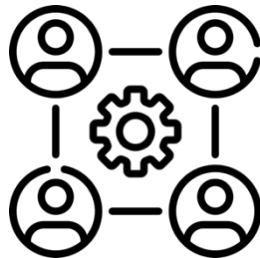


2022

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# LOW-INCOME RESOURCES



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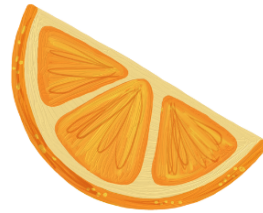
# LOW-INCOME RESOURCES



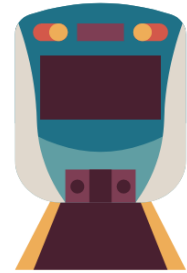
Health Care



Child Care



Food



Transit



Financial Empowerment

This pamphlet contains info on:



Mental Health Support



Leisure & Recreation



Income Assistance



Education & Career Resources



Housing

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This pamphlet discusses some of the main resources in Edmonton and Alberta for those experiencing poverty, including information about housing, mental health support, financial empowerment and support, childcare, transit, education and career resources, and more.

## Housing

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### **How to Apply for Provincial Affordable Housing**

1. Answer a few questions about your household income, citizenship status, preferred locations, and number of family members at this website:  
<https://findhousing.alberta.ca/>
2. When you finish the questionnaire, you can see housing options that may be a good fit for you. You will then contact the operators of those housing options. Since housing for Albertan's with low income is in high demand, there may be a delay before a suitable unit becomes available. Each housing operator may keep a waitlist when there are no vacancies. Priority is given to households based on their need. This means if another household has greater need for housing and applies after you, they may have priority for housing first. Priority is based on the household's current situation, percentage of income paid to rent, any emergency situations, and other factors. It is important to keep your application up to date and inform

a housing operator of any changes to you or your household's circumstances.

To be eligible for provincial affordable housing programs:

- Applicants must have an income below a certain limit as determined by the market for that particular community.
- Applicants must either be a Canadian citizen or a permanent resident.
- Applicants must meet any other eligibility requirements from the housing provider.



Income thresholds:

For Edmonton in 2022, an applicant's income must fall below

- \$36,000 for a bachelor suite
- \$42,000 for a 1-bedroom unit
- \$52,500 for a 2-bedroom unit
- \$62,500 for a 3-bedroom unit
- \$66,000 for a 4+ bedroom unit

For income thresholds for other communities, please visit

<https://open.alberta.ca/publications/income-thresholds>

**Rent Supplement Program**

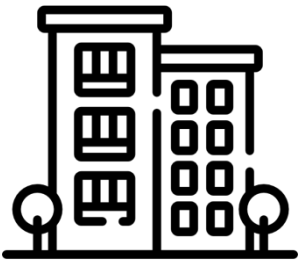
The Rent Supplement Program helps make rental accommodation more affordable by subsidizing rent. Local housing providers are still responsible for management and tenant selection for this program. There are two types of benefits:

- **Rent Assistance Benefit (formerly the Direct to Tenant Rent Supplement)**
  - A long-term benefit available to subsidize rent for Albertans with low income. Benefit features:
    - paid directly to the tenants
    - available through most housing management bodies in Alberta

- households are eligible if they are below the local income thresholds
- the amount is based on household income and the local market rent
- households are prioritized based on need
- may be renewed annually
- there are no limits to renewing if the tenant is eligible

- **Temporary Rent Assistance Benefit**

- o A modest subsidy for working households with low income or for those between jobs. Support is intended to help tenants afford their rent while they stabilize or improve their situation. Benefit features:
  - paid directly to the tenants
  - available in Calgary, Edmonton, Fort McMurray, Grande Prairie, Lethbridge, Medicine Hat and Red Deer
  - households are eligible if they are below the local income thresholds and employed or have been employed in the last two years and are not receiving social assistance, including:
    - Income support
    - Learner Income Support
    - Assured Income for the Severely Handicapped (AISH)
    - Alberta Seniors Benefit
    - Guaranteed Income Supplement
    - Old Age Security
  - the amount is calculated based on the household size and location. The amount will be reduced in the second year.
  - there is a 2-year limit with eligibility reassessed after the first year
  - households are prioritized on a first-come, first-served basis
  - households can reapply for rent assistance at the end of 2 years



### **Community Housing**

The Community Housing Program provides subsidized rental housing for families, seniors, and individuals with low income who cannot afford other housing options due to circumstance.

A tenant's rent, including heat, water, and sewer expenses, is based on 30% of a household's total annual income. The rent does not include electricity, phone, TV, or other additional services like parking.

### **Seniors Apartments**

Sometimes known as the Seniors Self-contained Housing program, the program provides apartment-style housing to seniors who are able to live independently with or without the assistance of community-based services. Applicants must be at least 65 years of age, but exceptions can be made for applicants in special circumstances.

A tenant's rent, including heat, water, and sewer expenses, is based on 30% of a household's adjusted income. The rent does not include electricity, phone, TV, or other additional services like parking.

### **Seniors Lodge**

The Seniors Lodge program provides rooms, meals, housekeeping, and recreation for functionally independent seniors. Community based services may help to offer these services. A seniors lodge can be appropriate for those who do not require a specialized health care facility. Applicants must be at least 65 years of age but exceptions can be made in special circumstances.

