

Government of
Northwest Territories

GNWT Programs and Services for Persons with Disabilities Inventory



February 2018



Message from the Minister

I am pleased to present the Inventory of Programs and Services for Persons with Disabilities. This inventory helps us achieve our goals identified within the Equity, Accessibility and Inclusion, and Participation: NWT Disability Strategic Framework: 2017 to 2027.

We are committed to ensuring effective supports and programs are in place for persons with disabilities. The inventory provides a list of programs and services available for persons with disabilities and their caregivers through GNWT Departments, agencies, and those delivered through our partners. The inventory is a tool that can be used to help persons with disabilities and their caregivers maximize their use of the supports available in the NWT.



This inventory was developed in partnership with the:

- NWT Housing Corporation
- The Department of Education, Culture and Employment
- The Department of Health and Social Services
- The Department of Justice
- The Department of Finance
- The Department of Municipal and Community Affairs

You can obtain further hardcopies of the inventory by contacting the Department of Health and Social Services Communications Unit at **(867) 767-9052, ext. 49034** or by e-mailing **hsscommunications@gov.nt.ca**. Electronic versions are available on the department website, **www.hss.gov.nt.ca**.

Hon. Glen Abernethy

Minister, Department of Health and Social Services
Minister Responsible for Persons with Disabilities

Introduction

Programs and services for persons with disabilities mean many different things to many different people. Each individual accesses different programs based on their wants and needs. Sometimes, the largest barrier is knowing where to start.

Below is a listing of 37 programs that are available for persons with disabilities through GNWT Departments, Agencies, and those delivered through GNWT partners.

While every individual is going to access different services, these are organized by area of interest (see Table of Contents). If you know which service you are looking for, consult the index located at the back.

- Government of the Northwest Territories (GNWT)
- Health and Social Services (HSS)
- Education, Culture and Employment (ECE)
- Municipal and Community Affairs (MACA)
- Department of Finance (FIN)
- Department of Justice (DOJ)
- NWT Housing Corporation (NWTHC)
- NWT Human Rights Commission (NWTHRC)
- Canadian National Institute for the Blind (CNIB)
- Yellowknife Association for Community Living (YKACL)
- NWT Disabilities Council (NWTDC)
- Hay River Committee, Persons with Disabilities (HRCPD)
- NWT Seniors Society (NWTSS)

Note: Changes to programs, services, and office locations may occur after the publication of this Accessible Inventory. However, changes can be made to electronic version of the Accessible Inventory. Please contact the Department of Health and Social Services to update or give new information.

You can download this inventory at www.hss.gov.nt.ca. To update or give new information, please contact: Phone: **(867) 767-9052, ext. 49034** or e-mail: hsscommunications@gov.nt.ca.

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I am a parent/caregiver of a child/youth with a disability.
I may be interested in:



Early Childhood Intervention Program, ECE

The purpose of ECE's Early Childhood Intervention Program (ECIP) is to provide high quality early intervention programming for children at risk for developmental delays or with identified developmental delays and their families. Programming is aimed at preventing the onset or advancement of acquired developmental delays and improving the inclusion and transition of children with special needs into child day care, the community and the public school system.

Early Childhood Inclusive Learning and Wellness Coordinator

Department of Education, Culture, and Employment
(867) 767-9354

<https://www.ece.gov.nt.ca/en/services/early-childhood-development/early-childhood-program>

Inclusive Schooling, ECE

The Ministerial Directive on Inclusive Schooling (2016) applies to all JK-12 schools in the NWT.

Inclusive Schooling ensures that all students have access to quality education, in their home community, with age-appropriate peers. Inclusive Schooling supports are offered to meet the needs of any and all students. These supports may be academic, behavioral, social, emotional, or, a combination thereof. When multiple challenges are present, the term "complex needs" is used.

Inclusive Schooling encourages active involvement of parents, students when possible and appropriate, and other agencies as needed.

Contact your child's teacher, program support teacher, administration staff or school board for more information.

Inclusive Schooling/Student Support Coordinator

Department of Education, Culture, and Employment
(867) 767-9342

<https://www.ece.gov.nt.ca>



Respite Services, HSS/NWTDC/YKAACL

Respite is planned, part time relief provided to families supporting people with disabilities. The goal of a respite service is to provide safe, individualized, and flexible respite support to families and primary caregivers of persons with disabilities.

Home care programs within the Health and Social Services Authorities provide respite services for caregivers of individuals whose disability is a result of an illness or chronic health condition.

In-facility respite services are available in Long term care facilities and in the Territorial Supported Living Facility in Hay River for individuals who meet the criteria of these programs.

