



Your guide to completing the AISH application

The Assured Income for the
Severely Handicapped Program



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The AISH Program

The Assured Income for the Severely Handicapped (AISH) program provides financial and health benefits to eligible adult Albertans with a permanent medical condition which 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

You must meet age, residency, medical and financial eligibility criteria to be approved for AISH. You must continue to meet these requirements, for the period of time you are receiving an AISH 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 General Regulation (regulation), 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 additional criteria in the AISH General 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 and in the *Your Guide to AISH*. You can also refer to the AISH Policy Manual at humanservices.alberta.ca/AWonline/AISH/7180.html.

Your Guide to Completing the AISH Application contains general information about the AISH program and reflects what is in AISH legislation, regulations, and the AISH Policy Manual. If there are any differences between what is in this document, the policy manual, and the legislation and regulations, the legislation and regulations shall prevail.

Completing your AISH application

To apply online visit aish.alberta.ca

For clients unable to complete an online application:

- visit alberta.ca/aish-how-to-apply.aspx, print the application and fill it out by hand, or fill it out on your computer and print it
- to have a paper copy mailed, please call the Alberta Supports Contact Centre at 780-644-9992 (Edmonton area) or toll free at 1-877-644-9992 or call your local AISH office. AISH office locations are 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, by:

- having someone help you complete the application
- calling the Alberta Supports Contact Centre listed at the end of this guide
- contacting an AISH office listed at the end of this guide, or visiting albertasupports.ca to contact an Alberta Supports Centre in your area.

Understanding the AISH application form

Review the AISH Application – General information page to see:

- an introduction to the AISH program
- an overview about applying for AISH

The AISH Application has two parts:

Applicant information

- You complete the applicant information using this guide.

Medical report

- Your doctor completes the Medical Report 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 on Income Support, but need financial assistance – find out how to apply for other benefits, while waiting for AISH. Contact your local Alberta Supports office.

Completing 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 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. It shows the sections in the application to complete. In some cases, 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 AND WHAT SECTIONS TO COMPLETE WHEN COMPLETING THE AISH APPLICANT INFORMATION FORM

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">• Skip section 5 Employment History and section 6 Education and Training History and provide medical documentation that shows you have a terminal illness or are receiving palliative care instead of having your doctor complete the Medical Report
You have been assessed as needing long-term care or designated supportive living	<ul style="list-style-type: none">• Skip sections 5 Employment History and 6 Education and Training History 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 instead of having your doctor complete the Medical Report
You are currently receiving Income Support benefits from Alberta Works	<ul style="list-style-type: none">• Skip section 7 Income Information and section 8 Asset Information• Your doctor will need to complete the Medical Report. Talk to your Income Support worker about payment for the cost for your doctor to complete the Medical Report• Submit the Applicant Information form and you or your doctor should submit the Medical Report along with supporting documents
You have applied for, or will be applying for, the Persons with Developmental Disabilities (PDD) program	<ul style="list-style-type: none">• Complete all sections that apply to you• You do not need to have your doctor complete the Medical Report unless you are contacted by an AISH worker after you submit the Applicant Information form• Submit the Applicant Information form along with supporting documents
You left the AISH program less than 2 years ago and your medical condition has not changed	<ul style="list-style-type: none">• Contact an AISH office to find out how to apply
None of the situations above apply to you	<ul style="list-style-type: none">• Complete all sections in the Applicant Information form that apply to you• Have your doctor complete the Medical Report• Submit the Applicant Information form and you or your doctor should submit the Medical Report along with supporting documents

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 of the information boxes in section 1 that apply to you.

Identify your living situation, review the following chart to decide which box to check. Then fill in the address information.

SECTION 1 CHART – YOUR LIVING SITUATION

Living situations	Description
Rent	A house, apartment or condo you rent and live in
Own	A house, apartment or condo you own and live in
Live with family	A family member's house, apartment or condo where you stay without paying rent
Shelter	A place that provides temporary accommodation and services to individuals as needed, such as: <ul style="list-style-type: none">• homeless shelters• women's emergency shelters
Facility	A residence for people who require continual nursing care and have significant difficulty coping with daily activities. Facilities include places like approved: <ul style="list-style-type: none">• nursing homes• auxiliary hospitals• designated supportive living facilities, including units in some lodges Contact an AISH office or the AISH Application Processing Centre listed at the end of this guide to find out if your facility is approved, or visit alberta.ca/health-care-facilities.aspx to see Alberta's health facility lists
Institution	A residence the Alberta government has designated as: <ul style="list-style-type: none">• a mental health facility, or• institutions including penitentiaries and halfway houses
Group home	A shared residence that provides accommodation and services in a home-like setting
Other	If your living situation is not listed above, check Other 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

