

# Getting Connected

## A Newcomer's Guide to New Brunswick Disability Resources and Services



**InclusionNB**  
Creating Opportunities • Créer des possibilités







# Welcome to New Brunswick!

We are a province with a rich history of developing progressive ways to support and include people with disabilities within our communities. As a newcomer to New Brunswick, you may have a disability or have a family member who lives with disability. If so, you likely have questions about what is available to help you or your family member have a good life in our province. Fortunately, there are many sources of help and support that can have a positive impact on you or your family member.

This guide was developed by the Inclusion NB as a response to a provincial Newcomer Needs Assessment for individuals who have a disability, which was conducted in 2012–2013. Through this assessment, it was clear that both newcomers and community partners were not fully aware of available disability-related supports and services available in New Brunswick. Through a partnership with the Province of New Brunswick (Department of Post-Secondary Education, Training and Labour; Settlement and Multiculturalism Services), we are able to provide information to both newcomers and community partners about the provincial non-profit organizations that support people with disabilities, as well as a brief summary of some of the available supports through the provincial government. New Brunswick is made a more suitable and attractive place to settle and live through the promotion of services and programs that newcomers with a disability and their families can access.

# Autism Spectrum Disorder

- ▶ A neurobiological disability that typically impacts verbal and non-verbal communication and social interactions.
- ▶ Autism Spectrum Disorder includes Autism, Asperger Syndrome, Rett Syndrome, Pervasive Developmental Disorder–Not Otherwise Specified (PDD–NOS) and Childhood Disintegrative Disorder.

Local Autism Resource Centres offer resources, programs, and support for individuals who have Autism and their families.



**Autism Connections Fredericton**  
**Telephone: (506) 450-6025**

**Autism Resource Centre (Dieppe)**  
**[www.monctonarc.com](http://www.monctonarc.com) | Telephone:(506) 855-9032**

**Autism Resources Miramichi**  
**[www.autismmiramichi.com](http://www.autismmiramichi.com) | Telephone: (506) 622-8137**

**Community Autism Centre Inc. (Saint John)**  
**[www.cacisaintjohn.webs.com](http://www.cacisaintjohn.webs.com) Telephone: (506) 642-1128**

**Dragonfly Centre for Autism Inc. (Saint Andrews)**  
**[www.dragonflyforautism.ca](http://www.dragonflyforautism.ca) Telephone: (506) 529-8002**

**Chaleur Autism and Asperger Family Centre Inc.**  
**[www.autismchaleur.com](http://www.autismchaleur.com) Telephone: (506) 544-2306**

**Restigouche Autism Centre (Atholville)**  
**www.carac.ca | Telephone: (506) 789-2287**

**Upper Valley Autism Resource Centre (Perth-Andover)**  
**www.uvarc.com | Telephone: (506) 273-6721**

The Department of Social Development also provides services to children with autism. Please see the contact information for the Department provided in this guide (page 18).



## **Mobility disability**

- ▶ A mobility disability includes disabilities where individuals have difficulty in their ability to walk, move from room to room, carry an object for short distances, or stand for long periods.
- ▶ A mobility disability includes disability types such as spinal cord injury, Spinal Stenosis, Multiple Sclerosis, Muscular Dystrophy, Spina Bifida, Cerebral Palsy, Amyotrophic Lateral Sclerosis, hip conditions and others.
- ▶ Over 90,000 people in New Brunswick live with a mobility disability.

## Ability NB

Formed in 1956, Ability NB is a provincial community-based organization. Their mission is to empower the independence and full community participation of persons who have a spinal cord injury or mobility disability by providing innovative services and developing progressive public policy. They deliver bilingual services (French and English) all over New Brunswick. They work with children, youth, adults, and seniors with a mobility disability, and their family members. Ability NB has offices in Fredericton, Moncton, and Woodstock; they serve all regions of the province through an outreach approach.

