



Ministry of
Housing and
Social Development

B.C. HOME

Ministry of Housing and
Social Development



Related Services

- [Income Assistance Estimator](#)

Orientation Session

Download a printable PDF version of this orientation.



Download



Remember

Employment can bring long term financial benefits to you and your family.

BC Employment & Assistance

Web Orientation

The Ministry of Housing and Social Development (MHSD) provides services that move people towards jobs and assists individuals and families in need.

Welcome to the BC Employment and Assistance Orientation website.

[First Time User Click Here](#)

You must complete an orientation session no more than 60 days before applying for BC Employment and Assistance.

The Ministry of Housing and Social Development offers this session in 12 languages. The English and translated versions are available as voice recordings or for on-screen reading.

The application process has two stages. Stage 1 begins at the time you are assigned a Pre-Application (PA) number. During Stage 1, applicants are required to complete a three-week work search, complete this orientation session, and collect the required documentation. Stage 2 is an application interview with a ministry worker.

To determine how much Income Assistance you may be eligible for, please use the [Income Assistance Estimator](#) before starting this Web Orientation.

Translations / Audio

To access a translation, click on the language below. To turn the sound on and off, click on the green buttons. If you are in a ministry office, headphones are provided for this purpose at the front counter.

English
中文（简体）
中文(繁體)
Français
हिन्दी
فارسی
Polski
ਪੰਜਾਬੀ
Русский
Español
Filipino
Việt Ngữ


Audio Requirements

- sound card
- speakers / headphones
- [Flash Media Player](#)

Browser Requirements

- Internet Explorer 6.0 or above, Firefox 2.0 or above

Font Requirements

- Unicode Font 



B.C. HOME

Ministry of Housing and
Social Development

First Time User Help

Welcome!

Welcome to the Ministry of Housing and Social Development (MHSD) Web Orientation website. The Web Orientation is available in 12 languages, in both text and audio versions.

Purpose

The purpose of the Web Orientation is to explain the steps and documents you need to apply for income assistance. This web orientation will help you to understand your rights and responsibilities, and provide you with resources you need for your job search.

Preparation

If you are going to apply for Income Assistance, you must complete the Web Orientation any time within 60 days before your interview with the ministry. If you have not already done so, you will need to contact the ministry at **1-866-866-0800** and request a personal Pre-Application number which you will use to complete the Web Orientation.

What to Expect

If you have already been given a Pre-Application number by the ministry, you will be asked to enter that number to begin the Web Orientation. The Web Orientation will take about 15 - 20 minutes for you to complete. At the end of the Web Orientation, a confirmation number will be produced as your proof of having completed the session. Make sure you either print off the confirmation page or write down the **Pre-Application number**, your **confirmation number**, and the **date** that you completed the Web Orientation to take to your interview with the ministry.

How to Move Through the Web Orientation

As you move forward through the Web Orientation, you will see buttons at the bottom of each page that will give you the choice of moving on to the next page or back to the previous page. **It is important to use these buttons and not the back button on your web browser**, as this may lead to a system error and cause you to have to restart the Web Orientation.



Use these buttons to Play, Stop, or Pause the sound if you are listening.



Click this icon for more information or help on the topic you are reading.



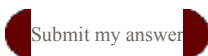
Click this icon to move on to the next page.



Click this button to move back one page.



Click this button to finish the Web Orientation.



Click this button to submit an answer to a quiz question.



Click this to see the list of online employment resources at the end of the Web Orientation.



Click this button to save a printable copy of the Web Orientation to your hard drive. (Not available on ministry waiting room computers.)



Click this button to save a printable copy of the Web Orientation to your hard drive. (Not



available on ministry waiting room computers.)
Download the free Adobe Acrobat Reader
(27.7MB). This software allows you to read and
print the Web Orientation. Click here to [check the
system requirements](#)

Contact: If you have questions about completing the Web Orientation,
please contact **1-866-866-0800** for assistance.



Ministry of Housing and Social Development

BC Employment & Assistance *Web Orientation*

B.C. HOME


Ministry of Housing and Social Development



Remember

If you are employable and you ask for assistance through BC Employment and Assistance, it is your responsibility to try to find a job as quickly as possible.

To delete your personal information once you have completed this session, click the 'Close' button on the last page. No personal records are kept.

When using the  buttons, please click only once. Otherwise the query box may pop-up behind the page you are currently viewing and you will not be able to proceed until you have closed the box.

