada

Plan your visit by researching the travel area on the Parks Canada website (provided below) or phone the Parks Canada Information Centre for specific accessibility information.

*For more information on Canada's National Historic sites:*

**Mail to:** National Headquarters  
Canadian Heritage  
15 Eddy Street, Gatineau QC K1A 0M5

**In person:** Western Region  
Canadian Heritage  
300 West Georgia St, Room 400  
Vancouver, BC V6B 6C6

**Call:** 604-666-0176 or 1-866-811-0055  
TTY 1-888-997-3123 (for people with hearing impairment)

**Fax:** 604-666-3508

**E-mail:** [info@pch.gc.ca](mailto:info@pch.gc.ca)

Or, **log on to** [www.pch.gc.ca](http://www.pch.gc.ca)

*For further information about Canada's National Parks:*

**Mail to:** Parks Canada National Office  
25-7-N Eddy St, Gatineau, QC K1A 0M5

**Call:** 1-888-773-8888 (general inquiry)  
TTY 1-866-787-6221 (for people with hearing impairment)

**E-mail:** [information@pc.gc.ca](mailto:information@pc.gc.ca)

Or, **log on to** [www.pc.gc.ca](http://www.pc.gc.ca)  
Then click: National Parks (under Discover)  
Find a National Park  
Visitor Information (left column)  
Facilities and Services

*Note:* If the park is accessible, the Accessibility link will appear. If there is no Accessibility link, call the Parks Canada General Inquires line (provided above) or the specific park contact under Contact Us for more information.

Contact information for each provincial tourism office is available at [http://www.trailcanada.com/travel/planning/tourism\\_offices/](http://www.trailcanada.com/travel/planning/tourism_offices/)

Other useful Websites: [www.travel.bc.ca](http://www.travel.bc.ca) or [www.travelcanada.ca](http://www.travelcanada.ca)

---

**F-4 Easter Seals Disability Travel Card™**

- It provides verification to a person with a permanent disability, enabling an adult attendant to travel at no cost. The card may be used for Motor Coach Companies, Coach Canada, Greyhound Bus, and Via Rail.
- To apply, visit <http://easterseals.ca/english/wp-content/uploads/2011/02/Travel-Card-Application-updated-National.pdf> for information and application. The application must be verified by your registered health care provider.

*For more information:*

**Mail to:** BC Lions Society for Children with Disabilities & Easter Seals, BC  
3981 Oak Street, Vancouver, BC V6H 4H5

**Call:** 604-873-1865 or 1-800-818-4483

**Fax:** 604-873-0166

**E-mail:** [info@easterseals.ca](mailto:info@easterseals.ca) or [info@lionsbc.ca](mailto:info@lionsbc.ca)

Or, **log on to** [www.easterseals.ca](http://www.easterseals.ca)

Then click: Disability Travel Card (under Easter Seals Programs)

*Note:* Applications can be printed from the “Disability Travel Card” webpage and mailed/faxed to the BC Lions Society for Children with Disabilities

---

**F-5 Hope Air**

- Hope Air is a national charitable organization that helps Canadians in financial need fly to necessary medical care outside their home communities.
- For specific requirements for booking a flight, click on Request a Flight at the top menu on the website or call the number (provided below).

*For more information:*

**Mail to:** Hope Air  
Procter and Gamble Building  
207—124 Merton St. Toronto, ON M4S 2Z2

**Call:** 1-877-346-4673

**Fax:** 416-222-6930

**E-mail:** [mail@hopeair.org](mailto:mail@hopeair.org)

Or, **log on to** [www.hopeair.org](http://www.hopeair.org)

## F-6 Airlines

- The majority of airlines allows special arrangements and offers similar services for people with disabilities. Consult the website for specific information on each airline.
- All airlines require that you inform them of your specific needs AT LEAST 48 HOURS BEFORE YOUR FLIGHT to make arrangements for any disabilities. It is recommended that you advise them of specific needs and whether you are transporting a mobility device when you book your flight.
- The government provides a guide to air travel for people with disabilities at [http://www.cta-otc.gc.ca/access/guide/index\\_e.html](http://www.cta-otc.gc.ca/access/guide/index_e.html)

### *General Services and Information:*

- **Checking in and getting to the gate:** Most airlines allow you to use your own wheelchair to get to the gate and then switch to an airline wheelchair that is able to move down the aisle of the plane. The airline staff can assist you in getting to the gate/boarding/deplaning/luggage/connecting flights with advance notice.
- **Wheelchair and Scooter allowance:** On most airlines, each guest is permitted to bring one wheelchair or scooter, to be carried in the cargo compartment, in addition to the free baggage allowance at no extra charge. Collapsible wheelchairs can be stowed in the passenger cabin on some airlines. Other assistive devices are also usually accepted free of charge.
- **Mobility aid battery acceptance:** Most airlines accept mobility aids that are powered by wet cell (lead acid) or “non-spillable” dry cell (sealed gel-cell) batteries. A wet cell battery will require additional safety-related handling and packaging that occur at the check-in counter. Do allow extra time for check-in for battery-related procedures. For more information, contact the specific airline and inform them of your mobility device.
- **Flying with an Attendant:** Airlines recommend that you fly with a companion or attendant if you require personal services such as drinking, eating and using to the washroom; the attendant may be able to travel on a reduced attendant fare within North America. Consult your travel agent or the airline as condition and procedures vary.
- In most cases, an Incapacitated Passenger Form must be filled out and presented with medical documentation at time of boarding in order to get a discount.
- **Washrooms:** An aircraft of 30 or more passenger seats with one aisle will have a washroom with certain accessibility features, but will not accommodate a person in an on-board wheelchair. An aircraft of 30 or more passenger seats with more than one aisle will have a washroom accessible to persons with disabilities, including one using an on-board wheelchair.
- Since some airlines operate smaller aircrafts for shorter travels (for example to the interior of BC), you should contact them as specific arrangements may have to be made.
- You can create a customer profile to save your preferences and special needs with an airline. Consult individual airlines about this service.

---

**F-7 BC Ferries**

- A BC resident with a permanent physical or mental disability can apply for a Disabled Status Identification (DSI) card, qualifying its holder for reduced rates when traveling with BC Ferries.

*Discounts are available for passenger rates only and not to vehicle rates.*

- Passengers requiring the use of an "overheight" vehicle equipped with a mechanical wheelchair lift or ramp may travel at the posted "underheight" vehicle (car) rate, with or without a DSI card.

*For more information:*

**Mail to:** BC Ferries  
1112 Fort Street  
Victoria, BC V8V 4V2

**Call:** 1-888-223-3779  
TTY 1-800-972-6509 (for people with hearing impairment)

**Email:** [customerservice@bcferries.com](mailto:customerservice@bcferries.com)

Or, log on to [www.bcferries.bc.ca](http://www.bcferries.bc.ca)

Then click: FAQs

For people with disabilities (under Special rates)

"Information for Passengers with Special Needs Brochure" link

---

**F-8 Cruises for Physically Challenged People**

- Cruise ships today possess excellent accessibility for people who use wheelchairs/scooters and have become one of the best ways for a person with a disability to enjoy a vacation.
- It is important to consult a travel agent with experience in the area, informing him or her of your limitations and requirement of special equipment.
- Make sure to consult each cruise line for their transfer policies from the airport to the ship as they vary from one another.
- Even though cruise lines inform you the ports to be visited by tender or by dock, this can be subjected to change. It is suggested that you ask about going offshore at the ports of call.

*Notes:* Some cruise lines require a letter from the passenger's doctor verifying the need for a wheelchair cabin. This is because these cabins are 30% to 50% larger than other cabins of the same category.

---

**F-9 VIA RAIL (Special Services)**

- VIA Rail offers a range of special services that vary across Canada, depending on the stations and train facilities. Information for services for people with special needs is available at [www.viarail.ca/en/useful-info/special-needs](http://www.viarail.ca/en/useful-info/special-needs). Look at the menu on the left side of the screen to find specific information.

## TRAVEL

---

- Research the availability of the types of services that you require and inform your travel agent or VIA Rail representative of the necessary information when you reserve. Also give them at least 48 hours notice to make the necessary arrangements for your accommodation.

*For more information:*

**Call:** 1-8880842-7245                      Or, **log on to** [www.viarail.ca](http://www.viarail.ca)  
**TTY:** 1-800-268-9503                      Then click: Useful Info, Special Needs  
**E-mail:** [service@viarail.ca](mailto:service@viarail.ca)                      (under Quick Links)

---

### F-10 Car Rentals

- Most major rental companies offers vehicles equipped with hand controls (instead of foot pedals to drive). At least two days notice is required if you need such a vehicle.
  - Some offer free pick-up/drop-off services if you live close to the rental branch.
  - All companies require at least:
    - A valid driver's license.
    - A credit card deposit or authorization of usually \$500 dollars. (Some companies, such as Enterprise Rent-A-Car, also accept cash deposits, but specific conditions apply. Please consult the rental company for more information).
- 

### F-11 Greyhound Canada Transportation Ltd.

- Passengers with disabilities and their attendants may travel for the price of one ticket or a reduced fare upon presenting a Disability Travel Card (see F-8) and the passenger's ID.
- Persons in wheelchairs can call the number listed below to check the availability of schedules to fit their needs. For short trips, such as from Vancouver to Abbotsford, passengers should call 48 hours in advance. For longer trips, such as from Vancouver to Calgary, passengers should call at least 72 hours in advance.

