

# Social Programs Social Story



**Social Assistance**  
**AccessAbility Supports**  
**Seniors Independence Initiative**  
**Child Care Subsidy**

You will apply to a social program  
by calling **1 877 569 0546**.  
Leave a message and someone  
will return your call.

*If you have any individualized needs  
please include in your message.*



The person on the phone will ask you about yourself and what program you are applying for.

***You will be asked questions about the program you are applying for.***



All social programs have an intake appointment with a support coordinator

***Your intake process may take  
1 or 2 appointments.***

The support coordinator will try to make the appointment as comfortable as possible.



*You always have the option to reschedule or continue the appointment on another day.*



If you are applying for AccessAbility, after your first call, you may speak to someone before your intake. This is to identify what areas you may need support in.

***You will be asked in depth questions about your abilities and life experiences.***



Your intake appointment can happen in the office, at your home or by phone.



To help you, the support coordinator will tell you what documents you need to have for your appointment.

***If your appointment is by phone, you still have to provide the documents and sign paperwork.***



**If your appointment is at a Social Programs office,  
it will take place at one of these office locations.**



**Charlottetown**  
**Sherwood Business Centre**  
161 St. Peter's Road,  
Phone: 902-368-6440,  
Email: sa@gov.pe.ca)



**Montague**  
**Access PEI, 41 Wood Islands**  
Road, Phone: 902-838-0700,  
Email: sa@gov.pe.ca)



**Souris**  
**Access PEI, 15 Green Street,**  
Phone: 902-687-7170,  
Email: sa@gov.pe.ca



**Summerside**  
**Access PEI,**  
120 Heather Moyse Drive,  
Phone: 902-888-8122,  
Email: sa@gov.pe.ca



**O'Leary**  
**Access PEI, 45 East Drive,**  
Phone: 902-859-8811,  
Email: sa@gov.pe.ca



If your appointment is at a Social Programs office, you can show up **10 minutes before your appointment.**

*This is a good way to get to know your surroundings.*



When you get to the office,  
you will be greeted by someone  
at the front desk.



The person at the front desk will ask for your name and your support coordinator's name.

***If you forget your coordinator's name, you can tell them what program you applied for instead.***



You will wait in the waiting area for your support coordinator.



Your support coordinator will get you and take you to their cubicle or meeting space.



To help you during your appointment,  
your supports coordinator will  
ask about your needs and finances.

***This is so they know how  
they can help you.***



While you are talking, your support coordinator will be writing down notes.

***They might not be looking at you,  
but they are still listening.***





You and your supports coordinator will work together to come up with a support plan.

*Your coordinator may ask questions so they can understand how they can help.*



If you are eligible for supports, your supports coordinator will work with you to get those supports in place as soon as possible.



After your intake appointment, your relationship with your support coordinator will be ongoing.

***The support coordinator will contact you if they have questions.***



If you have any questions, feel free to reach out to your support coordinator.

***This is a safe space, and they are always here to help.***



You will have review meetings with your support coordinator to update your file and discuss if your current supports in place are helpful.



It's okay if you need to miss an appointment. Let your support coordinator know and they will reschedule a new appointment for you!



