

# GNWT Programs and Services for Persons with Disabilities Inventory

## 2nd Edition

June 2020



Government of  
Northwest Territories

# Message from the Minister

I am pleased to present the 2nd Edition of the Inventory of Programs and Services for Persons with Disabilities (Inventory). This document helps us achieve our goals identified within the *Equity, Accessibility and Inclusion, and Participation: NWT Disability Strategic Framework: 2017 to 2027*, which guides how the Government of the Northwest Territories (GNWT) plans to achieve our vision of a more inclusive and accessible territory.

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 North.

The 2nd Edition of the Inventory includes the addition of Home Care, as well as updates to content and contact information for various GNWT Department programs and services, as well as Non-Government Organizations and partners.

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](mailto:hsscommunications@gov.nt.ca)**. Electronic versions are available on the department website, **[www.hss.gov.nt.ca](http://www.hss.gov.nt.ca)**.



## **Hon. Diane Thom**

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 (NWT HC)
- NWT Human Rights Commission (NWT HRC)
- Canadian National Institute for the Blind (CNIB)
- Yellowknife Association for Community Living (YKACL)
- NWT Disabilities Council (NWT DC)
- Hay River Committee, Persons with Disabilities (HRC PD)
- NWT Seniors Society (NWT SS)

**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](http://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](mailto:hsscommunications@gov.nt.ca).

Title page photo by Pat Kane.

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# 1

I am a parent/caregiver of a child/  
youth with a disability.

I may be interested in:



## Supporting Child Inclusion and Participation (SCIP), ECE

Supported Child Inclusion and Participation, or SCIP, funding will promote access to, and participation in, high quality early childhood programming for children who are vulnerable, at-risk and/or those with specific developmental needs.

Through a yearly proposal based system, SCIP will help provide children with the necessary supports to be successful in community based programming, and to participate in motivating and developmentally appropriate activities while providing children with a sense of purpose and engagement. SCIP funding is available for licensed center-based childcare, indigenous Governments and organizations, non-profit organizations, and unlicensed, community based early childhood programs.

### 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 school in the NWT. Inclusive schooling ensures that all students have access to quality education and are supported to learn in age-appropriate common learning environments in their home community.

Inclusive schooling supports and promotes learning for all students by effectively meeting their diverse needs in a way that is responsible, accepting, respectful, and supportive. By providing sufficient levels, inclusive schooling ensures progress toward appropriate personal, social, emotional, and academic goals.

Inclusive Schooling is characterized by collaboration. It encourages active involvement of parents, students (where appropriate), health professionals, and communities to meet the individual needs of students.

**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 disabilities 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 of any age living with disabilities who are residing with their families 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@nwtcdc.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.**

(867) 777-7400

Toll Free: 1-800-661-0830

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

## Medical Travel, HSS

The GNWT provides medical travel benefits for eligible NWT residents with a valid referral who must travel outside of their home community in order to access necessary health services at the nearest center where the services are available.

Medical travel benefits extend only to individuals who do not have similar coverage through an employer-sponsored or other 3rd party insurance or benefit program. These benefits include financial support for return trip intercommunity transportation (air or ground), accommodations, meals, and local ground transportation for the patient and, in some circumstances, an approved escort.

*continued on page 15...*



Accommodations, meals and ground transportation are offered through contracted boarding home facilities in major referral centers such as Edmonton, Yellowknife, and Inuvik for low income patients, patients enrolled with the HSS Extended Health Benefits program, Registered Métis, First Nations, and Inuit patients. Other eligible patients make their own arrangements and may submit a travel expense claim to seek reimbursement to help offset those costs.

Patients faced with extraordinary health needs and/or can demonstrate undue financial hardship as a result of individuals or unique circumstances, may submit a request for coverage outside the parameters of the medical travel policy which will be reviewed on a case-by-case basis.

Patients should contact the NTHSSA's Medical Travel Office for further information about eligibility, level of benefits, other requirements, current rates, etc. and/or for help submitting an expense claim.

**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.**

[https://www.nthssa.ca/sites/nthssa/files/resources/rehabilitation\\_services\\_self\\_referral\\_form.pdf](https://www.nthssa.ca/sites/nthssa/files/resources/rehabilitation_services_self_referral_form.pdf)  
[https://www.nthssa.ca/sites/nthssa/files/resources/nthssa\\_-\\_stanton\\_-\\_ot-pt\\_self-referral\\_-\\_qanda.pdf](https://www.nthssa.ca/sites/nthssa/files/resources/nthssa_-_stanton_-_ot-pt_self-referral_-_qanda.pdf)

## Home and Community Care (Home Care)

Home Care Services provide individuals with nursing care and support for personal care as well as daily living activities when they are no longer able to perform these activities on their own. These services help people to stay in their own homes rather than having to go to either a hospital or a long term care facility when they require this type of assistance because of age, disability, injury, or illness.