Management and resident selection is done by local housing providers, and each provider sets their own rates and rates can vary between regions. Regardless of the rate, each resident must be left with at least \$322 in monthly disposable income.

### **Special Needs Housing**

Special needs housing is available for individuals with special housing needs like:

- o people with developmental disabilities
- o people with physical challenges
- o victims of family violence
- o wards of the provincial government
- o the hard-to-house
- o other groups with special housing needs



### **What to do if you have an apartment but can't afford rent**

You can apply for any of the above benefits. If you have an eviction notice due to missed rent payments, you may also be able to access emergency financial assistance through Alberta Works to help pay back your debt. To apply for this funding go to your nearest Alberta Supports Centre or call 780-644-9992.

If you are facing an eviction due to rental arrears, utility arrears, or other emergency costs and are unable to access emergency benefits from Income Support, the Bissell Centre's Community Bridge program may be able to help with emergency financial benefits and other intervention.

For more information, call 780-423-2285, Ext. 122. Arrears is any money that is owed or that should have been paid earlier.

### **Legal Rights under the *Residential Tenancy Act***

If you feel you are being wrongfully evicted, contact Tenant Support Services (6606 127 Avenue; 780-496-5959) for more information about your legal rights. Student Legal Services' Civil Law project (780-492-8244) or the Edmonton Community Legal Centre (780-702-1725) may be able to help you at a Residential Tenancies Dispute Resolution Services hearing.

For more information on your rights and obligations as a tenant, see our *Landlord and Tenant* pamphlet. It is available at our outreaches and at [www.slsedmonton.com](http://www.slsedmonton.com)

You can also access a directory of housing programs by calling **211**. Below, some of the other housing programs available in Edmonton are described, including: Housing First, Permanent Supportive Housing, Subsidized Housing, and Transitional Housing programs.

### **Housing First**

Housing First can help pay for a damage deposit and other set-up costs associated with moving into an apartment. Housing First can also temporarily provide a rental subsidy and other personal supports to help you transition into living independently in an apartment. Edmonton's Housing First program is administered by Homeward Trust and can be accessed by contacting Homeward Trust's Coordinated Access program at **780-496-2630**.

There are also several community agencies that can help you access the Housing First program, including:

- o Bent Arrow Traditional Healing Society (780-481-3451)
  - Bent Arrow provides unique services for Indigenous people
- o Bill Rees YMCA Homeward Bound program (780-426-9622)
- o Bissell Centre (780-423-2285)
- o Boyle Street Community Services (780-424-4106)
- o E4C Case Management (780-424-7543)
- o George Spady Centre (587-524-1530)
- o Hope Mission (780-422-2018)
- o Jasper Place Wellness Centre (780-481-4001)
- o Mustard Seed (780-426-5600)
- o Pathways to Housing (780-497-7146)
  - Pathways to Housing specializes in housing people who are chronically homeless and live with complex mental illness and addictions



To enter into a housing program, you must have some form of income (e.g. Alberta Works income support, AISH, CPP, GIS, OAS, or employment) and be willing to spend part of that income on paying rent and utilities.

### **Subsidized Housing**

You can also apply for subsidized housing through other housing providers:

- Civida (10232 - 112 Street; 780-420-6161)
  - o Civida provides affordable housing, grants, and advice to tenants and their families.
    - Rental Assistance Benefits (RAB) are paid directly to Civida subsidy recipients to help make their rent with a private landlord (not Civida) more affordable.
- Boyle Street Community Services' Northstar Apartments (780-424-4106)
- For seniors:
  - o Greater Edmonton Foundation (14220-109 Avenue; 780-482-6561)
  - o Operation Friendship Seniors Society (9526 106 Avenue; 780-429-2626)

## **Transitional Housing & Second-Stage Shelters**

Transitional housing programs offer temporary accommodations and supports to people transitioning into independent apartment living.

- For women and children:

- Call the Alberta Council of Women's Shelters hotline: 1-866-331-3933
  - The confidential hotline can connect you to all available shelters in your area.
- WIN House Crisis line: 780-479-0058
- Women's Emergency Accommodation Centre (WEAC): 780-423-5302
- Lurana Shelter Crisis line: 780-424-5875
- Valeda House & St. Katharine Drexel Place: 780-428-8671
- Adeara Recovery Centre: 780-423-5516

- For Youth

- Edmonton John Howard Society
  - NOVA: 780-477-0104 (for youth ages 16-24)
  - The LOFT: 780-486-7590 (for males ages 16-24)
- Hope Mission (780-422-2018)
- Boyle Street Community Services' Group Living (for children and youth ages 0-24) (780-424-4106)

- For Men

- Hope Mission (780-422-2018)

- Other Housing

- Salvation Army (780-429-4274)

## **Mental Health**

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Those experiencing mental health issues are at a higher risk to experience poverty and those experiencing poverty have higher levels of stress, which can lead to more mental health issues. If you or someone else is in immediate danger, call 911.

