



Guide to **ESIA**

Everyone needs help sometimes

Nova Scotia's
**Employment Support and
Income Assistance Program**



What everyone should know about **ESIA**

Nova Scotia's **Employment Support and Income Assistance Program**

This guide gives general information. There is more information on the website at www.gov.ns.ca/coms

Everyone needs help sometimes

Sometimes some of us are not able to support ourselves and our families. We need help to buy food, pay the rent, and get the other things everyone needs to get by. The ESIA Program may help by giving us money for basic needs and other supports we need to get on with our life.

Some of us need help for a month or two, and some of us need help for a longer time. All our lives are different. ESIA is here to help when we need to talk about our particular situation.

The basics - what the ESIA Program is all about

- **What should I expect when I apply for Income Assistance?**
 - someone will listen to you and treat you with respect
 - you are eligible to apply for support no matter where you live in Nova Scotia
 - you have a right to apply for all the financial resources and services that the program allows to help you meet your needs

- you can ask a friend, family member, or advocate to come to meetings with you. An advocate is someone who will speak up for you and make sure you are treated fairly
- you have a right to make your own choices about your life ESIA is there to help you do that
- the information you give will be kept confidential
- you work toward being self-sufficient. This means you work with your worker to make plans to get training and find work
- you can appeal any decision that is made about your eligibility

■ **We have responsibilities**

- to make sure you know what rights and choices you have
- to treat you with dignity and respect
- to give you clear information and answers to your questions
- to deal with your application fairly and quickly
- to go by the rules and procedures of the ESIA Program

■ **You have responsibilities**

- to give the worker all the information he/she needs when you apply for Income Assistance
- to fill out any forms we need to understand your situation
- to make sure all the information you give is correct
- to stay in touch with your worker and let your worker know when your circumstances change
- to continue to work toward becoming self sufficient

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The Women's Place Resource Centre, Cornwallis Park
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Can I Get Income Assistance? Am I Eligible?

You have the right to apply for Income Assistance.

Income Assistance gives you a basic amount of money to pay for food, rent, utilities like heat and electricity, and clothing. This chapter tells you what makes you eligible for Income Assistance, and what you need to know once you are on Income Assistance.

Who can apply for Income Assistance

You can apply for Income Assistance if you live in Nova Scotia and you are 19 or over.

■ What makes me eligible?

- *You need financial support.*

You must show your worker that you can not pay for your basic needs and in some cases your special needs. They will ask for your Social Insurance Number, Health Card number, bank account records, and any documents that prove that your expenses are higher than your income.

- *You have tried everything you can think of to find another source of income.*

'Basic needs' are food, clothing, and shelter. 'Special needs' are for some medical and employment costs. Your worker uses that definition.

- 4 • *You are willing to take part in an employability assessment and develop an action plan for becoming self-sufficient.*

You and your worker decide when you are ready to take part in an ‘employability assessment.’ This assessment looks at all your skills and experience to see what kind of work you can do and what training you need at this time.

- *You keep trying to find work or some other source of income unless that is not possible for you at this time.*

Self-sufficient means different things to different people. Part of it is that you are able to pay the costs of your basic food, shelter, and clothing. Talk to your worker about what self-sufficient means to you.

■ **I have an emergency. Can I get help?**

Yes. The worker may be able to start you on Income Assistance right away. They will give you extra time to bring in the rest of the information they need. Here are some examples of emergencies

- you have no food
- you are in danger of losing your home
- you need help to protect your health and safety or that of your spouse or dependent child

■ **I am an Aboriginal person. Am I eligible?**

You can apply if you live off Reserve. You apply the same as a non-Aboriginal person.

You are not eligible if you live on Reserve. You must contact your band for assistance.

■ I have a disability. Am I eligible?

Maybe. You must show the worker that you can not pay for your basic needs.

You should tell the worker that you have a disability. There are other supports and programs that you may be eligible for. Your worker may ask you to have your doctor confirm your disability.

■ I am under 19. Am I eligible for Income Assistance?

You may be eligible if you are 16 to 18

- if your home is not safe for you to live in
- if you and your parents or guardians have conflicts that mean you can not come back to live in your home
- if you have no parent or guardian

You must go to school or take training for work, and live in a supervised home or apartment while you are on Income Assistance.

Ongoing eligibility

dealing with things that can change

Your worker is responsible to look at your situation regularly. They need to know what has changed for you and if you are still eligible for Income Assistance.