*For more information:*

**Mail to:** Greyhound Canada  
877 Greyhound Way SW  
Calgary, AB T3C 3V8

**Call:** 604-661-0328 or 1-800-661- 8747  
TTY 1-800-397-7870 (from 5am to midnight for people with hearing impairment)

Or, **log on to** [www.greyhound.ca](http://www.greyhound.ca)  
Then click: Tickets and Travel Info  
Disabled Travellers

---

# **G** RECREATIONAL BENEFITS

## **G-1 Disabled Sailing Association of BC (DSA)**

- DSA is an independent, charitable society dedicated to enriching the lives of people with significant disabilities through leisure and competitive sailing. It uses the Martin 16, a fully adapted and accessible sailboat. You may sail by yourself or with an instructor on board.
- Other DSA BC programs are located at Victoria, Kelowna, and Ladysmith.
- DSA operates at the Jericho Sailing Centre from May 25th through August 26th. Seven sails are offered per day, Wednesday to Sunday, 11AM - 5 PM.

*For more information:*

**Mail to:** Disabled Sailing Association of British Columbia  
Suite 207 - 3077 Granville Street  
Vancouver, BC V6H 3J9

**Call:** 604-688-6464

**Fax:** 604-688-6463

**E-mail:** [dsa@disabilityfoundation.org](mailto:dsa@disabilityfoundation.org)

Or, log on to [www.disabledsailingbc.org](http://www.disabledsailingbc.org)

---

## **G-2 BC Therapeutic Riding Association (B.C.T.R.A.)**

- B.C.T.R.A. represents member organizations that offer therapeutic horseback riding. Therapeutic riding provides mental and physical benefits to participants, such as developing mobility, improving concentration, and experiencing self-confidence.
- Riding organizations offer lessons as well as supervised rides. A physiotherapist or a head instructor assesses each rider to plan individual programs. Find an organization near you at <http://www.vcn.bc.ca/bctra/BCTRA.MEMBERS.2011.html>

## RECREATIONAL BENEFITS

---

*For more information:*

**Mail to:** BC Therapeutic Riding Association  
25768 128th Ave.  
Maple Ridge, BC V4R 1C4

**Call:** 604-462-7786  
**Fax:** 604-462-9597  
**E-mail:** supremehm@shaw.ca

Or, log on to [www.vcn.bc.ca/bctra](http://www.vcn.bc.ca/bctra)

---

### **G-3 Disabled Skiers Association of BC (DSABC)**

- DSABC promotes and provides skiing and snowboarding programs and services to all people with disabilities as a form of recreation and rehabilitation.
- Programs are provided in the Kootenays, Okanagan, Fraser Valley, Lower Mainland, Whistler, Vancouver Island and the North East. Representative of each zone determines programs and events according to the needs of participants, please contact each zone for more information (contact can be found on the website provided below).

DSABC membership:

- Membership per annum is \$45.00 for an individual with disability and \$40.00 for volunteer; membership year runs from October 1<sup>st</sup> to September 30<sup>th</sup>.
- Includes access to beginners and advanced programs, participation in province-wide events, special rates on adapted equipment, lift tickets, accommodation and much more. To apply, visit <http://www.disabledskiingbc.com/itoolkit.asp?pg=MEMBERS>

*Note:* Adapted equipment must be obtained through a region's Disabled Skiers Association, which operates at numerous resorts.

*For more information:*

**In person/Mail to:** Disabled Skiers Association of British Columbia  
#220 - 3820 Cessna Drive  
Richmond, BC V7B0A2

**Call:** 604-333-3630  
**Fax:** 604-333-3450  
**E-mail:** info@disabledskiingbc.com

*Please Note:* The office is closed in July and August

Or, log on to [www.disabledskiingbc.com](http://www.disabledskiingbc.com)

#### G-4 Fishing License Fee Reduction

- An annual Non-Tidal Angling License at the reduced cost at \$1.12. It is obtainable by any BC residents with proof of disability.
- Apply by filling out “Application for an Angling License Fee Reduction” only and submitting it to the Fish, Wildlife & Habitat Branch at the Ministry of Environment.
- An expired license can be presented to any license vendor to be re-issued.

Note: No refunds will be made on licenses purchased at the full price. Eligibility for reduced fee can be confirmed by contacting any Government Agent Office or the Fish & Wildlife Branch.

*For more information:*

**Mail to:** Fish, Wildlife & Habitat Management Branch  
Ministry of Environment  
PO Box 9363, Stn Prov Govt  
Victoria, BC V8W 9M2

**Call:** 250-387-9589 or 250-356-7048  
1-800-663-7867 (toll-free)  
TTY 1-800-661-8773 (for people with hearing impairment)

**Email:** FishandWildlife@gov.bc.ca

Or, **log on to** <http://www.env.gov.bc.ca/fw/fish/licences/disabled.html>  
Then click: Angling Licence Fee Reduction Program for Disabled Residents of BC.

#### G-5 Vancouver Adapted Music Society (VAMS)

- VAMS provides access to the therapeutic benefits of music by providing skills and equipment for people with disabilities and encouraging them to become involved.
- **Music as quality of life:** VAMS works with therapists to provide opportunities for people coming to terms with significant physical disabilities. This category ranges from weekly karaoke sessions to a professional studio rigged to allow programming by mouth-operated sip n’ puff devices.
- **Enabling musical self-development:** There are many up and coming musicians with disabilities striving to improve their playing and composition skills. This area can be aided by access to the VAMS studio, technicians, adaptive instruments/equipment and opportunities to collaborate.
- **Aiding talent to shine:** Artists that have reached a certain level of musicianship require ways to reach an audience. VAMS enables this through presenting concerts, and through the launch of a CD showcasing our finest members.

## RECREATIONAL BENEFITS

---

*For more information:*

**Mail to:** Vancouver Adapted Music Society  
Suite 207 – 3077 Granville St. Vancouver, BC V6H 3J9

**Call:** 604-688-6464  
**Fax:** 604-688-6463  
**E-mail:** vams@disabilityfoundation.org

Or, log on to [www.reachdisability.org/vams](http://www.reachdisability.org/vams)

---

### **G-6 BC Mobility Opportunities Society (BCMOS)**

- BCMOS is dedicated to providing opportunities for people with disabilities to explore and to experience the great outdoors. It uses an adapted vehicle, the TrailRider, to provide access to any terrain in the wilderness.
- Offered programs include various hiking trips, camping trips, and various challenging expeditions. TrailRiders can also be rented (\$10/day) for your own hikes, year round.

*For more information:*

**Mail to:** BCMOS  
Suite 207 – 3077 Granville St. Vancouver, BC V6H 3J9

**Call:** 604-688-6464 (ext. 117)  
**Fax:** 604-688-6463  
**E-mail:** eric@disabilityfoundation.org

Or, log on to  
[www.bcmos.org](http://www.bcmos.org)

---

### **G-7 Power To Be (PTB) Adventure Therapy Society**

Power To Be provides outdoor recreation programs that enrich the lives of disadvantaged children, young adults, their families and the communities to which they belong. Our objective is to inspire everyone to reach their full potential, and eventually, a promising future.

Adaptive recreation programs include skiing, kayaking, and rock climbing. PTB also established a Wilderness School, a five-year program of community service with experiential activities and outdoor education as the focal point.

*For more information:*

**Mail to:** Power To Be Adventure Therapy Society  
Victoria Office  
1009 Langley St, Victoria, BC V8W 1V7

**Call:** 250-385-2363 or 1-800-375-2363  
778) 558-7703 (Vancouver Office)

**Fax:** 250-385-2360  
**E-mail:** info@powertobe.ca

Or, log on to  
[www.powertobe.ca](http://www.powertobe.ca)

---

**G-8 Kickstart**

Encourages the integration of people with disabilities into the creative and artistic life of Canadian communities. Develops and presents festivals, workshops, information sessions, performances, and exhibits for and by Canadian artists with disability.

