



Services for People with Disabilities

Guide to Government
of Canada Services for
People with Disabilities
and their Families



Government
of Canada

Gouvernement
du Canada

Canada

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Who should use *Services for People with Disabilities*?

You should

If you are:

- **a person living with a disability**
- **caring for a person with a disability**
- **a professional or community service provider who works with people with disabilities**
- **a volunteer who helps people with disabilities**

About 3.6 million Canadians have one or more disabilities. That's more than one in every eight Canadians. This guide about Government of Canada services and programs for people with disabilities provides information on everything from employment, accessibility and education, to health, income support and tax benefits. A section tells you how to contact your provincial or territorial government to find out about its programs and services for people with disabilities.

You can view or download this guide at servicecanada.gc.ca. Click on "I am: A Person with a Disability". You can also get a free copy of this guide in the following alternative formats:



- large print,
- Braille,
- audio cassette, or
- computer diskette.

Just call **1 800 O-Canada (1 800 622-6232)**
TTY **1 800 926-9105** to order one.

How to use *Services for People with Disabilities*

This is a guide to information, programs and services provided by the Government of Canada for people with disabilities, their families and caregivers. It is meant to help you find information about services and benefits you may be entitled to.

We have designed the text to help you see at a glance what kind of information we're talking about:

- **Bold text** highlights topics and programs.
- *Italics* are used for titles of booklets, pamphlets and publications.
- **Blue print** indicates toll-free telephone numbers and websites. You can use these numbers and addresses to obtain services and order publications.

If there is no toll-free number listed, call **1 800 O-Canada (1 800 622-6232)** or TTY: **1 800 926-9105**. You can speak directly to an agent Monday to Friday from 8 a.m. to 8 p.m.

We want to hear from you.
If you have comments about this guide, write to us at:

Services for People With Disabilities Guide
c/o Canada Enquiry Centre
Ottawa, Ontario K1A 0J9

Fax: 1 800 269 6412

TTY: 1 800 926-9105

Email: guide@canada.gc.ca

Please be sure to include your address
so we can get back to you.



Photo courtesy of Canada Mortgage
and Housing Corporation.

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Income Benefits and Tax

Canada Pension Plan disability benefits


If you have a severe and prolonged disability that regularly stops you from doing **any** type of work, and you contributed to the Canada

Pension Plan (CPP), you may be eligible for monthly **disability benefits**. Your children may also receive benefits if they are under 18, or between 18 and 25 and attending school.



To receive these benefits, **you must apply for them.**

 **1 800 277-9914** TTY: **1 800 255-4786**

 **www.sdc.gc.ca** Click on “Forms” on the left menu and then on “Canada Pension Plan” to download Form 1151 or search by form number.

Visit: Your local Service Canada Centre

Did you know?


There are employment supports for you if you are receiving these benefits. See “Support for individuals” on page 26 for more information.

People who work in the province of Quebec contribute to the Quebec Pension Plan (QPP). For information on QPP disability benefits, call **1 800 463-5185** (TTY: **1 800 603-3540**) or visit www.rrq.gouv.qc.ca/en.

Employment Insurance (EI) benefits

If you temporarily cannot work because of an illness, injury or quarantine, and can supply a medical certificate, you may be eligible for the **EI Sickness Benefit**. If you are looking after a family member with a disability or a serious illness who is at risk of dying, you may qualify for the **EI Compassionate Care Benefit**.

 **1 800 0-Canada (1 800 622-6232) TTY: 1 800 926-9105**

 servicecanada.gc.ca Click on “I am: A Person with Disability”, then on “Tax and Financial Benefits”. Select your province, then click on “Benefits” and on “Employment Insurance (EI) – Applying for benefits”.

Visit: Your local Service Canada Centre

Veterans Disability Pension Program

A **disability pension** from Veterans Affairs Canada (VAC) is a tax-free payment to veterans with permanent disabilities resulting from injuries or diseases. They must be wartime veterans, current or former members of the Canadian Forces (Regular or Reserves), former members of the Merchant Navy or civilians who served in close support of the

Canadian Forces during wartime. You also may qualify for a pension if you are the surviving spouse, common-law partner or dependent child of a deceased VAC disability pensioner.

