

# Our Commitment

- Protect your personal information.
- Explain our programs to you.
- Determine your eligibility.
- Provide access to other social programs.

## Service Standards

- A Client Navigator will see you within 10 minutes of your office appointment.
- We will return all telephone messages and emails within two working days.
- You will receive a verbal or written response within three business days of verifying all required documents.
- A Client Navigator will inform you of any information that needs to be submitted in order to complete your assessment.
- If approved, payments will be issued within two business days.
- If you disagree with a decision, you have the right to appeal. Appeals may be submitted to the Registrar of Appeals or to your regional Education, Culture and Employment (ECE) Service Centre.
- If these service standards are not met, you can let us know by completing a Client Concern Format at your local ECE Service Centre or online at:  
<https://www.ece.gov.nt.ca/en/ISP-service-standards>.



# Regional ECE Service Centres

## Beaufort Delta – Inuvik

Kigiaq Centre  
106 Veterans Way  
Phone: 1-867-678-8065  
Toll Free: 1-855-283-9311  
Fax: 1-867-777-7218

## Dehcho – Fort Simpson

Chief Baptiste Cazon building  
9802 98th Avenue  
Phone: 1-867-695-7338  
Toll Free: 1-833-955-7338  
Fax: 1-867-695-7351

## North Slave – Yellowknife

Nova Plaza  
5019 52nd Street  
Phone: 1-867-767-9356  
Toll Free: 1-866-768-8145  
Fax: 1-867-873-0423

## Sahtú – Norman Wells

Edward G. Hodgson building  
#106 1A Raven Road  
Phone: 1-867-587-7159  
Toll Free: 1-866-814-9840  
Fax: 1-867-587-2612

## South Slave – Fort Smith

McDougal Square  
195 McDougal Road  
Phone: 1-867-872-7425  
Toll Free: 1-833-926-2110  
Fax: 1-867-872-4507

## South Slave – Hay River

Courthouse building  
8 Capital Drive  
Phone: 1-867-874-5050  
Toll Free: 1-833-926-2110  
Fax: 1-867-874-5062



# Income Security Programs

## Senior Benefits

Une version française de ce document est disponible.

Government of  
Northwest Territories



# Income Assistance for Seniors and Persons with Disabilities

Income Assistance for Seniors and Persons with Disabilities is an annual program that provides financial assistance to help meet Northwest Territories residents' basic living needs.



Seniors may be eligible for a basic benefit amount as well as assistance toward the actual cost of their rent, utility bills, property taxes, and home insurance.

The amount of money you receive depends on your:

- Financial need
- Community

## Who Can Apply?

You only need to apply for Income Assistance for Seniors and Persons with Disabilities once a year. To apply, you must:

- Be 60 years of age or older;
- Be a person in need; and
- Submit an application along with your Income Tax Notice of Assessment and bank statement for previous 60 days.

Other supporting documentation may be required.

If a senior does not qualify for Income Assistance for Seniors and Persons with Disabilities, they may qualify for the Income Assistance program.

To apply or learn more, contact your ECE Service Centre.

# Senior Home Heating Subsidy

The Senior Home Heating Subsidy provides financial assistance to help seniors pay for a portion of the cost of heating their home.



Seniors can either receive the payment directly or have it sent direct to their fuel supplier each month between September through April.

## Who Can Apply?

To apply for the Senior Home Heating Subsidy, you must:

- Be 60 years of age or older;
- Live in and own your own home, or rent a self-contained unit in the NWT;
- Submit an application along with your Income Tax Notice of Assessment. Other supporting documentation may be required.
- Be under the income threshold for your community.

The monthly subsidy ranges from \$460 to \$750, depending on where you live. Check the income thresholds and subsidy amounts in your community by visiting [www.gov.nt.ca/SHHS](http://www.gov.nt.ca/SHHS).

To apply or learn more, contact your ECE Service Centre.

# NWT Senior Citizen Supplementary Benefit

The NWT Senior Citizen Supplementary Benefit provides financial assistance to help seniors pay for living costs.



## Who is Eligible?

Seniors automatically qualify for a monthly payment if they are receiving:

- Old Age Security (OAS); and
- Guaranteed Income Supplement (GIS) or the Spouse's Allowance.

Seniors do not need to complete an application to receive this assistance. If the senior meets the criteria listed above, the monthly payment automatically is deposited with OAS and GIS payments.

To learn more, call 1-866-973-7252 or visit [www.gov.nt.ca/ISP](http://www.gov.nt.ca/ISP).