

Your Guide to Completing the

# AISH APPLICATION

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The Assured Income for the Severely Handicapped Program

# Table of contents

<b>The AISH program .....</b>	<b>3</b>
<b>Completing your AISH Application.....</b>	<b>5</b>
Understanding the AISH Application form .....	5
Completing Part A – Applicant Information .....	6
Your Situation .....	6
Section 1 - Information About You .....	8
Section 2 - Spouse/Partner Information .....	12
Section 3 - Dependent Children Information .....	14
Section 4 - Trustee/Power of Attorney Information .....	16
Section 5 - Medical Information.....	18
Section 6 – Employment History .....	19
Section 7 – Education/Training history.....	20
Section 8 – Income Information.....	21
Section 9 – Asset Information .....	27
Section 10 – Declaration .....	31
Section 11 – Consents .....	32
Completing Part B – Medical Report.....	33
<b>The AISH application process.....</b>	<b>34</b>
Submitting your application.....	34
Understanding the application process.....	34
Getting a decision about your eligibility .....	35
Applying for other benefits while waiting.....	35
<b>Contact Information .....</b>	<b>36</b>
AISH office locations .....	36
Other help .....	38

## The AISH program

The Assured Income for Severely Handicapped (AISH) program provides financial and health benefits to eligible adult Albertans with a permanent medical condition that prevents them from earning a living.

If you are eligible for AISH you may receive:

- a monthly living allowance – money to pay for your living costs such as food, rent and utilities
- a monthly child benefit – money to assist you with raising your dependent children
- health benefits – assistance to cover health needs for you, your spouse or partner and your dependent children
- personal benefits – money over and above your monthly living allowance for specific needs such as a special diet or assistance in an emergency.

AISH considers your age, where you live, and your financial and medical situations to decide whether you qualify for the program. You must meet age, residency, financial and medical eligibility criteria to be approved for AISH, and while you are receiving a monthly living allowance and benefits.

To be medically eligible for AISH, your application and medical information must show you have a severe handicap.

Based on the *Assured Income for the Severely Handicapped Act*, there are three eligibility criteria you must meet to show you have a severe handicap:

1. your mental and/or physical functioning is impaired
2. this impairment substantially limits your ability to earn a living and
3. this impairment is likely permanent because there is no therapy available to improve your ability to earn a living.

You must also meet two criteria in the *Assured Income for the Severely Handicapped Regulation*, which says you are expected to:

1. look for, accept or maintain reasonable employment
2. make use of suitable training or rehabilitation.

You can find out more on the AISH website at [alberta.ca/aish.aspx](https://alberta.ca/aish.aspx) and in the *Your Guide to AISH*. It is available on the website and through the Alberta Supports Contact Centre and AISH

offices listed at the end of this guide. You can also refer to the AISH Policy Manual at [humanservices.alberta.ca/AWonline/AISH/7180.html](https://humanservices.alberta.ca/AWonline/AISH/7180.html).

*Your Guide to Completing the AISH Application* contains general information about the Assured Income for the Severely Handicapped (AISH) program and reflects what is in AISH legislation and the AISH Policy Manual. If there are any differences between what is in this document, the policy manual, and the legislation, the legislation shall prevail.

Out of date

# Completing your AISH Application

To get an AISH Application form you can:

- visit [alberta.ca/aish-how-to-apply.aspx](https://alberta.ca/aish-how-to-apply.aspx) and print the application and fill it out by hand, or fill it out on your computer and print it
- pick up an application at an Alberta Supports Contact Centre or any AISH office location listed at the end of this guide.

Use this guide to understand:

- how to fill out the AISH Application, section by section, and
- the documents you need to provide to support your application.

Get help with the AISH Application form, if you need it, by:

- having someone help you complete the application
- calling the Alberta Supports Contact Centre listed at the end of this guide
- contacting or going to an AISH office listed at the end of this guide, or visiting [albertasupports.ca](https://albertasupports.ca) to find an Alberta Supports Centre in your area.

## Understanding the AISH Application form

Review the AISH Application – General information cover page to see:

- an Introduction to the AISH program
- an overview about Applying for AISH
- the Application Checklist Instructions that you can use to make sure you include copies of all the required documents. You will learn more about these documents as you follow along in this guide to complete the form.

After the cover page, the AISH Application has two parts:

Part A – Applicant information

- You complete Part A using this guide.

Part B – Medical Report

- Your doctor completes Part B and may charge you for this service.
- You are responsible for paying the fee to the doctor to complete the medical report.

- If you are currently receiving Income Support, the cost to fill out the medical report may be covered. Talk to your Income Support worker to discuss your situation.
- If you are not receiving Income Support and need financial help to pay the doctor's fee for completing the medical report, you may apply for other benefits and services, such as Income Support and health benefits, while you are waiting for the AISH program's decision. For more information, call the Alberta Supports Contact Centre listed at the end of this guide.

## Completing Part A – Applicant Information

### Your Situation

The checklist for *Your Situation* will help you understand which sections in the application you need to complete and submit to AISH. Depending on your situation, you may be able to skip some sections in the application.

#### How to complete the *Your Situation* checklist

Read the statements and check the box beside any statements that describe your situation. Then follow the blue instructions above the statements you checked.

Review the following chart to find out how to apply for AISH based on your situation. It shows the sections in the application to complete and parts to submit for each type of situation. In some situations, you may need to contact an AISH office listed at the end of this guide to find out how to apply.