[www.abilitynb.ca](http://www.abilitynb.ca) | 1-866-462-9555

## Muscular Dystrophy Canada

Muscular Dystrophy Canada's mission is to enhance the lives of those affected by neuromuscular disorders by continually working to provide ongoing support and resources while relentlessly searching for a cure through well-funded research. They help people through four key areas:



- ▶ **Equipment** – The Equipment Program relieves financial pressures for individuals who do not have coverage through private or government programs.
- ▶ **Support** – They help clients connect with the resources they need and provide opportunities for persons with neuromuscular disorders to connect with one another.
- ▶ **Information/Education Services** – They provide up to date and credible information and provide educational opportunities.
- ▶ **Advocacy** – They speak on behalf of families affected by neuromuscular disorders and work to empower individuals to advocate for themselves.

[www.muscle.ca](http://www.muscle.ca) | 1-800-884-6322

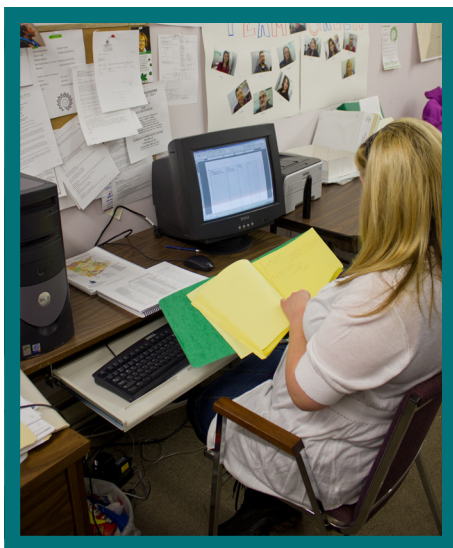
## Neil Squire Society

Neil Squire Society has offices in Fredericton and Moncton, and is the only national not-for-profit organization that has used technology, knowledge, and passion to empower Canadians with physical disabilities for almost three decades. Through their work, they help participants remove obstacles and barriers so that they can live independent lives and become active members of society.

Neil Squire was a 24-year-old university basketball star who was involved in an accident in 1981 that left him paralyzed from the neck down and unable to speak. After his death in 1984, the Neil Squire Society was established with a vision of a future in which technology would allow people with disabilities to have the same choices, opportunities, and quality of life as any other person. This vision continues to guide the spirit of the society and is present in all their activities.

At the Neil Squire Society, you can:

- ▶ Explore career options
- ▶ Receive assistance to secure employment
- ▶ Access funding for training and supports
- ▶ Develop computer skills
- ▶ Strengthen skills and abilities
- ▶ Discover effective ergonomic and/or assistive technology solutions to meet individual needs.



They offer unique services that include:

- ▶ Individual, self-paced programs, and customized action plans for employment
- ▶ Professional staff and volunteers who are passionate and committed to empowering participants and clients
- ▶ Credentialed knowledge of a variety of supports, accommodations, and assistive technologies designed to facilitate successful transitions to school and the workplace
- ▶ Up to date knowledge of the changing labour market and on-going involvement with employers
- ▶ Internationally recognized research and development team

**[www.neilsquire.ca](http://www.neilsquire.ca) | 1-866-446-7999 or 1-866-851-9101**

# Intellectual Disability

- ▶ The disability is permanent (and for most people is present from birth, but it can be as a result of an acquired brain injury);
- ▶ It correlates to a person's ability to understand, evaluate and communicate information;
- ▶ It correlates to a person's ability to respond to events or situations



An intellectual disability is different from a mental illness (although some people with an intellectual disability can have a “co-occurring” mental illness) and is also different from a learning disability.

**Inclusion NB** is a provincial non-profit organization that supports individuals who have an intellectual disability and their families. They support individuals of all ages - from birth to the senior years. They work to make sure individuals with an intellectual disability have the support they need to live, learn, work, and play alongside people with no disability. Inclusion NB provides information, training and support to families and organizations in many areas including childcare, inclusive education, employment, affordable housing, justice, transition from school to work, sexuality, recreation, leisure, volunteerism, and more.

