



ARCH Bulletin on COVID-19: The Assistive Devices Program (ADP) is Open for Business

ADP is Accepting All Applications for Assistive Devices

ADP has advised ARCH that it has now re-opened and is making decisions about applications for assistive devices. The ADP Office permanently re-opened for business on April 29, 2020.

ADP says that it closed temporarily so it could move to a paperless approval process. This means that ADP is encouraging people to NOT submit their applications by mail any more.

There are two ways that applications can be submitted.

1. Vendor

If you have worked or are working with a vendor, the vendor can submit a completed application **by fax** to ADP for approval. Each vendor might have a different way of making decisions on assistive devices and/or payments for them. Speak with your vendor if you have any concerns or questions about your application and payments you might be responsible for.

ADP's goal is to make decisions on faxed applications within 6 – 8 weeks of when the application was received. ADP is presently deciding on applications received before the March 24, 2020 office closure.

2. Consumer

If you are applying to ADP for a grant to cover the cost of some supplies, you can send your application by **email**. You should ask your health care professional to help you with this application because it must contain all necessary documentation. The email can be sent to:

assistivedevicesprogram@one-mail.on.ca

You can ask for grants to cover the cost of some supplies. These include:

1. breast prosthesis;
2. feeding pumps and supplies;
3. insulin pumps and supplies for adults and children;
4. insulin syringes for seniors;
5. ostomy grants;
6. respiratory equipment and supplies

ADP will not require original signatures on email applications. In addition, if the person with a disability cannot sign the application, ADP will accept someone else's signature. That person will have to say what their relationship is to the person with a disability. In addition, if they have contact information that is different from the person with a disability, that must also be included.

ADP plans to make a decision on client applications within one day of being received. The approved payment should reach you in about 30 days.

If you are found to not be eligible for payments from ADP, you should be contacted directly by ADP.

3. General

ADP is also making decision on applications that require their approval. This means that if you are waiting for approval from ADP in order to have an insurance company cover the co-payment for an assistive device, those decisions will be made, and you will receive confirmation.

If applications from vendors or consumers have already been sent by mail, they do not have to be sent again.

Applications will be decided in the order they have been received by ADP (on a "first come" basis).

Always keep a copy of your original application and any other documents sent to ADP.

If you have questions about ADP you can email them to:

adp@ontario.ca

Information provided in these materials is not intended to be legal advice. Consult a lawyer or legal worker if you need legal advice on a specific matter. This information is current as of May 15, 2020.

(416) 482-8255 (Main) 1-866-482-ARCH (2724) (Toll Free)

(416) 482-1254 (TTY) 1-866-482-ARCT (2728) (Toll Free)

www.archdisabilitylaw.ca

ARCH wants to thank everyone who participated in our questionnaire about ADP. We will be reporting back to you soon about the information we collected and how it will be used in the future.

Persons with disabilities who live in Ontario can call ARCH for free, confidential legal information and summary advice. To find out about the kind of legal advice ARCH provides and how to book an appointment, please use the following link: <http://archdisabilitylaw.ca/services/>

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