### **Distress Lines and Helplines**

The 24-hour Distress Line is open 7 days a week. It provides confidential, non-judgmental, and short-term crisis intervention, emotional support, and resources to people in crisis. It also supports family, friends, and caregivers to those who are in crisis. Please call **780-482-4357**

The Distress Line provides:

- Crisis intervention
- Suicide prevention
- Family violence prevention
- Emergency intervention and response
- Emotional support
- Referrals to community resources



When you call, the listener will:

- Listen to your situation
- Provide emotional support
- Explore options with you
- Connect you with local resources and referrals

When it is easier to type than talk, you can chat with highly trained volunteers over the Crisis Chat service. The Crisis Chat Service is available weekdays from 6:00 pm – 10:00 pm and weekends from 12:00 pm to 4:00 pm. Go to this website to chat: <https://edmonton.cmha.ca/programs-services/online-crisis-chat/>

Please note that chat volunteers do not provide therapy, treatment, health care, medical care, or advice.

The Seniors' Abuse Helpline is also available to provide support and resources to those who are experiencing seniors' abuse or concerned about someone else experiencing seniors' abuse. The Seniors' Abuse Helpline is available 24 hours a day, 7 days a week. Please call **780-454-8888**.

Brite Line is a safe space where 2SLGBTQIA+ can connect to supports. Trained staff and volunteers will help callers connect with community supports that address their specific needs. Please call **1-844-702-7483**.

Togetherall is a clinically moderated, online peer-to-peer mental health community that empowers individuals to anonymously seek and provide mental health support 24/7. Togetherall also has free tools, courses, and resources to help you. Togetherall is free to all Albertans aged 16+, and you can register using your Alberta postal code at this website:

<https://account.v2.togetherall.com/register/area>

## Financial Empowerment

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### **Income Support**

Income Support can help people and families with basic living costs and necessities. Eligibility for Income Support depends on your needs and situation. You can apply online for supports at this website:

<https://myalbertasupports.alberta.ca/CitizenPortal/application.do>

You can also call **780-427-9999** or visit one of the Alberta Supports Centres in Edmonton (see page 24).

There is also 24-hour emergency income support available to help with basic needs like shelter, food, clothing, and transportation. Please call 1-866-644-5135.

For more information on Income Support and other social welfare benefits and support, please see Student Legal Services' Social Welfare Benefits pamphlet at <https://www.slsedmonton.com/civil-law-topics>

### **Four Directions Financial**

Four Directions Financial is an ATB agency that ensures Edmontonians experiencing homelessness or living in poverty can open a bank account with a mainstream financial institution. Four Directions Financial offers the same products and services, like cashing cheques and saving money in a safe place, that are found in any ATB location. While Four Directions Financial was developed in partnership with Boyle Street Community Services, you do not need to be a Boyle Street Community Services client to bank there.

Four Directions is located at 110112 105 Ave NW and is open 10:00 am to 2:00 pm Monday to Friday. You can call them at **780-426-3848**.

### **e4c Make Tax Time Pay**

This program gives low-income Edmontonians access to help preparing and filing their taxes. Tax filing appointments are free and assist people in applying for available benefits and subsidies. Make Tax Time pay clinics also provide financial education information and opportunities.

How to use Make Tax Time Pay:



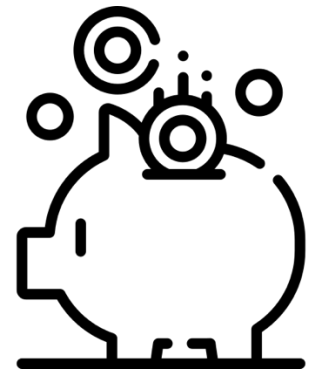
1. Receive your T-slips. These come in the mail from your employer, the government, or other benefits agencies.
2. Contact **780-722-9409**. Your call will be returned from a blocked number and an appointment will be booked with a tax preparer to make sure you have all the paperwork you need to file.
3. Complete your taxes. Your taxes will be done over the phone with a volunteer.
4. Receive your copy and eligible refunds. You will receive a paper copy of your tax filing in the mail in 2-4 weeks along with any refunds, credits, or benefits.

## **Empower U**

Empower U is a program focused on women living with low incomes. Participants attend financial literacy workshops and save for an asset that will help them move ahead financially. For every dollar a participant saves, they receive two dollars as part of the matched savings program. Call United Way at **780-990-1000** for more information.

Participants learn how to:

- Save money
- Reduce debt
- Improve credit
- Budget
- Set short term and long-term financial goals
- Become a homeowner
- Invest money for you or their children's education
- Access government benefits and subsidies



## **Beyond Food**

Edmonton's Food Bank, along with partner organizations and community agencies, provides free services to help low-income people with literacy, education, employment preparation, and financial and tax services. You do not

have to be using the food bank to use these programs. See page 15 for more information on Beyond Food.

Their financial and tax services include:

- Tax clinics
- Money coaching
- Budget review debt and credit questions
- Ask-a-banker
- Help in filling out forms and applications

### **Edmonton's Financial Empowerment Program**

Edmonton's Financial Empowerment Program is a free and confidential program where people experiencing poverty or living on a low income can talk with a social worker about their financial questions and problems. The social workers can connect them with resources and information to help increase the person's financial security.

