



Society of
Saint Vincent de Paul
Vancouver Island

Home Visitors Manual
Vancouver Island, BC

Revised September, 2007

Welcome to the Society of Saint Vincent de Paul
Of Vancouver Island

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Dear members,

*The person to person caring and spirituality
of each home visit is
a matter for the individuals involved.*

*As Vincentians, we will all follow
our own heart and beliefs and act out
of our love for and commitment to the poor.*

*All conference members are here to support
each other, so please feel free to discuss any and all
aspects of your home visits
with your fellow Vincentians.*

*Remember also, that Vincentians
strive for our own spiritual
enrichment and salvation.*

*We hope that by following the example of
Christ, St. Vincent de Paul and Frederic Ozanam
that we may provide a beacon of
love, compassion and hope to those we serve.*

*It is not our purpose to convert our clients,
although we hope that our contacts will
bear the fruit of a better life for each of them.*



Prayer for Home Visitation

The Question

Poverty, squalor, bad management, illness, cruelty, deprivation, loneliness, lack of Faith, despair, loss of dignity, weakness of drugs and drink- - NEED all around, desperate need...

The Answer

The frailty of man, limitation and weakness, loss of courage, lack of perseverance – yet strength of God providing in strange and mysterious ways, restoring courage, granting perseverance, supplying help and companionship: raising fallen mankind with Him from death to resurrection, through suffering to glory. God will provide: I must co-operate to rise, strong with His strength.

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The Prayer

O God, someone in this house needs me.
I don't know how I will be received,
but I go as Your ambassador,
however unworthy and weak I am myself.

Give me Your power to help in the best way possible,
offering what is needed,
giving the proper advice,
saying the right thing.

I am your servant
and the servant of anyone who needs me
I am weak – You can make me strong
I am tongue-tied – You supply my words
I lack courage – You can give me the answer
I am useless – You can make me useful.

Above all, make me recognize You in these people,
and seeing You let me love them as I love You.

They need Your love,
they need my love,
let's love them together.

I'll do my best:
be with me in what is your work and mine.

Kind, gentle, understanding Saint Vincent de Paul,
inspire me in all my dealings with the needy
whom you knew, understood and loved so much.

AMEN

Fundamental Principles for Vincentians

(excerpt from the “Rule”)

The Society of St. Vincent de Paul is a Catholic lay organization of charity:

- By its constitution
- In its composition
- In its administration

The primary goal and purpose of the Society, its members, staff, volunteers and benefactors is:

- To serve and to minister to all the poor, making no distinctions of gender, creed, or race
- To promote their dignity in accordance with Christian values and the philosophy of the Society

Vincentians, in serving the poor:

- Are living the message of the Gospel
- Are transformed, through Christ, into His disciples

Vincentians recognize that the service, the activities and the attachment to traditions, as expressed in the stated parameters of the Society, reflect the vision of:

- Our main founder Frederic Ozanam
- Our patron St. Vincent de Paul

Vincentians belong to a worldwide community, and members:

- Are drawn from every cultural and ethnic group
- Are united by prayer and reflection
- Take part in gatherings and meetings to organize and administer assistance whenever needed

Vincentians work within the Society and also in collaboration with other people of good will to:

- Serve the poor
- Discover and help redress situations of social injustice that cause poverty, suffering and need

Vincentians believe that:

- They are serving Christ when they serve the poor
- The activities of the Society reflect the spirit of Christ in promoting the reign of God

Vincentians carry out their work keeping in mind that:

- They are the loving companions to their brothers and sisters
- They are custodians of the earth in the protection of the environment
- No work of charity is foreign to the Society

Vincentians, through person-to-person contact:

Are ready

- Serve in a spirit of love, humility and discretion
- to serve when needed



WHO ARE THE POOR?

(excerpt from the “rule”)

The word *poor* designates men, women and children who, either as individuals or as families are encountering difficulties in their lives.

The poor may include:

- The homeless
- Immigrants and refugees
- Inmates and their families
- Those with no source of income
- Those searching for employment, those living alone with few resources
- Those suffering physically or mentally
- Those who are going through a strike or a lockout
- Those abused physically, sexually or psychologically
- The working poor who have problems making ends meet
- Those enrolled in government financial assistance programs
- Those who have a problem of dependency on drugs, gambling, alcohol, etc.

A VOCATION

Home visitors do what they do to fulfill the “Vincentian vocation”. A vocation is a call of the conscience, enlightened by the grace of the Holy Spirit. The intimate desire, personally and directly, to participate in the services of the poor by a contact between person to person, by a personal gift of heart and friendship. The spirit of poverty amongst members of the Society of St. Vincent de Paul is one of sharing. Charity goes beyond almsgiving; it implies a simple humility and modesty.

WORKING FOR SOCIAL JUSTICE

(excerpt from the “Rule”)

The Society is concerned not only with alleviating need but also with identifying the injustices that cause it. Therefore, it is committed to identifying the root causes of poverty and contributing to their elimination. In all its charitable actions there should be a search for justice.

Affirming the dignity of each human being as created in God’s image, Vincentians envision a just society in which the rights, responsibilities and development of all people are promoted. The distinctive approach of Vincentians to issues of social justice is to see them from the perspective of those in need who are suffering from injustice. The Society helps those in need to speak for themselves. When they cannot, the Society must speak on their behalf so that they will not be ignored.

The Society’s vision goes beyond the immediate future and looks towards sustainable development and protection of the environment for the benefit of future generations.

HOME VISITS GUIDELINES

Who can receive a home visit?

- Families with children
- People who are homebound due to illness or disability
- Seniors who find it difficult to travel to the Victoria Social Concern Office which is located downtown

What is the process for receiving a home visit?

- The Social Concern Office (SCO) accepts requests for home visits by phone or in person for approximately one week of each month. Calls are then “dispatched” to the conferences according to geographical areas.
- A SCO staff member or volunteer will give the home visitor all pertinent information regarding the home visit client.
- The home visitor will then contact the client within one to three days and arrange a mutually convenient time to visit. It is best to give a one hour spread such as “between one and two o’clock”.
- Once an appointment is made, a home visitor goes to the person’s home and assesses the situation, if a need is clearly identified assistance is given.

What happens if a family requires emergency assistance outside of the home visit week?

- If it is the first time the family has contacted the Society they can go to the Social Concern office and receive two bags for food immediately and be put on the list to receive a home visit during the next home visit week.
- If the family has an emergency need for food during the months the conference does not do home visits the family can go to the Social Concern office and apply for two bags of food.

How do the people who do not get a home visit receive assistance?

- Single people and couples with no children are asked to go to the Social Concern office for assistance, where they will receive a bag of food and other assistance as necessary.
- A single person receives one bag of food every 30 days and couples with no children receive two bags of food every 30 days.
- The vouchers are issued with the same guidelines as outlined in this manual.

What services may be available for the home visitors when assisting the client?

- A compassionate ear and friendship
- Referral to Society or community programs
- Emergency assistance with food by way of a food voucher to a number of local grocery stores
- Emergency assistance with vouchers for clothing, furniture, household good provided through the Society voucher program
- Emergency assistance with the payment of utility bills (must be approved by the conference)
- Emergency assistance with the payment of rent (must be approved by the conference)
- Bus tickets to confirmed medical appointments
- Bus passes (must be approved by the conference)
- Assistance with completing the tax return in order to receive the Child Tax Benefit or GST rebate
- Personal advocacy to assist the client to obtain other services
- Assistance with work readiness through the Social Concern Office
- Assistance with education training through the Social Concern Office

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- Each conference has unique ways of assisting their clients, talk to the Conference President or the Social Concern Manager if you have any questions or concerns

Please Remember:

- Home visits shall not exceed 5 (five) in each calendar year or 3 (three) consecutively.
- The policy of the Society is that all home visits are to be conducted in pairs so please ensure you have lined up a Vincentian partner.
- Please remember the *67 feature which will prevent your telephone number from being displayed.
- When conducting a home visit, stand to the side of the entranceway after you have knocked or rang the doorbell. This allows the client to see who is calling, without them having to completely open the door to a total stranger.
- Most clients display a preference for where in the home they would like to meet with the home visitors, often it is the kitchen as there is a table to write on. However, if the client displays no preference consider conducting the visit in the living room rather than the kitchen, as strangers in the living room are less intrusive in the home than in the kitchen.
- To increase efficiency, you may wish to fill in some information prior to entering the home/apartment. There are two books you will need: one is the gift voucher book and the other is an internal client assistance voucher book to record the visit and in case clothing and/or small household items or furniture are needed.