Inclusion NB has a Transition Program which works with

high school students to develop a transition plan to prepare for life after he or she leaves high school. This includes job readiness training and on-the-job training with an end goal of paid employment.

The ***Social Inclusion Program*** involves the facilitation of supported living arrangements where an adult with an intellectual disability lives in their own home with the supports they need to be successful. The program also helps people age seventeen and older develop connections and to be involved in recreation, leisure, and volunteer opportunities.

It also helps to create “personal support networks” for people with an intellectual disability (this is a small group of people, including family members, who provide help and support in a variety of ways).



Inclusion NB also has a ***Family Support Program*** that assists families

by addressing issues or concerns they may have, including issues involving support for their child from government or community programs.

Inclusion NB has offices in Fredericton, Moncton, Saint John, Bathurst, and Miramichi.

**[www.inclusionnb.ca](http://www.inclusionnb.ca) | 1-866-622-2548 (toll-free number)**

## Sensory Disabilities

- ▶ This disability is permanent; it can be present from birth, can be caused by an accident, or it can develop over time.
- ▶ Blind and low-vision relates to a person's ability to see.
- ▶ Deaf or hard of hearing relates to a person's ability to hear.

**The Canadian Deafblind Association–NB Inc. (CDBA–NB Inc.)** is a provincial organization that has provided intervention since 1982. Intervention is providing a support person to help navigate and interpret a person's environment. They support people who are deafblind, people who have some sight and/or hearing, and people with a sight or hearing impairment, and additional disabilities. People who have sight and hearing difficulties face huge challenges every



day. Given the right services and support, each individual can develop their talents and choose how they wish to live their lives. CDBA–NB help people of all ages and with a wide range of complex difficulties, offering quality services that place the individual and their family at the heart of all that they do. Their provincial office is in Fredericton.

## **CNIB (Canadian National Institute for the Blind)**

provides community-based support and knowledge to ensure Canadians who are blind or partially sighted have the confidence, skills, and opportunities to fully participate in life. Specialists work with people of all ages in their own homes and communities providing one-one-one rehabilitation support for everyday skills like cooking and walking safely with a white cane. They also offer innovative consumer products and emotional support. CNIB also connects Canadians living with a print disability to accessible library services. The library is available to any New Brunswick resident who is unable to read due to a visual, perceptual, or physical disability. The service can be accessed through any public library in New Brunswick or through [www.cniblibrary.ca](http://www.cniblibrary.ca).



CNIB's *Career and Employment Services* are free for people whose vision loss is affecting their ability to obtain or maintain employment. Career and employment specialists work with blind and partially sighted individuals in communities across New Brunswick to set career goals and provide job readiness skills training. CNIB also consults with employers on how to better accommodate persons with vision loss in the workplace. CNIB has offices in Fredericton, Moncton, Bathurst and Saint John.

[www.cnib.ca](http://www.cnib.ca) | 1-800-563-2642

**Saint John Deaf and Hard of Hearing Services Inc. (SJDHH) and South-East Deaf and Hard of Hearing Services Inc. (S-EDHHS)** offers services designed to create equal opportunity and accessibility to people who are Deaf and hard of hearing. Their goal is to enable people who are Deaf and hard of hearing to live independent and productive lives with full access to the services and opportunities available to the hearing population. They act as a link between the Deaf and hearing communities, providing the hearing community with information about deafness and related issues, and providing the Deaf community with access to services and information. They offer interpreter services (ASL–American Sign Language and LSQ–Langue des signes québécoise), information, information regarding technical devices, workplace essential skills, deaf literacy, employment, support workers, access to government funding and programs, sign language class, a heritage program, and life skills.

