

# Incontinence Supplies Grant Program Guidelines

Easter Seals Ontario administers the Incontinence Supplies Grant Program for the Ministry of Health and Long-Term Care. Easter Seals Ontario acts as a transfer payment agency and has an 'evergreen' contract with the Government of Ontario to administer this program. This program is fully funded by the Ministry of Health and Long-Term Care and follows their criteria.

## Applying

### Who can apply?

Ontario residents ages 3 to 18 years of age with a valid Ontario Health Card, who have a chronic disability resulting in irreversible incontinence or retention problems lasting longer than 6 months requiring the use of incontinence supplies.

### Who can not apply?

The Program is not for children or youth residing in acute or chronic care hospitals. Children or youth who reside in Schedule I or II Ministry of Community and Social Services (MCSS) residential facilities are provided incontinence supplies.

Youth whose incontinence/retention problem is a result of a work related injury are not eligible; the Workplace & Insurance Board (WSIB) provides funding in such cases.

Children whose health coverage is through the Interim Federal Health Program.

### How do I apply?

Fill out an Incontinence Supplies Grant Program application and see your child's Doctor or Nurse Practitioner to fill out their portion. Make sure that all the areas are completed and the form is signed and dated. If it is incomplete it will be returned to you and will delay the application process. Please note: the grant begins after the application is approved; the program is unable to provide retroactive payments.

### My child is under 3 years of age. Can we still apply?

Under special circumstances, yes. Some children under the age of 3 years may be eligible for assistance if they have a medical condition which results in the use of specialized diapers (e.g. Prune Belly), catheters (e.g. Spina Bifida) or a significantly larger than normal quantity of diapers (e.g. child with a vesicostomy).

**Do I need to see my Doctor?**

YES. Your child's Doctor or a Nurse Practitioner must fill out the medical portion of the application. They are required to certify that your child has a chronic disability requiring use of incontinence supplies and that they meet the criteria. The Doctor or Nurse Practitioner must be licensed to practice in the Province of Ontario and have a valid registration number. Applications need to be current and submitted within 6 months of being filled out. Applications older than 6 months will not be accepted.

**How long will it take to process an application?**

Please allow 4-6 weeks for processing. Payments will begin on the next cycle after an application has been approved. All applications are dated when they are received and are processed in the order they are received.

**What if my application is incomplete?**

Your application must be complete for the grant to be approved. If the application is not complete it will be returned to you with a letter explaining what is required to complete it.

**My child is older but still wets/soils the bed. Will the Incontinence Supplies Grant Program pay for incontinence supplies?**

No. There are several types of incontinence. Children and youth eligible for funding have a type of incontinence that cannot be treated.

Persons with enuresis (bedwetting), encopresis (stool soiling) or stress incontinence are not eligible to receive the grant, as these conditions can usually be resolved with appropriate medical and/or rehabilitative interventions. The following describes these types:

Enuresis (bedwetting) usually occurs at night or during sleep after an age at which urinary control should have been achieved. Encopresis (stool soiling) is a complication of constipation. There are many ways to resolve these problems and you should consult with your doctor. Stress incontinence is a form of urinary incontinence that can occur unexpectedly during physical exertion such as coughing, laughing or lifting. This condition usually occurs in the older population.

**Do I need to apply every year?**

NO. Once your application has been approved, you will automatically receive a payment every 6 months as long as the file is active. You are responsible to keep the program updated with address changes, changes to your child's health card and respond to reviews. If the file is not active for over a period of 1 year, you will need to reapply with 4 months of current receipts.

**Will I ever need to send in another application form?**

Maybe. If you wish to apply for the higher funding level, or if the file is closed for over 1 year for any reason.

### **Are there any other reasons why I would need to reapply?**

YES. If a payment is returned to the Program, and we have not heard from you for a change of address or if your child's health card is no longer valid or if you have not responded to a review for over 1 year, the grant will be cancelled and you will need to reapply. The Program is unable to provide any missed payments.

### **Where do I send the application?**

Send the completed application to:

Mail: Easter Seals Ontario, I.G. Program  
One Concord Gate, Suite 700  
Toronto, Ontario M3C 3N6

Email: [igprogramcoordinator@easterseals.org](mailto:igprogramcoordinator@easterseals.org)

Fax: 416.696.1035

\*Note: please retain a copy for your records, we cannot be responsible for applications that are lost in the mail or returned back to sender.

## **Applying for a child in a group home or whose guardianship is not with the parent?**

### **My child lives in a Group Home, can I apply for funding assistance?**

Yes, the child/youth must still meet the eligibility requirements. You may choose to receive the funding and provide it to your child's group home or transfer the payments directly to the group home. Whoever receives the funding will need to retain all receipts for file reviews.

### **I am not a parent but am acting as the child's guardian/agent. How can I have the payments made out to me?**

Legal Guardians/Agents (Crown Ward) must fill out the application and attach proof of guardianship, power of attorney or court documents. Copies of documents are acceptable. On receipt of this information the payment will be sent to the person(s)/agency that has been requested by the guardian/agent.

