

# Home Services for Seniors

## Frequently Asked Questions (FAQs)

### **How long does it take for my application to be processed?**

Fair Entry processing times vary – please refer to [Fair Entry](#) for application processing times. Please contact 311 and request Fair Entry if you have questions regarding the status of your application.

### **My Fair Entry letter says 'referred' for snow shoveling, grass cutting and housekeeping for seniors 65+, but no one has called me within 2 weeks.**

Please call 311 and ask to speak with the Home Services for Seniors program or email us at [HSS@calgary.ca](mailto:HSS@calgary.ca)

### **How are these services paid for?**

The Government of Alberta provides support to seniors living with low-income. The City of Calgary works with the Province to recover some of the costs for your snow shoveling, grass cutting, or housekeeping.

- Once service delivery begins, service providers will bill The City of Calgary for services provided.
- The City of Calgary will bill the Government of Alberta on your behalf to recover the costs of the services delivered. Costs to receive these services are covered by the Government of Alberta's Special Needs Assistance for Seniors program.

The Government of Alberta will send you a monthly detailed statement of services paid out of your Special Needs Assistance for Seniors benefit.

### **I am living with a disability but am not 65 years of age or older. Do I still qualify or are there any other programs that can assist me?**

The program only accepts clients who are eligible for the Special Needs Assistance for Seniors program, which requires clients to be at least 65 years of age.

If you are living with a disability, Alberta Health Services' Client Directed Home Invoicing may be an option for you. Please visit [Client Directed Home Care Brochure](#) or call 811 for more information.

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### **Am I eligible if I live with family?**

Acceptance into the program is based on eligibility for the Government of Alberta's [Special Needs Assistance for Seniors](#) program. As long you meet the Special Needs Assistance for Seniors program requirements and live in Calgary, you are eligible for these services.

If you have questions regarding your eligibility for the Special Needs Assistance for Seniors program, please call the Alberta Supports Contact Centre at 1-877-644-9992.

### **I have been told that I do not qualify for the Special Needs Assistance for Seniors program, who can I contact?**

The Government of Alberta determines eligibility for the Special Needs Assistance for Seniors program. To request an explanation or review of the information used to determine your eligibility for the Special Needs Assistance for Seniors program, call the Alberta Supports Contact Centre at 1-877-644-9992. For more information on appeals, visit [Special Needs Assistance for Seniors \(SNA\) program](#).

### **I am not eligible for Fair Entry's other programs because of my income. Am I still eligible for Home Services for Seniors?**

Income eligibility for snow shoveling, grass cutting and housekeeping for seniors 65+ is determined by the Government of Alberta. For more information on eligibility, please refer to our eligibility section

### **I received a letter from Fair Entry stating that I have been approved. Does this mean I will start receiving services?**

No. Fair Entry completes an initial eligibility review and sends a referral to the subsidy program that delivers the service to determine any further eligibility screening requirements.

### **Do I have to re-apply for this program every year?**

If you were previously accessing these services and would like to receive them again, please call 311 and ask to speak with the Home Services for Seniors program or email us at [HSS@calgary.ca](mailto:HSS@calgary.ca).

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**I was advised by the Government of Alberta that I now qualify for the Special Needs Assistance for Seniors program. How do I re-apply for the program?**

If you are now eligible for the Special Needs Assistance program and want to resume snow shoveling, grass cutting and/or housekeeping services, please contact 311 and ask to speak with the Home Services for Seniors program or email us at [HSS@calgary.ca](mailto:HSS@calgary.ca).

**Can I have the same person provide snow shoveling and/or grass cutting services each time?**

Service providers assign staff to provide services. We cannot guarantee that the same person will always provide your snow shoveling and/or grass cutting services.

**Can I choose who delivers services to me?**

No. The City assigns service providers to deliver services. Each client is matched with a service provider based on where they live in Calgary.

**Can I access some services with The City of Calgary and keep my private contractor for other services and bill directly to the Government of Alberta? For example, can I receive snow shoveling from The City and purchase my own grass cutting services to bill to my Special Needs for Seniors benefit?**

No. If you are receiving snow shoveling, grass cutting or housekeeping services through The City of Calgary, you cannot submit claims directly to the Government of Alberta for privately purchased snow shoveling, grass cutting or housekeeping services.

**I have moved addresses. Do I need to notify anyone?**

Yes, please call 311 and ask to speak with the Home Services for Seniors program or email us at [HSS@calgary.ca](mailto:HSS@calgary.ca) to advise of your address change.

If you are receiving grass cutting and/or snow shoveling services, a new Property Service form will need to be completed to ensure that the service meets your needs at the new property.