■ What do you do about my savings and things that I own?

The worker will talk to you about what you own, or your assets. There are rules about what you must count as assets. A house and a car do not usually count as assets. Some assets are counted and some are not. Talk to your worker about this.

6 ■ I get money from other places. Will I still be eligible?

You must always report it to your worker.

- *Money from some sources does not change your Income Assistance*
 - GST rebate
 - money you receive through the National Child Benefit
 - money your dependant children earn doing part-time work while they go to school full time
 - money from a Child Disability Benefit
 - Income Tax Refunds
- *Money from sources like these does change your Income Assistance*
 - child maintenance
 - pension plans including Canada Pension Plan
 - Employment Insurance
 - wages

You will continue to get money from Income Assistance if your budget shows that you still need help.

■ What if I work?

The money you earn will go to pay for your basic expenses. You will continue to get help from Income Assistance until the amount you earn is more than you get from Income Assistance. There are incentives to help you make this transition. Talk to your worker.

Every person and every situation is different. The ESIA Program works with you as an individual who has an individual need.

How do I apply for Income Assistance? What steps do I take?

Employment Support and Income Assistance is a program of the Department of Community Services.

You have the right to apply for Income Assistance.

You have the right to be treated with dignity and respect when you apply for Income Assistance. A worker will look at your circumstances and decide if you are eligible. If you are, they will help you get the support you need. They will also refer you to other services you need.

If you have an emergency, Community Services will talk to you right away.

Following the steps

■ How do I start?

Call the nearest office of Community Services and make an appointment. There may be no one at the office who can help you if you go in without an appointment.

- ***Let the office know if you have an emergency.*** Someone will talk to you right away if you have an emergency.
- ***Look in the back of this Guide for the phone numbers and addresses of all Community Services Offices in Nova Scotia.*** You can also look in the blue pages of your phone book, under Community Services. Call your nearest office or call 1-877-424-1177 to be directly connected to an office closest to where you live.

8 ■ How do I apply?

- *Tell the person who answers the phone that you want to apply for Income Assistance.* Someone will then ask you questions about your situation.
- *Have these things by the phone when you make the call.*
 - bank statements for your account
 - your Social Insurance Number
 - your Health Card Number
 - any other information that can help the person understand your financial situation and your family situation
- *You may find out from this call if you seem to be eligible.* You may get a meeting with a worker. Or you may have to wait until someone calls you back.

Ask the worker who calls you back what you need to bring to your first meeting.

■ I have a meeting with a worker. What do I bring?

The worker needs the documents that show whether you are eligible. You can only get Income Assistance after they have all the documents they need to complete your application.

It is important that you understand the process. Keep asking questions until you are sure you understand.

- ***Here is a check list of things you may need to bring to the first meeting.*** You may want to check off all the things the worker asks you to bring
 - your Health Card
 - the Health Cards of all your family members
 - your Social Insurance Number or SIN
 - the SIN of your spouse and any dependent children who have a SIN

Do you need to replace a lost Health Card? Call MSI at 496-7008 or Toll Free: 1-800-563-8880

Do you need to replace a Social Insurance Card that is lost? Call Toll Free: 1-800-206-7218

- ***To look at your finances***
 - bank account statements
 - insurance policies
 - Registered Retirement Saving Plans or RRSPs
 - Registered Education Saving Plans or RESPs
 - a current paystub or a final cheque stub from your last job
 - income tax assessments
- ***To look at what you pay for shelter***
 - a copy of your lease or mortgage
 - the name and address of your landlord
 - bills or receipts that show the extra costs you pay – for heat and electricity, for example

- 10** • *To understand your situation*
- birth certificates
 - drivers license
 - marriage license, divorce order
 - adoption papers
 - school documents

Do you need to replace a lost birth certificate, marriage certificate, or death certificate?

Call Vital Statistics at 424-4381 or Toll Free: 1-877-848-2578

The worker will photocopy all the documents you bring and keep the copies in a file. This information is kept confidential. Keep the originals for your records.

■ What happens in the first meeting?

Your worker will fill out the 'ESIA Program Application' form using the information you give them. Both you and your spouse must sign the Form if you are married and living together or living common law.

