

# Community Volunteer Supplement Program Updates Effective August 9, 2011 Frequently Asked Questions - For Staff

## Eligibility

1. **If I am not on the waitlist now can I still sign up for the CVS waitlist?**

*No, only clients who are on the MIS CVS waitlist as of August 8, 2011 are having their applications processed to determine eligibility for CVS.*

2. **I have PWD status but my spouse does not. Can we still both volunteer and apply for the supplement?**

*Yes, as long as you **both** were on the MIS CVS waitlist as of August 8, 2011.*

3. **Are children eligible to participate in this program?**

*Yes, as long as the child is 15 years of age or over and the child is on the MIS CVS waitlist as of August 8, 2011.*

4. **If I have already been receiving CVS, is there any change?**

*Clients who have been receiving the supplement prior to this change will continue to receive the supplement as long as they maintain their eligibility for the CVS program.*

5. **Is there a minimum number of hours I must volunteer?**

*Ten hours per month is a recommended minimum, but a lower number may be allowed in exceptional cases due to factors such as illness, medical appointments, and capacity of client to participate.*

6. **What happens if I am sick and cannot volunteer for the required hours?**

*The ministry recognizes that clients may occasionally need to take a break from volunteering due to health reasons. Clients are permitted to have short breaks in volunteering without being removed from the program. If clients do need to take a break from volunteering due to health reasons, they will not receive the supplement during the break. Ensure that you keep track of your hours and to inform the ministry of any changes in your volunteer placement.*

7. **Can I change where I volunteer?**

*You can change your volunteer placement. However, you must inform the ministry if your volunteer placement terminates or changes. To continue to be eligible for this supplement, complete and submit an updated Request for Community Volunteer Supplement (HSD2567) form to the ministry.*

**8. If I move to a new community can I continue to receive CVS if I find a volunteer placement?**

*Yes, you may continue to receive the supplement as long as you find a volunteer placement in your new community. Please inform the ministry of any changes. Complete and submit an updated Request for Community Volunteer Supplement (HSD2567) form to the ministry.*

**9. If my volunteer placement ends can I continue to receive CVS if I find another volunteer placement?**

*If your volunteer placement ends, then you must find a new placement within a reasonable time or the supplement will end and you will be considered ineligible for this supplement. Please inform the ministry of any changes.*

## **Supplement**

**10. How much money will I receive for volunteering?**

*Eligible clients can receive up to \$100 for each calendar month to help offset volunteer expenses such as clothing, transportation or other expenses that are needed to participate in a community volunteer program.*

**11. How long will I receive the money for volunteering?**

*Eligible recipients may continue to receive the community volunteer supplement as long as they are participating in a community volunteer program. Please remember to keep a record of your volunteer hours as ministry staff may periodically conduct reviews to verify your participation.*

## **Volunteer Placement Review**

**12. What information should I keep for the review process?**

*The following information may be helpful during your review process: description of volunteer participation, confirmation of placement by the volunteer agency, name of the volunteer agency, frequency of volunteering (i.e. how many hours per month) and volunteer start date.*

**13. How often will my volunteer placement be reviewed?**

*Ministry policy is to verify participation in a community volunteer program every six months after a client has been enrolled in the program. This is to ensure that those who receive this supplement continue their volunteer participation to maintain their eligibility. You should keep track for your own records.*

## **Program Administration**

### **14. I am currently on the waitlist. How long will it take before I know I am eligible?**

*The ministry will endeavour to process the clients currently on the waitlist as soon as possible and determine if those on the waitlist are eligible to receive the supplement. It is important to submit the completed Request for Community Volunteer Supplement (HSD2567) form as soon as you can and no later than the deadline of October 31, 2011.*

### **15. What happens if I am on the waitlist, but I do not have a volunteer placement as of yet?**

*If you wish to receive the supplement, you must find a volunteer placement and send in your application before the deadline of October 31, 2011. Most communities have volunteer bureaus or information websites that list and often coordinate the volunteer needs of a wide range of specific agencies and organizations in various communities. Often they can assist with finding suitable placements.*

### **16. If the ministry determines that I am not eligible to receive the supplement, can I reconsider?**

*Effective August 9, 2011, the CVS program will now be provided under the authority of the Supply Act as section 52 of the Employment and Assistance (EA) regulation and section 47 of the Employment and Assistance for Persons with Disabilities (EAPWD) regulation have been repealed. As a result, the reconsideration and appeal provisions under the Employment and Assistance legislation no longer apply to the CVS program.*

### **17. Will new applications for CVS be accepted?**

*No, as of August 9, 2011 no new applications for CVS are being accepted and there will be no further waitlist for the program.*