

**An applicant may not be eligible if he or she:**

- Resides outside of Ontario
- Has total income or assets in excess of legislated limits
- Resides with parents, is not financially independent and has no dependants of his/her own
- Is incarcerated
- Is a single person under the age of 16 without dependants
- Is a single person with no dependants of their own and in receipt of a student loan (OSAP) under the *Ministry of Colleges and Universities Act*, or the *Canada Student Loan Act*

If you disagree with a decision about your application, first discuss the issue with your caseworker. If you still do not agree, you can ask for a review of our decision.

To make your request, you must write a letter or fill out a *Request for Internal Review* form and submit the request to the local Ontario Works Office within thirty (30) calendar days of the original decision.

**How to Apply For Ontario Works**



**Online in English or French - visit [ontario.ca/socialassistance](http://ontario.ca/socialassistance) to start your online application. Available 24 hours a day, 7 days a week. (The website includes a section that can tell you if you might be eligible before you apply.)**



**By Phone - call [519-255-5600](tel:519-255-5600) to start your application over the phone. The hours of the call centre are Monday to Friday, 8:30 - 11:30 and 1:00 - 4:00.**

If you do not have a telephone or a computer with internet access, you can come to one of our locations, either in Windsor or Leamington, where you may be given access.

After the phone contact or on-line application, a scheduled face-to-face interview will occur with a caseworker at the Ontario Works office.

**My appointment:**

**Date:** \_\_\_\_\_

**Time:** \_\_\_\_\_

**Others required to attend:**

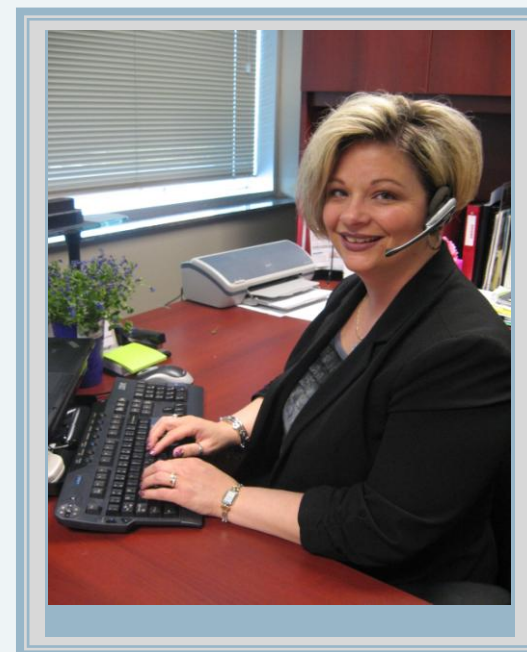
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Windsor Office:  
400 City Hall Square E  
Windsor, N9A 7K6

Leamington Office:  
215 Talbot Street E.  
Leamington,  
N8H 3X5



**Ontario Works**



***Ontario Works (OW) provides financial and employment assistance to people in temporary financial need. People receiving assistance through OW participate in a wide range of employment assistance activities that help them prepare for, find and keep a job.***

## Confidentiality

All information you provide is confidential and protected under the *Municipal Freedom of Information and Protection of Privacy Act*.

## Documents Required

When you apply, be sure to have the following information that pertains to you and all other individuals on whose behalf you are applying (e.g., spouse, dependent children and dependent adults):

### Identification:

- Proof of birth
- Social Insurance Number
- Ontario Health Card
- Immigration documents to confirm your status in Canada

### Income:

- Employment income - paystubs
- Employment Insurance
- Spousal support payments
- Any other income or benefits, such as:
  - Boarder/rental income
  - Any benefits under the Canada Pension Plan (CPP)
  - Workplace Safety and Insurance Board (WSIB)
- Insurance benefits from any other source

### Assets:

- 3 months of updated bank statements
- Registered Retirement Savings Plan (RRSP) documents
- Life insurance documents
- Vehicle ownership information
- Property ownership information
- Details about any other assets

### Accommodation Costs:

- Such as rental or mortgage agreements, as well as the cost of utilities, taxes and insurance

### Other:

- Marriage Certificate, Custody/Separation Agreement or divorce papers
- School enrolment information for dependents 16 years of age or older
- Void cheque (for Direct Bank Deposit)

## Applicants Under the Age of 18

Applicants under the age of 18 may be eligible for assistance if:

- There are special circumstances that are determined when a family assessment is completed;
- The person's living arrangements are favourable in meeting the conditions of eligibility regarding education or training and employment; and

- The person is in attendance as a full time student in a school, educational institution or approved training program.

A sole support parent under the age of 16 may be eligible to receive assistance for their dependent child.

## Temporary Care Assistance

The adult providing temporary care can receive Temporary Care Assistance on behalf of a child under the age of 18 if all of the following criteria are met:

- The child is in financial need
- The child is not a dependent under the Ontario Works Act or the Ontario Disability Support Program
- The adult providing temporary care does not have a legal obligation to provide support
- The adult providing temporary care does not receive compensation under the *Child and Family Services Act*