



Guide to Programs and Services for Individuals and Families

Fall 2018



**Programs and Services
For Individuals and Families
Children, Seniors and Social Development**

This guide is available online at:
cssd.gov.nl.ca

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Available in alternate formats

Foreword

The Government of Newfoundland and Labrador is committed to preventing, reducing and alleviating poverty.

This guide can help people find out what Provincial Government programs and services are available.

Programs are listed within seven major groups:

- Financial Help
- Housing, Shelter and Home Supports
- Education and Learning Help
- Employment (Job) Supports
- Medical, Health and Wellness
- Justice and Legal Services
- Other Services

Programs are also broken down by eligibility: General, Families, Persons with Disabilities, Youth, and Adults 65+. Some programs are designed for people with incomes below a certain level or for particular situations.

Important

Filing an Income Tax Return

Did you know that even if you have no income or do not earn enough to pay taxes, filing an income tax return can help you? Some benefits are linked to income tax and you can receive them simply by filing a return.

Did you know filing your income tax every year gives you access to many provincial and federal benefits?

Did you know that you have up to 10 years to file for past income tax and credits? If you need help filing, call the Canada Revenue Agency at 1.800.959.8281, TTY 1.800.665.0354.

canada.ca/en/services/taxes/income-tax/personal-income-tax/doing-your-taxes.html

Notice of Assessment

Some programs require a copy of your Notice of Assessment before you can receive benefits. A Notice of Assessment is the form from the Canada Revenue Agency stating how much tax is to be paid or refunded.

Note: For some programs and services, you may have to give personal information and/or apply. For other programs, eligibility is based on information from filing yearly income tax returns.

canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/a-copy-your-notice-assessment-reassessment.html

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Abbreviations

| | |
|-------------|---|
| ABE | Adult Basic Education |
| AESL | Advanced Education, Skills and Labour |
| TCII | Tourism, Culture, Industry, and Innovation |
| CSSD | Children, Seniors and Social Development |
| FLR | Fisheries and Land Resources |
| ECE | Early Childhood Education |
| EECD | Education and Early Childhood Development |
| FIN | Finance |
| GED | General Educational Development |
| GIS | Guaranteed Income Supplement (Adults 65+) |
| GST | Goods and Services Tax |
| HCS | Health and Community Services |
| HOA | House of Assembly |
| HRS | Human Resource Secretariat |
| JPS | Justice and Public Safety |
| MAE | Municipal Affairs and Environment |
| MBNS | Mother Baby Nutrition Supplement |
| MCP | Newfoundland and Labrador Medical Care Plan |

| | |
|--------------|--|
| MCR | Mobile Crisis Response Team |
| NLCB | Newfoundland and Labrador Child Benefit |
| NLHC | Newfoundland and Labrador Housing Corporation |
| NLIS | Newfoundland and Labrador Income Supplement |
| NLPDP | Newfoundland and Labrador Prescription Drug Program |
| NSLSC | National Student Loan Service Centre |
| OAS | Old Age Security (Adults 65+) |
| OEEPD | Office of Employment Equity for Persons with Disabilities |
| RAP | Repayment Assistance Plan |
| RCMP | Royal Canadian Mounted Police |
| RNC | Royal Newfoundland Constabulary |
| SNL | Service NL |
| TTY | Text Telephone (for persons who are hard of hearing or speech) |

Financial Help



Income Support Benefits

Income Support Benefits (also known as social assistance) help with basic needs such as food, clothing and shelter. Other benefits may also be available depending on the person's needs.

Eligibility is based on income and assets. Examples of benefits available include:

- Supplement for individuals that are blind
- Burials
- Comforts Allowance (for people in hospitals and shelters)
- Cost of Living Allowance for Coastal Labrador
- Foundation Plan (drug plan)
- Fuel Supplement
- High School Incentive Allowance
- Housekeeper's Allowance
- Job Start Benefit
- Medical Transportation
- Municipal Taxes Benefit
- Private child care
- Special Diet Allowance
- Special Needs Assistance
- Victims of Violence-Assistance
- Vision Care
- Referrals to other services, departments or agencies

For more information, contact your regional AESL office. Information listed on page 77.

Appealing an Income, Employment Support or Drug Card Decision

An appeal process is in place to ensure that anyone who receives or requests select benefits can have a review. The benefits eligible for an appeal include:

- Income support
- Employment supports that are not connected to an Employment Insurance claim
- Employment and training supports funded under the Labour Market Development Agreement for Persons with Disabilities

For more information:

T: 709.729.2479 (collect calls accepted)

Accounts Receivable Unit

This unit is for people who have to repay income and employment support overpayments. The unit helps people sort through assessments and payment options.

For more information:

T: 709.729.4165

Toll free: 1.866.729.4165

Newfoundland and Labrador Income Supplement

This credit will be paid quarterly with the federal GST/HST credit. The amount is based on the income from the year before. A person must file a yearly tax return to receive this credit.

For more information contact the Canada Revenue Agency:

Toll free: 1.800.387.1193

**[fin.gov.nl.ca/fin/tax_programs_incentives/
personal/income_supplement.html](http://fin.gov.nl.ca/fin/tax_programs_incentives/personal/income_supplement.html)**

Financial Help for Families

Mother Baby Nutrition Supplement (MBNS)

This is a monthly financial benefit for pregnant women and families with children under one year of age, who have low income. Mothers eligible for the Newfoundland and Labrador Child Benefit (NLCB) are often eligible for the MBNS. The benefit helps with the extra cost of healthy eating during pregnancy and for the first year of a child's life. The pre-natal component of the MBNS is administered by Advanced Education, Skills and Labour and is issued to the expectant mother while the post-natal component is added to the child's NLCB entitlement, until one year of age. The supplement is also connected with programs like Family Resource Centres and Healthy Baby Clubs.

Toll free: 1.800.508.4788
[aesl.gov.nl.ca/income-support/
nutritionsupplement.html](http://aesl.gov.nl.ca/income-support/nutritionsupplement.html)

Newfoundland and Labrador Child Benefit

This benefit is non-taxable and paid monthly to help low-income families with the cost of raising children under 18 years of age. To be eligible for this benefit, parents or guardians must file an income tax return every year and apply for the Canada Child Benefit.

For more information please visit: aesl.gov.nl.ca

Or visit the CRA website:

canada.ca/en/revenue-agency/services/child-family-benefits/provincial-territorial-programs/province-newfoundland-labrador.html

Toll free:

1.800.959.8281 (CRA Benefit Inquiries)

Child Care Subsidy Program

This subsidy helps eligible parents or guardians pay for child care in a licensed child care centre or a regulated family child care home.

Depending on your family income this subsidy may cover all, or some, of the cost.

Regional Child Care Service Offices

Metro 709.729.4331

Central East 709.292.6283

Western 709.637.2763

Labrador 709.896.3591

The Early Learning and Child Care Directory is a searchable database of all licensed child care centres, regulated family child care homes, and Family Resource Centres in Newfoundland and Labrador.

childcare.gov.nl.ca

Private Child Care

Parents or guardians receiving Income Support benefits while working or attending training, may receive help with the cost of child care in a regulated centre or program. Assistance with the cost of private or unregulated child care will only be considered when regulated child care is not available.

High School Incentive Allowance

Full-time high school students aged 18-21 in a family receiving Income Support or receiving Income Support themselves may be able to receive this allowance.

For more information on private child care or the high school incentive allowance, contact your regional AESL office listed on page 77.

Financial Help for Persons with Disabilities

Community Access Funding

Adults with intellectual disabilities may be funded to take part in community activities.

Personal Allowance

Adults with disabilities who qualify for the Provincial Home Support Program (see page 49) may also be eligible for a personal allowance, up to a monthly amount of \$150.

