



# Guide to Programs and Services for Individuals and Families 2024

**This guide is available online at:**

[www.cssd.gov.nl.ca](http://www.cssd.gov.nl.ca)

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**Available in alternate formats on request**

**Le présent document est disponible en français.**

# Foreword

The Government of Newfoundland and Labrador is committed to enhancing well-being by preventing, reducing and alleviating poverty.

This guide can help people find out what Provincial Government programs and services are available.

Programs are listed within seven major groups:

- Financial Help
- Housing, Shelter and Home Supports
- Education and Learning Help
- Employment (Job) Supports
- Medical, Health and Wellness
- Justice and Legal Services
- Other Services

Where applicable, programs are also broken down by eligibility: General, Families, Persons with Disabilities, Youth, and Adults 65+. Some programs are designed for people with incomes below a certain level or for particular situations.

# Important

## Filing an Income Tax Return

Did you know that even if you have no income or do not earn enough to pay taxes, filing an income tax return can help you? You can receive some benefits simply by filing a return.

Did you know filing your income tax every year gives you access to many provincial and federal benefits?

Did you know that you have up to 10 years to file for past income tax and credits? If you need help filing, call the **Canada Revenue Agency at 1.800.959.8281, TTY 1.800.665.0354.**

[www.canada.ca/en/services/taxes/income-tax/personal-income-tax/doing-your-taxes.html](http://www.canada.ca/en/services/taxes/income-tax/personal-income-tax/doing-your-taxes.html)

## Notice of Assessment

Some programs require a copy of your Notice of Assessment before you can receive benefits. A Notice of Assessment is the form from the Canada Revenue Agency stating how much tax is to be paid or refunded.

Note: For some programs and services, you may have to give personal information and/or apply. For other programs, eligibility is based on information from filing yearly income tax returns.

[www.canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/a-copy-your-notice-assessment-reassessment.html](http://www.canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/a-copy-your-notice-assessment-reassessment.html)

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# Abbreviations

<b>ABE</b>	Adult Basic Education
<b>IPGS</b>	Immigration, Population Growth and Skills
<b>CSSD</b>	Children, Seniors and Social Development
<b>ECE</b>	Early Childhood Education
<b>EDU</b>	Education
<b>GST</b>	Goods and Services Tax
<b>HCS</b>	Health and Community Services
<b>MCP</b>	Newfoundland and Labrador Medical Care Plan
<b>MCR</b>	Mobile Crisis Response Team
<b>NLCB</b>	Newfoundland and Labrador Child Benefit
<b>NLHC</b>	Newfoundland and Labrador Housing Corporation
<b>NLPDP</b>	Newfoundland and Labrador Prescription Drug Program
<b>NSLSC</b>	National Student Loan Service Centre
<b>OAS</b>	Old Age Security (Adults 65+)
<b>OEEPD</b>	Office of Employment Equity for Persons with Disabilities
<b>RAP</b>	Repayment Assistance Plan
<b>RCMP</b>	Royal Canadian Mounted Police
<b>RNC</b>	Royal Newfoundland Constabulary
<b>TTY</b>	Text Telephone (for Deaf, hard of hearing or communication disabilities)



# Financial Help



## Income Support Benefits

Income Support Benefits (also known as social assistance) help with basic needs such as food, clothing and shelter. Other benefits may also be available depending on the person's needs. Eligibility is based on income and assets. Examples of these benefits include:

- Supplement for individuals who are blind
- Burials
- Comforts Allowance (for people in hospitals and shelters)
- Cost of Living Allowance for Coastal Labrador
- Prescription Drug Coverage Foundation Plan delivered by HCS, see page 34
- Fuel Supplement
- High School Incentive Allowance
- Housekeeper's Allowance
- Job Start Benefit
- Medical Transportation delivered by Labrador Affairs, see page 39
- Municipal Taxes Assistance
- Private child care
- Special Diet Allowance
- Special Needs Assistance
- Victims of Violence-Assistance
- Vision Care
- Referrals to other services, departments or agencies

**For more information, contact your regional CSSD Income Support office. Information listed on page 62.**

## Appealing an Income or Employment Support Decision

An appeal process is in place to ensure that anyone who receives or requests select benefits can have a decision reviewed. The benefits eligible for an appeal include:

- Income Support
- Employment and training supports that are not linked to Employment Insurance eligibility

**For more information:**

**Tel: 709.729.2479**

**Toll free: 1.877.729.7888**

### **Collections Services Division**

The Collections Services Division of Digital Government and Service NL is mandated to facilitate repayment of outstanding amounts owed to the province including provincially administered taxes payable, defaulted provincial student loans, income and employment support overpayments, and various fees and other receivables of government departments.

**For more information:**

**Tel: 709.729.6465**

**Toll-free: 877.520.8800**

**Fax: 709.729.2091**

[collections@gov.nl.ca](mailto:collections@gov.nl.ca)

### **Newfoundland and Labrador Income Supplement**

This provincial benefit will be paid quarterly with the federal GST/HST credit. The amount is based on the income from the year before. A person must file a yearly tax return to receive this credit.

**For more information, contact the Canada Revenue Agency**

**Toll free: 1.800.387.1193**

[www.canada.ca/en/revenue-agency/services/child-family-benefits/provincial-territorial-programs/province-newfoundland-labrador.html](http://www.canada.ca/en/revenue-agency/services/child-family-benefits/provincial-territorial-programs/province-newfoundland-labrador.html)

### **Prenatal Early Childhood Nutrition Supplement**

This is a monthly financial benefit for individuals and families with children four years old and under, and who are in low income. People eligible for the Newfoundland and Labrador Child Benefit (NLCB) are often eligible for the Prenatal Early Childhood Nutrition Supplement. The Supplement helps with the extra cost of healthy eating during pregnancy, and for children in their early years. The prenatal portion of the supplement is administered by Children, Seniors, and Social Development and is issued to the individual. The postnatal component is added to the child's NLCB entitlement, until the child is five years old.

**Toll free: 1.800.508.4788**

[www.gov.nl.ca/cssd/income-support/nutritionssupplement](http://www.gov.nl.ca/cssd/income-support/nutritionssupplement)

# Financial Help for Families

## Newfoundland and Labrador Child Benefit

This benefit is non-taxable and paid monthly to help low-income families with the cost of raising children under 18 years of age. To be eligible for this benefit, parents or guardians must file an income tax return every year and apply for the Canada Child Benefit.

**For more information, contact the Canada Revenue Agency (CRA) toll free: 1.800.387.1193 (CRA Benefit Inquiries)**

[www.canada.ca/en/revenue-agency/services/child-family-benefits/provincial-territorial-programs/province-newfoundland-labrador.html](http://www.canada.ca/en/revenue-agency/services/child-family-benefits/provincial-territorial-programs/province-newfoundland-labrador.html)

[www.gov.nl.ca/cssd/income-support](http://www.gov.nl.ca/cssd/income-support)





## Child Care Subsidy Program (EDU)

The Child Care Subsidy Program is an income tested program designed to help families with the cost of child care fees for regulated child care. The Child Care Subsidy Program enables eligible families to access regulated child care services by eliminating or minimizing cost within available resources.

For help, contact the regional child care services office in your region using the information listed below and on page 62.

### Regional Child Care Service Offices

<b>Metro</b>	<b>709.729.4331</b>
<b>Central East (West of Clarenville)</b>	<b>709.292.6283</b>
<b>Central East (Clarenville and East)</b>	<b>709.945.6557</b>
<b>Western</b>	<b>709.637.2763</b>
<b>Labrador</b>	<b>709.896.3591</b>

[www.childcare.gov.nl.ca/public/ccr/search](http://www.childcare.gov.nl.ca/public/ccr/search)

The Early Learning and Child Care Directory is a searchable map and database of all licensed child care centres, regulated family child care homes, and Family Resource Centres in Newfoundland and Labrador.

For more information visit: [www.childcare.gov.nl.ca](http://www.childcare.gov.nl.ca)

## Private Child Care

Parents or guardians receiving Income Support benefits while working or attending training, may receive help with the cost of child care in a regulated centre or program. Assistance with the cost of private or unregulated child care will only be considered when regulated child care is not available.

## High School Incentive Allowance

This initiative encourages youth/children of families in receipt of Income Support to obtain a high school diploma by reducing the financial burden that may occur with loss of child benefits. Loss of the Canada Child Benefit and Newfoundland and Labrador Child Benefit when a child reaches age 18 results in a significant reduction in monthly income for families in receipt of Income Support. To encourage youth to remain at home to finish high school, Income Support can provide additional monthly amount when child benefits are discontinued, as long as the child remains in high school.

Full-time high school students aged 18-21 in a family receiving Income Support or receiving Income Support themselves may be able to receive this allowance.

For more information on private child care or the high school incentive allowance, contact your regional CSSD Income Support office.

## Financial Help for Persons with Disabilities

### Funding for Community Access

Adults with disabilities may be funded to take part in community activities.

### Personal Allowance

Adults with disabilities who qualify for the Provincial Home Support Program may also be eligible for a personal allowance, up to a monthly amount of \$150.

### Registered Disabilities Savings Plans Exemption

Funds in a Registered Disability Savings Plan (up to \$200,000) are exempt from income and asset assessment for Income Support clients who require supportive services (i.e. living with a disability). These accumulated funds will not affect eligibility for Income Support benefits.

### Special Child Welfare Allowance Program

This program provides financial help to families with a child under 18 years of age with a disability. It helps cover the costs of disability-related items and services. Needs are determined through a clinical and financial assessment.

### Support Trusts

A Support Trust is a trust fund where the full amount and interest, regardless of the amount, is exempt when determining eligibility for Income Support provided by Children, Seniors, and Social Development and disability supports provided by Health and Community Services. A Support Trust may be set up on behalf of a person with a disability over the age of 18 years who requires supportive services.

To support residents of the province to set up a Registered Disability Savings Plan (RDSP), the province provides funding to Newfoundland and Labrador Association of Community Living (NLACL) for an incentive program to increase the value of the RDSP for all those who apply.

For information, contact NLACL at 709.722.0790 or [www.nlacl.ca](http://www.nlacl.ca)

For more information on these programs designed for Persons with Disabilities, contact NL Health Services listed on pages 62 and 63.

## Financial Help for Seniors

### **Newfoundland and Labrador Seniors' Benefit**

This is a provincial benefit for seniors who have a low income paid along with quarterly federal GST/HST credit. The benefit is based on family net income from the previous year. To qualify, a person must be 64 years of age or older by December 31 of the taxation year. No application is required, but seniors must file an income tax return.

**For more information, contact the Canada Revenue Agency toll free:  
1.800.387.1193**

[www.canada.ca/en/revenue-agency/services/child-family-benefits/provincial-territorial-programs/province-newfoundland-labrador.html](http://www.canada.ca/en/revenue-agency/services/child-family-benefits/provincial-territorial-programs/province-newfoundland-labrador.html)

[www.gov.nl.ca/fin/tax-programs-incentives/personal/income-supplement](http://www.gov.nl.ca/fin/tax-programs-incentives/personal/income-supplement)

# Housing, Shelter and Supports



# Housing Supports

## Board and Lodging, Rent or Mortgage Benefit

Income Support clients receive an amount for board and lodging, rent, or mortgage based on an eligibility assessment.

Income Support Services contact information on page 63.

## Transition Houses

Transition houses provide accommodation and assistance to women and children who are experiencing, or are at risk of, violence. They provide protection and services to help women and children recover from violence and take steps to rebuild self-esteem and regain an independent life. Services include:

- Help navigating the legal system and working with police
- Help accessing health, social, financial and other services
- Counselling
- Education and job readiness
- Children's programming
- Advocacy and community education

There are currently 12 transition houses in the province.

