

Subject: Submission of Learner Funding Applications and Distribution of Learner Cheques – Potential Work Stoppage by Canada Post

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MESSAGE:

The Canadian Union of Postal Workers have voted in favour of strike action which could occur as soon as September 26, 2018 if an agreement is not reached. A disruption will impact the normal delivery of Alberta Works learner cheques for clients and training providers who do not have direct deposit.

In order to ensure that learner cheques are not delayed, the Ministries of Advanced Education and Labour have developed a contingency plan. Effective September 24, 2018, learner cheques will be sorted by training provider (including campus) and couriered directly to training providers for learner pick-up.

PROCEDURE:

Training providers are asked to follow the 'Receipt and Distribution of Cheques to Learners' procedures as follows:

- **Receipt of Cheques:**
 - Receive the courier package containing learner cheques
 - Verify that all cheques received are listed on the Payment Register Log

- Sign and date the Payment Register Log to indicate receipt and verification
 - Address any discrepancies by contacting the Learner Income Support Office (LISO) at 780-427-3722 in Edmonton or toll free at 1-800-222-6485
 - Advise learners where, when and how to pick-up their cheque
 - Store cheques with the Payment Register Log in a secure location and ensure they reconcile
- **Distribution of Cheques**
 - Distribute cheques directly to eligible learners who meet funding eligibility requirements
 - Keep records of all learner cheques distributed and obtain learners' signatures of receipt
 - Cheques for learners who no longer meet funding eligibility requirements due to withdrawal from studies should be returned to LISO immediately
 - All unclaimed cheques should be returned to LISO within 10 business days once the threat of strike action has ended:

Learner Income Support Office
P. O. Box 17000 Station Main
Edmonton, Alberta, Canada T5K 2P7

The disruption in service will also impact the ability for learners to submit full time and part time funding applications if they are not applying online or do not have access to the online application. In addition, it will impact the ability for learners to submit their signed declaration and additional schedules for online applications.

Effectively immediately, learners have several options for submitting their learner funding applications for full time and part time studies:

- **Drop off** application in person at the nearest Alberta Supports Centre and ask for it to be sent to the Learner Income Support Office (LISO) via inter-office mail. Here is the link to all Alberta Supports Centres: <https://www.alberta.ca/alberta-supports.aspx>
- **Courier** the application to the Learner Income Support Office:
Mailroom 2nd floor
J.G. O'Donoghue Building
7000 113 Street
Edmonton, Alberta T6H 5T6
- **Fax** application to 780-415-9947 if learner is not able to drop off or courier the application
- **Training/Service Providers** can submit funding application on the learner's behalf to LISO along with the Training Provider Information Form

These processes are expected to continue until the situation with Canada Post is resolved and risk of postal disruption is eliminated.