

## VETERAN'S PENSION

### VETERANS AFFAIRS CANADA

55 Bay St N, 9th Flr, **Hamilton** 1-866-522-2122  
Hours: Mon-Fri 8:30-4:30

Provides services and benefits to veterans and their dependants. Also offers Veterans Independence Program - a home support program for eligible clients.

## TAX CREDITS AND BENEFITS

### CANADA REVENUE AGENCY

Phone: Mon-Fri 8:15-5 1-800-959-8281  
Walk in: By Appointment CTB/UCCB 1-800-387-1193  
GST 1-800-959-1953

The **Child Tax Benefit** is a monthly benefit available to eligible individuals with children. The **Goods and Services Tax Credit** is a credit paid quarterly to individuals on low and moderate incomes to help offset the cost of the Goods and Services Tax. **Universal Child Care Benefit** is an additional benefit of \$100/mo for families with children 6yrs and under.

### ONTARIO. MINISTRY OF FINANCE, Information Centre

Hours: Mon-Fri 8:30-5 1-800-263-7965

The **Ontario Tax Credit**: available to help individuals on low and moderate incomes offset the cost of rent, property taxes and provincial sales tax. The **Child Care Tax Credit** allows families who incur child care expenses to claim a refundable tax credit. The **Child Care Supplement for Working Families** is designed to provide low-middle income working families a tax-free monthly supplement. **GAINS** provides additional financial assistance to seniors receiving OAS and GIS and whose income falls below a certain level.

## FINANCIAL COUNSELLING

### CREDIT COUNSELLING OF REGIONAL NIAGARA

264 Welland Ave, **St Catharines** 905-684-9401  
Hours: Mon Thu Fri 8:30-4:30 1-800-663-3973  
Tue & Wed 8:30-7

Project Share 905-684-9401  
4129 Stanley Ave, **Niagara Falls** 1-800-663-3973  
Hours: Mon & Thu 9-3 By Appointment

Employment Help Centre 905-684-9401  
53 East Main St, **Welland** 1-800-663-3973  
Hours: Tue & Thu 9-3 By Appointment

Employment Help Centre 905-684-9401  
39 Main St W, **Grimsby** 1-800-663-3973  
Hours: By Appointment

Offers confidential credit counselling at low or no cost, budgeting, and debt management. Serves residents of the Niagara Region.

## FORM FILLING ASSISTANCE

Assistance is provided to individuals filling forms, including Old Age Security, Canada Pension, Employment Insurance, Ontario Health Insurance, Birth Certificates, Passports, Housing and Income Tax (for persons with low income).

### INFORMATION NIAGARA

235 Martindale Rd, Unit 10, St Catharines Dial 2-1-1  
Hours: Mon-Fri 9:00-4:00 By Appointment 1-800-263-3695  
Serves residents of the Niagara Region

## EDUCATION

### ONTARIO. MINISTRY OF COMMUNITY AND SOCIAL SERVICES

#### Ontario Disability Support Program (ODSP)

Garden City Tower  
301 St Paul St, Mezzanine, **St Catharines** 905-688-3022  
Hours: Mon-Fri 8:30-5 1-800-263-5413

An employment support program that recognizes many people with disabilities can, and do, want to work.

### ASSOCIATION OF UNIVERSITIES AND COLLEGES OF CANADA

#### AUCC Scholarship Fund for Disabled Students

Long Distance 1-613-563-1236

Provides a variety of scholarships annually for a disabled person beginning or already enrolled in a university program leading to a first degree.

### NIAGARA CENTRE FOR INDEPENDENT LIVING

Work Link 905-684-7111  
Provides employment counselling services to assist unemployed individuals with any disability seeking employment or self-employment. Serves residents of the Niagara Region.

### ONTARIO. MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES

**Ontario Student Assistance Program (OSAP)** Offers financial assistance in the form of loans or bursaries to Ontario students studying at colleges and universities. Applications can be picked up at university and college campuses or an individual can apply on-line: [osap.gov.on.ca](http://osap.gov.on.ca)

## DISABILITY BENEFITS/PENSIONS

### SERVICE CANADA

43 Church St, **St Catharines** 1-800-277-9914  
5853 Peer St, **Niagara Falls**  
250 Thorold Rd, **Welland**  
Hours: Telephone: Mon-Fri 8-8  
Walk-In: Mon-Fri 8:30-4

**Canada Pension Plan (CPP)** provides a monthly disability pension for those who become disabled before reaching 65 years.

### ONTARIO. MINISTRY OF COMMUNITY AND SOCIAL SERVICES

#### Ontario Disability Support Program (ODSP)

Garden City Tower 905-688-3022  
301 St Paul St, Mezzanine, **St Catharines** 1-800-263-5413  
Hours: Mon-Fri 8:30-5

An income support program for people with disabilities who are in financial need.