BC Employment and Assistance

The Web Orientation

If you do not find employment during your three-week work search and you still need to apply for income assistance, this orientation session tells you which documents and information you need to bring to the Stage 2 Application Interview.

This orientation also provides information on how to look for a job and other income so that you have every opportunity to find these before applying for income assistance.

You will also learn about the asset and income requirements to be eligible for assistance.

Use the "Start" "Next," and "Back" buttons to move through this orientation. You cannot skip pages or click on websites during the orientation. At the end, you will find website links and a page that lists things you need to remember and things you need to bring to your interview. You will be able to download or print that page.

If you think you will be applying for income assistance, you will need proof that you have completed this Web Orientation.

To receive proof of completing this orientation, you must enter your assigned Pre-Application number below. Some things to remember:

- Contact a ministry office **1-866-866-0800** and ask for a Pre-Application number to be assigned to you. It is important that you take note of this number.
- Enter this Pre-Application number (numbers only) in the box below.
- At the end of the session, print or write down the Pre-Application number, the confirmation number you will receive at the end of this orientation, and the date you completed this session.
- The Pre-Application number you take to the Stage 2 Application Interview must match the number assigned to you.

If you will not be applying for financial help, you do not need to enter a Pre-Application number. You can go through the entire Web Orientation, but no confirmation number will be issued.

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3. Other Resources

- a) Personal Assets

4. Reasons Why You Might Not Qualify

5. The Stage 2 Application Interview

6. Information Required for the Stage 2 Application Interview

- a) Identification
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- c) Other Required Documents

7. Your Legal Responsibilities

8. Next Steps & Contact Information

9. Confirmation

Enter Pre-Application#





Pre-Application Number and Expiration

- The Pre-Application number expires after 60 days.
- If you go back to page 1 during the session, you need to enter the Pre-Application number again and start over.



Welcome!

You are logged on as

Pre-Application #:

 **Remember**

Looking for work is a full-time job!

Need a resume template? Try the Microsoft Word templates, under File / New / Other Documents for a variety of styles. (not available at ministry offices)

Reasonable Work Search

When you apply for income assistance, the ministry will assess your situation to determine if you are required to complete a three-week work search before you can proceed with your application. If you are required to complete a work search, the three weeks begins once you have signed the ministry Application for Income / Disability Assistance, Part 1 Form (HSD80A). If there is more than one adult applicant in your family, each adult will be required to do a work search, unless that person is exempt.

Exemptions from the Three-Week Work Search

The following persons do not have to do the three-week work search:

1. Persons in immediate need of food, shelter or urgent medical attention*
2. A person fleeing an abusive spouse or relative
3. Those with a physical or mental condition that, in the minister's opinion, **prevents** an applicant from completing a search for employment. (i.e., person is incapacitated due to the nature of medical treatment, person is in hospital, or in late stages of pregnancy)
4. A Person with Disabilities (PWD)*
5. Those 65 years of age and older
6. Those prohibited by law from working in Canada
7. A Child in the Home of a Relative (CIHR)

* Your family is exempt from the three-week work search if anyone in the family has an immediate need for food, shelter or urgent medical attention or is a Person with Disabilities (PWD).

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Reasonable Work Search

What is a Reasonable Work Search?

As you know, looking for a job is hard work. To be successful in seeking work, you need a current resume and an ability to stay focused on your work search. This Web Orientation will provide you with job search tips and links to some of the agencies that you can use.

The ministry has expectations on how a reasonable work search is to be done.

During your three-week work search, you must make regular and ongoing efforts to find employment. These efforts must not be restricted to a particular job or wage range.

The following are examples of useful work search activities:

- writing a resume and/or cover letters
- making telephone calls to possible employers
- doing information interviews and calling employers that may not have jobs posted
- networking with friends, relatives, neighbours, previous employers or other contacts who may be able to help you find work
- submitting job applications
- going to job interviews
- responding to newspaper classified job ads
- attending workshops for resume writing or work search.

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Reasonable Work Search

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Need a resume template? Try the Microsoft Word templates, under File / New / Other Documents for a variety of styles. (not available at ministry offices)

If you return to the ministry for a Stage 2 Application Interview, you will be asked to provide documentation of your work search activities. You may use the ministry Work Search Activities Record (HSD77), found at the end of this orientation session, to record:

- the type of work search activities you completed, and where and when you completed them
- the names and phone numbers of potential employers and other people you contacted
- the results of your work search activities.