- ***Read the information to make sure it is correct before you sign the Form.*** This Form will ask you questions about your personal situation and whether you have any reasons that you can not work on a plan to become more self-sufficient.
- ***You sign a 'Consent to Release of Information Authorization' form.*** This Form allows Community Services to confirm the financial information for your application. The worker will read the Form to you and explain what it means.

It is important that you understand it. Keep asking questions until you are sure.

- *The worker will ask where you are looking for work.* They will also ask if you have looked for support from programs like Canada Pension Plan Disability Benefits, or Worker's Compensation.
- *There are other forms you will be asked to complete—it depends on your circumstances..*

■ How long before I know if I get Income Assistance?

The worker collects all the information. After that, it usually takes 3 to 7 days.

■ How do I find out if I get Assistance?

Your worker will call you or send a letter.

- *You will be told one of two things*
 - that you are eligible, and the amount you will be getting
 - that you are not eligible and the reasons for that

■ What if I get turned down?

The notice tells you why. You can ask the worker to explain the reasons. You can also appeal the decision. If you appeal, there are two steps to the appeal process

- *Step 1 – Administrative Review* – the administrative review is done by someone new to your file, such as a local supervisor. That person will make sure that the department did all the right things to arrive at its decision
- *Step 2 – Appeal Hearing* – if you are not satisfied with the decision of the administrative review and wish to continue your appeal, then you must tell us in writing. This appeal goes to the Assistance Appeal Board. A Board member will listen to your side of the story and decide if the Department's decision should be changed.

12 ■ When can I expect the assistance to start?

That depends on your situation. Monthly assistance usually comes three working days before the end of the month. It may come as a cheque or direct deposit.

■ How do I get the money?

You can get the money in one of two ways

- have it deposited directly into your bank account. This is called 'direct deposit.' Community Services recommends this because it is safe, you get your money on time, and it is confidential. Your worker will help you set up direct deposit if you want to use it
- have your cheque mailed to you

KEEP NOTES! We recommend that you keep notes of appointments, the names and telephone numbers of people you talk to, and a list of resources in your community that may help you. Your worker will help you. There are places for writing notes at the end of this book.

How does Employment Support Services help me?

Employment Support Services has two goals

- to look at your skills and abilities and how they can help you find work
- to work with you, and offer support and services, as you become more self-sufficient

Self-sufficiency means different things to different people. Some people need to work on education or training, others on job skills. It may mean doing volunteer or part-time work. Self-sufficiency means finding what is right for you at this time, with your background, your family and personal situation, and what jobs are available in your community.

This part of the Employment Support and Income Assistance Program gives you support and training to help you get ready to work. It is open to anyone on Income Assistance and their spouse.

Working with the Program

■ What if I can not work right now?

You may still be eligible. Tell the worker everything about any situation, disability, or illness that stops you from working. This includes everything from medical information to having no child care.

14 ■ Where do I start?

You take part in your first employability assessment as soon as you start on Income Assistance. This assessment will show one of two things

- this is not the right time to start work or train for work
 - you are able to train for work or start looking for a job.
- Your worker will tell you about the Nova Scotia Employability Assessment or NSEA.

The NSEA is a standard assessment process. It will ask questions. Your answers form a pattern that shows what you are good at and what you need help with.

■ What do I do with that information?

You use it to develop an action plan with your worker. The purpose of the plan is to make a map of where you want to go and the steps to get you there

- what kind of work do you want to do
- what gets in the way of finding that kind of work
- what skills, education and training do you have already
- what skills and training do you need - this can be personal skills, work skills, and education
- where can you get the training and education you need

Your worker is trained to help you do this. Your job is to take charge of the process. Their job is to help you do that.

■ What do I get out of ESS?

ESS is not just about work. It helps you find ways to support yourself in ways that are right for you

- paying attention to your background, your family, and your personal situation
- paying attention to the types of jobs that are available where you live
- helping you get the education, training, job skills, or personal skills you need to be able to work
- finding the right type of work if working is right for you at this time. This includes full-time, part-time or volunteer work
- giving you the support and resources you need to get work

■ What resources are there?

Here are some

- workshops in personal and work skills
- help to develop your résumé
- help to find a job
- training courses, upgrading, counselling, and testing to tell you more about your skills and interests
- programs and support to help you start a business
- other programs if you need more support or flexibility

Talk to your worker about what ESS offers.

■ I have a disability. Are there programs and services to help me?

Yes. Talk to your worker.

16 ■ I am a new mother. How long can I stay home with my child?