Registered Disabilities Savings Plans Exemption

Funds in a Registered Disability Savings Plan (up to \$200,000) are exempt from income and asset assessment for Income Support clients who require supportive services (i.e. living with a disability). These accumulated funds will not affect eligibility for Income Support benefits.

Special Child Welfare Allowance Program

This program provides financial help to families with a child with a disability under 18 years of age. It helps cover the costs of disability-related items and services. Needs are determined through a clinical and financial assessment.

Support Trusts

A Support Trust is a trust fund where the amount and interest, up to a maximum of \$100,000, are exempt when determining eligibility for Income Support provided by Advanced Education, Skills and Labour and disability supports provided by Health and Community Services. A Support Trust may be set-up on behalf of a person with a disability over the age of 18 years who requires supportive services.

To support residents of the province to set up a Registered Disability Savings Plan (RDSP), the province provides funding to Newfoundland and Labrador Association of Community Living (NLACL) for an incentive program to increase the value of the RDSP for all those who apply.

**For information, contact NLACL at
1.800.701.8511 or nlacl.ca**

**For more information on these programs
designed for Persons with Disabilities, contact
your Regional Health Authority office listed on
page 76.**

Financial Help for Seniors

Newfoundland and Labrador Seniors' Benefit

This is a refundable tax credit for seniors who have a low income. The benefit is based on family net income from the previous year.

To qualify, a person must be 65 years of age by December 31 of the taxation year. No application is required but seniors must file an income tax return.

T: 709.729.3166 (Tax Policy)

Toll free: 1.800.959.8281 (Canada Revenue Agency)

taxpolicy@gov.nl.ca

fin.gov.nl.ca/fin/tax_programs_incentives/personal/income_supplement.html

Housing, Shelter and Home Supports



General Housing, Shelter and Home Supports

Rental Housing Program

The Rental Housing Program helps households with low income that cannot obtain suitable and affordable rental housing on the private market. You may be able to access low-income rental housing if:

- your total household income falls within certain income levels;
- your present housing is adequate but you pay more than 30 per cent of your total household income towards rent and heat;
- your present housing is unsuitable, you pay less than 30 per cent of your total household income for rent; however, suitable housing in your area would cost 30 per cent or more of your total household income

Provincial Home Repair Program

This program provides money to assist homeowners with low income who require repairs to their homes. The repairs bring houses up to minimum fire and life safety standards, with improvements in basic heating, electrical and plumbing services.

For more information, contact your regional NLHC office. Information listed on page 78.

Residential Tenancies Act

This Act protects the rights of landlords and tenants in rental situations.

T: 709.729.2608 or 729.2610 or 729.5829

Toll free: 1.877.829.2608

landlordtenant@gov.nl.ca

servicenl.gov.nl.ca/landlord

Emergency Supports for Victims of Violence

Emergency supports are available for any victim of violence and include transportation to a safe location and accommodations. This support is not limited to people receiving Income Support.

A person or family in need of these services should contact the nearest shelter. For emergencies, please contact 911.

For more information, contact your regional AESL office. Information listed on page 77.

Victims of Violence - Assistance Allowance

The allowance is available to individuals leaving a violent relationship who are eligible for Income Support. This allowance helps with the costs of setting up a new home, where the person is unable to get the necessary items from their own home.

For more information, contact your regional AESL office. Information listed on page 77.

Victims of Violence - Housing

Priority is given to people living in abusive situations who are seeking safe and affordable housing.

For more information, during regular business hours, contact your regional NLHC. Information listed on page 78.

More information for victims of violence seeking justice and legal help can be found under Victims Services on page 57.

Housing Supports for Persons with Disabilities

Home Modification Program

This program provides funding to assist homeowners with low-to-moderate income who need accessibility changes to their homes.

For more information contact your regional NLHC office. Information listed on page 78.

Shelter Benefit

Income Support clients receive an amount for board and lodging, rent, or mortgage. Eligibility is based on the individual's income.

For more information contact your regional NLHC office. Information listed on page 78.

Basic Board and Lodging Supplement

This supplement provides financial assistance to adults with disabilities who need more than basic Income Support benefits to live with relatives or non-relatives. It is available to adults with eligible psychiatric, physical and/or intellectual disabilities (aged 18-64) who are eligible for, or in receipt of, board and lodging benefits from AESL.

Personal Care Homes Subsidy

This subsidy provides a monthly subsidy to eligible persons who are moving into a personal care home. This subsidy is approved by the Regional Health Authority.

For more information on Basic Board and Lodging Supplement or Personal Care Home Subsidy contact your Regional Health Authority office listed on page 76..

Education and Learning Help



General Education and Learning

Education Incentive Program

Tenants of Newfoundland and Labrador Housing Corporation, attending junior high, high school, post-secondary school, or an Adult Basic Education program, may receive a monthly payment for each student. This income is considered exempt and will not affect the amount of Income Support received by tenants of NLHC.

For more information contact your regional NLHC office. Information listed on page 78.

Scholarship Program

Each year, NLHC offers 12 scholarships valued at \$1,000 to tenants and tenants' children: six Youth Scholarships (two in each of the following regions: Avalon/East, Central, Western/Labrador), and six Adult Scholarships (two in each of the three regions). The application deadline is August 31 for the Youth Scholarship and September 30 for the Adult Scholarship.

For more information contact your regional NLHC office. Information listed on page 78.

Adult Basic Education (ABE)

ABE is a provincial high school equivalency program for adults, offered in 35 locations around the province. It is made-up of three levels:

- Level I – Basic Literacy Skills
- Level II – Skills similar to Grade 7-9
- Level III – Equivalent to Grade 10-12

Toll free: 1.800.563.6600

TTY: 1.866.729.4685

aesl.gov.nl.ca/adultlearning/abe.html
or visit your local Employment Centre

General Educational Development-GED

The GED credential is a way for adult learners to earn a high school equivalency diploma. A person can take the GED test if they are:

- At least 19 years of age or older
- Not currently enrolled in a high school program
- Not a high school graduate

An exemption may be given for an 18 year old to write the GED test if the person has been out of school for at least one year and the person's peer group has finished regular high school. A GED Age Waiver Form must be completed.

T: 709.729.7919 or 709.729.7918

F: 709.729.0611

education@gov.nl.ca

ed.gov.nl.ca/edu/ged/index.html

Newfoundland and Labrador Public Libraries

Newfoundland and Labrador's public libraries lend books, magazines, DVDs and CDs. They provide early literacy and children's programs and offer a variety of training and community events. All libraries have public computers, free Internet access and Wi-Fi. Contact information for many public libraries is listed under 'Libraries' in the yellow pages of the phonebook.

T: 709.643.0900

nlpl.ca

Early Childhood Education Bursary Programs

Bursaries are offered for professional development for eligible people working in early childhood education. New graduates of a two-year ECE diploma program may receive an ECE Bursary of up to \$5,000 in return for working two years in regulated child care within the province. Trainees taking courses to upgrade their certification to Level 1 may be eligible for the ECE Trainee Bursary of up to \$500 per year. Individuals working in regulated child care and enrolled in the College of the North Atlantic's part-time distance learning ECE program may receive the On-Campus Field Placement Bursary of \$1,200 pending successful completion.

T: 709.729.5960
ed.gov.nl.ca/edu/family/childcare/childcareresources.html

Students Training for Careers in Health

Funding is available for students in over 30 health-career training programs, if criteria are met. Some examples of these programs are:

- Bachelor of Nursing
- Clinical Psychology
- Dentistry
- Diagnostic Imaging
- Laboratory Technology
- Licensed Practical Nursing
- Medicine
- Occupational Therapy
- Personal Care Attendant
- Physiotherapy
- Pharmacy
- Prosthetics/Orthotics

T: 709.729.1890
health.gov.nl.ca/health/career

Student Financial Services

The Student Financial Services (SFS) division coordinates federal and provincial student financial assistance (grants and loans) to residents of Newfoundland and Labrador attending designated private and public educational institutions in Canada and abroad.