In addition, you may want to provide other documents as proof of your work search activities, such as photocopies of application forms and cover letters that you submitted to employers.

Bring your resume and the record of your work search activities to your Stage 2 Application Interview appointment. Be ready to discuss the following:

- the ways you have been looking for work
- the kinds of work you have been seeking
- the future job interviews you have scheduled
- any websites you have been using to find work.

You should also write down any contact you have had with agencies and individuals such as:

- employment services provided through Human Resources and Social Development Canada (HRSDC) centres
- university / college libraries
- job placement offices and chambers of commerce
- local union halls
- seasonal employment offices
- friends, family, neighbours, teachers, former employers and co-workers.

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Reasonable Work Search

Welcome!

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Pre-Application #:

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Need a resume template? Try the Microsoft Word templates, under File / New / Other Documents for a variety of styles. (not available at ministry offices)

If you are not prepared to discuss these points at the Stage 2 Application Interview or present proof that you have made a reasonable effort to find work, you may not qualify for income assistance.

In assessing whether or not you have done a reasonable work search, ministry staff will look at:

- the types and frequency of work search activities you have done
- conditions in your community that may have made it difficult for you to do a full work search (for example, the lack of employment resources or employment opportunities in your local community and nearby communities)
- other things affecting you personally that may have made it difficult for you to do a full work search (for example, temporary medical or family situations).

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You are logged on as

Pre-Application #:

 **Remember**

Other sources of income may be available to you.

Try the Income Assistance Estimator. The link is provided at the end of this orientation session.

Other Resources








Active links to the following websites are provided at the end of this orientation session.

Employment Insurance (EI)

The ministry will obtain proof of your eligibility or ineligibility for EI. Financial support for retraining may be available if you have had an active EI claim, received regular EI benefits in the previous 3 years or special benefits in the previous 5 years.

Other Sources of Income

You need to be able to show that you have explored all possible income resources that could apply to you. If you are not sure, apply for that other resource and find out if you are eligible. Some possible resources are:

- The Insurance Corporation of BC (ICBC) 
- WorkSafeBC (formerly WCB) 
- The Canada Pension Plan (CPP) 
- Student Financial Assistance 
- Family Bonus / National Child Benefit 
- Child and Spousal Support 
- Old Age Security (OAS) 

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Help

ICBC

You may be eligible for some income from Insurance Corporation of BC (ICBC) if you are unable to work due to an automobile accident.

Help

WorkSafeBC (formerly WCB)

You may be eligible for some income from WorkSafeBC if you are unable to work because you were injured on the job.

Help

CPP

You may be eligible for income from the CPP if you or your spouse have paid into the Canada Pension and:

- you are at least 65
or
- you are between 60 and 64, and meet the earning requirements set out in CPP legislation
or
- you have a disability
or
- you meet the requirements for CPP Survivor Benefits.

Help

Student Financial Assistance

If you are a student you may be eligible for student grants and loans.

Help

Family Bonus / National Child Benefits

Low to moderate income families may be eligible for the BC Family Bonus or Canada National Child Benefits. You must complete and submit your income tax forms each year to receive these benefits.

Help

Child and Spousal Support

If you have a child or spousal support order or agreement, the ministry can review it with you. If you do not have an order, the ministry can help you get one.

Help

OAS

You may be eligible for income under various Old Age Security programs.



You are logged on as

Pre-Application #:



Remember

Other sources of income may be available to you.

Try the Income Assistance Estimator. The link is provided at the end of this orientation session.

Other Resources

Personal Assets

Personal assets are cash-on-hand, or items that you can sell or convert into cash. These include:

- bank accounts
- savings
- trusts, bonds
- stocks
- Guaranteed Income Certificates (GIC)
- Registered Retirement Savings Plan (RRSP)
- pensions, and
- property.

If you have assets over a specific value, you may not be eligible for income assistance. Please check the Income Assistance Estimator at the beginning or the end of this Web Orientation to find out about your specific situation.

Community Services

Check the telephone book under "Social Service Organizations" or "Community Services" for local resources that may offer support for people in financial need.

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 **Remember**

Bring proof to your Stage 2 Application Interview that you have been looking for work or other income.