**Mail to:** 100—938 Howe St.  
Vancouver, BC V6Z 1N9  
**Call:** 604-681-5788  
**E-mail:** info@kickstart-arts.ca

Or, log on to [www.kickstart-arts.ca](http://www.kickstart-arts.ca)

**G-9 Access 2 Entertainment Card**

- This card enables people with disabilities to receive a free admission or a significant discount for their support person at listed movie theatres. The person with a disability will pay regular admission price and must present their card and ID to the box office. There is a \$20 fee to acquire the Access 2 Entertainment Card. It is valid for 5 years and includes 2 free movie passes.
- Visit [www.access2.ca/download.html](http://www.access2.ca/download.html) for an application form. If you do not have a CNIB client ID card or a Disability Travel Card, your application must be verified by a Registered Health Care Provider. Please mail the application to the address provided below.

*For more information:*

**Mail to:** Access 2 Entertainment  
C/O Easter Seals Canada  
90 Eglinton Ave. East, Suite 209  
Toronto, ON M4P 2Y3  
**Call:** 416-932-8382 (extension 227)  
**E-mail:** a2e@easterseals.ca

Or, log on to [www.access2.ca](http://www.access2.ca)

**G-10 Leisure Access Card Program (LAC), Vancouver Park Board**

- Leisure Access Cards provide **Vancouver residents** with limited income a reduction in fees for basic Park Board programs and services. Benefits include free admissions to public swimming and ice skating sessions, 50% discount at fitness centres, VanDusen Botanical Garden, Vancouver Aquarium, and others, and \$2 off at the Maritime Museum, and others.
- The Vancouver Park Board also offers adapted programs, including kayaking lessons, fitness classes and swimming.

## RECREATIONAL BENEFITS

---

For more information:

**Mail to:** Leisure Access Card Program  
Vancouver Park Board  
30 East 30<sup>th</sup> Ave. Vancouver, BC V6V 2T9

**Call:** 604-257-8497  
TTY 604-873-7193 (for people with hearing impairment)

**Fax:** 604-257-8427

**E-mail:** LAC@vancouver.ca

Or, **log on to** [www.vancouver.ca/parks](http://www.vancouver.ca/parks)  
Then click: Access Services (under Recreation)

---

### G-11 BC Provincial Parks and Camping

- Many BC parks have accessible trails and facilities. Consult the BC parks website to inquire about specific accessibility information for a park. Use the “find a park” feature to find your park, click on that park’s accessibility icon.

#### Camping

Persons with disabilities are eligible to camp for free in road accessible BC parks if you fall under ONE of the following categories:

You are designated a “Person with Disabilities” (PWD) receiving PWD benefits under the British Columbia provincial government Employment and Assistance Program (<http://www.eia.gov.bc.ca/PUBLICAT/bcea/pwd.htm>). Persons receiving disability assistance from other provincial and federal programs are not eligible.

You have a child registered through the “At Home Program” administered by the BC provincial government.

You are a person living on-reserve and receiving disability benefits from a First Nation Administering authority.

For more information on obtaining documents to prove your eligibility, visit: <http://www.env.gov.bc.ca/bcparks/fees/disability.html>;

Campsite Reservation Reservations can be made through *Discover Camping Campground Reservations Service* on the website (<http://www.discovercamping.ca>) or by calling 1 (800) 689-9025. The call centre is open from 7am-7pm (PST) M-F and 9am-5pm (PST) Sat, Sun, holidays. Reservations must be made at least 2 days prior to your arrival.

---

*For more information:*

**Call:** 1-800-689-9025 (Camping Site inquiry)  
1-866-866-0800 (BC Ministry of Employment and  
Income Assistance inquiry)

**E-mail:** [FrontCounterBC@gov.bc.ca](mailto:FrontCounterBC@gov.bc.ca)

Or, **log on to** <http://www.env.gov.bc.ca/bcparks/>  
Then click: Park Fees (under Popular Topics)  
Persons with Disabilities

---

## **G-12 ActNow BC**

- ActNow BC is a health promotion initiative to improve the health of British Columbians by taking steps to address common risk factors and reduce chronic disease. They provide healthy living resources, tools, and links specifically for those who are physically challenged.
- There are 18 ActNow BC Seniors Community Parks, 12 of which are equipped with Health Beat Outdoor Equipment Fitness System, and are fully accessible to those aged 13 years and older. The website provides video demonstrations of how to use each piece of equipment, teach proper form and technique, and provide alternate exercises adapted to various levels. To view these videos, visit: [http://www.actnowbc.ca/seniors/seniors\\_community\\_park\\_videos](http://www.actnowbc.ca/seniors/seniors_community_park_videos)

*For more information:*

**E-mail:** [actnow@gov.bc.ca](mailto:actnow@gov.bc.ca)

Or, **log on to** [http://www.actnowbc.ca/physically\\_challenged/](http://www.actnowbc.ca/physically_challenged/)

# H | TRANSPORTATION INFORMATION

## H-1 HandyCard (Handy Pass)/TaxiSaver Program

HandyCard is a photo-identity card provided to persons with special needs.

### a) **HandyCard for Public Transportation**

The cardholder is entitled to Concession fares on the bus, skytrain, seabus, West Vancouver Transit, and West Coast Express, and your attendant may travel for free. It is not valid for HandyDART.

### b) **HandyCard for the TaxiSaver Program**

Taxi Saver is a service for people with permanent disabilities who have a HandyCard. You will receive 50% off the cost of taxi rides in the form of coupon booklets.

### c) **Obtaining a HandyCard**

For residents of Greater Vancouver, visit <http://www.translink.ca/en/Rider-Info/Accessible-Transit/HandyCard-Taxi-Saver.aspx> to obtain an application form. For those outside of Greater Vancouver, visit <http://www.transitbc.com> to select your region for application instructions.

## **Wheelchair and Scooter Measurements**

Measurements information is available at <http://www.translink.ca/en/Rider-Info/Accessible-Transit/Wheelchairs-and-Mobility-Aids.aspx>. If you are unsure about the dimensions of your scooter or wheelchair and would like to practice on a “Not in Service” bus, call (604) 264-5420.

*For more information:*

**Mail to:** BC Transit  
520 Gorge Road East, Victoria, BC V8W 2P3  
OR  
TransLink Head Office  
1600 - 4720 Kingsway, Burnaby, BC V5H 4N2

**Call:** 778-452-2860 (HandyDART/HandyCard General Inquiries)  
604-453-4500 (TransLink Head Office)  
250-385-2551 (BC Transit)

Or log on to [www.translink.ca](http://www.translink.ca) OR [www.transitbc.com](http://www.transitbc.com)  
Then click: Rider Info Accessible Transit OR Then select your community Accessible Services

---

## H-2 Bus Pass Program for Seniors and People with Disabilities

- An annual pass for public transit systems is available to assist low-income seniors or persons with disabilities. You are eligible if you are *receiving disability from the provincial government*. The pass costs \$45 per calendar year and must be re-applied for each year.

*For more information:*

**Mail to:** Provincial Services Bus Pass Program  
9950 Stn Prov Govt  
Victoria, BC V8W 9R3

**Call:** 1-866-866-0800 (press 4 then 3)

Or, **log on to** [www.translink.ca](http://www.translink.ca)  
Then click: Fares  
Monthly Pass  
Government Funded Bus Pass Program (bottom of page)

---

## H-3 HandyDART

- HandyDART provides door-to-door public transit service using specially equipped vehicles to carry passengers with disabilities. Companies are contracted by TransLink to provide this service; a passenger may phone their local operator to request a trip.
- Eligibility is given to those with a physical or cognitive disability who cannot use public transit without assistance. For residents of Greater Vancouver, visit <http://www.translink.ca/en/Rider-Info/Accessible-Transit/HandyCard-Taxi-Saver.aspx> for an application form. For those outside of Greater Vancouver, visit [www.transitbc.com](http://www.transitbc.com) to select your region for application instructions.

HandyDART offers two types of service:

- **Subscription trips** – Trips that are regularly taken daily or weekly.
- **Casual trips** – Trips taken on a one-time basis.
- Regular service hours in Greater Vancouver are 6am-12am, 7 days a week. Hours vary outside of Greater Vancouver, please visit [www.transitbc.com](http://www.transitbc.com) and select your region.

Fare rates vary between regions in BC. Consult your local provider for more details.

## TRANSPORTATION INFORMATION

---

*For more information:*

**Call:** 778-452-2860 (Access Transit Office)  
250-385-2551 (BC Transit)

Or, **log on to** [www.transitbc.com](http://www.transitbc.com) (then select your community)

Then click: HandyDART (under Accessible Services)

OR

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

Then click: Rider Info  
Accessible Transit  
Handy Dart  
Access Services (under Recreation)

---

### H-4 Accessible Transit Advocacy

- Lynn Meredith represents the MS Society of Canada (BC & Yukon Division) on the Committee to Promote Accessible Conventional Transit.
- Lynn can help you contact the appropriate person for a HandyCard to find information about wheelchair accessible buses. You can also contact her if you have any problems with HandyDART or HandyCard.

*For more information, call* Lynn Meredith at 604-732-7895.