#### Chart – How to apply based on your situation

YOUR SITUATION	HOW TO APPLY
You are receiving end-of-life palliative care and/or have been diagnosed with a terminal illness	<ul style="list-style-type: none"> <li>• Part A: Skip sections 6 and 7 and provide medical documentation that shows you have a terminal illness or are receiving palliative care</li> <li>• Part B: Your doctor does not need to complete this section</li> <li>• Submit: Part A along with any documents that apply to you</li> </ul>

YOUR SITUATION	HOW TO APPLY
<p>You have been assessed as needing long-term care or designated supportive living</p>	<ul style="list-style-type: none"> <li>• Part A: Skip sections 6 and 7 and provide medical documentation that shows you need to live in a long-term care or designated supportive living facility, such as a nursing home</li> <li>• Part B: Your doctor does not need to complete this section</li> <li>• Submit: Part A along with any documents that apply to you</li> </ul>
<p>You are currently receiving Income Support benefits from Alberta Works</p>	<ul style="list-style-type: none"> <li>• Part A: Skip sections 8 and 9</li> <li>• Part B: Talk to your Income Support worker about payment for the cost of a doctor completing this section and have your doctor complete it</li> <li>• Submit: Part A and Part B along with any documents that apply to you</li> </ul>
<p>You have applied for, or are applying for, the Persons with Developmental Disabilities (PDD) program</p>	<ul style="list-style-type: none"> <li>• Part A: Complete all sections that apply to you</li> <li>• Part B: You do not need to have your doctor complete this section unless you are contacted by an AISH worker after you submit Part A</li> <li>• Submit: Part A along with any documents that apply to you</li> </ul>
<p>You left the AISH program less than 2 years ago and your medical condition has not changed</p>	<ul style="list-style-type: none"> <li>• Contact an AISH office to find out how to apply</li> </ul>
<p>None of the situations above apply to you</p>	<ul style="list-style-type: none"> <li>• Part A: Complete all sections that apply to you</li> <li>• Part B: Have your doctor complete this section</li> <li>• Submit: Part A and Part B along with any documents that apply to you</li> </ul>

## Section 1 - Information About You

We collect information about your age, where you live, where you receive your mail (if this is different from your home address), and your legal status in Canada to help determine if you qualify for AISH benefits.

### How to complete Section 1

Fill in all the information boxes in Section 1 that apply to you. There is an area that asks applicants to identify as male or female gender. Our current AISH computer system requires one of these terms to process an application. We recognize some individuals may not identify with male or female gender. New solutions are being developed to expand gender options in all Alberta government systems and the AISH Application form will be updated when system changes are ready.

When you get to the area with check boxes that apply to your living situation, review the following chart to decide which box to check. Then fill out the address information for the living situation you checked.

### Section 1 Chart – Your living situation

LIVING SITUATIONS	DESCRIPTION
RENT	A house, apartment or condo an Albertan rents and lives in
OWN	A house, apartment or condo an Albertan owns and lives in
LIVE WITH FAMILY	A family member's house, apartment or condo where an Albertan stays <b>without</b> paying rent
SHELTER	A place that provides temporary accommodation and services to individuals as needed, such as: <ul style="list-style-type: none"> <li>• homeless shelters</li> <li>• women's emergency shelters</li> </ul>
FACILITY	A residence for people who require continual nursing care and have significant difficulty coping with daily activities. Facilities include places like approved:



LIVING SITUATIONS	DESCRIPTION
	<ul style="list-style-type: none"> <li>nursing homes</li> <li>auxiliary hospitals</li> <li>designated supportive living facilities, including units in some lodges</li> </ul> <p>Contact an AISH office listed at the end of this guide to find out if your facility is approved, or visit <a href="https://alberta.ca/health-care-facilities.aspx">alberta.ca/health-care-facilities.aspx</a> to see Alberta's health facility lists</p>
INSTITUTION	<p>A residence the Alberta government has designated as:</p> <ul style="list-style-type: none"> <li>a mental health facility, or</li> <li>institutions including penitentiaries and halfway houses</li> </ul>
GROUP HOME	<p>A shared residence that provides accommodation and services in a home-like setting</p>
OTHER	<p>If your living situation is not listed above, check <i>Other</i> and describe it on the line. For example, you may be staying at a friend's house for a short time and not paying rent.</p>

### Documents you must include

When you submit your AISH Application you must include a copy of one or more documents that prove who you are, where you live, where you receive your mail (if this is different from your home address), and your legal status in Canada. The following chart shows the personal information we need, why we ask for it and examples of documents you must copy and include with your application. PLEASE NOTE: Documents cannot be returned, so always send copies and not originals.

## Section 1 Chart – Information about you

INFORMATION ABOUT YOU	WHY IT IS NEEDED	EXAMPLES OF DOCUMENTS
<p>PERSONAL IDENTIFICATION with your:</p> <ul style="list-style-type: none"> <li>• full legal name</li> <li>• date of birth</li> <li>• recent picture</li> <li>• signature</li> </ul>	<ul style="list-style-type: none"> <li>• Proves who you are and how old you are</li> </ul>	<p>You may need to provide copies of more than one of these documents to show the personal information that is needed:</p> <ul style="list-style-type: none"> <li>• driver's licence</li> <li>• non-driver identification card</li> <li>• passport</li> <li>• birth, marriage or baptismal certificate</li> <li>• employee and student identification cards</li> <li>• band registry number, status card or Métis card</li> <li>• Alberta Personal Health Card</li> <li>• Social Insurance Number</li> </ul>
<p>PROOF THAT YOU LIVE IN ALBERTA with your:</p> <ul style="list-style-type: none"> <li>• street address of your home, facility, institution, group home or shelter</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• rural land address</li> </ul>	<ul style="list-style-type: none"> <li>• You must be living in Alberta to be eligible for AISH</li> <li>• You need to have a street or rural land address – not a post office box – to show where you live in Alberta</li> </ul>	<ul style="list-style-type: none"> <li>• Up-to-date personal identification listed above</li> <li>• Rent receipt</li> <li>• Utility bill</li> <li>• Letter from your facility, institution or group home with the date you started living there</li> <li>• Letter from a community agency proving that you are an Alberta resident</li> </ul>

INFORMATION ABOUT YOU	WHY IT IS NEEDED	EXAMPLES OF DOCUMENTS
PROOF OF CITIZENSHIP / IMMIGRATION STATUS	<ul style="list-style-type: none"><li>• You must be a Canadian Citizen or permanent resident of Canada</li><li>• If you immigrated to Canada under sponsorship within the last ten years, you must provide a copy of the IMM 1000 Record of Landing</li></ul>	<ul style="list-style-type: none"><li>• IMM 1000 Record of Landing (if this applies to you)</li></ul>

Out of date

## Section 2 - Spouse/Partner Information

We need to understand your household situation, including if you have a spouse or partner, to help determine if you qualify for AISH benefits.