Reasons Why You Might Not Qualify

If you apply for income assistance, you can talk with a ministry worker about your specific situation and why you may or may not qualify. Below are some possible reasons why you may not qualify:


- you did not do a reasonable work search.
- you quit a job or were fired for just cause.
- you turned down a job offer.
- you have not provided proof that you've been looking for work.
- you have more assets than the allowable limit.
- you have more income than the allowable limit, or you have not applied for all of your possible sources of income.
- you are a full-time student.
- you have never been financially independent for a period of 2 consecutive years before applying for income assistance.*

Financial independence means:

- you have been employed for at least 840 hours in each of any 2 consecutive years

OR

- you have earned at least \$7,000 gross wages in each of any 2 consecutive years.

*Some exceptions apply 

Please Note: If you are a sponsored immigrant and your sponsor is unable or unwilling to continue to support you, you must contact Citizenship and Immigration Canada officials immediately.

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Financial Independence

If you have not been financially independent for a period of 2 consecutive years, you may not be eligible for income assistance. Some exceptions may apply, if you are:

- under age 19;
- pregnant, have dependent children, are a foster parent or a Child in the Home of a Relative;
- fleeing from or having left an abusive situation within the past 6 months;

or if you have:

- been supported by an employed spouse for at least 2 years;
- a medical condition that prevents you from working at least 30 days from the date of application, or at least 6 months during the past 2 years;
- been incarcerated (in jail or prison) for 6 months in the 2 years immediately before applying for income assistance;
- a 2 year diploma or certificate, a bachelors degree or a post-graduate degree from a post-secondary institution;
- persistent multiple barriers to employment; or
- a spouse with a physical or mental condition that prevents you from working outside the home.



You are logged on as

Pre-Application #:

Remember

Your spouse / partner also needs proof of completing the orientation session, as well as proof of his or her work search.

Your spouse / partner needs to attend the Stage 2 Application Interview with you.

Come prepared with all your information.

The Stage 2 Application Interview

Your Stage 2 Application Interview may take up to 2 hours. A ministry worker will:

- review your current resume and work search (Note: if you don't have these with you, you will not be able to proceed with your application).
- review your search for alternate sources of income.
- gather information about your situation.
- determine your eligibility for income assistance.
- develop a personal Employment Plan with you.

If you live with a spouse, boyfriend, girlfriend or partner, then that person also needs to complete this orientation session, attend the Stage 2 Application Interview and bring the same necessary documents as you. The interview may take longer than 2 hours in this situation.

A ministry worker may verify the information that you provide at your interview. This could include a worker visiting your home to confirm that you live there.

The ministry will use other sources (e.g. credit check, ICBC) to verify information provided by each person applying for assistance.

To make verification easier and quicker, make sure the information you provide is correct, clear and complete. Delays in verification can delay income assistance.

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Information Required for the Stage 2 Application Interview

You are logged on as

Pre-Application #:




Remember

Looking for work is a full-time job!

There is certain information you must bring to the Stage 2 Application Interview. The next three web pages will explain the types of information you will need.

1. Two Year Financial Independence

Bring proof you have been financially independent for 2 consecutive years before applying for income assistance. 

Financial independence means:

- you have been employed for at least 840 hours in each of any 2 consecutive years
OR
- you have earned at least \$7,000 gross wages in each of any 2 consecutive years.

-
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Proving Two Year Financial Independence

The following are examples of documents that can be used to prove you have been financially independent for 2 years:

- Canada Pension Plan Statement of Contributions
- Pay stubs / records
- T4 (income tax) slips showing annual wages
- Records of Employment (R.O.E.)
- Notice of Tax Assessment from Canada Revenue Agency

The following are examples of documents that can be used to show that the 2-year financial independence requirement does not apply to you:

- shared mortgage statements to help prove you have been supported by an employed spouse for at least two years
- documents from a provincial or federal correctional facility to show you have been incarcerated for six months in the last two years
- a 2 year diploma or certificate, a bachelors degree or a post-graduate degree from a post-secondary institution

(This information is included in the checklist available at the end of this session.)



Information Required for the Stage 2 Application Interview



You are logged on as

Pre-Application #:

Remember

Bring all documents and ID for all members of your family.