For more information about transition houses visit [www.thanl.org](http://www.thanl.org)

The provincial Domestic Violence Help Line is available 24/7 and is text enabled  
1.888.709.7090

Gander and area

Cara Transition House

Crisis Line: 709.256.7707

Toll Free Crisis Line: 1.877.800.2272

<http://carahouse.com>

**Corner Brook and area**  
**Willow House**  
**Crisis Line:** 709.634.4198  
**Toll Free Crisis Line:** 1.866.634.4198  
[www.transitionhouse.ca](http://www.transitionhouse.ca)

**Marystown and area**  
**Grace Sparkes House**  
**Crisis Line:** 709.279.3562  
**Toll Free Crisis Line:** 1.877.774.4957  
[www.gracesparkeshouse.com](http://www.gracesparkeshouse.com)

**St. John's and area**  
**Iris Kirby House**  
**Crisis Line:** 709.753.1492  
**Toll Free Crisis Line:** 1.877.753.1492  
[www.iriskirbyhouse.ca](http://www.iriskirbyhouse.ca)

**Carbonear and CBN area**  
**O'Shaughnessy House**  
**Crisis Line:** 709.596.8709  
**Toll Free Crisis Line:** 1.888.596.8709

**Labrador City-Wabush**  
**Hope Haven**  
**Crisis Line:** 709.944.2200  
**Toll Free Crisis Line:** 1.888.332.0000  
[www.hopehaven.ca](http://www.hopehaven.ca)

**Happy Valley-Goose Bay**  
**Libra House**  
**Crisis Line:** 709.896.3014  
**(voice/tdd)**  
**Toll Free Crisis Line:** 1.877.896.3014  
[www.librahouse.ca](http://www.librahouse.ca)

**Nain**  
**Nain Transition House**  
**Crisis Line:** 709.922.1229  
**Toll Free Crisis Line:** 1.866.922.1230

**Rigolet**  
**Kirkina House**  
**Crisis line: 709.947.3333**  
**Business line: 709.947.3334**

**Hopedale**  
**Selma Onalik Safe House**  
**Crisis Line: 709.933.3420**

**Sheshatshiu**  
**Nukum Munik Shelter**  
**Crisis Line: 709.497.8869**

**Natuashish**  
**Natuashish Safe House**  
**Crisis Line: 709.478.2390**

## **Home Energy Savings Program (HESP)**

HESP is designed to help homeowners with income of \$52,500 or less in making energy efficient retrofits to their homes. The program provides a non-repayable grant. The program helps clients with retrofits that will make their homes more affordable and reduce greenhouse gas emissions that contribute to climate change.

[www.nlhc.nl.ca/housing-programs/home-energy-savings-program-hesp](http://www.nlhc.nl.ca/housing-programs/home-energy-savings-program-hesp)

## **Rental Housing Program**

The Rental Housing Program helps people with low income who cannot obtain suitable and affordable rental housing on the private market. You may be able to access low-income rental housing if:

- Your total household income falls within certain income levels
- Your present housing is adequate but, you pay more than 30 per cent of your total household income towards rent and heat
- Your present housing is unsuitable, you pay less than 30 per cent of your total household income for rent; however, suitable housing in your area would cost 30 per cent or more of your total household income

[www.nlhc.nl.ca/housing-programs/rental-housing-program](http://www.nlhc.nl.ca/housing-programs/rental-housing-program)

## **Provincial Home Repair Program**

This program provides money to help homeowners with low income who require repairs to their homes. The repairs bring houses up to minimum fire and life safety standards, with improvements in basic heating, electrical and plumbing services. **For more information, contact your regional NLHC office. Information listed on page 64.**

[www.nlhc.nl.ca/housing-programs/provincial-home-repair-program-phrp](http://www.nlhc.nl.ca/housing-programs/provincial-home-repair-program-phrp)

## **Residential Tenancies Act**

Digital Government and Service NL mediates and adjudicates disputes between residential landlords and tenants. The Act allows for the delivery of consumer protection to tenants, while also ensuring the needs of landlords are taken into account.

**Tel: 709.729.2608**

**Toll free: 1.877.829.2608**

[landlordtenant@gov.nl.ca](mailto:landlordtenant@gov.nl.ca)

[www.gov.nl.ca/dgsnl/landlord](http://www.gov.nl.ca/dgsnl/landlord)

## **Emergency Supports for Victims of Violence**

Emergency supports are available for any victim of violence and include transportation to a safe location and accommodations. This support is not limited to people receiving Income Support. A person or family in need of these services should contact the nearest shelter. For emergencies, please contact 911. For more information, contact your regional CSSD Income Support office. Information listed on page 63.

## **Victims of Violence - Assistance Allowance**

This allowance is available to individuals leaving a violent relationship who are eligible for Income Support. The allowance helps with the costs of setting up a new home where the person is unable to get the necessary items from their own home. For more information, contact your regional CSSD Income Support office. Information listed on page 63.

## **Victims of Violence - Housing**

Priority is given to people living in abusive situations who are seeking safe and affordable housing.

For more information, contact your regional NLHC during regular business hours. Information listed on page 64.



More information for victims of violence seeking justice and legal help can be found under Victims Services on page 50.

### **Home Modification Program**

The Home Modification Program (HMP) is designed to provide funding to low-to-moderate income homeowners who require accessibility changes to their residences, to enable them to remain in their own homes.

[www.nlhc.nl.ca/housing-programs/home-modification-program-hmp](http://www.nlhc.nl.ca/housing-programs/home-modification-program-hmp)

### **Home Heating Supplement Program (extended to March 31, 2024)**

The Home Heating Supplement is available to residents of the province whose adjusted family income for 2022 was \$150,000 or less and have directly incurred costs for the purchase of furnace or stove oil to heat their principal residence in Newfoundland and Labrador.

## **Housing Supports for Persons with Disabilities**

### **Board and Lodging, Rent or Mortgage Benefit**

This supplement provides financial help to adults with disabilities who need more than basic Income Support benefits to live in rental accommodations, in their own home or with relatives or non-relatives. It is available to adults with eligible psychiatric, physical and/or intellectual disabilities (aged 18-64) who are eligible for, or in receipt of, Income Support benefits from CSSD. For more information on the Basic Board and Lodging Supplement, contact NL Health Services listed on pages 62 and 63.

# Education and Learning Help



# General Education and Learning

## Support Services for Students

The Programs and Services Division of the Department of Education provides educational and support services to meet the diverse needs of all students.

For students requiring special education support, these educational and support services may include:

- Accommodations
- Modified Prescribed Courses
- Alternate Programs
- Alternate Courses
- Alternate (Functional) Curriculum
- Alternate Format Materials
- Assistive Technology
- Transition Planning
- Alternate Transportation
- Intensive Intervention determined by the Program Planning Team

Other supports available to districts and schools through student services include:

- Responsive Teaching and Learning Policy
- Safe and Caring School Policy
- Autism in Education Professional Learning Series
- Student Bursaries
- Comprehensive Assessment
- Home Teaching

**For more information, visit:**

[www.gov.nl.ca/education/k12/studentssupportservices](http://www.gov.nl.ca/education/k12/studentssupportservices)

**For information about French first language schools, please contact Conseil scolaire francophone provincial:**

[www.csfp.nl.ca](http://www.csfp.nl.ca)

## Education Incentive Program

Tenants of Newfoundland and Labrador Housing Corporation, attending junior high, high school, post-secondary school, or an Adult Basic Education program, may receive a monthly payment for each student. This income is considered exempt and will not affect the amount of Income Support received by tenants of NLHC. For more information, contact your regional NLHC office. Information listed on page 64.

[www.nlhc.nl.ca/tenant-information/education-incentive-program](http://www.nlhc.nl.ca/tenant-information/education-incentive-program)

## Scholarship Program

Each year, NLHC offers 12 scholarships for \$1,000 each to tenants and tenants' children: six Youth Scholarships (two in each of the following regions: Avalon/East, Central, Western/Labrador), and six Adult Scholarships (two in each of the three regions). The application deadline is August 31 for the Youth Scholarship and September 30 for the Adult Scholarship.

**For more information, contact your regional NLHC office. Information listed on page 64.**

[www.nlhc.nl.ca/scholarship-program](http://www.nlhc.nl.ca/scholarship-program)

## Adult Basic Education (ABE)

ABE is a provincial high school equivalency program for adults, offered in 36 locations around the province. It has three levels:

- Level I – Basic Literacy Skills
- Level II – Skills similar to Grade 7-9
- Level III – Equivalent to Grade 10-12

To be eligible for admission to ABE, an individual must be 19 years of age or older; a resident of Canada (includes permanent residents or persons with refugee status); or are nominated through the Provincial Nominee Program or endorsed through the Atlantic Immigration Program as a candidate for permanent residency.

A special admission/exemption request may be considered by the department if a student is 18 years of age and has not attended school for at least six months, due to extenuating circumstances.

**Tel: 709.729.6828**

## One-to-One Literacy Tutoring

There are many groups that offer volunteer one-to-one literacy tutoring services in Newfoundland and Labrador. This program is delivered to adults (18 years of age or older). The following services are offered free of charge:

- In the St. John's metro area, please contact Teachers on Wheels at **709.738.3975** or visit their website [www.teachersonwheels.ca](http://www.teachersonwheels.ca)
- In all other areas of the province, please contact NL Laubach Literacy Council at **709.634.5081**, or visit their website [www.nllc.ca](http://www.nllc.ca)
- Please contact Learning Disabilities Association of Newfoundland and Labrador at **709.753.1445**, or visit their website [www.ldanl.ca/adult-literacy-support](http://www.ldanl.ca/adult-literacy-support) This service is available province-wide. Access to this service is free, and the diagnosis of a learning disability is not required to access free tutoring.

## General Educational Development (GED)

The GED credential is a way for adult learners to earn a high school equivalency diploma. A person can take the GED test if they are:

- At least 19 years of age or older
- Not currently enrolled in a high school program
- Not a high school graduate
- Canadian Citizen

An exemption may be given for an 18 year old to write the GED test if the person has been out of school for at least one year and the person's peer group has finished regular high school. A GED Age Waiver Form must be completed.

**Tel: 709.729.7919 or 709.729.7918**

**Fax: 709.729.0611**

[www.gov.nl.ca/education/ged](http://www.gov.nl.ca/education/ged)

## Newfoundland and Labrador Public Libraries

Newfoundland and Labrador Public Libraries (NLPL) lend books, magazines, DVDs, and CDs. E-books, e-audiobooks, e-newspapers and e-magazines can be borrowed through the NLPL Digital Library. Libraries provide early literacy, children's and adult programs, and offer a variety of training and community events. All libraries have public computers, free internet access and Wi-Fi. Contact information for all can be found at: [www.nlpl.ca](http://www.nlpl.ca)

**Tel: 709.643.0900**

**Local library locations:**

[www.nlpl.ca/library-contacts/public-library-branch-locations.html](http://www.nlpl.ca/library-contacts/public-library-branch-locations.html)

## **Early Childhood Education (ECE) Bursary Programs**

The Early Learning and Child Development Division of the Department of Education offers a variety of educational bursaries to improve the recruitment and retention of qualified early childhood educators working in regulated child care services.

**Tel: 709.729.5960**

**Bursary information online:**

[www.gov.nl.ca/education/childcare/childcareresources](http://www.gov.nl.ca/education/childcare/childcareresources)

## **Apprenticeship Training Supports**

### **Tuition Support**

Funding is provided to apprentices to cover all costs associated with training such as tuition, books, and travel costs.

## **Incentive Grants**

### **Canada Apprenticeship Loan**

This program provides funding to help apprentices complete their apprenticeship in a designated Red Seal trade. With the Canada Apprentice Loan, apprentices can get up to \$4,000 in interest-free loans per period of technical training, which can be used to help pay for tuition, tools, equipment and living expenses, or to cover forgone wages.

### **Apprenticeship Incentive Grant (AIG)**

The AIG is a taxable cash grant of \$1,000 per year or level, for a lifetime maximum amount of \$2,000 per person.

### **Apprenticeship Completion Grant (ACG)**

The ACG is a one-time taxable cash grant lifetime amount of \$2,000 per person for registered apprentices who complete their apprenticeship training and obtain their journey person certification.