### ONTARIO. MINISTRY OF CHILDREN AND YOUTH SERVICES

#### Special Services at Home and Assistance for Children with Severe Disabilities Program

119 King St W, 2nd Flr, **Hamilton** 1-866-896-9389  
Hours: Mon-Fri 8:30-5

**Special Services at Home (SSAH)** provides supports to children and adults with developmental disabilities and children (up to age 18) with physical disabilities who are living at home with their families.

**Assistance for Children with Severe Disabilities (ACSD)** provides supports to children (up to age 18) with physical disabilities and/or developmental disabilities who are living at home with their families.



*We have the information  
you need!*

*211 is an easy-to-remember three-digit phone  
number providing free information about  
community, social, health and related  
government services.*

*211 is available daily, 24 hours a day*

#### Do you have questions about...

- Social assistance/welfare
- Emergency financial assistance
- Seniors pensions
- Tax credits and benefits

FREE INFORMATION AND REFERRAL

A program of  
**INFORMATION NIAGARA**

Check our website:  
[www.informationniagara.com](http://www.informationniagara.com)



A United Way Member Agency  
St Catharines

August 2010



## Need Help Series

# Financial Assistance

## Information Niagara

235 Martindale Road, Unit 10  
St Catharines, ON L2W 1A5

Phone: 2-1-1  
905-682-6611  
1-800-263-3695  
TTY: 905-682-5409

## SOCIAL ASSISTANCE

Also known as Welfare, Student Welfare, Mother's Allowance or Ontario Works - provides financial assistance to eligible participants for items of basic and special needs.

### NIAGARA. REGIONAL COMMUNITY SERVICES

#### **Social Assistance and Employment Opportunities Division**

234 Bunting Rd, **St Catharines** 905-641-9960  
905-563-5066  
5853 Peer St, **Niagara Falls** 905-354-3561  
250 Thorold Rd, **Welland** 905-734-7975  
469 Central Ave, **Fort Erie** 905-354-3561  
92 Charlotte St, **Port Colborne** 905-734-7975  
Hours: Mon-Fri 8:30-4:30

**Application/General Inquiry: 905-641-9230**  
**West Niagara: 1-866-627-1110**

## EMPLOYMENT INSURANCE

Provides financial benefits to most employed persons who have an interruption of earnings due to shortage of work, illness, injury, pregnancy or adoption and compassionate care benefits.

### SERVICE CANADA

43 Church St, **St Catharines** 1-800-206-7218  
5853 Peer St, **Niagara Falls**  
250 Thorold Rd, **Welland**  
Hours: Mon-Fri 8:30-4

## WORKER'S COMPENSATION

Provides compensation, medical aid, rehabilitation services and pensions for Ontario employees injured in work-related accidents only.

### WORKPLACE SAFETY AND INSURANCE BOARD (WSIB)

Garden City Tower, 905-687-8622  
301 St Paul St, 8th Flr, **St Catharines** 1-800-263-2484  
Hours: Mon-Fri 8:30-4:30

## MEDICAL/DENTAL

### COMMUNITY CARE, ST CATHARINES & THOROLD

12 North St, **St Catharines** 905-685-1349  
Hours: Mon-Thu 9-3 Fri 9-12  
May provide limited assistance for dental/vision care.  
Serves residents of St Catharines and Thorold.

### COMMUNITY OUTREACH PROGRAM ERIE (COPE)

32 Dufferin St, **Fort Erie** 905-871-2526  
Hours: Mon-Thu 8:30-4 Fri 8:30-3  
Provides emergency assistance for prescriptions. Serves residents of Crystal Beach, Fort Erie, Ridgeway, Sherkston and Stevensville.

### EASTER SEALS CANADA

Provides programs such as financial assistance, resource information, camping and education for children and young adults with physical disabilities. Serves residents of the Niagara Region. Contact **Information Niagara** at 2-1-1 or 1-800-263-3695 for the number in you area.

### LENS CRAFTERS

#### **Gift of Sight Program**

8-420 Vansickle Rd, **St Catharines** 905-682-8000  
Provides free eyewear to those working individuals not receiving social assistance, personal benefits, Indian Affairs or Veterans Affairs plans. The program is offered annually one day of the year. Serves residents of the Niagara Region.

### NIAGARA COLLEGE

#### **Dental Clinic**

300 Woodlawn Rd, 3rd Flr  
**Welland** Ext 7758 905-735-2211  
Hours: By Appointment  
May be able to help with an emergency dental problem, however, this is a teaching program and not a free clinic. Serves residents of the Niagara Region.

### NIAGARA. REGION PUBLIC HEALTH

#### **CINOT Program**

Hours: Mon-Fri 8:30-4:30 Ext 7201/7203 905-688-8248  
1-800-505-6074

The CINOT (Children In Need Of Treatment) program provides assistance for necessary dental care to children up to the age of 17 who are in dire need. Serves residents of the Niagara Region.

### NIAGARA. REGION PUBLIC HEALTH

#### **Health Bus**

Hours: Various Ext 7512 905-688-8248  
Ext 7512 1-800-263-7248  
Mobile clinical services intended to help vulnerable and geographically isolated persons. Services include: treatment for minor medical conditions, mental health counselling, immunization, sexual health counselling, health education, testing and treatment, and health promotion. Call for locations and times. Serves residents of the Niagara Region.

