



Utility Billing
 1 Centennial Square
 Victoria, BC V8W 1P6

T 250.361.0226
F 250.361.0214
Office Hours: 8 a.m. – 4:30 p.m., Monday – Friday

Residential Solid Waste Helping Hands Program

The Helping Hands Program was designed for persons living with a disability and seniors over 80 years of age, **who have no other resident on their property that is capable of wheeling grey and green waste collection bins to and from their curb.**

Please note that eligible documentation (see below) must be submitted along with the form. If you have questions about the program and eligibility, please contact Utility Billing at 250.361.0226 or utilities@victoria.ca.

Part 1 (to be completed by applicant)

Property Location: _____

Address Utility Account Number: _____

Applicant's Name: _____

Phone #: _____ Email: _____

I hereby apply for a level of garbage collection service that includes retrieving and returning my bin(s) to my yard, on the grounds that (please check one):

I am over the age of 80 and no other resident of my property is capable of rolling wheeled bin(s) to and from the curbside.

Over 80 documentation (one of the following):

- Copy of Driver's License
- Other government issued ID showing date of birth

OR

I am a person who is unable, without undue hardship or risk to health, to roll wheeled bin(s) to and from the curb, as a result of a permanent or temporary disability.

Disability documentation (one of the following):

- Accessible parking permit/parking placard
- Disability tax credit form
- CNIB card
- BC Ferries Accessible Fare Identification card
- BC Transit handyPASS

If you do not possess any of the listed documentation, please submit Part 2 (completed by a Health Professional. See back of form)

Applicant's Signature: _____

Date: _____

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Part 2 (to be completed by Health Professional)

This section only needs to be completed if the applicant does not possess disability documentation listed on the first page of this form.

Health Professional's Name: _____

Health Professional's Address: _____
STREET/CITY/POSTAL CODE

The date I last saw the Applicant was: _____

In my opinion, the Applicant is unable, without undue hardship or risk to health to roll a wheeled waste collection bin to and from the curb on scheduled collection days as a result of a permanent or a temporary disability.

If a temporary disability, please indicate the expected date of recovery: _____

Health Professional's Signature: _____

Date: _____

Return Application to:

City of Victoria
 Utility Billing
 #1 Centennial Square
 Victoria, BC V8W 1P6
 or utilities@victoria.ca

The City of Victoria is committed to identifying, preventing and removing barriers across its services, programs, and infrastructure, in order to benefit the community in a way that respects the dignity and independence of people with disabilities. If you face barriers with this application form, please contact 250.361.0226.

The personal information collected by this form is used for the purpose of determining eligibility for the Helping Hands program. The legislated authority to collect the personal information is section 26(c) of the *Freedom of Information and Protection of Privacy Act*. For further information regarding the collection of your personal information, please contact Utility Billing at 250.361.0226 or utilities@victoria.ca.