DETERMINING NEED

The biggest challenge for home visitors is in attempting to determine whether there is, in fact, a situation of need, without being disrespectful or too intrusive. The visit to the home is helpful because it provides a first-hand experience of the material circumstances of the home as well as the physical, mental and emotional conditions of the parent(s) and child(ren), all of which can be very helpful in determining whether there is a “situation of need”.

Often, a true assessment of the situation is difficult because both the home visitor and the people being visited have different perceptions of which type of things constitute “basic needs”. The home visitor is required to make a personal judgment about the situation of need and to act accordingly. The experience of entering another’s home (inner sanctum) and having to make such a judgment can be difficult, if not stressful.

Home visitors rarely leave a home without having provided some assistance and, often, the home-visitor may notice other ways that the Society of St. Vincent de Paul can help a family or individual and will suggest other forms of assistance that may be provided through the Social Concern Office.

Prior to conducting the home visit the Social Concern office will provide the conference with:

- The date and number of home visits conducted within the last year
- The type and amount of services provided by the Society in the last year
- Any pertinent notes on the clients file applicable to this visit
- Whether or not the family is a new client



CONFIDENTIALITY AND DISCLOSURE

(Excerpt form the "Rule")

The concept of confidentiality is based on the individual's right to privacy, expressed or implied, and has both legal and ethical implications. Confidentiality means that disclosures made by a family or an individual to any of the Vincentian conference members or staff, will not be revealed to others, except in specific circumstances, and then only for the purpose of serving the family or individual in question.

Members shall observe the utmost confidentiality in the provision of material aid and any other kinds of help. Confidentiality is one of the building blocks for the development of mutual trust between the persons being served and the Society. Persons being served should be informed that their identity will be protected by the Society, and that their consent will be sought before any disclosure is made to persons or organizations outside the Society.

The Society of St. Vincent de Paul may need to collaborate with other community groups or government agencies when serving those in need. In such situations, for example, preparing Christmas hamper lists, obtaining assistance from food banks, making a referral to a government agency, etc. it is sometimes important to share information with those outside the Society concerning the individual or family being served. Those in need, benefiting from such collaboration, shall be informed of the necessary disclosures in such cases.

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Information about a family or an individual may be released to persons or organizations outside of the Society, for example, the police or child abuse services, without the informed consent of those concerned. This is the case if:

- The situation is urgent
- There is a real danger that a person will cause harm to himself or herself or others
- There is a real danger to the community at large

When time permits, the Manager of the Social Concern office and the Conference President should be consulted before action is taken.

Confidentiality is part of the service covenant of all members and staff. A breach of this requirement may be grounds for requesting the resignation of the member or the employee. All members and staff of the Society have signed the “service covenant/confidentiality agreement” when joining the Society.

IMPORTANT PHONE NUMBERS

If home visitors have a concern about a family, individual or child that fits one for the above situations, any of the following numbers can be contacted:

Victoria City Police “Welfare Check Line”
(250)995-7654

(For areas outside Victoria, please call local Police Non-Emergency Lines)

For a comprehensive list of Ministry emergency & support telephone numbers, please refer to Appendix 12.

EMERGENCY vs. ESSENTIAL ASSISTANCE

Emergency assistance

The initial call to the Social Concern office help line by the family may have resulted from emergency need such as an unexpected expense or loss of job, illness etc. The home visitors visit the family to relieve that need and assist the family with getting back on their feet. The mentoring, comforting and friendship that comes from these visits assist the families in maintaining hope and dignity as they overcome their “emergency”.

However the financial/emotional circumstances of some of these families result in the home visitors visiting the same family for many years. The home visitors find that they are providing short term solutions to a long term problem. The emergency need has become an essential need. The Society members, recognizing that Saint Vincent de Paul addresses both the symptoms and the causes of poverty has established programs through the Social Concern office to look at addressing the root causes of poverty in these families. The Society has adopted the term ***essential assistance*** to define these services.

Essential Assistance

If a home visiting team, through discussion with their conference, determine that a family that might benefit from a confidential consultation about their situation, the conference can refer the family to the Social Concern office. Members of the conference familiar to the family and the Social Concern office manager along with the adult members of the family would be involved in determining the services provided.

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Some of the services that are available (they are outlined in this manual) are:

- Budgeting
- Tax Preparation in order to receive government benefits
- Resume and Job finding assistance
- Referrals to other local programs
- Formal continuation of the basic support for a longer period of time, such as food, clothing given a certain set of circumstances
- Advocacy
- Other services as they are available

This program requires the family to have the initiative to contact the Social Concern Office (with the encouragement of the home visitors) and take part in working on some solutions to their current situation.

The program also gives the home visitors an avenue to refer their families to if they feel their emergency service has become a dependency.

Guidelines for referral to Essential Services

- After 8 - 10 home visits, or at any time, the home visiting team/conference could refer the family to the Social Concern Office for a consultation. The family would be given a card with the phone number and address of the office as well as a brochure of the services that may be provided.
- After a referral is recommended the conference would not visit that family again for emergency assistance. If the family contacted the Social Concern Office for a home visit they would be encouraged to come in and make an appointment for the consultation.
- It is up to the conference whether or not they want to refer a family, this is an additional service of the Society to try and break the cycle of dependency on the home visitors emergency assistance program and provide them with dignity and hope for a better future.
- If the family does not want to come to the Social Concern office for a consultation the home visitors through discussion with the conference can determine the next step.

FIRST HOME VISIT

Please ensure the following points are covered during first home visit:

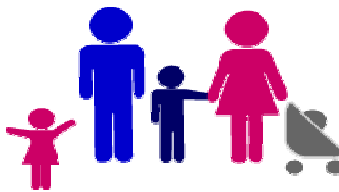
- Describe the Society and the services provided
- Address confidentiality
- Ask to see identity documents for all family members. If the family is a single parent family, ask to see the custody order for the children. You should note that custody arrangements might be shared. (*Shared custody does not include weekend only situations, unless specifically referred to in the court order.*)
- Ask to see documents that verify income and/or expenses such as government cheque stub, monthly rent expense etc.
- Ask if the family is receiving the Child Tax Benefit, the Enhanced Child Supplement or the GST rebate, if not, it could be because they have not filed their income tax return. In this case contact the Social Concern Manager to ask for assistance in filing their return in order for them to receive the government benefits due to them.
- Explain gift voucher procedure and limitations of items purchased. (This would be a good time to discuss that the food vouchers are intended for the purchase of healthy, nutritious food and not “junk food”).
- Ask if the Society can assist them in any other way to address their specific emergency situation.
- Follow-up on any question/concerns with your conference and/or the SCO staff.

LIMITING OR RESTRICTING CLIENTS

If a home visitor or a conference wishes to cut-off or restrict a client's requests for help, the Social Concern Office must be notified and asked to contact that client. The home-visitor will provide the Social Concern Office with:

- a. The reason for the decision.
- b. The nature of the restriction (i.e. the length of the restriction, such as every two months, permanently, etc.).
- c. What, if any, circumstances will be necessary for the client to be eligible to receive help again in the future (for example: referral from the Ministry of Social Services and/or the conference decides to reinstate assistance).
- d. The conference may wish to advocate to the Social Concern office to reinstate the client for future services.

The Social Concern Office will then contact the client explaining the restriction, with a note on the client's file and follow up call to the home visitor.



**IF THE CLIENT IS ON SOCIAL ASSISTANCE
THEY MAY BE ELIGIBLE FOR:**

The Ministry of Employment and Income Assistance provides money for food and shelter costs, plus a variety of other assistance through BC Employment and Assistance.

