

# Family and Community Support Services

## Policy for People Outreach Program

**Policy #: 1206-01**

**Revised: February 18, 2014**

**Effective: March 1, 2014**

### Purpose:

Family and Community Support Services supports disabled citizens in our community in accessing services such as; indoor cleaning, yard maintenance and snow removal through the People Outreach Program. The intent of the program is to enable these persons to afford these services in order to facilitate independent living.

### Definitions:

**“Director”** means the Director of the Municipality’s Community Services Department, or the employee(s) designated by the Director to implement this Policy.

**“Municipality” or “Municipal”** means the corporation of the Municipality of Crowsnest Pass located in the Province of Alberta.

**“Office”** means the Municipal Offices located at 8502 – 19<sup>th</sup> Avenue in Coleman, Alberta.

### Policy:

1. Family and Community Support services will provide monthly subsidy to those persons who are eligible under **all** of the program guidelines listed below. Clients must be:
  - Physically or mentally incapable of performing simple home maintenance tasks;
  - Adults age 18 – 64
  - Residents of the Municipality of Crowsnest Pass.
  - Referred/verified by a doctor or Community Health Nurse to the program.
  - Able to produce verification of gross annual income equal to or less than the income thresholds established by the Special Needs Assistance Program for Seniors Provincial Program.
2. Family and Community Support Services will provide subsidy to those qualified at a rate of \$10.00 per hour for indoor cleaning to a maximum of 8 hours per month and \$10.00 per hour for outside maintenance and snow shoveling to a maximum of 8 hours per month.

3. The Family and Community Support Services Board may consider special requests for subsidy under the program by clients who do not meet all of the criteria above.
4. The Director of Community Services and/or the FCSS Board reserve the right to refuse subsidy to those who have demonstrated non-adherence to any applicable policies/procedures.

**Procedure:**

1. People Outreach Program Application forms (*See Appendix A*) are available at the Municipal Office. Completed application forms are to be submitted to the FCSS Coordinator for review and approval.
2. Once a People Outreach Program application is approved, the applicant will be notified that they are eligible for the program and will be issued subsidy claim forms (*See Appendix B*).
3. Subsidy forms are completed by the program recipient and claimed work is signed off on by the worker(s). Completed subsidy forms are to be submitted monthly (*by the 15<sup>th</sup> day of the following month*) to Family and Community Support Services for review and processing.
4. A voucher for reimbursement is prepared for all eligible monthly claims and the reimbursement cheque is mailed out monthly.
5. Persons age 65 years and older who apply for the People Outreach Program will be referred to the Special Needs Assistance Program for Seniors Provincial Program.