Student financial aid is a needs-based program, where educational costs and living costs are assessed against available assets to determine how much assistance is provided in the form of loans and grants. Some grants are only available to students studying in Newfoundland and Labrador or attending designated programs that are not available in the province. Other grants have student-specific criteria.

Note: Unless otherwise stated, all applicants are reviewed for full grant eligibility during the assessment process. There is one application for full-time students and one application for part-time students.

T: 709.729.5849
Toll free: 1.888.657.0800
studentaid@gov.nl.ca
aesl.gov.nl.ca/studentaid

Student Loan Corporation

The Student Loan Corporation provides help to eligible people who cannot meet student loan repayment conditions.

T: 709.729.6465
F: 709.729.2091
Toll free: 1.877.520.8800
slcnl@gov.nl.ca
aesl.gov.nl.ca/postsecondary/slc

Newfoundland and Labrador Grants

Newfoundland and Labrador Full-time Grant

This program provides a grant to students to meet a portion of their assessed need. Students who are studying in the province or who are attending programs not available in the province are eligible for this grant.

Newfoundland and Labrador Part-time Incentive Grant

This program provides a grant for assistance to reduce the burden of individuals who are part-time students. It is given in addition to funding available under the federal Canada Student Loans Program for Part-Time Study.

Newfoundland and Labrador Debt Reduction Grant

When students graduate from designated institutions in the province or attend designated programs in other jurisdictions and meet program criteria, they will receive a grant to pay off some or all of their provincial student loans.

Newfoundland and Labrador Early Childhood Education Grant

Students who graduate from an approved early childhood education program in the province, and who work in a licensed childcare centre in the province for the required period, will receive a grant for the full amount of their provincial student loan.

Canada Student Grants

The Government of Canada provides a number of grants to offset the cost of post-secondary study. With the exception of the Canada Student Grant for Services and Equipment for Students with a Permanent Disability, all students are automatically assessed for eligibility at application.

Canada Student Grant for Full-time Students

Full-time students whose family income (dependent students include parental income, married students include spousal income, and independent students include only their personal income) does not meet certain thresholds may receive grants to offset the cost of a post-secondary education.

Grant for Full/Part-time Students with Dependents

Students (full-time and part-time) with dependents may receive grants to offset the cost of a post-secondary education.

Grant for Part-time Students

This is a financial grant for part-time students with income below the threshold used to determine eligibility.

For help on the grants listed please contact:

T: 709.729.5849

Toll free: 1.888.657.0800

studentaid@gov.nl.ca

aesi.gov.nl.ca/studentaid/

National Student Loan Service Centre

The National Student Loan Service Centre (NSLSC) coordinates the repayment of student loans for the Government of Canada and the Government of Newfoundland and Labrador.

The NSLSC applies Debt Reduction Grants, and Newfoundland and Labrador Early Childhood Education Grants on behalf of the province. It also offers programs that assist students who are having difficulties making their payments.

Contact the NSLSC before missing any payments. You can create an online account at csnpe-nslsc.cibletudes-canlearn.ca/Eng/Default.aspx.

Toll free: 1.888.815.4514 (NSLSC)
aesl.gov.nl.ca/studentaid/

Repayment Assistance Plan (RAP)

The Repayment Assistance Plan (RAP) helps people who have difficulty making student loan payments.

Under this program people pay only what they can reasonably afford, based on family income and family size. Monthly payments are limited to less than 20 per cent of a borrower's family income. No borrower will have a repayment period of more than 15 years; 10 years for borrowers with permanent disabilities.

If borrowers earn very little income, they may not have to make any loan payments until their income increases.

Students must have their loans in good standing to qualify. Call the National Student Loan Service Centre (NSLSC) before missing payments.

Toll free: 1.888.815.4514 (NSLSC)

Repayment Assistance Plan for information online:

canada.ca/en/employment-social-development/services/student-financial-aid/student-loan/student-loans/student-loans-repayment-assistance-plan.html

Education and Learning Help for Persons with Permanent Disabilities

Grant for Students with Permanent Disabilities

The Canada Student Grant for Students with Permanent Disabilities provides a \$2,000 grant each academic year to eligible full-time and part-time students.

Canada Student Grant for Services and Equipment for Students with Permanent Disabilities

Through the Canada Student Loan Program, services, equipment grants, and disability-related supports are available for students with disabilities to attend college or university.

Students are required to submit an additional application for this support. Students who do not have financial need under their initial application may still be eligible for this grant.

High Need Grant for Students with Permanent Disabilities

This grant provides additional funding for eligible students with disabilities whose assessed need for services and equipment is higher than the maximum amount covered by the Canada Student Grant for Services and Equipment for Students with Permanent Disabilities.

Students are not required to submit an additional application beyond their application for the Canada Student Grant for Services and Equipment for Students with Permanent Disabilities.

Severe Permanent Disability Benefit – Student Loan Repayment

This is a benefit available to persons with severe permanent disabilities who are unable to repay student loans.

Repayment Assistance Plan for Borrowers with a Permanent Disability

The Repayment Assistance Plan for Borrowers with a Permanent Disability (RAP-PD) helps people with permanent disabilities having difficulty repaying their student loans.

Under RAP-PD, people with permanent disabilities pay only what they can reasonably afford based on family income and family size. If they have a small income, they may not have to make any loan payments until their income increases.

Students must have their loans in good standing to qualify and should call the National Student Loan Service Centre (NSLSC) before missing payments.

T: 709.7295849

Toll free: 1.888.657.0800

studentaid@gov.nl.ca

aesl.gov.nl.ca/studentaid/

Employment Supports



General Employment (Job) Supports

Employment and Training

Advanced Education, Skills and Labour offers many programs and supports to help people prepare for, find and keep jobs. These include:

- Employment Centres
- Job Creation Partnerships
- Employment/Self-Employment supports
- Skills development supports
- Wage subsidies
- Employment assistance for persons with disabilities

For more information

Toll free: 1.800.563.6600

TTY: 1.866.729.4685

aesl@gov.nl.ca

aesl.gov.nl.ca/department/contact_emp.html
to find your nearest Employment Centre.

Employment Centres

People can visit an Advanced Education, Skills and Labour office, including the Employment Centres located throughout the province, to get help with job search, training options, resume writing and interview skills. Staff can also help with career planning and job matching with employers.

Toll free: 1.800.563.6600

TTY: 1.866.729.4685

Email: aesl@gov.nl.ca

aesl.gov.nl.ca

or

aesl.gov.nl.ca/department/contact.html

to find your nearest Employment Centre.

Job Creation Partnerships

Participants of this program will maintain or enhance their employability skills, particularly if they have been unemployed for a long time. Participants will gain work experience. This experience, together with the networking, which participants do while on a project, increases their chances of finding ongoing employment.

Toll free: 1.800.563.6600

aesl@gov.nl.ca

aesl.gov.nl.ca/lmda/jcp.html

Employment/Self-Employment Supports Linkages

This program assists youth who have not completed post-secondary education and have not found a job. Youth receive 26 weeks of career-related employment and planning workshops, and earn a completion bonus to help with post-secondary training costs. Employers providing a job placement may receive a wage subsidy of \$9.00 per hour for a maximum of 936 hours over 26 weeks (maximum). Program

is delivered by community-based organizations. Applications from community-based organizations are received on a continuous basis with set deadlines (mid-September each year).

Toll free: 1.800.563.6600

aesl@gov.nl.ca

aesl.gov.nl.ca/students/linkages.html

Employment Development Supports

Employment Development Supports help eligible people prepare for, find and keep a job, by providing assessment and employment planning, short-term training, work supports and pre-employment training.

