

Community Inclusion - AISH

Eligibility Criteria

- Be 18 years or older
- Not eligible for Old Age Security
- Live in Alberta with proof of Address
- Are a Canadian citizen or permanent resident
- Not in a correctional or mental health facility
- Must have a medical condition that is permanent and severe. Your medical condition must be the main factor limiting your ability to earn a living at any job.



Checklist for your filling out AISH forms

- ID showing full legal name, date of birth, recent picture and signature.
- Social insurance number and Alberta Health Care number are needed.
- ID for spouse or partner showing full legal name, birth date, recent picture and signature.
- ID for any dependent children that you or your spouse/partner have showing full legal name and date of birth.
- Proof of Alberta address: your name with street or rural land address, not a box number.
- Record of Landing if you immigrated to Canada in the last 10 years under sponsorship.
- Work history—last 4 jobs (start and end dates)
- Family doctor's name, address and phone number
- Name, address and phone number of any specialist you have seen in past two years.
- Copy of Trusteeship or Power of Attorney if applicable.
- Are you on Income Support (Alberta Works)? If so, bring a recent Income Support stub.
- Confirmation of all income sources for you and your spouse/partner
 - a. Have either of you worked in last three months? Last three months of pay stubs if either of you were working
 - b. EI statement of monthly amount (from Service Canada website or on bank statement)
 - c. Have you applied for CPPD? If so, state-

ment of payments (letter or on bank statement)

- d. Statement showing any other pension or disability insurance income
- e. Statement of any other type of income (spousal support, WCB, rental or investment)

Confirmation of all assets for you and your spouse:

- a. 30 day bank statement of all chequing or savings accounts in your name, spouse's name or any joint accounts
- b. Do you own a vehicle? What is its value?
- c. Do you own a house? Please bring recent mortgage document and recent tax assessment of house.
- d. Do you have any investments? Recent statements of GIC, RRSP, RDSP, RESP, TFSA, annuities, etc. (Include RDSP, even though exempted)
- e. Do you have a trust account (from an inheritance, etc.)? Provide trust account document.
- f. Do you own a farm? Provide most recent property tax assessment, mortgage documents, balance sheet, business asset insurance, farm insurance, list of all farm vehicles, machinery and equipment, listing current value, year, make & model.
- g. Do you own a business? Provide most recent property tax assessment, mortgage documents, statement of business income, accounting statement/balance sheet, income tax notice of assessment, business income tax return, and business asset insurance.

What you get with AISH once approved

- A monthly benefit is provided for those who rent or own a home, apartment or condo; live with family or friends; live in a private group home; or are homeless. The amount you get depends on any other income you or your spouse or partner may receive.
- You may get an additional amount per



TIPS for Filling Out AISH Forms

month for each dependent child.

- You will receive an AISH Health Benefits Card to show to pharmacists, dentists and other health-service providers to get the following:
 - Prescription drugs
 - Dental
 - Optical
 - Diabetic Supplies
 - Emergency Ambulance
 - Alberta Aids to Daily Living (AADL)

When to contact AISH

- Talk to an AISH generalist if you need help with a personal benefit or expense that is not normally covered by AISH.

Getting your payments

- Payments are made via direct deposit—you will need a bank account.
- You will get a statement from AISH after your deposit is made showing the date, amount of your deposit and a breakdown of the income you received. Your statement may also include important messages from AISH such as information about your benefits. If you are eligible for a Health Benefits Card, it will be sent with your monthly statement.
- The AISH payment date is 4 business days before month end.

You are responsible for reporting any changes in your situation to your AISH worker as soon as possible, including:

- marital or partner relationship status
- medical condition
- address, phone number or contact information
- new children / dependents
- children turning 18
- your ability to work or take training or rehabilitation
- starting, stopping or changes in a job / employment / work
- income you, or your spouse or partner get
- assets you, or your spouse or partner have
- eligibility for health or personal benefits
- when you, or your spouse or partner, or depend-

ent children:

- move to another home
- move away from Alberta permanently
- leave Alberta for more than 30 days
- stay in hospital, or move to or from a nursing home, mental health facility, group home or prison
- any other change that could impact your AISH eligibility or benefit levels

If you are not sure if something will impact your AISH benefits, contact an AISH generalist for help

Overpayments and Underpayments

AISH benefits can be overpaid or underpaid if:

- you forget to tell us your situation has changed and you continue to receive more or less AISH benefits than you are eligible for
- you use your benefits for a different purpose than you are supposed to
- you tell us your situation has changed, but your cheque has already been issued
- we make an error in your payment amount
- When AISH finds an overpayment, you will be sent a Notice of Overpayment. If you have questions about the overpayment amount or concerns about repaying it, talk to an AISH generalist.