 **1 866 522-2122**

 **www.vac-acc.gc.ca** Click on “Clients” in the top menu bar.

Federal tax credits, deductions and exemptions

Information for people with disabilities

The **Disability Tax Credit** (usually called the disability amount) reduces the income tax that a person with a disability has to pay. If you don't need to use some or all of the tax credit because you have little or no income, you may be able to transfer all or part of it to your spouse, common-law partner or other supporting person.

To get the credit, you must complete a Disability Tax Credit Certificate (Form T2201), have it signed by a qualified medical doctor, optometrist, audiologist, occupational therapist, psychologist or speech language pathologist, and return it to the Canada Revenue Agency.

If your children are under 18 and qualify for the Disability Tax Credit, they may be eligible for the **Child Disability Benefit**. The benefit, of up to \$166.66 a month, is tax-free. The Child Disability Benefit is a supplement to the Canada Child Tax Benefit and Children's Special Allowances payments.


It helps low- and modest-income families who care for a child with a severe and prolonged mental or physical impairment. To apply, families must obtain a signed Disability Tax Credit Certificate and the Canada Child Tax Benefit application form (RC66) for the child.

 Canada Revenue Agency general enquiries:

1 800 959-8281 TTY: 1 800 665-0354

 Canada Child Tax Benefit enquiries

1 800 387-1193 TTY: 1 800 665-0354

 To order Forms T2201 and RC66

1 800 959-2221 TTY: 1 800 665-0354

 www.cra.gc.ca/disability

To get the forms you need, click on www.cra.gc.ca/forms

If you have **medical expenses associated with a disability**, you may be able to claim them to reduce your taxes. Or, a supporting person such as your spouse, common-law partner or other family member may be able to claim them.

Some examples of allowable medical expenses are:

- payments for certain assistive devices;
- a portion of the cost of adapting a new van for wheelchair use;
- costs of an attendant who cares for you, or costs of care in an institution;
- certain expenses related to helper animals, such as guide dogs;


- a portion of fees paid to a group home for a dependant with a disability;
- certain building and renovating costs so that you have better access and mobility in your home.

In addition, you may be eligible for the **Refundable Medical Expense Supplement** if you have a low income and high medical expenses.

The **Disability Supports Deduction** allows you to deduct certain expenses for supports that enable you to work or go to school. Such expenses include sign-language interpretation, teletypewriters, certain assistive devices for computers, optical scanners to read print and electronic speech synthesizers. You may be able to claim these deductions if they meet certain conditions, and as long as you or anyone else has not claimed them as medical expenses. And you do not have to be eligible for the Disability Tax Credit to claim them, unless you are claiming part-time attendant care expenses. To claim the Disability Supports Deduction, you have to complete Form T929.

Many goods and services used by people with disabilities are **exempt from the goods and services tax/harmonized sales taxes (GST/HST)**. Some examples are health and personal care services, programs like “Meals on Wheels,” guide and hearing-ear dogs, some recreational programs and camps, and medical devices and supplies

including wheelchairs, walkers, hearing aids, patient lifters and specially designed clothing.

 GST/HST Information **1 800 959-5525** TTY: **1 800 665-0354**

 To order forms **1 800 959-2221** TTY: **1 800 665-0354**

 **www.cra.gc.ca/disability**

To get forms you need, click on **www.cra.gc.ca/forms**

Information for those who support people with disabilities

Do you support someone with a disability? You may be able to claim allowable medical expenses, as well as other deductions and credits, including:

- child care expenses;
- caregiver amount;
- disability amount transferred from a spouse, common-law partner, or a dependant;
- amount for infirm dependants age 18 or older;
- amount for an eligible dependant;
- tuition and education amounts.

Find out more about allowable medical expenses, deductions and tax credits, and how you can use them if you support people with disabilities.

 Canada Revenue Agency general enquiries
1 800 959-8281 TTY: **1 800 665-0354**


 To order forms **1 800 959-2221** TTY: **1 800 665-0354**

 **www.cra.gc.ca/disability**


To get forms you need, click on **www.cra.gc.ca/forms**

Need assistance with your tax return? We can help!