### How to complete Section 2

You only need to complete this section if you have a spouse or partner. A spouse or partner refers to a relationship where two people:

- are living together, married or consider themselves in a common law relationship, or
- are married or living together and have a natural or adopted child together, or
- share each other's lives and consider themselves to be a family and share expenses, or
- depend on each other financially, but are not living together – for example, one partner may be living in a nursing home.

If you don't have a spouse or partner check the *No* box and go to Section 3.

If you have a spouse or partner, check the *Yes* box and fill in all the information that applies to them.

There is an area that asks applicants to identify their spouse or partner as male or female gender. Our current AISH computer system requires one of these terms to process an application. We recognize some spouses or partners may not identify with male or female gender. New solutions are being developed to expand gender options in all Alberta government systems and the AISH Application form will be updated when system changes are ready.

### Documents you must include

When you submit your AISH Application you must include a copy of one or more documents that show who your partner or spouse is, and where they live. The following chart shows the personal information we need for your spouse or partner, why we ask for it and examples of documents you must copy and include with your application. PLEASE NOTE: Documents cannot be returned, so always send copies and not originals.

**Section 2 Chart – Information about your spouse or partner**

INFORMATION ABOUT YOUR SPOUSE OR PARTNER	WHY IT IS NEEDED	EXAMPLES OF DOCUMENTS
<p>PERSONAL IDENTIFICATION with their:</p> <ul style="list-style-type: none"> <li>• full legal name</li> <li>• date of birth</li> <li>• recent picture</li> <li>• signature</li> </ul>	<ul style="list-style-type: none"> <li>• Proves who your spouse or partner is and how old they are</li> </ul>	<p>You may need to provide copies of more than one of these documents to show your spouse or partner’s personal information:</p> <ul style="list-style-type: none"> <li>• driver’s licence</li> <li>• non-driver identification card</li> <li>• passport</li> <li>• birth, marriage or baptismal certificate</li> <li>• employee and student identification cards</li> <li>• band registry number, status card or Métis card</li> <li>• Alberta Personal Health Card</li> <li>• Social Insurance Number (SIN)</li> </ul>

## Section 3 - Dependent Children Information

We need to understand your household situation, including if there are dependent children, to help determine if you qualify for AISH benefits.

### How to complete Section 3

You only need to complete this section if you have one or more dependent children. A dependent child relies on you for support and lives with you at least 50 per cent of the time and:

- does not have a spouse or partner
- is under 18, or 18 or 19 and going to high school.

If you, or your spouse or partner, do not have any dependent children who live with you, check the *No* box beside *Do you have a child(ren)?* at the top of Section 3. Then go to Section 4.

If you, or your spouse or partner, have any dependent children who live with you, then:

- check the *Yes* box at the top of Section 3 beside *Do you have a child(ren)?*
- fill in each child's personal information in the information boxes below
- check the *Yes* box with the question *Does this child live with you?*

If you have more than three dependent children, attach extra pages with your name and Section 3 written on them. Then provide the same type of information you have given for your other children.

### Documents you must include

When you submit your AISH Application you must include a copy of documents with each dependent child's information. The following chart shows the information we need, why we ask for it and examples of documents you must copy and include with your application. PLEASE NOTE: Documents cannot be returned, so always send copies and not originals.

**Section 3 Chart – Information about your dependent children**

INFORMATION ABOUT YOUR DEPENDENT CHILDREN	WHY IT IS NEEDED	EXAMPLES OF DOCUMENTS
<p>PERSONAL IDENTIFICATION with each child's:</p> <ul style="list-style-type: none"> <li>• full legal name</li> <li>• date of birth</li> </ul>	<ul style="list-style-type: none"> <li>• Proves who each child is and how old they are</li> </ul>	<ul style="list-style-type: none"> <li>• Alberta Personal Health Card</li> <li>• Driver's licence</li> <li>• Non-driver identification card</li> <li>• Passport</li> <li>• Birth or baptismal certificate</li> <li>• Employee and student identification cards</li> <li>• Band registry number</li> <li>• Status card</li> <li>• Métis card</li> </ul>

## Section 4 - Trustee/Power of Attorney Information

We need to know if you have someone who is helping you make financial decisions and managing your affairs. It is also important for us to understand whether this person has legal authority to assist you.

### How to complete Section 4

A Trustee is an adult or organization that has:

- been appointed by the Courts as a financial trustee for you
- the authority to receive and manage your AISH benefits.

A person acting under a Power of Attorney is an adult who has:

- been legally appointed by you to manage your legal and financial affairs
- power that gives them complete control over all your finances and property, or power that is limited to specific tasks.

AISH will review the Power of Attorney document to determine if this person has legal authority to receive and manage your benefits.

If you do not have anyone supporting you in these roles, check the *No* box beside *Do you have a Trustee or someone currently acting under a Power of Attorney?* at the top of this section and go to Section 5.

If you have a Trustee or someone acting under a Power of Attorney for you, they must:

- check the *Yes* box beside *Do you have a Trustee or someone currently acting under a Power of Attorney?*
- fill in this section
- complete the financial information in Sections 8 and 9
- sign the declaration in Section 10
- sign the consents in Section 11.

### Documents you must include

If you have a Trustee or someone acting under a Power of Attorney for you, a copy of any documents that show who they are and how they have authority to manage your affairs must be included with your AISH Application. The following chart shows the information we need, why we ask for it and examples of documents that must be included. PLEASE NOTE: Documents cannot be returned, so always send copies and not originals.



**Section 4 Chart – Information about your Trustee or Power of Attorney**

INFORMATION ABOUT YOUR TRUSTEE OR POWER OF ATTORNEY	WHY IT IS NEEDED	WHY IT IS NEEDED
<p>TRUSTEE</p> <ul style="list-style-type: none"> <li>• Full legal name</li> <li>• Legal status as Trustee</li> </ul>	<ul style="list-style-type: none"> <li>• Proves their authority to receive and manage your AISH benefits</li> </ul>	<ul style="list-style-type: none"> <li>• Court order appointing the trustee</li> </ul>
<p>POWER OF ATTORNEY (POA)</p> <ul style="list-style-type: none"> <li>• Full legal name</li> <li>• Legal status as POA</li> </ul>	<ul style="list-style-type: none"> <li>• Proves their authority to receive and manage your AISH benefits</li> </ul>	<ul style="list-style-type: none"> <li>• Power of Attorney document</li> </ul>

## Section 5 - Medical Information

We need you to list your doctors and specialists in this section so we can follow up on your application if more information is required. We also need you to describe how your medical condition affects you and your ability to work. This section **does not** take the place of Part B of the application, which is the medical report that your doctor has to fill out before your application can be processed.