Toll free: 1.800.563.6600

aesl@gov.nl.ca

aesl.gov.nl.ca/findajob/developmentsupports.html

Self-Employment Supports

These supports help eligible individuals to start their own businesses by offering entrepreneurship training, customized coaching, and ongoing advice and support.

Toll free: 1.800.563.6600

aesl@gov.nl.ca

Self-Employment Supports online:

aesl.gov.nl.ca/lmda/sea.html

Job Start Benefit

This benefit helps with the cost of starting a job and is available to people receiving Income Support. Verification of employment is required. This benefit is limited to once in a 12-month period.

For more information contact your regional AESL office using the information listed on page 77.

Strategic Staffing Division

The Strategic Staffing Division, Human Resource Secretariat, leads and manages a broad range of strategic and operational services to attract and establish a competent, professional and highly skilled public service. The division leads, develops and implements the following:

- Marketing and advertising of public service employment opportunities;
- Attracting and employing skilled employees to support a competent, effective and diverse organization; and
- Career development, talent acquisition and outreach services

T: 709.729.0130

Toll free: 1.877.729.0130

recruitment@gov.nl.ca

hiring.gov.nl.ca

Community Enhancement Employment Program

The Community Enhancement Employment Program provides short-term jobs to workers in rural areas. These workers are employed for up to 400 hours to help them qualify for Employment Insurance benefits.

Projects include tourism development, economic development, community/municipal infrastructure, and community services. Projects should offer skills development for workers and ongoing benefits to the region.

Project sponsors must be not-for-profit organizations or local governments including towns, regional municipalities, Inuit community governments, local service districts, community or economic development organizations.

Toll free: 1.866.508.5500
employmentsupport@gov.nl.ca
mae.gov.nl.ca/emp_support/ceep.html

Moving Into Work from Income Support

If you find a job while you are receiving Income Support benefits:

- You can receive both employment earnings and Income Support for the first 30 days of working
- You may be eligible for supports to pay for clothing, equipment and start-up costs

associated with a new job (Employment Development Supports)

- If your new employer does not have a health plan, you and your family may be eligible for prescription drug coverage for 12 months
- You could be eligible for a Job Start Benefit of \$250 if you have dependents, or \$125 if you are single with no dependents
- Your income tax refund is yours to keep
- Help with child care costs may be provided
- There are some exemptions which may increase your income supplement
- As a single parent working more than 30 hours a month, you can also receive an Earned Income Supplement (EIS), which is added to your monthly Income Support benefit

If you are receiving Income Support benefits, or have low income, you may qualify for an Income Support supplement while you are working. Work-related expenses, earnings and assets are assessed monthly, in addition to your needs which include family size, accommodations etc. If your assessed need is more than your monthly income and expenses, you may be eligible for a supplement from Advanced Education, Skills and Labour.

For more information contact your regional AESL office using the information listed on page 77.

Skills Development Supports

Financial supports offered for training including:

- Skills Development post-secondary training for EI-eligible individuals
- Short-term training (less than 12 weeks and non-Student Aid eligible)
- Adult Basic Education (ABE)
- General Educational Development (GED)

Toll free: 1.800.563.6600

aesl@gov.nl.ca

aesl.gov.nl.ca/empservices/default.html

Wage Subsidies

Wage subsidies help employers by paying some of the employee's wages.

JobsNL Wage Subsidy Program

This program provides funding to employers to create jobs. The program supports employer/employee connections that promote sustainable long-term employment or seasonal employment.

People who are unemployed and are EI-eligible or unemployed/under-employed and non EI-eligible are targeted in this program. Priority is given to Income Support clients, a person with a disability or recent post-secondary graduates. Priority for funding may be given to occupations and sectors identified by Advanced Education, Skills and Labour. Eligible employers include both private sector and non-profit employers.

Toll free: 1.800.563.6600

aesl@gov.nl.ca

aesl.gov.nl.ca/empservices/default.html

Apprenticeship Wage Subsidy

This program assists underemployed and unemployed apprentices in the skilled trades at all levels of apprenticeship training. Upon approval, AESL will provide 75 per cent funding across the board to a maximum of \$14 per hour, to help offset salary costs for employers to hire apprentices and provide them with critical work experience.

Toll free: 1.800.563.6600

aesl@gov.nl.ca

aesl.gov.nl.ca/lmda/apprenticeship.html

Canada Newfoundland and Labrador Job Grant

This program assists eligible employers with training costs for current or future employees. The goal is to help people get skills, find, and keep a job. The maximum yearly grant is \$10,000 for each current employee and \$15,000 for unemployed people.

Toll Free: 1.800.563.6600

aesl@gov.nl.ca

aesl.gov.nl.ca/foremployers/canada_nl_job_grant.html

Student Summer Employment Program

This program provides funding to assist private sector businesses and not-for-profit organizations to create summer employment for students entering, or returning to, post-secondary programs in the upcoming year. Private sector employers and non-profit organizations are reimbursed at different rates.

High School Employment Program

This is a summer employment program for students in Levels I, II or III. Employers must be a non-profit organization and are provided with a wage subsidy, plus administrative costs. The positions must be between four and eight weeks and provide at least 20 hours of work per week.

For more information on Student Summer or High School Employment programs:

Toll free: 1-800-563-6600

aesl@gov.nl.ca

aesl.gov.nl.ca/students/default.html

Early Learning and Child Care Supplement

This supplement provides funding to eligible early childhood educators working in regulated child care centres and licensed family child care homes, administrators of regulated child care centres, and monitors with the Family Child Care Agency. The intent of this initiative is to attract a greater number of qualified individuals to work in regulated child care settings.

T: 709.729.2694

ELCCSupplement@gov.nl.ca

gov.nl.ca/edu/family/childcare/supplement/

Workforce Development, Labour and Immigration

Labour Standards Division

The Labour Standards Division enforces the minimum terms and conditions of employment in the province. This includes minimum wage, paid public holidays, vacation pay, hours of work, termination of employment, and various leaves.

T: St. John's 709.729.2742

Corner Brook 709.637.2364

Toll free: 1.877.563.1063

labourstandards@gov.nl.ca

gov.nl.ca/labour/nonunion/index.html

Employment Supports for Persons with Disabilities

These services help people with disabilities develop skills, gain experience and receive support to prepare for, enter or remain in the workforce. This program is cost-shared with the federal department

of Employment and Social Development Canada.

It offers:

- Job counseling and assessment
- Job planning
- Technical aids
- A link to community partners who deliver employment support services
- Other supports

Toll free: 1.800.563.6600

aesl@gov.nl.ca

gov.nl.ca/aesl/disabilities/services.html

Supported Employment

The Supported Employment Program funds Employment Corporations to develop job opportunities for eligible individuals with developmental (intellectual) disabilities.

This program provides supports to ensure people participate in meaningful, integrated employment. Supports range from orientation and work analysis to full-time support from a job trainer to ensure that the employer is satisfied with the work.

Toll free: 1.800.563.6600

aesl@gov.nl.ca

gov.nl.ca/aesl/disabilities/services.html

Office of Employment Equity for Persons with Disabilities (OEEPD)

The OEEPD offers programs and services to help persons with disabilities to find positions in the public sector, resulting in long-term employment. Along with information resources and career counselling services, programs currently offered are:

- Opening Doors Program
- Career Development Initiative for Agencies, Boards, Commissions and Crown Corporations
- Wage Subsidy Initiatives
- Student Summer Employment Program

The OEEPD retains a database with employment-related information of its registered clients. These clients have restricted access to positions dedicated for persons with disabilities, which are filled based on best demonstration of job related qualifications, knowledge, abilities and personal suitabilities.

T: 709.729.5881

Toll free: 1.800.950.4414

openingdoors@gov.nl.ca

exec.gov.nl.ca/exec/hrs/disability_supports

Medical, Health and Wellness



General Medical, Health and Wellness

Newfoundland and Labrador Medical Care Plan (MCP)

MCP covers the cost of insured medical services for residents of the province, including immigrants and foreign students. For people covered by MCP, the Newfoundland Hospital Insurance Plan provides coverage for insured hospital services.