### **Apprenticeship and Trade Certification Division**

**P.O. Box 8700, St. John's, NL A1B 4J6**

**Tel: 709.729.2729**

**Toll Free: 1.877.771.3737**

**Fax: 709.729.5878**

[app@gov.nl.ca](mailto:app@gov.nl.ca)

[www.gov.nl.ca/atcd](http://www.gov.nl.ca/atcd)

## **Students Training for Careers in Health**

Funding is available for students in over 30 health-career training programs, if criteria are met. Some examples of these programs are:

- Bachelor of Nursing
- Clinical Psychology
- Dentistry
- Diagnostic Imaging
- Laboratory Technology
- Licensed Practical Nursing
- Medicine
- Occupational Therapy
- Personal Care Attendant
- Physiotherapy
- Pharmacy
- Prosthetics/Orthotics

**Tel: 709.729.3940**

[www.gov.nl.ca/health/career](http://www.gov.nl.ca/health/career)

## **Student Financial Services**

The Student Financial Services (SFS) division of the Department of Education coordinates federal and provincial student financial assistance (grants and loans) to residents of Newfoundland and Labrador attending designated private and public educational institutions in Canada and abroad.

Student financial aid is a needs-based program, where educational costs and living costs are assessed against available assets to determine how much assistance is provided in the form of loans and grants. Some grants are only available to students studying in Newfoundland and Labrador or attending designated programs that are not available in the province. Other grants have student-specific criteria.

**Note:** Unless otherwise stated, all applicants are reviewed for full grant eligibility during the assessment process. There is one application for full-time students and one application for part-time students.

**Tel: 709.729.5849**

**Toll free: 1.888.657.0800**

[studentaidenquiry@gov.nl.ca](mailto:studentaidenquiry@gov.nl.ca)

[www.gov.nl.ca/education/studentaid](http://www.gov.nl.ca/education/studentaid)

## Newfoundland and Labrador Grants

### **Newfoundland and Labrador Full-time Grant**

This program provides a grant to students to meet a portion of their assessed need. Students who are studying in the province or who are attending programs not available in the province are eligible for this grant.

### **Newfoundland and Labrador Part-time Incentive Grant**

This program provides assistance equal to the amount of assessed Canada Student Loan to a maximum of \$500 per semester (to a maximum of \$1,000 per academic year) to lessen the financial burden faced by students wishing to continue their studies on a part-time basis.

### **Newfoundland and Labrador Debt Reduction Grant**

When students graduate from designated institutions in the province or attend designated programs in other jurisdictions and meet program criteria, they may be eligible to receive a grant to pay off some or all of their provincial student loans.

### **Newfoundland and Labrador Early Childhood Education Grant**

Students who graduate from an approved early childhood education program in the province, and who work in a licensed childcare centre in the province for the required period, will receive a grant for the full amount of their provincial student loan.

### **Newfoundland and Labrador Early Childhood Education Tuition Grant**

For the 2023-2024 program year, (September 1, 2023 to August 31, 2024), new entrants and existing students enrolled in the ECE Certificate or Diploma programs at an approved post-secondary institution in Newfoundland and Labrador may be eligible to receive up to \$10,000 per study period to meet their unmet financial need after existing student financial assistance is exhausted.



## **Memorial University Tuition Relief Grant (TRG)**

Provides eligible students up to \$345 per course for undergraduate Memorial University students who pay the higher course rate and whose family qualifies as low- or middle-income (based on the student's family size and income). The TRG is available for each year of post-secondary studies, provided the student continues to meet the eligibility criteria.

## **Canada Student Grants**

The Government of Canada provides a number of grants to offset the cost of postsecondary study. With the exception of the Canada Student Grant for Services and Equipment for Students with a Permanent or Persistent or Prolonged Disability, all students are automatically assessed for eligibility at application.

### **Canada Student Grant for Full-time Students**

Full-time students whose family income does not exceed certain thresholds may receive this grant to offset the cost of a post-secondary education (dependent students include parental income, married students include spousal income, and independent students include only their personal income).

### **Canada Student Grant for Full/Part-time Students with Dependents**

Students (full-time and part-time) with dependents may receive this grant in addition to CSG-FT or CSG-PT to offset the cost of a post-secondary education.

For more information on the grants listed above, please contact:

**Tel: 709.729.5849**

**Toll free: 1.888.657.0800**

[StudentAidEnquiry@gov.nl.ca](mailto:StudentAidEnquiry@gov.nl.ca)

[www.gov.nl.ca/education/studentaid/](http://www.gov.nl.ca/education/studentaid/)

### **Canada Student Grant for Part-time Students**

Part-time students whose family income does not exceed certain thresholds may receive this grant to offset the cost of a post-secondary education (dependent students include parental income, married students include spousal income, and independent students include only their personal income).

For more information on the grants listed above, please contact:

**Tel: 709.729.5849**

**Toll free: 1.888.657.0800**

[studentaidenquiry@gov.nl.ca](mailto:studentaidenquiry@gov.nl.ca)

[www.gov.nl.ca/education/studentaid](http://www.gov.nl.ca/education/studentaid)

## National Student Loan Service Centre

The National Student Loan Service Centre (NSLSC) coordinates the repayment of student loans for the Government of Canada and the Government of Newfoundland and Labrador. The NSLSC applies Debt Reduction Grants, and Newfoundland and Labrador Early Childhood Education Grants on behalf of the province. It also offers programs that help students who are having difficulties making their payments. Contact the NSLSC before missing any payments.

**You can create an online account at**

[www.csnpe-nslsc.canada.ca/en/](http://www.csnpe-nslsc.canada.ca/en/)

**Toll free: 1.888.815.4514 (NSLSC)**

[www.gov.nl.ca/education/studentaid](http://www.gov.nl.ca/education/studentaid)

## Repayment Assistance Plan (RAP)

The Repayment Assistance Plan (RAP) helps people who have difficulty making student loan payments. Under this program people pay only what they can reasonably afford, based on family income and family size. Monthly payments are limited to no more than 10 per cent of a borrower's gross family income. No borrower will have a repayment period of more than 15 years; 10 years for borrowers with permanent disabilities. If borrowers earn very little income, they may not have to make any loan payments until their income increases.

Students must have their loans in good standing to qualify. Call the National Student Loan Service Centre (NSLSC) before missing any payments.

**Toll free: 1.888.815.4514 (NSLSC)**

**Repayment Assistance Plan for information online:**

[www.canada.ca/en/services/benefits/education/student-aid/grants-loans/repay/assistance.html](http://www.canada.ca/en/services/benefits/education/student-aid/grants-loans/repay/assistance.html)

# Education and Learning Help for Persons with Permanent Disabilities

## Canada Student Grant for Students with Disabilities

This grant provides non-repayable assistance each academic year for eligible full-time and part-time students with a verified permanent or persistent or prolonged disability.

## **Canada Student Grant for Services and Equipment for Students with Disabilities**

The Canada Student Financial Assistance Program provides a non-repayable grant to cover exceptional education-related costs such as services, equipment, and disability related supports for students with permanent or persistent or prolonged disabilities. Students are required to submit an additional application for this grant. Students who do not have financial need under their initial application may still be eligible for this grant.

## **High Need Grant for Students with Permanent Disabilities**

This grant provides additional funding for eligible students with disabilities whose assessed need for services and equipment exceeds the maximum amount covered by the Canada Student Grant for Services and Equipment for Students with Disabilities. Students are not required to submit an additional application beyond their application for the Canada Student Grant for Services and Equipment for Students with Disabilities.

## **Severe Permanent Disability Benefit – Student Loan Repayment**

This is a benefit available to persons with severe permanent disabilities who are unable to repay student loans.

## **Repayment Assistance Plan for Borrowers with a Permanent Disability**

The Repayment Assistance Plan for Borrowers with a Permanent Disability (RAP-PD) helps people with permanent disabilities having difficulty repaying their student loans and ensures borrowers repayment period will not exceed 10 years.

Under RAP-PD, people with permanent disabilities pay only what they can reasonably afford based on family income and family size. Monthly payments are limited to no more than 10 per cent of a borrower's gross family income. If they have a small income, they may not have to make any loan payments until their income increases. Students must have their loans in good standing to qualify and should call the National Student Loan Service Centre (NSLSC) before missing any payments.

For more information on the grants listed above, please contact:

**Tel: 709.729.5849**

**Toll free: 1.888.657.0800**

[StudentAidEnquiry@gov.nl.ca](mailto:StudentAidEnquiry@gov.nl.ca)

[www.gov.nl.ca/education/studentaid](http://www.gov.nl.ca/education/studentaid)

# Employment Supports



# General Employment Supports

## Employment and Training

IPGS offers many programs and supports to help people prepare for, find and keep jobs. These include:

- Employment Centres
- Job Creation Partnerships
- Employment/Self-Employment supports
- Skills development supports
- Wage subsidies
- Employment assistance for persons with disabilities

**Toll free: 1.800.563.6600**

**TTY: 1.866.729.4685**

[employmentprograms@gov.nl.ca](mailto:employmentprograms@gov.nl.ca)

[www.gov.nl.ca/ipgs/empservices](http://www.gov.nl.ca/ipgs/empservices)

## Labour Market Information

The Government of Newfoundland and Labrador's Labour Market Information (LMI) website provides information to assist individuals in making informed decisions about the labour market, training and career choices. Up to date information is available on career profiles, job postings, regional overviews and a current labour market dashboard.

[www.gov.nl.ca/labourmarketinformation](http://www.gov.nl.ca/labourmarketinformation)

## Employment Centres

People can visit a Children, Seniors, and Social Development office, including the Employment Centres located throughout the province, to get help with job search, training options, resume writing and interview skills. Staff can also help with career planning and job matching with employers.

**Toll free: 1.800.563.6600**

**TTY: 1.866.729.4685**

[employmentprograms@gov.nl.ca](mailto:employmentprograms@gov.nl.ca)

[www.gov.nl.ca/ipgs/empservices](http://www.gov.nl.ca/ipgs/empservices)

## Job Creation Partnerships

Participants of this program will maintain or enhance their employability skills, particularly if they have been unemployed for a long time. Participants will gain work experience. This experience, together with the networking, which participants do while on a project, increases their chances of finding ongoing employment.

**Toll free: 1.800.563.6600**

[employmentprograms@gov.nl.ca](mailto:employmentprograms@gov.nl.ca)

[www.gov.nl.ca/ipgs/lmda/jcp](http://www.gov.nl.ca/ipgs/lmda/jcp)

## Employment-Steps for Success

Employment Steps for Success is a pilot program intended to provide funding to non-profit community organizations to develop, implement and deliver career planning and/or employment readiness programming. Individuals may participate in one of two streams offered by an organization including 1) Adult pre-Employment or 2) Career Exploration for Youth. Activities may include employment counselling, accessing and using labour market information, career decision making, job search skills development, job maintenance skills development, resume/portfolio preparation, employment maintenance, skills development, personal/social counselling, life skills development, pre-employment workshops/training, work experience, essential skills development, occupational skills development or other related topics.

**Toll free: 1.800.563.6600**

[EmploymentPrograms@gov.nl.ca](mailto:EmploymentPrograms@gov.nl.ca)

[www.gov.nl.ca/ipgs/employ-support/forcommunitypartners/employment-steps-for-success](http://www.gov.nl.ca/ipgs/employ-support/forcommunitypartners/employment-steps-for-success)

## Employment Development Supports

Employment Development Supports help eligible people prepare for, find and keep a job, by providing assessment and employment planning, short-term training, work supports and pre-employment training.

**Toll free: 1.800.563.6600**

[employmentprograms@gov.nl.ca](mailto:employmentprograms@gov.nl.ca)

[www.gov.nl.ca/ipgs/findajob/developmentsupports](http://www.gov.nl.ca/ipgs/findajob/developmentsupports)

## Self-Employment Supports

These supports help eligible individuals to start their own businesses by offering entrepreneurship training, customized coaching, and ongoing advice and support.

**Toll free: 1.800.563.6600**

[employmentprograms@gov.nl.ca](mailto:employmentprograms@gov.nl.ca)

[www.gov.nl.ca/ipgs/lmda/sea](http://www.gov.nl.ca/ipgs/lmda/sea)

## Job Start Benefit

This benefit helps with the cost of starting a job and is available to people receiving Income Support. Verification of employment is required. This benefit is limited to once in a 12-month period. For more information contact your regional CSSD Income Support office.