Home Care Services include:

- Home support for bathing and making meals;
- Nursing services for wound care and health checks;
- Help with organizing and taking medications;
- Palliative care for those are dying and want to be at home
- Loan of equipment, such as bathroom equipment or a walker; and
- Respite care to help out in the come, so caregivers can get a break

**For more information if you or a loved one needs any of these services, please contact your local Health and Social Services Authority Home Care Program, or Community Health Centre.**

### Seniors and Continuing Care Services

Department of Health and Social Services

P.O. Box 1320

Yellowknife, NT, X1A 2L9

(867) 767-9030

<https://www.hss.gov.nt.ca/en/services/continuing-care-services/home-and-community-care>



## 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.

Note: The HSS System Navigator does not have decisions-making authority but can provide information and process guidance

### **HSS System Navigator**

1-855-846-9601 (Toll free)

[HSS\\_Navigator@gov.nt.ca](mailto: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 (800) 563-2642

[info@cnib.ca](mailto:info@cnib.ca)

<https://www.cnib.ca>

### **Vision Loss Rehabilitation Northwest Territories**

1 (844) 887-8572

[info@vlrehab.ca](mailto:info@vlrehab.ca)

<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 lives.

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

This program is designed for:

- Northerners who are 19 years of age or older
- Have a need greater than their income

**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>

# 4

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) 767-9374

1-844-497-1319 (Toll Free)

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

# 5

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



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

This is a cross disability, non-age specific program that is delivered by the NWT Disabilities Council, Health and Social Services, and the Hay River Council 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



## 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.

Note: The HSS System navigator does not have decision making authority but can provide information and process guidance.

### HSS System Navigator

1-855-846-9601 (Toll free)

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 (800) 563-2642

info@cnib.ca

<https://www.cnib.ca>

### Vision Loss Rehabilitation - Northwest Territories

1 (844) 887-8572

info@vlrehab.ca

<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 Centers are a one-stop shop for GNWT programs and services. These Service Centers are located in 22 communities and employ at 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
- Jobs- GNWT Employment Opportunities
- Intern / Northern Graduates
- Old Age Pensions and other Government of Canada Programs
- Student Summer Jobs and Youth Programs
- Saving Energy (Arctic Energy Alliance)
- Filling out Applications
- Renew and/or replace Health Care Cards
- Issue birth, death, and marriage certificates
- Student Financial Assistance
- Sorting, organizing, and explaining mail
- Updating resumes and bios

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.**

<https://www.eia.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)

# 6

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.**

<https://www.nwthc.gov.nt.ca/en/district-offices>

For Local Organizations: <https://www.nwthc.gov.nt.ca/en/local-housing-associations>





## 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.**

<https://www.nwthc.gov.nt.ca/en/district-offices>

For Local Organizations: <https://www.nwthc.gov.nt.ca/en/local-housing-associations>

## 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.**

<https://www.nwthc.gov.nt.ca/en/district-offices>

For Local Organizations: <https://www.nwthc.gov.nt.ca/en/local-housing-associations>

## 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.**

<https://www.nwthc.gov.nt.ca/en/services/emergency-repairs>

For Local Organizations: <https://www.nwthc.gov.nt.ca/en/local-housing-associations>



## **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 disabilities 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 communities 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 of any age living with disabilities who are residing with their families 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**

Inclusion NWT  
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/>

# 7

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.**

(867) 777-7400

1 (800) 661-0830 (Toll Free)

healthcard@gov.nt.ca

<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.**

<https://www.maca.gov.nt.ca/en/services/seniors-and-disabled-persons-property-tax-relief>

## **Seniors Home Heating Subsidy (SHHS), ECE**

The Senior Home Heating Subsidy provides financial assistance to low-to-modest income seniors to help with the cost of heating their homes. Seniors may be eligible to receive a set amount depending on household income and the community in which they live.