The following are some additional assistance that may be available to someone on Employment and Assistance .

Identification Fees

If you do not have the identification you need to apply for BC Employment and Assistance, the cost of getting a BC Identification card or other documents may be paid on your behalf. This assistance is available on a one-time only basis.

Security Deposit

If you are renting accommodation, you may be eligible for this assistance to cover the cost of your security deposit. These are repayable benefits. Beginning April 1, 2002, security deposits will be recovered from income assistance cheques at \$20 per month. The security deposit deduction occurs on the second cheque after the security deposit is issued.

Co-operative Housing Share Purchase Benefit

If you are moving into co-op housing, you may be eligible for money to pay for your membership share. This benefit must be repaid to the ministry when you move or leave BC Employment and Assistance.

Emergency Moving Benefit

If you are forced to move because the accommodation you are renting has been sold or condemned, or a move to a new place would significantly reduce your expenses, you may get money to pay your moving expenses.

Natal Supplement

If you are pregnant or have a child less than seven months old, you may qualify for this monthly assistance to help cover miscellaneous extra costs.

Diet Assistance

If you require a special diet for a specific medical condition, you may be eligible for this monthly assistance to help cover the extra cost. (See [fact sheet](#) for details.)

Guide Animal Supplement

If you use the services of a registered guide animal, you may be eligible for a monthly benefit to help you maintain the animal.

Christmas Supplement

Available as part of the December cheque, this money helps with extra expenses at Christmas.

School Start-Up Supplement

If you have dependent children, you may get money to buy back-to-school supplies.

Camp Fees

If you have dependent children or are an adult with a disability, you may get money to pay part or all of the fee to attend a recognized camp.

Crisis Assistance

If you face an unexpected, emergency need that could affect the health of yourself or your family, or the safety of a child, you may be eligible for this one-time grant to cover the cost.

Community Volunteer Supplement

The Community Volunteer Supplement is a monthly payment of up to \$100 to assist eligible clients who volunteer with a non-profit agency. The supplement assists clients with transportation, clothing or other related expenses related to volunteering.

Assistance With Transportation Costs

- **Medical Transportation**
If you have frequent, local medical appointments, or the medical treatment you need is not available in your community, you may get money for transportation to your medical appointments.

- **Court Attendance**
If you are required to attend court outside your community for:
 - a court action through the [Family Maintenance Program](#); or
 - a child protection action under the *Child, Family and Community Service Act*you may get money for your transportation and living expenses.

- **Paternity Testing**
If you are required to attend a blood testing clinic to determine paternity as a result of a court action through the Family Maintenance Program, you may get money for transportation.
For more information about the BC Employment and Assistance programs, contact your local [Employment and Assistance Centre](#).

FOR MORE INFORMATION ON HOW TO ASSIST A CLIENT

Please refer to Appendix 2 for the guidelines and the regional offices or go the web site www.eia.gov.bc.ca or contact the Social Concern office at (250)382- 0712 for more details.

The client may obtain more information about these supplements by contacting their Employment and Assistance worker.

TYPES OF ASSISTANCE
SOCIETY OF SAINT VINCENT DE PAUL
CAN PROVIDE

FOOD VOUCHERS

Food Voucher Guidelines

First Adult - \$25.00
Each additional Adult - \$10.00

Children birth to 5 years - \$10.00
Children 6 - 18 years - \$15.00

Maximum per family of \$80.00

How to issue a food voucher:

- If the client is on Social Assistance and is pregnant and/or has small children under one please refer to Appendix 7 to determine if the client is eligible for the monthly natal supplement for baby formula, prenatal care, baby items etc.
- Determine the amount of the food voucher using the guidelines above.
- Fill out the Gift Order book and give the client the top two copies of the gift order. Both copies of the gift order are given to the vendor. One copy is retained in the book for accounting purposes.
- Ensure client is aware that the **food voucher is only valid for two weeks** from the date it is issued.

CLOTHING VOUCHER

Clothing May be Issued When:

- Start of school
- Change in season
- Job interview/new job
- Weight loss/gain
- Clothes stolen
- Client recently released from jail/rehab
- Other needs as determined by the home visiting team or the Social Concern office

Clothing Voucher Limits

- Maximum 10 items per person, not to exceed a value of \$75.00
- Limit one jacket and one pair of shoes per person per voucher (included in the 10 items)
- Vouchers issued a maximum 4 times per year

To Issue the Clothing Voucher

- Use the Internal Client Assistance Voucher
- Clothing Vouchers are **not itemized**. Indicate on the voucher the number of people (adults and children) receiving assistance and the number of items of clothing required. No dollar amount is required on the voucher.

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- All clients receiving assistance in greater Victoria are encouraged to fill their voucher at “Vinnie’s outlet” located at 863 View Street. This outlet is specifically designed to assist the clients with their clothing needs. There is no retail component to this store. The downtown store on Yates Street does not fill vouchers for clothing, household or furniture as Vinnie’s is only one block away.
- Clients living in the outlying areas of Langford, Sooke, Sidney and Courtenay can fill their voucher for clothing at their local store. The selection of clothing is better, however, if they go to Vinnie’s outlet instead. If the client does decide to go to their local SSVP thrift store, the maximum number of items they can receive is limited to 10 per person to a total value of \$75.00.
- Ensure client is aware that the **clothing voucher is only valid for two weeks** from the date it is issued.



thomas fuller

HOUSEHOLD VOUCHER

Household Goods May be Issued When:

- Setting up home due to family separation/divorce
- Addition to the family
- Fire or natural disaster (flood, wind storm etc.)
- Client recently out of jail/rehab
- Other needs as determined by the home visiting team or the Social Concern office.

Household Voucher Limits

- **House kitchen sets** provided in multiples of 4. One set includes, 4 cups/glasses, plates, bowls, cutlery, 1 fry pan, 1 medium sauce pan, 1 set kitchen utensils, 2 plastic bowls, 1 mixing bowl. (Items may vary depending on donations).
- **Linen sets** include 2 bath towels and 1 hand towel, or 1 bath towel, 1 hand towel and 1 face cloth. (Items may vary depending on donations).
- **Bedding sets** include 1 blanket/comforter, 1 top and bottom sheet, and for single, 1 pillowcase or for double/queen, 2 pillowcases. (Comforters and pillows are only available depending on donations).
- **In addition to the kits, individual items can be requested:** toaster, coffee maker, kettle, over/hot plate (limited availability) and pots and pans (as requested).
- Maximum 4 times per year

To Issue the Household Voucher

- Use the Internal Client Assistance Voucher
- Indicate the number of sets needed and the type of set
- If individual items are requested ensure they are listed on the voucher
- All clients receiving assistance in Greater Victoria are encouraged to fill their voucher at “Vinnie’s outlet” located at 863 View Street. This outlet is specifically designed to assist the clients with their clothing/ household and furniture needs. There is no retail component to this store. The downtown store on Yates Street does not fill vouchers for clothing, household or furniture.
- Clients living in the outlying areas of Langford, Sooke, Sidney and Courtenay can fill their voucher at their local store. The kits will be available upon request. The client does not select the household items. They are prepackaged at the sorting centre and distributed to the stores.
- Ensure client is aware that the ***household voucher is only valid for two weeks*** from the date it is issued.

FURNITURE ASSISTANCE

In the issuing of furniture assistance, consideration should be given to the:

- consistency of the clients living arrangement and
- the frequency the client has requested furniture assistance from the Society.

When requests are made for furniture assistance and the client is receiving Social Assistance, they may be eligible for a Crisis Supplement from the Ministry of Social Services. If they have not applied for a Crisis Supplement the Social Concern office staff will advise the client how to apply for one. (see Appendix 2 for explanation of process of obtaining Crisis Supplement).

FOR MORE INFORMATION TO ASSIST CLIENT WITH RECEIVING A CRISIS SUPPLEMENT

Please refer to Appendix 2 for the guidelines and the regional offices or go the web site www.eia.gov.bc.ca or contact the Social Concern office at (250)382- 0712 for more details.

