

## FREQUENTLY ASKED QUESTIONS

### WHAT HAPPENS IF I'M NOT ELIGIBLE FOR ASSISTANCE?

If you are not eligible, you can request an Internal Review of the ineligibility decision. Your worker will give you information about other community services, such as child care fee assistance or subsidized housing.

### WHAT SHOULD I DO IF I CAN'T ATTEND MY INTERVIEW?

If you can't attend your interview, please call 1-888-256-1112 at least 24 hours before your appointment to reschedule.

### WHAT IF I DON'T HAVE A PHONE?

If you don't have a phone, please bring the information noted on the inside of this brochure to your local Ontario Works office. You can then use the telephone in the office to apply for assistance.

### WHAT IF I DON'T SPEAK ENGLISH?

If you don't speak English you can have a friend, relative, or community agency interpret for you during your application. If needed, your local Ontario Works office can arrange for an interpreter at no cost to you.

## YORK REGION ONTARIO WORKS

To apply, call:  
**1-888-256-1112**

### RICHMOND HILL OFFICE

50 High Tech Road, 3rd Floor  
Richmond Hill, Ontario

### NEWMARKET OFFICE

62 Bayview Parkway  
Newmarket, Ontario

### VAUGHAN OFFICE

3901 Highway 7, Suite 501  
Woodbridge, Ontario

### GEORGINA OFFICE

24262 Woodbine Avenue  
Keswick, Ontario

[www.york.ca](http://www.york.ca)

# APPLYING FOR ONTARIO WORKS IN YORK REGION



COMMUNITY SERVICES AND  
HOUSING DEPARTMENT  
ONTARIO WORKS

## WHAT IS ONTARIO WORKS?

York Region provides employment and financial assistance to eligible residents through the Ontario Works program. Ontario Works has replaced "welfare" in Ontario.

To be eligible for assistance, you must:

- ✓ Live in Ontario
- ✓ Have assets and income within Ontario Works limits and meet other specific eligibility requirements
- ✓ Be willing to participate in Ontario Works employment activities

There are many ways to participate in Ontario Works:

- ✓ Searching for a job
- ✓ Education and training to learn skills
- ✓ Volunteering to gain experience

A worker will help guide you on your path to paid employment.

## HOW TO APPLY:

### CALL THEN VISIT 1-888-256-1112 A LOCAL OFFICE

Before calling, gather the following information about yourself and all your family members:

- ✓ Proof of date of birth
- ✓ Social Insurance Number
- ✓ Health Card number
- ✓ Immigration number and date of landing, if applicable
- ✓ Full address, including postal code
- ✓ Cost of rent or mortgage
- ✓ Landlord's name and address
- ✓ Cost of utilities (e.g. gas, hydro, water)
- ✓ Bank account information
- ✓ Address history and employment history for the past 12 months

A screener will ask you some questions and your answers will help determine if you may be eligible for Ontario Works. The screener may also refer you to other community services offered by York Region. The call will take about 20 to 45 minutes.

If you appear to be eligible, the screener will schedule an appointment at your local office and tell you which documents you must bring to the interview.

After you call and speak to a screener, you will meet with a worker at your local Ontario Works office for a scheduled appointment to determine your eligibility.

The meeting could take up to two hours. At your interview you must have the documents the screener on the telephone asked you to bring.

The worker will review the details you gave over the phone and the documents you brought with you.

During your visit to the office, you will watch a short presentation telling you:

- ✓ General information about Ontario Works
- ✓ Benefits you may be eligible for
- ✓ What you need to do to continue receiving Ontario Works

The worker will then complete the application forms and together you will create a *Participation Agreement*. This Agreement is your plan to find employment and become financially independent.