**[www.sjdhhs.com](http://www.sjdhhs.com)**

**1-506-633-0599 (voice)**

**1-506-634-8037 (TTY)**

**1-506-333-6526 (cell)**

**[www.south-eastdeaf.nb.ca](http://www.south-eastdeaf.nb.ca)**

**1-506-859-6101 (Voice)**

**1-506-384-8260 (TTY)**



# Learning Disabilities (LD)

- ▶ LD refer to a number of disorders which may affect the acquisition, organization, retention, understanding, and/or use of verbal and non-verbal information. These disorders affect learning in individuals who otherwise demonstrate at least average abilities essential for thinking and/or reasoning. As such, learning disabilities are distinct from intellectual disabilities.



- ▶ LD are life-long neurologically based ***information processing disorders***, which involves the processing, retention, sorting, retrieving, and outputting of information.
- ▶ LD occur in persons of average to above average capabilities and are distinct from a slow learner and an intellectual disability.
- ▶ LD may manifest by significant difficulties in acquiring basic skills such as reading, writing, mathematics, speaking, reasoning, social skills, and motor coordination.

- LD are genetically based, hereditary and are not the result of poor health, such as, physical issues (poor vision, hearing or language issues), psychological issues, poor academic background, or lack of motivation.

**LDANB (Learning Disabilities Association of New Brunswick)** is a non-profit organization which offers information, client support services, employment transition services, specialized literacy services, LD screening sessions with certification, educational sessions, conferences, referrals, a quarterly newsletter, and more (please refer to LDANB Website for more information). LD education sessions and specialized training sessions with certification for the administration of the *Screening for Success Instrument* are offered upon request. Two specialized literacy programs, one for young children (LINKS) and, one for all individuals with reading disabilities and/or reading difficulties (BARTON) are also available through the LDANB. The provincial office is located in Fredericton.



<http://ldanb-taanb.ca/> | 506-459-7852 | 1-877-544-7852

## Mental Illness

- ▶ This disability manifests as changes in thinking, mood, behavior, or a combination of changes. It relates to a person's ability to effectively function on a daily basis.
- ▶ Different types of mental illness include Anxiety Disorders (including Post-Traumatic Stress Disorder), eating disorders, Dementia, mood disorders (including Depression and Bi-Polar Disorder), personality disorders and Schizophrenia



### **Canadian Mental Health Association – New Brunswick Division (CMHA)**

works to improve the quality of life for all people, is a strong advocate for people living with a mental illness, assists anyone who needs support in

getting appropriate service, and assists people in accessing the mental health system. CMHA works to educate the public on the importance of maintaining good mental health through prevention. CMHA offers many workshops, conferences, and information sessions on topics such as suicide prevention and awareness, stress management, parenting, self-esteem, and anger Management. They also facilitate many self-help groups on topics such as bereavement, family & friends of the mentally ill, and survivors of suicide. The provincial office is located in Fredericton, and there are 11 regional workers who travel throughout the province to provide support.

<http://nb.cmha.ca/> | 1-506-455-5231

## Cross-Disability

The following organizations support people with **any** type of disability:

**Easter Seals NB** is an organization that assists children and adults with disabilities by providing rehabilitation equipment. They provide long-term rehabilitation equipment loans with referrals made through the Department of Social Development. Short-term equipment loans are available for assessment purposes which allow an individual to try a piece of equipment before buying with referrals made through a health-care professional. Easter Seals NB has a repair service program and a recycling program for equipment that is no longer being used. The *Assistive Technology Program* provides information and consultation about rehabilitation technology to health professionals and persons with disabilities. The program loans specialized electronic aids for assessment or for long-term use. Easter Seals also runs Camp Rotary, which is a summer camp for children and adults with disabilities. The offices for both Easter Seals and Camp Rotary are located in Fredericton.