- **People with disabilities** who use a teletypewriter:

 **1 800 665-0354** to get general tax information.

- **If you have a visual impairment**, you can get publications in Braille, large print, or etext (computer diskette), or on audiocassette.

 **1 800 959-2221** weekdays from 8:15 a.m. to 5:00 p.m., Eastern Time

 www.cra.gc.ca/alternate

- The **Community Volunteer Income Tax Program** of the Canada Revenue Agency provides a free tax return preparation service to low- and modest-income Canadians who have a simple tax situation.

If you want more information on federal income taxes or these programs, **or if you have any questions about your income tax return**, contact the CRA:

 **1 800 959-8281** TTY: **1 800 665-0354**

 www.cra.gc.ca

Try these helpful online services to find out more about other income benefits and non-financial support for people with disabilities.

Use the **Benefits Online Calculator** to get an estimate of the amount of the GST/HST credit you may be entitled to receive.

 www.cra.gc.ca/benefits-calculator

Use the **Benefits Finder** to learn about the full range of federal and provincial/territorial programs for people with disabilities, such as hearing devices, visual devices, special services at home, rehabilitation services and more!

 www.canadabenefits.gc.ca

Housing

Modifying your home

The Government of Canada can help eligible building owners to make housing accessible to people with disabilities through the following programs:

- The **Residential Rehabilitation Assistance Program (RRAP) for Persons with Disabilities** financially helps eligible homeowners and landlords make their dwellings accessible to low-income people with disabilities. It also provides assistance to create secondary and garden suites for low-income seniors and adults with disabilities.
- If you are a low-income senior with a disability, the **Home Adaptations for Seniors' Independence Program** helps homeowners and landlords pay for adaptations that will help you to stay longer in your home.

To find out more about these programs:

☎ Canada Mortgage and Housing Corporation (CMHC) at
1 800 668-2642 TTY: 1 800 309-3388

🌐 www.cmhc.ca



Photo courtesy of Canada Mortgage and Housing Corporation.

In your province or territory, similar programs may be delivered jointly with other agencies under a different name. See page 39 for contact information for your province or territory.

Making Things Easier

These handy publications can help you modify a residence and make it barrier-free:

- *FlexHousing™: Pocket Planner* for home buyers and builders helps you plan and create a FlexHouse that is adaptable, accessible and affordable.
- *A Modification Checklist: Accessibility Using RRAP for Persons with Disabilities* contains nearly a hundred practical suggestions for improving accessibility. It's a must for any family with a member who has a disability.

To get these free publications and to find out more about these programs:

 **Canada Mortgage and Housing Corporation at
1 800 668-2642 TTY: 1 800 309-3388**

 **www.cmhc.ca**

To find out more about how to modify your home, contact your municipality.

Medical expense tax credit for moving expenses

You can claim, as a medical expense on your tax return, reasonable moving expenses of up to \$2,000 to move a person:

- who has a severe and prolonged mobility impairment, or
- who lacks normal physical development,

to housing that is more accessible, or in which the person is more mobile or functional.

 **1 800 959-8281 TTY: 1 800 665-0354**

 **www.cra.gc.ca/disability**

Accessibility


Accessibility standards and best practices

The Canadian Standards Association (CSA) publishes standards targeted to organizations to help make communities more accessible to people with disabilities. Although it is not a government organization, the CSA serves Canadians by enhancing public safety and health.



- *Accessible Design for the Built Environment (B651-04)* explains how to **make buildings accessible and safe** for people with disabilities.
- *Customer Service Standard for People with Disabilities (B480-02)* explains how organizations can provide **customer service to people with disabilities** equivalent to the quality of service they provide everyone else.
- *Design for Aging (B659-01)* provides principles, guidelines and tools for designing products and providing service for people whose abilities are affected by aging.

To buy copies of these standards:

 Canadian Standards Association (CSA) at **1 800 463-6727**


 **www.csa.ca** Click on “Online Store” on the left side.

The Assistive Devices Industry Office provides information and tools to help businesses and consumers use **the latest in assistive devices and technology** for people with disabilities.

 www.at-links.gc.ca

Accessible workplaces

Barrier-Free Employers from the Canadian Human Rights Commission is a practical online guide to accommodating people with disabilities on the job.

 www.chrc-ccdp.ca Click on “Publications”, then on “Publications A-Z” and scroll down the list until you find “Barrier-Free Employers”.