Social workers can help you:

- Get ready for tax filing and finding free tax filing clinics
- Learn about benefits and supports that may apply to you
- Solve problems and create action plans
- Access the right support and services
- Talk about your financial problems at your own speed and comfort level

The program is available by phone or computer from Monday to Friday from 8:30 am – 4:30 pm. You can call **780-496-2800**, email

[communitywellness@edmonton.ca](mailto:communitywellness@edmonton.ca), or fill in the contact form here:

[https://docs.google.com/forms/d/e/1FAIpQLSfO98UWAOD5WB7qqjtUcpgG0sAk0RS\\_GfHHROTLxu-miuOtw/viewform](https://docs.google.com/forms/d/e/1FAIpQLSfO98UWAOD5WB7qqjtUcpgG0sAk0RS_GfHHROTLxu-miuOtw/viewform)

### **Child Care**

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You can call Child Care Connect toll free at **1-844-644-5165** for help finding child care or for any questions you might have about childcare in Alberta.

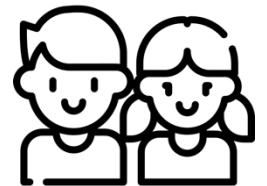
## Child Care Subsidy

Subsidies are available to offset the cost of childcare for eligible low-income families if they have a child enrolled in a licensed facility-based program or family day home program overseen by a licensed family day home agency. Maximum subsidy rates vary by the program type, the age of the child attending childcare, the total family income, and the amount of hours the child attends each month.

### How to apply:

You can apply for the child care subsidy if:

- You, your partner, or the child receiving care are Canadian citizens or permanent residents of Canada
- You or your partner are Alberta residents
- You or your partner are currently:
  - Working or looking for work
  - Attending school
  - Have special needs, or your child has a special need
- Your children are 12 years of age or younger and are not yet attending grade 7
- Your children have a spot in a licensed facility-based program with day care or out-of-school care programming, or family day home program that is overseen by a licensed agency
- Your total family income is less than \$75,000 per year
  - Income eligibility is determined by combining you and your partner's income tax information from your most recent Notice of Assessment, issued by the Canada Revenue Agency
  - Income is based on Line 150000 (gross income) subtracted by any amounts that are reported on Line 3200 (education related tax deductions), and Lines 33099 and 33199 (medical related tax deductions)
  - If there is a recent loss of income, or if you and your partner were not required to file a Canadian tax return, you can request to be evaluated on current income and deduction estimates by calling the Alberta Supports Contact Centre.





- Phone: **780-644-9992**
- Toll free: 1-877-644-9992

During the application process, you will be required to create a MyAlberta Digital ID account which is used for interacting with Government of Alberta online programs and services. It will give you access to apply for childcare subsidy. It also allows you to save an application you are in the process of completing. Create a MyAlberta Digital ID at this website: <https://account.alberta.ca/>

You will then need to find out if you are eligible to receive a childcare subsidy.

You can apply online through the Child Care Subsidy Application which you can find at this website: <https://applychildcaresubsidy.alberta.ca/> You can also apply using a form, but this takes longer to process.

#### After you apply

After you submit your application, your information will be assessed. If you meet certain conditions, you will receive a two-month conditional subsidy while your application is assessed. If you do not meet the conditional acceptance requirements, you will receive the subsidy once the application is approved.

Each subsidy starts at the beginning of the month. You can apply as early as one month before your child is starting childcare.

You can renew your subsidy a month before the end date to minimize any interruptions in your subsidy payments. You will receive a renewal notice by email or mail to remind you when it is time to renew.

If your situation changes while you are receiving the subsidy, it can impact how much subsidy you are eligible for. Send changes online during the month the change occurs when there is:

- A change in your address and contact information
- A change to your reason for care, like if you or your partner are not working, not looking for work, or not attending school
- A change in your marital status
- A change in the number of children requiring care
- A decrease in income
- A change in the program your child is attending

- A change of an applicant, co-applicant, or dependent name

## Transit

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### **Ride Transit Program**

This program allows eligible low-income Edmontonians to purchase youth or adult monthly transit passes at a subsidized rate of \$35 or \$50, depending on your household income. An eligible household is yourself, your partner, and dependent children aged 17 or younger. Dependents over 17 need to submit a separate application form. To calculate total household income, add the total incomes from line 15000 of you and your partner's previous year's Notice of Assessment.

#### Eligibility:

If your income is less than the low-income cut-offs plus 10%, or you qualify from one of the following eligibility criteria, you qualify for a \$35 monthly transit pass.

- You are on AISH (Assured Income for the Severely Handicapped) or you receive the CPP – Disability Benefit (Canada Pension Plan)
- You are on Government of Alberta Income Support or Learner Income Support
- You are a new Permanent Resident or a refugee (must have been in Canada less than one year and have not filed a tax return)
- You are a child under government care
- You are receiving government Employment Insurance (EI) (only the individual receiving EI will be eligible).

If your income is between 10% and 25% above the low-income cut-offs, you qualify for a \$50 monthly transit pass.

To see the low-income cut-offs, please visit:

<https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=1110024101>

#### To apply:

If you are not a member of the City of Edmonton's Leisure Access Program, fill out the Leisure Access and Ride Transit Programs application Form which can be found

here:

<https://www.edmonton.ca/sites/default/files/public-files/assets/transit/LeisureAccessProgramApplication.pdf>

The approval process takes about 2-3 weeks. You will receive a letter or email once you are approved. For more information on the Leisure Access Program, please see page 18.