# Grant Levels

## How much money will I receive?

You may qualify for one of the following grants (the grant is a contribution towards the cost of supplies and may not cover all costs)

### Grant Level A (\$400/yr): (3-18 years)

- Diapers/Pull ups/Attends/Liners/Swimmers
- Intermittent/Foley catheters
- Reusable cloth diapers/liners

OR

### Grant Level B (\$900/yr): (6-18 years)

- Diapers/Pull ups/Attends/Liners/Swimmers
- Foley catheters/Condom catheters/Drainage Bags

Neither grant level covers the cost of gloves, wipes, creams, bed sheets, clothing (underwear), bed linens, laundry detergent or pads for menstrual periods.

**Please Note:** Children/youth requiring assistance with bowel management may be eligible for an additional grant.

### Level C grant (\$200/yr). (3-18 years)

- Cecostomy
- MACE
- Peristeen Irrigation System
- Glycerin Suppositories/Liquid

The grant **DOES NOT** cover enemas, prescriptions, medications (PEG, Restorolax, stool softeners, laxatives, etc).

# Payments

## **How do I have the payments sent to me?**

Fill out the payment section on the application. If only one parent is to receive the funding but you wish both parents to have access to file information both must sign the application. Due to client confidentiality, information will only be released to those listed on the application.

## **How will payments be made?**

Payments will be mailed to you unless you sign up for the Direct Deposit option and have the funding deposited into your bank account. You can sign up for direct deposit by filling out the Electronic Funds Transfer form (last page of the application) when you apply, or at any time by contacting the program accountant at directly 416.510.5095.

## **How often will I receive funding?**

Every six months you will receive half of the approved grant amount for the year. The first payment will be made approximately six weeks after the initial application is approved and then every six months after.

Cycle 1 January/July

Cycle 2 February/August

Cycle 3 March/ September

Cycle 4 April/October

Cycle 5 May/November

Cycle 6 June/December

Payments that are received by mail should be expected within the first 5-10 business days of month of your cycle. Payments that are received by direct deposit should be expected within the first 5 business days of the month of your cycle.

## **The payments are going to me, how do I change it to my spouse, grandparent, group home etc.?**

If there is a change in who is to receive the payment, a change of payee form must be obtained from the program, filled out and returned before any changes can be made. Payments will be held until the request is complete.

## **My spouse and I are now separated or divorced; can the payments be divided between us?**

No. The program can only issue the grant to one parent. That parent will be responsible to keep the file up to date with any changes to contact information, health care updates, etc. In addition, the parent receiving the payment must save, or collect from the other parent, all receipts to participate in the reviews. When there is shared custody between parents the Incontinence Supplies Grant program does not get involved with determining which parent has the file in their name. If there is a dispute, the file

will remain on hold until the payee is determined. The parent who is the payee can also contact the program, or fill out the consent on the first page of new applications, to have the other parent have access to the file information.

### **A child is now a Crown Ward, how do the payments change to the new guardian?**

Please fill out a new application with supporting court documents. If the grant is active it does not need to be signed by a Doctor or Nurse Practitioner. If the application has been closed for over 1 year the application must then be signed.

### **What if my payment is returned to the Program?**

If your payment is returned due to a change in address and you have not notified the program for one year the grant will be cancelled. You must re-apply for funding and be approved prior to any payments being issued. No missed payments can be issued for the missed year.

### **What if I need to change my banking information?**

Please contact the Program accountant to change your banking information directly at 416.510.5095.

## **Level B funding**

### **My Child is 6 years old why am I not getting the higher grant amount automatically?**

When your child turns six years old, you are eligible to apply for the increased amount. It is not automatic. Grant Level B is available to families whose children are not physically or developmentally ready to train and are using large amounts of diapers where costs are increasing as their child grows out of child size diapers (spending equivalent to or more than \$900/year). If your child is starting on the process towards toilet training your expenses may stay the same and you can continue on the Program at Level A.

### **My child is 6 and my spending is at the higher grant amount, how to I apply?**

If your child is actively enrolled in the program and you wish to apply for the increase in your child's grant level, please visit Easter Seals Ontario's website at [www.easterseals.org](http://www.easterseals.org) to obtain a Level B application. If you are not already registered on the program, or you haven't been receiving funding for over a year you must fill out a new application. You will need to include 4 months current receipts with either application. Receipts will be returned upon request. Receipts not returned are destroyed after the application is reviewed. If the application is approved, the increase will become effective the first payment after your child's 6th birthday. Retroactive payments are not available for late applications.

### **My child is 6 years old but I am not spending at the higher grant amount.**

If you do not need the higher grant amount you do not need to apply for the higher grant level. The grant will remain at Level A. If your expenses change at any time in the future you can apply for the

increase by obtaining and submitting a Level B application. Remember to include 4 months of current receipts with the application.