If you’re worried you might give offence, *A Way with Words and Images* is for you. This helpful publication suggests the best and most appropriate words and terms to use concerning people with disabilities.

 **1 800 0-Canada (1 800 622-6232) TTY: 1 800 926-9105**

 www.sdc.gc.ca Click on “Publications” on the left menu.

Accessible justice system

If you have a disability and you have been called to give evidence in the Federal Court or the Tax Court of Canada, there are services to help you provide testimony. **Communications assistance** includes sign language interpreters for interviews or meetings. People with intellectual or physical disabilities may also provide testimony through videotape.

 www.cas-satj.gc.ca

Since most legal proceedings take place in provincial or territorial courts, these courts may also offer similar services. Check the government pages of your telephone book.

Transportation and Travel

Federal Gasoline Tax Refund Program

If you can't safely use public transportation because of a permanent disability, you can apply for a partial **refund of the federal excise tax on gasoline** you purchase. You must have a medical certificate confirming your disability.



☎ **1 866 330-3304** TTY: **1 800 665-0354**

🖨 **www.cra.gc.ca/exciseduty**

To get the forms you need, click on **www.cra.gc.ca/forms**

Travel planning

Useful information for people with disabilities and other travellers with special needs is available on the [Access to Travel](http://www.access-to-travel.gc.ca) website.

🖨 **www.accesstotravel.gc.ca**

The **Tactile Mapping** for the Visually Impaired website explains how to make, download and print tactile maps for blind people and those with visual impairments. It includes educational maps,

mobility training maps, and a tactile map database. The database focuses on transportation and tourism featuring all major Canadian cities.

 tactile.nrcan.gc.ca

Did you know?

People with disabilities who hold a valid parking permit issued in Canada can use it in the 40 member countries of the European Union. You will enjoy the same benefits as citizens of these countries. If you're travelling to Europe and planning to drive, bring your accessible parking pass with you.

Registering complaints

If you have a disability and have had problems when travelling on federally regulated passenger **rail, ferry or air service**, you can file a complaint with the **Canadian Transportation Agency**. The Agency also offers a mediation service to help resolve problems. There are guides and forms for using both these services.


 Canadian Transportation Agency at **1 888 222-2592**
TTY: **1 800 669-5575**

 www.cta.gc.ca

Through the ***Intercity Bus Code of Practice***, Canadian bus operators commit to serving people with disabilities in a safe and dignified manner. The Code covers transporting people between cities. It does not cover charter, tour, school and urban buses. Contact **Transport Canada** for advice on resolving complaints about intercity bus service.

 **1 800 665-6478 TTY: 1 800 823-3823**

To obtain more information on the Code or to get the online Complaint Guide and form:

 **www.tc.gc.ca** Click on “About Us” from the top menu bar, on “What we do” and then on “Policy overview”. Click on “Corporate Relations” on the left menu. Click on “Intergovernmental Relations and Accessible Transportation”.

Advocacy

Your rights

You can get a copy of the *Canadian Charter of Rights and Freedoms* and of *Your Guide to the Canadian Charter of Rights and Freedoms* in print, electronic or alternative format, from the **Human Rights Program** at Canadian Heritage. The program also offers a number of other human rights publications.



To get copies:

 **1 866 811-0055** TTY: **819 997-3123**

 **www.canadianheritage.gc.ca** Click on the A-Z index on the left menu.

If you've suffered discrimination in the workplace, or when buying products and services, you may be able to file a complaint with the **Canadian Human Rights Commission**. The Commission accepts complaints concerning institutions, subject to the *Canadian Human Rights Act*, as well as businesses under federal jurisdiction. These include Crown corporations and major employers such as banks, airlines, railways, and television and radio stations.

