

# Your Guide to AISH

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The Assured Income for the Severely Handicapped Program

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# 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

This guide will help you learn more about the AISH program and benefits. You can also get information from any AISH office listed at the end of this guide, the **Alberta Supports Contact Centre**, or the AISH Policy Manual at [humanservices.alberta.ca/AWonline/AISH/7180.html](https://humanservices.alberta.ca/AWonline/AISH/7180.html).

*Your Guide to AISH* contains general information about the Assured Income for the Severely Handicapped (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.

# AISH benefits

AISH coverage may include a monthly living allowance, health benefits and personal benefits for you, your spouse or partner, and your dependent children.

## Living allowance

### Standard living allowance

This monthly benefit is provided to those who rent or own a home, apartment or condo; live with family; live in a private group home; or are homeless. The amount you get depends on any other income that you or your spouse or partner may have.

### Modified living allowance

This monthly benefit is available for individuals who live in an approved nursing home, auxiliary hospital or designated supportive living (DSL) facility. The amount you get may depend on other income you, or your spouse or partner, may have. The modified living allowances includes a personal allowance paid to you and an accommodation amount paid directly to the facility.

Visit [alberta.ca/health-care-facilities](https://open.alberta.ca/publications/9781460136607) to see Alberta's health facility lists or contact an AISH office to find out if your facility is approved for modified AISH.

## Child benefit

You may also receive a monthly child benefit for your dependent children.

## Health benefits

Health benefit coverage may be provided for you, your spouse or partner, and dependent children. You receive an AISH Health Benefits Card to show pharmacists, dentists and other health-service providers every time you need health benefits.

Your AISH Health Benefits Card is only valid in Alberta – if you are planning to travel outside Alberta you:

- will continue to be covered by the Alberta Health Care Insurance Plan for insured services like doctor or emergency room visits within Canada
- will not be covered or reimbursed for any of the health benefits AISH provides while traveling outside of Alberta

- can talk with your AISH worker **at least one week before** you leave the province to arrange for an extra supply of prescription drugs if you will be away for a long time.

If you need a drug or service the AISH Health Benefits Card does not cover, or you are denied a health benefit you requested, talk to your AISH worker about how to request it through the Health Benefits Exception process.

These are the health benefits you may get through AISH:

## Prescription drugs

You can see the medications AISH covers on the Government of Alberta Drug Benefit List at [alberta.ca/drug-benefit-list-and-drug-review-process](https://alberta.ca/drug-benefit-list-and-drug-review-process). Some over-the-counter items and nutritional products may also be covered. Ask your doctor or pharmacist to help you with these items.

## Diabetic supplies

These are the diabetic supplies AISH covers:

- test strips
- lancing devices
- glucose calibration solution
- infusion sets (tubing and needle)
- insulin cartridges / reservoirs
- insulin pen needles
- insulin syringes

## Optical

Talk to your eye doctor, optician or ophthalmologist about AISH's basic optical coverage, which includes:

- one eye exam every 2 years for adults – children's eye exams are covered under Alberta Health Care
- one pair of glasses every 2 years for adults and every year for dependent children.

## Dental services

Ask your dentist, denturist or dental hygienist for more details about AISH's basic dental coverage, which includes:

- check-ups
- cleaning teeth
- x-rays
- fillings
- removing teeth
- dentures
- other dental services.

## Emergency ambulance

- AISH covers ambulance trips to the closest emergency room.

## Alberta Aids to Daily Living (AADL)

- You do not have to pay the cost-share amount for AADL-approved items.

## Personal benefits

These are benefits for specific needs over and above your monthly AISH living allowance. They may be covered for you and your dependent children. Some personal benefits may need to be repaid. To be eligible, you must:

- have no more than \$5,000 in non-exempt assets such as cash, investments and bonds, or be in a financial hardship situation
- demonstrate a need for the benefit
- not be eligible under any other program or source and
- meet the specific requirements for each personal benefit.

Talk to your AISH worker to find out more about AISH personal benefits, or if you need help with an expense not normally covered by AISH.

Eligibility for these benefits is determined on a case-by-case basis. Talk to your worker to understand how they might apply to you and what rates you might be eligible for.