The law in Nova Scotia says new parents can stay home for a year. You can stay home for the length of time that feels right for you and your child, up to one year. You can also talk to your worker about things like child care, training, or looking for work before the year is up.

■ Can I keep getting Income Assistance while I go to college or university?

If you are already receiving Income Assistance, you may be able to attend community college or university and keep your Income Assistance in certain circumstances.

Ask your worker about the programs that are available. You and your worker will look at the resources that can help you with your plan to work towards self-sufficiency.

Some questions – and some answers

These answers give you a general picture and some basic information about the Employment Support and Income Assistance Program.

Every person and every situation is different. The ESIA Program works with you as an individual who has an individual need.

■ How much do I get on Income Assistance?

It depends on your situation. Income Assistance or IA offers help for basic needs - food, shelter, and clothing. IA defines 'basic needs' and 'maximum amounts.' The amount you get depends on three things

- the total amount that is allowed. This is the maximum amount of money you could get on Income Assistance.
- your costs. Your costs take into account things like the size of your family.
- the income and resources you have.

■ What do you mean by 'personal allowance' and 'shelter allowance'?

There are two parts to an Income Assistance payment. One is a personal allowance for food, clothing, and other personal needs. The other is a shelter allowance. It pays rent for an apartment or boarding house, or mortgage payments. It includes an amount for utilities like electricity and heat. This allowance provides shelter for the family.

18 ■ I have children. How much money does Income Assistance allow for children?

The money that you get for your children comes from the Child Tax Benefit. Talk to your worker.

You must file your Income Tax every year in order to get your Child Tax Benefit.

■ I am expecting a child. Can I get help with extra costs?

Maybe. You may get extra money for shelter and food. Talk to your worker.

- you may get help with extra money for nutritional food.
- you may get help with extra money for shelter if you are in the 7th month of your pregnancy for your first or second child.

■ Is there extra money for child care?

You may get extra money for child care if any of these things are true

- you are working
- you are looking for work
- you are going to a workshop or taking a training program that will help you find work
- you can not look after your child because of your health

Talk to your worker if you need child care.

■ Do I have to take my child to a licenced Day Care?

No. You can take your child to a licenced day care or you can have someone else look after them. You can pay someone in your family to look after your child. However, you can not get support to pay these people

- a parent
- a legal guardian
- your dependent child

■ Can I get money for transportation?

Maybe. You can get money for transportation for one of these reasons

- to help you get to your job
- to help you get to a training program that will help you get a job or find one
- to help you get to a medical appointment

■ I need to eat a special diet. Is there money to pay the extra costs?

Maybe. Talk to your worker if your doctor says you need a special diet for medical reasons.

■ What if I need more money for shelter?

You may be eligible for an increased 'shelter allowance under certain circumstances'. This is for a single person who

- has a disability
- is leaving an abusive relationship
- has a health condition that prevents participation in employment services;
- is 55 years of age or over;
- is a youth aged 16 -18

Check with your worker.

■ Can someone live with me?

You must tell your worker if there is any change in your income, your living situation, or your family situation. It may change the amount of your monthly assistance.

20 ■ Can I get money to help me move? What about a damage deposit?

Maybe. You can if you are moving for your health and safety or that of your family. That includes things like these

- moving to get away from family violence
- moving because the place you live in makes a medical condition worse

Check with your worker. There may be other special circumstances.

■ My furnace is broken. Can I get help to fix it?

Maybe. Income Assistance may pay for repairs to your house if they affect your health and safety. These things must be true

- you own the house where you are living
- you have been on Income Assistance for at least 6 months

Check with your worker.

Ask your worker about Housing Programs that may be available from the Department of Community Services.

Special Needs

■ What is a ‘special needs allowance’?

This is extra money to help you pay for two types of things

- the costs for special health and safety needs
- support that allows you to take training for work, or look for work

These allowances can help you pay for many different kinds of needs. Check with your worker.

■ Will Income Assistance pay for my telephone?

Maybe. You can get a telephone if you need it for your health or safety or that of your family. It is paid for as a special needs allowance. Check with your worker.

■ What if I need special work clothes or a uniform for my job?

There is extra money to help you go to work. Check with your worker. You can use the money to pay for things like these

- tools
- work clothes and uniforms
- safety equipment

■ Can I get money to get my teeth fixed?