Documents you must include

When you submit your AISH Application you must include a copy of one or more documents that prove your identity, where you live, where you receive your mail (if different from your home address), and your legal status in Canada. The following chart shows the personal information needed, why we ask for it and examples of documents you must copy and include with your application. PLEASE NOTE: Documents cannot be returned, so 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"> • full legal name • date of birth • recent picture • signature 	<ul style="list-style-type: none"> • To verify your identity and age 	<p>You may need to provide copies of more than one of the documents below:</p> <ul style="list-style-type: none"> • driver's license • non-driver identification card • passport • birth, marriage or baptismal certificate • employee and student identification cards • band registry number, status card or Métis card • Alberta Personal Health Card • Social Insurance Number
<p>PROOF THAT YOU LIVE IN ALBERTA with your:</p> <ul style="list-style-type: none"> • street address of your home, facility, institution, group home or shelter or • rural land address 	<ul style="list-style-type: none"> • You must be living in Alberta to be eligible for AISH • You need to have a street or rural land address – not a post office box – to show where you live in Alberta 	<ul style="list-style-type: none"> • Up-to-date personal identification listed above • Lease • Rent receipt • Utility bill • Letter from your facility, institution or group home with the date you started living there • Letter from a community agency verifying you are an Alberta resident
<p>PROOF OF CITIZENSHIP/IMMIGRATION STATUS</p>	<ul style="list-style-type: none"> • You must be a Canadian citizen or permanent resident of Canada • If you immigrated to Canada under a sponsorship within the past ten years, you must provide a copy of the IMM 1000 Record of Landing 	<ul style="list-style-type: none"> • IMM 1000 Record of Landing (if this applies to you) • Front and back of Permanent Resident Card

Section 2 – spouse/partner information

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.

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 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
PERSONAL IDENTIFICATION that shows : <ul style="list-style-type: none">• full legal name• date of birth• recent picture• signature	<ul style="list-style-type: none">• Proves who your spouse or partner is and verifies age	You may need to provide copies of more than one of these documents to show your spouse or partner's personal information: <ul style="list-style-type: none">• driver's license• non-driver identification card• passport• birth, marriage or baptismal certificate• employee and student identification cards• band registry number, status card or Métis card• Alberta Personal Health Card• Social Insurance Number (SIN)

Section 3 – dependent children information

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, select *No* to this question, *Do you have a child(ren)?*

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 at the top of each page. 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 send copies and not originals

SECTION 3 CHART – INFORMATION ABOUT YOUR DEPENDENT CHILD(REN)

Information about your dependent children	Why it is needed	Examples of documents
PERSONAL IDENTIFICATION with each child's: <ul style="list-style-type: none">• full legal name• date of birth	<ul style="list-style-type: none">• Proves who each child is and verifies age	<ul style="list-style-type: none">• Alberta Personal Health Card• Driver's license• Non-driver identification card• Passport• Birth or baptismal certificate• Employee and student identification cards• Band registry number• Status card• Métis card

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 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 7 and 8
- sign the declaration in section 9
- sign the consents in section 10

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 confirm their identity and what authority they have to manage your affairs. This 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 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	Examples of documents
TRUSTEE • Full legal name • Legal status as Trustee	• Proves their authority to receive and manage your AISH benefits	• Court order appointing the trustee
POWER OF ATTORNEY (POA) • Full legal name • Legal status as POA	• Proves their authority to receive and manage your AISH benefits	• Power of Attorney document

Section 5 – 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 5

If you have never been employed, check *No* and go to section 6.

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

If you need to add more employment history, attach additional pages with your full name and section 6 written at the top of each page.

Documents you must include

No documents are required.

Section 6 – 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 6

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

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

Fill in *Do you plan to take further training or upgrading in the near future?* by providing:

- Name of school/provider
- Program of study
- Expected start date
- Expected completion date (optional)

List training or educational course(s) you have taken or plan to take and indicate if you are actively applying for jobs or if you plan to in the future. If applicable, have you explored employment in a different area more suitable for your medical condition?

Documents you must include

No documents are required.

Section 7 – income information

AISH looks at the income you and your spouse or partner receive when deciding financial eligibility. Income types may be exempt, partially exempt or non-exempt. This means, your financial situation will be based on all income you and your spouse or partner receive, and factored into your financial eligibility. 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 you or your spouse receive depends on the source of income. All income must be reported to AISH to determine 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. You can also get this information from the Alberta Supports Contact Centre or any AISH office listed at the end of this guide.

How to complete section 7

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 income 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 for additional documents or information to help us understand your situation. PLEASE NOTE: Documents cannot be returned, so send copies and not originals.