This program is delivered in community by the NWT Disabilities Council to families outside of Yellowknife (Aklavik, Deline, Fort Smith & Paulatuk) who have children with special needs. The Yellowknife Association of Community Living provides community-based respite services for people living with disabilities in Yellowknife, Dettah and N'dilo.

Contact your Regional Health and Social Services Authority Home Care Program or Community Health Centre for more information.

Respite Services Manager

Yellowknife Association for Community Living
4919-53rd Street, Yellowknife
(867) 873-3560
inclusion@ykacl.ca
<http://ykacl.ca/services/#respite>

Respite Coordinator

NWT Disabilities Council
Suite 116, 5102 50th Avenue
(867) 873-8230
1 (888) 873-8231 (Toll Free)
rsp@nwtcd.net

Seniors and Continuing Care Services

Department of Health and Social Services
<http://www.hss.gov.nt.ca/>

2

I am interested in health-related services for persons with disabilities.
I may be interested in:



Extended Health Benefits for Specified Disease Conditions, HSS

The Government of the Northwest Territories (GNWT) sponsors the Extended Health Benefits program to provide non-Native and Métis residents of the Northwest Territories who have specified disease conditions with certain benefits not covered by hospital and medical care insurance.

Through this program, you receive coverage for eligible prescription drugs, medical supplies and equipment. You may also receive benefits related to medical travel such as meals, accommodation and ambulance services.

In order to qualify for this program, you must be:

- Non-Indigenous or Métis
- A permanent resident of the NWT
- Registered with the NWT Health Care Plan
- Under the care of a physician or nurse practitioner for one of the specified disease conditions.

Contact your Community Health Centre for more information and/or help with the application.

<http://www.hss.gov.nt.ca/en/services/supplementary-health-benefits/extended-health-benefits-specified-disease-conditions>

Medical Travel, HSS

The GNWT will provide medical travel benefits to eligible persons in the NWT who must travel in order to access necessary and appropriate insured health services. To be eligible for this benefit, travel must originate in the NWT and service must not be available within the resident's home community. Furthermore, the medical referral from the resident's home community must be to the nearest insured centre that offers the required treatment.

The medical travel benefit extends only to individuals who do not have similar coverage through an employer or some other program. The benefit provides for return airfare, inter-facility ambulance services on emergency medical evacuations, and limited support for meals, accommodation and ground transportation.

Medical Travel will make all arrangements for travel once the medical referral is received and travel is approved. Clients may choose to make their own arrangements and claim their expenses after the fact.



Clients who choose to submit a claim must contact Medical Travel for guidance. The staff at Medical Travel will provide the proper claim forms and verify the current daily rates for meals, accommodations and transportation to and from appointments.

Contact your Community Health Centre for more information or call the number for your community:

Behchokò

(867) 392-3000

Fort Liard

(867) 770-4301

Fort Providence

(867) 699-4311

Fort Resolution

(867) 394-4511

Fort Simpson

(867) 695-7035

Fort Smith

(867) 872-5626

Hay River

(867) 874-2557

Inuvik

(867) 777-8034

Norman Wells

(867) 587-4271

Yellowknife

(867) 669-4115

NWT Community Counselling Program, HSS

The NWT Community Counselling Program provides on-the-ground access to mental health services in all of the regions. Trained counsellors are available for you to talk about any problems that you may be dealing with in your life as well as provide assistance or referrals to other services that could help you.

This free service is available for all residents. Counsellors live in 19 communities. In the other 16 communities, counsellors provide phone support, in-person counselling on a fly-in basis and through telehealth.

Contact your Community Counsellor for more information.

<http://www.hss.gov.nt.ca/en/contact/community-counsellor>

Rehabilitation Services, HSS

Rehabilitation services help people of all ages improve and maintain their independence if they have an injury, illness, disability, or chronic disease that affects their ability to function.

There are four main types of rehabilitation services:

- Physiotherapy – helps restore and maintain mobility and physical function
- Occupational therapy – helps develop physical, cognitive, sensory, developmental, and/or psychological skills for living independently.
- Speech language pathology – helps overcome and prevent communication problems in language, speech, voice and fluency.
- Audiology – helps detect and evaluate hearing loss as soon as possible, and recommend treatment.

Rehabilitation services are available in NWT regional centres and through community outreach clinics.

Contact your Community Health Centre for more information and/or referral.





Health and Social Services System Navigator, HSS

The Health and Social Services (HSS) System Navigator can help you with your questions and concerns about how to access services provided by the NWT health and social services system.