If the client is not eligible for or has been refused Crisis Assistance then:

The Society has two ways to assist the client with furniture:

- Furniture Discount Voucher for a discount of 25% or 50% off the retail program furniture
- Furniture Voucher for free furniture from the retail program

FURNITURE DISCOUNT VOUCHER

Furniture Discount Voucher May be Issued When:

- Client can afford to pay something toward the furniture
- Client recently out of jail/rehab
- Other needs as determined by the home visiting team or the Social Concern office

To Issue a Discount Furniture Voucher

- Use the Internal Client Assistance Voucher
- Home visitor or the Social Concern office offers 25% or 50%, reduction in the price of the furniture based on what the client can afford to pay
- Items of furniture **are itemized** on the Voucher to ensure the client receives the necessary items
- Ensure the amount of the discount is identified on the form either 25% or 50%
- Inform client of the maximum dollar allowance per item (the discount can not exceed \$75.00 per item/set), should the client wish to purchase something that costs in excess of the allowance, the client will pay the difference.
- Furniture is provided through the Society thrift stores.
- Furniture is based on availability.
- Voucher is valid for 2 weeks from date of issue.

FURNITURE VOUCHER

Furniture Voucher May be Issued When:

- Client has no ability to pay anything toward the furniture needed.
- Client is not eligible for a Crisis Supplement
- Other needs as determined by the home visiting team or the Social Concern office

Please note:

- Furniture supplied free of charge is provided through the Royal Oak Sorting centre only, not through Vinnie's outlet or any of the retail stores.
- Furniture can only be provided based on availability of donations.
- The quantity and type of furniture supplied on a voucher is determined by the home visitor or the Social Concern office.

ESSENTIAL FURNITURE ASSISTANCE FOR SINGLES

- Bed
- Kitchen table
- Kitchen Chairs

ESSENTIAL FURNITURE ASSISTANCE FOR FAMILIES with full-time care young children

- Beds
- Kitchen table
- Kitchen chairs
- Dressers
-
- Couch
- Chair
- Easy chair
- Lamp
- Clock radio

To Issue a Furniture Voucher

- Use the Internal Client Assistance Voucher
- Items of furniture **are itemized** on the Voucher to ensure the client receives the necessary items
- The home visitor gives the client copy of the voucher to the client and the Social Concern office copy is faxed to the sorting department at Royal Oak (727-2221)
- The sorting supervisor will contact the client and arrange for the furniture to either be delivered or picked up (please ensure that the preferred method of getting the furniture is identified on the voucher). (Delivery is free for a client).
- If the situation needs more clarification than is identified on the voucher the home visitor should contact, by phone, the sorting supervisor (not the dispatcher) at Royal Oak and explain the situation.
- **To contact Sorting:**
Fax (250)727-2221, phone (250)727-0808
- Furniture voucher is only valid for two weeks from the date it is issued.

CHILDREN'S ITEMS

Due to government safety regulations the Society does not provide children's used car seats, cribs, or strollers. If the client needs essential children's items, the Society has established the following used children's locations where the Furniture voucher will be honored:

- Not available as of yet. When accounts arranged and set up, information will be sent out to home visitors.

To Issue a Children's Voucher

- Use the Client Gift Voucher and have the client take it to the appropriate store. The Store will bill the Society administration department for the purchase.
- Ensure the name of the store is listed on the Gift voucher
- Ensure the maximum amount of the voucher is clearly marked as well as the items needed.

ESSENTIAL CHILDREN'S ITEMS ARE:

- cribs
- playpens
- highchairs
- car seats

Please Note:

The Single Parent Resource Centre is another resource to try for used items for children. The Centre maintains a wish list of families and when items are donated the family is matched to the donor. The phone number is (250)385-1114.

PAYMENT OF UTILITY BILLS

When requests are made for the payment of utility bills and the client is receiving Social Assistance, they may be eligible for Crisis Supplement from the Ministry of Social Services. If they have not applied for Crisis Supplement the Social Concern office staff will advise the client how to apply for one. (see Appendix 2 for explanation of process of obtaining Crisis Supplement).

FOR MORE INFORMATION TO ASSIST CLIENT

Please refer to Appendix 2 for the guidelines and the regional offices or go the web site www.eia.gov.bc.ca or contact the Social Concern office at 382- 0712 for more details.

After determining that the client is not eligible for the CRISIS Supplement utility bills may be paid by the Society when:

- Those families whose electricity, or other source of heat, is about to be cut off
- In extreme circumstances telephone bills may be paid
- This assistance can take the form of advocacy or material assistance
- The deciding factors are age, frailty, health, and safety of the individual
- Other needs as determined by the home visiting team

(Keep in mind that, by law, social Services cannot refuse to help a family that includes young children if their supply of electricity and/or other source of heat are threatened. Any financial assistance given to avert distress will be deducted from subsequent cheques.) Home Visitors are to contact the Society's administration office to pay these types of bills. **DO NOT USE CONFERENCE FUNDS.**

To Pay the Utility Bill

- Ask for a copy of the clients bill that is about to be cut off.
- Client must contact the utility company and give permission for the Society to act on their behalf.
- Tell the client that you must first obtain approval from your conference to pay the bill.
- Have the conference President or Treasurer phone the Social Concern office who will forward the information to administration to process the bill payment at 727-0007.
- Send by fax or drop off the bill to be paid with the conference authorization to the Social Concern office at FAX: 382-0718.
- To answer any questions please contact either the Social Concern office manager, Financial Administration or Executive Director at (250)727-0007.
- Bills can be paid (usually) within that business day.

TRANSPORTATION

Bus Tickets

When requests are made for bus tickets and the client is receiving Social Assistance, they may be eligible for Assistance from the Ministry of Social Services.

FOR MORE INFORMATION TO ASSIST CLIENT

Please refer to Appendix 2 for the guidelines and for the regional offices or go the web site www.eia.gov.bc.ca or contact the Social Concern office at 382- 0712 for more details.

Bus Tickets May be Issued When:

- The client has a confirmed medical appointment
- The client has a job interview
- The client has recently been employed but has not received his/her first paycheck
- The client must get to the ferry to leave the island for a job or other necessary reason
- Children attending school
- Other needs as determined by the home visiting team or the Social Concern office

How to issue bus tickets:

- Contact the Social Concern Manager (382-0712) with the time and place of the appointment and the client's name.
- Once the appointment is confirmed the client will be issued bus tickets

Please remember that the Social Concern office has an arrangement with the bus line to receive two tickets for the cost of one. Obtaining the tickets through the SCO office will save the Society 50% of the cost.

How to issue bus passes:

When requests are made for bus passes (either monthly or annually) and the client is receiving social assistance, they may be eligible for assistance from the Ministry of Social Services.

FOR MORE INFORMATION TO ASSIST CLIENT

Please refer to Appendix 2 for the regional offices or go to the web site www.eia.gov.bc.ca or contact the social concern office at 382-0712 for more details.

Bus passes may be issued when:

- A client or family member is in need of consistent transportation to meet work or school requirements.
- Other needs as determined by the home visiting team or the Social Concern office

To issue a bus pass:

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- Ask for verification of need for bus pass (job or school).
- Tell the client that you must first obtain approval from your conference to purchase the pass.
- Have the conference President or Treasurer phone the Social Concern office to process the purchase of the pass at 382-0712.
- Send by fax or drop off the request with the conference authorization to the Social Concern office at FAX: (250)382-0718.
- To answer any questions please contact either the Social Concern office manager, Financial Administrator or Executive Director at (250)727-0007.
- Passes can usually be issued within that business day.

You may also confirm the availability and price of bus tickets or a monthly pass in the Greater Victoria area by phoning BC Transit at 362-6161 and follow the automated instructions. For Pacific Coach Line ticket prices phone 385-4411.

RENT

When requests are made for rent payments and the client is receiving Social Assistance, they may be eligible for Crisis Assistance from the Ministry of Social Services. If they have not applied for Crisis Assistance the Social Concern office staff will advise the client how to apply for one. (see Appendix 2 for explanation of process of obtaining Crisis Assistance).