## Strategic Staffing Division

The Strategic Staffing Division of the Public Service Commission delivers the hiring process for the Newfoundland and Labrador public service. The Division manages staffing and recruitment and works to attract highly skilled employees to the public service. This Division also operates the Office of Employment Equity for Persons with Disabilities and the Student Employment Bureau.

**Tel: 709.729.0130**

**Toll free: 1.888.729.7690**

[recruitment@gov.nl.ca](mailto:recruitment@gov.nl.ca)

[www.hiring.gov.nl.ca/Jobs.aspx/Public](http://www.hiring.gov.nl.ca/Jobs.aspx/Public)

## Community Enhancement Employment Program

The Community Enhancement Employment Program provides short-term jobs to workers in rural areas. These workers are employed for up to 400 hours to help them qualify for Employment Insurance benefits.

Projects include tourism development, economic development, community/municipal infrastructure, and community services. Projects should offer skills development for workers and ongoing benefits to the region.

Project sponsors must be not-for-profit organizations or local governments including towns, regional municipalities, Inuit community governments, local service districts, community or economic development organizations.

**Toll free: 1.866.508.5500**

[employmentsupport@gov.nl.ca](mailto:employmentsupport@gov.nl.ca)

[www.gov.nl.ca/mpa/ceep](http://www.gov.nl.ca/mpa/ceep)

## Moving into work from Income Support

If you find a job while you are receiving Income Support benefits:

- You can receive both employment earnings and Income Support for the first 30 days of working
- You may be eligible for supports to pay for clothing, equipment and start-up costs associated with a new job (Employment Development Supports)
- If your new employer does not have a health plan, you and your family may be eligible for prescription drug coverage for 12 months
- You could be eligible for a Job Start Benefit of \$250 if you have dependents, or \$125 if you are single with no dependents
- Your income tax refund is yours to keep
- Help with child care costs may be provided
- There are some exemptions which may increase your income supplement
- As a single parent working more than 30 hours a month, you can also receive an Earned Income Supplement (EIS), which is added to your monthly Income Support benefit

If you are receiving Income Support benefits, or have low income, you may qualify for an Income Support supplement while you are working. Work-related expenses, earnings and assets are assessed monthly, in addition to your needs which include family size, accommodations, etc. If your assessed need is more than your monthly income and expenses, you may be eligible for a supplement from CSSD. For more information, contact your regional CSSD Income Support office.

## Skills Development Supports

Financial supports offered for training including:

- Skills Development post-secondary training for EI-eligible individuals
- Short-term training (less than 12 weeks and non-Student Aid eligible)
- Adult Basic Education (ABE)

**Toll free: 1.800.563.6600**

[employmentprograms@gov.nl.ca](mailto:employmentprograms@gov.nl.ca)

[www.gov.nl.ca/ipgs/skills-development](http://www.gov.nl.ca/ipgs/skills-development)



## Wage Subsidies

Wage subsidies help employers by paying some of the employee's wages.

**Toll free: 1.800.563.6600**

**TTY: 1.866.729.4685**

[employmentprograms@gov.nl.ca](mailto:employmentprograms@gov.nl.ca)

[www.gov.nl.ca/ipgs/employ-support/foremployers/wagesubsidy](http://www.gov.nl.ca/ipgs/employ-support/foremployers/wagesubsidy)

## Employment Enhancement Program (EEP)

The EEP provides support to employers in the forestry, aquaculture, agriculture, and fishing sectors engaged in value-added secondary processing. This funding to employers to create sustainable, long-term or seasonal employment and a training allowance to support new employees.

**Toll free: 1.800.563.6600**

[employmentprograms@gov.nl.ca](mailto:employmentprograms@gov.nl.ca)

[www.gov.nl.ca/ipgs/employ-support/foremployers/employment-enhancement-program](http://www.gov.nl.ca/ipgs/employ-support/foremployers/employment-enhancement-program)

## JobsNL Wage Subsidy Program

This program provides funding to employers to create jobs. The program supports employer/employee connections that promote sustainable long-term employment or seasonal employment. People who are unemployed and are EI-eligible or unemployed/under-employed and non EI-eligible are targeted in this program. Priority is given to Income Support clients, a person with a disability or recent post-secondary graduates. Priority for funding may be given to occupations and sectors identified by IPGS. Eligible employers include both private sector and non-profit employers.

**Toll free: 1.800.563.6600**

[employmentprograms@gov.nl.ca](mailto:employmentprograms@gov.nl.ca)

[www.gov.nl.ca/ipgs/empservices/jobsnl](http://www.gov.nl.ca/ipgs/empservices/jobsnl)

## Canada Apprenticeship Service

This program provides funding to small and medium sized enterprises to hire first-year apprentices in eligible Red Seal trades in the construction and industrial/manufacturing sectors. Funding of \$5,000 will be provided to eligible employers when they hire new first-year apprentices. An additional \$5,000 will be issued if an apprentice voluntarily attests to being from at least one equity-deserving group. The maximum eligible financial incentive is \$20,000 per fiscal

year, for hiring a maximum of two new first-year apprentices. Employers will be assessed automatically upon completion of an approved apprenticeship agreement (Memorandum of Understanding/Letter of Understanding).

**Toll free: 1.877.771.3737**

[app@gov.nl.ca](mailto:app@gov.nl.ca)

[www.gov.nl.ca/atcd/employers/financial-supports-programs-and-resources-for-employers/canadian-apprenticeship-service-cas](http://www.gov.nl.ca/atcd/employers/financial-supports-programs-and-resources-for-employers/canadian-apprenticeship-service-cas)

### **Apprenticeship Wage Subsidy**

This program helps underemployed and unemployed apprentices in the skilled trades at all levels of apprenticeship training. Upon approval, IPGS will provide 75 per cent funding across the board to a maximum of \$14 per hour, to help offset salary costs for employers to hire apprentices and provide them with critical work experience.

**Toll free: 1.800.563.6600**

[employmentprograms@gov.nl.ca](mailto:employmentprograms@gov.nl.ca)

[www.gov.nl.ca/ipgs/lmda/apprenticeship](http://www.gov.nl.ca/ipgs/lmda/apprenticeship)

### **Canada Newfoundland and Labrador Job Grant**

This program helps eligible employers with training costs for current or future employees. The goal is to help people get skills, find, and keep a job. The maximum yearly grant is \$10,000 for each current employee and \$15,000 for unemployed people.

**Toll Free: 1.800.563.6600**

[employmentprograms@gov.nl.ca](mailto:employmentprograms@gov.nl.ca)

[www.gov.nl.ca/ipgs/employ-support/foremployers/canada-nl-job-grant](http://www.gov.nl.ca/ipgs/employ-support/foremployers/canada-nl-job-grant)

### **Student Summer Employment Program – Post-secondary**

This program provides funding to help private sector businesses and not-for-profit organizations to create summer employment for students entering, or returning to, post-secondary programs in the upcoming year. Private sector employers and non-profit organizations are reimbursed at different rates.

**Toll free: 1.800.563.6600**

[employmentprograms@gov.nl.ca](mailto:employmentprograms@gov.nl.ca)

[www.gov.nl.ca/ipgs/students/ssep-post-secondary](http://www.gov.nl.ca/ipgs/students/ssep-post-secondary)

## Student Summer Employment Program - High School

This is a summer employment program for students in Levels I, II or III. Employers must be a non-profit organization and are provided with a wage subsidy, plus administrative costs. The positions must be between four and eight weeks and provide at least 20 hours of work per week.

**Toll free: 1.800.563.6600**

[employmentprograms@gov.nl.ca](mailto:employmentprograms@gov.nl.ca)

[www.gov.nl.ca/ipgs/students/ssep-high-school](http://www.gov.nl.ca/ipgs/students/ssep-high-school)

## Early Learning and Child Care Supplement

The Early Learning and Child Care (ELCC) Supplement Program provides funding to eligible Early Childhood Educators (Child Care Centre and Family Child Care) and Administrators (Child Care Centre). The intent of the initiative is to attract a greater number of qualified individuals to work in regulated child care settings.

**For more information on how to apply:**

**Tel: 709.729.2694**

[ELCCSupplement@gov.nl.ca](mailto:ELCCSupplement@gov.nl.ca)

[www.gov.nl.ca/education/childcare/supplement](http://www.gov.nl.ca/education/childcare/supplement)

# Employment Assistance

## Labour Standards Division

The Labour Standards Division enforces the minimum terms and conditions of employment in the province. This includes minimum wage, paid public holidays, vacation pay, hours of work, termination of employment, and various leaves.

**St. John's 709.729.2742**

**Corner Brook 709.637.2364**

**Toll free: 1.877.563.1063**

[labourstandards@gov.nl.ca](mailto:labourstandards@gov.nl.ca)

[www.gov.nl.ca/ecc/labour/nonunion](http://www.gov.nl.ca/ecc/labour/nonunion)

## Supported Employment

The Supported Employment Program funds Employment Corporations to develop job opportunities for eligible individuals with intellectual disabilities. This program provides supports to ensure people participate in meaningful, integrated

employment. Supports range from orientation and work analysis to full-time support from a job trainer to ensure that the employer is satisfied with the work.

**Toll free: 1.800.563.6600**

[employmentprograms@gov.nl.ca](mailto:employmentprograms@gov.nl.ca)

[www.gov.nl.ca/ipgs/disabilities/supported-employment-nl](http://www.gov.nl.ca/ipgs/disabilities/supported-employment-nl)

## **Office of Employment Equity for Persons with Disabilities (OEEPD)**

The OEEPD offers employment related programs and services designed to help persons with disabilities to find positions in the public sector. Along with career development and support services, the current employment programs being offered are:

- Opening Doors Program
- Career Development Initiative for Agencies, Boards, Commissions and Crown Corporations
- Wage Subsidy Initiative

**Tel: 709.729.5881**

**Toll free: 1.888.729.7690**

[openingdoors@gov.nl.ca](mailto:openingdoors@gov.nl.ca)

## **Horizon TNL**

65 Ridge Road, bureau 245

St. John's, NL

A1B 4P5

**Tel: 709.726.5976**

[info@horizontnl.ca](mailto:info@horizontnl.ca)

## **Employment Options Emplois**

Employment Options is a team of career planning professionals in Newfoundland and Labrador who support job seekers and employers to reach their employment goals. Services include career planning services and access to skills development funding and self-employment benefits for eligible individuals, as well as job search assistance. (Services in French are available upon request.)

[www.employmentnl.ca/english/](http://www.employmentnl.ca/english/)

[www.employmentnl.ca/english/office-locations](http://www.employmentnl.ca/english/office-locations)

# Medical, Health and Wellness



# General Medical, Health and Wellness

## **Newfoundland and Labrador Medical Care Plan (MCP)**

MCP covers the cost of insured medical services for residents of the province, including immigrants and foreign students. For people covered by MCP, the Newfoundland Hospital Insurance Plan provides coverage for insured hospital services.

**For more information or to apply for a MCP card:**

**Tel: 1.866.449.4459 or 1.800.563.1557**

## **Newfoundland and Labrador Health Services**

Health services are delivered through Newfoundland and Labrador (NL) Health Services. NL Health Services supports five regional zones across the province, including Eastern-Urban, Eastern-Rural, Central, Western, and Labrador-Grenfell. Facility services include hospitals and long-term care services. Hospitals and health care centers provide 24-hour emergency services, outpatient clinics, laboratory and X-ray services. Long-term care services are offered in long-term care homes and health care centres. In the community, services may include:

- Home Care and Supportive Services
- Health Equipment and Supplies
- Health Promotion
- Health Protection (such as immunizations)
- Mental Health and Addictions

For more information, contact Newfoundland and Labrador Health Services Zones listed on pages 62 and 63.