The fastest way to have a completed application reviewed is by dropping it off at Edmonton Tower, 2<sup>nd</sup> floor, mail slot near the ETS Lost and Found (10111 104 Avenue NW).

You can also mail your application to:

Leisure Access & Ride Transit Program  
PO Box 2359  
Edmonton, AB, T5J 2R7



#### **Providing Accessible Transit Here (PATH)**

PATH is a City of Edmonton program that provides free monthly transit passes to individuals experiencing homelessness or who are at high risk of experiencing homelessness. There are 10 social service agencies in Edmonton which distribute these passes:

- Bissell Centre: 10527 96 Street
- Boyle Street Community Services: 10116 105 Avenue NW
- Boyle Street Education Centre: 10312 105 Street
- iHuman Youth Society: 9635 102A Avenue
- Jasper Place Wellness Centre: 15210 Stony Plain Road
- The Mosaic Centre: 12758 Fort Road
- Native Counselling Services of Alberta: 14904 121a Avenue
- The Neighbour Centre: 10050 81 Ave NW
- Old Strathcona Youth Society: 10325 83 Avenue
- Youth Empowerment Support Services: 9310 82 Avenue

#### **Education, Skill Development, and Career Resources**

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There are many resources to assist low-income people access education, skill development, and career resources in Edmonton. The following names a few.



### **The Hallway Café**

A social enterprise café that works with at-risk youth ages 16 – 24, to help them achieve educational and employment success. There are three streams: Youth in the outreach stream get one-to-one support, connections to other services, and access to education and life skills. Youth in the employment readiness stream attend a 17 week, hands on training in the café where the youth learn employment and life skills. Finally, Fresh Start School connects youth to a self-directed approach to completing high school or earning high school credits. Hallway Café is located at 1 Sir Winston Churchill Square. You can call them at **780-413-8060**.

### **hiregood**

hiregood hires clients of Boyle Street Community Services who want to find meaningful employment, most of whom are experiencing homelessness and poverty. They hire youth, adults, and seniors. It is based out of Boyle Street Ventures Inc. at 10112 105 Ave NW. You can call them at **780-426-0500**. Taskers do many services, including cleaning and sanitation, junk removal, moving, cleaning, and general labour.

### **Water Wings: Employment Readiness Program**

Boyle Street's employment readiness program helps with resumes, interview practice, computer skills, access to industry- standard safety tickets for work sites, and more. The program is free of charge. To register, contact them during their hours of operation and be ready to provide them with your Social Insurance Number (SIN). They are located at 10112 105 Ave NW (the basement of the Four Directions Financial building). You can call them at **780-424-4106** Ext. 236. Their hours of operation are Monday to Thursday 9 am – 4:00 pm and Friday, 9 am – 12 pm.

### **Beyond Food**

Edmonton's Food Bank, along with partner organizations and community agencies, provides free services to help low-income people with literacy, education, employment preparation, and financial and tax services. You do not have to be using the food bank to use these programs. Please call 780-425-2133 ext. 228 to learn more about Beyond Food.

Their Learning Lab helps with the following:

- Literacy and Education
  - Reading
  - Writing
  - Math
  - English language academic upgrading
  - Digital literacy
- Employment preparation
  - Safety tickets
  - First aid
  - Job interview practice
  - Resumes
  - Cover letters
  - Job fairs employer connector
  - Job fairs transitional and industry-specific career training
  - Work experience
- Financial & Tax Services (see page 8)
- Practical resources & personal supports
  - Support
  - Resources
  - Referral information
  - System navigation and advocacy
  - Newcomer and settlement services
  - Family and disability supports



### **MCG Careers Employment Preparation for Careers in Construction (EPIC Program)**

If you are seeking a career in the construction industry, MCG Careers can provide the tools you need at no cost. Services include:

- Individualized services
- Short course certification
- On-the-job training and support

Please call 780-448-1380.

## Income Assistance

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You can receive money to help meet your basic needs like food, clothing, shelter, and health care through programs like Income Support, Assured Income for the Severely Handicapped (AISH), Canada Pension Plan (CPP), and Old Age Security (OAS).

If you are in a financial emergency and desperately need money to cover your rent, utilities, food, the cost of relocating in the event of domestic violence, the cost of travelling to court, or other needs, you can ask Income Support for emergency benefits. Call 1-877-644-9992. Your income support worker can give you money for emergency situations. Afterhours, you can also call 24/7 Emergency Income Support at **1-866-644-5135**.

If you have a “severe” handicap, you can collect income through AISH and/or CPP Disability. You will need to speak with your doctor about applying for AISH.

If you have applied for Income Support or AISH and have been denied, you may have a right to appeal the decision. You can appeal through the Alberta Appeals Secretariat. Call 780-427-2709 if you want to appeal your decision. In some instances, Student Legal Services Civil law (780-492-8244) can help you with an appeal.

If you are 65+ years old (or will be soon), you may be eligible for CPP, OAS, and a Guaranteed Income Supplement (GIS). The Seniors Association of Greater Edmonton (SAGE) can help you apply for these and can be reached at **780-423-5510**.

For more information, see our *Social Welfare Benefits* pamphlet at our outreaches or at [slsedmonton.com](http://slsedmonton.com).

