

Chapter 7: Transportation Benefits

(ii) Household Moving and Storage

Intent:	To provide information for applicants/recipients who require transportation because they have to move from their current accommodations.
Act: (if applicable)	N/A
Regulations:	19 (5) (a) for transportation, an amount determined by the prevailing commercial rates
Overview: (if applicable)	N/A
Policy:	<ul style="list-style-type: none">• Program Supervisor/Regional Manager must establish acceptable practices and rates to be paid within the local communities served by the appropriate district and between adjacent communities.• Transportation costs to move furniture by the most economical arrangement can be considered when it is necessary for a recipient to move because of safety, inadequate housing, excessive heating costs or medical reasons.• The recipient must obtain approval of transportation costs prior to the move and provide an invoice from the person or company who provided the transportation and/or is storing the furniture.• Transportation to move furniture because of an eviction may only be considered in an emergency situation and must be set up as an overpayment.• Income Support may also be provided to cover the cost of storage of household furniture in special situations, i.e. a recipient was hospitalized or institutionalized for an extended period of time.

Procedure:	<p>Client Services Officer must:</p> <ul style="list-style-type: none">• if a request for transportation is made due to eviction, determine if an emergency situation exists;• advise recipient, if transportation is provided because of an eviction, the amount provided for transportation will be set up as an overpayment; and• ensure the invoice was be signed/authorized by the recipient before payment is made.
Authority Level:	Client Services Officer
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