The HSS System Navigator can help you by:

- Resolving concerns;
- Providing information on all health and social services available in the NWT;
- Connecting you with your health and social services provider to address your issues or concerns;
- Helping you find commonly used forms such as health care card application, health care card renewal, extended health benefits application, Alberta Blue Cross claim form and vital statistics forms.

HSS System Navigator

(867) 767-9052 ext. 41015 (Yellowknife)

1-855-846-9601 (Toll free outside of Yellowknife)

HSS_Navigator@gov.nt.ca

Vision Loss Services, HSS/CNIB

With support from HSS, the Canadian National Institute for the Blind (CNIB) delivers programs and services (Counselling/Support Services, Education & Coordination, Rehabilitation Services, Assistive Devices, and Specialized Training) to support NWT residents who are blind and partially sighted increase their independence and achieve their goals.

Canadian National Institute for the Blind

1 (866) 459-2648

1-800-563-2642 (Toll Free) National Contact

<https://nt.visionlossrehab.ca>

3

I am looking for information related to
income and persons with disabilities.
I can contact:



Income Assistance, ECE

The Income Assistance Program provides financial assistance to Northerners to help meet basic and enhanced needs. The program encourages and supports greater self-reliance to improve the quality of life.

The program provides a set amount for food, shelter, and utilities, and enhanced needs such as incidentals, clothing, and allowances for seniors and persons with disabilities, child care, furniture, and educational assistance, depending on household income, size of family and community.

Contact your local ECE Service Centre for more information. See appendix for contact information.

Income Security Programs Head Office

(867) 767-9355

1-866-973-7252 (Toll Free)

<https://www.ece.gov.nt.ca/en/services/income-security-programs/income-assistance>

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I am looking for legal information to help persons with disabilities.

I can contact:



Legal Aid Outreach, DOJ

The Legal Aid Commission recognizes the need for specialized legal assistance to address problems experienced by those of limited means, and operates the “Outreach” program to provide free summary non-complex legal information services to the public without requiring a legal aid application.

Outreach services are provided by a staff lawyer who conducts weekly clinics in Yellowknife, and arranges visits to provide clinics in NWT communities. These outreach services involve the provision of summary legal advice in relation to housing, landlord and tenant disputes, human rights (including disability issues) Canada Pension Plan (including disability issues), employment insurance, workers’ compensation, debt protection, wills, mental health and guardianship applications, child protection and elder abuse. The Outreach lawyer also provides public legal education information. Outreach services do not include representation.

Legal Aid Commission

(867) 767-9361

1-844-835-8050 (Toll Free)

<https://www.justice.gov.nt.ca/en/outreach-legal-aid-clinics/>

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I am looking for general information about disabilities and related services. I can contact:



Information, Referral, and Support, HSS/NWTDC/HRCPD

This program is delivered by the NWT Disabilities Council and the Hay River Committee for Persons with Disabilities, which supports territorial residents by:

- Providing information about disabilities and related services currently available in the NWT
- Linking clients with existing services
- Assisting clients to apply for disability related programs such as CPP Disability, Private Long Term Disability, Income Support and Learning Supports for Persons with Disabilities
- Attending meeting or appeals related to disability issues as a neutral third party or advocate if required
- Writing letters of support
- Researching programs they may qualify for and providing a referral if required

Information, Referral & Support Coordinator

NWT Disabilities Council
Suite 116, 5102 50th Avenue
(867) 873-8230
1-800-491-8885 (Toll Free)
info@nwtcd.net
<http://www.nwtcd.net/information-referral-and-support-program/>

Executive Director

Hay River Committee for Persons with Disabilities
(867) 875-4448
hrcpd@northwestel.net

Seniors and Continuing Care Services

Department of Health and Social Services
<http://www.hss.gov.nt.ca/>

Services TNO (French Language Client Service Office), ECE

Services TNO is the French language service centre of the Government of the Northwest Territories. It brings together a variety of information and services to simplify administrative steps and facilitate access to services in French for citizens.

French Language Client Service Office

(867) 767-9348
1-866-561-1664 (Toll-free)
Office hours: Monday to Friday, 8:30am to 5:00pm
1st floor of the New Government Building at 5015, 49th Street
servicestno@gov.nt.ca
<https://www.servicesTNO.ca>

Health and Social Services System Navigator, HSS

The Health and Social Services (HSS) System Navigator can help you with your questions and concerns about how to access services provided by the NWT health and social services system.



The HSS System Navigator can help you by:

- Resolving concerns;
- Providing information on all health and social services available in the NWT;
- Connecting you with your health and social services provider to address your issues or concerns;
- Helping you find commonly used forms such as health care card application, health care card renewal, extended health benefits application, Alberta Blue Cross claim form and vital statistics forms.