---

### H-5 Special Transportation Subsidy (STS)

- Special Transportation Subsidy (STS) is provided to recipients of disability assistance who live in areas where the Bus Program is available, but are unable to use public transportation due to their disability or because it would make their disability worse.

To qualify for the STS, the person must:

- Be in receipt of a disability allowance under the Employment and Assistance for Persons with Disabilities Act; reside in an area where the Bus Program is available; provide certification from a physician verifying that they are unable to use the Bus Pass program or any other form of subsidized public transportation service (such as HandyDART and TaxiSavers) due to their disability, or that their disability would be aggravated by using public transportation.
- Provide the alternative form of transportation required to accommodate the disability (examples: operating a personal vehicle or paying others for transportation).

*For more information:*

**Call:** 604-664-2621 (Vancouver)  
250-387-6121 (Victoria)  
1-800-663-7867 (Elsewhere in BC)

**Or log on to**  
[http://www.eia.gov.bc.ca/  
PROGRAMS/other.htm#sts](http://www.eia.gov.bc.ca/PROGRAMS/other.htm#sts)

**H-6 GF Strong Driver Rehab Centre**

- GF Strong Centre, a part of Vancouver Coastal Health operates the Driver Rehabilitation Centre. The Centre offers an all-inclusive program consisting of in-clinic assessments, on-road assessments, on-road lessons and vehicle/equipment assessments, which meets the needs of individuals with a disability. The Centre has a qualified staff consisting of a certified driver rehab specialist, and licensed driving instructors specially trained to manage clients with a disability.
- Driving lessons are offered in specially equipped vehicles. A variety of hand controls are offered, plus other adaptations as required per the client. The Driver Rehabilitation Centre operates on a fee for services basis. Information, referral form and fee schedule is available on request.

*For more information:*

**Call:** 604-322-8335

**Email:** dean.robertson@vch.ca

Or **log on** to <http://gfstrong.vch.ca/services/drive/index.html>

# I | SAFETY

## I-1 Earthquake Preparedness

- The key to earthquake preparedness is to PLAN AHEAD. After a major earthquake the essential services of the entire region will probably be disrupted. This means that utilities may be out for days or weeks, the police, fire stations, paramedics, and hospital staff will be overwhelmed, and transportation services will be severely limited.
- If you have a disability, your main source of help will be your immediate family or your neighbour to check on you following an earthquake. Also ensure that your company's emergency procedures take your needs into account and make arrangements with co-workers to assist with any of your needs.
- If you are in a wheelchair, stay in it, get away from windows, lock the wheels, and protect your head with your arms. Make sure you have a store of extra batteries if you have an electric wheelchair.
- If you need medication, have at least one week's extra supply available and ensure that it can be easily carried in a special container. Include prescribed dosage information and your doctor's name and information.

*For more information:*

**Mail to:** Provincial Emergency Program  
Box 9201 Stn Prov Govt, Victoria, BC V8W 9J1

**Call:** 1-800-622-6232

**E-mail:** [info@GetPrepared.ca](mailto:info@GetPrepared.ca)

Or, **log on to** [www.getprepared.gc.ca](http://www.getprepared.gc.ca) or [www.pep.bc.ca](http://www.pep.bc.ca)

---

## I-2 Emergency Preparedness

- The Emergency Preparedness Guide for People with Disabilities/Special Needs is created by Public Safety Canada in collaboration with Emergency Management Ontario. It provides information on preparing an emergency plan and kit for people with disabilities/special needs and for caregivers.
- For a PDF copy of the guide, please visit <http://getprepared.ca/fl/pub/ep-gd-psn-eng.pdf>

*For more information:*

**Call:** 1-800-622-6232

**Email:** [info@GetPrepared.ca](mailto:info@GetPrepared.ca)

Or, **log on to** [www.getprepared.gc.ca](http://www.getprepared.gc.ca)

Then click: Publications (under Resources)

---

**I-3 BC 211**

- The 211 number is a gateway for access to non-emergency services. It provides free, confidential, and multilingual services available 24/7, dispensing information for community, social, health, and government services. It operates on the phone (by dialling 211) and on the web. Trained Information and Referral specialists will help determine your needs and refer you to service providers that can assist you.
- Services accessible through 211 include information and referral, housing, advocacy, health care, child care, employment insurance, and much more.

*For more information:*

**Mail to:** BC 211  
330—111 West Hastings St.  
Vancouver, BC V6B 1H4

**Call:** 211 (for information to services)  
TTY 604-875-0885 (for people with hearing impairment)  
604-875-6431 (office)

**Fax:** 604-660-9415  
**E-mail:** [help@bc211.ca](mailto:help@bc211.ca)

Or, **log on to** [www.bc211.ca](http://www.bc211.ca)

---

**I-4 BC Coalition of People with Disabilities—Emergency Preparedness**

- Since 2006, the BCCPD Emergency Project has promoted the inclusion of people with disabilities in emergency preparedness. They host presentations and workshops for organizations and businesses in the community. Download educations and information materials that contain emergency checklists and fill out a “functional needs” form to send to BC Ambulance Services so that they will have you on file.

*For more information:*

**Mail to:** 204—456 West Broadway  
Vancouver, BC V5Y 1R3

**Call:** 604-875-0188  
**E-mail:** [Karen@bccpd.ca](mailto:Karen@bccpd.ca)

Or, **log on to** [www.bccpd.bc.ca](http://www.bccpd.bc.ca)  
Then click: Emergency Preparedness (under Our Work)

# J

# GOVERNMENT INFORMATION

## J-1 Government of Canada Website

The Government of Canada's information website can be found at [www.gc.ca](http://www.gc.ca)

### *On the Government of Canada's website, you can:*

- Quickly access government benefits and services available, online tools and forms.
- Access links to the official government websites of the provinces and territories.
- Browse a listing of government contacts, departments, and agencies.
- Research information using a complete list of keywords available in the A-Z Index

*For more information:*

**Mail to:** Service Canada  
Ottawa, ON, Canada K1A 0J9  
Attn. Canada Site c/o Canada Enquiry Centre

**Call:** 1-800-755-7047  
TTY 1-800-926-9105 (for people with hearing impairment)

**Fax:** 613-941-1827

**E-mail:** [canadasite@canada.gc.ca](mailto:canadasite@canada.gc.ca)

Or, log on to [www.gc.ca](http://www.gc.ca)

---

## J-2 Persons with Disabilities Online

- The website provides access to services, information, and publications for people with disabilities, family members, and caregivers. Online services also include a tool for trip planning and a benefits finder to obtain a list of benefits you are eligible for.
- The site publishes "A Guide to Government Services for People with Disabilities", available at: [http://www.pwd-online.ca/pdf/Disability\\_Guide\\_ENG.pdf](http://www.pwd-online.ca/pdf/Disability_Guide_ENG.pdf). You can also request a free hard copy by contacting them by the e-mail provided below or by phone.

---

*For more information:*

**Call:** 1-800-622-6232  
TTY 1-800-926-9105 (for people with hearing impairment)

**E-mail:** [phed-pwdo@servicecanada.gc.ca](mailto:phed-pwdo@servicecanada.gc.ca)

Or, log on to [www.pwd-online.ca](http://www.pwd-online.ca)

---

### **J-3 BC Ministry of Social Development**

- The Ministry of Social Development provides financial assistance to those with a disability and/or low income.

On the Ministry's Website, you can:

- Obtain information about financial assistance, services, and related forms with downloadable brochures and fact sheets.
- Acquire information on employment strategies and programs.

*For more information:*

**Call:** 1-866 866-0800 (BC Employment and Assistance department)  
1 800 663-7867 (Enquiry BC)  
TTY 1 800 661-8773 (for people with hearing impairment)

**E-mail:** [EnquiryBC@gov.bc.ca](mailto:EnquiryBC@gov.bc.ca)

Or, log on to [www.eia.gov.bc.ca/pwd.htm](http://www.eia.gov.bc.ca/pwd.htm)  
Then click: Applying for Income Assistance

---

### **J-4 BC Government**

The Government of BC's information website can be found at [www.gov.bc.ca](http://www.gov.bc.ca)

On the Government of BC Website, you can:

- Access information on specific topics including health, jobs, assistant programs, etc.
- Learn about government benefits and services available to you with access online tools and forms.
- Access contact listings for government contacts, departments, agencies, and the offices of the Premier and our MLA.
- Obtain the latest news regarding government initiatives.

Using the **Enquiry BC** call centre feature, you can access basic information regarding government programs and services.

*For more information:*

**Call:** 1-800-663-7867  
TTY 1-800-661-8773 (for people with hearing impairment)

**E-mail:** [EnquiryBC@gov.bc.ca](mailto:EnquiryBC@gov.bc.ca)

Or log on to [www.gov.bc.ca](http://www.gov.bc.ca)

---

**J-5 Service Canada**

- Service Canada offers access to a wide range of Government of Canada programs and services for citizens. The section on People with Disabilities provides links to information as well as application forms for grants, benefits, and loans in all areas including training and education, employment, housing, income and legal assistance, saving plans, personal documents, special events, and travel.