## **Newfoundland and Labrador Prescription Drug Program (NLPDP)**

The NLPDP offers financial assistance for eligible prescription medications for residents. There are five main plans under the program:

- Foundation Plan
- Access Plan
- Assurance Plan
- 65 Plus Plan
- Select Needs Plan

## Foundation Plan

The Foundation Plan provides 100 per cent coverage of eligible prescription medications for individuals and/or families who are receiving the following services:

- Long-Term Care or Personal Care Homes subsidies
- Community Supports through NL Health Services
- Children in the care of CSSD, and people in supervised care

No application is necessary. A Prescription Drug Program card is automatically issued when the Department of Health and Community Services is notified that a person is in receipt of the above noted services.

**Toll free: 1.888.859.3535**

[www.gov.nl.ca/hcs/prescription/nlpdp-plan-overview](http://www.gov.nl.ca/hcs/prescription/nlpdp-plan-overview)

## Access Plan

The Access Plan provides individuals and families with low incomes access to eligible prescription medications. Eligibility and a client's contribution toward their medication costs are determined by net income levels and family status.

Applicants must have a valid MCP number and a current tax return completed and processed by the Canada Revenue Agency. An application form is required. Applications are available at most pharmacies and doctor offices. You may also call NLPDP to have an application mailed to you.

**Toll free: 1.888.859.3535**

[www.gov.nl.ca/hcs/files/forms-pdf-nlpdp-application.pdf](http://www.gov.nl.ca/hcs/files/forms-pdf-nlpdp-application.pdf)

## Assurance Plan

The Assurance Plan provides prescription medication coverage to individuals and/or families with high drug costs where eligible drug costs exceed:

- 5 per cent of net income for those who earn below \$40,000
- 7.5 per cent of net income for those who earn from \$40,000 to under \$75,000
- 10 per cent of net income for those who earn from \$75,000 to under \$150,000

Eligible applicants will be responsible for a co-payment depending on their net income and eligible drug costs. Applicants must have a valid MCP number. All applicants must have a current tax return completed and processed by the Canada Revenue Agency. An application form is required in addition to providing

a 12-month pharmacy printout dated from the time of application for all persons listed on the application.

Applications are available at most pharmacies and doctor offices. You may also call NLPDP to have an application mailed to you.

**Toll free: 1.888.859.3535**

[www.gov.nl.ca/hcs/files/forms-pdf-nlpdp-application.pdf](http://www.gov.nl.ca/hcs/files/forms-pdf-nlpdp-application.pdf)

## **65 Plus Plan**

This plan provides coverage of eligible prescription drugs for residents 65 years of age and older who receive Old Age Security (OAS) benefits and the Guaranteed Income Supplement (GIS). Beneficiaries pay the dispensing fee up to a maximum of \$6. No application is necessary. A Prescription Drug Program card is automatically issued when HCS is notified by Service Canada that a person is in receipt of the GIS and OAS.

Please note: Landed immigrants who live in Newfoundland and Labrador and are 65 years of age or older can request an application form by calling:

**Tel: 709.643.5421**

**Toll free: 1.888.859.3535**

**Inquiries to determine eligibility for GIS:**

**1.800.277.9914**

[www.gov.nl.ca/hcs/prescription/nlpdp-plan-overview](http://www.gov.nl.ca/hcs/prescription/nlpdp-plan-overview)

## **Select Needs Plan**

Covers 100 per cent of disease-specific medications and supplies for people with Cystic Fibrosis and Growth Hormone Deficiency. A drug card is automatically issued when the program is informed that a person has a Cystic Fibrosis or Growth Hormone Deficiency diagnosis.

**Toll free: 1.888.222.0533**

[www.gov.nl.ca/health/prescription/nlpdp\\_plan\\_overview.html](http://www.gov.nl.ca/health/prescription/nlpdp_plan_overview.html)

## **Dental Health Plan**

For all children aged 12 and under, this plan pays for basic procedures such as examinations (every six months), cleanings and fluoride treatment (every 12 months), routine fillings and extractions, X-rays (limited) and sealants.



For children aged 13-17 years, in families who are enrolled in the NLPDP “(page 34)”, Foundation and Access Plans, the plan pays for examinations (every 24 months), X-rays (limited), routine fillings and extractions and emergency examinations. Cleanings are not covered.

For adults enrolled in the NLPDP - Foundation Plan, this plan pays for basic procedures including examinations and routine fillings, extractions and standard dentures (every eight years). Routine fillings have an annual cap of \$300. Fillings in excess of the \$300 will be the financial responsibility of the patient. The annual cap refreshes April 1, of each year.

It is recommended that each patient discuss the costs with their dentist/denturist before beginning treatment.

**Toll free: 1.800.440.4405 (Dental Service)**  
**1.888.859.3535 (Eligibility and Dental Letters)**  
[www.gov.nl.ca/health/dentalservices/general\\_info.html](http://www.gov.nl.ca/health/dentalservices/general_info.html)

### **Personal Care Homes Subsidy**

This subsidy provides a monthly subsidy to eligible persons who are moving into a personal care home. This subsidy is approved by NL Health Services.

**See NL Health Services contact information on pages 62 and 63.**

### **Health Equipment and Supplies - Special Assistance Program**

The Special Assistance Program provides medical equipment and supplies to eligible persons living in the community. NL Health Services are responsible for assessing clinical and financial eligibility for the following items available through the Special Assistance Program:

- Equipment (such as wheelchairs, commodes and walkers)
- Medical supplies (such as dressings, catheters and incontinent supplies)
- Oxygen and related equipment and supplies
- Orthotics (such as braces and burn garments)

For more information, contact NL Health Services listed on pages 62 and 63.

## **Provincial Home Support Program**

This program provides home support services that include personal and behavioral supports, homemaking and respite at the minimum level to maintain individual independence. The program is for:

- Persons aged 65 years or older
- Persons with disabilities aged 18-64 years
- Children with disabilities under age 18 living at home
- Persons requiring end of life care and short-term support upon discharge from hospitals

A clinical and financial assessment determines eligibility and the type of help that is needed. Support is provided by home support workers. The person can choose to self-employ a home support worker or arrange for a worker from a home support agency.

**For more information on the Provincial Home Support Program contact the Newfoundland and Labrador Health Services regional zones on pages 62 and 63.**

## **811 - Newfoundland and Labrador HealthLine**

HealthLine is a confidential and free telephone line staffed by experienced Registered Nurses. It is available to all residents of Newfoundland and Labrador any time, day or night. Call 811 to speak to a Registered Nurse.

HealthLine can help you decide what steps to take to manage your physical and mental health, and the health of your family. HealthLine nurses can also provide information about health services in your area, make referrals, and answer questions you may have about health-related topics.

### **Mental Health and Substance Use Crisis:**

Individuals in need of crisis response or mental health and substance use support can dial 811, day or night, to speak with a registered nurse who is a trained crisis intervener.

### **Nurse Practitioner Virtual Care Service:**

Appointments are available everyday 8 a.m. to 8 p.m., including weekends at no cost to any individual. The nurse practitioner can communicate over the phone or through videoconference. Individuals can book an appointment by calling 811 or using the 811 NL HealthLine app, free through the Apple and GooglePlay app stores.

### **Dial a Dietitian:**

Offers evidence-based healthy eating advice and is delivered by local dietitians by calling the NL HealthLine 811 or emailing a dietitian on the 811 HealthLine website. Dial-a-Dietitian connects residents directly to a dietitian; No referral from a health care provider is needed. This service is available 9:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m., Monday to Friday.

**Toll free: 811 or 1.888.709.2929**

[www.811healthline.ca](http://www.811healthline.ca)

### **Medical Transportation Assistance Program**

This program provides financial help to residents who have to travel outside their local area or province to access health services covered under the Medical Care Plan (MCP) or the Newfoundland Hospital Insurance Plan.

Claims can be submitted to: Medical Transportation Assistance Program  
Department of Labrador Affairs Government of Newfoundland and Labrador  
P.O. Box 8700, St. John's, NL A1B 4J6 at:

**Toll free: 1.877.475.2412**

**Fax: 709.729.1918**

[ismt@gov.nl.ca](mailto:ismt@gov.nl.ca)

[www.gov.nl.ca/exec/las/medical-transportation-assistance-program-mtap](http://www.gov.nl.ca/exec/las/medical-transportation-assistance-program-mtap)

### **Medical Transportation for Income Support Clients**

Medical transportation assistance may be available to people who are eligible for Income Support benefits. The program covers 100% of eligible travel, accommodations and meal expenses (set limits). Assistance may also be available to home/community support, long term care, personal care home and low income clients/residents; however non-Income Support clients may be required to pay a contribution toward the cost of the trip based on a financial eligibility assessment.

**Medical Transportation delivered by Labrador Affairs : 1.833.729.6106 or**

[ismt@gov.nl.ca](mailto:ismt@gov.nl.ca)

### **Special Diet Allowance**

Persons receiving Income Support benefits may receive help to buy food for a specific medical condition, such as diabetes. Proof of the medical condition must be provided.

## Vision Care

Assistance is available to people receiving Income Support benefits or who have low income, based on a financial assessment. Eye exams, glasses and contact lenses are covered, up to a maximum amount. Dependents under 18 years of age can access these services once every 12 months and adults once every 36 months.

For more information on the Special Diet Allowance or Vision Care (Income Support) contact your regional CSSD Income Support office.

Those individuals receiving Long-Term Care and Community Support Services may be eligible for vision care benefits. For more information contact Newfoundland and Labrador Health Services within the appropriate health zone as identified on pages 62 and 63.

# Mental Health and Addictions

## Bridge the gapp

Bridge the gapp (BTG) is Newfoundland and Labrador's 'go-to' website for mental health information and connection to local supports and services. BTG Adult is for 18+ and BTG youth is for 13-18 years old. Individuals can sign up for online programming, use tools, learn about services in their region and share personal stories of recovery with others. Visit: [www.nl.bridgethegapp.ca](http://www.nl.bridgethegapp.ca) for updated information on programs and services."

[www.bridgethegapp.ca](http://www.bridgethegapp.ca)  
[bridgethegapp@gov.nl.ca](mailto:bridgethegapp@gov.nl.ca)

## Doorways

Doorways provides rapid access to mental health and addictions counselling services 'one session at a time'. While most locations offer a drop-in service, some locations provide same-day, next day, or appointments by phone. Drop-in counselling services are available without an appointment or referral. If further counselling is required, staff will work with you to provide access to additional services and supports. Doorways is not an emergency service. In a medical emergency, call 911. In the case of a mental health or addictions crisis call 811, or proceed to the nearest emergency department.

To find Doorways in your area, visit the listing on Bridge the gapp here: [Doorways Drop-In Counselling Archives - Bridge the gapp](#) or call 811 and a Healthline nurse will provide you with a contact number for your area.

Tel: 811

Website [www.bridgethegapp.ca](http://www.bridgethegapp.ca) for regularly updated locations and hours.

## Helplines and Navigator

### Seniors NL

Seniors NL provides information and referral services to seniors and those who support seniors throughout Newfoundland and Labrador.

Toll free: 1.800.563.5599

[info@seniorsnl.ca](mailto:info@seniorsnl.ca)

[www.seniorsnl.ca](http://www.seniorsnl.ca)

### Mental Health and Addictions Systems Navigator

Are you having difficulty navigating the system or connecting with a service? A Mental Health and Addictions Systems Navigator is a central point of contact for individuals, family members and stakeholders throughout the province to:

- Problem solve so you can figure out next steps
- Consider options and find the right mental health or addiction service
- Get help in making connections

Tel: 709.752.3916 or 1.877.999.7589; VRS (Video Relay Services)

calls are welcome

[barry.hewitt@easternhealth.ca](mailto:barry.hewitt@easternhealth.ca)

### Kids Help Phone

Kids Help Phone is Canada's only 24/7 national support service. Kids Help Phone offers professional counselling, information and referrals, and volunteer-led text-based support to young people in English and French. Call, or visit the website to connect by text, email, or live chat.

Tel: 1.800.668.6868

Text "Talk" to 686868

[www.kidshelpphone.ca](http://www.kidshelpphone.ca)

### Smokers' Helpline

The Smokers' Helpline is a free, confidential service providing information, resources, support and motivational counselling while you are working toward being smoke free. All calls are confidential and free of charge.

