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Rights and Responsibilities of Applicants and Recipients of the Income Assistance Program

Social Development Policy and Procedure Handbook Chapter 1.5

General Principle

Every person applying for or receiving social assistance has certain rights and responsibilities.

Client Rights

I understand that I have the right:

- To apply for assistance when I believe I am in need
- To receive the information and assistance needed for me to make proper application for the program
- To have my personal information treated as private and confidential
- To be free of any consideration of race, gender, colour, creed, or political affiliation in the administration of this program
- To receive prompt, courteous, efficient, and fair treatment
- To have my eligibility determined based on objective evidence as required by program policy
- To receive all assistance and benefits for which I qualify under policy and procedures established in the Social Development Policy and Procedure Handbook
- To receive written confirmation of my eligibility, upon request
- To appeal decisions concerning an application for, or provision of a benefit
- To be informed of my responsibilities for initial and ongoing eligibility

Initial _____

Client Responsibilities

I understand that I am responsible to:

- Disclose any information that is required under the policy and procedures established in the Social Development Policy and Procedure Handbook
- Complete all required eligibility forms in a proper manner
- Take maximum personal responsibility for achieving increased or complete independence
- If required by policy, seek work at all times, and to be available for all work for which I am qualified
- If employable, participate in employability programs that may be available
- To use all available resources and income to support myself as the preferred alternative to social assistance
- To inform the administering authority promptly of changes in your circumstances that may affect eligibility
- Be aware that I must meet all eligibility requirements (i.e., residency, citizenship, etc.)

Acknowledgment and Agreement

By signing my name below, I certify that I have read, understood, and acknowledged the above information, and that I agree to abide by all applicable terms, conditions, policies, and requirements outlined herein.

Client Name (Print): _____

Client Signature: _____

Date: _____