SECTION 7 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"> • salary • wages • commissions • bonuses • tips and gratuities 	<ul style="list-style-type: none"> • Three months of your most recent pay stubs
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"> • a business • a profession • commission sales • farming • fishing activities 	<ul style="list-style-type: none"> • Most recent income tax return with notice of assessment • Documents showing current income
EMPLOYMENT INSURANCE (EI) INCOME	<p>Federal government benefits for:</p> <ul style="list-style-type: none"> • loss of job through no fault of their own – for example, due to work shortage, seasonal work or lay-off • those who are able and available to work, but can't find a job • parents on maternity or paternity leave 	<ul style="list-style-type: none"> • Employment Insurance payment stubs or a statement from EI
CANADA PENSION PLAN (CPP) BENEFITS	<p>Federal government benefits including:</p> <ul style="list-style-type: none"> • retirement pension (CPP) • disability benefit (CPP-D) • survivor's pension 	<ul style="list-style-type: none"> • A letter showing you have applied for or are receiving CPP benefits
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"> • Old Age Security pension (OAS) • Allowance for the Survivor • Guaranteed Income Supplement (GIS) • Allowance for a GIS recipient's spouse or partner 	<ul style="list-style-type: none"> • A letter showing you have applied for or are receiving benefits
PENSION INCOME FROM PREVIOUS EMPLOYMENT	<p>Income provided by a pension program like:</p> <ul style="list-style-type: none"> • military pension • provincial pension plans • retirement compensation arrangement 	<p>Most recent pension stub, or pension program statement showing:</p> <ul style="list-style-type: none"> • source and type of income • name of payee • payment period • date income was received • gross income
DISABILITY WAGE LOSS INSURANCE INCOME	<ul style="list-style-type: none"> • Payments from an insurance company when an employee is no longer able to earn a living 	<ul style="list-style-type: none"> • A letter showing you have applied for or are receiving long-term disability benefits

Type of income	What it includes	Examples of documents
INCOME FROM TRUST ACCOUNTS*	<ul style="list-style-type: none"> • Interest payments • Capital payments 	<ul style="list-style-type: none"> • Will • Trust document that shows the: <ul style="list-style-type: none"> - property in trust - trustee and their authority • beneficiary
INVESTMENT INCOME	<ul style="list-style-type: none"> • Interest payments • Dividends • Capital gains from selling a security or other assets • Any other profit from any investment 	<ul style="list-style-type: none"> • A statement from banks, investment companies and other financial institutions • Deeds • Certificates • Treasury bill slips
INCOME FROM RENTAL PROPERTY	<p>Income from:</p> <ul style="list-style-type: none"> • a rental property • room and board 	<p>Canada Revenue Agency Statement of Real Estate Rentals T776E, and:</p> <ul style="list-style-type: none"> • rent receipts • lease or rental agreement
LIFE INSURANCE INCOME	<ul style="list-style-type: none"> • Income paid to you as a beneficiary of a life insurance policy 	<ul style="list-style-type: none"> • Life insurance policy
SPOUSAL SUPPORT INCOME	<ul style="list-style-type: none"> • Alimony or maintenance money from a former spouse or partner due to a separation or divorce agreement 	<ul style="list-style-type: none"> • Court order, separation agreement or written statement from former spouse or partner
WORKERS' COMPENSATION BOARD BENEFIT (WCB)	<ul style="list-style-type: none"> • Payment for workplace injuries or illnesses 	<ul style="list-style-type: none"> • WCB payment stub, or • Statement from WCB
OTHER INCOME	<ul style="list-style-type: none"> • Money you get from other sources that are not listed above 	<ul style="list-style-type: none"> • Contact an AISH office listed at the end of this guide to discuss your other income and required documents
SPECIAL PAYMENTS*	<p>Lump sum payments such as:</p> <ul style="list-style-type: none"> • cash gifts • inheritances • money from selling your main home / principal residence • money from selling your main and/or adapted vehicle • money you received if you were a victim of a criminal act or motor vehicle accident • insurance pay-out for your main home / principal residence • insurance pay-out for your main and/or adapted vehicle 	<ul style="list-style-type: none"> • Contact an AISH office listed at the end of this guide to discuss the documents you need to provide

* 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 8 – 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 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. You can also get this information from the **Alberta Supports Contact Centre** or any AISH office listed at the end of this guide.

How to complete section 8

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*, note 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 send copies and not originals.