<http://www.easterseals.nb.ca>

<http://www.camprotary.ca> | 1-506-458-8739



**The Stan Cassidy Centre for Rehabilitation** is a provincially funded medical facility located in Fredericton. It serves individuals from all across New Brunswick and consists of three specialized rehabilitation programs: adult services, pediatric services (including a team who specializes in Autism for children 16 and younger), and assistive technology services (assistive seating, adaptive driving, augmentative communication, and rehabilitation engineering). Services that are offered are available through inpatient care, outpatient care, or through the outreach program.

[www.stancassidy.ca](http://www.stancassidy.ca) | 1-506-452-5753



**Premier's Council on Disabilities** was created to advise the provincial government on issues relating to people with all disabilities. The Council reports directly to the Premier of the province. They provide information, advice, and intervention to people in New Brunswick who are having difficulty accessing disability-related services. The Council does a lot of research and makes recommendations to the provincial government on how to improve life for people who have a disability.

<http://www.gnb.ca/council> | 1-800-442-4412

# Government of New Brunswick Programs for Persons with a Disability

There are several programs available for people with disabilities through the provincial government. This guide reviews some of the most common programs that people with disabilities use in New Brunswick. In order to be eligible for supports and services through the provincial government, ***you must be a Canadian citizen or have Permanent Resident status, and have lived in New Brunswick for at least 3 months.*** For many programs, a person must also demonstrate that he or she has a financial need for government assistance.



In programs where a financial need must be shown, a person who applies for government funded supports and services must go through a financial assessment process that looks at their net income. For adults with disabilities who live with their parents, government will only look at the adult child's own income to determine if he or she is eligible for government funding for services (the family's income is not considered). For children with disabilities, the family's net income is considered.

Many programs are available through the Department of Social Development (other government departments also have programs that support people with disabilities). For programs available from the Department of Social Development you can contact the Social Development office in your region:

**Region 1 (Moncton) 1-866-426-5191**

**Region 2 (Saint John/Fundy) 1-866-441-4340**

**Region 3 (Fredericton/Woodstock/Perth) 1-866-444-8838**

**Region 4 (Edmundston/Grand Falls) 1-866-441-4249**

**Region 5 (Restigouche) 1-866-441-4245**

**Region 6 (Chaleur) 1-866-441-4341**

**Region 7 (Miramichi) 1-866-441-4246**

**Region 8 (Acadian Peninsula) 1-866-441-4149**



## Family Supports for Children with Disabilities

This program is designed to address unmet needs that families may have while raising a child with a disability. This program is available to families with children and youth under the age of 19 who have a “severe” disability of a “life-long” nature, and require on-going daily assistance with personal care



and “everyday life activities”. This includes children with a physical and/or intellectual disability, or a medically complex condition that may or may not involve behavioural or emotional difficulties. A letter of support from a professional is

required for this program (examples: medical practitioner, school psychologist, social worker). For more information, contact the Department of Social Development (see above for contact numbers).

## Disability Support Program (DSP)

The DSP program provides funding to adults ages 19-64 with disabilities (who are eligible) for personalized and flexible disability supports. This means that supports will be tailor-made for each individual based on his or her wishes, goals, and needs. The program also is designed to ensure that people with disabilities, and those close to them have the right to make decisions about the supports that will be provided (what, when, how, and by whom).

A person must demonstrate sufficient need for supports and services. This need is related to a person having a disability of a long term nature that “substantially limits his or her ability to carry out regular daily activities”. Also, a person must demonstrate an “unmet need” in either personal care (for example, dressing, feeding, etc.) or enhancing their independence or community involvement. The need for family relief or respite can be categorized under this second category. There are some circumstances that may exclude a person from being eligible from the program.

A variety of services may be funded under the Disability Support Program. These include services that people may need in their home or community, as well as special equipment and services from home care and other agencies.

Inclusion NB offers ***Independent Facilitation Services*** free of charge to anyone with a disability to help complete the DSP application process.

For more information, contact the Department of Social Development (see above for contact numbers).

