

Make an Appointment and Prepare Required Document

The first step is make an appointment with a Disability Support Worker at a Health Region Office in your area. You can find the contact information <u>Here (PDF, page</u> <u>7</u>).

When you book your appointment make sure you have:

- Information regarding your net income from your most recent Notice of Assessment from the Canada Revenue Agency (line 236)—If you do not have your notice of assessment, you can get one by calling 1-800-959-8281
- A letter completed by your doctor or other health care provider, which describes your disability and how to affects your daily functioning (verification of disability)

Meet with Disability Support Worker

At the meeting, your Disability Support Worker will:

- identify the level of support you may need;
- help you develop a support plan;
- and help you count the cost of your contribution.

SCENARIO 1 Accepted: Sign the Support Plan

When your individual support plan is finalized, the next step will be to sign the individual support agreement. This is a contract between you and the health region. Your support plan will be reviewed at least once a year, and more often if necessary.

Financial Contribution

Your family shares a reasonable portion of the costs of services and supports. To calculate your financial contribution, which is the amount you contribute every month, your support worker will take the net of your family income and subtract \$3,000 for each dependent child under the age of 18.

Monthly Payments

After your financial contribution is calculated, it will be subtracted from the monthly costs identified in your support plan. You will receive a monthly cheque to cover the balance of the cost.

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

SCENARIO 1 Cancelled/Rejected

What to do if your support services are cancelled

Step 1: Talk to your Disability Support Worker and/or their Supervisor if your services are suspended or cancelled.

Step 2: If you cannot reach an agreement, send a letter to the Disability Supports and Services Department requesting to have the decision reviewed. Any review request must be made within 45 days of the decision being disputed.

You can send the letter to:

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

Include in your letter:

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