**Tel: 1.800.363.5864**  
**Text: 709.700.7002**  
[shl@nf.lung.ca](mailto:shl@nf.lung.ca)  
[www.smokershelp.net](http://www.smokershelp.net)

## **The Gambling Helpline**

The Gambling Help Line is a free, confidential service available province-wide, 24 hours a day. If you or a family member has a gambling concern, please call for information and support.

**Tel: 811**

## **Lifewise Mental Health Peer Services**

Lifewise Mental Health Peer Services is a provincial community agency providing peer-led support programs for people who have or are experiencing mental health issues/difficulties.

Provincial Lifewise Warmline: Provincial telephone line offering support from 10 a.m. to midnight 7 days a week for people who have or are experiencing mental health issues/difficulties.

**English: 1.855.753.2560**  
**French: 1.833.753.5460**

## **Provincial Mental Health Crisis Line**

This line provides a 24-hour telephone service for people in a mental health crisis. This service offers immediate support and can also refer callers to ongoing support. All calls are confidential and free of charge.

**Tel: 811**

## **Mobile Crisis Response**

Mobile crisis response teams are comprised of mental health and addictions clinicians and police officers who are trained to respond together to mental health and addictions-related calls for service. The purpose of these teams is to deliver crisis intervention services directly to people in the community, thereby helping divert individuals from emergency departments and the criminal justice system.

**Tel: 811**

Visit [www.bridgethegapp.ca](http://www.bridgethegapp.ca) for regularly updated information on hours and locations.

### **Crisis Text Line**

Crisis Text Line is a 24/7 text line that connects individuals with a trained, volunteer crisis responder. The service is free, confidential, and provided by Kids Help Phone.

Youth can text '**CONNECT**' to **686868** to connect. Adults can text '**WELLNESS**' to **741741** to connect.

### **Sexual Violence Crisis Line**

The Sexual Violence Crisis Line is a province-wide toll-free line which operates 24 hours a day, 365 days a year. Callers can access non-judgmental, empathetic support and information regarding issues related to sexual violence. The line is confidential and you do not need to be in crisis to call.

**Tel: 1.800.726.2743 or 709.726.1411**

### **Domestic Violence Helpline**

The Domestic Violence Helpline is a province-wide, toll free number that is text-enabled and available 24/7. The caller will connect with a trained professional who will assist them directly, or connect them to the appropriate service or organization in the community, including women's centres, Violence Prevention Newfoundland and Labrador organizations, government departments, or medical and policing services.

**Tel. 1.888.709.7090**

### **First Nations & Inuit Hope for Wellness Help Line**

The Help Line is A 24/7 Help Line that provides immediate, culturally competent, telephone crisis intervention, counselling, and online chat support for all indigenous peoples across Canada.

**Tel: 1.855.242.3310**

[www.hopeforwellness.ca](http://www.hopeforwellness.ca)

## **Bridge the gapp:**

Bridge the gapp is Newfoundland and Labrador's 'go-to' website for mental health information and connection to local supports and services. Bridge the gapp adult is for individuals who are 18 years old and older and Bridge the gapp youth is for 13-18 year olds. Individuals can sign up for online programming, use tools, learn about services in their region and share personal stories of recovery with others. Visit: [www.nl.bridgethegapp.ca](http://www.nl.bridgethegapp.ca)

## **Breaking Free**

Breaking free is an online self-help program, available 24/7, on any device for individuals over the age of 16. It is proven effective to help people reduce drinking or drug use, or quit completely. The program is confidential, with no wait time so people can immediately start working toward their personal goals. Visit [www.nl.bridgethegapp.ca/adult/online-programs](http://www.nl.bridgethegapp.ca/adult/online-programs)

# **Online Supports**

## **Breathing Room**

Breathing Room is an online self-management program, for those between 13-24, to manage stress, anxiety and depression. Visit <https://www.nl.bridgethegapp.ca/adult/online-programs>

## **CheckItOutNL**

CheckItOutNL is an online screening tool for those 18+ to help individuals identify if and what Mental Health and/or substance use issues they or their loved one may be struggling with. Visit [www.nl.bridgethegapp.ca/adult/online-programs](http://www.nl.bridgethegapp.ca/adult/online-programs)

## **MindwellU**

MindwellU is an online mindfulness training for individuals 13+ proven to improve mental wellness, resiliency and performance. Individual get access to mindfulness drop in classes, a 30 day challenge, and webinars. Visit [www.nl.bridgethegapp.ca/adult/online-programs](http://www.nl.bridgethegapp.ca/adult/online-programs)

## **Therapy Assistance Online**

Therapy Assistance is an online self-help program for individuals 13+, which provides a mental health and substance use library available in French and English. Visit: [www.nl.bridgethegapp.ca/adult/online-programs](http://www.nl.bridgethegapp.ca/adult/online-programs)



## **Well Central**

Well Central is a free, virtual Recovery College offering interactive courses that empower individuals to take control of their mental health and well-being. Visit: [www.nl.bridgethegapp.ca/adult/online-programs](http://www.nl.bridgethegapp.ca/adult/online-programs)

## **Wellness Webinars**

Wellness Webinars is a webinar series providing quality information about various mental wellness and substance use topics. Visit: [www.nl.bridgethegapp.ca/adult/online-programs](http://www.nl.bridgethegapp.ca/adult/online-programs)

## **Power Over Pain**

The Power Over Pain Portal is a set of curated tools and resources designed to improve access to chronic pain care for adults living with chronic pain, family members, caregivers, and healthcare providers.

Individuals can start anywhere and explore what they think will be most helpful to them. It's private and confidential, free to use, and accessible 24/7. Online Programs Archive - Bridge the gapp

## **Strongest Families Children and Youth Programs**

The Strongest Families Institute is an award-winning charity providing skill-based educational programs to children, youth, adults, and families seeking help to improve mental health and well-being.

Behaviour Programs for Children ages 3-12:  
Parents Empowering Kids (PEK)

Anxiety Programs for Children ages 6-17:  
Chase Worries Away (6-11)  
Defeat Anxiety (12-17)

Bed Wetting Program for Children:  
Dry Nights Ahead (5-12)

Anxiety and Depression Program for Adults:  
ICAN (18+)  
For more information and how to sign up visit:  
[Online Programs Archive - Bridge the gapp  
nl.bridgethegapp.ca/adult/online-programs/](http://nl.bridgethegapp.ca/adult/online-programs/)

# Treatment Centres

## Hope Program

The Hope Program is an intensive outpatient program for individuals age 15+, across the province diagnosed with anorexia nervosa, bulimia nervosa, or other specified feeding and eating disorder. Referral required. For more information call: 709-777-2041 or visit: [www.nl.bridgethegapp.ca/service-directory/hope-program-healthy-opportunities-for-people-with-eating-disorders](http://www.nl.bridgethegapp.ca/service-directory/hope-program-healthy-opportunities-for-people-with-eating-disorders)

## The Recovery Centre:

The Recovery Centre in St. John's is open to anyone in the province who is 16+ and needs help while withdrawing from alcohol, drugs and/or gambling. They have around-the-clock nursing support and can provide medication to help with your withdrawals as needed. Once you start to feel better, they have a counsellor and meetings to support you as you begin your recovery. For more information call 709-752-4980/1-877-752-4980 or visit: [www.nl.bridgethegapp.ca/service-directory/recovery-centre](http://www.nl.bridgethegapp.ca/service-directory/recovery-centre)

## Humberwood Treatment Centre

Humberwood provides three-week inpatient treatment for individuals 19+ who are experiencing a substance use and/or gambling problem. Individuals must be referred by an addictions counselor or other community professional. For more information call 709-634-4506 or visit: [www.nl.bridgethegapp.ca/service-directory/humberwood-treatment-centre-mental-health-and-addictions-adult-treatment-centre](http://www.nl.bridgethegapp.ca/service-directory/humberwood-treatment-centre-mental-health-and-addictions-adult-treatment-centre)

## The Grace Treatment Centre

The Grace Centre is a 28 day provincial inpatient addictions treatment centre for individuals aged 18 years and older who are experiencing substance use concerns. Individuals must be referred by an addictions counsellor or other community professional. For more information call 709-945-4500 or visit: [www.nl.bridgethegapp.ca/service-directory/the-grace-centre-18-yrs](http://www.nl.bridgethegapp.ca/service-directory/the-grace-centre-18-yrs)

## Tuckamore Treatment Centre

Tuckamore is a live-in treatment Centre for 12 – 18 year olds in Newfoundland and Labrador who have complex mental health concerns. Tuckamore is located in Paradise and the average length of stay for young people is between 6 - 12 months. The program includes individual, group and family counselling as well

as life skills training, recreation, and art and music therapy. Tuckamore provides a safe home-like environment, a school area, a multipurpose room, a physical fitness area and an apartment for family visiting overnight. You can also ask your physician, nurse, clinician or social worker about other supports for youth in your area (ie. counselling). If Tuckamore is right for you, they can help with a referral. For more information call 709-752-3914 or visit: [www.nl.bridgethegapp.ca/service-directory/tuckamore-youth-treatment-centre](http://www.nl.bridgethegapp.ca/service-directory/tuckamore-youth-treatment-centre)

### **Hope Valley Treatment Centre**

Hope Valley provides specialized inpatient addictions treatment services for youth between the ages of 12 to 18 years. Following an assessment by a physician, admission is available when a person's needs cannot be safely met in community. Services include assessment, diagnosis, treatment and connection to treatment and supports after discharge. For more information call 709-292-8360 or visit: [www.nl.bridgethegapp.ca/service-directory/hope-valley-centre-addictions-treatment-for-individuals-12-18-yrs](http://www.nl.bridgethegapp.ca/service-directory/hope-valley-centre-addictions-treatment-for-individuals-12-18-yrs)

# Justice and Legal Services



# General Justice and Legal

## Adult Protection Act

The Adult Protection Act protects adults who are at risk of abuse and neglect, and who do not understand or appreciate that risk. Everyone has a legal duty to report suspected cases of abuse and neglect. An adult in need of protective intervention lacks capacity in respect to specific areas of risk and:

- Is incapable of caring for himself/herself or refuses, delays, or is unable to make provision for adequate care and attention for himself/herself; or
- Is abused or neglected

This **Act** applies to all adults in Newfoundland and Labrador who meet the above criteria.

If you suspect somebody is being abused or neglected, a report can be made by calling toll-free 1-855-376-4957 or by contacting the local police.

**Toll free: 1.855.376.4957**

## Emergency Protection Orders

Emergency Protection Orders are short-term court orders (maximum of 90 days) with one or more provisions for the immediate protection of a victim of family violence. For more information, contact your RNC detachment or RCMP detachment listed below or the nearest Provincial Court.

[www.court.nl.ca/provincial/courts/epo/whatis.html](http://www.court.nl.ca/provincial/courts/epo/whatis.html)

## Police Services

A broad range of policing services are offered to foster and maintain peaceful and safe communities.

### Royal Newfoundland Constabulary (RNC)

Emergency only (Province Wide)	911
Non-Emergency/General Inquiries	
Northeast Avalon	709.729.8000
Corner Brook	709.637.4100
Labrador City	709.944.7602
Churchill Falls	709.925.3524
TTY	1.800.363.4334

[www.rnc.gov.nl.ca](http://www.rnc.gov.nl.ca)

## Royal Canadian Mounted Police (RCMP)

Emergency only (Province-Wide) 911  
General Inquiries 1.800.709.7267

[www.rcmp-grc.gc.ca/detach/en/find/NL](http://www.rcmp-grc.gc.ca/detach/en/find/NL)

### Victim Services

Services are available for adult victims of crime, especially victims of violent crimes, regardless of whether a charge is laid. Services are free of charge and can include: information, support, court preparation, referrals to community services and supportive counselling. Victim Services also supports child victims and witnesses who are required to testify in a criminal matter. For child victims/witnesses to access services, caregiver consent is required. Victim Services also supports caregivers if requested. There are 11 offices province-wide.

