

How do I apply for Social Assistance?

The online application for Ontario Works allows residents of Ontario to find out if they might be eligible for:

- **Ontario Works** which can help you with the cost of food and housing if you are in temporary financial need; or
- **Temporary Care Assistance** which can help if you are looking after a child in financial need and you are not the child's birth or adoptive parent.

Apply Online:

www.ontario.ca/socialassistance

Apply by Phone:

Intake and Benefits Administration Unit: 1-888-999-1142

This service is available 8:30 a.m. to 5 p.m. Monday to Friday

*If you are under the age of 18, need a Trustee or seeking short-term one-time emergency assistance, please call the local office at 613-342-3840 ext. 2119. Toll Free: 1-800-267-8146

What happens after I apply?

- You will be asked to verify your ID and provide electronic consent. You may also be requested to submit documentation. If you do not, or there are other issues with your application, someone from the Intake and Benefits Administration Unit will contact you to ask for more information.
- After your eligibility is determined, you will receive a follow up call from our office to schedule an intake appointment to complete required forms.

Important Contacts:

Ontario Birth Certificates and Health Cards contact Service Ontario:

Toll Free: 1-800-461-2156

Online: www.ontario.ca/page/serviceontario

Revenue Canada Tax Inquiry Service

Toll Free: 1-800-959-8281

Online: www.canada.ca/en/services/taxes/income-tax/personal-income-tax



If you do not have a computer or phone there are self-serve computers and telephones available for your use at our various locations.



If you do not have a phone number where you can be reached, please speak to reception to assist you in scheduling an appointment before you leave the office.

You may be required to provide the following information at your Intake Interview for yourself/spouse and dependents:

Identification

- Social Insurance Number (or documentation from Revenue Canada with SIN number on it)
- Health Card Birth Certificate (baptismal certificate, certificate of live birth, immigration)
- Other:

Expenses

- Accommodation information
- Lease, rent report, or letter from the Landlord which includes the landlord or superintendent's name, address, telephone number and signature, your rental address, rental amount, your name and date, or
 - Deed of land, mortgage agreement/statement of mortgage balance/mortgage payment receipt as applicable to living arrangements)
- Most recent utility bills (hydro, water, gas, oil)
- Child/Spousal Support Agreement – Amount Paid (if applicable)

Income

- 8 weeks' pay stubs E.I. Payments WSIB A.C.S.D.
- C.P.P. O.S.A.P. Canada Child Tax Benefit Boarder Income
- Support (child and/or spousal)
- Self-Employment Information (current invoice book showing past 6 weeks)
- Inheritance, Victim of Crime Settlements, Insurance Settlements in past 12 months

Debts

- Debts over \$500.00 (OSAP, rental arrears, credit card statements, auto loan, etc.)

Assets

- Bank Account Information (current 30 day statement or updated bank book) Canada Savings Bonds, Registered Retirement Savings Plan(s), Stocks, Bonds, Investments, Mutual Funds
- Void cheque/Direct Deposit slip Vehicle Ownership
- Open Bank Account(s) Life Insurance Policy with cash surrender value

Miscellaneous

- Up-to-date Resume Record of Employment Letter of Incarceration/Release
- Custody paperwork Medical verification of inability to work

Homeowners Requirements

- Mortgage(s) – including balance and monthly payment information
- Condo Expenses Property Tax Statement(s) Boarder Income Home, Fire, Life insurance

Please note this list is not inclusive and you may be asked for additional papers at your Intake Interview.