*For more information:*

**Mail:** Service Canada  
Canada Enquiry Centre  
Ottawa, ON K1A 0J9

**Call:** 1-800-622-6232  
TTY 1-800-926-9105

Or, **log on to** [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

# K | CAREGIVERS

## K-1 Canadian Caregiver Coalition

- The national body representing and promoting the voice, needs and interests of family caregivers with all levels of government and community. This is done through advocacy and leadership, research and education, and information and resource development.

*For more information:*

**E-mail:** [ccc@ccc-ccan.ca](mailto:ccc@ccc-ccan.ca)

Or, log on to [www.ccc-ccan.ca](http://www.ccc-ccan.ca)

---

## K-2 Canadian Home Care Association

- The Canadian Home Care Association (CHCA) is a national not-for-profit association dedicated to ensuring the availability of accessible, responsive home care and community supports which enable people to stay in the homes with safety, dignity, and quality of life.

*For more information:*

**Mail to:** Canadian Home Care Association  
704—10 Kingsbridge Garden Circle  
Mississauga, ON L5R 3K6

**Call:** 905-361-3277

**Email:** [chca@cdnhomecare.ca](mailto:chca@cdnhomecare.ca)

Or, log on to [www.cdnhomecare.ca](http://www.cdnhomecare.ca)

---

## K-3 Multiple Sclerosis Society of Canada

- The Multiple Sclerosis Society provides a range of resources and support for caregivers. These include information and resources, caregiver profiles, and legal and financial issues. You can also join the MS Society Caregiver Network to receive newsletters and updates on what's new in MS caregiving.

*For more information:*

**Call:** 1-800-268-7582

**E-mail:** [info@mssociety.ca](mailto:info@mssociety.ca)

Or log on to <http://mssociety.ca/en/help/iAmaCaregiver.htm>

---

**K-4 Family Caregivers' Network Society**

- Supports and educates issues of concern to family caregivers. Some of the products and services they provide to family caregivers and the community, are—support groups, telephone or in-person caregiver support, information and referral to community resources, educational workshops, bi-monthly newsletters, lunch and learn session for employees, and many more.
- They have compiled a contact list of caregiver support organization across BC listed by the Health Authority. It can be found at: <http://www.fcns-caregiving.org/wp-content/uploads/2011/05/Caregiver-Supports-in-BC-Contact-List-2011.pdf>

*For more information:*

**Mail to:** Family Caregivers' Network Society  
526 Michigan St.  
Victoria, BC V8V 1S2

**Call:** 250-384-0408  
1-877-520-3267 (Toll free within BC)

**E-mail:** fcns@telus.net

Or, log on to [www.fcns-caregiving.org](http://www.fcns-caregiving.org)

---

**K-5 Caregiver Connect (Victorian Order of Nurses Canada)**

- Provides a unique collection of information to better help and support you in this vital caregiver role. You can download caregiver tools such as templates for developing a care plan, questions to ask the doctor, and to-do lists. Browse through the caregiver resources which provide information in finding help and support, legal resources, housing and care options, and many more.

*For more information:*

**Mail to:** VON Canada National Office  
110 Argyle Ave.  
Ottawa, ON K2P 1B4

**Call:** 613-233-5694  
1-888-866-2273 (toll-free)

**Email:** national@von.ca

Or, log on to [www.caregiver-connect.ca](http://www.caregiver-connect.ca)

---

**K-6 Well Spouse Association**

- The Well Spouse Association advocates for and addresses the needs of individuals caring for a chronically ill and/or disabled spouse/partner. They offer peer-to-peer support and educate health care professionals and the general public about the special challenges and unique issues “well” spouses face every day.
- They coordinate a national network of support groups, publish newsletters, host online chat forums for spousal caregivers, seek out new initiatives to help caregivers’ spouses and their families cope with the emotional and financial stresses, and many more.

*For more information:*

**Mail to:** Well Spouse  
63 West Main St., Suite H  
Freehold, NJ 07728

**Call:** 732-577-8899  
**E-mail:** [info@wellspouse.org](mailto:info@wellspouse.org)

Or, log on to [www.wellspouse.org](http://www.wellspouse.org)

---

**K-7 Care-ring Voice**

- The Care-ring Voice is a bilingual and confidential program that connects caregivers and families to information and support through the use of tele-learning. They host learning session by telephone and the web on a range of life-changing topics. Through Care-ring Voice tele-learning, caregivers and families take vital steps in ensuring their health and that of their loved ones.

*For more information:*

**Mail to:** Care-ring Voice Network  
CSSS Cavendish  
5800 Cavendish Blvd., 6th floor  
Montreal, Quebec H4W 2T5

**Call:** 1-866-396-2433  
**Email:** [info@careringvoice.com](mailto:info@careringvoice.com)

Or, log on to [www.careringvoice.com](http://www.careringvoice.com)

### **K-8 Caregiving: A Shared Journey**

- This site provides a range of resources that offer practical assistance as well as personal supports for caregivers and care recipients. The Caregiver Planning section helps caregivers support the people they care for with making decisions such as housing, financial management, legal matters and transportation. The Caregiving and Health sections gives access to current and reliable information about health conditions and available community supports and health services. The Caregiving Tools section can assist in managing care planning and daily living needs.
- There are valuable sources of support to help caregivers meet their own needs and reduce the risk of burnout. They can also get help to communicate effectively with family members and physicians.

*For more information:*

**Call:** 250-952-1742 (Victoria)  
1-800-465-4911 (Toll Free—Health and Seniors Information Line)

**E-mail:** [info.caregivingjourney@gov.bc.ca](mailto:info.caregivingjourney@gov.bc.ca)

Or, log on to [www.seniorsbc.ca/caregiving](http://www.seniorsbc.ca/caregiving)

---

### **K-9 Young Carers Canada**

- Young Carers Canada is a website sponsored by the Young Carers Initiative (YCI), a not-for-profit organization. It promotes public awareness of “young carers” and provides information for young carers themselves, for their parents, their families, teachers, other community workers, and government.

*For more information:*

**Mail to:** 3 Bay Avenue  
Welland, ON L3B 3G2

**Email:** [booklover@eltanin.net](mailto:booklover@eltanin.net)

Or, log on to [www.youngcarers.ca](http://www.youngcarers.ca)

---

### **K-10 The Family Caregiver**

- A comprehensive website for caregivers in Canada to access articles on financial and legal matters, mobility issues, health of caregiver, and at home and outside of home care. There are also province-specific links to resources for caregivers in the area.

---

*For more information:*

**Mail to:** Caregiver Omnimedia Inc.  
PO Box 1060, 2130 King Rd.  
King City, ON L7B 1B1

**Call:** 1-800-209-4810

**E-mail:** [info@thefamilycaregiver.com](mailto:info@thefamilycaregiver.com)

Or, log on to <http://thefamilycaregiver.com/>

---

### **K-11 Caregiver Tax Credit**

- You may be able to claim the caregiver amount if, you (either alone or with another person) maintained a dwelling where you and one or more of your spouse's or common-law partner's dependants lived. Each dependant must be 18 years of age or older and be dependent on you due to an impairment in physical or mental functions and/or in the case of parent or grandparent, born in 1945 or earlier.

*For more information:*

**Call:** 1-800-959-8281

Or, log on to [www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)

Then click: Persons with disabilities (under Information For)  
What can persons with disabilities claim as a deduction or credit?  
Line 315—Caregiver amount

---

### **K-12 Home and Community Care: A Guide to Your Care**

- A comprehensive guide that provides information and eligibility criteria on publically funded home and community care services, including caregiver relief/respite services. For a copy of the guide, visit: [http://www.health.gov.bc.ca/library/publications/year/2007/Guide\\_to\\_Your\\_Care\\_Booklet2007\\_Final.pdf](http://www.health.gov.bc.ca/library/publications/year/2007/Guide_to_Your_Care_Booklet2007_Final.pdf)

*For more information:*

**Call:** 1-800-465-4911 (Health Information Line)

**Email:** [enquiryBC@gov.bc.ca](mailto:enquiryBC@gov.bc.ca)

Or, log on to [www.health.gov.bc.ca/hcc](http://www.health.gov.bc.ca/hcc)

---

# L YUKON SPECIFIC RESOURCES

## L-1 Yukon HealthGuide

- Browse this Yukon HealthGuide website to find in-depth information on over 3500 health topics, a medication library, and other self-care resources. The HealthFiles link provides Yukon specific information on a number of medical conditions. Community Support contains a useful directory of Yukon health services and resources.

