

Financial Help During COVID-19

Emergency Assistance, Ontario Works, and Ontario Disability Support Program

Updated: *November 7, 2020

Caseworkers in Bruce County and Grey County are here to help and are available to provide information about what program or benefit may best suit individual and/or family needs.

Grey County Intake - 519-376-7112 ext. 1117 or online at Grey.ca / General Inquiries – 519-376-7112

Bruce County Intake/Inquiries - 519-881-0431 or 1-800-265-3005 or online at Brucecounty.on.ca

Ontario Disability Support Program Intake - 519-376-1951 Ext. 241 or online at OSDP online / General Inquiries - 519-376-1951

Social Assistance Online Application - Social Assistance Online

Emergency Assistance Online Application - Emergency Assistance Online

Emergency Assistance (for people not in receipt of OW/ODSP)

The eligibility criteria for Emergency Assistance has been expanded. It is available for those **facing a crisis or emergency** who have no immediate access to other supports. This assistance is temporary in nature. Emergency Assistance rates are based on provincial Ontario Works rates.

To apply for this benefit, please contact your local office at the numbers provided above. You can also apply through the Emergency Assistance Online application.

Ontario Works (OW)

Basic financial assistance may be available to assist with costs of basic needs such as food, clothing, and shelter including health benefits and employment assistance for eligible individuals/families. More information about Ontario Works along with assistance rates can be found at Ontario Works Eligibility.

To apply for this benefit, please contact your local office at the numbers provided above. A complete online application is also available at Social Assistance Online.

Federal Government Financial Supports

The Federal government has introduced a range of financial supports in response to Covid-19. Details regarding these supports are available on the Federal Government Financial Support for Individuals webpage. Details regarding eligibility for CRB in particular are available on the CRB webpage.

The Canada Recovery Benefit, the Canada Recovery Sickness Benefit and the Canada Recovery Caregiver Benefit are non-exempt income for the purpose of both Ontario Works and the Ontario Disability Support Program (ODSP).

The government's intent is to support individuals in receipt of Ontario Works or ODSP (i.e. those granted prior to October 1, 2020), so that they may remain on social assistance (receiving a nominal monthly payment of \$2.50) if they would lose financial eligibility as a result of receiving EI or any of the new recovery benefits. This would allow them to retain health and other benefits. The temporary changes would be in effect until March 31, 2021.

Questions and Answers about Canada Recovery Benefits

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For more detailed information please contact your local office through the numbers provided above.

Ontario Disability Support Program (ODSP)

Eligibility

Applicants will be required to meet both financial and disability eligibility criteria (total process including the medical adjudication can take up to approximately 3 months).

How to Apply – Intake Application

Applications are taken by phone or on-line at: [Social Assistance Online](#)

If you contact us via telephone (519-376-1951 Ext. 241) you will be called back to complete the application over the telephone and required to verify: * your personal information * information about members of your household * your household's housing costs and other shelter-related costs * your household's income and assets.

*** Hours of operation:** In efforts to continue serving the public while protecting both clients and staff throughout the management of COVID 19 effective August 4th, ODSP offices have returned to regular office hours of 8:30am to 5:00pm. Staff will be responding to phone calls during these hours but continue to ask that clients do not visit the office without speaking to someone first. You may also email the office at adminowensoundodsp@ontario.ca, fax 519-376-4544, or access MyBenefits, or the Interactive Voice Response system.

Mail Drop Box: We have a labelled mail drop box that is located outside the front main door of Service Ontario accessible 24 hours a day for clients to leave required documents.

Email or FAX information: All clients can submit documentation or any changes to: income, accommodation/address or banking information to the following generic email address and their information will be forwarded to their caseworkers.

Email: adminowensoundodsp@ontario.ca

Fax: 519-376-4544

My Benefits: Did you know you can access information about your Ontario Works (OW) or Ontario Disability Support Program (ODSP) case, report your income, and change your address online?

Register now at: [Ontario.ca/MyBenefits](https://ontario.ca/MyBenefits)

Note: please ensure your caseworker has your current email address as this is required for registration.

Direct Bank Deposit (DBD): Direct Bank Deposit is a safe and easy way to receive OW or ODSP payments each month. Instead of receiving a cheque, the money you are eligible to receive can be deposited directly and securely into your bank account.

Reloadable Payment Card (RPC): A Reloadable Payment Card is another way to receive your OW or ODSP payments if you don't have a bank account. The card works in the same way as a debit card but does not require a bank account.

For more information or to sign up for DBD or RPC, please contact your OW or ODSP caseworker at one of the numbers provided above.

***Note:** if you cannot click directly to the website links in this document, please use the web addresses below:

Apply for OW/ODSP Online - <https://saapply.mcscs.gov.on.ca/CitizenPortal/application.do>

Apply for Emergency Assistance Online - <https://www.ea.mcscs.gov.on.ca/>

Ontario Works Eligibility - <https://www.mcscs.gov.on.ca/en/mcscs/programs/social/ow/eligibility.aspx>

Register for MyBenefits - <https://mybenefits.mcscs.gov.on.ca/>

Federal government supports - <https://www.canada.ca/en/department-finance/economic-response-plan.html#individuals>

ODSP online application - <https://www.mcscs.gov.on.ca/en/mcscs/programs/social/index.aspx>