### How to complete Section 5

Fill in your current family doctor's information at the top of the section. If you have been treated by other doctors or specialists in the past two years, check *Yes* and fill in the boxes to provide AISH with information about them. If not, check *No* and skip these boxes.

Under the Medical Condition area tell us, in your own words, how your medical condition affects your quality of life and your ability to work. We will review the information you provide here, along with all the other information you submit with your application, to help determine if you qualify for AISH. If you need more space to tell AISH about your medical condition, add extra pages with your full name and Section 5 written on them.

### Documents you must include

No documents are required. However, you may choose to include documents that you feel support your medical eligibility. PLEASE NOTE: Documents cannot be returned, so always send copies and not originals.

## Section 6 – Employment History

We need to know about your current and past employment to help determine if you qualify for AISH benefits.

### How to complete Section 6

If you have never been employed, check *No* and go to Section 7.

If you are currently working or were employed in the past, check the *Yes* box at the top of this section. Then provide your employment history in the information boxes. You must:

- provide each employer's name
- give the start date for each job, then check the *Yes* or *No* box to indicate if you still work there – if you do not, then give the date you stopped working
- check the box that shows whether the work was full-time, part-time, seasonal/sporadic, volunteer/unpaid, or other and describe what other means
- describe the occupation, role or type of work you did
- check the box that shows the reason you left the job – either your medical condition or some other reason that you provide.

If you need to add more employment history, attach more pages with your full name and Section 6 written on them.

**Documents you must include** – no documents are required.

## Section 7 – Education/Training history

We need to know about education and training you have completed, are taking or planning on taking to help determine if you qualify for AISH benefits.

### How to complete Section 7

Fill in *What is the highest education level you have completed?* by:

- checking the boxes that apply to **all** your education and training experiences
- giving the information that is requested, including any education and training from outside Canada
- describing any training that has been adjusted to match your needs on the *Other* line.

Fill in *What steps, if any, have you taken to find work or training suitable for your medical condition(s)?* by describing:

- training programs you have applied for
- jobs you have applied for
- any work places that have been adjusted to meet your needs or individualized jobs in your work history.

Fill in *Are you currently involved with training or upgrading?* by:

- checking the *No* box if you have not
- checking the *Yes* box if you have and including the:
  - name of provider, such as Norquest College, Bow Valley College, Workers' Compensation Board of Alberta, Alberta Works employment or training program, etc.
  - address where they are located
  - type of program you are taking
  - start date and expected finish date.

Fill in *Are you planning to take further training or upgrading?* by:

- checking the *No* box if you are not
- checking the *Yes* box if you are and including the:
  - type of upgrading or training you are planning to take
  - the goals you would like to achieve by completing the upgrading or training.

**Documents you must include** – no documents are required.

## Section 8 – Income Information

AISH looks at the income you and your spouse or partner have when deciding financial eligibility. Some income types may be partially exempt for you and/or your spouse or partner – this means it is counted at part of its value when determining AISH benefits. We look at the income reported on your income tax form **and** your spouse or partner’s income tax form. We do not look at a dependent child’s income. How AISH treats the income depends on where the income comes from and whether it is received by you or by your spouse or partner. All income must be reported to AISH to determine your eligibility.

To find out more about AISH and how different types of income are treated, refer to the [Your Guide to AISH](#) or the income section of the AISH Policy Manual at [humanservices.alberta.ca/AWonline/AISH/7184.html](https://humanservices.alberta.ca/AWonline/AISH/7184.html). You can also get this information from the Alberta Supports Contact Centre or any AISH office location listed at the end of this guide.

### How to complete Section 8

You must check *Yes* or *No* for each type of income listed in this section.

If you check *No*, move to the next type of income listed.

If you check *Yes*, estimate the amount of that type of income you get each month. If you have any income that you receive in some months but not in others, average them out to a monthly amount. For example, if you receive a payment of \$60 every two months, this should be listed as \$30 per month. Then move to the next types of income listed and follow the same steps.

### Documents you must include

When you submit your AISH Application, you must include a copy of documents for each type of income you receive. The following chart shows each type of income, what it includes and examples of documents you must copy and include with your application. Once we review your application, we may ask you for other documents or information to help us understand your situation. PLEASE NOTE: Documents cannot be returned, so always send copies and not originals.

## Section 8 Chart – Types of income

TYPE OF INCOME	WHAT IT INCLUDES	EXAMPLES OF DOCUMENTS
EMPLOYMENT INCOME	<p>Money you receive from:</p> <ul style="list-style-type: none"> <li>• salary</li> <li>• wages</li> <li>• commissions</li> <li>• bonuses</li> <li>• tips and gratuities</li> </ul>	<ul style="list-style-type: none"> <li>• Three months of your most recent pay stubs</li> </ul>
SELF-EMPLOYMENT INCOME	<p>May be earned from a business you operate yourself as a sole proprietor or with someone else as a partner including earnings from:</p> <ul style="list-style-type: none"> <li>• a business</li> <li>• a profession</li> <li>• commission sales</li> <li>• farming</li> <li>• fishing activities</li> </ul>	<ul style="list-style-type: none"> <li>• Most recent income tax return with notice of assessment</li> <li>• Documents showing current income</li> </ul>
EMPLOYMENT INSURANCE (EI) INCOME	<p>Federal government benefits for:</p> <ul style="list-style-type: none"> <li>• those who lose their jobs through no fault of their own – for example, due to work shortage, seasonal work or mass lay-offs</li> <li>• those who are able and available to work, but can't find a job</li> </ul>	<ul style="list-style-type: none"> <li>• Employment Insurance payment stubs or a statement from EI</li> </ul>