*For more information:*

**Mail to:** Health and Social Services—Government of Yukon  
Box 2403  
Whitehorse, YK Y1A 2C6

**Call:** 867-667-3673  
1-800-661-0408, local 3673 (toll-free in Yukon)

**Fax:** 867-667-3096

**E-mail:** [hss.gov.yk.ca](mailto:hss.gov.yk.ca)

Or, log on to [www.ykhealthguide.org](http://www.ykhealthguide.org)

---

## L-2 Yukon Health and Social Services

- Find up-to-date news releases on health and social services from the Government of Yukon. Provided information and contacts of programs and services as well as application and forms. To access the disability-specific services, please visit: [www.hss.gov.yk.ca/disabilites.php](http://www.hss.gov.yk.ca/disabilites.php)

*For more information:*

**Mail to:** Health and Social Services—Government of Yukon  
Box 2403  
Whitehorse, YK Y1A 2C6

**Call:** 867-667-3673  
1-800-661-0408, local 3673 (toll-free in Yukon)

**Fax:** 867-667-3096

**E-mail:** [hss.gov.yk.ca](mailto:hss.gov.yk.ca)

Or, log on to [www.hss.gov.yk.ca](http://www.hss.gov.yk.ca)

---

**L-3 Chronic Disease Program**

- Provides benefits for Yukon residents who have a chronic disease or serious functional disability. Financial assistance is provided for prescription drugs, medical surgical supplies, medical equipment, food supplements or prostheses that are medically required for the management of a condition, and are recommended by a medical practitioner licensed to practice in the Yukon.

*For more information:*

**Mail to:** Health Services Branch  
4th floor, Financial Plaza  
204 Lambert St.  
Whitehorse, YK Y1A 3T2

**Call:** 867-667-5092  
1-800-661-0408, local 5092 (Yukon only)

Or, log on to [www.hss.gov.yk.ca/chronic\\_disease.php](http://www.hss.gov.yk.ca/chronic_disease.php)

---

**L-4 Community Adult Services Unit**

- Provides a comprehensive range of social services and coordinates the development of these services for seniors, persons “in need” and/or with disabilities to enjoy a basic standard of living with maximum independence and dignity.
- Services include: counselling, assessments, employment counselling, income assistance, and supportive outreach services.

*For more information:*

**Mail to:** Community Adult Services Unit  
3168 3rd Ave.  
Whitehorse, YK Y1A 1G3

**Call:** 867-667-5674  
1-800-0408 ext. 5674

Or, log on to [www.hss.gov.yk.ca/adultservices.php](http://www.hss.gov.yk.ca/adultservices.php)

---

**L-5 Yukon Continuing Care**

- Provides facility-based care for individuals and community-based programs such as home care, community day program, meals on wheels, respite services, and assessment and stabilization services.

## YUKON SPECIFIC RESOURCES

---

- Admission to these programs and services follows an application, assessment, and placement process coordinated with the Admission/Assessment Coordinator. For access to Continuing Care residential, respite, and day programs, contact the Admission/Assessment Coordinator at: 867-667-8961; 1-800-0408 ext. 8961; or visit them at 109 Copper Road.

*For more information:*

**Mail to:** Continuing Care Branch  
307 Black Street Whitehorse, YK Y1A 2N1

**Call:** 867-667-5945  
1-800-661-0408, ext 5945 (toll-free in Yukon)  
TDD 867– 667-5864

Or, **log on to** [www.hss.gov.yk.ca/continuing.php](http://www.hss.gov.yk.ca/continuing.php)

---

### **L-6 Workplace Diversity Employment Office (WDEO) - Yukon Public Service Commission**

- The Workplace Diversity Employment Office (WDEO) Disability Services offers a variety of programs and supports for job seekers with disabilities. Such programs include wage subsidies, hiring process information, interview and computer training, support services, and accommodation solution.
- The Training and Work Experience Program is an opportunity which provides on-the-job training in the Yukon government. An individualized training program is developed based on skill development needs and the requirements of the job.
- The Auxiliary-on-Call Program provides people to fill in for employees who are away from their jobs for various periods of time. The AOC program meets short-term, immediate needs of departments for administrative support staff. Candidates “pre-certify” in specific job classifications before positions become available.

*For more information:*

**Mail to:** Workplace Diversity Employment Office (WDEO) - Yukon Public Service Commission  
Box 2703  
Whitehorse, YK Y1A 2C6

**Call:** 867-667-5898  
1-800-661-0408, ext 5898 (toll free in Yukon)  
TDD 867– 667-5864

**Email:** [wdeo@gov.yk.ca](mailto:wdeo@gov.yk.ca)

Or, **log on to** [www.psc.gov.yk.ca/services/wdeo\\_disability.html](http://www.psc.gov.yk.ca/services/wdeo_disability.html)

---

---

**L-7 Yukon Supplementary Allowance**

- If you are a Yukon resident and are receiving or are eligible to receive Social Assistance, you may also be able to receive the Yukon Supplementary Allowance (TSA). You must be 19 years of age or older, found to be unemployable by reason of a severe or prolonged disability OR you must be a person in receipt of Old Age Security or has reached the age of eligibility for Old Age Security. You will receive \$250.00 per month if you are eligible. Please contact your Case Manager at the Adult Services Unit for more information.

*For more information:*

**Mail to:** Community Adult Services Unit  
3168 3rd Ave.  
Whitehorse, YK Y1A 1G3

**Call:** 867-667-5674  
1-800-661-0408 ext. 5674

Or, log on to [www.hss.gov.yk.ca/ysa.php](http://www.hss.gov.yk.ca/ysa.php)

---

**L-8 Yukon Council on DisABILITY**

- Non-profit organization that is dedicated to connecting resources for people with disABILITIES on issues of equity, community awareness, government policy, and employment.
- Access their guidebook which contains contact information of services and support organizations in Yukon at: <http://www.ycod.yk.ca/Guidebook/tabid/62/Default.aspx>

*For more information:*

**Mail to:** Yukon Council of disABILITY  
4194-b 4th Ave.  
Whitehorse, YK Y1A 1J8

**Call:** 867-668-6703  
**Fax:** 867-393-4992  
**Email:** yukoncod@northwestel.net

Or, log on to [www.ycod.yk.ca](http://www.ycod.yk.ca)

### L-9 Yukon Housing Corporation

- The Home Ownership and Home Repair Program provides low interest loans to homeowners wishing to repair homes for a variety of reasons, including improved accessibility. Subsidies on loan repayment may be available for people with low incomes.
- Call your local Yukon Housing Corporation Office to discuss your home repair needs and fill out an application form here:  
[http://www.housing.yk.ca/pdf/hop\\_hrp\\_application.pdf](http://www.housing.yk.ca/pdf/hop_hrp_application.pdf)

*For more information:*

**Mail to:** Yukon Housing Corporation  
Box 2703 (Y-1)  
Whitehorse, YK Y1A 2C6

**Call:** 867-667-5759  
1-800-661-0408, ext 5759

**Email:** [ykhouse@gov.yk.ca](mailto:ykhouse@gov.yk.ca)

Or, **log on to** [www.housing.yk.ca/hrp.html](http://www.housing.yk.ca/hrp.html)

---

### L-10 City of Whitehorse Handy Bus Service

- Handy Bus Service offers safe and secure transportation to persons, who for a variety of reasons, have difficulty using regular transit. It is available on both a scheduled and casual need basis. The Handy-Bus operates only six days a week, Monday to Saturday.
- Persons meeting the eligibility criteria outlined in the Handy Bus Policy can use the conventional transit service for FREE. Please contact the office for more information.

*For more information:*

**Mail to:** Whitehorse Transit  
Transit Building—139 Tlingit Street  
Whitehorse, YK Y1A 2Y6

**Call:** 867-668-8394  
**Email:** [transit@whitehorse.ca](mailto:transit@whitehorse.ca)

Or, **log on to** [www.whitehorse.ca](http://www.whitehorse.ca)  
Then click:  
City Departments  
Transit  
Handy Bus Information