You can get help for emergency dental care if any of these things are true, for you or someone in your family. An emergency means one of these things

- you are in pain
- you have bleeding in your mouth that will not stop
- your gums are swollen
- you need your dentures fixed

Check with your worker.

■ How much does Income Assistance pay for dental work?

Community Services has a dental fee schedule that covers certain procedures.

Bring your Health Card, and tell the dentist you are on Income Assistance. The dentist may ask you to pay the part of the cost that Income Assistance does not pay.

■ Can I get money to pay for prescriptions?

Yes. The ESIA Program includes Pharmacare unless you already have a health plan. With Pharmacare, you pay a 'co-pay' fee of \$5 for each prescription. Some people do not have to pay the co-pay fee amount. Check with your worker.

22 ■ What happens to my Pharmacare if I get a job?

Pharmacare continues for 12 months from the date that you stop getting Income Assistance. This is called ‘Transitional Pharmacare.’ Talk to your worker if your new employer has a health plan.

■ My prescription drugs cost a lot. I am not eligible for Income Assistance. Can I get help?

Call your nearest Community Services Office and tell them about your drug costs.

Sometimes Income Assistance can help you with part of your drug costs.

A worker will first ask you to register with the Nova Scotia Family Pharmacare program.

It is easy to register.

Call: (902) 496-5667 or

Toll Free: 1 (877) 330-0323

Rights and responsibilities – how do we work together?

What are your rights? What are you responsible for when you are on Income Assistance? This chapter gives you a summary.

Your rights

■ What are my rights?

- you can apply to the Program
- you can get the financial resources and services that are allowed by the program to meet your needs
- you are eligible for support no matter where you live in Nova Scotia
- you manage and control your own life
- you have a right to speak with a supervisor if you have any concerns about the services you are receiving
- you have the right to appeal any decision that a worker makes

■ You can expect these things to be true

- the information you give to staff is protected and kept confidential
- you can bring a friend, family member, or advocate to meetings with you

■ How should I expect to be treated when I talk to Community Services?

Someone will listen to you. You can expect to be involved with planning for your own future.

We will treat you fairly, with dignity and respect. We will provide you with information that you can understand, and make sure there are no unnecessary delays.

■ What do I need to know and where can I find it?

You can find a lot of information in this guide.

There is more information on the website at www.gov.ns.ca/coms

Your responsibilities

■ There are things you must do

- give the worker all the information they need when you apply for Income Assistance
- make sure the information is correct
- fill out and return any forms that your worker asks you to
- repay any overpayments that come to you

■ There are changes you must tell your worker about

- *your marital status*
 - Are you living common law?
 - Did you get married? Divorced? Separated?
 - Do you have a new baby?
- *your financial status*
 - Did you receive CPP benefits?
 - An inheritance?
 - Any wages?
 - A rent increase?
- *your living situation*
 - Did you move? Did anyone move in? Move out?
- *your employment status*
 - Did you get a job?
 - Are you working more hours?
 - Did you lose your job?
- *when something in your life changes*

■ You must try to become self sufficient

- look for work
- get all sources of income available to you; like child support, Canada Pension, Employment Insurance
- look for chances to get training or more education that will help you find work. This can include things like volunteering and working part time
- use the supports offered by the Employment Support Program
- tell your worker if you cannot do any of these things

Self-sufficiency means different things to different people. Some people need to work on education, others on job skills. It may mean doing volunteer or part-time work. Self-sufficiency means finding what is right for you at this time, with your background, your family and personal situation, and what jobs are available in your community.

A worker's job

■ What is an ESIA Worker?

Workers are the people from Community Services who work with you. You are assigned a worker by where you live. Your worker helps to look after day-to-day issues and any special services you need. They are accountable for all the decisions they make about your assistance and support.

Your worker also looks after employment and training.

This may be the same worker or two different workers. It is important for you to remember that the worker does not make the rules. Their job is to carry out the Programs

- make sure the rules are followed
- make sure your rights are upheld
- look at your situation regularly to make sure you are still eligible. This can change. Check with your worker

■ What are my worker's rights?

Your worker has a tough job. They have to balance your needs and the rules of the Program. They have the right to expect these things from you

- to have you treat them with dignity and respect
- to work in a safe and healthy environment. That means you must treat them the same way as you would like to be treated
- to have you keep appointments or call when you need to change the time

■ Can I do anything to make things easier?

