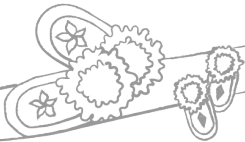




# Senior Programs Service Standards



Income Security Programs provide financial resources to Northerners, based on need and capability, to allow them to participate in community life and take part in the opportunities available throughout the Northwest Territories.

## Our Services

The **Senior Home Heating Subsidy** assists seniors with low to modest income with the costs associated with heating their homes based on the community they reside in.

**Income Assistance for Seniors and Persons with Disabilities** provides financial assistance to Northerners to help them meet their basic needs.

The **NWT Senior Citizen Supplementary Benefit** helps low-income NWT seniors pay for living costs by providing a monthly payment. The program is automatically provided to eligible NWT seniors who are receiving Old Age Security (OAS) and the Guaranteed Income Supplement or the Spouse's Allowance from the Federal Government.

## Program Service and Service Standards

### Senior Home Heating Subsidy

- You will receive a verbal or written response to your application within 3 business days of receiving all required documents.
- If your application is approved, payments will be issued within 2 business days.
- If you disagree with a decision, you have the right to appeal.
- A Client Navigator can also help you with the appeal process.
- We will welcome a friend, family member or advocate attending appointments with you.

### Income Assistance for Seniors and Persons with Disabilities

- You will receive a verbal or written response to your application within 3 business days of receiving all required documents.
- If your application is approved, payments will be issued within 2 business days.
- If you disagree with a decision you have the right to appeal.
- Your appeal will be scheduled within a maximum of 30 days of the date you filed your appeal.

### NWT Senior Citizen Supplementary Benefit

- Payments are issued by the federal government on a monthly basis and are included in Old Age Security payments.