For more information or to apply for a MCP card:

Avalon 1.866.449.4459

**All other areas including Labrador
1.800.563.1557**

Regional Health Authorities

Health care services are delivered through the Regional Health Authorities. Each authority provides facility and community-based services for its region. Facility services include hospitals and long-term care services. Hospitals and health care centers provide 24-hour emergency services, outpatient clinics, laboratory and X-ray services. Long-term care services are offered in long-term care homes and health care centres.

In the community, services may include:

- Home Care and Supportive Services
- Health Equipment and Supplies
- Health Promotion
- Health Protection (such as immunizations)
- Mental Health and Addictions

For more information, contact your Regional Health Authority office listed on page 76.

Newfoundland and Labrador Prescription Drug Program (NLPDP)

The NLPDP offers financial assistance for eligible prescription medications for residents.

There are four main plans under the program:

- The Foundation Plan
- The Access Plan
- The Assurance Plan
- The 65 Plus Plan
- Select Needs Plan

The Foundation Plan

The Foundation Plan provides 100 per cent coverage of eligible prescription medications for individuals and/or families who are receiving the following services:

- Income Support benefits through the Advanced Education, Skills and Labour subsidies
- Long-Term Care or Personal Care Homes subsidies
- Community Supports through Regional Health Authorities

- Children in the care of the Child, Seniors, and Social Development including Youth Services and Youth Corrections

No application is necessary. A Prescription Drug Program card is automatically issued when Health and Community Services is notified that a person is in receipt of the above noted services.

Toll free: 1.888.859.3535

gov.nl.ca/health/prescription/nlpdp_plan_overview.html

The Access Plan

The Access Plan provides individuals and families with low incomes access to eligible prescription medications. Eligibility and a client's contribution toward their medication costs are determined by net income levels and family status.

Applicants must have a valid MCP number. All applications must have a current tax return completed and processed by the Canada Revenue Agency.

An application form is required. Applications are available at most pharmacies and doctor offices. You may also call NLPDP to have an application mailed to you.

Toll free: 1.888.859.3535

gov.nl.ca/health/forms/pdf/nlpdp_application.pdf

The Assurance Plan

The Assurance Plan provides prescription medication coverage to individuals and/or families with high drug costs where eligible drug costs exceed:

- 5 per cent of net income for those who earn below \$40,000
- 7.5 per cent of net income for those who earn from \$40,000 to under \$75,000
- 10 per cent of net income for those who earn from \$75,000 to under \$150,000

Eligible applicants will be responsible for a co-payment depending on their net income and eligible drug costs. Applicants must have a valid MCP number. All applicants must have a current tax return completed and processed by the Canada Revenue Agency. An application form is required in addition to providing a 12-month pharmacy printout dated from the time of application for all persons listed on the application.

Applications are available at most pharmacies and doctor offices. You may also call NLPDP to have an application mailed to you.

Toll free: 1.888.859.3535

gov.nl.ca/health/forms/pdf/nlpdp_application.pdf

The 65 Plus Plan

This plan provides coverage of eligible prescription drugs to residents 65 years of age and older who receive Old Age Security benefits (OAS) and the Guaranteed Income Supplement (GIS).

Beneficiaries pay the dispensing fee up to a maximum of \$6.

No application is necessary. A Prescription Drug Program card is automatically issued when Health and Community Services, is notified by Service Canada that a person is in receipt of the GIS and OAS.

Please Note: Landed immigrants who live in Newfoundland and Labrador and are 65 years of age or older can request an application form by calling:

T: 709.643.5421

Toll free: 1.888.859.3535

Inquiries to determine eligibility for GIS:

1.800.277.9914

gov.nl.ca/health/prescription/nlpdp_plan_overview.html

The Select Needs Plan

Covers 100 per cent of disease-specific medications and supplies for people with Cystic Fibrosis and Growth Hormone Deficiency.

A drug card is automatically issued when the program is informed that a person has a Cystic Fibrosis or Growth Hormone Deficiency diagnosis.

Toll free: 1.888.222.0533

gov.nl.ca/health/prescription/nlpdp_plan_overview.html

Dental Health Plan

For all children aged 12 and under, this plan pays for basic procedures such as examinations (every six months), cleanings and fluoride treatment (every 12 months), routine fillings and extractions, X-rays (limited) and sealants.

For children aged 13-17 years, in families who are enrolled in the Newfoundland and Labrador Prescription Drug Program (NLPDP) (page 43), Foundation and Access Plans, the plan pays for examinations (every 24 months), X-rays (limited), routine fillings and extractions and emergency examinations. Cleanings are not covered.

For adults enrolled in the NLPDP - Foundation Plan, this plan pays for basic procedures including examinations and routine fillings, extractions and standard dentures (every eight years). Routine fillings have an annual cap of \$300. Fillings in excess of the \$300 will be the financial responsibility of the patient. The annual cap refreshes April 1st, of each year.

It is recommended that each patient discuss the costs with their dentist/denturist before beginning treatment.

Toll free:

1.800.440.4405 (Dental Service)

1.888.859.3535 (Eligibility and Dental Letters)

gov.nl.ca/health/dentalservices/general_info.html

Health Equipment and Supplies – Special Assistance Program

The Special Assistance Program provides medical equipment and supplies to eligible persons living in the community. The Regional Health Authorities are responsible for assessing clinical and financial eligibility for the following items available through the Special Assistance Program:

- Equipment (such as wheelchairs, commodes and walkers)
- Medical supplies (such as dressings, catheters and incontinent supplies)
- Oxygen and related equipment and supplies
- Orthotics (such as braces and burn garments)

For more information, contact your Regional Health Authority office listed on page 76.

Provincial Home Support Program

This program provides home support services that include personal and behavioral supports, homemaking and respite at the minimum level to maintain individual independence.

Services are intended to supplement, not replace, service provided by the client's family and/or support network. The program is for:

- Persons aged 65 years or older
- Persons with disabilities aged 18-64 years
- Children with disabilities under age 18 living at home

Support is provided by home support workers. The person can choose to self-employ a home support worker or arrange for a worker from a home support agency.

A clinical and financial assessment determines eligibility and the type of help that is needed.

For more information on the Health Equipment and Supplies or the Provincial Home Support Program contact your Regional Health Authority office listed on page 76.

Medical Transportation Assistance Program

This program provides financial help to residents who have to travel outside their local area or province to use health services covered under the Medical Care Plan (MCP) or the Newfoundland Hospital Insurance Plan.

Toll free: 1.877.475.2412

Fax: 709.729.1918

health.gov.nl.ca/mtap

Medical Transportation - Income Support Program

Medical transportation assistance maybe available to people who are eligible for Income Support benefits. Eligibility depends on distance and frequency of travel. Residents not in receipt of Income Support may be eligible for medical travel assistance based on a financial assessment.

Special Diet Allowance

Persons receiving Income Support benefits may receive help to buy food for a specific medical condition, such as diabetes. Proof of the medical condition must be provided.

Vision Care

Assistance is available to people receiving Income Support benefits or who have low income, based on a financial assessment. Eye exams, glasses and contact lenses are covered, up to a maximum amount. Dependents under age 18 can have these services once every 12 months and adults once every 36 months.

For more information on the Medical Transportation-Income Support Program, Special Diet Allowance or Vision Care (Income Support)

contact your regional AESL office using the information listed on page 77.

811 - Newfoundland and Labrador HealthLine

811 provides people of Newfoundland and Labrador with health advice and information from a registered nurse 24 hours per day, seven days a week. All calls are confidential and free of charge.