SECTION 8 CHART – TYPE OF ASSETS

Type of asset	What it includes	Examples of documents
BANK ACCOUNTS	<ul style="list-style-type: none">• Chequing• Savings• Business	<ul style="list-style-type: none">• Bank statements for all accounts showing at least 30 days of transactions
CASH AND UNCASHED CHEQUES	<ul style="list-style-type: none">• Money or cheques you have in your wallet, house or another location	<ul style="list-style-type: none">• No documents are required

Type of asset	What it includes	Examples of documents
INVESTMENTS	<ul style="list-style-type: none"> • Guaranteed Investment Certificate (GIC) • Term Deposits • Registered Retirement Savings Plan (RRSP) • Registered Retirement Income Fund (RRIF) • Annuities • Locked-In Retirement Account (LIRA)* • Registered Disability Savings Plan (RDSP)* • Registered Education Savings Plan (RESP) • Tax-Free Savings Account (TFSA) • Stocks • Bonds 	<ul style="list-style-type: none"> • Bank statements or investment statements showing the current market value for each investment
LIFE INSURANCE	<ul style="list-style-type: none"> • Cash surrender value of the life insurance policy 	<p>A statement showing the amount the insurance company will pay a policy holder if:</p> <ul style="list-style-type: none"> • the policy is cancelled before it matures, or • the policy holder dies
VEHICLES	<ul style="list-style-type: none"> • Vehicles not used for recreational purposes** • Vehicles adapted for a disability** • Recreation vehicles such as a motorhome, boat, snowmobile, etc. • Any other vehicles 	<ul style="list-style-type: none"> • Vehicle registration • Bill of sale
OWNED PROPERTIES	<ul style="list-style-type: none"> • Main home where you live* • Recreational property • Rental property 	<ul style="list-style-type: none"> • Most recent property tax assessment • Mortgage documents
FARM	<ul style="list-style-type: none"> • Home quarter section where you live* • Other farm land • Farm assets such as buildings, vehicles, machinery and equipment • Crops • Livestock 	<ul style="list-style-type: none"> • Most recent property tax assessment • Mortgage documents • Balance sheet • Business asset insurance • Farm insurance • List of all farm vehicles, machinery and equipment including current value, year, make and model for each • List of livestock inventory
BUSINESS	<ul style="list-style-type: none"> • Business property • Business assets such as vehicles and equipment 	<ul style="list-style-type: none"> • Most recent property tax assessment • Mortgage documents • Tax notice of assessment • Business income tax return • Accounting statement/ balance sheet • Business asset insurance

*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 assess your financial situation and determine eligibility.

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

Section 9 – declaration

Your eligibility for the program is based on **all** information you provide with your application. This section is where you declare that all the information you have given AISH is as complete and accurate as possible.

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

How to complete the declaration in section 9

Read the declaration statement 1. If you understand and agree with the statement, print your name and the date on the lines provided, and 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 signed by others acting on your behalf.

Section 10 – 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, 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 10

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 provided and 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 your spouse/partner or 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. By giving a person's name, you are acknowledging AISH has permission to share information about your application with this individual. AISH may also contact this person if we have questions.

Completing medical report

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

Your doctor may charge a fee for completing the form. 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 to complete the Medical Report, 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 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 records, or
- the doctor can send the medical report to you, and you can add it to your AISH Application and submit it.

The AISH application process

Submitting your application

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

1. Remember to attach extra pages if you need additional space in any of the sections. Be sure to write your name and the application section number at the top of each page.
2. 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.
3. 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

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

If you are completing the online AISH application, please make sure to upload the appropriate supporting documents. If you need to submit additional information after you submit your application, please refer to step 3 above.

Understanding the application process

Your application will be reviewed to make sure you have included all the personal, medical and financial information needed to decide if you are eligible for AISH. If everything is included, we will inform you that your application has been received. If anything is missing, we will contact you for additional information.

Information in the application is reviewed in the following order: personal, medical and financial. Once deemed eligible based on age and residency criteria, medical eligibility criteria is informed by the medical information you and your doctor(s) provided. Lastly, we will review your financial eligibility. If you do not meet the eligibility criteria at any stage of the application, review of your application ends and you will be notified you are not eligible for AISH.

Application processing times vary depending on the number of applications AISH receives and how quickly we get all the personal, medical and financial 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 of 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 supporting documents

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

- why you are not eligible for AISH – this may be due to medical, financial, or other reasons
- how you can give AISH additional information showing a change in your situation
- who to contact if you have questions
- how you can appeal the decision
- where to find out about other financial and health benefit programs

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

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

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

Other help

AISH Application Processing Centre

If you want to submit an application for the AISH program or if you have an inquiry about the status of your application:

PO Box 17000 Station Main
Edmonton, AB T5J 4B3

Phone: 1-877-759-6810 (toll free) or 587-759-6810
Fax: 1-877-969-3006 (toll free)

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.

Toll-free: 1-877-644-9992
Fax: 780-422-9681
Email: css.ascc@gov.ab.ca

Office hours: 7:30 a.m. – 8 p.m., Monday to Friday, closed statutory holidays

Emergency assistance

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