You can help your worker stay in touch

- make sure they know how to contact you when you are away from home
- make sure they know how to contact you if you do not have a telephone
- ask what are the best times for you to phone
- leave short voice messages. Give your name, how to reach you, and what you need to talk about. Voice mail is strictly confidential. Your worker will generally return your call within 24 hours.
- set up an appointment if you want to talk with your worker

You and your worker are a team. It works best when you work together and respect each other.

Who to Call

Here is a list of all the Community Services Offices in Nova Scotia.

You can call a Toll Free number:

1-877-424-1177 to be directly connected to the closest office.

Eastern Region

Sydney District Office

Employment Support and Income Assistance

Services for Persons with Disabilities

Daycare

Provincial Building

360 Prince Street, Suite 25

Sydney, Nova Scotia B1P 5L1

Phone: 563-3300 Fax: 563-0516

Cape Breton Victoria District Office

Child Welfare - Sydney

Investigations, Long Term Protection

Provincial Building

360 Prince Street, Suite 31

Sydney, Nova Scotia B1P 5L1

Phone: 563-3400 Fax: 563-3660

Cape Breton Victoria District Office

Child Welfare - Sydney

Foster Care, Adoption, Placement Outreach

1030 Upper Prince Street

Sydney, Nova Scotia B1P 5L1

Phone: 563-3303 Fax: 563-3660

Glace Bay District Office**Employment Support and Income Assistance****Services for Persons with Disabilities** (*intake/referral*)**Housing Services** (*intake/referral*)**Daycare, Prevention** (*intake/referral*)

2nd Floor, Senator's Place, 633 Main Street

Glace Bay, Nova Scotia B1A 6J3

Phone: 842-4000 Fax: 842-4067

Cape Breton Victoria District Office**Child Welfare - Glace Bay****Long Term Protection**

633 Main Street

Glace Bay, Nova Scotia B1A 6J3

Phone: 842-4010 Fax: 842-4091

North Sydney District Office**Employment Support and Income Assistance****Services for Persons with Disabilities** (*intake/referral*)**Housing Services** (*intake/referral*)**Daycare, Prevention**

184 Commercial Street, Parsons Building

North Sydney, Nova Scotia B2A 3Y7

Phone: 794-5110 Fax: 794-5171

Cape Breton Victoria District Office**Child Welfare - North Sydney****Children in Care**

184 Commercial Street, Parsons Building

North Sydney, Nova Scotia B2A 3Y7

Phone: 794-5100 Fax: 794-5191

Baddeck Sub-Office

521 Chebucto Street

Baddeck, Nova Scotia B0E 1B0

Phone: 295-3815 Fax: 295-3820

Ingonish Satellite Office

PO Box 84

Ingonish, Nova Scotia B0C 1K0

Phone: 285-2652 Fax: 285-2215

Port Hawkesbury District Office

Employment Support and Income Assistance

Services for Persons with Disabilities

Daycare Subsidy, Early Childhood Development Consultant

Inverness Richmond District Office

Child Welfare

218 MacSween Street, Unit 3

Provincial Building,

Port Hawkesbury, Nova Scotia B9A 2J9

Phone: 625-0660 Fax: 625-4021

Port Hood Sub-Office

P.O. Box 68, 86 High Road

Port Hood, Nova Scotia B0W 2W0

Phone: 787-4000 Fax: 787-4010

Cheticamp Satellite Office

12615 Cabot Trail Highway, Box 1174

St. Joseph DuMoine, Nova Scotia B0E 1H0

Phone: 224-4106 Fax: 224-4107

St. Peters Sub-Office

9999 Grenville Street

P.O. Box 365

St. Peters, Nova Scotia B0E 3B0

Phone: 535-3000 Fax: 535-2556

Housing Services - Eastern Region (Cape Breton)

Suite 22, Provincial Building

360 Prince Street

Sydney, Nova Scotia B1P 5L1

Phone: 563-2120 Fax: 563-2370

Toll Free: 1-800-567-2135

Western Region

Hants District Office

**Employment Support and Income Assistance
Assessment Services, Day Care Subsidy
Eligibility Review, Family Maintenance and Income Support**
P.O. Box 2350, 80 Water St.
Windsor, Nova Scotia B0N 2T0
Phone: 798-8319 Fax: 798-6605

Kings District Office #1

**Eligibility Review
Early Childhood Development
Services for Persons with Disabilities**
10 Webster Street, Suite 202
Kentville, Nova Scotia B4N 1H7
Phone: 679-5146 Fax: 678-3072