Toll free: 811 or 1.888.709.2929

TTY: 1.888.709.3555

yourhealthline.ca

Provincial Smokers' Helpline

The Newfoundland and Labrador Lung Association Smokers' Helpline provides telephone, web-based, email and text messaging counselling services to support people to quit smoking. Anyone in the province can call or connect with the Helpline to ask questions, receive information and materials, or to speak with a counsellor for advice and support. All calls are confidential and free of charge.

Toll free: 1.800.363.5864

smokershelp.net

Problem Gambling Helpline

The Problem Gambling Helpline provides a 24-hour telephone service for people in crisis due to their gambling. This service provides immediate

support and can also refer callers to ongoing support. All calls are confidential and free of charge.

Toll free: 1.888.899.4357 (HELP)

Mental Health Crisis Line and Mobile Crisis Response Team

This line provides a 24-hour telephone service for people with mental health issues. This service offers immediate support and can also refer callers to ongoing support. All calls are confidential and free of charge.

The Mobile Crisis Response (MCR) Team is made up of mental health social workers, licensed practical nurses, and psychiatric nurses who travel as a team to assist with a mental health-related crisis directly in a person's home or community. The MCR Team currently offers services from 11:00 a.m. - 11:00 p.m. seven days a week for people in St. John's and surrounding area.

Toll free: 1.888.737.4668

Recovery Centre

The Recovery Centre provides a provincial inpatient service for anyone 16 years and older, who is experiencing addiction or withdrawal from alcohol, drugs and/or gambling. Admissions can be self-referrals or through hospitals, health professionals and community agencies.

The length of stay depends on individual need. The program focuses on stabilizing the person's physical and psychological health through the withdrawal process. An addictions counsellor is available to meet with clients for assessment, crisis counselling and discharge planning. Clients also have access to in-house education and group sessions, as well as onsite self-help meetings. The non-threatening, non-judgmental setting helps the recovery process.

T: 709.752.4980

Toll free: 1.877.752.4980

Bridge the gApp

Bridge the gApp is an online service that supports mental wellness. Available from a computer, tablet or phone, Bridge the gApp instantly connects people to self-help information. It also directs people to local supports through a searchable service directory. The program is an early intervention tool for people experiencing a mental illness and/or addiction issues or for anyone wishing to improve or maintain their mental wellness. Bridge the gApp also connects individuals to an eight-week online self-management program called the BreathingRoom. This program assists people in coping with stress, anxiety and depression. Bridge the gApp has services for youth and adults via its website or by download through Google Play App Store or the Apple App Store. All services can be accessed through bridgethegapp.ca.

T: 709.729.3658

bridgethegapp@gov.nl.ca

bridgethegapp.ca

The BreathingRoom

This is an eight-week online self-management program for youth and young adults ages 13 to 24. This program helps people manage stress, depression and anxiety. It is free to residents of this province and is available through the Bridge the gApp services.

yourbreathingroom.com

Justice and Legal Services



General Justice and Legal

Emergency Protection Orders

Emergency Protection Orders are short-term court orders (maximum of 90 days) with one or more provisions for the immediate protection of a victim of family violence.

For more information, contact your local Royal Newfoundland Constabulary (RNC) detachment or RCMP detachment listed on page 79 or the nearest Provincial Court.

court.nl.ca/provincial/about/locations.html

Police Services

A broad range of policing services are offered to foster and maintain peaceful and safe communities.

Royal Newfoundland Constabulary (RNC)

Emergency only (Province Wide) 911

Non-Emergency/General Inquiries

| | |
|------------------|----------------|
| Northeast Avalon | 709.729.8000 |
| Corner Brook | 709.637.4100 |
| Labrador City | 709.944.7602 |
| Churchill Falls | 709.925.3524 |
| TTY | 1.800.363.4334 |

rnc.gov.nl.ca

Royal Canadian Mounted Police (RCMP)

Emergency only (Province Wide) 911

General Inquiries 1.800.709.7267

rcmp-grc.gc.ca/detach/en/find/NL

Victim Services

Services are available for adult victims of crime, especially victims of violent crimes, regardless of whether a charge is laid. Services are free of charge and can include: information, support, court preparation, referrals to community services and supportive counselling. Victim Services also supports child victims and witnesses who are required to testify in a criminal matter. For child victims/witnesses to access services, caregiver consent is required. Victim Services also supports caregivers if requested. There are 11 offices province-wide.

T: 709.729.7970 (collect calls accepted)

victimservices@gov.nl.ca

victimserviceshelp.ca/index.html

More information to help victims of violence can be found on pages 13 and 14.

Intimate Partner Violence Unit (IPVU)

The Intimate Partner Violence Unit is a team dedicated to ensure assistance and support to victims of intimate partner violence and provide training and assistance to front line officers to assure continued support to those victims.

For more information:

St. John's, Corner Brook and Labrador City

Contact IPVU at ipv@rnc.gov.nl.ca or

709.729.8093 (please note that this line is not monitored 24/7)

For all other areas of the province please call 709.772.5400 or your local RCMP detachment

For emergency situations please call 911.

Child Protection Services - Reporting Child Abuse

Children have the right to be protected and to be safe. Unfortunately, there are times when children in Newfoundland and Labrador are harmed or abused because of the action or lack of action by their parent(s). Child abuse includes physical, sexual or emotional harm, living with violence or being left without adequate supervision:

- Physical abuse is any non-accidental physical force or action that harms a child
- Sexual abuse is the inappropriate exposure of a child to sexual contact, activity or behavior
- Emotional abuse is anything that causes mental or emotional harm to a child

To report child abuse contact Children, Seniors, and Social Development (CSSD) or your local police.

CSSD Metro

8:30 a.m. - 4:30 p.m. 709.729.4612
After hours: 709.729.4775

CSSD Central East

8:30 a.m. - 4:30 p.m.
Botwood 709.257.4911
Grand Falls-Windsor 709.292.1210
Lewisporte 709.535.2852
Summerford 709.629.3164
After hours number for the communities
listed above: 709.292.2500

Conne River 709.882.5105
Musgrave Harbour 709.655.2788
Gander 709.651.1170
Harbour Breton 709.885.3053
St. Alban's 709.538.3819
After hours number for the communities
listed above: 709.256.2500

Conception Bay South (CBS) 709.834.6101
After hours number (CBS) 709.729.4775

Bay Roberts 709.786.5224
Bonavista 709.468.1000
Clarenville 709.466.5776
Harbour Grace 709.945.6512
Holyrood/New Harbour 709.229.1551

| | |
|--|--------------|
| Marystown | 709.279.7900 |
| Placentia | 709.227.0130 |
| Whitbourne | 709.759.3340 |
| After hours number for the communities listed above: | 709.759.3369 |

CSSD Western

8:30 a.m. - 4:30 p.m.

| | |
|---|--------------|
| Baie Verte | 709.532.4766 |
| Corner Brook | 709.637.2686 |
| Deer Lake | 709.635.7841 |
| Port aux Basques | 709.695.2120 |
| Roddickton | 709.457.3303 |
| Springdale | 709.673.4714 |
| St. Anthony | 709.454.2448 |
| Stephenville | 709.643.8601 |
| After hours number for all Western communities: | 709.637.2686 |

CSSD Labrador

8:30 a.m. - 4:30 p.m.

| | |
|-------------------------------|--------------|
| Happy Valley-Goose Bay (HVGB) | 709.896.2494 |
| After hours number (HVGB) | 709.897.2000 |

| | |
|---------------------------------|--------------|
| Sheshatshiu | 709.497.8555 |
| After hours number Sheshatshiu: | 709.897.2000 |

| | |
|------------|--------------|
| Cartwright | 709.938.7413 |
| Forteau | 709.931.3301 |
| Hopedale | 709.933.3389 |
| Makkovik | 709.923.2129 |
| Nain | 709.922.2858 |

| | |
|---|--------------|
| Natuashish | 709.478.8965 |
| Rigolet | 709.947.3519 |
| Labrador City | 709.282.5037 |
| All other Labrador communities listed above should contact their local police detachments. | |

Child Protection Services - Reporting Child Abuse online: cssd.gov.nl.ca/childprotection/

Contact information for the Royal Newfoundland Constabulary (RNC) and the Royal Canadian Mounted Police (RCMP) can be found on page 79.