You can also find benefits and subsidies in Edmonton by visiting:  
<https://youcanbenefit.edmonton.ca/home>

## Health Care

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### Receiving Medical Treatment

Generally, you need to have proof of medical insurance (Health Care Card or Alberta Health Care number) before you can receive medical treatment. However, in the case of an emergency, a hospital must treat you even without proof of

insurance. You can order a new Alberta Health Care card over the phone at 780-427-1432. They require your full name, mailing address, phone number (or number where you may be contacted), personal health care number and date of birth.

The Boyle McCauley Health Centre (10628 96 Street NW) is the only medical clinic in Edmonton that does not require patients to have a Health Care Card. You can call (780) 422-7333 or drop in to make an appointment. Due to COVID-19, their current hours of operation are Monday to Friday, 8 am – 4:30 pm.



### **Paying for Medical Treatment**

If you have income through Income Support or AISH, you will have health coverage through those programs. However, even if you do not receive financial support from Income Support or AISH, you may be eligible to receive health benefits through the Alberta Adult Health Benefits, and children may be eligible for Alberta Child Health Benefits. For more information, call Health Benefits Contact Centre at 780-427-6848.

## **Leisure & Recreation**

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### **Leisure Access Program (LAP)**

Edmonton's Leisure Access Program (LAP) allows low-income Edmontonians to access participating recreation facilities through an annual pass or a subsidized monthly pass. All applicants are automatically considered for the Ride Transit Program (see page 13).

### Eligibility

Please note that the LAP has been recently expanded. If you did not qualify before, you may qualify now.

- 1-Year Term:
  - You may qualify for a 1-year term if you are an Edmonton resident and one of the following applies:
    - You are a recipient of Government of Alberta Income Support or Learner's income Support

- You are a new Permanent Resident or a Refugee (must have been in Canada less than one year and are not yet eligible to file a tax return)
- You receive the Canada Pension Plan – Disability Benefit
- You are a Ukrainian national who arrived in Canada on or after February 24, 2022
- You are a child under government care
- Your 2021 combined household income is equal to or less than the 2021 low-income thresholds
  - Example: for 1 person, the threshold is \$30, 265 and for four persons, the threshold is \$56, 241
  - Low Income Thresholds can be found by visiting [https://www.edmonton.ca/programs\\_services/leisure-access-program](https://www.edmonton.ca/programs_services/leisure-access-program)
- 2-Year term
  - You may qualify for a 2-year term if you are an Edmonton resident, and your combined household income is equal to or less than the low-income thresholds for a 2-year term
    - Example: for 1 person, the threshold is \$27, 541 and for four persons, the threshold is \$51, 128
- 5-Year term
  - You may qualify for a 5-year term if you are an Edmonton resident, and you are on AISH.
    - Eligible dependents aged 14 or older will qualify for 1-4 years, expiring when the youth turns 18 years old.
- Monthly
  - You may qualify for monthly approval if you are an Edmonton resident, and your combined household income is equal to or less than the low-income threshold for a monthly term
    - Example: for 1 person, the threshold is \$30, 266 - \$33,272 and for four persons, the threshold is \$56,242 - \$63,910.

### How to Apply

Step 1: Prepare an application



1. The form can be found at  
<https://www.edmonton.ca/sites/default/files/public-files/assets/PDF/LeisureAccessApplicationForm.pdf?cb=1626710664>

Or you can call **311** to have one mailed to you.

2. Gather verification documents
  - a. Required Income Verification such as
    - i. Notice of Assessment
    - ii. AISH benefits statement
    - iii. Canada Pension Plan form showing credits for the Disability Benefit
    - iv. Income Support Health Benefits card
    - v. Learner's Income Support Funding Decision Letter
    - vi. Confirmation of Permanent Residency Documentation
    - vii. Refugee Protection Claimant Document
    - viii. Delegation of Powers document (for children under government care)
  - b. Eligible Dependent verification (if you have dependents)

## Step 2: Submit your application

1. Mailing address:
  - a. Leisure Access Program  
PO Box 2359  
Edmonton, AB T5J 2R7
2. In-person drop-off
  - a. At a City of Edmonton Recreation Centre
  - b. At the Edmonton Service Centre mail drop off
    - i. Edmonton Tower, 2<sup>nd</sup> Floor, 10111 104 Avenue NW
    - ii. Monday-Friday; 8 am – 4:30 pm



## Food

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There is no constitutional right to food in Canada. However, you can still get free food from some of the following service providers (*note that the following list is subject to change*):

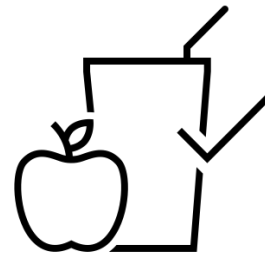
### **Hope Mission Centre (9908 106 Ave)**

#### Monday through Friday:

- Breakfast at 7:30am
- Lunch at 11:45 am
- Supper at 5:00 pm

#### Saturday, Sunday & Holidays:

- Brunch at 10:45am
- Supper at 4:00 pm



### **Native Healing Centre (101-11813 123 St)**

#### Monday:

- Sandwiches at 11:00 am

#### Wednesday:

- Soup and Bannock @ 12:00 pm

#### FOR KIDS:

### **Crystal Kids (8718-118 Avenue)**

#### Youth Hours (September – June)

- Daily after school snacks
- Supper served at 5 pm
- Saturday Meal mid-afternoon

