

Home & Vehicle Modification Program

Frequently Asked Questions

General Questions

What is the timeline for approvals / How long does the process take?

There is no guarantee for funding upon application to HVMP. Funding will depend on the dollars available and eligibility of the request.

Applications will be reviewed by our Intake Team for general eligibility and a response will be emailed or mailed to the client depending on the preferred method of contact indicated on the application.

A response will be sent within 5 business days if we require additional documents or information. If not, the client or their selected contact person, if assigned, will receive communication regarding the outcome of the application within 30 days.

When is the best time to apply?

The Home and Vehicle Modification Program accepts applications throughout the year. There is no specific time where it is better to apply as it will depend on the volume of applications received and the dollars available. There is no guarantee of funding upon application to HVMP. Applications will be prioritized based on the assessed needs of the applicant.

Do you fund hospital beds, hearing aids, walkers, wheelchairs or scooters?

The Program does not fund these devices. To locate other possible resources or funding alternatives, we recommend the following:

- **211 Ontario.** 211 is a free, confidential, and nationwide helpline available by phone in 150+ languages. It is designed to have navigators easily connect you with local social services, programs, and community support you need. To access this resource, please call 2-1-1 or visit 211.ca
- **The Benefits Wayfinder.** This online resource helps you navigate government benefits and supports that might be available to you based on your situation. To access this resource, please visit <https://benefitswayfinder.org/>

More Questions? Give us a call!

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Finding Supports

How do I find an Occupational Therapist (OT)?

To find an Occupational Therapist (OT), ask your family doctor or contact Ontario Health atHome at 310-2222 (no area code required) who can recommend publicly funded OT services in your community. You can also find more information online about Finding an OT at: <https://otontario.ca/find-an-ot/>.

How do I find a vendor or a contractor? Do you have a list?

The Home and Vehicle Modification Program does not have a list of preferred contractors or suppliers. To locate potential contractors you can search online, search community resources such as local newspapers or magazines, contact medical equipment supply companies, ask your Occupational Therapist or seek referrals from family, friends or neighbours.

Our recommendation is to obtain a minimum of two estimates from contractors in your area and do research on the business itself including customer reviews, service/repair and warranty policies, verifying the business is licensed and is WSIB insured.

For Vehicle Modifications, we require that you source a qualified vehicle modifier. A good resource is the National Mobility Equipment Dealers Association (NMEDA): <https://nmedacanada.ca/>

NMEDA is a non-profit trade association proudly representing the automotive mobility industry. NMEDA Canada is the certifying body for the nationally recognized Quality Assurance Program (QAP), the only accreditation for auto mobility businesses in North America. Their website has a search feature to find a dealer that is local to you.

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Income

Whose Income is Considered?

Regardless of the number of adults in the home, The Home and Vehicle Modification Program only considers the income of both the applicant and their spouse/life partner/common-law partner, if applicable.

What Documents will you accept if my income exceeds \$35,000? How do I obtain my T1 General?

There are two types of the T1 we can accept:

- 1) The "T1 General" is the tax document used to file taxes. If you used a software package to prepare your income tax returns or if you had an accountant or other party complete your taxes, they should be able to provide a copy of your T1 General or the summarized T1 Income Tax and Benefit Return Form.
- 2) We can also accept the "T1 Income Tax and Benefit Return Form". This document is an 8-page summary of the T1 filled out when completing your taxes.

Will I be required to contribute to the project? How is this calculated?

The Home and Vehicle Modification Program is intended to serve individuals in the greatest financial need.

For individuals with incomes under \$35,000, they are not required to contribute toward the cost of the modification if 1) it meets the eligibility criteria, 2) the quote no more than the maximum funding amount per applicant (\$15,000) and 3) they have not previously received funding from the Program.

For individuals with incomes over \$35,000 and up to \$60,000, there is a sliding scale of how much they would be required to contribute.

We do this calculation upon receipt of your T1 General. If you would like to review your contribution amount based off your income prior to application, please contact the Program and have your T1 General available so we can review the lines in detail.