Kings District Office #2

**Employment Support and Income Assistance
Day Care Subsidy, Regional Foster Care Services
Child Welfare**
76 River Street
Kentville, Nova Scotia B4N 1G9
Phone: 678- 6176 Fax: 679-6242

Middleton District Office

**Employment Support and Income Assistance
Family Maintenance and Income Support
Housing Services**
P. O. Box 1000, 101 Magee Drive
Middleton, Nova Scotia B0S 1P0
Phone: 825-3481 Fax: 825-6560

Granville Ferry Office

**Employment Support and Income Assistance
Family and Children's Services, Child Welfare**
5495 Granville Road, P.O. Box 70
Annapolis Royal, Nova Scotia B0S 1A0
Phone: 532-2337 Fax: 532-3401

Digby District Office**Employment Support and Income Assistance
Child Welfare**

P.O. Box 399, 84 Warwick St.
Digby, Nova Scotia B0V 1A0
Phone: 245-5811 Fax: 245- 4121

Meteghan Sub-Office**Employment Support and Income Assistance
Child and Youth Strategy Child Welfare**

291 Peter Dugas Road
Meteghan, Digby County B0W 2J0
Phone: 245-5811 Fax: 245- 4121

Yarmouth District Office**Employment Support and Income Assistance
Family and Children's Services, Child Welfare
Services for Persons with Disabilities
Early Childhood Development, Day Care Subsidy
Licensing Services**

10 Starrs Road
Provincial Building
Yarmouth, Nova Scotia B5A 2T1
Phone: 742-0741 Fax: 742-0747

Shelburne District Office**Employment Support and Income Assistance
Family and Children's Services, Child Welfare
Day Care Subsidy**

PO Box 9, 2447 Highway 3
Barrington, Nova Scotia B0W 1E0
Phone: 637-2335 Fax: 637-2137

Queens District Office

**Employment Support and Income Assistance
Family and Children's Services, Child Welfare
Day Care Subsidy**

123 Henry Hensey Drive
P.O. Box 1360
Liverpool, Nova Scotia B0T 1K0
Phone: 354-2771 Fax: 354-7460

Lunenburg District Office

**Employment Support and Income Assistance
Services for Persons with Disabilities
Eligibility Review, Family Maintenance and Income Support
Early Childhood Development, Day Care Subsidy
Adoption and Child Welfare**

Suite 105, Provincial Building
99 High Street
Bridgewater, Nova Scotia B4V 1V8
Phone: 543-5527 Fax: 4530422

Adoption and Child Welfare
Phone: 543-4554 Fax: 543-6186

Housing Services - Western Region

101 Magee Drive
P.O. Box 1000
Middleton, NS B0S 1P0
Phone: 825-3481 Fax: 825-6560
Toll Free: 1-800-564-3483

Housing Services - Bridgewater District Office

821 King Street, Suite 4
Bridgewater, NS B4V 1B7
Phone: 543-7336 Fax: 527-1357
Toll Free: 1-800-278-2144

Northern Region

Cumberland District Office

Employment Support and Income Assistance

Eligibility Review, Family Maintenance and Income Support

Child Welfare

26-28 Prince Arthur Street, Suite 201

P. O. Box 399

Amherst, Nova Scotia B4H 3Z5

Phone: 667-3336 Fax: 667-1594

Springhill Sub-Office

All Saints Hospital

100 Princess Street, Nova Scotia B0M 1X0

Tuesday and Thursday

8:30 a.m.–12:00 p.m. and 1:30–4:30 p.m.

Phone: 597-3887

Colchester District Office

Employment Support and Income Assistance

Services for Persons with Disabilities

Early Childhood Development

Child Welfare

P. O. Box 950, 60 Lorne Street

Truro, Nova Scotia B2N 3K3

Phone: (902) 893-5950 Fax: (902) 893-5609

Child Welfare

Phone: (902) 893-5950 Fax: (902) 893-5609

Elmsdale Satellite Office

Employment Support and Income Assistance

15 Commerce Court, Suite 130

Elmsdale, Nova Scotia B2S 3K5

Phone: 798-8319 Fax: 798-6605

Toll Free: 1-855-893-5951

New Glasgow District Office**Employment Support and Income Assistance****Eligibility Review, Family Maintenance and Income Support
Services for Persons with Disabilities****Foster Care and Adoption, Prevention, Child Welfare**