Human Rights Commission

The Human Rights Commission helps people understand and comply with the Human Rights Act, 2010 that protects people from discrimination due to race, colour, nationality, ethnic origin, social origin, religious creed, religion, age, disability, disfigurement, sex, sexual orientation, gender identity, gender expression, marital status, family status, source of income and political opinion. There are some exceptions.

T: 709.729.2709 Toll free: 1.800.563.5808

humanrights@gov.nl.ca

thinkhumanrights.ca

Twitter: @nlhumanrights

Newfoundland and Labrador Human Rights Act

thinkhumanrights.ca

Legal Aid Commission

This program provides people with legal services, including:

- Access to a duty counsel lawyer at court for any person, adult or youth, who makes a first appearance before the provincial and youth court
- Telephone access to a lawyer, 24 hours a day, for any person being questioned or detained by police
- Legal help for people who cannot afford a private lawyer. These services include adult and youth criminal offences, most family law cases, and assistance with some Workplace NL claims or appeals, Canada Pension Plan claims or appeals, Refugee Board hearings, and AESL appeals
- Help for families responding to an intervention by a child and youth social worker
- Legal help for people with mental health issues

Toll free: 1.800.563.9911 (24-hours a day)

nlac@legalaid.nl.ca

legalaid.nl.ca

Local telephone numbers for the Legal Aid Commission can be found on page 78.

Justice and Legal Help for Families

Royal Newfoundland Constabulary Public Complaints Commission

This commission investigates complaints against members of the Royal Newfoundland Constabulary. A complaint has to be registered within six months of the alleged incident. Complaint forms are available on the website.

T: 709.729.0950

RNCcomplaintscommission@gov.nl.ca

gov.nl.ca/rncpcc

Family Justice Services

Family Justice Services offers services to assist families in resolving their own separation and divorce issues regarding custody, access and/or child support outside of court. Family Justice Services focuses on the needs of children and provides a range of free services including mediation/counselling, as well as parent information sessions that focus on family law matters and parenting after separation.

Family Justice Services does not provide legal advice or services for property division, spousal support or child protection.

| | |
|-----------------|--------------|
| Avalon Region | 709.729.1183 |
| Central Region | 709.256.1205 |
| Western Region | 709.634.4174 |
| Labrador Region | 709.896.7941 |

Support Enforcement Program

This program ensures that court ordered child and/or spousal support is paid. Child support amounts are also reviewed each year to ensure payments match the payor's income.

T: 709.637.2608

Toll free: 1.855.637.2608

Recalculation Services: 709.634.4172

seps@gov.nl.ca

gov.nl.ca/just/childsupport/support_enforcement.html

Other Services



The Office of the Seniors' Advocate

The Office of the Seniors' Advocate identifies, reviews, analyzes and makes recommendations on systemic issues which impact seniors.

seniorsadvocate@seniorsadvocatenl.ca

T: 709.729.6603

Toll free: 1.833.729.6603

F: 709.729.6630

Adult Protection Act

Adult Protection Act protects adults who are at risk of abuse and neglect, and who do not understand or appreciate that risk. We all have a legal duty to report suspected cases of abuse and neglect if the adult may lack capacity.

An Adult in Need of Protective Intervention lacks capacity and:

- is incapable of caring for himself/herself or refuses, delays, or is unable to make provision for adequate care and attention for himself/herself; or
- is abused or neglected

This Act applies to all adults in Newfoundland and Labrador who meet the above criteria.

Toll free 1.855.376.4957

Office of the Citizens' Representative

The primary work of the Citizens' Representative is to accept complaints from citizens who feel they have been treated unfairly with respect to their contact with government offices and agencies. The Citizens' Representative and his staff will attempt to mediate citizens' complaints and if this is not possible, will undertake an impartial and unbiased investigation. If the complaint cannot be resolved throughout the investigation, an investigation report is generated and recommendations can be made to the House of Assembly.

The Office of the Citizens' Representative can also undertake complaints that study how governmental policies, procedures, and actions can affect a large number of people. These are called systemic complaints and can result in recommendations that have a much broader impact than those flowing from individual complaints.

T: 709.729.7647

Toll free: 1.800.559.0079

citrep@gov.nl.ca

citizensrep.nl.ca

Office of the Citizens' Representative on Facebook:

facebook.com/Office-of-the-Citizens-Representative-Newfoundland-and-Labrador-171628062894528/

Advocate for Children and Youth

The Office of the Child and Youth Advocate is mandated to protect and advance the rights and interests of children and youth. Because child and youth serving systems can be complex, difficult to understand and hard to navigate, young people and their families may need help to access services they are entitled to. The office advocates for, to ensure, children and youth have access to services, and that their complaints receive appropriate attention.

T: 709.753.3888

TTY: 709.753.4366

Toll free: 1.877.753.3888

office@ocya.nl.ca

childandyouthadvocate.nl.ca

Office of French Services

The Office of French Services (OFS) offers Linguistic Support and Community Liaison services to the Francophone population of Newfoundland and Labrador. Francophones requiring information on or assistance with government programs and services may contact OFS's bilingual staff, who will then contact other government departments, where necessary.

T: 1.800.775.6170

frenchservices@gov.nl.ca

servicenl.gov.nl.ca/frenchservices

Carrot Rewards App

Carrot Rewards App is a free mobile app, supported by Children, Seniors and Social Development that offers users loyalty reward points for their participation. Users receive points for completing offers related to healthy active living (including watching videos and completing quizzes). Points are also rewarded for meeting physical activity goals.

Download the App:
cssd.gov.nl.ca/carrotrewards

Consumer Protection

Consumer interests and rights are regulated and protected under the Consumer Protection and Business Practices Act. Consumer affairs awareness and education services, including tips for seniors, telemarketing fraud and mail scam advice, are also available to help consumers make informed decisions.

T: 709.729.2600

Toll free: 1.877.968.2600

consumeraffairsaccount@gov.nl.ca

servicenl.gov.nl.ca/consumer/index.html

Motor Registration

The Motor Registration Division is responsible for:

- Testing for and issuing drivers licenses
- The annual licensing or registration of vehicles
- Issuing photo identification cards
- The issuance of mobility-impaired parking permits (blue zone parking)
- Collection of any outstanding traffic fines and sales tax on vehicle transfers
- Managing driver convictions, suspensions, and collision/medical records
- Development, administration and auditing of highway enforcement programs for commercial drivers and vehicles to achieve safety on public roads

For information, applications, online vehicle renewal, or a list of Government Service Centre locations:

T: 709.729.0345

Toll free: 1.877.636.6867

mrd_info@gov.nl.ca

servicenl.gov.nl.ca/department/branches/divisions/mr.html

Natural Areas, Land Management Division

This office manages the province's Wilderness and Ecological Reserves to provide wilderness recreation (including free backcountry camping), ecotourism, scientific research and education opportunities to the public; issues permits for those activities in Wilderness and Ecological

Reserves; creates new Wilderness and Ecological Reserves to support biodiversity conservation; leads management of Canadian Heritage Rivers in the province; and liaises with Parks Canada on national parks issues.