### NIAGARA. REGIONAL COMMUNITY SERVICES

#### **Social Assistance and Employment Opportunities Division**

234 Bunting Rd, **St Catharines** 905-641-9960  
905-563-5066  
5853 Peer St, **Niagara Falls** 905-354-3561  
250 Thorold Rd, **Welland** 905-734-7975  
469 Central Ave, **Fort Erie** 905-354-3561  
92 Charlotte St, **Port Colborne** 905-734-7975  
Hours: Mon-Fri 8:30-4:30

**Application/General Inquiry: 905-641-9230**  
**West Niagara: 1-866-627-1110**

May provide assistance in emergencies for dental, optical, prescription drugs and other special needs when funds are available. Serves residents of the Niagara Region.

### MODmobility

**Recycled Rental Equipment Program** 416-384-0373  
Offers lightly used mobility aids and aids of daily living at a reduced cost. Serves residents of the Niagara Region.

### ONTARIO. MINISTRY OF HEALTH AND LONG TERM CARE

**Assistive Devices/Oxygen Program** 1-800-268-6021  
Hours: Mon-Fri 8:30-5

Program contributes to the cost of selected and prescribed equipment and supplies for Ontario residents.

#### **Ontario Health Insurance Plan**

301 St Paul St, Mezzanine, **St Catharines** 905-704-4090  
Hours: Mon-Fri 8:30-5 Wed 8:30-6  
Issues Health Cards which provide free health insurance to residents of Ontario.

#### **Trillium Drug Program**

Hours: Mon-Fri 8:30-5 1-800-575-5386  
Financial assistance may be available to cover the costs of prescription drugs for individuals in Ontario whose prescription drug costs are high relative to their income. This program is not available to individuals on Social Assistance or seniors on the Drug Benefit Program.

### FOR THE NEEDY NOT THE GREEDY

5746 Valley Way, **Niagara Falls** 289-296-8079  
Hours: Tue-Fri 9-4

Provides medical equipment and assistive devices to those in need when resources are available and for a small donation. Serves residents of the Niagara Region.

### VISION CLINIC

#### **Gift of Sight Program**

Hours: Mon-Fri 9-5  
Provides free eyewear to those working individuals not receiving social assistance, personal benefits, Indian Affairs, or Veterans Affairs plans. Contact **Information Niagara** at 2-1-1 or 1-800-263-3695 for the number in your area. Serves residents of St Catharines and Hamilton.

## LEGAL SERVICES

### LEGAL AID ONTARIO

#### **Client Service Centre**

Hours: Telephone: Mon-Fri 8-5 1-800-668-8258  
Serves residents of Niagara Region

Provides financial assistance in the form of a Legal Aid Certificate to eligible applicants who need to retain a lawyer, but cannot afford one.

Inclusion in this pamphlet does not imply endorsement, nor does omission reflect on the quality of any program or service.

## EMERGENCY FINANCIAL ASSISTANCE

Emergency financial assistance for a variety of needs may be available through organizations, churches and service clubs. Contact **Information Niagara** at 2-1-1 or 1-800-263-3695 for referral to available options.

### NIAGARA EMERGENCY ENERGY FUND

#### **(Formerly Share the Warmth)**

A not-for-profit charity that purchases heat and energy on behalf of individuals living at or near the poverty level. This is a cashless charity which does not give money directly to applicants.

### WINTER WARMTH FUND

The winter warmth fund is a one-time financial assistance designed for low-income families and individuals living at or below the poverty line who have exhausted all other sources of financial support. Upon a successful application process, the funds will be credited to the individual's Enbridge Gas Distribution account.

Contact **Information Niagara** at 2-1-1 or 1-800-263-3695 for the information on how to access these funds.

## CHILD CARE

Assistance with the cost of child care is available to families who are financially eligible in many child care centres.

### NIAGARA. REGIONAL COMMUNITY SERVICES

#### **Children's Programs** 905-984-3750

2201 St Davids Rd, **Thorold**  
Hours: Mon-Fri 8:30-4:30  
Serves residents of the Niagara Region.

## SENIOR'S PENSIONS AND CANADA PENSION PLAN

**Old Age Security Pension** is available to individuals 65 and over who meet residency requirements. **Guaranteed Income Supplement** is added to OAS cheques for those with limited income. **Allowance and/or Allowance for Survivors** is available to an eligible spouse/widow/widower (60-64) of a pensioner who is or did receive OAS & GIS. **Canada Pension Retirement Benefits** are available at age 60 and **Disability** benefits are available to individuals who have contributed to Canada Pension and who have a long term disability.

### SERVICE CANADA

43 Church St, **St Catharines** 1-800-277-9914  
5853 Peer St, **Niagara Falls**  
250 Thorold Rd, **Welland**  
Hours: Telephone: Mon-Fri 8-8  
Walk-In: Mon-Fri 8:30-4  
Serves residents of the Niagara Region.