



What to expect: Persons with Developmental Disabilities (PDD)

1. Make sure PDD is the right program for you

Before you apply, it's important to make sure you are applying for the right program. First, you should read the program information to see if PDD has the [supports and services](#) you need. If not, you can visit alberta.ca/alberta-supports or call an Alberta Supports staff member at 1-877-644-9992 or the TTY number at 1-800-232-7215.

2. Decide if PDD is right for you

Next, review the detailed [eligibility requirements](#) to decide if the PDD program is right for you. You must:

- be 16 years old to apply and 18 when my PDD services start
- live in Alberta
- be a Canadian Citizen or permanent resident
- have a [developmental disability](#) from childhood

3. Deciding to apply

If you decide to apply for PDD, you should read the "[how to apply for PDD](#)" [information](#) on Alberta.ca. If you are unsure, you can talk to an Alberta Supports staff member at 1-877-644-9992 or contact a [Family Resource Centre](#) for more information.

4. Complete your application

To submit an application, [follow the online directions](#) and complete the application using the [PDD application portal](#). You will be able to upload copies of supporting documents, including proof of citizenship or permanent residency, and assessments within the application. The PDD application is only considered complete after the application and all supporting documents are received. A worker may contact you to discuss your application and request any incomplete or additional required documents.

If you require help sending in your application, you can talk to an Alberta Supports staff member at 1-877-644-9992.

5. You get an eligibility decision

You will be notified when your eligibility for the program is decided, but being determined as eligible does not guarantee receiving services. If you are not eligible for PDD, you will be provided with an explanation for the decision, options on how to address concerns or disagreement with the decision, and information will be provided to you about other programs and resources that

may be helpful.

You can also call or text 211 or visit <https://ab.211.ca/> to find out about other programs and resources.

6. If eligible, a PDD worker will contact you to discuss your plan

A PDD worker will contact you to talk about your support needs.

Together with your PDD worker, you will create a plan that focuses on what things you can do to help achieve the goals you have identified. PDD workers will support you to explore services and supports.

7. Keep your PDD worker updated about any changes

Your PDD worker is available throughout the year to discuss changing or ongoing needs. At least once a year, they will connect for a regular review.

Throughout the year, it is important to let your PDD worker know if something changes so your information remains current.



PDD

Supports and services

Outcome Plan

When you are eligible for the program, your PDD worker meets with you, your family and legal guardian (if applicable), friends and anyone else on your support team to discuss:

- your vision for the kind of life you want to have
- your outcomes – these are the things that will happen over time to help you build this life
- your needs and ideas for reaching your vision and outcomes
- the services that will help you meet your needs
- where to find services in your community

After the meeting, your PDD worker creates a plan. It has information that is important to you and for you. You will share it with the service providers you choose so they can help you develop your individual plan.

Individual Support Plan

Your service provider and/or the Family Managed Services administrator meet with you and your support team and caseworker to create your Individual Support Plan. This plan is finalized within 3 months from when you begin receiving services. It describes how the service providers will help you reach your goals, including:

- the goals you want to reach within a year
- the ways you will reach these goals
- who will provide support
- how you will know when you have reached your goals
- what to do if the plan needs to change

Service

You may access one or more of these services based on your Outcome Plan:

- home living supports that help you do daily activities like banking, caring for your home, making meals or laundry
- respite services to give your caregivers a break when you live with them fulltime
- community access supports that help you take part in activities so you can learn, develop, relax, have fun or be with others
- employment supports to learn new skills and find and keep a paid job
- short-term support or training from experts to help caregivers and staff increase their skills to better support individuals

Regular reviews

Your PDD worker is available to discuss your changing or ongoing needs. They will meet with you and your support team for a regular review to:

- discuss your situation and the services you require
- update your plans