## **Long-Term Care Program (LTC)**

The Long-Term Care Program is for seniors ages 65 and older and provides long term supports to assist with activities of daily living. Supports included in this program are home support services (personal care, light housekeeping, meal preparation), or relief to caregivers. If a senior is not able to live in their own home with supports, other options such as, residential, residential facilities or alternative family living arrangements can be explored. For more information, contact the Department of Social Development (see above for contact numbers).

## Housing Programs

The provincial government offers programs that provide funding for affordable or subsidized housing, and to make repairs or modifications to your home in order to make it more accessible. It important to note that some of these programs have a waiting list.



- ▶ ***Subsidized Housing Units*** – this involves accessing housing units that are owned directly by the province or by non-profit housing organizations in local communities. People who qualify pay 30% of their total income towards rent. Eligibility is based on a person's income and their level of priority as determined by government.
- ▶ ***Rent Supplement Program*** – this involves 'rent supplements' that are paid to landlords for people who cannot afford regular 'market' rents. People who qualify pay 30% of their total income towards rent. Eligibility is based on a person's income and their level of priority as determined by the government. As of 2013, there is a new "portable" rent subsidy program for persons with a disability that provides people more choice about where they will live and use their subsidy.

- ▶ ***Repair Program for Persons with Disabilities*** – this program provides funding to do work to make accessibility changes to a home that will be occupied by someone with a disability. Changes or repairs can include ramps, chairlifts, wheel-in showers, and wider doors. Government can provide a grant (which does not have to be re-paid) or a repayable loan up to \$10,000.
- ▶ ***Secondary/Garden Suite Program*** – this program offers funding for modifications to residential homes to create a secondary or garden suite for an adult with a disability. It will also provide funding to place a mini-home on a residential property. It will provide up to \$24,000 in grant funding. On top of this grant, you may be able to access the Repair Program for Persons with Disabilities for accessibility modifications.
- ▶ ***Emergency Repair Program*** – this program provides funding for urgent repairs to housing that is a threat to a person's health and safety. Emergency situations can include heating and electrical fire hazards, lack of water, and roof damage.

For more information, contact the Department of Social Development (see above for contact numbers).



## Health Services Program (Health Card Services)

This program offers significant benefits for persons with disabilities (and others). Under this program a number of benefits and services are available to people who are eligible, including people who qualify for social assistance and people who qualify because of financial need. Depending on a person's situation and needs, the following benefits can be provided:

- ▶ Prescription Drug Program
- ▶ Dental Program
- ▶ Enhanced Dental Program
- ▶ Vision Program
- ▶ Hearing Aid Program
- ▶ Wheelchair/ Seating Program
- ▶ Orthopedic Program
- ▶ Convalescent/Rehabilitation Program
- ▶ Ostomy/Incontinence Program
- ▶ Oxygen and Breathing Aids Program
- ▶ Out of Province Medical/Hospital Program
- ▶ Hyperalimentation (Tube Feeding) Program



For more information, contact the Department of Social Development (see above for contact numbers).

## Vehicle Retrofit Program

This program is operated by the *New Brunswick Department of Transportation* and is designed to increase the mobility of people with disabilities by providing funding to help pay for the cost of supplying and installing “eligible retrofitting and accessibility features for vehicles.” Grants are provided for eligibility accessibility features, such as, wheelchair lifts and ramps, hand controls, steering devices, left foot gas pedals, wheelchair restraint systems, special seating, roof, floor and door alterations, and scooter lifts.