Out of date

# AISH eligibility criteria

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, medical and financial eligibility criteria to be approved for AISH, and while you are receiving a monthly living allowance and benefits.

## Age and residency criteria

To be eligible for AISH you must be at least 18 years old and not eligible to receive an Old Age Security pension. You must live in Alberta and be a Canadian citizen or permanent resident. You cannot live in a correctional facility or a mental health facility, such as Alberta Hospital Edmonton.

## Medical criteria

To receive AISH, you must have a medical condition that is likely to be permanent. It must be the main factor limiting your ability to earn a living, not other factors such as your education level. AISH also looks at medical treatment, therapy, rehabilitation and training that are available to help you improve your ability to earn a living.

## Financial criteria

AISH looks at the income and assets you and your spouse or partner have when considering financial eligibility. Review the next sections in this guide to find out how income and assets affect whether you qualify for an AISH monthly living allowance and other benefits. Keep these facts in mind when you apply for, or receive AISH:

- you and your spouse or partner must apply for all other income you may be eligible for, such as Canada Pension Plan Disability (CPP-D), employment insurance (EI) or Workers' Compensation Board (WCB) benefits
- you and your spouse or partner cannot have income or assets that are higher than the AISH program allows
- you can work and be eligible for AISH – AISH clients are encouraged to work as much as they are able.



## Medical eligibility criteria

AISH considers the information you and your doctors provide to understand how your medical condition impacts you and your ability to earn a living. 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, 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 Assured Income for the Severely Handicapped General Regulation, which says you are expected to:

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

If you are approved for the AISH program, you may need to show you are medically eligible again at a later date. AISH will ask for new medical information to understand if your medical condition has changed.

## Financial eligibility criteria

### Income

AISH looks at the income you and your spouse or partner have when considering financial eligibility. We typically consider income reported on your income tax and your spouse or partner's income tax form. We do not consider a dependent child's income. All income must be reported to AISH.

How AISH treats income depends on where it comes from and whether it is received by you or your spouse or partner. Some income is not counted. Other income is counted at full value or at part of its value. If you are eligible for the standard living allowance, the amount that is counted is

subtracted from the AISH monthly living allowance. Depending on your situation, you may get all of the monthly living allowance or less.

## Exempt income

Some income is exempt – this means it is **not counted**. Exempt income does not affect your AISH monthly living allowance. It includes:

- cash gifts
- income tax refunds
- income for the benefit of a dependent child under
  - a child support agreement
  - the *Child, Youth and Family Enhancement Act*
- benefits your spouse or partner receives through AISH or the Alberta Seniors and Housing Ministry
- Registered Disability Savings Plan (RDSP) payments
- Registered Retirement Savings Plan (RRSP) payments
- funding for education at a school or educational institute that is recognized under the *Income Tax Act* (Canada), such as:
  - a scholarship
  - a bursary
  - Educational Assistance Payments (EAPs) paid to a beneficiary under a Registered Education Savings Plan (RESP)
  - an employment insurance grant for education or training
  - a grant to start a business
  - an artist grant
- an award or prize for an outstanding academic or community achievement
- honoraria
- death benefits

- money for home repairs or renovations from the Government of Canada, Government of Alberta or from a community service organization
- money from rent supplement programs provided by the Government of Alberta or by an organization that administers rent subsidies on behalf of the provincial government such as the Capital Region Housing Corporation and Calgary Housing Company
- an income exemption amount on money received for a one-time cost of living increase from the Government of Canada.

## Non-exempt income

Some income is non-exempt – this means it is **counted at full value** when determining AISH benefits. Non-exempt income is subtracted dollar-for-dollar from your AISH monthly living allowance. It includes your income from:

- spousal support payments
- Canada Pension Plan Disability benefit (CPP-D)
- Canada Pension Plan retirement pension (CPP)
- Canada Pension Plan survivor's pension
- Canada Pension Plan children's benefits
- employment insurance (EI) income
- Old Age Security Allowance for Survivor
- regular or lump-sum payments from previous employment pension programs such as military pensions, provincial pension plans, retirement compensation arrangements, etc.
- Treaty Indian pension income
- pension-related annuities
- sponsorship value – the amount of support an immigrant's sponsor provides
- Workers' Compensation Board (WCB) benefits.

