

Rights and Responsibilities of Applicants and Recipients

General Principle

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

Rights

Applicants and recipients have the following rights:

- to make application when they believe they are in need
- to be given the information and assistance needed for them to make proper application for the program
- to have all 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 their eligibility determined on the basis of objective evidence as required by program policy
- to receive all assistance and benefits for which they qualify under the policy and procedures established in this manual
- to be informed of eligibility entitlement in writing if they so request
- to appeal decisions concerning an application for, or provision of a benefit
- to be informed of their responsibilities regarding initial and continuing eligibility

Responsibilities

The responsibilities of applicants and recipients are:

- to disclose any information that is required under the policy and procedures established in this manual

- to complete all required eligibility forms in a proper manner
- to take maximum personal responsibility for achieving increased or complete independence
- to, if required by policy, seek work at all times, and to be available for all work for which they are qualified
- to, if employable, participate in employability programs that may be available
- to use all available resources and income to support themselves as the preferred alternative to social assistance
- to inform the administering authority promptly of changes in their circumstances that may affect eligibility