Tel: 709.729.7970 (collect calls accepted)

[victimservices@gov.nl.ca](mailto:victimservices@gov.nl.ca)

[www.gov.nl.ca/victimservices](http://www.gov.nl.ca/victimservices)

More information to help victims of violence can be found on page 12.

### Intimate Partner Violence Unit (IPVU)

The Intimate Partner Violence Unit is a team of the Royal Newfoundland Constabulary (RNC) dedicated to ensure assistance and support to victims of intimate partner violence. This team provides training and assistance to front line officers to assure continued support to those victims.

This RNC unit is located in three areas: St. John's, Corner Brook and Labrador City. Contact IPVU at: [ipv@rnc.gov.nl.ca](mailto:ipv@rnc.gov.nl.ca) or 709.729.8093 (please note that this line is not monitored 24/7).

For all other areas of the province, please call 709.772.5400 or your local RCMP detachment. For emergency situations please call 911.

### Child Protection Services - Reporting Child and Youth Abuse and Neglect

Children (under 16) and youth (ages 16 and 17) have the right to be protected and to be safe from maltreatment due to the action or lack of action by their parents or guardians. Maltreatment includes physical abuse, sexual abuse, emotional abuse, and or neglect.

- Physical abuse is any non-accidental physical force or action that harms a child
- Sexual abuse is the inappropriate exposure of a child to sexual contact, activity or behavior

- Emotional abuse is any behaviour or action that causes mental or emotional harm to a child
- Neglect is the lack of action by a parent in providing adequate care and attention to the child/youth's needs, resulting in harm, or substantial risk of harm to the child/youth

**If you believe a child or youth is in need of protective intervention due to abuse or neglect, you are required, by law, to report it.**

**To report a concern, call toll-free 1.833.552.2368 or contact your local police.**

**For more information on reporting child and youth abuse and neglect, please visit: [www.gov.nl.ca/cssd/childprotection/report](http://www.gov.nl.ca/cssd/childprotection/report)**

## **Human Rights Commission**

The Human Rights Commission is responsible for promoting and protecting human rights in the province. The Human Rights Act, 2010 protects people from discrimination and harassment. People have the right not to be discriminated against or harassed based upon race, colour, nationality, ethnic origin, social origin, religious creed, religion, age, disability, disfigurement, sex, sexual orientation, gender identity, gender expression, marital status, family status, source of income and political opinion. To learn more, contact the Human Rights Commission.

**Tel: 709.729.2709**

**Toll free: 1.800.563.5808**

[humanrights@gov.nl.ca](mailto:humanrights@gov.nl.ca)

X: [@nlhumanrights](https://twitter.com/nlhumanrights)

[www.thinkhumanrights.ca](http://www.thinkhumanrights.ca)

## **Legal Aid NL**

Legal services are available for residents of Newfoundland and Labrador who meet financial and case eligibility criteria, and for non-residents charged with a criminal offence or who qualify under the legal aid plan of the province or territory in which they reside.

Services include:

- Representation in criminal, family and civil cases
- Representation in appeals before the Courts
- Representation before administrative tribunals in areas such as: Immigration and refugee claims, Canada Pension, employment insurance, and social assistance

- Representation in specialized courts including Mental Health Court, Family Violence Intervention Court, and Drug Treatment Court

For all residents of Newfoundland and Labrador, and visitors to the province, the following services are provided:

- Duty Counsel to accused persons appearing in the provincial and youth courts across the province, and Family Division-Trial Division-Supreme Court in St. John's
- Brydges Duty Counsel, a 24-hour telephone service to people arrested or detained by a peace officer

**Toll free: 1.800.563.9911 (24-hours a day)**

[nlac@legalaid.nl.ca](mailto:nlac@legalaid.nl.ca)

[www.legalaid.nl.ca](http://www.legalaid.nl.ca)

Local telephone numbers for Legal Aid NL can be found on page 64.

### **Royal Newfoundland Constabulary Public Complaints Commission**

This commission investigates complaints against members of the Royal Newfoundland Constabulary. A complaint has to be registered within six months of the alleged incident. Complaint forms are available on the website.

**Tel: 709.834.6171**

[RNCcomplaintscommission@gov.nl.ca](mailto:RNCcomplaintscommission@gov.nl.ca)

[www.Rncpcc.ca](http://www.Rncpcc.ca)

## **Justice and Legal Help for Families**

### **Family Justice Services**

Family Justice Services offers services to help families in resolving their own separation and divorce issues regarding custody, access and/or child support outside of court. Family Justice Services focuses on the needs of children and provides a range of free services including mediation/counselling, as well as parent information sessions that focus on family law matters and parenting after separation.

Family Justice Services does not provide legal advice or services for property division, spousal support or child protection.



**Avalon Region**  
**St. John's**                      **709.729.1183**

**Central Region**  
**Clarenville**                      **709.466.4050**  
**Marystown**                      **709.279.0227**  
**Gander**                              **709.256.1205**  
**Grand Falls-Windsor**              **709.292.1194**

**Western Region**  
**Corner Brook**                      **709.634.4174**  
**Stephenville**                      **709.643.8396**

**Labrador Region**  
**Labrador City**                      **709.944.3209**  
**Happy Valley-Goose Bay**              **709.896.7941**

[www.court.nl.ca/supreme/family-division/family-justice-services/](http://www.court.nl.ca/supreme/family-division/family-justice-services/)

### **Support Enforcement Program**

This program provides services related to the collection and distribution of court ordered child and/or spousal support. Child support amounts are also reviewed each year by the Child Support Recalculation Service to ensure payments are updated and reflect the current income of the support payer.

**Tel: 709.637.2608**

**Toll free: 1.855.637.2608**

**Recalculation Services: 709.634.4172**

[seps@gov.nl.ca](mailto:seps@gov.nl.ca)

[www.gov.nl.ca/just/childsupport/support\\_enforcement.html](http://www.gov.nl.ca/just/childsupport/support_enforcement.html)

# Other Services



## **Labrador Sport Travel Subsidy**

The Government of Newfoundland and Labrador recognizes that the cost of air and ground transportation between Labrador and the island portion of the province continues to be prohibitive to Labrador athletes and teams. The Labrador Sport Travel Subsidy Program provides air travel support to Labrador athletes (aged 18 and under), Special Olympians and sport organizations to participate in provincial competitions and development camps. Subsidies are also provided to support development for coaches and officials, and provincial tournaments hosted in Labrador. An annual grant is provided to School Sport Newfoundland and Labrador to provide air and ground travel support to students competing in school regional and provincial sporting events.

**For more information, please contact the Department of Labrador Affairs:  
438-440 Hamilton River Road  
P.O. Box 3014 Station B  
Happy Valley-Goose Bay, NL A0P 1E0**

**Tel: 1.809.896.1780**

**Toll Free: 1.888.435.8111**

**Fax: 709.896.0045**

[labradorsporttravel@gov.nl.ca](mailto:labradorsporttravel@gov.nl.ca)

[www.gov.nl.ca/las](http://www.gov.nl.ca/las)

## **Office of Immigration and Multiculturalism**

The Office of Immigration and Multiculturalism administers the Newfoundland and Labrador Provincial Nominee Program and the Atlantic Immigration Program. The office helps temporary residents (migrant workers, international graduates, and others) to become permanent residents, helps with the settlement and integration of newcomers through partnerships, works with employers to address labour shortages through immigration, promotes diversity and multiculturalism throughout the province, promotes Newfoundland and Labrador internationally as an immigration destination of choice, and works with community and other partners to address and prevent racism in Newfoundland and Labrador.

**Tel: 709.729.6607**

[immigration@gov.nl.ca](mailto:immigration@gov.nl.ca)

[www.gov.nl.ca/immigration](http://www.gov.nl.ca/immigration)

## **Arts and Culture Centres**

Arts and Culture Centres (ACCs) are located in six communities across the province (St. John's, Gander, Grand Falls-Windsor, Corner Brook, Stephenville, and Labrador

City). The ACCs offer a series of programming for all ages and across all disciplines. The centres also provide the community with access to workshops, classes, and community activity in arts and culture. There are often discounted pricing opportunities for youth and seniors.

<b>St. John's</b>	<b>709.729.3900</b>
<b>Gander</b>	<b>709.256.1081</b>
<b>Grand Falls-Windsor</b>	<b>709.292.4518</b>
<b>Corner Brook</b>	<b>709.637.2580</b>
<b>Stephenville</b>	<b>709.643.4553</b>
<b>Labrador West</b>	<b>709.944.7132</b>

[www.artsandculturecentre.com](http://www.artsandculturecentre.com)

### **Wood Cutting Permits and Sawmill Licences**

The Department of Fisheries, Forestry and Agriculture is responsible for issuing wood cutting permits and sawmill licences for both domestic and commercial purposes, as well as burning permits. Some licences may be available at a reduced fee for seniors.

For information including policies and forms, please visit:

[www.gov.nl.ca/ffa/licenses-permits-and-fees/cutting-transporting-burning](http://www.gov.nl.ca/ffa/licenses-permits-and-fees/cutting-transporting-burning)

### **The Office of the Seniors' Advocate**

The Office of the Seniors' Advocate provides systemic advocacy services for seniors 65 years of age and over, and people under 65 years that receive a senior service which includes programs, services or systems of support related to health care, personal care, housing, transportation or finances that are used by or associated with seniors. The Office of the Seniors' Advocate will listen to seniors, their family members, and community organizations, to identify systemic issues, issues impacting a large number of seniors. The Office of the Seniors' Advocate will research and analyze these systemic issues and make recommendations to government, government agencies, service providers and community organizations to improve legislation, policies, programs and services that impact seniors. The Office educates the public on matters of importance to seniors and supports community organizations in their challenges to meet the varied needs of seniors.

[seniorsadvocate@seniorsadvocatenl.ca](mailto:seniorsadvocate@seniorsadvocatenl.ca)

**Tel: 709.729.6603**

**Toll free: 1.833.729.6603**

[www.seniorsadvocatenl.ca](http://www.seniorsadvocatenl.ca)

## **The Office of the Citizens' Representative**

The Office of the Citizens' Representative receives complaints from people who feel they have been treated unfairly in their contact with provincial government offices and agencies. The office also receives complaints about how government policies, procedures, and actions affect a large number of people. The office works to find solutions and can make recommendations to provincial government departments and agencies to ensure fair treatment for people accessing programs and services.

**Tel: 709.729.7647**

**Toll free: 1.800.559.0079**

[citrep@gov.nl.ca](mailto:citrep@gov.nl.ca)

[www.citizensrep.nl.ca](http://www.citizensrep.nl.ca)

**Facebook:**

[www.facebook.com/Office-of-the-Citizens-Representative-Newfoundland-and-Labrador-171628062894528](https://www.facebook.com/Office-of-the-Citizens-Representative-Newfoundland-and-Labrador-171628062894528)

## **The Office of the Child and Youth Advocate**

The Office of the Child and Youth Advocate is an Independent Office of the House of Assembly and is legislatively mandated to protect, promote, and advance the rights of children and youth. The Office represents the interests and viewpoints of children and youth under the age of 19 years in Newfoundland and Labrador. If a young person has been in care or custody the age of service is extended to their 21st birthday. The Office helps young people speak up for themselves, will speak up with them, or will speak up for them. The Office does this through individual advocacy, systemic advocacy, investigations and reviews, as well as public education about the rights of children and youth. The Office advocates to ensure children and youth have access to services they are entitled to, that their issues receive appropriate attention, and their voices are heard in matters affecting them.

**Tel: 709.753.3888**

**Toll free: 1.877.753.3888**

[office@ocya.nl.ca](mailto:office@ocya.nl.ca)

[www.childandyouthadvocate.nl.ca](http://www.childandyouthadvocate.nl.ca)

**X: @ocyanl**

## **Office of French Services**

The Office of French Services (OFS) offers linguistic support and community liaison services to the Francophone population of Newfoundland and Labrador. Francophones requiring information on or assistance with government programs

and services may contact OFS's bilingual staff, who will then contact other government departments, where necessary.