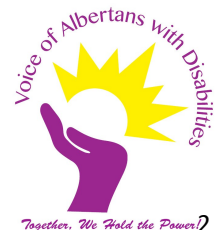
Debt collection

- Your debt is usually collected by subtracting some money from your monthly AISH benefits.
- The monthly collection amount is 10% of the maximum living allowance or modified living allowance you receive — if you are having a very hard time meeting your basic needs, this amount may be lowered with a written request.
- If your AISH file closes, you still have to pay your debt.

When underpayments happen

If you receive less AISH benefits than you are eligible for:

- AISH pays the full amount of an underpayment for the entire time you received less benefits than you were eligible for



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- before you are paid, money from an underpayment may be used to pay debts you have to the Alberta government
- Contact your AISH worker if you think you have been underpaid.

Appeals

Make sure to appeal within the 30-day deadline from the date you got the decision in person, by phone or letter, and were told about your right to appeal and that you had 30 days to appeal.

You must appeal in writing through an AISH Appeal Form or by writing an Appeal Letter.

File your notice of appeal:

- include your signed Notice of Appeal form or appeal letter and the Authorization form if someone will be acting on your behalf
- include a copy of the AISH program's letter with the decision you are appealing, if you received one
- keep copies of all documents for your own files

Submit your documents by:

- scanning your documents and emailing them to CSS.Appeals@gov.ab.ca, or
- mailing, faxing or bringing them to the nearest AISH office.

You will get a letter from the Appeals Secretariat saying they received your appeal. The AISH program will review your documents to see if the matter can be worked out without going to an appeal hearing.

Someone from the program may call to ask if you have anything else to add. If the matter is worked out

- The AISH program will contact you to explain the next steps. You do not need to continue with your appeal and can choose to withdraw it.

If the matter is not worked out

- The AISH program will send you a letter explaining the reasons the decision will not change, along with copies of the documents they used to make the decision you are appealing.
 - The Appeals Secretariat will start setting up your appeal hearing. Contact them, if you:
 - need an interpreter since all hearings are in English
 - want to get information about organizations that may be able to help you with

your appeal

- are waiting for any new information related to the appeal
- want to withdraw your appeal

Withdrawing an appeal

You can withdraw your appeal at any time. This means it is stopped and you no longer want to appeal the AISH program's decision.

- Tell the Appeals Secretariat as soon as you choose to withdraw your appeal.
- Hearings are held in a community near you. The Appeals Secretariat will mail you a letter with the date, time and hearing location. You are expected to take part in person on the date and at the location given in the letter from the Appeals Secretariat.

Contact the Appeals Secretariat when you get their letter if you:

- have to change the hearing date and pick a new date you both agree on
- need to find out how to take part because you, or the person you gave authority to act on your behalf, cannot go in person
- You, or the person acting on your behalf, must take part in the hearing. If something comes up at the last minute and you are not able to be there, tell the Appeals Secretariat immediately. If this does not happen:
 - the appeal panel may decide you chose to end your appeal without telling anyone – this is called abandoning an appeal
 - the appeal panel's decision that you abandoned your appeal is final
 - your right to appeal will end
 - your appeal will be closed



TIPs for Filling Out AISH Forms

Contact VAD to book an appointment today!
780-488-9088

VAD recommends using the Community legal Centres across Alberta for individuals needing assistance with the Appeal panel hearings.

Community Legal Centre - Edmonton
Lucas or Andrew
Phone: 780-702-1725

Calgary Legal Guidance Centre
Phone: 403-716-6479 or 403-234-9266

Lethbridge Legal Guidance Centre
Phone: 403-380-6338

Application Recommendations from VAD

The most common areas of denial in the application process are section 5 and section 8 of the part B medical form.

In section 5, the common error on the part of the doctor is to miss the symptoms section below each checkbox. In order to qualify for AISH, the Physical, Mental Health, Cognitive aspects or a combination of them must be marked as MAJOR or complete impairment, and the doctor must describe symptoms causing the impairment in detail.

Often this section is missing on an medical application and therefore the denial letter will state that not enough documentation was provided. VAD offers a note for doctors explaining that AISH needs the following:

1. **Does the applicant have an impairment of mental or physical functioning? Describe the symptoms in detail, include all side effects and subsidiary conditions.**
2. **Does the impairment cause substantial limitation in the applicant's ability to earn a livelihood? How does this affect their ability to work?**
3. **Is the impairment likely to continue to affect the**

applicant permanently because NO remedial therapy is available that would materially improve the applicant's ability to earn a livelihood? Please explain if/how the remedial therapies will make the condition better.

Applicants have a greater success rate with applying for AISH when their doctor fills the form completely with full supporting documentation provided. Once you have received a denial letter, you will be required to ask the doctor for a new report or letter correcting the information provided to AISH with updated information about your condition.

On Section 8, the prognosis must be Indefinite—meaning the medical condition is not expected to change or improve over time with treatment.

In order to qualify, applicants must prove their impairment or conditions are both severe (Major) and permanent (Indefinite) in nature and the impairment must cause substantial limitations in the applicants' ability to earn a livelihood.

Contact VAD for assistance with AISH forms today.



780-488-9088
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