FOR MORE INFORMATION TO ASSIST CLIENT

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Please refer to Appendix 2 for the regional offices or go to the web site www.eia.gov.bc.ca or contact the Social Concern office at 382- 0712 for more details.

In extreme circumstances the Society may assist in the payment of a client's rent. Before offering to pay the rent ensure client is not eligible for the CRISIS supplement.

This is done in cases where:

- Separation/Divorce
- Recently released from prison
- Expired Crisis Grant application
- Working Poor
- As determined by the home visiting team or the Social Concern office

To pay the rent:

- Ask for verification of the rent and the landlords name and address.
- Tell the client that you must first obtain approval from your conference to pay the rent.
- Have the conference President or Treasurer phone the Social Concern office (382-0712) who will forward the information to Administration in order to process the rent payment.
- Send by fax or drop off conference authorization to the Social Concern office at Fax: 382-0718.
- To answer any questions please contact either the Social Concern office manager, Financial Administrator or Executive Director at (250)727-0007.

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- Rent will be paid in the form of a Society check directly to the landlord.
- Do Not Pay the funds directly to the client. This amount could be considered income to the client and be deducted off the clients next Social Service Check.

OTHER SERVICES AVAILABLE TO CLIENTS

The following services can be provided to clients through the Social Concern Office. If a client is interested in meeting with the Social Concern office staff/volunteers to discuss suitability for one of the following programs please refer then to the Social Concern Manager at (250)382-0712 to set up an interview.

Work Readiness Training

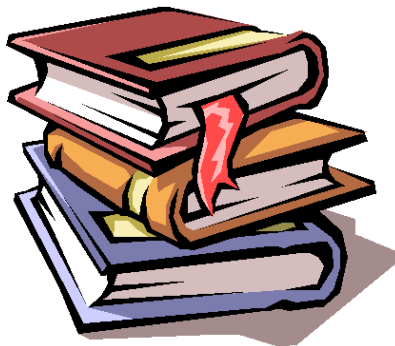
At various times during the year the Society offers a program for people who have been out of the workforce for some time and need assistance to obtain a job. The program has the following characteristics:

- Offered during the day over a six week period.
- Broken into modules, the first half of the course covers self esteem, personal presentation, and resume writing.
- The last half of the program covers how to have a successful interview and finding a job.
- The Social Concern office works with the Salvation Army employment program to assist the people in the program with finding suitable jobs.
- The Social Concern office works with client until the three month probationary program is completed.

Education Training Program

Available to clients who wish to enhance their education and therefore increase their employability and income level. There are limited funds available for this program through the Social Concern office. The program has the following characteristics:

- Client must have exhausted all other avenues of obtaining funds to further their education.
- Client must have a plan to continue their education that will result in job employment.
- The Society will provide up to \$2000 per year for a maximum of three years towards tuition and supplies.
- The Society pays the funds directly to the educational institute, never to the client.
- The second and third year's funds are contingent on the client providing evidence of successful completion of the prior year's program.



Women's Day

- Every Tuesday from 8:30 until 4:00 the Social Concern office is open to women (including small children) only.
- In addition to the regular Social Concern services (food, vouchers etc.) the Women's Day Program offers:
 - Support and community to women from all backgrounds; women living on the street and low income mothers learning how to best ready their children for kindergarten.
 - Volunteers from the Sister's of St. Ann, as well as the community, are available to assist the women with their needs.
 - The program is participant driven, so many of the programs offered come from the people attending and are focussed on their specific needs.
 - A safe, caring, pleasant environment with tea and coffee as well as nutritious goodies.



Income Tax Preparation

- The Social Concern office has volunteers available throughout the year to assist low income clients with the preparation of their income tax returns.
- This service is provided to ensure that the clients are receiving all of the tax credits available to them (Child tax benefit, GST Credit, National Child Benefit Supplement).
- The client should be referred directly to the Social Concern office Manager to discuss their specific situation.
- During the months of March and April, the Society is registered with Revenue Canada to accept and process (E-file) tax returns for any low income family or person. Various tax preparers from the community volunteer their time to be in the Social Concern office for those months in order to assist the hundreds of people who access this service.

To qualify for the free tax service:

- A clients annual income must be below \$28,000.00.
- Client should have last year's tax return or notice of assessment (suggested but not mandatory).
- Client must come into the SCO office during working hours to drop off their tax information at 828 View Street, Victoria.

Connections Program

- The Social Concern office staff and volunteers have started a program where they work with clients on a one on one basis to assist them in a positive way with applying for Social Assistance Benefits.
- In some cases, clients get frustrated with the red tape and automated telephone answering systems in government offices and are not able to access the proper services.
- In other cases, the client may have lost their identification and are unable to access the services. In either case, the Society has staff and volunteers who will assist the client through the process.
- The client should contact the Social Concern office Manager at 382-0712 to discuss their specific situation and how the Society can assist them.



B. Frederic Ozanam
(1813 - 1853)

Appendix 1.

SVDP VOUCHERS ACCEPTED AT:

GROCERY STORES	
Canada Safeway	2345 Beacon St., Sidney
	1950 Foul Bay Road, Victoria
	3958 Shelburne St., Victoria
	3170 Tillicum Road, Victoria
Country Grocer	1153 Esquimalt Rd, Victoria
	4420 West Saanich Rd, Victoria
Fairway Market	3555 Douglas St., Victoria
	2945 Jacklin Road, Langford
	272 Gorge Road West, Victoria
	McKenzie Avenue, Victoria
	Quadra Street, Victoria
Oxford Foods	271 Cook St., Victoria
Save on Foods	3510 Blanshard St., Victoria
	172 Wilson St., Esquimalt
Thrifty Foods	7860 Wallace Drive, Saanichton
	1495 Admirals Road, Victoria
	1590 Fairfield Road, Victoria
	1860 Island Highway, Victoria
	1580 Hillside Ave, Victoria
	3995 Quadra Street, Victoria
	475 Simcoe Street, Victoria
	100-777 Royal Oak Dr., Victoria
	3475 Quadra St, Victoria
	9810 Seventh St., Sidney

Village Foods	103-6661 Sooke Road, Sooke
Welburn's Market	1058 Pandora, Victoria
Western Foods	772 Goldstream Ave, Langford
	Sooke, B.C.

PRESCRIPTION DRUGS	
London Drugs	201-911 Yates St. Victoria
Shoppers Drug Mart	2947 Tillicum Road, Victoria
	1222 Douglas Street, Victoria
Swift Street Clinic	Yates Street, Victoria
TRANSPORTATION	
Bus Passes	BC Transit, Victoria, B.C.
	Langford Town Pantry, Goldstream Ave
Bus Tickets	Pacific Coach Lines, Douglas St.
OTHER SUPPLIERS	
Gasoline	Langford Town Pantry, Goldstream Ave
	Peninsula Co-op, Sidney
Home Heating Fuel	Columbia Fuels, Victoria
General Supplies	Capital Iron, Victoria

Appendix 2

How to apply for a Crisis Grant (Supplement)

If the client has an unexpected expense that they cannot pay while they are on welfare, they have the right to apply for a crisis grant (also called a crisis benefit or supplement). Some of the things that might be covered by a crisis grant include replacing things lost in a fire, keeping their hydro on, or making sure they and their children have enough food and clothes. They have to show that there will be an “imminent danger” to them or one of their dependents or that their child may be apprehended if they do not get the crisis grant. They do not have to pay back a crisis grant.

If the client is refused a Crisis Grant, it could be due to the number of times they have received one in the past year or that it does not meet the requirement of “imminent danger”. If the client wishes the Social Concern office to advocate to the Ministry on their behalf, contact the SCO Manager at 382-0712.

If the client needs to apply for one, they should contact their “worker” in the Ministry or contact the Social Concern office for assistance.