Monday & Tuesday: 3 pm – 8 pm

Wednesday: 3 pm- 6 pm



Thursday: 1:30 pm – 8 pm

Friday: 3 pm – 8 pm (extended hours for teens ages 13-18 until 10pm)

Saturday: 11 am – 5 pm

#### Youth Hours Summer Break (July-August)

- Lunch served at Noon
- Mid-afternoon snacks
- Supper served at 5 pm
- Saturday Meal mid-afternoon

Monday – Thursday: Noon - 8 pm

Friday: 3 pm – 10 pm

Saturday: 11 am – 5 pm

#### **Marian Centre (10528 98 Street)**

- Breakfast snacks in the courtyard from 9:30 – 11:00 am on Mondays, Tuesdays, Thursdays, and Saturdays

#### **55 + only Operation Friendship Seniors Society (9526 – 106 Avenue)**

- Weekdays: 8:00 am – 6:30 pm
- Weekends & Holidays: 10:30 am – 6:30 pm

#### **Building Hope (3831 – 116 Ave)**

Breakfast from 9:00-11:30 and lunch from 12-2

Monday, Tuesday and Wednesday: 8:30 -3:00.

#### **Boyle Street Community Centre (10116 105 Ave NW)**

Lunch on Mondays – Fridays at 12:00 pm.

#### **Bissell Centre (10527 96 Street)**

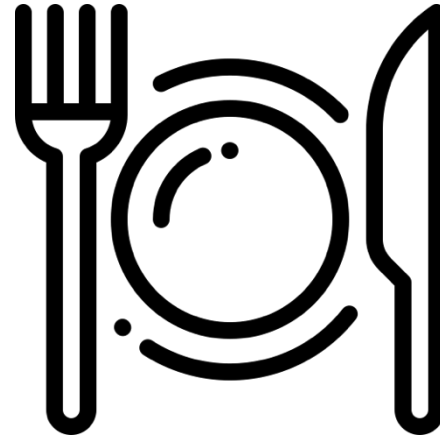
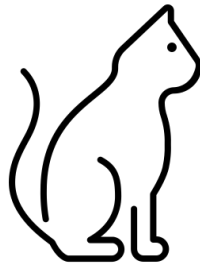
Lunch at 12:00 pm

Dinner at 4:30 – 7:00 pm.

#### **FOR PETS:**

**Boyle Street Community Centre (10116 105 Ave NW)**

Wednesdays from 10:00 am – 12:30 pm.



**WHO CAN I CALL FOR MORE HELP OR INFORMATION?**

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**General Hotlines**

- 911 – Emergency Services
- 211 – Community Services Directory
- 311 – City of Edmonton Services Directory
- 811 - HealthLink

**Legal Resources**

Legal Aid Society 10320 102 Avenue, Edmonton, AB	Ph: 1-866-845-3425 <a href="http://www.legalaid.ab.ca">www.legalaid.ab.ca</a>
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Free legal information. Lawyers may represent you for a highly reduced rate if you make less than a certain amount.

Family Court Assistance 8 <sup>th</sup> Floor Room 8077, John E Brownlee Building 10365 97 Street; Edmonton, AB	Ph: 780-427-8343 <a href="http://www.alberta.ca/family-court-assistance.aspx">www.alberta.ca/family-court-assistance.aspx</a>
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Information about family court processes, the paperwork and documents to be filled out along with help completing them (Example: applying for child custody order)

Lawyer Referral Service	1-800-661-1095
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Referrals to up to 3 lawyers who may be able to help you (they will be able to speak to you for 30 min for free and afterwards will likely need to be hired and paid).

Edmonton Community Legal Centre Telus House, South Tower: Second Floor 10020 – 100 Street, Edmonton, AB	Ph: 780-702-1725 Website: <a href="http://www.eclc.ca">www.eclc.ca</a>
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Free legal information for all. Free legal advice & assistance for low-income people.

Student Legal Services of Edmonton Criminal Law Office: #100, 9924 106 St Civil/Family Law Office: 11036 88 Ave	Ph: Main Office: 780-492-2226 Crim Office: 780-425-3356 Civil Office: 780-492-8244 Website: <a href="http://www.slsedmonton.com">www.slsedmonton.com</a>
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Law students able to provide some free legal information, referrals, and assistance.

John Howard Society #401, 10010 105 Street, Edmonton, AB	Ph: 780-428-7590 Website: <a href="http://www.johnhoward.org">www.johnhoward.org</a>
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Information, support, advocacy, and connection to resources.

Elizabeth Fry Society 10242 105th Street NW #900	Ph: 780-421-1175 Website: <a href="http://www.efryedmonton.ab.ca">www.efryedmonton.ab.ca</a>
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Court workers explain court procedure and terminology, provide legal referrals, and offer practical assistance and support to those appearing in court

### Health Services

Boyle McCauley Health Centre 10628 96 Street NW, Edmonton, AB	780-422-7333 <a href="http://www.bmhc.net">www.bmhc.net</a>
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You can get help here without a health care card. Needle exchange also available.