 **1 888 214-1090** TTY: **1 888 643-3304**

 **www.chrc-ccdp.ca**

Learning and Skills Development

Financial support for post-secondary education

The Canada Student Loans Program provides financial support to students with permanent disabilities and demonstrated financial need. If you have a disability and qualify for a Canada Student Loan, you may also receive grants (which you don't have to repay).



You can apply for a Canada Student Loan through your provincial or territorial student financial assistance office. This is not the case if you live in Quebec, the Northwest Territories or Nunavut which have their own student financial assistance programs. Wherever you live in Canada, visit the National Student Loans Service Centre at www.canlearn.ca to find out where to apply for student financial assistance.

If you are a full-time or part-time student who qualifies for a Canada Student Loan, you can apply for the **Canada Study Grant for the Accommodation of Students with Permanent Disabilities**. This grant provides up to \$8,000 a year to help cover exceptional education-related costs associated with your disability, such as note-takers, tutors, readers, interpreters, special transportation, technical aids and learning disability assessment.

If you are eligible for this grant, you will automatically be assessed for the **Canada Access Grant for Students with Permanent Disabilities**. This grant provides up to \$2,000 a year to help students with disabilities cover educational and living expenses.

Did you know?

If you experience exceptional financial hardship caused by a permanent disability, and you are unable to repay your Canada Student Loan, you **may** qualify for the **Canada Student Loans Program Permanent Disability Benefit**. Under this benefit, you no longer have to repay the loan.

National Student Loans Service Centre


 Public Institutions Division: **1 888 815-4514**

TTY: **1 888 815-4556**

 Private Institutions Division: **1 866 587-7452**

TTY: **1 888 815-4556**

Ask for the Permanent Disability Unit.

 **www.canlearn.ca** Go to the “National Student Loans Service Centre” section of the site.

To find “Learning Resources” in alternative formats, see page 35.

Employment

Support for individuals

If you're a person with a disability and little or no work experience, the **Opportunities Fund for Persons with Disabilities** can help. It provides support to help you prepare for and find paid work, or to become self-employed.



If you are receiving Canada Pension Plan (CPP) disability benefits, there are **return to work supports** in place to help you stay connected to your community or to the workforce. If you do return to work, but can't continue because of your disability, you can restart your CPP disability benefit without having to reapply. You must do this within a two-year period.

Did you know?

If you receive CPP disability benefits, you can volunteer or attend school and continue to receive benefits. You can work and earn up to \$4,200 (in 2006) without having to report these earnings to the CPP. You can also plan a return to work, tailored to

your needs, through CPP's vocational rehabilitation services. And, as you start to work regularly, you can try a paid work trial for up to three months before benefits are stopped.

As of January 31, 2005, if you were able to return to work but have to stop because your disability recurs, the CPP's **Automatic Reinstatement** provision allows your benefits to be quickly restarted.

 **1 800 277-9914** TTY: **1 800 255-4786**

 **www.sdc.gc.ca** Click on "Persons with Disabilities".

Visit: Your local Service Canada Centre

Other helpful Government of Canada online services if you're looking for work:

- Check out **www.jobbank.gc.ca** and surf over 30,000 advertised jobs from across Canada. You can also advertise your skills profile to thousands of employers across the country.
- Visit **www.jobsetc.ca** for useful resources to help you in your job search or to change your career.
- If you're interested in working for the Government of Canada, go to **www.jobs.gc.ca** for work experience and employment information.

You can also visit www.workink.com. This site, managed by the Canadian Council on Rehabilitation and Work, is an online career development and employment portal for job seekers with disabilities.

Support for entrepreneurs

Go to **Canada Business** if you want to build your own business and become self-employed. Information on the site includes advice, how to find training, and how to get financial assistance, including flexible loan programs.

 **1 888 576-4444 TTY: 1 800 457-8466**

 **www.CanadaBusiness.ca**

Visit: Canada Business Network

Health, Safety and Security


For most people with disabilities in Canada, the home care and personal services they need to maintain their health and live independently are provided by the provinces and territories. However, the Government of Canada delivers some of these services to certain groups of Canadians including veterans and First Nations and Inuit.