## Seniors Home Heating Subsidy (SHHS), ECE cont'd

This program is intended for Northerners who:

- Are residents of the Northwest Territories
- Are 60 years of age or older
- Own and occupy the home as his/her primary residence OR if renting, be the leasee of a self-contained unit where heating costs are not included in the rent
- Meet a household income test
- Are not receiving Income Assistance
- Apply each year

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

(867) 767-9355

1 (866) 973-7252 (Toll free)

<https://www.ece.gov.nt.ca/en/services/programmes-de-la-securite-du-revenu/senior-home-heating-subsidy>

# 8

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 communities 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 the 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. Supported Living through YKACL is a continuum for those who need 24-hour supports through to those who just need a few hours of support a week. 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. Applications that 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](mailto: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

[hsspublicguardian@gov.nt.ca](mailto:hsspublicguardian@gov.nt.ca)

<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) 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.

### 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 western 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 and concurrent disorders, or complex behavioral problems secondary to trauma.

*continued on page 16..*



## 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 the five regions and two health authorities of the NWT. 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 supervisions, 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 provide laundry, kitchen, maintenance, and administration services. Professional services such as: physician services, occupational therapy and physiotherapy are obtained through the Region or the 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
- Norman Wells - Sahtú Dene Nechá Kó Long Term Care Facility
- 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  
(867) 767-9030

<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>

# 9

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.

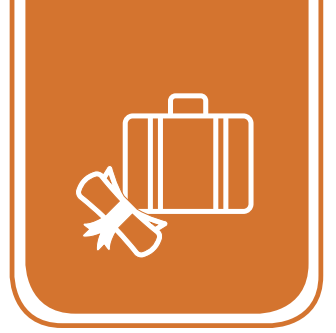
Areas of focus under the agreement include:

- **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>

# 10

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

**Sahtu Region** - (867) 587-7115

**South Slave Region** - (867) 872-6535

**North Slave Region** - (867) 767-9167 ext. 21133

**Inuvik Region** - (867) 777-7297

**Dehcho Region** - (867) 695-7230

### Emergency Management Office

For Regional Superintendent and Assistant Fire Marshall contact information:  
(867) 767-9161

## 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

<https://www.fin.gov.nt.ca/en/resources/duty-accommodate-injury-and-disability-policy>

# 11

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  
1 (866) 553-0403 (Toll Free)  
wellnesscourt@gov.nt.ca  
<https://www.nwtcourts.ca/en/courts/wellness-court/>

## Justice Corrections Service, DOJ

The Corrections Service is responsible for the safe custody, treatment, and rehabilitation of offenders at territorial correctional facilities, which are located in Yellowknife, Hay River, and Fort Smith. While in a correctional facility, inmates are provided with supervision, treatment and training aimed at rehabilitation. Correctional facilities provide medical services and the services of psychologist and counsellor positions. 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

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

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If you would like this information in another official language, call us.

English

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Si vous voulez ces informations dans une autre langue officielle, contactez-nous.

French

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Kĩspin ki nitawihtĩn ē nĩhĩyawihk ōma ācimōwin, tipwāsinān.

Cree

---

Tłıchq yati k'èè. Dı wegodi newq dè, gots'ogonede.

Tłıchq

---

ʔerihł'ıs Dēne Sųłiné yati t'a huts'elkēr xa beyáyati theʔą ʔat'e, nuwe ts'ēn yółti.

Chipewyan

---

Edı gondı dehgáh got'ıje zhatié k'èé edat'éh enahddhę nıde naxets'é edahlı.

South Slavey

---

K'áhshó got'ıne xədə k'é hederı ʔedıhtl'é yerınwę nıde dúle.

North Slavey

---

Jii gwandak izhii ginjik vat'atr'ıjáhch'uu zhit yınohthan jı', diits'at ginohkhı.

Gwich'in

---

Uvanittuaq ilitchurisukupku Inuvialuktun, ququagluta.

Inuvialuktun

---

Ċ'bdċ nn<sup>bb</sup>Δ<sup>c</sup> ΛϳLJΔ<sup>rc</sup> Δ<sup>db</sup>nc<sup>sb</sup>ϳL<sup>ı</sup>nb, ɗ<sup>ec</sup>nc<sup>o</sup> ɗ<sup>c</sup> ɗ<sup>sb</sup>c<sup>l</sup>ϳ<sup>a</sup>ϳ<sup>ı</sup>nc.

Inuktitut

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Hapkua titiqqat pijumagupkit Inuinnaqtun, uvaptinnut hivajarlutit.

Inuinnaqtun

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1-855-846-9601