HSS System Navigator

(867) 767-9052 ext. 41015 (Yellowknife)

1-855-846-9601 (Toll free outside of Yellowknife)

HSS_Navigator@gov.nt.ca

Vision Loss Services, HSS/CNIB

With support from HSS, the Canadian National Institute for the Blind (CNIB) delivers programs and services (Counselling/Support Services, Education & Coordination, Rehabilitation Services, Assistive Devices, and Specialized Training) to support NWT residents who are blind and partially sighted increase their independence and achieve their goals.

Canadian National Institute for the Blind

1 (866) 459-2648

1-800-563-2642 (Toll Free) National Contact

<https://nt.visionlossrehab.ca>

Seniors Information Line, HSS/NWTSS

This program is delivered by the NWT Seniors' Society, and gives information and support to seniors, elders and their families across the NWT. The service is available to help seniors and elders who are having difficulty accessing the programs if for some reason they are unable to get the assistance they need.

The Society operates the toll-free Seniors' Information Line Monday through Friday from 8:30 a.m. to 4:30 p.m.

NWT Seniors' Society

102, 4916 46th Street

Yellowknife, NT X1A 1L2

(867) 920-7444

1-800-661-0878 (Toll Free)



Single Window Service Centers, GNWT

Single Window Service Centres are a one-stop shop for GNWT programs and services. These Service Centres are located in 18 communities and employ a Government Service Officer to help resident's complete applications, access government programs and services and get appropriate referrals. Some can provide direct service in an Aboriginal language.

Government Service Officers have training in:

- NWT Housing Corporation Programs
- Seniors Home Heating Subsidy
- Business Support for Small Communities
- Small Community Employment Support
- Child Care User Subsidy
- Community Access Program
- General Identification Card
- Jobs – GNWT Employment Opportunities
- Intern/Northern Graduates
- Student Financial Assistance
- Student Summer Jobs and Youth Programs
- Saving Energy (Arctic Energy Alliance)

Government Service Officers make regular home visits to Elders. Some are Commissioners for Oaths or Notary Public Designations, and some can provide direct service in an Aboriginal language.

Contact the Single Window Service Centre in your community for more information. See appendix for contact information.

<http://cue-stage.daair.gov.nt.ca/en/priorities/access-government-programs-and-services-through-single-window-service-centres>

NWT Human Rights Commission, NWTHRC

The NWT Human Rights Commission provides education and information, and deals with complaints about discrimination in employment, tenancy, and public services. Discrimination means being treated negatively or being denied an opportunity because of your race, colour, ancestry, place of origin, age, marital or family status, disability, religion, sex, pregnancy, sexual orientation, gender identity, or social conditions.

NWT Human Rights Commission

Main floor, 5003 49th Street

Yellowknife

(867) 669-5575

1-888-669-5575 (Toll Free)

E-mail: info@nwthumanrights.ca

<http://nwthumanrights.ca/>

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**I am a person (or caregiver) with a disability and live in my own home.
I can contact:**



Accessible Parking Permits, HSS/NWTDC

This program is delivered by the NWT Disabilities Council, who issues permits to residents across the NWT with a mobility or accessibility disability. The permit is issued to the person, not the vehicle. It allows the registered user to park any car they are using in specially identified parking spots. NWT parking permits may be used in any province or territory across Canada.

Parking Permit Manager

NWT Disabilities Council
Suite 116, 5102 50th Avenue
(867) 873-8230
1-800-491-8885 (Toll Free)
admin@nwtcd.net

Seniors and Continuing Care Services

Department of Health and Social Services
<http://www.hss.gov.nt.ca/>

Contributing Assistance for Repairs and Enhancements Mobility (CARE Mobility), NWT HC

The Contributing Assistance for Repairs & Enhancements Mobility (CARE Mobility) Program provides assistance to existing homeowners with a household member with a disability, to support modifications that will promote continued independent living.

The NWT HC will fund modifications required to improve the accessibility of dwellings for persons with disabilities. The assistance is limited to the cost of the accessibility modifications and shall not exceed the maximum assistance available under the CARE Mobility. Clients receive assistance in the form of forgivable loans to subsidize the cost of modifications related to their disability. The forgiveness period is dependent on the amount of assistance being provided.

Contact your Local NWT Housing Corporation District Office or Local Housing Organization. See appendix for contact information.

<http://nwthc.gov.nt.ca/node/36>

For Local Organizations: <http://nwthc.gov.nt.ca/node/23>



Providing Assistance for Territorial Homeownership (PATH), NWT HC

The program that provides homeownership assistance to NWT residents.

