

# Financial Help during COVID-19

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

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**Emergency Assistance** is available for those facing a crisis or emergency who:

- Have no access to other supports;
- Are not eligible for Ontario Works (OW) or Ontario Disability Support Program (ODSP);
- Have applied to EI but have not yet received payment; and
- Are waiting for the new COVID-19 support from the federal government to become available.

### How to Apply:

- Online at [Social Assistance Online](#); or
- Contact our office directly at **519-271-3773 ext. 200**.

**\*Please Note: rates are based on Ontario Works entitlements and are issued temporarily for 16-48 days through an expedited process.\***

## Ontario Works

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**Basic Financial Assistance** may be available to assist with costs of basic needs like food, clothing, and shelter as well as health benefits and employment assistance.

Eligibility is assessed by reviewing family size, income, assets, and housing costs. At this time applications for financial assistance and participation agreements can be completed over the phone and verified through third party checks.

More information about Ontario Works, along with rates of assistance can be found at [Ontario Works Eligibility](#).

### How to Apply:

- Online at [Social Assistance Online](#); or
- Contact our office directly at **519-271-3773 ext. 200** (including those who have previously been in receipt of OW and need to re-apply).

**\*Please note: federal assistance will be applied to Ontario Works assistance if the time periods overlap and result in overpayments and recovery.\***

## OW/ODSP Recipients

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Expanded access to **Discretionary Benefits** is available for current recipients to meet extraordinary costs during the COVID-19 pandemic, such as food, cleaning supplies, and transportation.

### How to Apply:

- Contact caseworker directly

**\*Please Note: a comprehensive list of federal benefits can be found at [COVID-19 Benefits and Services](#).\***