

Subject: Updating of COVID-19 Messaging in the Income Support Policy Manual

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Issuer: Marika Giesen
Executive Director
Income Services Branch

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BACKGROUND:

The Income Support (IS) policy manual was updated during the pandemic to address the challenges posed with the suspension of in-person services and other COVID-19 related issues. As measures change, many of the policies with COVID-19 related messages require updating.

INTENT:

To ensure that the IS policy manual's policies and procedures reflect the current situation.

POLICY:

The following IS policies have been updated:

[Appeal and Decision Review](#)

[Assessing Need and Client Type](#)

[Client Responsibilities](#)

[Emergency Prescription\(s\)/Drugs](#)

[Financial Administrators, Public Trustee or Third Party Payments](#)

[One-Time Issues](#)

Partners Other Than Spouses

Personal and Family Information

Staff Responsibilities

Substantiation and Verification – Introduction

Voluntary Repayment of an Overpayment