## Partially exempt income

Some income is partially exempt – this means it is **counted at part of its value** when determining AISH benefits. Partially exempt income may affect the amount of AISH monthly living allowance you get. It includes:

- income paid to you by your employer, such as:
  - wages
  - a retirement allowance
  - a training allowance
  - commission
  - awards or prizes for employment achievement
  - deferred profit sharing
  - long-term disability where your employer pays your premiums
  - northern living allowance
  - severance pay
  - sheltered workshop income
  - Treaty Indian employment income
  - business or commission income
- self-employment income from:
  - your business
  - working as a designated professional, such as an accountant, doctor, engineer, etc.
  - commissions
  - farming
  - fishing
- passive business income from:
  - interest
  - dividends

- capital gains
- investments
- a trust
- rental income
- mineral or oil royalties
- land lease for oil exploration
- a limited or non-active partnership
- income your spouse or partner receives from:
  - spousal support payments
  - Alberta Seniors Benefit
  - Canada Pension Plan Disability benefit (CPP-D)
  - Canada Pension Plan retirement pension (CPP)
  - Canada Pension Plan survivor's pension
  - Canada Pension Plan children's benefits
  - employment insurance (EI) benefits
  - Old Age Security Allowance (OAS)
  - Old Age Security Allowance for Survivor
  - Guaranteed Income Supplement (GIS)
  - regular or lump-sum payments from previous employment pension programs like military pensions, provincial pension plans, retirement compensation arrangements, etc.
  - Treaty Indian pension income
  - pension-related annuities
  - sponsorship value – the amount of support an immigrant's sponsor provides
  - Workers' Compensation Board (WCB) benefits.

## Single and family income exemptions

AISH uses single and family income exemption amounts to figure out how much AISH living allowance you will get when you and your spouse or partner have income from employment, self-employment, passive business and/or pension income.

The **single income exemption amounts** are for:

- a single applicant or AISH client
- a couple, with no dependent children, who are both eligible for AISH. In this case each partner or spouse receives the single exemption.

The **family exemption amounts** are for:

- a single applicant or AISH client with dependent children
- a couple, with or without dependent children, when **ONLY** one spouse or partner is eligible for AISH. In this case the income of each partner or spouse is combined and the couple or family receives the family exemption
- a couple, with dependent children, who are both eligible for AISH. In this case one spouse or partner receives the family exemption and one receives the single exemption. The exemption given to each spouse or partner is decided by how the family will receive the most AISH living allowance.

## Employment and AISH

AISH encourages you to work as much as you are able. We look at all the income you and your spouse or partner have and subtract allowable Canada Revenue Agency employment deductions like CPP and EI. Then, depending on your situation, we will figure out how much AISH living allowance you will get by using either the single income exemption amounts or the family income exemption amounts.

There are three steps to figure out your AISH monthly living allowance:

**Step 1.** Use the single or family income exemption amounts that apply to your situation to figure out your income exemption amount.

**Step 2.** Subtract your income exemption amount from your monthly take home pay after deductions.

**Step 3.** Subtract the amount you get in Step 2 from the maximum AISH monthly living allowance to get your AISH monthly living allowance.

## Assets

Assets are items of value like cash, investments, property and vehicles that you or your spouse or partner have. AISH looks at the assets you and your spouse or partner have when determining if you are eligible for AISH. We do not consider assets your parents or dependent children have. All assets must be reported to AISH. Some may affect your eligibility for AISH benefits and others may not. You need to provide documents that show the current value of your assets, such as:

- bank statements
- property assessments
- quarterly statements
- income tax returns
- annual financial statements
- trust documents.