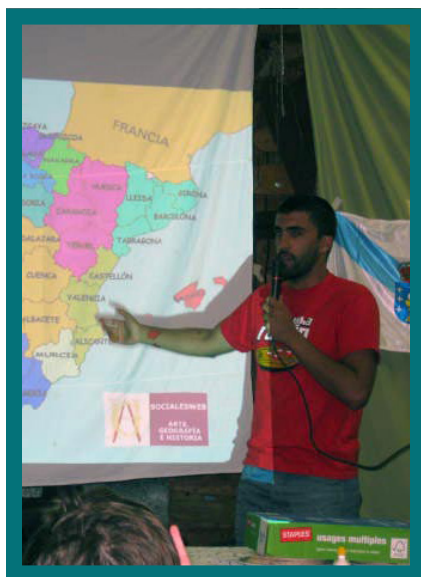
[http://www2.gnb.ca/content/gnb/en/services/services\\_renderer.7715.html](http://www2.gnb.ca/content/gnb/en/services/services_renderer.7715.html)



## Training and Employment Services (TESS)

This program is operated by the ***Department of Post-Secondary Education Training and Labour***. This Department has offices in every region of New Brunswick. It provides funding for people with disabilities for a variety of items, including:

- ▶ ***Employment Training*** – includes tuition, books, tutors, living expenses, and training supplies
- ▶ ***Employment Support*** – includes job search and coaching, counselling, entrepreneurial planning, and work-site modifications
- ▶ ***Adaptive and assistive*** – includes technologies, tools and equipment, ergonomic aids, specialized transportation, and assessment
- ▶ ***Job crisis*** – includes various job crisis intervention services.



To be eligible for this program an individual must be 16 or over and have a permanent or long term physical, intellectual, psychiatric or cognitive disability. They must also have an employment action plan developed.

## **Employment Assistance Services (EAS)**

This program, which is funded by the *Department of Post-Secondary Education Training and Labour*, provides funding to non-profit community agencies who assist people with disabilities (and sometimes other people who face barriers to finding employment) in a number of ways. These agencies provide a variety of services, including:

- ▶ One on one employment counselling
- ▶ Job search assistance
- ▶ Resume writing
- ▶ Assessments for work accommodations
- ▶ Information and support to employers who hire people with a disability

For more information about TESS, EAS or to speak with an employment counsellor, please contact your local employment office:

**Bathurst – 275 Main Street, Suite 300**  
**Telephone (506) 549-5766**

**Campbellton – 157 Water Street, Main Floor, Suite 100**  
**Telephone (506) 789-2411**

**Caraquet – 20E St-Pierre Ouest Blvd.**  
**Telephone (506) 726-2639**

**Edmundston – 121 de l'Église Street, Carrefour**  
**Assomption, Suite 308**  
**Telephone (506) 735-2677**

**Fredericton – 300 St. Mary's Street**  
**Telephone (506) 453-2377**

**Grand Falls – 160 Réservoir Street, Suite 101**  
**Telephone (506) 475-4025**

- Miramichi – 152 Pleasant Street**  
**Telephone (506) 627-4000**
- Moncton – 200 Champlain Street, Suite 320 (Dieppe)**  
**Telephone (506) 869-6944**
- Neguac – 430 Principale Street**  
**Telephone (506) 776-3996**
- Perth-Andover – 19, rue Station Street**  
**Telephone (506) 273-4559**
- Richibucto – 25 Cartier Blvd**  
**Telephone (506) 523-7602**
- Sackville – 170 Main Street, Unit C-1**  
**Telephone (506) 869-6944**
- Saint John – 1 Agar Place**  
**Telephone (506) 643-7258**
- Shediac – 342 Main Street, CentreVille Mall, Unit 144**  
**Telephone (506) 533-3325**
- Shippagan – 182 J.D. Gauthier Blvd.**  
**Telephone (506) 726-2639**
- St. Stephen – 73 Milltown Blvd. Ganong Place,**  
**2nd floor, Suite 202**  
**Telephone (506) 466-7627**
- Sussex – 707 Main Street**  
**Telephone (506) 432-2110**
- Tracadie-Sheila – 3514 Principale Street, 2nd Floor**  
**Telephone (506) 726-2639**
- Woodstock – 111 Chapel Street, Unit 201**  
**Telephone (506) 325-4406**





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