

Ontario Works provides financial assistance to people in financial need. Ontario Works also provides assistance with participating in activities that will help you find and maintain employment. Eligibility for assistance depends on several conditions of eligibility including income, assets and participation in approved activities.

If you have any questions about any information on this form, please contact your worker.

All Ontario Works staff, clients and visitors deserve a **safe** and **respectful** environment. We have zero tolerance for behaviour that intimidates, isolates or discriminates including racial, gender or homophobic slurs.

Part A – Your Rights

1. An Interview

Any time that you meet with your worker you can bring someone with you. This person can be anyone you would like to have there. If you feel that coming to the local Ontario Works office puts your personal safety at risk, an appointment at an alternate location may be arranged.

2. A Decision in Writing

We will write to tell you of any eligibility or financial decisions we make and the reasons for making them.

3. A Chance to Have Decisions Reviewed

If you disagree with a decision that we make, you may make a written request within thirty days to have this decision reviewed by your local office. This internal review must be completed by the local office within thirty (30) days. You will be told of the result in writing. You cannot file an appeal with the Social Benefits Tribunal unless you have first asked for an internal review. If you disagree with the review decision, you can make an appeal to the Social Benefits Tribunal within 30 days of the date of the internal review decision.

4. MyBenefits account

You can create an account online that lets you see information about your file, report earnings and change your address. Sign up at Ontario.ca/MyBenefits.

Part B – Your Assistance

Every month that you are eligible, you will receive assistance for basic needs, shelter and other supports. You may be eligible for items such as the following. If you have questions about these supports, including how to access any of them, **please contact your caseworker**.

Drug coverage

- Your monthly drug benefit covers most of the cost of prescription drugs for you and any eligible family members.
- Anyone age 24 and under who has an Ontario health card will access drug benefits through the OHIP+ Pharmacare program of the Ministry of Health.
- Each family member will use their Ontario health card to get this benefit.
- If you do not have an Ontario health card, you will use another form of identification or your monthly statement of assistance.

Participation Benefits

- You may receive money when participating in an approved activity to help with the costs of services and supports you need to become and stay employed or ready to participate in employment services.

Vision Care

- Basic vision care is provided for all dependent children.

Special Diets

- If you require a special diet due to a medical condition, you may be able to get some help if this diet involves extra costs.

Pregnancy Nutritional / Breast-feeding Allowance

- If you are pregnant or breast-feeding, extra money is available to help you pay for your additional nutritional costs.

Other Items

- Help is available for diabetic supplies, surgical supplies and dressings, approved medical transportation of \$15 or more per month, and a guide dog benefit.

Discretionary Items

- You may receive money for other items such as: moving expenses, low cost energy and water conservation measures, assistive devices, wheelchairs and inhalators, vision and dental care for adults.

Transition Child Benefit

- A transition child benefit for families on social assistance who may not be receiving the Ontario Child Benefit or may be receiving less than their maximum Ontario Child Benefit.

Part C – Your Responsibilities

1. **You will be required to meet** with your worker as scheduled to review your file, including your participation in approved activities. **You may be required to attend** an information session about the services and supports that Ontario Works can provide to you.
2. **If you are applying to the Ontario Disability Support Program (ODSP)** through Ontario Works and you have assets above the Ontario Works asset limit and you have not previously used the one-time asset exemption, then you are required to complete an Agreement to Reimburse. If you are determined to be ineligible for ODSP, you must repay some or all of the assistance that you have received.
3. **You will also be required to meet** with your worker every 24 months to review your financial information.
4. **Contact your worker promptly if:**
 - You receive a message that your worker needs to speak to you
 - There are any changes in your circumstances
 - You are planning to leave the province for any period
 - You begin to receive income or your income changes
5. **Respond promptly** if you receive a request for information or a form to complete.

6. All members of your family who are 18 years of age and older are **required to participate in activities** that will help them to become and stay employed or ready to participate in employment services.

All members are required to immediately report any changes in their participation.

7. **Keep receipts and statements so your worker can verify your income, expenses and assets.** Keep receipts and statements such as:

Pay stubs	Bank account books/statements	Income tax assessment or returns
Child care costs	Rent or mortgage payments	Hydro, water and heating costs
Insurance (e.g. fire/home)	Property taxes	

8. **You and your spouse have an obligation to make reasonable efforts to obtain compensation** or realize a financial resource or income that the person in your family may be entitled to or eligible for. Examples of financial resources include the Ontario Child Benefit and Employment Insurance.

9. **Obtain and report all available income** that you or a member of your family receives. If you or a member of your family receive employment earnings, training allowances or any other source of income, you need to report that change to your worker every month. You can either:

- Sign up for a MyBenefits account and report earnings online; or
- Send us a completed income reporting statement you will receive from us every month. The completed statement must be received in your worker's office by the due date. Your worker will review your income history regularly.

Examples of sources of income include:

Earnings	WSIB	Employment Insurance
Roomer/boarder income	Money owed to you	Interest or dividends
Pensions	OSAP	Insurance/accident claims
Child care income	Training allowances	Child/spousal support
Sponsor payments	Farm income	Compensation for victims of crime
Self-employment income	Sale of assets	Gifts, Inheritance or lotteries

10. **Report all your assets.** An asset is property of all kinds, including cash or anything that you own that can be converted into cash. **Examples of assets include:**

Life insurance	Collections or valuables	Money in bank accounts	Vehicles
Investments	Property or real estate you own	RRSPs/GICs/Stocks/Bonds	

Remember to tell your worker immediately if you or anyone in your family:

Borrows money Buys a new asset Opens or closes a bank account Sells or transfers an asset

The allowable asset limits are set by regulation. Your asset limit is determined by the number of people in your family.

Your maximum allowable asset limit is \$ _____ .

11. **Report any changes to your circumstances.** Tell your worker immediately if there are any changes such as:

- Your address, phone number, or email address change
- Your rent or other home costs change
- Someone in your family starts or leaves school
- Someone in your family starts or leaves a job
- The number of people in your family changes (i.e., new baby, child or spouse leaves or returns, a member of the family is deceased, etc.)
- You or a member of your family needs to leave or has left Ontario for a period greater than 7 days

12. **You and your spouse are responsible to repay all overpayments** you may have. If you leave social assistance, you and your spouse are still required to repay the overpayment.

13. **You and your spouse are responsible to repay any Transition Child Benefit** amount that you have received in the event that you receive a retroactive Ontario Child Benefit and/or Canada Child Benefit payment that applies to the same month or months.

14. **You are responsible for following the rules of the Ontario Works Program, including timely and accurate reporting of all changes in your income, assets and living arrangements.**

If there is sufficient evidence to suspect that fraud or an offence under social assistance legislation has been committed, the matter may be investigated, and you may be found guilty of an offence. Anyone who by deceit, falsehood or other fraudulent means defrauds the public of property, money, or valuable security, is guilty of an offence under the Criminal Code s.380.

Anyone who knowingly obtains or receives social assistance to which they are not entitled is guilty of an offence under the *Ontario Works Act, 1997, s.79* or the *Ontario Disability Support Program Act, 1997, s.59*.

Part D – Signature

This document has been fully explained to me and I have received a copy. I understand that this document contains the current rules and policies and that they may change from time to time.

Signature or mark of applicant/recipient/trustee	Date (yyyy/mm/dd)
Signature or mark of spouse	Date (yyyy/mm/dd)
Signature or mark of dependent adult (if applicable)	Date (yyyy/mm/dd)
Signature of worker	Date (yyyy/mm/dd)

Your worker's name is: _____

You can contact your worker at: _____ on _____