Assistance levels are determined by zones, and range between 5% and 55% of the purchase price or the Maximum Construction Cost (MCC), whichever is less. Applicants with moderate income (income over the NWT Housing Corporation maximum income level) may be eligible for 50% of the subsidy. Clients can choose to purchase a home that accommodates their disability, or apply for assistance under the CARE Mobility program to complete accessibility modifications to the home.

Contact your Local NWT Housing Corporation District Office or Local Housing Organization. See appendix for contact information.

<http://nwthc.gov.nt.ca/node/47>

For Local Organizations: <http://nwthc.gov.nt.ca/node/23>

Public Housing, NWT HC

The Public Housing program, which is a rent-geared-income subsidized rental program designed for low-to-moderate income households, provides priority access to persons with disabilities to units that have been designed or modified to improve mobility and accessibility.

One of the objectives of the Public Housing program is to provide stable, affordable housing for households with low-to-moderate income. This stability allows households to focus on other life goals such as schooling/training, caring for elders/children, and dealing with substance abuse issues or other challenges.

Contact your Local NWT Housing Corporation District Office or Local Housing Organization. See appendix for contact information.

<http://nwthc.gov.nt.ca/node/13>

For Local Organizations: <http://nwthc.gov.nt.ca/node/23>

Securing Assistance for Emergencies (SAFE), NWT HC

Homeowners with disabilities may receive assistance under the Securing Assistance for Emergencies (SAFE) program for emergency repairs. The program targets low and modest income homeowners and may require a co-payment depending in the applicant's income level. There is up to \$10,000 in assistance for emergency repairs, excluding freight costs.

Contact your Local NWT Housing Corporation District Office or Local Housing Organization. See appendix for contact information.

<http://nwthc.gov.nt.ca/node/36>

For Local Organizations: <http://nwthc.gov.nt.ca/node/23>



Respite Services, HSS/NWTDC/YKACL

Respite is planned, part time relief provided to families supporting people with disabilities. The goal of a respite service is to provide safe, individualized, and flexible respite support to families and primary caregivers of persons with disabilities.

Home care programs within the Health and Social Services Authorities provide respite services for caregivers of individuals whose disability is a result of an illness or chronic health condition.

In-facility respite services are available in Long term care facilities and in the Territorial Supported Living Facility in Hay River for individuals who meet the criteria of these programs.

This program is delivered in community by the NWT Disabilities Council to families outside of Yellowknife (Aklavik, Deline, Fort Smith & Paulatuk) who have children with special needs. The Yellowknife Association of Community Living provides community-based respite services for people living with disabilities in Yellowknife, Dettah and N'dilo.

Contact your Regional Health and Social Services Authority Home Care Program or Community Health Centre for more information.

Respite Services Manager

Yellowknife Association for Community Living
4919-53rd Street, Yellowknife
(867) 873-3560
inclusion@ykacl.ca
<http://ykacl.ca/services/#respite>

Respite Coordinator

NWT Disabilities Council
Suite 116, 5102 50th Avenue
(867) 873-8230
1 (888) 873-8231 (Toll Free)
rsp@nwtcd.net

Seniors and Continuing Care Services

Department of Health and Social Services
<http://www.hss.gov.nt.ca/>

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I am a senior and I also have a disability.

I can contact:



Extended Health Benefits Seniors' Program, HSS

The Government of the Northwest Territories (GNWT) sponsors the Extended Health Benefits (EHB) for Seniors Program to provide non- Native and Métis residents of the NWT who are 60 years of age and over, with access to a range of benefits not covered by hospital and medical care insurance. All benefits provided by the EHB program are administered by Alberta Blue Cross on behalf of the GNWT.

Extended Health Benefits Seniors' Program includes:

- Prescription Drugs
- Dental Services
- Vision Care
- Medical Supplies and Equipment

Contact your Community Health Centre for more information and/or help with the application.

<http://www.hss.gov.nt.ca/en/services/supplementary-health-benefits/extended-health-benefits-seniors-program>

Senior Citizens Disabled Persons Property Tax Relief Act, MACA

The Senior Citizens' and Disabled Persons' Property Tax Relief is a program that helps seniors and persons with disabilities pay less or no property tax. Taxes are lowered depending on the location of the property.

- In the General Taxation Area (GTA), the GNWT provides a 100% rebate to qualified citizens.
- In the Municipal Taxation Areas (MTA), the Municipal Council has the authority to deliver their own program.