Victoria Government Assistance Office

Vancouver Island Regional Office, Victoria

East Wing, 4th Floor, 908 Pandora Avenue
PO Box 9956 Stn Prov Govt, Victoria, BC V8V 3P3
Tel: 250-387-9606 Fax: 250-387-9566
E-mail: OFF100@gov.bc.ca

Victoria Employment and Income Assistance Office

908 Pandora Ave
Victoria, BC V8V 3P3
Toll Free: 1-866-866-0800 Fax: 250-952-0555
E-mail: OFF106@gov.bc.ca

Victoria Family Maintenance Services

908 Pandora Avenue
PO Box 9974 STN PROV GOVT
Toll Free: 1-866-866-0800 Fax: 250-952-0764
E-mail: OFF105@gov.bc.ca

Victoria PWD Employment and Income Assistance Office

771 Vernon Ave
Victoria, BC V8X 5A7
Tel: 250-952-5485 Fax: 250-952-4565
E-mail: OFF107@gov.bc.ca

Appendix 3

EMPLOMENT AND ASSISTANCE RATE TABLES

Updated February 1, 2007

Bus pass fee	Annual Fee	\$45
	Replacement fee	\$10 for first lost \$20 for second lost \$30 for third lost
Christmas supplement	Single Person with No dependent children	\$35 per year
	Childless couple	\$70 per year
	Either single –or two parent family with Dependent children	\$70 per year plus \$10 per dependent child
Community volunteer Supplement	Per eligible family Unit	Up to \$100 per calendar month
Co-op share Purchase	Lump sum	Limited to smaller of following: \$8.50 or 50% of the cost of the membership shares
Crisis Supplement	Food	Up to \$20 per month
	Clothing	Up to: 100 per person per year or \$400 per family of four or more per year
Family Bonus top up Supplement	Per dependent child	Up to \$123.50 per calendar month
Funeral Costs	Funeral provider's service fee	Person under age 12 \$690 and persons over the age of 12 \$917

Appendix 3

Transportation fee	-Kilometers 0-32: Included in funeral provider's service fee -Kilometers 33-82: \$1.00 per Km -Kilometers 83-182 \$0.90 per Km -Kilometers above 182: \$0.60 per Km
Cost of urn	Up to \$200
Additional items that are not funded by the ministry, but that may be purchased without affecting eligibility for assistance with funeral services cost	Up to \$250
Guide animal supplement	Per eligible recipient or dependant \$62 per calendar month
School start-up supplement	Child aged 5-11 \$84 per calendar year Child aged 12 and over \$116 per calendar year
Special transportation subsidy	Free for physician for completing application for special transportation Subsidy HR2818 \$20 per form
Training initiative supplement	Per eligible adult recipient Up to \$50 per calendar month
Transportation to Residential Alcohol and Drug Treatment Facility supplement	Travel allowance related to vehicle transportation \$0.20 per Kilometer Allowance for exceptional Cases where circumstances Warrant a meal \$4 per meal
Travel supplement	Per eligible adult recipient Up to \$46 per calendar month

Appendix 4

INCREASES TO INCOME ASSISTANCE RATES

(April 1, 2007)

- Rate increases will take effect in April 2007 – and will be reflected on clients' March 28, 2007 payments.
- All income assistance clients will be eligible to receive an increase of up to \$50 per month to the maximum shelter portion of their income assistance rates. This is the first across the board shelter rate increase since 1992 – and will benefit 135,000 individuals.
 - For example, a single Expected to Work client will be eligible to receive a monthly maximum of \$375 for shelter.
- All single Expected to Work clients will receive an increased support payment of \$50 per month – benefiting over 16,000 individuals.
 - With the new rate, a single Expected to Work client will receive \$235 per month, a 27 per cent increase – up from \$185.
- Support and shelter rates for children will be standardized, ensuring all children receive the same amount of support regardless of the classification of their parents. These changes will immediately benefit 18,800 families.
 - For example, a single Expected to Work parent with two children will receive \$1,036 a month up from \$881, an 18 per cent increase.
- The full cost of all rate increases will be \$58.1 million in 2007/08 – representing an additional \$188 million over four years.

- Changes will also be made to existing policy benefiting a family unit in which only one adult is classified as a Person with Persistent Multiple Barriers (PPMB) and the other as Expected to Work. Support rates will be increased to reflect a percentage of what a two-person PPMB family would receive and both adults will be eligible for PPMB medical supplements and earnings exemptions.
- As well, effective June 1, 2007, standardized payments will be made to the approximately 5,000 clients residing in Community Living BC facilities, providing all clients in CLBC facilities with the maximum monthly disability rate – leaving clients with \$190 per month for personal expenses.
- The Diabetic Diet Supplement will increase from \$15 to \$35 per month; and, the Guide Animal Supplements will increase to \$95 per month – up from \$62.
- A new transportation supplement will be made available to help clients who are required to travel in order to receive drug or alcohol treatment at an approved facility. The cost of the supplement will be based on the least expensive, appropriate mode of transportation.

In addition to provincial income assistance, low income B.C. families benefit from a variety of programs offered by both the provincial and federal governments, including: Medical Service Plan and Pharma Care coverage; the Christmas and School Start-Up Supplements; the B.C. Sales Tax Credit; child tax credits; basic dental coverage; the GST Credit; the National Child Benefit; and, the \$100 monthly Universal Child Care Benefit for children under six.

Appendix 5

INCREASES TO INCOME ASSISTANCE RATE TABLES

(*New rates to come into effect April 1, 2007)

Expected to Work				
<i>Category</i>	<i>Type</i>	<i>Current Rate</i>	<i>New Rate*</i>	<i>Total Increases</i>
Single		\$510	\$610	\$100
Couple		\$827	\$877	\$50
Single Parent	One Child	\$846	\$946	\$100
	Two Children	\$881	\$1036	\$155
	Three Children	\$916	\$1076	\$160
	Four Children	\$951	\$1126	\$175
	Five Children	\$986	\$1161	\$175
Two Parents	One Child	\$956	\$1061	\$105
	Two Children	\$991	\$1101	\$110
	Three Children	\$1026	\$1151	\$125
	Four Children	\$1061	\$1186	\$125
	Five children	\$1096	\$1221	\$125

Persons with Persistent Multiple Barriers					
Category	Type	Current Rate	New Rate*	Total Increases	
Single		\$608	\$658	\$50	
Couple		\$972	\$1022	\$50	
Single Parent	One Child	\$897	\$994	\$97	
	Two Children	\$932	\$1084	\$152	
	Three Children	\$967	\$1124	\$157	
	Four Children	\$1002	\$1174	\$172	
	Five Children	\$1037	\$1209	\$172	
Two Parents where both adults are PPMBs	One Child	\$1007	\$1206	\$199	
	Two Children	\$1042	\$1246	\$204	
	Three Children	\$1077	\$1296	\$219	
	Four Children	\$1112	\$1331	\$219	
	Five Children	\$1147	\$1366	\$219	

Persons with Disabilities					
Category	Type	Current Rate	New Rate*	Total Increases	
Single		\$856	\$906	\$50	
Couple		\$1221	\$1271	\$50	
Single Parent	One Child	\$1145	\$1242	\$97	
	Two Children	\$1235	\$1332	\$97	
	Three Children	\$1275	\$1372	\$97	
	Four Children	\$1325	\$1422	\$97	
	Five Children	\$1360	\$1457	\$97	
Two Parents where one adult is a PWD	One Child	\$1311	\$1455	\$144	
	Two Children	\$1351	\$1495	\$144	
	Three Children	\$1401	\$1545	\$144	
	Four Children	\$1436	\$1580	\$144	
	Five Children	\$1471	\$1615	\$144	

Expected to Work										
Category	Type	New Rate*	Christmas	School Start-Up	Federal GST Credit	BC Sales Tax Credit	Federal Child Tax Benefit	BC Family Bonus/ National Child Benefit	Federal Child Care Benefit	Total
Single		\$610	\$2.92	\$0	\$19.33	\$6.25	\$0	\$0	\$0	\$638.50
Couple		\$877	\$5.83	\$0	\$38.67	\$12.50	\$0	\$0	\$0	\$934.00
Single Parent	1 Child Age 4	\$946	\$6.67	\$0	\$39.67	\$6.25	\$104.58	\$162.08	\$100	\$1365.25
	2 Aged 10 & 12	\$1036	\$7.50	\$9.67	\$49.83	\$6.25	\$209.16	\$305.41	\$0	\$1623.82
Two Parent Family	1 Child Age 4	\$1061	\$6.67	\$0	\$48.83	\$12.50	\$104.58	\$162.08	\$100	\$1495.66
	2 Aged 10 & 12	\$1101	\$7.50	\$9.67	\$59	\$12.50	\$209.16	\$305.41	\$0	\$1704.24