# M | APPENDIX

## APPLICATION FORMS – INTERNET LINKS

- A-4 SPARC BC Parking Permit Applications:**  
[http://www.sparc.bc.ca/application\\_forms](http://www.sparc.bc.ca/application_forms)
- Cowichan Valley: <http://www.cvilrc.bc.ca/images1/parkingplacardapp.pdf>
- Kamloops: [http://www.peopleinmotion.org/docs/Permit\\_Application\\_Form.pdf](http://www.peopleinmotion.org/docs/Permit_Application_Form.pdf)
- A-10 BC Fuel Tax Refund Application:**  
[http://www.sbr.gov.bc.ca/documents\\_library/bulletins/mft\\_004.pdf](http://www.sbr.gov.bc.ca/documents_library/bulletins/mft_004.pdf)
- A-10 Federal Gasoline Excise Tax Refund Application:**  
<http://www.cra-arc.gc.ca/E/pbg/ef/xe8/xe8-10e.pdf>
- A-11 Tax Exemptions for Equipment and Devices used by persons with Disabilities Information/Application:**
- GST/HST Specially Equipped Motor Vehicle Rebate:  
<http://www.cra-arc.gc.ca/E/pbg/gf/gst518/gst518-11e.pdf>
  - Equipment and Devices Used by Persons with a Permanent Disability:  
[http://www.rev.gov.bc.ca/documents\\_library/bulletins/sst\\_003.pdf](http://www.rev.gov.bc.ca/documents_library/bulletins/sst_003.pdf)
- A-12 ICBC Disability Discount Application (To Obtain a Motor Fuel Tax Act Claim number):**  
[http://www.sbr.gov.bc.ca/documents\\_library/bulletins/mft\\_004.pdf](http://www.sbr.gov.bc.ca/documents_library/bulletins/mft_004.pdf)
- C-1 Canada Pension Plan Application:**  
<http://www.servicecanada.gc.ca/eng/sc/cpp/disability/disabilitypension.shtml>  
Then click:
- What forms do I need to apply? (Under Forms)
  - Application for Disability Benefits Form
- C-3 MS Society of Canada Equipment Provision Program Application:**  
<http://mssociety.ca/bc/epp.htm>
- C-5 Technology for Independent Living Application Form:**  
<http://www.bcits.org/docs/tilapplication.pdf>
- C-6 Persons with Disabilities Completed Sample Applications:**  
<http://www.mhr.gov.bc.ca/forms/pdf/HR2883.pdf>
- C-7 Disability Tax Credit Certificate Application Form T2201:**  
[www.cra-arc.gc.ca/E/pbg/tf/t2201/README.html](http://www.cra-arc.gc.ca/E/pbg/tf/t2201/README.html)

- C-8A Homeowner Grant Application Form “B”:**  
[http://www.sbr.gov.bc.ca/documents\\_library/forms/0065FILL.pdf](http://www.sbr.gov.bc.ca/documents_library/forms/0065FILL.pdf)
- C-8B Property Tax Deferment Program**  
 - Physician Certification of Disability:  
[http://www.sbr.gov.bc.ca/documents\\_library/forms/0058FILL.pdf](http://www.sbr.gov.bc.ca/documents_library/forms/0058FILL.pdf)
- Property Tax Deferment Program Application:  
[http://www.sbr.gov.bc.ca/documents\\_library/forms/0051FILL.pdf](http://www.sbr.gov.bc.ca/documents_library/forms/0051FILL.pdf)
- C-9 Employment Insurance Online Application:**  
<http://www.servicecanada.gc.ca/eng/ei/application/employmentinsurance.shtml>
- Various Employment Insurance Forms:  
[www.hrsdc.gc.ca/cgi-bin/search/eforms/index.cgi?app=list&group=EI&lang=e](http://www.hrsdc.gc.ca/cgi-bin/search/eforms/index.cgi?app=list&group=EI&lang=e)
- C-10 Fair Pharmacare Online Registration:**  
<https://pharmacare.moh.hnet.bc.ca/PPIBroker?ExternalAction=JppiChecklist>
- D-3 BC Housing Management Commission Registry Application:**  
[http://www.bchousing.org/resources/Applicant/Housing\\_application\\_form.pdf](http://www.bchousing.org/resources/Applicant/Housing_application_form.pdf)
- D-4 Home Owner Grant Supplement Program Application:**  
[http://www.sbr.gov.bc.ca/documents\\_library/forms/0078FILL.pdf](http://www.sbr.gov.bc.ca/documents_library/forms/0078FILL.pdf)
- F-4 Easter Seals Disability Travel Card Application:**  
<http://easterseals.ca/english/wp-content/uploads/2011/02/Travel-Card-Application-updated-National.pdf>
- F-7 Disability Status Card (BC Ferries) Application:**  
[http://www.bcferries.com/files/travelplanning/DSI\\_Application\\_Form.pdf](http://www.bcferries.com/files/travelplanning/DSI_Application_Form.pdf)
- G-3 Disabled Skiing Association Application:**  
<http://www.disabledskiingbc.com/itoolkit.asp?pg=MEMBERS>
- G-4 Fishing License Fee Reduction Application:**  
[http://www.env.gov.bc.ca/fw/fish/licences/docs/disabled\\_angling\\_app.pdf](http://www.env.gov.bc.ca/fw/fish/licences/docs/disabled_angling_app.pdf)
- G-9 Access 2 Entertainment Application:** [www.access2.ca/download.html](http://www.access2.ca/download.html)
- G-10 Leisure Access Card Application:**  
<http://vancouver.ca/parks/rec/access/pdf/LACApplicationLowIncomeFinal2011.pdf>
- H-1 HandyCard Application (Greater Vancouver):**  
<http://www.translink.ca/en/Rider-Info/Accessible-Transit/HandyCard-Taxi-Saver.aspx>
- H-3 HandyDART Application (Greater Vancouver):**  
<http://translink.ca/en/Rider-Info/Accessible-Transit/HandyDART.aspx>
- K-11 Caregiver Tax Credit:**  
<http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/Ins300-350/315/menu-eng.html>

# N | INDEX

- Ability Tax Group LLP, 28
- Access 2 Entertainment Card, 47
- Access Clinic – BC Women’s Hospital and Health Centre, 36
- ActNow BC, 49
- Advocacy
  - Accessible Transit Advocacy, 52
  - BC 211, 55
  - BC Coalition of People with Disabilities, 14
  - Canadian Caregiver Coalition, 59
  - Canadian Disabled Individuals Association, 18
  - Canadian Human Rights Commission, 17
  - Multiple Sclerosis Society of Canada, 14
  - Vancouver Justice Access Centre, 19
- Access to Travel, 37
  - Airlines, 40
  - BC Ferries, 41
  - Hope Air, 39
- Auto Insurance
  - ICBC Disability Discount, 12
- Automotive
  - Car Rentals, 42
  - Chrysler Automobility Program, 8
  - Ford of Canada’s Mobility Program, 9
  - Gasoline Tax Rebates and Refunds, 10
  - General Motors of Canada: Mobility Program, 9
  - Husky and Mohawk Gas Stations, 12
  - ICBC Disability Discount, 12
  - Savaria, 8
  - Tax Exemptions for Equipment and Devices Used by Persons with a Permanent Disability, 11
  - Toyota Canada’s Mobility Program, 8
- BC 211, 55
- BC Centre for Ability, 15
- BC Coalition of People with Disabilities, 14
  - Emergency Preparedness, 55

BC Ferries, 41  
 BC Government, 57  
 BC Health Guide, 36  
 BC Housing. *See British Columbia Housing Management Commission*  
 BC Ministry of Social Development, 57  
 BC Ministry of Health, 35  
 BC Mobility Opportunities Society, 46  
 BC Therapeutic Riding Association, 43  
 BC Transit
 

- Bus Pass Program for Seniors and the Disabled, 51
- HandyCard/TaxiSaver Program, 50
- HandyDART, 51

 BC's Fuel Tax Refund Program for Persons with Disabilities, 10  
 BC Provincial Parks and Camping, 48
 

- Campsite Reservations, 48

 British Columbia Housing Management Commission (BC Housing), 30
 

- Subsidized Housing, 31
- Supportive Housing, 31

 Bus Pass Program for Seniors and the Disabled, 51  
 Bus Transportation
 

- City of Whitehorse Handy Bus Service, 68
- Greyhound Canada Transportation Ltd., 42

 Camping, *See BC Provincial Parks and Camping*  
 Canada Mortgage Housing Corporation, 31
 

- Emergency Repair Program (ERP), 31
- Home Adaptations for Senior Independence Program (HASI), 31
- Residential Rehabilitation Assistance Program (RRAP), 31

 Canada Pension Plan (CPP), 20
 

- BC Coalition of People with Disabilities, 14
- Volunteer Legal Advocacy Program, 13

 Canadian Caregiver Coalition, 59  
 Canadian Disabled Individuals Association (CDIA), 18  
 Canadian Heritage and Parks, 38  
 Canadian Home Care Association, 59  
 Canadian Human Rights Commission, 17  
 Canadian Transport Agency, 42  
 Caregiver Connect, 60  
 Caregiving: A Shared Journey, 62  
 Care-ring Voice, 61  
 Car Rentals, 41  
 Child Care
 

- BC 211 Initiative, 51

 Chronic Disease Program (Yukon), 65  
 Chrysler Automobility Program, 8  
 CMHC. *See Canada Mortgage Housing Corporation*  
 Committee to Promote Accessible Conventional Transit, 52  
 Co-operative Housing Federation of BC, 30
 