T: 709.637.2081

naturalareas@gov.nl.ca

flr.gov.nl.ca/natural_areas

Occupational Health and Safety Division

The primary goal of the Occupational Health and Safety Division is accident and illness prevention. OHS recognizes that all workers have a fundamental right to a workplace that neither impairs their health nor imperils their safety. This is achieved by working with stakeholders to establish, promote and enforce workplace practices, standards and procedures. The division is supported by a complement of staff including inspection officers, industrial hygienists and engineers to perform various multi-disciplinary activities such as:

- Investigating workplace accidents and statistics
- Conducting compliance inspections and detailed audits of workplaces
- Hygiene assessments of various physical, chemical, biological and ergonomic agents in the workplace in order to protect worker health
- Evaluating and inspecting radiation control measures in workplaces
- Enforcing Occupational Health and Safety legislation

T: 709.729.2706 or 729.3275

Toll free: 1.800.563.5471

24 hour Accident Reporting Line: 709.729.4444
[servicenl.gov.nl.ca/department/branches/
divisions/ohs.html](http://servicenl.gov.nl.ca/department/branches/divisions/ohs.html)

Vital Statistics

Vital Statistics registers and certifies all births, deaths, and marriages in the province. It also registers adoptions and legal name changes and certifies clergy and civil authorities for marriage ceremonies.

For more information, applications, or a list of Government Service Centre locations:

T: 709.729.3308

vstats@gov.nl.ca

servicenl.gov.nl.ca/birth/index.html

Government Service Centres

There are 11 Government Service Centres conveniently located throughout the province, each providing a single point of entry for a range of services to the public and the business community. Services provided include motor registration, vital statistics, land development services, licenses, permits, inspections and approvals regarding private septic systems, electrical installations, small game hunting and angling.

**[servicenl.gov.nl.ca/department/branches/
divisions/gsc.html](http://servicenl.gov.nl.ca/department/branches/divisions/gsc.html)**

Provincial Parks

This office provides camping, outdoor recreation, and conservation opportunities to the public and issues permits, licenses and leases for activities in Provincial Parks. To find out more about Provincial Parks or to book a campsite, call the number below or visit the website. There may be some reduced fees for seniors.

T: 709.637.2040

tcii.gov.nl.ca/parks/index.html

Campsite Reservations:

1.877.214.2267

nlcamping.ca

Wildlife

This office issues hunting licenses for trapping, inland angling, and hunting and angling guide licenses; provides hunter education and firearm safety training; runs the Disabled Hunter/Angler Program; and operates the Salmonier Nature Park. Some licenses may be available at a reduced fee for youth and seniors.

T: 709.637.2025

wildlifelicense@gov.nl.ca

flr.gov.nl.ca/wildlife/

Provincial Historic Sites

There are 11 Provincial Historic Sites that have guides available. Provincial Historic Sites are seasonal. Discounts are available for seniors, students and youth. Children five and under are free.

For a full listing of these sites and contact information, check the blue pages of the phone book.

seethesites.ca

The Rooms

The Rooms is Newfoundland and Labrador's largest public cultural space. It represents and displays our province to itself and to the world.

The Rooms is where the province's collection of artifacts, art and historical records come together.

Students and seniors receive a discount on admission price and there is free admission for the first Wednesday evening (6:00 p.m. to 9:00 p.m.) each month.

The Rooms oversees three provincial museums located in various regions. The Rooms Regional Museums include the Labrador Interpretation Centre, in North West River, Labrador; the

Mary March Provincial Museum, in Grand Falls-Windsor; and the Provincial Seamen's Museum in Grand Bank on the Burin Peninsula. Admission to these museums ranges from free admission at the Labrador Interpretation Centre to \$2 per person at the Mary March Provincial Museum and the Provincial Seamen's Museum.

T: 709.757.8000
therooms.ca

Regional Office Contact Information

Health Authority Offices

Eastern Health

| | |
|--|-----------------------------|
| St. John's | 709.752.4800 |
| Rural Avalon | 709.229.1557 |
| Bonavista | 709.468.5172 or 468.2073 |
| Clarenville | 709.466.5700 |
| Burin | 709.279.7900 |
| easternhealth.ca | |

Central Health

| | |
|--|--------------|
| Gander | 709.651.6241 |
| Grand Falls-Windsor | 709.489.8150 |
| centralhealth.nl.ca | |

Western Health

| | |
|--|---------------------|
| Corner Brook | 709.634.5551 Ext. 0 |
| Stephenville | 709.643.8700 |
| westernhealth.nl.ca | |

Labrador-Grenfell Health

| | |
|--|--------------|
| St. Anthony | 709.454.3333 |
| Happy Valley-Goose Bay | 709.897.2000 |
| lghealth.ca | |

Advanced Education, Skills and Labour Offices

To access income support services:

Communities from Clarenville to St. John's to Trepassey, including Bonavista, Avalon, and Burin Peninsulas

T: 709.729.7888

Toll free: 1.877.729.7888

Labrador

Toll free: 1.866.449.3144

Northern Peninsula heading east, including Corner Brook, Port aux Basques, up to Hampden

Toll free: 1.866.417.4753

Communities heading east from Hampden, including the Baie Verte Peninsula, Central Newfoundland and the Connaigre Peninsula up to Charlottetown near Terra Nova Park

Toll free: 1.888.632.4555

TTY: All regions 1.877.292.4205

aesl.gov.nl.ca

Regional Child Care Service Offices

| | |
|--------------|--------------|
| Metro | 709.729.4331 |
| Central East | 709.292.6283 |
| Western | 709.637.2763 |
| Labrador | 709.896.3591 |

Early Learning and Child Care Directory

childcare.gov.nl.ca

Newfoundland and Labrador Housing Corporation Offices

| | |
|------------------------|--------------|
| Avalon | 709.724.3000 |
| Avalon Maintenance | 709.724.3400 |
| Corner Brook | 709.639.5201 |
| Gander | 709.256.1300 |
| Happy Valley-Goose Bay | 709.896.1920 |
| Labrador City | 709.944.7474 |
| Grand Falls-Windsor | 709.292.1000 |
| Marystowt | 709.279.5375 |
| Stephenville | 709.643.6826 |

nlhc.nl.ca

Legal Aid Commission

| | |
|------------------------|--|
| Provincial Head Office | 709.753.7860 |
| St. John's (General) | 709.753.7863 |
| Mental Health Office | 709.726.8966 |
| Carbonear | 709.596.7835 or 786.6003 Toll free 1.844. 596.7835 |
| Clarenville | 709.466.7138 Toll free 1.844.260.7138 |
| Marystowt | 709.279.3068 Toll free 1.844.340.3068 |
| Gander | 709.256.3991 |
| Grand Falls-Windsor | 709.489.9081 |
| Corner Brook (General) | 709.639.9226 Toll free 1.844.639.9226 |

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|--|--------------------------|
| Corner Brook (Family and Child Legal Aid) | 709.634.4391 |
| Stephenville | 709.643.5200 |
| | Toll free 1.844.304.5263 |
| Happy Valley-Goose Bay (General) | |
| | 709.896.5323 |
| | 709.896.5051 |
| | 709.896.5690 |
| Happy Valley-Goose Bay (Family and Child Legal Aid) | |
| | 709.896.4136 |
| | 709.896.5323 |
| Labrador West | 709.282.3425 |
| / Wabush | 709.282.3426 |

Royal Newfoundland Constabulary (RNC)
Emergency only (Province Wide) 911

Non-Emergency/General Inquiries

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|------------------|----------------|
| Northeast Avalon | 709.729.8000 |
| Corner Brook | 709.637.4100 |
| Labrador City | 709.944.7602 |
| Churchill Falls | 709.925.3524 |
| TTY | 1.800.363.4334 |

rnc.gov.nl.ca

Royal Canadian Mounted Police (RCMP)
Emergency only (Province Wide) 911
General Inquiries 1.800.709.7267
rcmp-grc.gc.ca/detach/en/find/NL

For more information please contact:
Children, Seniors and Social Development
P.O. Box 8700
St. John's, NL
A1B 4J6
guidetoservices@gov.nl.ca