Persons with Persistent Multiple Barriers										
Category	Type	New Rate*	Christmas	School Start-Up	Federal GST Credit	BC Sales Tax Credit	Federal Child Tax Benefit	BC Family Bonus/ National Child Benefit	Federal Child Care Benefit	Total
Single		\$658	\$2.92	\$0	\$19.33	\$6.25	\$0	\$0	\$0	\$686.50
Couple		\$1022	\$5.83	\$0	\$38.67	\$12.50	\$0	\$0	\$0	\$1079.00
Single Parent	1 Child Age 4	\$994	\$6.67	\$0	\$39.67	\$6.25	\$104.58	\$162.08	\$100	\$1413.25
	2 Aged 10 & 12	\$1084	\$7.50	\$9.67	\$49.83	\$6.25	\$209.16	\$305.41	\$0	\$1671.82
Two Parent Family	1 Child Age 4	\$1206	\$6.67	\$0	\$48.83	\$12.50	\$104.58	\$162.08	\$100	\$1640.66
	2 Aged 10 & 12	\$1246	\$7.50	\$9.67	\$59	\$12.50	\$209.58	\$305.41	\$0	\$1849.66

Persons with Disabilities										
Category	Type	New Rate*	Christmas	School	Federal GST Credit	BC Sales Tax Credit	Federal Child Tax Benefit	BC Family Bonus/National Child Benefit	Federal Child Care Benefit	Total
Single		\$906	\$2.92	\$0	\$23.96	\$6.25	\$0	\$0	\$0	\$939.14
Couple		\$1270	\$5.83	\$0	\$38.67	\$12.50	\$0	\$0	\$0	\$1327
Single Parent	1 Child Age 4	\$1242	\$6.67	\$0	\$39.67	\$6.25	\$104.58	\$162.08	\$100	\$1661.25
	2 Aged 10 & 12	\$1332	\$7.50	\$9.67	\$48.83	\$6.25	\$209.16	\$305.41	\$0	\$1919.17
Two Parent Family	1 Child Age 4	\$1455	\$6.67	\$0	\$48.83	\$12.50	\$104.58	\$162.08	\$100	\$1889.66
	2 Aged 10 & 12	\$1495	\$7.50	\$9.67	\$59	\$12.50	\$209.58	\$305.41	\$0	\$2098.66

- The Christmas and School Start-Up supplements are paid once per year. They have been pro-rated over 12 months in the tables.
- The federal GST credit is paid quarterly. It has been pro-rated over 12 months.
- The refundable BC Sales Tax Credit is paid once a year. It has been pro-rated over 12 months.
- The Universal Child Benefit is worth \$100 per month for each child under age six.
- The BC Family Bonus/National Child Benefit is paid monthly.

Appendix 6

Child Tax Benefit and Universal Child Tax Supplement

Basic Benefit

The benefit is calculated as:

- \$104.58 per month for each child under the age of 18
- An additional \$7.33 per month for your third and each additional child; and
- An additional \$20.75 per month for each child who is six years of age. This supplement is reduced by 25% of any amount the parent (either) or common-law partner claimed for child care expenses for 2005.

Note: Eligible families with children under six years of age will receive the new Universal Child Care Benefit. The basic benefit is reduced if the family net income is more than \$36,378.

National Child Benefit Supplement (NCBS)

The NCBS amounts are:

- \$162.08 per month for the first child;
- \$143.33 per month for the second child; and
- \$136.41 per month for each additional child.

Note: The NCBS will be reduced by a percentage of family net income that is more than \$20,435 and on the number of children in a family.

- **If the family is on Social Assistance, the NCBS may affect the amount of the social assistance payments. Many provinces will consider the NCBS you get as income and will adjust our basic social assistance by this amount. Others may adjust their basic social assistance rates by using the maximum NCBS amount.**

Appendix 7

Healthy Kids Program

- The Healthy Kids Program helps low income families with the costs associated with basic dental care and prescription glasses for their children.
- Dependant children **under 19** years of age, in families approved for premium assistance by the Medical Services Plan (MSP) through the Ministry of Health, are automatically registered with the Healthy Kids Program.

Coverage under the Healthy Kids Program

- Dental - Children are eligible for \$700 of basic dental services per calendar year. This coverage includes services such as exams, x-rays, fillings, cleanings and extractions. Dentists can advise families of other services that may be covered.
- Optical – Children are eligible for prescription eyeglasses (lenses and basic frames) once in a twelve-month period. Children's eye examinations are covered by MSP.

How to access services under the Healthy Kids Program

Before any dental or optical services begin, families need to show their child's BC CareCard to their dentist or eye specialist who will confirm the child's eligibility under the Healthy Kids Program.

- The Province pays dentists and eye specialists directly for the services children receive.
- Additional charges over and above what the Healthy Kids Program will cover are the responsibility of the family.

For more information on the Healthy Kids Program, please call the toll-free information line for parents: 1-800-748-1144 or click on our website at <http://www.eia.gov.bc.ca/publicat/bcea/HealthyKids.htm>

Monthly Natal Supplement

- The Ministry of Employment and Income Assistance' monthly Natal Supplement is \$45/month.
- The Natal Supplement is provided to expectant women on income assistance and families with infants up to seven months.
- The supplement is to provide better pre-and post-natal nutrition for healthier mothers and their babies.
- It may be used to purchase items such as nutritious food as well as clothing and baby equipment.

The Ministry of Employment and Income Assistance also provides enriched infant formula for dependent children under 12 months where a medical condition requires the use of specialized formula or there is a risk of disease being transmitted through the mother's breast milk.

Appendix 8
Some Places to Call for Help in Victoria

<p>Adult Addiction Com. Treatment Centre 228-1250 Quadra St. Phone: 387-5077</p>	<p>Aids Vancouver Island 1601 Blanshard St. Phone: 384-2366</p>	<p>Alano Club 1402 Broad Street Phone: 383-9151</p>
<p>Alcoholics Anon #8-2020 Douglas St. Phone: 383-7744 (help) 383-0415 (office)</p>	<p>Cool – Aids Medical Clinic Phone 385-1466</p>	<p>Cool – Aids Message Service (\$5/month) Phone: 383-1977</p>
<p>Foundation of Support of Recovery for Men Phone: 480-1342</p>	<p>Outreach Services Methadone Clinic 2004 Fernwood Road Phone: 480-1232</p>	<p>Research, Education, Evaluation and Support Program (REES) Phone: 595-8619</p>
<p>Salvation Army Addictions and Rehab Centre 525 Johnson Phone: 384-3396</p>	<p>Society of Living Intravenous Drug Users 7-9 p.m. Wednesdays 1947 Cook St.</p>	<p>Together Against Poverty Society (TAPS) 415-620 View St. Phone: 361-3521</p>
<p>Victoria Family Violence Prevention Society 2541 Empire St. Phone: 380-1955</p>	<p>Victoria Women's Sexual Assault Centre Crisis Line: 383-3232 Information and office: 383-5545</p>	<p>Victoria Women's Transition House Crisis Line: 385-6611</p>
<p>Western Communities Collaborative (Support and Education for women who have experienced abuse) Phone: 995-6404</p>	<p>Women in Need Society Phone: 389-2203</p>	<p>Criddle Centre for the Family Phone: 384-8058</p>
<p>Legal Aid Legal Services Society of BC Victoria Regional Centre 200-747 Fort St. Phone: 388-4516 intake M-F 9:00am-12:30pm</p>		