- Applications, 30
- SCOOP Magazine, 30

 ConnecTra Society, 19

- Counselling
  - Living Through Loss Counselling Society of BC, 19
- CPP. See Canada Pension Plan (CPP), 20
- Cruises for Physically Challenged People, 41
- Disability Awards, 29
- Disabled Sailing Association of BC, 43
- Disabled Skiers Association of BC, 44
- Easter Seals
  - Access 2 Entertainment Card, 47
  - Disability Travel Card, 39
- EI. *See Employment Insurance*
- Elections Canada Accessibility Services, 6
- Emergency Planning, *see Safety*
- Employment
  - BC Ministry of Social Development, 57
  - Employment Insurance, 25
  - Persons With Disability Assistance, 22
  - BC 211, 55
  - Triumph Vocational Services for People with Disabilities, 17
  - Neil Squire Society, 19
  - Open Door Group, 19
  - Workplace Diversity Employment Office (WDEO), 66
- EPP. *See Equipment Provision Program*
- Equipment and Devices
  - Equipment Provision Program, 21
  - Environmental Control Systems (ECS), 22
  - Tax Exemptions for Equipment and Devices Used by Persons with a Permanent Disability, 11
  - Tetra Society of North America, 21
  - Technology for Independent Living, 22
- Family Caregiver, The, 62
- Family Caregivers' Network Society, 60
- Federal Excise Gasoline Tax Refund Program, 11
- Financial Support
  - BC Coalition of People with Disabilities, 14
  - BC Ministry of Social Development, 57
  - Canada Pension Plan, 20
  - Disability Awards, 29
  - Employment Insurance, 25
  - Credit Counselling, 28
  - Gasoline Tax Rebates and Refunds, 10
  - Personal Income Tax, 23
  - Multiple Sclerosis Society of Canada, 14
  - PharmaCare, 26
  - Persons With Disability Assistance, 22
  - Fishing License Fee Reduction, 45
  - Ford of Canada's Mobility Plus Program, 9
- Gas Stations
  - Husky and Mohawk, 13
  - Gasoline Tax Rebates and Refunds, 10

- BC's Fuel Tax Refund Program for Persons with Disabilities, 10
- Federal Excise Gasoline Tax Refund Program, 11
- General Motors of Canada: Mobility Program, 9
- Government Information
  - BC Government, 57
  - BC Ministry of Social Development, 57
  - Government of Canada Website, 56
  - Persons with Disabilities Online, 56
- Government Programs/Taxes
  - Canada Pension Plan, 20
  - Caregiver Tax Credit, 63
  - Employment Insurance, 25
  - Personal Income Tax, 23
  - Persons with Disabilities Assistance, 22
  - PharmaCare, 26
  - Property Tax, 23
- Greyhound Canada, 42
- HandyCard/TaxiSaver Program, 50
- HandyCards, 50
  - TaxiSavers, 50
- HandyDART, 51
- Health Authorities. *See Long Term Care*
- Health Services
  - BC 211, 55
  - Care Options, 35
  - Home and Community Care, 34, 63
- Hope Air, 39
- Housing
  - BC 211, 55
  - British Columbia Housing Management Corporation (BC Housing), 31
  - Canada Mortgage Housing Corporation, 31
  - Co-operative Housing Federation of BC, 30
  - Home Owner Grant Supplement Program, 33
  - Yukon Housing Corporation, 68
- ICBC Disability Discount, 12
- Income Tax, 23
- Information and Referral
  - BC 211, 55
  - BC Coalition of People with Disabilities, 14
  - Multiple Sclerosis Society of Canada, 14
- Insurance. *See Life Insurance; Mortgage Insurance; Auto Insurance*
- Kickstart, 47
- Leisure Access Card Program (LAC), 47
- Life Insurance, 27
- Long Term Care (Health Services), 34
- Medical Support
  - MS Drug Therapy, 26
  - PharmaCare, 26
- Mortgage Insurance, 28
- MS Drug Therapy, 26

- Multiple Sclerosis Society of Canada, 14
  - Equipment Provision Program, 21
  - Caregivers, 59
- Neil Square Society, 19
- Open Door Group, 19
- Parking Permits, 7
- Peer Support
  - People in Motion, 15
- Personal Care. *See Equipment Provision Program*
- Persons With Disabilities Assistance, 22
- Persons With Disabilities Online, 56
- PharmaCare, 26
- Power To Be Adventure Therapy Society, 46
- Prescription Drugs. *See MS Drug Therapy; PharmaCare*
- Property Tax, 22
  - Home Owner Grant, 31
  - Property Tax Deferment Program, 23
- Recreation
  - Access 2 Entertainment Card, 47
  - ActNow BC, 49
  - BC Mobility Opportunities Society, 46
  - BC Therapeutic Riding Association, 43
  - BC Provincial Parks and Camping, 48
  - Disabled Sailing Association of BC, 43
  - Disabled Skiers Association of BC, 44
  - Fishing License Fee Reduction, 45
  - Kickstart, 47
  - Leisure Access Card Program (LAC), 47
  - People in Motion, 15
  - Power To Be Adventure Therapy Society, 46
  - Vancouver Adapted Music Society, 45
  - ConnecTra Society, 20
- Rehab
  - Residential Rehabilitation Assistance Programs, 31
  - Chronic Disease Self-Management Program, 16
  - Chronic Disease Program (Yukon), 65
  - Chronic Pain Self-Management Program, 16
  - GF Strong Driver Rehab Centre, 53
- Safety
  - Earthquake Preparedness, 54
  - Emergency Preparedness, 54
  - Provincial Emergency Program (PEP), 54
- Self-Management Programs, 16
- SCOOP Magazine, 30
- Scooters. *See Wheelchairs and Scooters*
- Someonelikeme.ca, 18
- Subsidized Housing, 31
- Supportive Housing, 31
- Tax

- Ability Tax Group LLP, 28
- Tax Rebates
  - Exemptions for Equipment and Devices Used by Persons with a Permanent Disability, 11
  - Gasoline Tax Rebates and Refunds, 10
- Taxes. *See Income Tax; Property Tax*
- Telus Relay Service, 6
- Technology for Independent Living, 22
  - Augmentative Communication Systems, 22
  - Environmental Control Systems, 22
- Tetra Society of North America, 21
- Toyota Canada's Mobility Program, 9
- Transportation
  - Bus Pass Program, 51
  - Committee to Promote Accessible Conventional Transit, 52
  - HandyCard/TaxiSaver Program, 50
  - HandyDART, 51
  - Hope Air, 39
- Travel
  - Access to Travel, 37
  - Airlines, 40
  - BC Ferries, 41
  - Car Rentals, 42
  - Canadian Heritage and Parks Canada, 38
  - Cruises for Physically Challenged People, 41
  - Easter Seals Disability Travel Card, 39
  - Greyhound Canada, 42
  - VIA Rail, 41
- Triumph Vocational Services for People with Disabilities, 17
- TRS. *See Telus Relay Service*
- Vancouver Adapted Music Society, 45
- Volunteer Legal Advocacy Program. *See Multiple Sclerosis Society of Canada.*
- VIA Rail, 41
- Volunteer Legal Advocacy Program, 14
- Wheelchairs and Scooters
  - Equipment Provision Program, 21
  - Ford of Canada's Mobility Plus Program, 9
  - General Motors of Canada: Mobility Program, 9
  - Tax Exemptions for Equipment and Devices Used by Persons with a Permanent Disability, 11
  - Toyota Canada's Mobility Program, 9
- Women's Health
  - Access Clinic, 36
- Workplace Diversity Employment Office, 66
- Young Carers Canada, 62
- Yukon Continuing Care, 65
- Yukon Council on DisABILITY, 67
- Yukon Health and Social Services, 64
- Yukon Health Guide, 64
- Yukon Housing Corporation, 68
- Yukon Supplementary Allowance, 67

# ACKNOWLEDGEMENTS

This edition of the **Disability Resource Manual** is made possible through the commitment of the aforementioned organizations to providing valuable information about their programs. This manual can also be downloaded from our website [www.mssociety.ca/bc](http://www.mssociety.ca/bc) under publications.

Despite the efforts of all the organizations represented here to distribute information about their programs, it is always difficult to get the information to everyone who needs it. Every year these organizations spend resources on multi-media advertising, trade shows, websites, and brochures, yet often the information is still difficult to obtain when it is needed most.

The **Disability Resource Manual** has proven a valuable resource and is popular because it helps connect programs and services with those who require them. Nevertheless, information about programs and availability of resources changes constantly.

The information contained in this booklet is valid as of the day it was printed. However, we cannot accept responsibility for changes that may occur throughout the year. We update this manual on an annual basis and we work hard to ensure that it is as accurate as possible. The interest shown by other organizations in this document is encouraging. We give permission to copy this document as needed.

This document is the result of work by several individuals over time. Firstly, we continue to appreciate the pioneering work of Marilyn Cowie, who created the format and original version of this popular booklet. Secondly, we would like to take the time to thank each of the aforementioned organizations for their commitment to improving the quality of life of thousands of individuals. Lastly, every summer, volunteers and students spend time updating and researching the information to ensure that it is as accurate and up-to-date as possible. Therefore, we would like to thank and acknowledge the students and volunteers of the past, present, and future that have worked on, and will continue to work on, this document.