176 Terra Cotta Drive

New Glasgow, Nova Scotia B2H 5W5

Phone: (902) 755-7363 Fax: (902) 755-3631

Antigonish District Office**Employment Support and Income Assistance****Eligibility Review, Family Maintenance and Income Support
Services for Persons with Disabilities, Child Welfare**

229 Main Street

Antigonish, Nova Scotia B2G 2C1

Phone: 863-3213 Fax: 863-7549

Guysborough District Office**Employment Support and Income Assistance****Child Welfare**

9996 Chedabucto Centre, Unit H

P. O. Box 90, Highway 16

Guysborough, Nova Scotia BOH 1N0

Phone: 533-4007 Fax: 533-3822

Housing Services - New Glasgow

161 Terra Cotta Drive

New Glasgow, Nova Scotia B2H 5W5

Phone: 755-5065 Fax: 752-7133

Toll Free - 1-800-933-2101

Housing Services Truro Office

60 Lorne Street

Truro, Nova Scotia B2N 3K3

Phone: 893-5999 Fax: 893-5609

Housing Services Amherst Office

Suite 201, 26-28 Prince Arthur Street

PO Box 486

Amherst, Nova Scotia B4H 3Z5

Phone: 667-1161 Fax: 667-1594

Central Region

Halifax District Office #1

Employment Support and Income Assistance

MacDonald Building

P.O. Box 2561

3rd Floor, 2131 Gottingen Street

Halifax, Nova Scotia B3J 3N5

Phone: 424-4150 Fax: 424-0578

Halifax District Office #2

Services for Persons with Disabilities

MacDonald Building, 4th Floor

2131 Gottingen Street

P.O. Box 1513

Halifax, Nova Scotia B3J 2Y3

Phone: 424-1980 Fax: 424-6096

Halifax District Office Of Child Welfare

Child Welfare, Adoption and Foster Care

Youth Navigator Services

6009 Quinpool Road, 4th Floor, Willow Tree Tower

Halifax, Nova Scotia B3K 5J7

Phone: 425-5420 Fax: 422-9424

Portland District Office

Employment Support and Income Assistance

Family Maintenance and Income Support

Eligibility Review, Early Childhood Development

Licensing, Day Care Subsidy, Prevention Services

44 Portland Street, 4th Floor, Royal Bank Building

PO Box 857

Dartmouth, Nova Scotia B2Y 3Z5

Phone: 424-1600 Fax: 424-0629

Dartmouth District Office

Child Welfare, Child Welfare Provincial Emergency Duty

Adoption and Foster Care

Dartmouth Professional Centre, Suite 400

277 Pleasant Street

Dartmouth, Nova Scotia B2Y 4B7

Phone: 424-3298 Fax: 424-0625

Cole Harbour District Office
Employment Support and Income Assistance
Adoption and Foster Care Recruitment and Pre-Services
Adoption Training and Assessment
Cole Harbour Place,
51 Forest Hills Parkway, Box 1
Dartmouth, Nova Scotia B2W 6C6
Phone: 435-7472 Fax: 462-5527

Sheet Harbour Sub-Office
P.O. Box 52
Sheet Harbour, Nova Scotia B0J 3B0
Phone: 885-2974 Fax: 885-3497

Sackville District Office
Employment Support and Income Assistance
Child Welfare
Suite 3400, 40 Freer Lane
Sackville, Nova Scotia B4C 0A2
Phone: 869-3600 Fax: 864-4669

Lakeside Sub-Office
1492 St. Margaret's Bay Road
Lakeside, Nova Scotia B3T 1M6
Phone: 876-0580 Fax: 424-8111

Housing Services - Central Region
2131 Gottingen Street, 5th floor
P.O. Box 2623
Halifax, NS B3J 3P7
Phone: 424-5110 Fax: 424-2091
Toll Free: 1-800-774-5130

Use this space to write down dates you need to remember, appointments, phone numbers, and names of people you talk to.

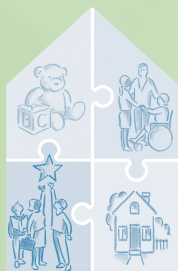


Everyone needs help sometimes

Guide to **ESIA**

Everyone needs help sometimes

Nova Scotia's **Employment Support
and Income Assistance Program**




NOVA SCOTIA