## Exempt assets

Some assets are exempt – this means they are **not counted**. Exempt assets do not affect your eligibility for AISH benefits. They include:

- the main home or quarter section where you live, or where your spouse or partner, or dependent children live if you are in a health care facility or institution
- a main vehicle that is not used for recreational purposes
- a vehicle adapted for a disability that either you, your spouse or partner, or dependent children have
- a Locked-in Retirement Account (LIRA)
- a Locked-in Retirement Income Fund (LRIF)
- a Life Income Fund (LIF)
- a Registered Disability Savings Plan (RDSP)

- clothing
- reasonable household items
- a pre-paid funeral
- a trust
- assets held by a trustee in a bankruptcy proceeding
- a non-commutable annuity purchased on or before February 1, 2002
- money received from specific Government of Canada or Government of Alberta payments, or assets purchased with that money; however, interest earned on this money is not exempt.

### Non-exempt assets

Some assets are non-exempt – this means they are **counted**. Non-exempt assets affect your eligibility for AISH benefits. The total market value of all the non-exempt assets cannot be worth more than \$100,000 when added together in order for you to be eligible for AISH. If you or your spouse or partner have a written agreement showing outstanding debt on an exempt asset, AISH will reduce the market value of that asset by the amount of debt you owe. Non-exempt assets include:

- chequing or savings accounts
- cash and uncashed cheques
- Guaranteed Investment Certificates (GICs)
- term deposits
- Registered Retirement Savings Plans (RRSPs)
- Registered Retirement Income Funds (RRIFs)
- annuities
- Registered Education Savings Plans (RESPs)
- tax-free savings accounts (TFSAs)
- stocks



- bonds such as Canada Savings Bonds, other government bonds, strip bonds and corporate bonds
- mutual funds
- cash value of life insurance
- shares
- a loan owed to you or your spouse
- business or farm assets to earn an income such as:
  - a commercial firm
  - business property such as a shop, vehicles and equipment
  - farm land, buildings, crops, livestock, machinery, vehicles and equipment
  - a home-based business
  - rental property
- a recreational property or home
- recreational vehicles.

### **Temporary asset exemption**

When you receive money that AISH does not consider income, you have 365 days to invest it in an exempt asset listed above or it will be counted as a non-exempt asset. This money may include:

- an inheritance
- a gift
- funds from selling the main home or quarter section where you lived and that AISH already considered exempt
- funds from selling your main or adapted vehicle that AISH already considered exempt
- funds from an insurance pay-out to cover damages to, or loss of, your main home or vehicle that AISH already considered exempt.

# Applying for AISH

You will need an AISH Application form and the *Your Guide to Completing the AISH Application* to get started. The guide will help you understand how to complete and provide the form and other documents to support your application.

The form and *Your Guide to Completing the AISH Application* are available through the AISH website at [alberta.ca/aish-how-to-apply.aspx](https://open.alberta.ca/publications/9781460136607). You can also get them by calling the Alberta Supports Contact Centre or at any AISH office listed at the end of this guide.

## Understanding the application process

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

Once your application is received, we review the personal, medical and financial information in that order to determine if you meet the eligibility criteria. If you meet the age and residency criteria, then we decide whether you meet the medical eligibility criteria by considering the medical information you and your doctors provided. **Last, we will review your financial eligibility.** If you do not meet the eligibility criteria at any stage of the application, you will not be approved for AISH and your application will not be further reviewed.

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 the information that is 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 provide your Alberta Personal Health Card number, 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
- who to contact 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.

## Reopening your AISH file

If you leave AISH, you may have your AISH file reopened if:

- it has been less than two years since you got your last AISH benefits and
- you did not leave AISH due to a change in your medical situation.

To find out if these reasons relate to you, contact any AISH office listed at the end of this guide. If they do not, you will need to reapply.

## 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.

# AISH payment details

## Getting your payments

AISH benefits are paid via direct deposit into your bank account.

If you do not have a bank account, you can open one at any bank or credit union. Contact your AISH worker if you need assistance or you are unable to set up direct deposit.