2. Identification (ID)

For each adult, bring the following to your Stage 2 Application Interview:

- Social Insurance Card

PLUS

Two of the following required pieces of identification, 1 of which must be photo ID:

- BC Identification Card
- Driver's License
- Passport
- Original citizenship papers or immigration documents (eg. Record of Landing (IMM1000) or Confirmation of Landing (IMM5292) and Permanent Resident Card)
- Offender Identification Card

OR

One document from this list:

plus

One document from this list:

- | | |
|---|--|
| <ul style="list-style-type: none"> • BC Identification Card • Driver's License • Passport • Original citizenship papers or immigration documents (eg. IMM 1000 or IMM 5292 and Permanent Resident Card) • Offender Identification Card | <ul style="list-style-type: none"> • Birth Certificate • Citizenship papers or immigration documents (without photo) • Native Status Card • Credit Card • Other documents considered acceptable ID for cashing a cheque |
|---|--|

For each child, you must have 1 piece of ID from either list immediately above.



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Information Required for the Stage 2 Application Interview

You are logged on as

Pre-Application #:

 **Remember**

Update your resume and bring it to the Stage 2 Application Interview.

3. Income and Employment Documents

Bring the following employment documents to your Stage 2 Application Interview:

1. Your up-to-date resume.
2. Pay stubs covering the last 30 days including any holiday pay received.
3. If self-employed, your current business records.
4. Your most recent Record of Employment (R.O.E.).
5. Your completed Work Search Activities Record beginning the date you completed this orientation session.
(Further documentation may be requested, depending on your individual situation.)

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Information Required for the Stage 2 Application Interview

You are logged on as

Pre-Application #:



Remember

Bring your latest household receipts, bills and documents.

4. Housing Costs

If you are renting the place where you live, bring the following documents that apply to your housing situation:

- An up-to-date rent receipt and/or rental or lease agreement completed by the property owner or legal landlord.
- The most recent utility bills, including hydro (or other power company), telephone, fuel for cooking and heating, water and garbage disposal, and tenant insurance.

If you are a homeowner, bring the following documents that apply to your housing situation:

- Current mortgage documents showing your monthly payments.
- Monthly home maintenance and repair receipts.
- Condo / strata title fees.
- Most recent property tax assessment.
- Cost of house insurance.
- Utility bills (hydro, telephone, fuel for cooking and heating, water and garbage disposal).
- Mobile home pad rental agreement.

5. Separated or divorced?

If you are separated or divorced from your spouse, you will need to bring court documents, such as separation agreements, divorce decrees, custody agreements and orders for spousal and child support.

6. If you were born outside of Canada, you must bring the following documents to your interview:

- Citizenship card / papers
or
Immigration documents (e.g. Record of Landing - IMM1000)
or
Claim for refugee status.
- If you have a sponsor, be sure to bring all your sponsorship papers.

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You are logged on as

Pre-Application #:



Remember

The information you provide will be verified.

Your Legal Responsibilities

The application and consent form is a legal document and you have an obligation to provide correct and accurate information. The consent form you sign allows the ministry to verify information you have provided.

Under provincial legislation, supplying false or misleading information is an offence and could lead to prosecution.

When you sign an application for assistance, you agree that all the information about your income, assets, family situation and expenses is correct.

Ministry staff have the legal authority to confirm eligibility information. A ministry worker may examine the information more closely and will use other information sources (e.g. credit check, ICBC) to verify information provided by each person applying for income assistance.

Recipients of income assistance are required to enter into and follow an Employment Plan, outlining the steps that they will be taking to find work. This is a condition of eligibility for income assistance. Employment Plans are reviewed regularly by the ministry, and clients must prove they have been carrying out the activities described in the plan. As with all information you provide to the ministry, your proof of Employment Plan activities must be complete and correct.

Any information you provide is protected by the Freedom of Information and Protection of Privacy Act.

-
- 1. Introduction
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- 2. Reasonable Work Search
- a) What is a Reasonable Work Search?
- b) Documenting Your Work Search Activities
- c) Requirement to Document Work Search Activities as a Condition of Eligibility
-
- 3. Other Resources
- a) Personal Assets
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- 4. Reasons Why You Might Not Qualify
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- 5. The Stage 2 Application Interview
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- 6. Information Required for the Stage 2 Application Interview
- a) Identification
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- 7. Your Legal Responsibilities
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- 8. Next Steps & Contact Information
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- 9. Confirmation
-



You are logged on as

Pre-Application #:



Remember

Work is the best security for British Columbians.

Next Steps & Contact Information

The information from this orientation will help you in your search for work.