TYPE OF INCOME	WHAT IT INCLUDES	EXAMPLES OF DOCUMENTS
LIFE INSURANCE INCOME	<ul style="list-style-type: none"> <li>• parents on maternity or paternity leave</li> <li>• Income paid to you as a beneficiary of a life insurance policy</li> </ul>	<ul style="list-style-type: none"> <li>• Life insurance policy</li> </ul>
DISABILITY WAGE LOSS INSURANCE INCOME	<ul style="list-style-type: none"> <li>• Payments from an insurance company when an employee is no longer able to earn a living</li> </ul>	<ul style="list-style-type: none"> <li>• A letter showing you have applied for or are receiving long-term disability benefits</li> </ul>
CANADA PENSION PLAN (CPP) BENEFITS	<p>Federal government benefits including:</p> <ul style="list-style-type: none"> <li>• retirement pension (CPP)</li> <li>• disability benefit (CPP-D)</li> <li>• survivor's pension</li> </ul>	<ul style="list-style-type: none"> <li>• A letter showing you have applied for or are receiving CPP benefits</li> </ul>
OLD AGE SECURITY BENEFITS	<p>Federal government benefits for seniors aged 65 and older and/or their spouse or partner, aged 60 to 64:</p> <ul style="list-style-type: none"> <li>• Old Age Security pension (OAS)</li> <li>• Allowance for the Survivor</li> <li>• Guaranteed Income Supplement (GIS)</li> <li>• Allowance for a GIS recipient's spouse or partner</li> </ul>	<ul style="list-style-type: none"> <li>• A letter showing you have applied for or are receiving benefits</li> </ul>

TYPE OF INCOME	WHAT IT INCLUDES	EXAMPLES OF DOCUMENTS
PENSION INCOME FROM PREVIOUS EMPLOYMENT	Income provided by a pension program like: <ul style="list-style-type: none"> <li>• military pension</li> <li>• provincial pension plans</li> <li>• retirement compensation arrangement</li> </ul>	Most recent pension stub, or pension program statement showing: <ul style="list-style-type: none"> <li>• source and type of income</li> <li>• name of payee</li> <li>• payment period</li> <li>• date income was received</li> <li>• gross income</li> </ul>
SPOUSAL SUPPORT INCOME	<ul style="list-style-type: none"> <li>• Alimony or maintenance money from a former spouse or partner due to a separation or divorce agreement</li> </ul>	<ul style="list-style-type: none"> <li>• Court order, separation agreement or written statement from former spouse or partner</li> </ul>
WORKERS' COMPENSATION BOARD BENEFIT (WCB)	<ul style="list-style-type: none"> <li>• Payment for workplace injuries or illnesses</li> </ul>	<ul style="list-style-type: none"> <li>• WCB payment stub, or</li> <li>• Statement from WCB</li> </ul>
RENTAL INCOME	Income from: <ul style="list-style-type: none"> <li>• a rental property</li> <li>• room and board</li> </ul>	Canada Revenue Agency Statement of Real Estate Rentals T776E, and: <ul style="list-style-type: none"> <li>• rent receipts</li> <li>• lease or rental agreement</li> </ul>



TYPE OF INCOME	WHAT IT INCLUDES	EXAMPLES OF DOCUMENTS
INVESTMENT INCOME	<ul style="list-style-type: none"> <li>• Interest payments</li> <li>• Dividends</li> <li>• Capital gains from selling a security or other assets</li> <li>• Any other profit from any investment</li> </ul>	<ul style="list-style-type: none"> <li>• A statement from banks, investment companies and other financial institutions</li> <li>• Deeds</li> <li>• Certificates</li> <li>• Treasury bill slips</li> </ul>
SPECIAL PAYMENTS*	<p>Lump sum payments such as:</p> <ul style="list-style-type: none"> <li>• cash gifts</li> <li>• inheritances</li> <li>• money from selling your main home / principal residence</li> <li>• money from selling your main and/or adapted vehicle</li> <li>• money you received if you were a victim of a criminal act or motor vehicle accident</li> <li>• insurance pay-out for your main home / principal residence</li> <li>• insurance pay-out for your main and/or adapted vehicle</li> </ul>	<ul style="list-style-type: none"> <li>• Contact an AISH office listed at the end of this guide to discuss the documents you need to provide</li> </ul>
TRUST INCOME*	<ul style="list-style-type: none"> <li>• Interest payments</li> <li>• Capital payments</li> </ul>	<ul style="list-style-type: none"> <li>• A will</li> <li>• A trust document that shows the:               <ul style="list-style-type: none"> <li>- property in trust</li> <li>- trustee and their authority</li> <li>- beneficiary</li> </ul> </li> </ul>

TYPE OF INCOME	WHAT IT INCLUDES	EXAMPLES OF DOCUMENTS
OTHER INCOME	<ul style="list-style-type: none"><li>• Money you get from other sources that are not listed above</li></ul>	<ul style="list-style-type: none"><li>• Contact an AISH office listed at the end of this guide to discuss your other income and required documents</li></ul>

*\* Part of this income may be exempt for you and/or your spouse or partner. However, you must report all income listed to help AISH understand your financial situation and determine eligibility.*

## Section 9 – Asset Information

We look at the assets you and your spouse or partner have when deciding financial eligibility. We do not look at assets owned by your parents or by your dependent children. Assets are items of value like cash, investments, property and vehicles that you or your spouse or partner have. All assets must be reported to AISH to determine your eligibility.

Some assets may affect your eligibility for AISH and others may not. To find out more about AISH and how different types of assets are treated, refer to the *Your Guide to AISH* or to the assets section of the AISH Policy Manual at [humanservices.alberta.ca/AWonline/AISH/7185.html](https://humanservices.alberta.ca/AWonline/AISH/7185.html). You can also get this information from the [Alberta Supports Contact Centre](#) or any AISH office location listed at the end of this guide.

### How to complete Section 9

You must check *Yes* or *No* for each type of asset listed in this section.

If you check *No*, move to the next type of asset listed.

If you check *Yes*, tell AISH about the cash value of that type of asset. Then move to the next type of asset listed.

### Documents you must include

When you submit your AISH Application you must include a copy of documents for each type of asset you have. The chart below shows the type of asset, what it includes and examples of documents you must copy and include with your application. Once we review your application, we may ask you for other documents or information to help us understand your situation. PLEASE NOTE: Documents cannot be returned, so always send copies and not originals.