Once you have a bank account, there are two ways to set up direct deposit:

1. Prepare your own direct deposit forms:
  - fill in the Direct Deposit Registration form available at [alberta.ca/AISH-payment-details.aspx](https://open.alberta.ca/publications/9781460136607) or get one from your local AISH office or call the Alberta Supports Contact Centre listed at the end of this guide, and
    - write VOID on an unsigned cheque and attach it to the form, or
    - print your online bank account information, including your name, branch number, bank number and account number, and attach it to the form
    - provide the documents to your AISH worker.
2. Get help from your bank or credit union:
  - have your bank help fill in, stamp and sign the Direct Deposit Registration form
  - sign the form
  - provide the form to your AISH worker, or
  - get a document from your bank that includes your name and your banking information.

If you change your bank account and you have direct deposit, contact your AISH worker as soon as possible to make sure you do not miss any AISH payments.

## Protecting your privacy

We do not share information about your AISH benefits with your bank. We only use this information to deposit funds directly into your account.

## Getting help from a financial administrator

If you need help managing your monthly AISH living allowance and benefits, AISH can assist you with finding a financial administrator. The financial administrator must make sure your AISH living allowance is spent on you and keep records that show how the money was spent. The financial administrator has the same responsibility as you – they must report any change in your medical condition, ability to work, income or assets. If you are interested in adding a financial administrator to your AISH file, contact your AISH worker.

### **Monthly statement**

You will get a statement from AISH after your deposit is made showing the date, amount of your deposit and a breakdown of the income you received. Your statement may also include important messages from AISH such as information about your benefits. If you are eligible for a Health Benefits Card, it will be sent with your monthly statement. It is important to review this statement and report any incorrect information or changes in your situation.

# Reporting changes to AISH

You are responsible for reporting any changes in your financial, medical or living situation to make sure you get the benefits you are eligible for. Contact your AISH worker as soon as possible to report any changes including:

- marital or partner relationship status
- medical condition
- address, phone number or other contact information
- number of children/dependents
- children turning 18
- your ability to work or take training or rehabilitation
- starting, stopping or changes in a job/employment/work
- income you, or your spouse or partner get
- assets you, or your spouse or partner have
- eligibility for health or personal benefits
- when you, or your spouse or partner, or dependent children:
  - move to another home
  - move away from Alberta permanently
  - leave Alberta for more than 30 days
  - stay in hospital, or move to or from a nursing home, mental health facility, group home or prison
- any other change that could impact your AISH eligibility or benefit levels.

To avoid an overpayment or underpayment, it is also important to report any errors in your monthly AISH benefits such as:

- being paid too much or too little
- not getting all the benefits you are eligible for.

If you no longer qualify for AISH because your Canada Pension Plan Disability (CPP-D) benefits or employment income is too high, you may still be eligible for the Alberta Adult Health Benefit. To find out more, call 1-877-469-5437 or 780-427-6848 in Edmonton, or visit [alberta.ca/alberta-adult-health-benefit.aspx](https://open.alberta.ca/publications/9781460136607).

Out of date

# Overpayments, underpayments and debts

## Reasons overpayments and underpayments happen

Overpayments and underpayments happen when:

- you forget to tell us your situation has changed and you continue to receive more or less AISH benefits than you are eligible for
- you use your benefits for a different purpose than you are supposed to
- you tell us your situation has changed, but your benefits have already been issued
- we make an error in your payment amount.

## To prevent being overpaid or underpaid

You must report changes in your financial, medical or living situation to your AISH worker as soon as they happen. If you see an error in your monthly benefits statement, tell your AISH worker as soon as possible.

## When overpayments happen

When AISH finds a payment that might be an overpayment, we send you a letter. You then have an opportunity to provide information within 30 days. You can provide information about the overpayment and/or explain why you think you should not have to repay it. Your requirement to repay an overpayment can be waived in some situations. For example, if the overpayment happened because AISH made a mistake.

An overpayment will not be waived when it:

- has turned into a debt
- happened because of fraud or willful misrepresentation
- is the result of a defaulted sponsorship agreement
- is due to a retroactive payment from another program, such as Canada Pension Plan
- does not meet the AISH policy criteria to be waived.



AISH will review the information you provide before deciding whether or not:

1. an overpayment occurred
2. you will need to repay the overpayment amount.

If an overpayment occurred, AISH sends you a second letter with these two decisions. The letter also tells you about your right to appeal. Both of the decisions can be appealed within 30 days. Contact the Appeals Secretariat or your local AISH office listed at the end of this guide if you have questions about appealing AISH's overpayment decision.