Work is the best security for British Columbians, and you have a personal responsibility to look for and accept work.

If you become an income assistance recipient, you will be expected to actively look for work and find a job as quickly as possible.

If you still require an appointment to apply for financial help, bring the necessary documents and information to your Stage 2 Application Interview.

Also, you must bring proof that you have completed this orientation session. Your confirmation number, provided on the last page of this website, is that proof. You can copy down the number or print the page.

You will find information to locate the Ministry of Housing and Social Development Office serving your area on the last page of this website.

Click "Next" to get a list of things to remember for your Stage 2 Application Interview. You can print this page.

The ministry issues income assistance via Direct Deposit. If you do not currently have a bank account, there are two links in the Other Resources section at the end of this orientation that provide information on how to open an account and low-cost banking options.

Good luck with your work search!

-
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- 9. Confirmation
-



Confirmation

You need the following three pieces of information as proof you have completed this orientation. Please select one of the options below, then click the "Next" button to finish the orientation.

Date:
PA#:
Confirmation #:

BC Employment & Income Assistance Information / Documentation Checklist

Check the box beside the documents you will have to bring to your Stage 2 appointment with the Ministry of Housing and Social Development:

1. Information regarding prior employment:

- Employment Insurance (EI) - proof of application
- EI (Employment Insurance) / parental leave within previous 3 or 5 years?
- Record(s) of Employment

2. Job search / related documents:

- Current resume
- Proof of job search
- Medical letter / proof of illness or injury

3. Identification (ID):

Adults must present two pieces of ID, along with a valid Social Insurance Card. One of two pieces must be a valid picture ID from the following list. Each dependent child must present one piece of ID.

- Social Insurance Card (SIN) (all adults in the household must present one)
- BC Identification card (BCID)
- Driver's license
- Passport
- Birth certificate
- Original citizenship papers or immigration documents (e.g. Record of Landing (IMM1000) or Confirmation of Landing (IMM5292), Permanent Resident Card)
- Native status / treaty / membership card
- Credit card(s)
- Offender identification card
- Other documents considered acceptable ID for cashing a cheque

4. Income and assets:

- Most recent pay stubs (including holiday pay)
- Employment Insurance stubs
- Income Tax Notice of Assessment or confirmation that taxes have not been filed
- Pension stubs
- ICBC: stubs, claim # and contact name
- CPP stubs
- Bank profile: A list of all accounts, holdings, and lines of credit which are held either jointly or individually
- Bank statements (60 day bank statements for all accounts)
- All financial records for RESPs / Bonds; RRSP(s); GIC(s); trust fund(s), etc.
- Life insurance policy(s) showing cash surrender values
- Separation agreements / divorce decrees
- Court documents / Maintenance / Support Agreements
- Self-employment financial records
- Sub-Contractor financial records
- Child Tax / Family Bonus Statement
- Student loan papers
- Vehicle registration(s)
- VOID cheque / direct deposit form - to be completed by bank for direct deposit of any income assistance you may receive.
- WorkSafeBC: stubs, claim # and contact name

5. Shelter / proof of residence:

If you rent your home:

- Current rent receipt and rental or lease agreement
- Recent utility bills (hydro, telephone, fuel, water, garbage disposal)

If you are a homeowner:

- Mortgage documents and proof of monthly payments
- Most recent property tax assessment
- Household insurance policy and proof of insurance costs
- Recent utility bills (hydro, telephone, fuel, water, garbage disposal)
- Maintenance and repair bills
- Co-op fees statement
- Mobile home pad rental agreement
- Condo / strata title fees statement

6. 2 year independence proof or exemption:

- CPP Statement of Contributions
- Pay stubs from employers
- T4 (income tax) slips
- Records of Employment from past employers
- Notice of Tax Assessment from Canada Revenue Agency
- Shared mortgage costs statement
- Documents from a provincial or federal correctional institution, if applicable
- A 2 year diploma or certificate, a bachelors degree or a post-graduate degree from a post-secondary institution

Please note that other documents specific to your circumstances may be requested.



Ministry of Housing and Social Development

BC Employment & Assistance *Web Orientation*



Confirmation

Online Resources

A list of website links mentioned in this orientation.



Orientation Session

Download a printable PDF version of this orientation.



If you do not have Acrobat Reader to read the PDF version, get a free copy by clicking on the button below.



