

March 26, 2020

Dear Community Partner,

The intent of this letter is to provide an update on the Ontario Works monthly payment, outline how new applicants apply for Ontario Works/ Emergency Assistance and to outline the existing process for ongoing OW/ODSP clients to apply for Discretionary Benefits and Housing Stability Benefits.

**Ontario Works – Monthly Assistance- April payment**

Monthly income support to ongoing Ontario Works clients has not been impacted by COVID-19. The April Ontario Works payment will be deposited on March 31<sup>st</sup> and cheques will be mailed on March 27<sup>th</sup> as scheduled.

**New Applicants- How to apply for Ontario Works / Emergency Assistance:**

1. Complete the initial assessment through the online application or by telephone:

[Online application](http://www.mcass.gov.on.ca/en/mcass/programs/social/apply_online.aspx)

[\(www.mcass.gov.on.ca/en/mcass/programs/social/apply\\_online.aspx\)](http://www.mcass.gov.on.ca/en/mcass/programs/social/apply_online.aspx)

Or

Telephone - Intake Line

905-641-9230

1-866-627-1110 (West Niagara)

Basic information will be collected and can take up to 30 minutes.

2. A staff member will contact the applicant within 4 business days to complete an eligibility assessment over the telephone.

The Social Assistance office has experienced a significant increase in requests for assistance. Every effort is being made to maintain the service level noted above.

**Discretionary Benefits - Ongoing OW & ODSP clients**

**How to apply:**

- OW and ODSP clients must contact the Discretionary Benefits Team to request health related Discretionary Benefits.
- OW clients must contact their Casemanager to request non-health related Discretionary Benefits.

5853 Peer St.,  
Niagara Falls ON  
L2G 1X4  
905-354-3561  
Fax: 905-353-1613

250 Thorold Rd.,  
Welland ON  
L3C 3W2  
905-734-7975  
Fax: 905-735-7307

234 Bunting Rd.,  
P.O. Box 850  
St. Catharines ON  
L2R 6Z4  
905-641-9960  
Fax: 905-984-8760

92 Charlotte St.,  
Port Colborne ON  
L3K 3E1  
905-734-7975  
Fax: 905-834-4445

469 Central Ave.,  
Fort Erie ON  
L2A 3T8  
905-354-3561  
Fax: 905-994-7262

**Housing Stability Benefits - Ongoing OW & ODSP clients**

**Housing Stability Benefits - How to apply:**

- OW clients must contact their Casemanager to request Housing Stability Benefits.
- ODSP clients must contact the Discretionary Benefits Team to request Housing Stability Benefits.

**To submit an application:**

- Contact the Discretionary Team to request application at 905-641-9960 ext. 6072 or email [discretionary@niagararegion.ca](mailto:discretionary@niagararegion.ca)
- Applications or supporting documentation may be:
  - Faxed to: 905-984-8760
  - Mailed to: 234 Bunting Road, St. Catharines, L2M 3Y1
  - Emailed to: [discretionary@niagararegion.ca](mailto:discretionary@niagararegion.ca)

**Ongoing Ontario Works clients contacting the office:**

Ontario Works offices are closed to the public until further notice. All services will be provided to individuals by telephone.

Clients are asked to please leave their name, phone number and reason for the call. Every effort will be made to return your call as soon as possible.

**Local offices:**

St Catharines: 905-641-9960

Welland- Port Colborne: 905-734-7975

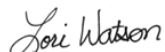
Niagara Falls – Fort Erie: 905-354-3561

**Further information can be found at:**

Niagara Region website: [www.niagararegion.ca](http://www.niagararegion.ca)

Should you have any questions, please contact myself [lori.watson@niagararegion.ca](mailto:lori.watson@niagararegion.ca), (905) 980-6000 ext. 3810.

Sincerely,



Lori Watson  
Director, Social Assistance & Employment Opportunities

S.03\_32\_Community Partners -COVID-26 March 2020 (002)

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