### Section 9 Chart – Types of assets

TYPE OF ASSET	WHAT IT INCLUDES	EXAMPLES OF DOCUMENTS
BANK ACCOUNTS	<ul style="list-style-type: none"> <li>• Chequing</li> <li>• Savings</li> <li>• Business</li> </ul>	<ul style="list-style-type: none"> <li>• Bank statements for all accounts showing at least 30 days of transactions</li> </ul>

TYPE OF ASSET	WHAT IT INCLUDES	EXAMPLES OF DOCUMENTS
CASH AND UNCASHED CHEQUES	<ul style="list-style-type: none"> <li>• Money or cheques you have in your wallet, house or another location</li> </ul>	<ul style="list-style-type: none"> <li>• No documents are required</li> </ul>
INVESTMENTS	<ul style="list-style-type: none"> <li>• Guaranteed Investment Certificate (GIC)</li> <li>• Term Deposits</li> <li>• Registered Retirement Savings Plan (RRSP)</li> <li>• Registered Retirement Income Fund (RRIF)</li> <li>• Annuities</li> <li>• Locked-In Retirement Account (LIRA)*</li> <li>• Registered Disability Savings Plan (RDSP)*</li> <li>• Registered Education Savings Plan (RESP)</li> <li>• Tax-Free Savings Account (TFSA)</li> <li>• Stocks</li> <li>• Bonds</li> </ul>	<ul style="list-style-type: none"> <li>• Bank statements or investment statements showing the current market value for each investment</li> </ul>
LIFE INSURANCE	<ul style="list-style-type: none"> <li>• Cash surrender value of the life insurance</li> </ul>	<p>A statement showing the amount the insurance company will pay a policy holder if:</p> <ul style="list-style-type: none"> <li>• the policy is cancelled before it matures, or</li> <li>• the policy holder dies</li> </ul>

TYPE OF ASSET	WHAT IT INCLUDES	EXAMPLES OF DOCUMENTS
VEHICLES	<ul style="list-style-type: none"> <li>• Vehicles not used for recreational purposes**</li> <li>• Vehicles adapted for a disability**</li> <li>• Recreation vehicles such as a motorhome, boat, snowmobile, etc.</li> <li>• Any other vehicles</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle registration</li> <li>• Bill of sale</li> </ul>
OWNED PROPERTIES	<ul style="list-style-type: none"> <li>• Main home where you live*</li> <li>• Recreational property</li> <li>• Rental property</li> </ul>	<ul style="list-style-type: none"> <li>• Most recent property tax assessment</li> <li>• Mortgage documents</li> </ul>
FARM	<ul style="list-style-type: none"> <li>• Home quarter section where you live*</li> <li>• Other farm land</li> <li>• Farm assets such as buildings, vehicles, machinery and equipment</li> <li>• Crops</li> <li>• Livestock</li> </ul>	<ul style="list-style-type: none"> <li>• Most recent property tax assessment</li> <li>• Mortgage documents</li> <li>• Balance sheet</li> <li>• Business asset insurance</li> <li>• Farm insurance</li> <li>• List of all farm vehicles, machinery and equipment including current value, year, make and model for each</li> <li>• List of livestock inventory</li> </ul>

TYPE OF ASSET	WHAT IT INCLUDES	EXAMPLES OF DOCUMENTS
BUSINESS	<ul style="list-style-type: none"><li>• Business property</li><li>• Business assets such as vehicles and equipment</li></ul>	<ul style="list-style-type: none"><li>• Most recent property tax assessment</li><li>• Mortgage documents</li><li>• Tax notice of assessment</li><li>• Business income tax return</li><li>• Accounting statement/ balance sheet</li><li>• Business asset insurance</li></ul>

*\*These assets are exempt and do not affect your eligibility for AISH benefits. However, you must report them along with other assets listed above to help AISH understand your financial situation and determine eligibility.*

*\*\*These assets may be exempt depending on your situation.*

## Section 10 – Declaration

We make decisions about your eligibility for the program by looking at **all** information you give us with your application. This section is where you declare that all the information you have given AISH is as complete and accurate as you can possibly make it.

The Declaration **must be signed**. Once it is signed, your application becomes a legal document.

### How to complete the Declaration in Section 10

Read the declaration statement 1. If you understand and agree with the statement, print your name and the date on the lines below. Then be sure to sign your name on the signature line.

If you have a guardian, co-decision-maker, person or organization acting as your agent, a Trustee or person acting under a Power of Attorney, they must read statements 1 and 2. If they understand and agree with the statements, they print their name and the date, and sign on the lines provided.

Your **AISH Application cannot be processed** if the Declaration section is **not signed by you**, and – depending on your situation – others acting on your behalf.

## Section 11 – Consents

We must have your legal permission, also known as consent, to share information with others to help determine if you qualify for AISH benefits. If we need to follow up on your application and information that was given about your household situation, education, training, employment, finances and medical condition, we may contact individuals or organizations such as:

- a guardian, co-decision-maker, person or organization acting as your agent, a Trustee or person acting under a Power of Attorney
- schools, colleges, universities and training providers
- current and past employers
- private businesses such as financial institutions, insurance providers, landlords and property management companies and utility companies
- health professionals and organizations such as hospitals, clinics, nursing homes, labs, pharmacists, doctors and nurses – they are called custodians in the *Health Information Act* and *Health Information Regulation*
- social service agencies
- provincial government offices
- federal government offices such as the Canada Revenue Agency (CRA) and the Canada Pension Plan Disability (CPP-D) program.

### How to complete the Consents in Section 11

There are three consent statements: one for AISH, one for the Canada Revenue Agency and another for Canada Pension Plan – Disability. Read each consent statement. If you agree with it, print your name and the date on the lines below the statement. Then make sure to sign your name on the signature line.

If you have a guardian, co-decision-maker, person or organization acting as your agent, a Trustee or person acting under a Power of Attorney, they must read these statements and sign the document on your behalf.

Your AISH Application may take longer to process if the consents are not signed by you, and – depending on your situation – others acting on your behalf.

If a friend, family member or someone from an organization is helping you with your application, print their name and phone number on the lines provided at the bottom of Part A – Page 8 of 9. By giving their name, you are letting AISH know they may contact us about your application and that we may contact them if we have questions about it.