Related Services

- [Income Assistance Estimator](#)

Related Services

- [Work Search Tool Kit](#)
- [Work Search Guidelines](#)
- [Work Search Activities Record \(EIA77\) PDF](#)
- [Employment Plan Brochure](#)

Congratulations, you have completed the orientation session.

Date:
Pre-Application #:
Confirmation #:

You must provide all the information above as proof of the completion of this orientation.

Ministry Office Locations

To find the phone number and address of the Ministry of Housing and Social Development Office serving your area:

Click on <http://www.eia.gov.bc.ca/contacts/>

Or call:

Ministry of Housing and Social Development Automated Telephone Inquiry
Toll free number 1 866 866-0800



To delete your personal information once you have completed this session, click the 'Close' button. No personal records are kept.

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BC Employment and Assistance Web Orientation - Links

Web Orientation Website Links

Job Search Resources

- The BC Ministry of Housing and Social Development:
www.eia.gov.bc.ca/publicat/toolkit/index.htm
- BC Workinfonet:
www.workinfonet.bc.ca
- HRSDC Job Bank:
jb-ge.hrdc-drhc.gc.ca
- www.monster.ca
- www.canadajobs.com
- www.careerclick.com
- www.workopolis.com

Other Resources

- Human Resources and Social Development Canada - Employment Insurance:
www.servicecanada.gc.ca/en/sc/ei/benefits/regular.shtml
- The Insurance Corporation of BC:
www.icbc.com
- WorkSafeBC:
www.worksafebc.com
- The Canada Pension Plan:
www.hrdc-drhc.gc.ca/isp/common/cpptoc_e.shtml
- Student Financial Aid:
www.aved.gov.bc.ca
- National Child Benefit
www.cra-arc.gc.ca/benefits/ncb-e.html
- Child and Spousal Support
www.eia.gov.bc.ca/publicat/bcea/fmp.htm
- Old Age Security
www.servicecanada.gc.ca/en/sc/oas/pension/oldagesecurity.shtml
- Access to Basic Banking Service
www.cba.ca
- What You Should Know About Low Cost Bank Accounts
www.fcac-acfc.gc.ca



**Ministry of Housing and Social Development
Automated Telephone Inquiry**

Toll free 1 866 866-0800

Option 1

- Automated information for B.C. residents
- Ministry programs and services
- Contact information
- Cheque issue dates

Option 2

- Automated service for clients with Person ID / PIN numbers
- Information about your monthly income assistance cheques

Option 3

- Speak to a ministry worker

BC Employment and Assistance Information / Documentation Checklist

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2. Job search / related documents:

- Current resume
- Proof of job search
- Medical letter / proof of illness or injury

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Adults must present two pieces of ID, along with a valid Social Insurance Card. One of two pieces must be a valid picture ID from the following list. Each dependent child must present one piece of ID.

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- Income Tax Notice of Assessment or confirmation that taxes have not been filed
- Pension stubs
- ICBC; stubs, claim # and contact name

BC Employment and Assistance Information / Documentation Checklist

- CPP stubs
- Bank profile: A list of all accounts, holdings, and lines of credit which are held either jointly or individually
- Bank statements (60 day bank statements for all accounts)
- All financial records for RESPs / Bonds; RRSP(s); GIC(s); trust fund(s), etc.
- Life insurance policy(s) showing cash surrender values
- Separation agreements / divorce decrees
- Court documents / Maintenance / Support Agreements
- Self-employment financial records
- Sub-Contractor financial records
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- Student loan papers
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If you are a homeowner:

- Mortgage documents and proof of monthly payments
- Most recent property tax assessment
- Household insurance policy and proof of insurance costs
- Recent utility bills (hydro, telephone, fuel, water, garbage disposal)
- Maintenance and repair bills
- Co-op fees statement
- Mobile home pad rental agreement
- Condo / strata title fees statement

BC Employment and Assistance Information / Documentation Checklist

6. 2 year independence proof or exemption:

- CPP Statement of Contributions
- Pay stubs from employers
- T4 (income tax) slips
- Records of Employment from past employers
- Notice of Tax Assessment from Canada Revenue Agency
- Shared mortgage costs statement
- Documents from a provincial or federal correctional institution, if applicable
- A 2 year diploma or certificate, a bachelors degree or a post-graduate degree from a post-secondary institution

Please note that other documents specific to your circumstances may be requested.