Contact regional Municipal and Community Affairs offices or local Community Government. See appendix for contact information.

Seniors Home Heating Subsidy (SHHS), ECE

This program assists eligible low-income seniors with the cost of heating their homes. Seniors may be eligible to receive a set amount of either wood, oil, propane, gas, and/or electricity depending on household income and the community in which they live. Seniors must own and occupy their homes to receive this subsidy.

Contact your local ECE service centre for more information and/or help with the application. See appendix for contact information.

(867) 920-8921 (Yellowknife)

1 (866) 973-7252 (Toll free)

www.ece.gov.nt.ca

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**I know (or am) a person with a disability who may need additional living options and/or help with finances.
I can contact:**



Supported Living Program, HSS, YKACL

The Supported Living Program provides support and supervision for people who have a physical, intellectual and/ or cognitive disability but do not need nursing care. Supported Living provides services in a home-like setting while helping people with disabilities maintain as much independence as possible.

Supported living services in community are operated by the Northwest Territories Health and Social Services Authority (NTHSSA) regions in the Dehcho, the Beaufort Delta, and Yellowknife.

Within Yellowknife, this program is delivered by Yellowknife Association for Community Living, whose program is designed to teach, assist, support and encourage the participants to live independently in their own home or with room-mates. Contact YKACL for more information on supported living services in Yellowknife.

Supported Living placements for individuals requiring 24-hour supports are offered at the Territorial Supported Living Facility in Hay River. Applications for this service are reviewed by the Territorial Admissions Committee (TAC) to determine eligibility. Applicants who are eligible for admission are placed on a Territorial Wait List for a Supported Living bed and are offered a bed when one is available.

Contact your Regional Health and Social Services Authority or Community Health Centre for more information.

Seniors and Continuing Care Services

Department of Health and Social Services

<http://www.hss.gov.nt.ca/en/services/continuing-care-services/supported-living>

Territorial Admissions Committee

<http://www.hss.gov.nt.ca/en/services/continuing-care-services/territorial-admissions-committee>

Supported Living Services

Yellowknife Association for Community Living

(867) 920-2644

Email: sil@ykacl.ca

<http://ykacl.ca/services/#supported-living-services>



Office of the Public Guardian, HSS

The Office of the Public Guardian helps people become legal guardians of individuals 18 years of age and older, who are unable to make decisions about their personal or health care. People who need help with their decisions may have a long-term mental condition or brain damage. Usually a family member will become a legal guardian. To become a legal guardian people should call the Office of the Public Guardian, who will then arrange to have a capacity assessment completed on the proposed represented person to determine the need for a guardian. That capacity assessment then goes to the courts to decide what kind of decisions the legal guardian may make. The kinds of decisions are usually about living arrangements, employment, social and recreational activities, education, health care and day-to-day living matters. The public/private guardian does not make decisions about money. The public/private trustee makes those decisions.

Office of the Public Guardian

Department of Health and Social Services

10th floor Precambrian Bldg.

4920 52nd street, Yellowknife

(867) 767-9155, ext. 49460

<http://www.hss.gov.nt.ca/en/services/office-public-guardian>

Public Trustee Office, DOJ

The Public Trustee administers estates for individuals who die intestate (i.e. without wills) and for those deemed to be incapable of handling their own financial affairs. The Public Trustee also administers trusts for minors (i.e. young persons under 19 years of age).

When an individual becomes incapable of handling their financial affairs, and there is no power of attorney, a Court Order for Trusteeship would be required (trusteeship of vulnerable and disabled persons).

Public Trustee Office

Department of Justice

(867) 767-9252

1 (867) 535-0423 (Toll Free)

<https://www.justice.gov.nt.ca/en/trusteeship-of-vulnerable-and-disabled-persons/>

Out of Territory Placement, HSS

Out of Territory Placement refers to all types of residential placements in southern Canada for NWT residents when specialized treatment programs are not available in the NWT. This program is for clients with significant developmental and physical disabilities, genetic disorders, acquired brain injuries, mental health disorders, or complex behavioural problems secondary to trauma.

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Out of Territory Placement, HSS cont'd

NWT services must be considered as a first option before an application for out-of-territory placement is considered. A standardized referral process is in place and administered in all regions through local health authorities. Specific criteria must be met to access this service.



Contact your Regional Health and Social Services Authority Home Care Program or Community Health Centre for more information.

Long Term Care Program, HSS

The Long Term Care Program provides 24-hour care and services in a home-like facility for people with complex care needs who no longer are able to live independently, and require onsite nursing care, 24-hour supervision, and personal support.