## Completing Part B – Medical Report

Part B of your AISH Application is a medical report for your doctor to fill out. You may not need your doctor to fill out Part B if you have medical documents for psychological, neuropsychological and/or psychoeducational assessments that have been completed within the last five years. Include this information with your Part A – Applicant Information and we will let you know whether you still need to have your doctor fill out Part B. If you do not have these types of medical documents, you must have your doctor fill out the Part B – Medical Report.

Your doctor may charge you a fee for completing the Part B – Medical Report. Here are a few things to know about doctors' fees for this service:

- you are responsible for paying the doctor's fee for completing the medical report
- if you are currently receiving Income Support, the cost to fill out this report may be covered – talk to your Income Support worker to discuss your situation
- if you are not receiving Income Support and need financial help to pay the doctor's fee for Part B of your application, you may apply for other benefits and services, such as Income Support and health benefits, while you are waiting for a decision from the AISH program
- for more information, call the Alberta Supports Contact Centre listed at the end of this guide

There are two ways the Part B – Medical Report can be submitted to AISH:

- the doctor can send the medical report, with supporting documents, directly to AISH and give you a copy for your own records, or
- the doctor can send the medical report to you, and you can add it to Part A of your AISH Application and submit it.

# The AISH application process

## Submitting your application

Follow these steps to submit your complete AISH Application and avoid delays in having it processed:

1. Use the Application Checklist instructions on the second page of the AISH Application to help you include all the documents that are needed for your situation. This includes sending all the documents for a spouse or partner, dependent children, and/or a Trustee or a person acting under a Power of Attorney for you.
2. Remember to attach extra pages if you need more space in any of the sections. Be sure to write your name and the application section number on all of these extra pages.
3. Be sure to make and keep copies of the AISH Application form and all other documents for your files. Remember, documents you send with this application **cannot** be returned.
4. Submit your AISH Application and supporting documents one of these ways:
  - mail them to PO Box 17000 Station Main, Edmonton, AB, T5J 4B3, or
  - fax them to 587-469-3006 (Edmonton area) or 1-877-969-3006, or
  - bring them to the nearest [Alberta Supports Centre](#) or [AISH office](#) (listed at the end of this guide), or
  - submit them online at: [aish-apply.alberta.ca](https://aish-apply.alberta.ca).

If you have not included all the personal, financial or medical information we need to make a decision, we will contact you by phone or mail to ask for more information.

## Understanding the application process

Applications are reviewed in the order they are received. We check to make sure you have included all the personal, financial and medical information we need to decide if you are eligible for AISH. If everything is included, we say your application is complete. If anything is missing, we will contact you and ask for it.

Once your application is complete, we review the personal and financial information to determine if you meet the age, residency and financial eligibility criteria. If you meet all these criteria, then we decide if you meet the medical eligibility criteria by considering the medical information you and your doctors provided. If you do not meet the age, residency and/or financial eligibility criteria you will not be approved for AISH and your application will not be reviewed for medical eligibility.

Application processing times vary depending on the number of applications AISH receives and how quickly we get all the personal, financial and medical information needed for a complete application. Applicants who are receiving end-of-life palliative care and/or have been diagnosed with a terminal illness are prioritized.

## Getting a decision about your eligibility

If your application is approved:

- you will get a letter saying you are eligible for AISH
- your benefits will be backdated to the month AISH received all the information needed to approve the application
- you will be contacted by phone or mail to schedule a meeting with an AISH worker to finish the application process and start your AISH benefits, and
- we will ask you to bring your Alberta Personal Health Card, social insurance number and other documents that relate to your situation.

If your application is not approved you will get a letter explaining:

- why you are not eligible for AISH – this may be due to financial, medical or other reasons
- how you can give AISH more information showing a change in your situation
- how to contact your nearest [AISH office](#) if you have questions
- how you can appeal the decision
- where to find out about other financial and health benefit programs that may help you.

## Applying for other benefits while waiting

You may apply for other benefits and services, such as Income Support and health benefits, while you are waiting for a decision from the AISH program. Call the Alberta Supports Contact Centre listed at the end of this guide to find out how.

# Contact Information

## AISH office locations

Visit or call an office location near you between 8:15 a.m. and 4:30 p.m. from Monday to Friday. For TTY service, call 1-800-232-7215 or 780-427-9999 in Edmonton. AISH office locations and TTY services are closed during statutory holidays.

<p><b>Athabasca AISH Office</b> Duniece Centre 3rd Floor, 4810 50 Street Athabasca, AB T9S 1C9 Phone: 780-675-6853 Fax: 780-674-8366</p>	<p><b>Barrhead AISH Office</b> Provincial Building 6203 49 Street, Box 4597 Barrhead, AB T7N 1A5 Phone: 780-674-8209 Fax: 780-674-8366</p>	<p><b>Bonnyville AISH Office</b> 5201 44 Street Box 4663 Bonnyville, AB T9N 0H1 Phone: 780-815-4041 Fax: 780-840-2005</p>
<p><b>Bow Corridor AISH Office</b> Provincial Building 3rd Floor, 800 Railway Ave Canmore, AB T1W 1P1 Phone: 403-678-2363 Fax: 403-297-6221</p>	<p><b>Calgary East – Westland Alberta Supports Centre</b> 2752 Sunridge Way NE Calgary, AB T1Y 0A5 Phone: 403-297-8511 Fax: 403-297-6221</p>	<p><b>Camrose AISH Office</b> Gemini Centre 3rd Floor, 6708 48 Avenue Camrose, AB T4V 4S3 Phone: 780-608-2539 Fax: 780-608-4078</p>
<p><b>Cold Lake AISH Office</b> #408, 6501B 51 Street Box 698 Cold Lake, AB T9M 1P2 Phone: 780-840-2002 Fax: 780-840-2005</p>	<p><b>Crowsnest Pass AISH Office</b> Provincial Building 12501 20 Avenue, Box 870 Blairmore, AB T0K 0E0 Phone: 403-562-3285 Fax: 403-562-3247</p>	<p><b>Drayton Valley AISH Office</b> 5136 51 Avenue Box 7595 Drayton Valley, AB T7A 1S7 Phone: 780-542-3134 Fax: 780-621-4022</p>
<p><b>Drumheller AISH Office</b> Riverside Centre, 2nd Floor, 180 Riverside Dr, Box 2079 Drumheller, AB T0J 0Y0 Phone: 403-823-1616 Fax: 403-823-1777</p>	<p><b>Edmonton AISH Office</b> Westcor Building #500, 12323 Stony Plain Road Edmonton, AB T5N 4B4 Phone: 780-415-6300 Fax: 1-844-686-9358</p>	<p><b>Edson AISH Office</b> Provincial Building #102, 111 54 Street Edson, AB T7E 1T2 Phone: 780-723-8215 Fax: 780-674-8366</p>
<p><b>Fort McMurray AISH Office</b> Provincial Building, 7th Floor, 9915 Franklin Avenue Fort McMurray, AB T9H 2K4 Phone: 780-743-7106 Fax: 780-743-7100</p>	<p><b>Grande Prairie AISH Office</b> Town Centre Mall #100, 9845 99 Avenue Grande Prairie, AB T8V 0R3 Phone: 780-833-4399 Fax: 780-833-4397</p>	<p><b>High Level AISH Office</b> Provincial Building 10106 100 Avenue High Level, AB T0H 1Z0 Phone: 780-841-4335 Fax: 780-926-2114</p>