**Do I need to see my Doctor or Nurse Practitioner to apply for the increase to the Level B funding?**

No. As long as you are already registered and active with the Program you just need to fill out the Level B form and return with your receipts.

**How long will it take to process an application?**

Please allow 4-6 weeks for processing. Payments will begin on the next cycle after an application has been approved.

## Reviews

**Do I need to keep my receipts for the review?**

Yes. You must keep all your receipts for the review (including grocery receipts if purchased when grocery shopping). As per the requirements, you will have a review approximately every 2 years for as long as you are registered on the program. You will be asked to produce your last 6 months of current receipts or photocopies of your receipts to confirm your grant. If your receipts do not adequately reflect your grant level amount, your grant maybe reduced or cancelled. The grant will be temporarily suspended until you respond to the review and may be fully cancelled if you are unable to show proof of need. Receipts can be returned upon request. Receipts not returned are destroyed after the application is reviewed.

**How can I submit my receipts?**

Original, complete receipts can be mailed, emailed or faxed. All receipts must show the product purchased, the amount and the date of purchase. Receipts that are emailed or faxed must be legible, receipts that are altered or folded are not accepted. Original receipts can be returned upon request. Receipts not returned are destroyed after they are reviewed.

**I forgot to save my receipts; they were thrown out /misplaced what should I do?**

Reviews are always sent out following a payment. You have 6 months before your next payment. If you do not have your receipts save the next 4 months and submit at that time.

**I have missed a payment because I forgot to send in my review information in time, what happens now?**

Submit your review form and receipts as soon as possible. If the grant is reactivated and it is within a year of the review a request can be made for the missed funds. If it is over a year since the review missed funds will not be able to be issued and you will need to reapply with 4 months of current receipts.

### **How long will it take to process a review?**

Please allow 4-6 weeks for processing.

### **What if my child no longer requires the grant?**

Please contact the program to cancel the grant so that funding can be allocated to another family in need. If you have recently received a payment please return it to the program as payments are to purchase incontinence supplies for the 6 months following a payment.

## **Health Cards**

### **My child has received a new Health Card; do I have to notify you?**

Yes. The Program automatically checks your child's health card number before your payment is issued with the Ministry's health card database. If something does not match, your payment will not be issued.

### **Will the OHIP database tell the Incontinence Supplies Grant Program that I have changed my address or last name?**

No. It is important that you notify OHIP and us whenever you change your address or last name. Without this information your payments may not reach you. Please provide a copy of any Government issued identification with the changes so we can update your file.

## **Suppliers**

### **Where should I buy my incontinence supplies?**

You can buy your supplies from any store that sells these products. If you are looking for more options especially if your child is growing out of children's diapers please visit the Easter Seals Ontario website [www.easterseals.org](http://www.easterseals.org) under the Incontinence Supplies Grant Program for a list of suppliers that sell a range of diapers sizes and supplies.

## **Insurance / Income Tax**

### **Will my insurance cover any costs?**

If you have private medical coverage some insurance plans will reimburse your additional costs not covered by the grant, you will need to call them to check your plan coverage. Be sure to keep all Incontinence Supplies Grant Program correspondence as your insurance company may ask you to send them information about monies received.

### **Will I receive an income tax form from the program?**

No. Please retain your approval letter and or your cycle payment stubs. Remember for income tax purposes you can only claim receipts for expenditures that exceed the amount of your grant. For more information please visit the Canada Revenue Agency [www.cra-arc.gc.ca](http://www.cra-arc.gc.ca) Income Tax Folio S1-F1-C1, Medical Expense Tax Credit subsection 1.87.

## **What if my main language is not English?**

If you would like to receive services in French most of the written correspondence is provided in French. Please fill out a French application form and check off interpreter required. The program also has staff who can assist to answer any questions you might have, please contact the program.

Languages other than English or French. At this time the program is unable to provide services in languages other than English or French. If you have a worker/relative/friend that works with your family please include them on the application under consent to speak with an individual/agency so that we may be better able to support your family.

## **What if I have more questions?**

You can contact the Incontinence Supplies Grant Program at Easter Seals Ontario by

Mail: Easter Seals Ontario, I.G. Program  
One Concord Gate, Suite 700  
Toronto, Ontario M3C 3N6

Email: [igprogramcoordinator@easterseals.org](mailto:igprogramcoordinator@easterseals.org)

Phone: (416) 510.5074

Toll Free: Toll free: 1-800-668-6252 ext. 314

Fax: 416.696.1035

If leaving a message please note that your call is important to us, however due to the volume of calls this program receives messages left requiring a return phone call can take 3-5 business days. Please ensure that you clearly state your child's name, spell the last name and that you have provided your child's program ID number or Health Card number, a number that we can reach you at during business hours and the reason for your call.

Thank you, the Incontinence Supplies Grant Program Team