Long term care residents receive a range of services including: 24/hour access to nursing care, medication administration, assistance with activities of daily living, meals, laundry services, housekeeping, social and recreational programs. Long term care facilities are staffed with Registered Nurses, Licensed Practical Nurses, Resident Care Aides, and Activity Aides; and staff that to provide laundry, kitchen, maintenance, and administration. Professional services such as: physician services, occupational therapy and physiotherapy are obtained through the Region or Health and Social Services Authority.

Presently, there are nine long term care facilities in the NWT:

- Behchokò – Jimmy Erasmus Senior’s Home
- Fort Simpson – Elder Care Home
- Fort Smith – Northern Lights Special Care Home
- Hay River – H.H. Williams Long Term Care Unit and Woodland Manor
- Inuvik – Inuvik Regional Hospital Long Term Care Unit
- Yellowknife – Aven Manor, Aven Cottages (Territorial Dementia Facility)
- Stanton Territorial Hospital – Extended Care Unit

Long Term Care facilities are government-funded, and applications are reviewed by the Territorial Admissions Committee (TAC) to determine eligibility for this service. Applicants who are eligible for admission are placed on a Territorial Wait List for a Long Term Care bed and offered a bed when one is available in their community of preference.

To apply for Long Term Care, contact your local Home Care program or Regional Health Centre.

Seniors and Continuing Care Services

Department of Health and Social Services

<http://www.hss.gov.nt.ca/en/services/continuing-care-services/long-term-care>

Territorial Admissions Committee:

<http://www.hss.gov.nt.ca/en/services/continuing-care-services/territorial-admissions-committee>

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I am a person with a disability who is interested in education, training and employment.
I can contact:



Workforce Development Agreement, ECE

The Workforce Development Agreement (WDA) is an agreement between the Government of Canada and the Government of the Northwest Territories that provides employment and training supports to eligible residents, including persons with disabilities. The objective of this agreement is to improve residents' ability to perform their current job, prepare for a new job, to enhance their labour market participation, and help them develop the skills needed to find and keep a job. The WDA helps improve labour market outcomes and contributes to workforce development.

Areas of focus under the agreement include:

- **Training:** Improve levels of literacy, essential and work-related skills; and support upskilling for the precariously employed and underemployed;
- **Supports:** Provide continuum of needs-based services to maximize potential impact of training; and continue to support persons with disabilities to enter and stay in the labour market;
- **Employment Partnerships:** Work in partnership with employers and other stakeholders to promote awareness and expand the availability, accessibility and quality of employment opportunities; and
- **Building Knowledge:** Inform priorities with labour market information to better meet skills needs and market demand; enhance the knowledge base to support continuous improvement of labour market policies and programs; and support new and innovative approaches to meet the diverse needs of clients, including underrepresented groups.

Contact your Regional ECE Service Centre for more information. See appendix for contact information or visit:

<https://www.ece.gov.nt.ca/en/services/career-and-employment-services/agreements>



Student Financial Assistance, ECE

The Student Financial Assistance Program (SFA) provides financial support to eligible Northwest Territories residents to assist with postsecondary education-related expenses to supplement the cost of obtaining a postsecondary education.

Students attending postsecondary studies may qualify for the Study Grant for Students with Permanent Disabilities to provide additional financial assistance to cover exceptional educational-related costs.

Contact your local ECE Service Center or contact:

NWT Student Financial Assistance Program

(867) 767-9355

1 (800) 661-0793 (Toll Free)

nwtsfa@gov.nt.ca

<https://www.ece.gov.nt.ca/en/services/student-financial-assistance>

Literacy Funding, ECE

ECE provides Literacy funding is accessed on a proposal basis for activities and programs to support the following four goals:

1. Increase the literacy levels of people of all ages in the NWT.
2. Support literacy in the official languages of the NWT.
3. Build integrated partnerships across the NWT to address literacy priorities.
4. Build community capacity to meet local literacy needs.

Programs that are supported through this funding include (but not limited to):

- Enhance Literacy Skills Development for People with Disabilities (Program delivered by YKACL)
- Literacy Outreach (Programs delivered by YKACL and Aurora College)
- Learning Supports for Persons with Disabilities (program delivered by NWTDC)

Wellness and Literacy Coordinator

Department of Education, Culture, and Employment

(867) 767-9351 ext.71180

<https://www.ece.gov.nt.ca/en/services/literacy>

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I am curious about other GNWT services that may relate to persons with disabilities.
I can contact:



Public Safety, MACA

Consumer Affairs provides services to all consumers and businesses. The Fire Marshall's Office provides services to communities and the public on fire safety.

