

## Chapter 7: Transportation Benefits

### (iii) Stranded Persons

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| <b>Intent:</b>                      | To provide a general overview of the benefits that may be available to a stranded person to offset the cost of transportation to return to their home community.   |
| <b>Act:</b><br>(if applicable)      | N/A  |
| <b>Regulations:</b>                 | 19 (5) (a) for transportation, an amount determined by the prevailing commercial rates.  |
| <b>Overview:</b><br>(if applicable) | N/A  |
| <b>Policy:</b>                      | <ul style="list-style-type: none"> <li>• A stranded person is a person temporarily in a location with no established residence who wishes to return to his/her home community and has no resources to cover the transportation costs.</li> <li>• Stranded persons are required to use all available liquid assets or any other resources at their disposal. If there are no resources available and it appears absolutely necessary to provide assistance to send the person home, the person can apply and be considered under the Income Support Program for repatriation through the most economical and practical mode of transportation available. <ul style="list-style-type: none"> <li>○ Board and lodging or a drug card can be provided for the interim period.</li> </ul> </li> <li>• Stranded persons who are normally residents of Newfoundland and Labrador are expected to contact family members, where possible, to cover the cost of transportation.</li> <li>• Stranded persons who are normally residents of another province may be approved to return to the original province. <ul style="list-style-type: none"> <li>○ In order for a stranded person to be repatriated, the person must provide a name and telephone number of a person in the community/province willing to</li> </ul> </li> </ul> |

accommodate the person.

- If the contact person will not accommodate the applicant (even for a few days) the application for repatriation may not be provided as the Income Support Program does not support returning people to other jurisdictions without at least a temporary place to stay.
- If the person was in receipt of Income Support in the other province, the name and address of the appropriate department is required, so the department can be notified their former recipient is being repatriated and may be requesting assistance in the near future.
- Stranded persons who are normally residents of another country are not eligible (please see policy on [Determining Eligibility – Non Canadians](#)).

**Procedure:** **Client Services Officer must:**

**Residents of the Province**

- contact the office responsible for the area of the stranded person's destination to verify availability of residence;
- if approved, provide transportation using a service authorization or by cheque.

**Non-Residents of the Province**

- Collect the following information in order to determine eligibility for such requests:
  - full name of the applicant
  - social insurance number
  - marital status
  - number of dependents (if applicable)
  - applicant's original residence (original province)
  - if he/she was in receipt of Income Support in the original province prior to coming to Newfoundland and Labrador
  - next of kin and their address and telephone number

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- reason why he/she came to this province
- length of time in this province
- current living arrangements and if there are any relatives in this province
- reason why the individual is requesting repatriation
- Contact the former province to determine if the person has a place to stay.
- If the contact person agrees to accommodate the person, provide assistance with transportation by the most economical and practical arrangements.
- If it is agreed to send the person to the home community, contact the local social service agency to advise them this person is being returned to the original province.
- If the contact person does not agree to accommodate the person, consult with Client Services Manager/Regional Director to determine what assistance can be provided. This may involve contacting the local social service office in the original province to determine if there are other options for this client, i.e. shelters, transitional housing, etc.
- If the person is a recipient of Income Support in the original province, request the name and address of the department and telephone number of the worker, if known.
- Advise the appropriate agency that their former recipient is being repatriated and may be requesting assistance in the near future.
- Sufficient information from the individual must be obtained in order to register the client in CAPS and to approve cheques, service authorizations or drug cards as required.

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| <b>Authority Level:</b> | Client Services Officer   |
|                         | Client Services Manager/Regional Director- to return non-residents outside the province |
|                         | <b>September, 2007</b>  |

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