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## FACTSHEET

September 22, 2008

Ministry of Housing and Social Development

### **PERSONAL SUPPORTS INFORMATION LINE**

- The province introduced a toll-free Personal Supports Information Line in February 2007 as a single access point for information about government programs providing equipment and assistive aids.
- British Columbians can call 1 888 818-1211 to be connected to an operator.
- The line is open to all British Columbians in need of equipment and assistive aids and will connect people to programs in six provincial ministries: Advanced Education, Children and Family Development, Education, Housing and Social Development, Health and Public Safety and Solicitor General.
- Call agents can either provide a range of information or connect the caller with the government program that provides the equipment or assistive aid.
- The launch of the Personal Supports Information Line was preceded by a series of community consultations around the province, gathering insights from citizens on how they accessed information about supports. Information was also obtained from service providers on how they thought access could be streamlined.

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Contact: Personal Supports Information Line:  
1 888 818-1211  
TTY: 1 800 661-8773  
E-mail: [PersonalSupportsInformation@gov.bc.ca](mailto:PersonalSupportsInformation@gov.bc.ca)