Please note that other factors might impact your required contribution such as the eligibility of your request and if you have previously received funding from the program.

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Drawings and Measurements

What needs to be included in drawings and measurements?

For **Modular Ramps**, we require drawings with measurements showing the length and design of the ramp including where ramp will be installed (front/side/back entry and/or on existing deck) and where it will end, as well as the slope. The recommended slope for wheelchair ramps is 1:12 (one inch of rise for every 12 inches of ramp length).

For **Vertical Platform Lifts (VPL)**, we require drawings detailing where the VPL will be placed (front/side/back entry and/or on existing deck) and whether or not a concrete pad is required or already in place.

For **Custom/Curved Stairlifts**, we require a drawing with measurements showing what side of the stairs the lift will be on, the measurement of the length of the stairs and landing(s) including the width of the bottom and top landing/hallway (to justify the cost for any additional park position/features) and any overrun required.

For **Ceiling Track Lifts**, we require drawings indicating where it will be placed along the ceiling and the length of track.

For **Tub Cut-Outs**, we require a drawing with measurements detailing where the tub will be cut and how high the threshold to enter will become. The type of tub (e.g. clawfoot, tub/shower combo, etc.) should also be indicated in the drawing as this will impact the height of the threshold. If there are grab bars being added, these should also be included in the drawing including placement.

For **Doorway widening**, we require measurements for the new frame and swing/direction of the opening of the door.

For **Bathroom modifications**, we require measurements for entire bathroom space being modified including the zero-threshold/roll-in shower, placement of grab bars, etc. If wheelchair accessible sinks or toilets are being added, the placement for those will be required as well. If door widening is required, measurements must be provided for the new frame and swing/direction of the opening of the door.

For **Kitchen modifications**, we require a design of the changes to kitchen and measurements for the cabinets, islands (if applicable) and height of the counters.

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Basic and Essential

What are some basic and essential alternatives for my project?

Please note that the Program does not make recommendations, please speak with your Occupational Therapist regarding options that may be available to you based on your assessed needs and individual requirements and abilities.

Below are a list of common requests and some basic and essential alternative options to consider:

Zero-threshold showers

- Tub cut outs
- Tub transfer benches, bath seats, tub sliders
- Bath lift
- Portable shower unit

Vertical Platform Lift (VPL)

- Modular ramp
- Alternative exits/entrances (e.g., front of home, garage, back of home, side entrance, etc.)

Custom Ramp

- Modular ramp
- Vertical Platform Lift (VPL)
- Alternative exits/entrances (e.g., front of home, garage, back of home, side entrance, etc.)

Lift Chair

- Sit to stand lift
- Lift out seat
- Furniture risers
- Floor to ceiling transfer poles

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Lack of Funding

I was not approved for funding, what are my next steps?

1. Consider: Are there other funding options or resources available to you?

If there are, you might approach other funding agencies or consider other resources available to you within your network of care.

If there are not, continue considering the next steps.

2. Reassess: Are there other more basic and essential solutions you could explore beyond what you have applied for?

If you applied for a Bathroom Renovation for a zero-threshold shower, you might explore a tub cut out, a tub transfer bench, a bath lift etc.

If there are not more basic and essential solutions suitable for your needs, continue considering the next steps

3. Review: Examine Your Modification Proposal and Verification of Disability forms. Is there more information regarding the barriers you face and how the proposed devices, adaptations or modifications will alleviate these, that you can provide us?

If there is, you might reconnect with your OT and update your application forms (MP & VOD). If there is not, continue considering next steps

4. Consult: Reach out to our Intake Team and ask for feedback if you need clarification. What questions do you have?

Remember, although we aim to help as many people as possible, we are not able to fund all who apply and who are eligible. Note that OT assessments are valid for one year.

5. Consider Reapplying: After exploring all the options listed above, if you are still in need of funding support, you might consider reapplying.

There is no guarantee that you will receive a funding approval if you reapply. Applicants can only reapply a maximum of once every 30 days.

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