### Income Assistance

Alberta Supports Contact Centre 10242 105 Street; Edmonton	1-877-644-9992 css.ascc@gov.ab.ca
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Open 8:15 – 4:30 pm M-F for general inquiries about Income Support. Closed statutory holidays.

24/7 Emergency Income Support	1-866-644-5135; Fax: 780-422-9681 css.iscc@gov.ab.ca
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Hotline for accessing emergency income support benefits after hours.

AISH Edmonton Suite 500, 12323 Stony Plain Rd, Westcor Building, Edmonton; T5N4B4	780-415-6300; Fax: 1-844-686-9358
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Assured Income for the Severely Handicapped. Open 8:15 am – 4:30 pm (M-F, closed statutory holidays)

You Can Benefit	<a href="https://youcanbenefit.edmonton.ca/home">https://youcanbenefit.edmonton.ca/home</a>
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A website for determining what benefits and programs you may be eligible for.

### Housing First Providers

Homeward Trust 6 <sup>th</sup> Floor, 10242 105 Street, Edmonton, AB	Ph: 780-496-2630 Website: <a href="http://homewardtrust.ca">homewardtrust.ca</a>
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Bent Arrow Traditional Healing Society 11648 85 Street, Edmonton, AB	Ph: 780-481-3451 Website: <a href="http://bentarrow.ca">bentarrow.ca</a>
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Bill Rees YMCA 10315 109 Street Edmonton, AB	Ph: 780-429-9622
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Temporary closure due to COVID-19.

Bissell Centre 10527 96 Street, Edmonton, AB	Ph: 780-423-2285 Website: <a href="http://bissellcentre.org">bissellcentre.org</a>
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Boyle Street Community Services 10116 105 Avenue NW, Edmonton, AB	Ph: 780-424-4106 Ext. 251 Website: <a href="http://boylestreet.org">boylestreet.org</a>
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E4C Case Management 9321 Jasper Avenue, Edmonton, AB	Ph: 780-424-7543 Website: <a href="http://e4calberta.org">e4calberta.org</a>
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George Spady Centre 10015 105A Avenue, Edmonton, AB	Ph: 780-424-8335 Website: <a href="http://gspady.org">gspady.org</a>
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Hope Mission 9908 106 Avenue, Edmonton, AB	Ph: 780-422-2018 Website: <a href="http://hopemission.com">hopemission.com</a>
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Jasper Place Health and Wellness Centre 15308 Stony Plain Rd, Edmonton, AB	Ph: 780-481-4001 Website: <a href="http://jpwc.ca">jpwc.ca</a>
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Pathways to Housing (Boyle McCauley Health Centre)	Ph: 780-497-7146
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## Shelter

Alberta Council of Women's Shelters	24-Hour Crisis Ph: 1-866-331-3933
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24/7 hotline for a directory of women's shelters in Alberta

Edmonton Women's Shelter (WIN House)	24-Hour Crisis Ph: 780-479-0058
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Shelter & support for women with or without kids who are fleeing domestic violence.

Lurana Shelter	24-Hour Crisis Ph: 780-479-0058
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High security shelter and support for women and children fleeing domestic abuse.

SAGE Seniors Safe House	Ph: 780-702-1520 (Monday through Friday) 24-hour support: 780-454-8888
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Emergency housing for men and women 60+ who are leaving abusive situations.

A Safe Place (Sherwood Park)	24-Hour Crisis Ph: 780-464-7233
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A shelter and support for abused women and their children, including free transportation (from Edmonton, Sherwood Park, & Fort Saskatchewan) to the shelter.

Women's Emergency Accommodation Centre (WEAC) 9611 101A Ave, Edmonton	Ph: 780-423-5302
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Emergency shelter for homeless women, new women admitted at 9pm every night.

Hope Mission Emergency Shelter 9908 106 Ave, Edmonton, AB	Ph: 780-422-2018
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A safe place to sleep for those living on the streets. Separate shelter areas available for men, women, couples, and youth. Open at 8pm.

### **Second Stage Shelters**

La Salle Residence	Ph: 780-424-5875
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Housing & support up to 1 year for women & kids fleeing abuse & using crisis services

Wings of Providence	Ph: 780-426-4985
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Second stage housing (longer term) & accompanying support for women & their children who have experienced family violence.

### **Food Hampers**



Edmonton's Food Bank 11508 120 Street, Edmonton, AB	Ph: 780-425-2133 Website: <a href="http://www.edmontonfoodbank.com">www.edmontonfoodbank.com</a>
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The Salvation Army 9620 101A Avenue Edmonton, AB	Ph: 780-424-9222 Website: <a href="http://www.salvationarmy.ca">www.salvationarmy.ca</a>
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WeCan Food Basket Society	Ph: 780-413-4525
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Temporary delivery services during COVID-19.

### **Other**

Canadian Mental Health Association 300 - 10010 105 Street NW Edmonton, Alberta T5J 1C4	<u>Advocacy Coordinator:</u> Phone: 780-414-6300 Email: <a href="mailto:main@cmha-edmonton.ab.ca">main@cmha-edmonton.ab.ca</a>
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CMHA helps with financial assistance applications and appeals. Also provides crisis services, navigation services, suicide grief support services, education and training on mental health, peer support services, and help with housing.