**Tel: 1.800.775.6170**

[frenchservices@gov.nl.ca](mailto:frenchservices@gov.nl.ca)

[www.gov.nl.ca/dgsnl/frenchservices](http://www.gov.nl.ca/dgsnl/frenchservices)

## **Consumer Protection**

The Consumer Affairs Division of Digital Government and Service NL helps ensure fair and equitable business practices, informs consumers and business operators of their rights and responsibilities, and offers mechanisms for dispute resolution. It also provides consumer affairs awareness and education services, including tips for seniors, telemarketing fraud and mail scam advice, and is also available to help consumers make informed decisions.

**Tel: 709.729.2600**

**Toll free: 1.877.968.2600**

[consumeraffairsaccount@gov.nl.ca](mailto:consumeraffairsaccount@gov.nl.ca)

[www.gov.nl.ca/dgsnl/online-services](http://www.gov.nl.ca/dgsnl/online-services)

## **Motor Registration**

The Motor Registration Division administers the Driver Licensing Program, Vehicle Registration Program and Highway Safety and Enforcement Program and includes the following services:

- Testing for and issuing driver's licences
- Annual licensing or registration of vehicles
- Issuing photo identification cards
- Issuing accessible parking permits
- Collection of any outstanding traffic fines and sales tax on vehicle transfers
- Managing driver convictions, suspensions, and collision/medical records
- Development, administration and auditing of highway enforcement programs for commercial drivers and vehicles to achieve safety on public roads

**To schedule an appointment, to renew on-line, or find a local office visit:**

[www.gov.nl.ca/motorregistration](http://www.gov.nl.ca/motorregistration)

**Toll free: 1.877.636.6867**

[mrd@gov.nl.ca](mailto:mrd@gov.nl.ca)

[www.gov.nl.ca/motorregistration](http://www.gov.nl.ca/motorregistration)

## Natural Areas

This office manages the province's wilderness and ecological reserves to provide wilderness recreation (including free backcountry camping), ecotourism, scientific research and education opportunities to the public; issues permits for those activities in wilderness and ecological reserves; creates new wilderness and ecological reserves to support biodiversity conservation; leads management of Canadian heritage rivers in the province; and liaises with Parks Canada on national parks issues.

**Tel: 709.637.2081**

[naturalareas@gov.nl.ca](mailto:naturalareas@gov.nl.ca)

[www.gov.nl.ca/ecc/natural-areas](http://www.gov.nl.ca/ecc/natural-areas)

## Occupational Health and Safety Division

The primary goal of the Occupational Health and Safety Division (OHS) is accident and illness prevention. OHS recognizes that all workers have a fundamental right to a workplace that neither impairs their health nor imperils their safety. This is achieved by working with stakeholders to establish, promote and enforce workplace practices, standards and procedures. The division is supported by a complement of staff including inspection officers, industrial hygienists and engineers who perform various multi-disciplinary activities such as:

- Investigating workplace accidents and complaints
- Conducting compliance inspections of workplaces
- Hygiene assessments of various physical, chemical, biological and ergonomic agents in the workplace in order to protect worker health
- Enforcing occupational health and safety legislation

**Tel: 709.729.2706 or 729.3275**

**Toll free: 1.800.563.5471**

**24 hour Accident Reporting Line: 709.729.4444**

[www.gov.nl.ca/dgsnl/department/branches/divisions/ohs](http://www.gov.nl.ca/dgsnl/department/branches/divisions/ohs)

## Vital Statistics

Vital Statistics registers and certifies all births, deaths, and marriages in the province. It also registers adoptions and legal name changes and certifies clergy and civil authorities for marriage ceremonies.

**Tel: 709.729.3308**

[www.gov.nl.ca/dgsnl/birth](http://www.gov.nl.ca/dgsnl/birth)

## Government Service Centres

There are 11 Government Service Centres conveniently located throughout the province, each providing a single point of entry for a range of services to the public and the business community. Services provided include motor registration, vital statistics, land development services, licences, permits, inspections and approvals regarding private septic systems, electrical installations, small game hunting and angling.

[www.gov.nl.ca/dgsnl/department/branches/divisions/gsc](http://www.gov.nl.ca/dgsnl/department/branches/divisions/gsc)

## Provincial Parks

This office provides camping, outdoor recreation, and conservation opportunities to the public and issues permits, licences and leases for activities in Provincial Parks. To find out more about Provincial Parks or to book a campsite, call the number below or visit the website. There may be some reduced fees for seniors.

**Tel: 709.637.2040**

[www.parksnl.ca](http://www.parksnl.ca)

**Campsite Reservations:**

**1.877.214.2267**

[www.nlcamping.ca](http://www.nlcamping.ca)

## Wildlife

This office issues hunting licences for trapping, inland angling, and hunting and angling guide licences; provides hunter education and firearm safety training; runs the Program for Hunters and Anglers with a Disability; and operates the Salmonier Nature Park. Some licences may be available at a reduced fee for youth and seniors.

**Tel: 709.637.2025**

[wildlifelicense@gov.nl.ca](mailto:wildlifelicense@gov.nl.ca)

[www.gov.nl.ca/ffa/wildlife](http://www.gov.nl.ca/ffa/wildlife)

## Provincial Historic Sites

There are 12 Provincial Historic Sites that have guides available. Provincial Historic Sites are seasonal. Discounts are available for seniors, students and youth. Admission is free for children and youth 16 and under. For a full listing of these sites and contact information, check out:

[www.seethesites.ca](http://www.seethesites.ca)



## **Connect Pass Program**

Newfoundland and Labrador Public Libraries card holders can borrow a pass, free of charge, to Provincial Historic Sites and Provincial Parks through the NLPL Connect Pass program.

[About the NLPL Connect Pass - www.nlpl.ca/programs/nlpl-connect-pass/connect-pass.html](http://www.nlpl.ca/programs/nlpl-connect-pass/connect-pass.html)

## **The Rooms**

The Rooms is Newfoundland and Labrador's largest public cultural space. It represents and displays our province to itself and to the world. Both a destination and a journey, The Rooms is where the province's most extensive collection of artifacts, art and historical records come together to create meaningful and memorable visitor experiences that share who we are and how we came to be. The Rooms offers free admission to students every Friday. Students must present a valid student ID at the admissions desk. Seniors also receive a discount on admission price. There is free admission for all on the first Wednesday evening (6:00 p.m. to 9:00 p.m.) each month.

The Rooms oversees three provincial museums located in various regions. The Rooms Regional Museums include the Labrador Interpretation Centre, in North West River; the Demasduit Regional Museum, in Grand Falls-Windsor; and the Provincial Seamen's Museum in Grand Bank on the Burin Peninsula. Admission rates apply to the Mary March Provincial Seaman's Museum. Admission to the Labrador Interpretation Centre is free.

**Tel: 709.757.8090**

[www.therooms.ca](http://www.therooms.ca)

## **Community Garden Support Program**

The Community Garden Support Program helps eligible municipalities, schools, not-for-profit organizations and community groups establish and enhance new and existing community gardens. Participants contribute to local food production and food self-sufficiency so communities benefit from increased access to fresh, nutritious, locally grown food. The program provides up to a maximum of \$750 per eligible applicant in the form of a non-repayable grant.

[www.gov.nl.ca/ffa/programs-and-funding/programs/](http://www.gov.nl.ca/ffa/programs-and-funding/programs/)

# Regional Office Contact Information

## Newfoundland and Labrador Health Service Zones

### Eastern Zone

St. John's and Surrounding Area                      1.888.752.4835  
Fax:    709.752.4579

Rural Avalon    709.786-5217

Nursing Services:    709.752.4942  
Fax    709.752.4832

Seniors (65 and over)    709.752.4382

Adults with Disability    709.752.4368  
(18-64 years)

Children with Disability    709.752.4717  
(0-18 years)

Rural Avalon Area    709.786.5217  
Fax:    709.786.5299

Bonavista and Burin Peninsula Area    709.466.5706  
Fax    709.466.5718

[www.easternhealth.ca](http://www.easternhealth.ca)

**Office of Bilingual Services    709.777.7763**

The Bilingual Services Office helps facilitate access to services, information and resources to support Francophone patients and clients as they navigate the health-care system.

[www.easternhealth.ca/fr/services-bilingues](http://www.easternhealth.ca/fr/services-bilingues)

## Central Zone

Toll free: 1.833.210.8491  
[www.centralhealth.nl.ca](http://www.centralhealth.nl.ca)

## Western Zone

Corner Brook 1.833.646.6301  
Stephenville 709.643.8700  
[www.westernhealth.nl.ca](http://www.westernhealth.nl.ca)

## Labrador-Grenfell Zone

Toll free: 1.833.284.4751  
[www.lghealth.ca](http://www.lghealth.ca)

## Immigration, Population Growth and Skills Offices

To access employment and training supports

Toll free: 1.800.563.6600  
[EmploymentPrograms@gov.nl.ca](mailto:EmploymentPrograms@gov.nl.ca)  
[www.gov.nl.ca/ipgs](http://www.gov.nl.ca/ipgs)

## Children, Seniors and Social Development

To access Income Support services

Tel: 709.729.7888  
Toll free: 1.877.729.7888

For general inquiries, please email  
[incomesupport@gov.nl.ca](mailto:incomesupport@gov.nl.ca)  
[www.gov.nl.ca/cssd](http://www.gov.nl.ca/cssd)

## Regional Child Care Service Offices

Metro	709.729.4331
Central East (West of Clarenille)	709.292.6283
Central East (Clarenville and East)	709.945.6557
Western	709.637.2763
Labrador	709.637.2763

## Early Learning and Child Care Directory

[www.childcare.gov.nl.ca](http://www.childcare.gov.nl.ca)

## Newfoundland and Labrador Housing Corporation Offices

Avalon	709.724.3000
Avalon Maintenance	709.724.3400
Corner Brook	709.639.5201
Gander	709.256.1300
Happy Valley-Goose Bay	709.896.1920
Labrador City	709.944.7474
Grand Falls-Windsor	709.292.1000
Marystown	709.279.5375
Stephenville	709.643.6826

[www.nlhc.nl.ca](http://www.nlhc.nl.ca)

### Legal Aid NL

Provincial Head Office	709.753.7860
St. John's (General)	709.753.7863
24/7 Toll Free	1.800.563.9911

Mental Health Office 709.726.8966

Carbonear 709.596.7835 or 786.6003  
Toll free: 1.844.596.7835

Clarenville 709.466.7138  
Toll free: 1.844.260.7138

Marystown 709.279.3068  
Toll free: 1.844.340.3068

Gander 709.256.3991  
Grand Falls-Windsor 709.489.9081  
Corner Brook (General) 709.639.9226  
Toll free: 1.844.639.9226

Corner Brook (Family and Child Legal Aid) 709.634.4391  
Stephenville 709.643.5263  
Toll free: 1.844.304.5263

Happy Valley-Goose Bay (General) 709.896.5323  
709.896.5051  
709.896.5690

Happy Valley-Goose Bay (Family and Child Legal Aid)  
1.833.896.5323  
709.896.5323

Labrador West/ Wabush 709.282.3425  
709.282.3426

### **Royal Newfoundland Constabulary (RNC)**

Emergency only (Province-Wide) 911

#### **Non-Emergency/General Inquiries**

Northeast Avalon 709.729.8000  
Corner Brook 709.637.4100  
Labrador City 709.944.7602  
Churchill Falls 709.925.3524  
TTY 1.800.363.4334

[www.rnc.gov.nl.ca](http://www.rnc.gov.nl.ca)

### **Royal Canadian Mounted Police (RCMP)**

Emergency only (Province Wide) 911

General Inquiries 1.800.709.7267

[www.rcmp-grc.gc.ca/detach/en/find/NL](http://www.rcmp-grc.gc.ca/detach/en/find/NL)

**For more information please contact:**

**Children, Seniors and Social Development**

P.O. Box 8700

St. John's, NL

A1B 4J6

[guidetoservices@gov.nl.ca](mailto:guidetoservices@gov.nl.ca)

**Tel: 709.729.6048**

**Toll free: 1.866.883.6600**