Health services for First Nations and Inuit people

First Nations people living on reserve or in a First Nations community North of 60, and Inuit living in a settlement North of 60 are eligible for basic home- and community-care services. The **First Nations and Inuit Home and Community Care Program** provides trained, certified personal and home health care workers, supervised by registered nurses. Ask your local health centre about what home and community care services are available, or:

 **1 866 225-0709** TTY: **1 800 267-1245**

 **www.hc-sc.gc.ca** Choose “First Nations & Inuit Health” from the left menu, then click on “Health Care Services” and select “Home and Community Care” on the right side of the page.

Diabetes is one of the leading causes of illness and disability among Aboriginal people. The **Aboriginal Diabetes Initiative** supports a range of community-based projects and programs to prevent diabetes and reduce complications of the disease. Diabetes primary prevention projects are also delivered to Métis, off-reserve Aboriginal people and urban Inuit.

 **1 866 225-0709** TTY: **1 800 267-1245**

 **www.hc-sc.gc.ca** Select the letter “A” from the A-Z index in the top menu.

First Nations people with functional limitations from age, health problems or disabilities can get the personal care they need to remain independent through the **Assisted Living Program**.

 **1 800 567-9604** TTY: **1 866 553-0554**


 **www.inac.gc.ca** Click on the A-Z index on the left menu and look under “Adult Care Program”.

Health services for veterans

Help for veterans with disabilities to stay healthy and independent in their own homes and communities is available through the **Veterans Independence Program**. Veterans may also be eligible for special equipment (cane, wheelchair), vision care (eyeglasses), audio care (hearing aid), and prescription

drugs, among other things, under the **Treatment Benefits Program**.

 **1 866 522-2122**

 To download an application package: www.vac-acc.gc.ca
Click on “Providers and Professionals” from the top menu bar and then on “Disability Pensions” in the left menu.

Health information

Today there are many different sources of health information, from television to websites. Finding sources you can trust can be difficult. Here are some options:

The **Canadian Health Network** provides reliable health information on everything from how to stay healthy to preventing disease and injury. This online resource involves a partnership between the Public Health Agency of Canada and major health organizations across the country. Be sure to visit the “Living with Disabilities” topic page. It is one of the largest collections of reliable, up-to-date information for people with disabilities and their caregivers.

 www.canadian-health-network.ca

The Public Health Agency of Canada’s **Division of Aging and Seniors** provides information and educational resources for seniors with disabilities. Materials are available in alternative formats.

 **1 866 225-0709 TTY: 1 800 267-1242**

 www.phac-aspc.gc.ca/seniors-aines


Identifying abuse and neglect

Do you know of an older adult or a person with a disability who is being **abused or neglected**? Learn to spot the signs and find out where help is available.

The **National Clearinghouse on Family Violence** provides information, in alternative formats, about the abuse of people with disabilities. Some examples are:

- *Family Violence and People with Intellectual Disabilities* – Overview Paper
- *Violence Against Women with Disabilities* – Overview Paper

 **1 800 267-1291** TTY: **1 800 561-5643**

 **www.phac-aspc.gc.ca/nc-cn** Click on “Resources and Services” on the left menu, then on “Publications for distribution”.

Crime prevention and victim services

Through the **National Crime Prevention Strategy** (NCPS), the Government of Canada works with communities to increase public awareness and help prevent crime and victimization. The NCPS focuses on at-risk groups, including seniors and people with disabilities.

For more information:

 **1 877 302-6272**

 **www.publicsafety.gc.ca/ncpc**

Recreation and Active Living

Paralympic athletes

Paralympic athletes can get financial help through the **Athlete Assistance Program**. Support may include a monthly living and training allowance, and support for post-secondary school tuition.



 **1 866 811-0055** TTY: **1 819 997-3123**

 **www.canadianheritage.gc.ca** Click on the A-Z index on the left menu.

National parks and national historic sites of Canada

Canada's national parks and national historic sites welcome people with disabilities. While some locations are wild or physically challenging, many others are fully accessible to people with disabilities.