## Overpayments become debts

When your overpayment becomes a debt, it means you must pay the Government of Alberta back for the benefits you received and were not eligible for. The Government of Alberta will start collecting a debt:

- after you sign a repayment agreement, or
- once 30 days have passed since you received your Notice of Overpayment and you have not filed an appeal or asked for more time to file an appeal.

## Debt collection

Once your overpayment becomes a debt, collection may start. A debt is usually collected by subtracting some money from your AISH living allowance each month until your debt is paid back. The monthly collection amount is 10 per cent of the AISH maximum living allowance or modified living allowance you get.

If you are having a very hard time meeting your basic needs, this amount may be lowered. Contact your AISH worker to talk about your repayment amount.

If your AISH file closes, you still have to pay your debt:

- AISH will send you a letter to explain how to make these payments
- if you do not make payment arrangements, your debt may be sent to a collection agency.

## When underpayments happen

If you receive less AISH benefits than you are eligible for:

- AISH pays the full amount of an underpayment for the entire time you received less benefits than you were eligible for
- before you are paid, money from an underpayment may be used to pay debts you have to the Alberta government.

Contact your AISH worker if you think you have been underpaid.

Out of date

# Appealing an AISH decision

If you do not agree with a decision AISH makes about your benefits, you have the right to appeal that decision. When you appeal a decision, you are saying you disagree with the decision and you are asking for it to be changed.

Make sure to appeal within 30 days from the date you get the letter from AISH telling you about the decision and your right to appeal. Your appeal must be in writing.

You can also:

- appeal on behalf of another person
- allow someone to appeal on your behalf
- file an appeal if you are still waiting for more information
- ask for more time if you do not file your appeal within 30 days of receiving AISH's decision.

Find out how to file an appeal and get the forms you need at [alberta.ca/appeal-an-aish-decision.aspx](https://open.alberta.ca/publications/9781460136607), or contact your local AISH office listed at the end of this guide, or call an Appeals Secretariat office at:

- 780-427-2709 in Edmonton
- 403-297-5636 in Calgary
- 403-340-5531 in Red Deer
- 403-381-5681 in Lethbridge
- 310-0000 then dial one of the numbers above for a toll-free call.

The Appeals Secretariat is a neutral government office that runs separately from AISH. They provide information and assistance to help you understand the appeals process.

# Terms and definitions

## Dependent child

A child who is dependent 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.

## Designated supportive living facility

There are spaces in some facilities that are approved by AISH as a designated supportive living (DSL) unit because they meet an AISH applicant's or client's care needs. Contact the AISH program to find out if a facility is approved for AISH clients.

## Financial hardship

This means you are having a very hard time meeting your basic needs. If you are unable to arrange your situation and finances to meet your basic needs, and those of your spouse or partner and any dependent children, you may be considered in financial hardship.

## Personal representative

This is an adult or organization that is appointed to receive and manage your AISH benefits when you need help making financial decisions. They have the same responsibility to tell AISH about any changes in your household, financial or medical situation as you do. A personal representative may include:

- an informal trustee appointed by AISH who is called a financial administrator; this person or organization may be appointed with or without your approval when you:
  - are unable to make decisions in a way that meets your basic needs, or
  - have a pattern of using your benefits in a way that puts your health at risk, such as not buying food or not paying your rent and getting evicted
- a trustee, which is an organization or adult who is appointed by the Court under the *Adult Guardianship and Trusteeship Act*

- an adult who is appointed by you to manage your benefits under a Power of Attorney.

## **Sponsored immigrant**

A person who is not a Canadian citizen or permanent resident who has:

- an approved sponsor who is a Canadian citizen or permanent resident and 18 years or older and legally supports the person, who is a family member, to become a permanent resident of Canada
- applied for permanent residence under *Family Class* immigration category described on the federal government's glossary at [cic.gc.ca/english/helpcentre/glossary](https://cic.gc.ca/english/helpcentre/glossary).

## **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.

# 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

### 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) or 587-469-3006

### 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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Your Guide to AISH

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