The Emergency Management Office provides support to communities in updating/developing their emergency plans. MACA conducts emergency planning workshops in which entail discussions of vulnerable groups in the community, including persons with disabilities, to ensure community plans consider persons with disabilities when responding to emergencies and conducting evacuations. The Emergency Management Office also provides/shares information on preparedness for emergencies with the public and communities through brochures and public information campaigns.

Fire Marshall - Yellowknife

Department of Municipal and Community Affairs
(867) 767-9161
chucker_dewar@gov.nt.ca

Emergency Management Office

For Regional Superintendent and Assistant Fire Marshall contact information:
<http://www.maca.gov.nt.ca/emergency-contacts/>

Duty to Accommodate Injury and Disability Policy, FIN

The Government of the Northwest Territories (GNWT) has a duty to accommodate employees in instances in which, due to the consequence of a disease, injury or condition, an employee's ability to do his or her job has been impaired.

This policy applies to all departments, agencies and employees of the Government of the Northwest Territories, except the Northwest Territories Power Corporation.

GNWT employees should contact their Manager should they need workplace accommodations.

Manager of Accommodation, Bargaining and Investigation

Department of Finance
(867) 767-9153
<http://www.hr.gov.nt.ca/>

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I am looking for information on Justice programs and services that may be of interest to offenders with disabilities. I can contact:



Specialized Court: Wellness Court, DOJ

The Wellness Court is an alternative to conventional court that includes a judicially supervised program designed to address the underlying issues that may contribute to re-offending. The purpose of the Wellness Court Program is to help offenders move beyond re-offending and successfully integrate into their communities by developing a healthier life. This program gives people a chance to change, while still holding them accountable for their behaviour.

Manager of Specialized Courts

Department of Justice

(867) 767-9249

1 (866) 553-0403 (Toll Free)

wellnesscourt@gov.nt.ca

<https://www.nwtcourts.ca/Courts/wellness.htm>

Justice Corrections Service, DOJ

The purpose of the Corrections Service is the correction and treatment of offenders and the protection of the community. Correctional facilities are located in Yellowknife, Hay River and Fort Smith. While in the facility, inmates are provided with supervision, treatment and training aimed at rehabilitation. Correctional facilities provide medical services and the services of three psychologists. Disabilities are recognized and accommodated.

The Corrections Service offers probation and parole supervision, counseling and aftercare services to offenders. The probation officer may provide information to the Court on an offender's background, for consideration before sentencing. There are three regional probation offices, and officers serve all 33 communities in the NWT.

Corrections Headquarters

Department of Justice

1 (867) 767-9263

<https://www.justice.gov.nt.ca/en/divisions/corrections-division/>

Appendix: Contact Directory

	NORTH SLAVE	SOUTH SLAVE	SAHTU	DEH CHO/ NAHENDEH	BEAUFORT DELTA
ECE	Yellowknife (867) 767-9356 1-866-768-8145 (Toll Free)	Fort Smith (867) 872-7425 Hay River (867) 874-5050	Norman Wells (867) 587-7157 1-866-814-9840 (Toll free)	Fort Simpson (867) 695-7338	Inuvik (867) 777-7365 1-855-283-9311 (Toll Free)
HSS	Contact your local Health and Social Services Centre	Contact your local Health and Social Services Centre	Contact your local Health and Social Services Centre	Contact your local Health and Social Services Centre	Contact your local Health and Social Services Centre
MACA	Yellowknife (867) 767-9167	Fort Smith (867) 872-6525	Norman Wells (867) 587-7100	Fort Simpson (867) 695-7220	Inuvik (867) 777-7121 1-877-777-3322 (Toll Free)
NWTHC	Head Office, Yellowknife (867) 767-9332 1-844-698-4663	Hay River (867) 874-7600	Norman Wells (867) 587-5100	Fort Simpson (867) 695-7709	Inuvik (867) 777-7270
Single Window Service Centre	Behchokò (867) 392-6046 Gameti (867) 979-3106 Whatì (867) 573-3256	Fort Providence (867) 699-3149 Fort Resolution (867) 394-3017	Colville Lake (867) 709-2047 Deline (867) 589-4910 Fort Good Hope (867) 598-2179 Tulita (867) 588-3002	Fort Liard (867) 770-2277 Nahanni Butte (867) 602-2046	Aklavik (867) 978-2285 Fort McPherson (867) 952-2060 Paulatuk (867) 580-3068 Sachs Harbour (867) 690-3812 Tsiigehtchic (867) 953-3726 Tuktoyaktuk (867) 977-2097 Ulukhaktok (867) 396-3084

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