Below are the national parks with wheelchair-accessible trails and audio equipment for tours:

Alberta

Banff National Park

Elk Island National Park

Wood Buffalo National Park

British Columbia

Mount Revelstoke National Park
Glacier National Park
Kootenay National Park
Pacific Rim National Park Reserve
Yoho National Park

Manitoba

Riding Mountain National Park

New Brunswick

Fundy National Park

Newfoundland and Labrador

Terra Nova National Park

Northwest Territories

Wood Buffalo National Park

Nova Scotia

Cape Breton Highlands National Park
Kejimikujik National Park and National Historic Site

Ontario

Bruce Peninsula National Park
Georgian Bay Islands National Park
Point Pelee National Park
Pukaskwa National Park

Quebec

Forillon National Park

La Mauricie National Park

Mingan Archipelago National Park Reserve

Saskatchewan

Prince Albert National Park

Yukon

Kluane National Park and Reserve

For more information and complete listings of Canada's national parks and national historic sites:

 Parks Canada 1 888 773-8888 TTY: 1 866 558-2950

 www.pc.gc.ca

Learning resources

Are you looking for a publication or an important document in an alternative format? Make your first stop Library and Archives Canada. There you can access a free catalogue (AMICUS) that lists publications and documents available in alternative formats at Canadian libraries.

 1 866 578-7777 TTY: 1 866 299-1699

 www.collectionscanada.ca

Community and Citizen Participation

Voting

Elections Canada provides information and services to **help people with disabilities vote**. Services include:

- special ballots
- help with marking ballots
- accessible polling station
- mobile polling stations
- information in alternative formats
- voting template
- interpreters, on request
- open- and closed-captioned video tapes

For more information:

 **1 800 463-6868** TTY: **1 800 361-8935**

 **www.elections.ca**



Becoming a Canadian citizen

If you are applying for Canadian citizenship, you can get study materials in alternative formats (audio version, large print or Braille). You can also get assistance during the citizenship process if you

have a visual, learning or hearing disability. Contact Citizenship and Immigration Canada.

 **1 888 242-2100** TTY: **1 888 576-8502**

 **www.cic.gc.ca**

Support for organizations

The Government of Canada supports organizations that advance the interests of people with disabilities. Also, there are many government publications for people with disabilities, professionals, caregivers and others interested in disability issues. To find out more:

 **1 800 0-Canada (1 800 622-6232)** TTY: **1 800 926-9105**

 **servicecanada.gc.ca** Click on “I am: A Person With a Disability” and click on “Publications” in the top menu bar.

Key Publications

If you're interested in receiving the following free publications, call **1 800 O-Canada (1 800 622-6232)**
TTY: **1 800 926-9105**:




- *A Guide for Persons with Disabilities: Taking Charge of the Air Travel Experience*
- *A Guide to Death and Disability Benefits for Serving and Former Canadian Forces Personnel and their Families*
- *A Modification Checklist: Accessibility Using RRAP for Persons with Disabilities*
- *A Way with Words and Images*
- *Canada Pension Plan Disability Benefits*
- *Canada Student Loans for Full-time Students, Investing in your Future*
- *Go for it! A guide to choosing and using assistive devices*
- *Information Concerning People with Disabilities (Canada Revenue Agency)*
- *Opening a Personal Bank Account*
- *Services for Seniors: Guide to Government of Canada Services for Seniors and their Families*
- *Social Development Partnership Program: Disability Component*

Provincial and Territorial Contact Information

For enquiries about services for people with disabilities:

Alberta

Department of Community Development

 **310-0000 TTY: 1 800 232-7215**

 **www.cd.gov.ab.ca/helping_albertans**



For information on all topics:

Service Alberta

 **310-0000 TTY: 1 800 232-7215**

 **www.servicealberta.gov.ab.ca**

British Columbia

Ministry of Employment and Income Assistance

 **1 800 663-7867 TTY: 1 800 661-8773**

 **www.mhr.gov.bc.ca/pwd**

For information on all other topics:

Enquiry B.C. Information Line

 **1 800 663-7867 TTY: 1 800 661-8773**

 **www.gov.bc.ca**

Manitoba

Manitoba Family Services and Housing

 **1 866 MANITOBA (1 866 626-4862)**

TTY: 1 204 945-4796

 www.gov.mb.ca/fs/pwd

For information on all other topics:

Manitoba Government Inquiry

 **1 866 MANITOBA (1 866 626-4862)**

TTY: 1 204 945-4796

 www.gov.mb.ca/online

New Brunswick

Premier's Council on the Status of Disabled Persons

 **1 800 442-4412** TTY: 1 800 442-4412

 www.gnb.ca/0048/english

For information on all other topics:

Service New Brunswick

 **1 888 762-8600**

 www.snb.ca

Newfoundland and Labrador

Department of Health and Community Services

 **1 709 729-4984**

 www.gov.nf.ca/health

For information on all other topics:

Government of Newfoundland and Labrador Services Directory

 www.gov.nl.ca/services

Northwest Territories

Northwest Territories Council of Persons with Disabilities

 **1 800 491-8885** TTY: **1 867 920-2674**

 www.nwtability.ca

Nova Scotia

Nova Scotia Disabled Persons Commission

 **1 800 565-8280** TTY: **1 877 996-9954**

 www.gov.ns.ca/disa

For information on all other topics:

Service Nova Scotia

 **1 800 670-4357** TTY: **1 877 404-0867**

 www.gov.ns.ca/snsmr

Nunavut

Department of Health and Social Services

 **1 867 975-5700**

 www.gov.nu.ca/hss.htm

Ontario

Accessibility Ontario

Ministry of Community and Social Services

 **1 888 520-5828** TTY: **1 888 335-6611**

 **www.mcass.gov.on.ca/accessibility/index.html**

For information on all other topics:


Government of Ontario Information Service

 **1 800 267-8097** TTY: **1 800 268-7095**

 **www.serviceontario.ca**

Prince Edward Island

Prince Edward Island Council of the Disabled

 **1 902 892-9149** (call collect within P.E.I.)

 **www.peicod.pe.ca**

For information on all other topics:

InfoPEI

 **1 800 236-5196**

 **www.gov.pe.ca/infopei**

Quebec

Office des personnes handicapées du Québec

 **1 800 567-1465** TTY: **1 800 567-1477**

 **www.ophq.gouv.qc.ca** (French only site)

For information on all other topics:


Services Québec

 **1 800 363-1363** TTY: **1 800 361-9596**

 **www.gouv.qc.ca**

Information for Persons with Disabilities

Ministry of Health and Social Services

 **1 800 707-3380**

 **www.msss.gouv.qc.ca/en/sujets/groupe/people_disabilities.html**

Saskatchewan

Office of Disability Issues


Department of Community Resources and Employment

 **306 787-7283 TTY: 306 787-7283**

 **www.gov.sk.ca/odi**

Yukon

Yukon Council on Disability

 **1 867 668-6703**

 **www.ycod.yk.ca**

For information on all other topics:

Inquiry Centre

 **1 800 661-0408 TTY: 1 867 393-7460**

People outside Whitehorse can call collect through the Relay Operator, or dial direct and request an immediate call-back.

 **www.gov.yk.ca/services**

Non-Governmental Organizations

Non-governmental organizations and community groups also provide important services and support to people with disabilities in Canada.

Go to www.enableLink.org for more information on national, regional and local organizations.

Contact Service Canada

Service Canada is your source for information on Government of Canada services and benefits.

- **CALL 1 800 O-Canada (1 800 622-6232) toll-free**

If you have a **hearing or speech impairment**, use our TTY number: **1 800 926-9105**.

Friendly, bilingual, respectful agents are available to provide timely and accurate information from 8 a.m. to 8 p.m., Monday to Friday.

- **CLICK servicecanada.gc.ca**
to access information on government programs and benefits, or to find the Service Canada Centre locations near you. Search for information by subject, department or alphabetically. You can also click on “[I am: A Person With a Disability](#)”. This is a site where people with disabilities, their family members, caregivers and service providers can access a full range of information on disability-related programs and services in Canada.

It’s fast and simple. Explore and let us know what you think.

- **VISIT Service Canada Centres**

We are happy to serve you in one of our many Service Canada Centres, through our outreach services, or through one of our community service partners.

To find a centre near you, go to **servicecanada.gc.ca** or call **1 800 O-Canada (1 800 622-6232)**
TTY: **1 800 926-9105**.

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