

# Assistive Devices Program

Programme D'Appareils Et Accessoires Fonctionnels

## Ostomy Supplies

### Who can apply?

Any resident of Ontario with a valid Health Card and who has a permanent colostomy, ileostomy, urostomy, ileal conduit or continent pouch/reservoir.

ADP does not pay for supplies for persons with a temporary ostomy.

ADP does not pay for supplies for persons who reside in chronic care hospitals, Schedules I or III Ministry of Community and Social Services (MCSS) residential facilities or people in Schedule II Ministry of Health and Long-Term Care facilities.

ADP does not pay for supplies available under the Workplace Safety & Insurance Board (WSIB) or to Group "A" Veterans for their pensioned conditions.

### What do I do first?

You begin by getting an Ostomy Grant Applicant Information form. You can get this form from your doctor or by calling one of these numbers:

Toronto.....416-327-8804  
Toll Free.....1-800-268-6021  
TDD/TTY.....416-327-4282  
TDD/TTY.....1-800-387-5559

### Do I fill in the entire form?

No. Follow the instructions on the form. You and your doctor or nurse practitioner must both complete your sections of the form.

### Do I need to see my doctor or nurse practitioner?

Yes. Your doctor or nurse practitioner must certify that you have a permanent colostomy, ileostomy, urostomy, ileal conduit or continent pouch/reservoir.

### What happens next?

After you have seen your doctor or nurse practitioner, you must sign and date the bottom of the form. Send the completed form to:

Ministry of Health and Long-Term Care  
Assistive Devices Program  
7<sup>th</sup> Floor, 5700 Yonge Street  
Toronto ON M2M 4K5

### Where should I buy my ostomy supplies?

You can buy your ostomy supplies from any store in Ontario that sells these products.

### Who will show me the proper way to put on my appliance?

Nurses who have had special training, called enterostomal therapists, can help you decide on the best product. They will teach you how to use your ostomy appliance.

Enterostomal therapists work in hospitals, or local health care agencies that provide visiting nurse services. If this kind of service is not available in your community, you should go to a home health care supply outlet or pharmacy where they may have people on staff who can help you.

### How much money will I get to help pay for ostomy supplies?

If you have one ostomy, you are eligible to receive \$600 per year.

If you have two ostomies, for example, a colostomy and a urostomy, you will receive \$1,200 per year.

If you are receiving social assistance benefits under Ontario Works (OW), Ontario Disability Support Program (OSDP), or Assistance to Children with Severe Disabilities (ACSD), you may be eligible to receive \$800 per ostomy.

Residents of Registered Long Term Care Homes are eligible to receive \$800 per ostomy.

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

You will receive two cheques in equal amounts, the first about six weeks after we receive your application and the other about six months later. If you prefer to set up direct deposit, call 1-800-267-9458.

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### **How often must I apply?**

A renewal form will be mailed to you every 2 years. You must complete and return this form to the ADP to continue receiving your ostomy grant. After this form is returned, the ADP will continue to automatically send you payments every 6 months for the following 2 years.

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### **Someone other than myself is signing the form or I want payment to go to someone else. Do I need to submit any documents?**

Yes. A copy of the power of attorney documents must be sent with the application or renewal letter.

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### **I am a resident of a Long Term Facility. How can I have payment sent to the facility?**

You or your agent must indicate the name and address of the facility in the section "Payment to be made to person and/or address other than above?"

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### **What documents should agents provide if signing on behalf of the applicant or payment is to be made to an alternate person or address?**

Agents should attach applicable documents such as:

- Continuing Power of Attorney for Property
- Guardian of Property

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

Many private insurance plans will. If you have private medical coverage, check with your insurer or agent to see if they will pay for your additional costs.

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### **Should I keep my paid receipts?**

Yes. You must keep copies of the receipts for your ostomy supplies for 2 years. The Ministry of Health and Long-Term Care may ask you to produce receipts to confirm your claim.

Remember, for income tax purposes, you can only claim receipts for expenditures that exceed the amount of your grant.

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### **Will OHIP tell ADP when I have changed my address or surname?**

No. It is your responsibility to notify both ADP and OHIP whenever you change your address or surname. Failure to do so will result in cancellation of your grant.

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### **I lost my Health Card and now have a new one. Does ADP need to be notified?**

Yes. ADP automatically checks your health number and date of birth with the health card database. If something does not match, your payment will not be issued.

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

For more information about this program, write to:  
Ministry of Health and Long-Term Care  
Assistive Devices Program  
7<sup>th</sup> Floor, 5700 Yonge Street  
Toronto ON M2M 4K5

**OR** visit our web-site at: [www.health.gov.on.ca](http://www.health.gov.on.ca)

**OR** call ADP at:

Toronto.....	416-327-8804
Toll Free.....	1-800-268-6021
TDD/TTY.....	416-327-4282
TDD/TTY.....	1-800-387-5559
Fax.....	416-327-8192

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