<p><b>High Prairie AISH Office</b> Provincial Building 2nd Floor, 5226 53 Avenue Box 849 High Prairie, AB T0G 1E0 Phone: 780-523-6651 Fax: 780-624-6212</p>	<p><b>Hinton AISH Office</b> 568 Carmichael Lane Hinton, AB T7V 1S8 Phone: 780-817-3790 Fax: 780-674-8366</p>	<p><b>Lac La Biche AISH Office</b> Provincial Building 9503 Beaverhill Road Box 2643 Lac La Biche, AB T0A 2C0 Phone: 780-623-5361 Fax: 780-840-2005</p>
<p><b>Lethbridge AISH Office</b> Provincial Building 200 5 Avenue S Lethbridge, AB T1J 4L1 Phone: 403-381-5186 Fax: 403-388-3136</p>	<p><b>Lloydminster AISH Office</b> Provincial Building 2nd Floor, 5124 50 Street Lloydminster, AB T9V 0M3 Phone: 780-871-6418 Fax: 780-871-6408</p>	<p><b>Medicine Hat AISH Office</b> Provincial Building #201A, 346 3 Street SE Medicine Hat, AB T1A 0G7 Phone: 403-529-3550 Fax: 403-529-3662</p>
<p><b>Morinville AISH Office</b> Provincial Building 2nd Floor, 10008 107 Street Morinville, AB T8R 1L3 Phone: 780-939-1239 Fax: 1-844-686-9358</p>	<p><b>Olds AISH Office</b> 4500 50 Street Olds AB, T4H 1R6 Phone: 403-507-8060 Fax: 403-556-8940</p>	<p><b>Peace River AISH Office</b> Provincial Building 1st Floor, 9621 96 Avenue Peace River, AB T8S 1T4 Phone: 780-624-6135 Fax: 780-624-6212</p>
<p><b>Red Deer AISH Office</b> Provincial Building #109, 4920 51 Street Red Deer, AB T4N 6K8 Phone: 403-340-7077 Fax: 403-755-6171</p>	<p><b>Rocky Mountain House</b> Provincial Building 4919 51 Street, Box 1180, Rocky Mountain House, AB T4T 1A8 Phone: 403-845-8590 Fax: 403-845-8330</p>	<p><b>Slave Lake AISH Office</b> Government Centre #108, 101 3 Street SW Box 70 Slave Lake, AB T0G 2A0 Phone: 780-849-7216 Fax: 780-624-6212</p>
<p><b>St. Paul AISH Office</b> Provincial Building #309, 5025 49 Ave, Box 46 St. Paul, AB T0A 3A4 Phone: 780-614-6511 Fax: 780-614-6418</p>	<p><b>Vegreville AISH Office</b> 5121 49 Street Box 1590 Vegreville, AB T9C 1S7 Phone: 780-632-8686 Fax: 780-603-2460</p>	<p><b>Westlock AISH Office</b> Ron Dales Building 11304 99 Street Westlock, AB T7P 0A4 Phone: 780-349-7729 Fax: 780-674-8366</p>
<p><b>Wetaskiwin AISH Office</b> Macadil Building Main Floor, 5201 51 Avenue Wetaskiwin, AB T9A 0V5 Phone: 780-361-5163 Fax: 780-361-5164</p>	<p><b>Whitecourt AISH Office</b> Midtown Mall 2nd Floor, 5115 49 Street Whitecourt, AB T7S 1N7 Phone: 780-778-7226 Fax: 780-614-6418</p>	

## Other help

### Alberta Supports

Helping you find and apply for benefits and services to meet your needs. Find the nearest Alberta Supports Centre location and contact information at [albertasupports.ca](https://albertasupports.ca).

**Toll-free:** 1-877-644-9992  
**Fax:** 780-422-9681  
**Email:** [css.ascc@gov.ab.ca](mailto:css.ascc@gov.ab.ca)  
**Office hours:** 7:30 a.m. – 8 p.m., Monday to Friday, closed statutory holidays

### Emergency assistance

Contact your AISH worker if you need help with an emergency during weekdays from 8:15 a.m. until 4:30 p.m. or use the information above to contact AISH.

During evenings, weekends or holidays you can get emergency assistance for basic needs like shelter, food, clothing and transportation by contacting the 24-hour Income Support Contact Centre:

**Toll-free:** 1-866-644-5135  
**Fax:** 780-422-9681  
**Email:** [css.iscc@gov.ab.ca](mailto:css.iscc@gov.ab.ca)

### Report misuse of AISH funds

If you suspect someone is misusing funds or benefits issued by AISH, you can contact the Investigation Unit.

**Phone:** 780-643-6584 in Edmonton  
**Toll-free:** Outside Edmonton area, dial 310-0000, then 780-643-6584  
**Email:** [css.csinvestigations@gov.ab.ca](mailto:css.csinvestigations@gov.ab.ca)

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