Housing Resources
No cost for Service, Time Limited Stay

<p>Salvation Army (Emergency Men Only) 525 Johnson St. Phone: 384-3396</p>	<p>Streetlink (Cool Aid Society) 1634 Store St. Phone: 383-1951</p>	<p>Sandy Merriman House (Cool Aid) (for women) 809 Burdett Avenue Phone: 480-1408</p>
<p>Sobering and Assessment Centre (24 hr) 1125 Pembroke @ Cook St. Phone: 213-4444</p>	<p>Out of the Rain (Youth 15-25) Phone: 812-0490</p>	<p>Kiwanis Youth Shelter (Youth 13-18) 2117 Vancouver St. Phone: 386-8282</p>
<p>Hill House (Women with Children) Phone: 479-3963</p>	<p>Sooke Transition House (Women with/without children) Phone: 642-2591</p>	<p>Victoria Women's Transition House (Women with/without children) Phone: 385-6611</p>
<p>Criddle Centre for the Family (Women and Children) 1190 Kings Road Phone: 386-7291</p>	<p>Kiwanis House (for single women 16-29 w/one child) Phone: 382-1004</p>	<p>Margaret Laurence House (Women and Children escaping abuse) Phone: 995-0058</p>

Housing Resources Continued

Low Cost Monthly Rentals

YMCA Women's Residence 880 Courtney St. Phone: 386-7511	Ritz Hotel 710 Fort St. Phone: 381-1868	Fairfield Hotel 710 Cormorant St. Phone: 386-1621
York Hotel 711 Johnson St. Phone: 385-2544	Douglas Hotel 1450 Douglas St. Phone: 383-4157	Ocean Island Backpackers 791 Pandora Avenue Phone: 385-1788
Turtle Refuge Backpackers 1608 Quadra St. Phone: 386-4471	Victoria Human Exchange Society Phone: 361-2762 1-800-691-9366	
BC Housing (subsidized-low income families and +55) 301-3440 Douglas St. Phone: 475-7550	Burnside Gorge Community Association Phone: 388-5251	Capital Regional Housing (subsidized, low income and +55) 623 Fisgard St. Phone: 388-6422
Coordinated Housing Registry (subsidized and supported housing) 826 Cormorant St. Phone: 356-2548	M'Akola Housing Society (First Nations low income families) Phone: 384-1423	Pacifica Housing Advisory Association (low income families) 827 Fisgard St. Phone: 385-2131
Pandora Youth Apartments for 15 – 19 yrs. 753 Pandora St. Phone: 380-2663	St. Vincent de Paul Centre (low income singles/homeless at risk) 831 Yates St. Phone: 382-2709	Victoria Senior Citizen Housing Society #501-620 View St. Phone: 384-3434

Housing Searches on the Internet

- BC Housing Subsidized Housing List
www.bchousing.org/housing
- Camosun Off Campus Housing List
www.ccss.camosun.bc.ca
- Brown Brothers Property Management
www.brownbros.com
- David Burr Property Management
www.davidburr.com
- BC Co-operative Housing
www.chf.bc.ca
- UVIC Off Campus Housing
www.housing.uvic.ca/offcampus/search

People living in poverty experience deprivation

Of the material, spiritual and emotional resources

Needed to survive, develop and thrive,

Leaving them unable to enjoy their rights,

To achieve their full potential

Or participate as full and members of society.

APPENDIX 9



Gift Order

Nº 2451

(NOT REDEEMABLE FOR CASH, TOBACCO, ALCOHOL OR DRUG PRODUCTS)

This certificate authorizes _____
MERCHANT'S NAME ISSUE DATE

to provide goods or services to _____
NAME

\$ _____ /100 \$ _____
NOT TO EXCEED

SERVICES TO BE PROVIDED _____

Conference Customer signature for identification Customer signature for goods received

Merchant to retain yellow copy then forward original with statement to:
The Accountant, St. Vincent de Paul, 4349 West Saanich Road, Victoria, BC V8Z 3E5 • 727-0007

VALID FOR 14 DAYS FROM ISSUE DATE

- 1) GIFT ORDERS ARE USED FOR ALL SERVICES/GOODS PROVIDED OUTSIDE THE SOCIETY:
- FOOD FROM GROCERY STORES
 - GAS
 - CHILDREN'S ITEMS (IF NEEDED)

Appendix 10

Society of St. Vincent de Paul Vancouver Island
INTERNAL CLIENT ASSISTANCE VOUCHER

Client Name: _____ Client Phone: _____

Client Address: _____ Date of Visit: _____

Was a food Voucher issued? Yes / No Number of Voucher _____

Was a food Bag given? Yes / No Value _____ Number of Bags _____

Internal Voucher	Quantity	Max Value

Notes

Client @ H/V: _____

Conference _____

Client @ pickup: _____

Issuer _____

Appendix 11

Society of Saint Vincent de Paul Vancouver Island Internal Client Assistance Limits

FOOD	
Max # of vouchers per client-5 per year	
Food Voucher (Max per family is \$80)	
Adult 1st.	\$25
Adult 2nd	\$10
Child 6-18 yrs	\$15
Child Birth –5 yrs	\$10

Food

Home visits shall not exceed 5 in each calendar year or 3 consecutively. For home visits please mark down on internal voucher form if you give out food bags when conducting the visit.

CLOTHING	
Max # of Vouchers per client - 4 per year	
Description	Max # item/client
Each Adult	10
Each Child	10

Clothing

Coats and Shoes are available and are limited to one each per client per voucher.

FURNITURE	
Max # of Vouchers per client—1 every two yrs	
Description	Max # Items
Single mattress and box spring	as needed
Double mattress and box spring	as needed
Queen mattress and box spring	as needed
Bed frame only	as needed
Kitchen Table	as needed
Chair	as needed
Couch	as needed
Easy Chair	as needed
Dresser Single	as needed
Dresser Double	as needed
Dresser Triple	as needed
Lamp	as needed
Clock Radio	as needed

FURNITURE

All furniture is issued through the Royal Oak distribution Centre, NOT the stores. Discount voucher for 25%/50% are issued through the stores. Contact SCO for clarification (382-0712)

Continued on Next Page

HOUSEHOLD	
Max # of Vouchers per client - 4 per year	
Description	Max # Items
Bedding Set-Single	as needed
Bedding Set-Double	as needed
Bedding Set-Queen	as needed
Bathroom Set Single	as needed
Kitchen Set for 4	as needed
Toaster	as needed
Coffee maker	as needed
kettle	as needed
Toaster Oven/Hot Plate	as needed

Household

Bedding Sets include 1 blanket/comforter, 1 top and bottom sheet, and for single, 1 pillowcase or for double/queen, 2 pillowcases.

Given out @ SCO ONLY—Emergency	
Sleeping Bag	as needed
Blankets	as needed
Tent	as needed
Backpack	as needed
Roamy	as needed
Tarp	as needed
Poncho	as needed
Can Openers	as needed
Set of Cutlery for one person	as needed

Appendix 12

Emergency and After Hours Numbers

The Helpline for Children:

The report suspected cases of child abuse or neglect, dial 310-1234 (no area code needed) from anywhere in BC

Ministry for Children and Families After Hours Line:

For emergencies outside office hours (usually 8:30-4:30pm, Monday to Friday) call the ministry's 24-hour After Hours line:

- In Vancouver, the North Shore and Richmond, call 660-4927
- In the Lower Mainland from Burnaby and Delta in the west to Maple Ridge and Langley in the east, call 660-8180
- For the rest of the province, call too-free 1-800-663-9122

Poison Control Center

Call toll-free from anywhere in BC **1-800-567-8911**

Other Useful Resources:

RCMP Missing Children's Registry **1-877-318-3576**

BC Federation of Foster Parents **1-800-663-9999**

Youth Against Violence **1-800-680-4264**

**Alcohol and Drug Information
And Referral Service** **1-800-663-1441**

Office for Children and Youth

call 1-800-476-3933 from anywhere in BC or 775-3203 in Vancouver

Ombudsman

Call 1-800-567-3247 from anywhere in BC or 387-5855 in the Victoria area

Public Trustee

Call 1-800-663-7867 from anywhere in BC or 660-4444 in Vancouver

