

**Chapter 7: Transportation Benefits**

**(i) General**

<b>Intent:</b>	To clarify situations in which recipients of Income Support benefits are eligible to receive assistance with transportation costs.
<b>Act:</b> (if applicable)	N/A
<b>Regulations:</b>	<p>Other income support</p> <p>19. (5) Other income support for which an applicant or recipient may be eligible is:</p> <p>(a) for transportation, an amount determined by the prevailing commercial rates;</p>
<b>Overview:</b> (if applicable)	<ul style="list-style-type: none"> <li>• Income Support clients may be eligible for medical transportation through the Department of Health and Community Services (HCS) by calling 1-833-729-6106 or email, <a href="mailto:medicaltransportation@gov.nl.ca">medicaltransportation@gov.nl.ca</a> .</li> <li>• Ambulance service is also available to Income Support clients by simply showing the ambulance/dental card issued at the beginning of each month.</li> </ul> <p><b>(a) Eligible Transportation</b></p> <p>There is provision under the Income Support Program to assist clients with transportation expenses in certain situations. Please refer to the following list:</p> <ul style="list-style-type: none"> <li>• Transportation costs associated with employment. These costs are considered expenses incurred to earn an income and are deducted from the gross earnings when calculating eligibility for a supplement to Income Support benefits. This does not include costs incurred by a client to travel outside of the province to seek employment (please see policy on <a href="#">Partially Exempt Income</a>).</li> <li>• Transportation associated with burials (please see <a href="#">Burials</a> policy)</li> </ul>

- Transportation for emergency situations
- Transportation for persons who are victims of violence to leave an abusive situation and to attend supportive counseling (please see [Victims of Violence](#) policy)
- Transportation for clients to attend Appeal Board Hearings
- Transportation to meet with a legal aid lawyer outside of the client's district of residence to obtain child/spousal support payments. Also on the recommendation of a Departmental social worker, transportation can be provided for clients to attend parenting sessions held by Family Justice Services and the initial intake appointment with a Departmental social worker when pursuing support payments (please see [Support Payments](#) policy);
- Transportation to move household furniture (please see [Household Moving/Storage](#) policy)
- Repatriation of stranded persons (please see [Transportation - Stranded Persons](#) policy)
- Transportation associated with child care (please see [Transportation to/from Daycare](#) policy)
- Transportation for summer school (please see [Other Special Needs](#) policy).

#### **(b) Non Eligible Transportation**

The following requests for transportation from clients cannot be provided through the Income Support Program:

- Assistance to enable clients to attend court hearings (other than for reasons of child/spousal support payments);
  - Assistance to attend funerals;
  - Assistance to visit chiropractors or obtain physiotherapy from private clinics;
  - Assistance to visit family members who are hospitalized;
  - Assistance for social reasons of any kind;
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	<ul style="list-style-type: none"> <li>• Assistance for school children to attend regular school (responsibility of the Department of Education and Early Childhood Development);</li> <li>• Assistance to parents who request funding to send their child from one parent to the other to meet a shared living arrangement;</li> <li>• Assistance to pick up prescriptions from pharmacies;</li> <li>• Medical transportation (issued through the Department of HCS); and</li> <li>• Assistance for any other reason not listed under the Eligible Transportation section.</li> </ul>
<p><b>Policy:</b></p>	<ul style="list-style-type: none"> <li>• Individuals not in receipt of Income Support benefits must first use their own resources before requesting assistance from the Department. However, when a request for transportation is received from a non-Income Support recipient, who can verify this need, the cost of the transportation is to be included with the other applicable requirements to determine eligibility. Applications for Income Support for transportation assistance would be limited to burials, stranded individuals and emergency situations.</li> <li>• Clients who choose to personally attend an Appeal Board Hearing, as opposed to a telephone conference call, may be eligible for the transportation costs incurred. This is usually issued as a reimbursement to the client, based upon the provision of confirmation of attendance by the Appeal Board. However, if a client cannot arrange for transportation to the hearing site, the Client Services Officer (CSO) may issue transportation in advance of the hearing and confirm attendance with the Executive Secretary. Meals and accommodation costs may be considered under this code at the discretion of the Board, if required in order for the client to attend the hearing.</li> <li>• In matters of child support, transportation outside the local district may be provided to the IS client to obtain legal aid services in order to ensure fair representation. In arranging transportation, the CSO would only approve the most economically available transportation mode.</li> <li>• Emergency transportation would be associated with persons who are victims of violence or individuals affected by a fire,</li> </ul>

	<p>flood, or other situation which would jeopardize the health or safety of a person in crisis. CSO's have the authority to provide transportation by the most economical means possible to resolve the emergency situation.</p> <ul style="list-style-type: none"> <li>• Transportation outside the province, for reasons other than to a person who is a victim of violence, is not normally provided. However, in extraordinary circumstances only, transportation can be considered for approval by the Regional Director, upon consultation with the Income Support Division, based on an in-depth, holistic written assessment and recommendation by a Departmental social worker.</li> </ul>
<p><b>Procedure:</b></p>	<ul style="list-style-type: none"> <li>• Most approvals for transportation are completed through a Service Authorization which is either mailed or faxed to the supplier. The Authorization is completed in CAPS and the supplier requests payment from the Accounts Division at Provincial Office. Where a client travels by a private vehicle and reimbursement of the expense is requested, verification of the service is required and a reimbursement is issued. In some instances, in order for the client to be able to attend the appointment, it will be necessary to issue the private vehicle rate in advance.</li> <li>• When there is a request for out of province travel, for reasons other than for someone who is a victim of violence, a referral must be made to a Departmental social worker. The social worker must complete an in-depth, holistic assessment of the case, including a face-to-face interview with the client, and submit the written assessment and a recommendation to the Regional Director. If the social worker is not able to obtain and/or assess all of the following, travel will not be recommended:             <ul style="list-style-type: none"> <li>○ A detailed description and verification of all formal <u>and</u> informal supports that are currently available to the client and/or being utilized by the client; and, those available or arranged for the client at the proposed destination; and,</li> <li>○ A recommendation from one or more approved professional (at least one must be a health professional, if applicable) with extensive knowledge of the client and a history of working professionally with</li> </ul> </li> </ul>

	<p>the client beyond the client's current circumstances; and,</p> <ul style="list-style-type: none"> <li>o An interview with the proxy, if applicable, where they are informed of the client's request for travel; and,</li> <li>o Other relevant information on the proposed destination, including confirmation and documentation of stable accommodations that are not transitional or short-term.</li> </ul>
<p><b>Authority Level:</b></p>	<p><b>Client Services Officer</b> <b>Regional Director</b></p> <p>Transportation outside the Province for reasons other than a victim of violence case</p>
<p><b>Date revised:</b></p>	<p>June 1, 2019</p>