

Fast Facts about the Extended COVID-19 Emergency Benefit for People Receiving Social Assistance

What is the COVID-19 Emergency Benefit?

The COVID-19 Emergency Benefit which was introduced as a one-time benefit in April 2020, has been extended and is now available in each month up to and including July 2020. This benefit is available for people receiving assistance from Ontario Works (OW) or Ontario Disability Support Program (ODSP) who may have had additional costs related to COVID-19.

This benefit will help cover the additional costs of emergency needs such as hygiene and personal protective supplies, cleaning supplies, non-medical transportation, or additional costs for staple foods.

Who can apply for the benefit?

People receiving OW or ODSP, who have had additional costs related to COVID-19 and are not receiving the federal Canada Emergency Response Benefit (CERB), can apply for this benefit.

People requesting the benefit will be asked to confirm the type of additional costs they have had but verification of expenses is not required.

How does someone receiving Ontario Works apply for this benefit?

Those who received the COVID-19 Emergency Benefit in March or April will automatically be issued the extended benefit for May, June and July 2020 with no need to re-apply.

People receiving Ontario Works may apply by calling or emailing the office serving their postal code, according to the Contact Information chart on the second page. Phone hours are Monday - Friday 8:30 a.m. - 4:30 p.m.

If applying by email:

The subject line needs to include "Request for COVID-19 Emergency Benefit". The body of the email needs to include the nine-digit member identification number of the person applying, found on their monthly OW statement and a telephone number where they can be reached. This is the only information that is required. Their name or any other personal information should not be included.

Once an email request has been sent, the person applying will receive an auto-reply to confirm receipt of their email. If a valid member identification number and contact number was provided, a caseworker will call the person applying within 10 business days to confirm their eligibility. The person applying does not need to call to follow up.

How does someone receiving ODSP apply for this benefit?

Those receiving ODSP can request this benefit to help with COVID-19 related costs by calling their ODSP office.

How much is the benefit?

The benefit is issued at the monthly rate of \$100 for a single person and \$200 for a family.

How often can someone apply for the benefit?

The request for this benefit only needs to be made once. This payment can be issued in the month requested and each subsequent month up to and including July 2020.

Contact Information to Apply for the Extended COVID-19 Emergency Benefit

| Office Name & Phone Number | Postal Codes Served | Email |
|--|---|----------------------|
| Attwell Employment & Social Services 416-392-6400 | M9R M9V M9W | YHESS.ASC@toronto.ca |
| Beaches Employment & Social Services 416-392-3200 | M1N M4E M4J M4K M4L M4M | SVESS.ASC@toronto.ca |
| Consilium Place Employment & Social Services 416-397-1100 | M1C M1E M1H M1P M1R | SVESS.ASC@toronto.ca |
| Golden Mile Employment & Social Services 416-392-3400 | M1L M3A M3C M4A M4B M4C | SVESS.ASC@toronto.ca |
| High Park / Parkdale Employment & Social Services 416-397-7800 | M6H M6K M6R | YHESS.ASC@toronto.ca |
| Lawrence Square Employment & Social Services 416-392-6500 | M3K M3L M3M M6A M6B M6E M6L | YHESS.ASC@toronto.ca |
| Lesmill Employment & Social Services 416-392-2850 | M2H M2J M2K M2L M2M M2N M2P M2R M3B M3H | MHESS.ASC@toronto.ca |
| Malvern Employment & Social Services 416-397-1000 | M1B M1S M1T M1V M1W M1X | SVESS.ASC@toronto.ca |
| Metro Hall Employment & Social Services 416-392-2600 | M5G M5H M5J M5K M5L M5T M5V M5W M5X M6J | MHESS.ASC@toronto.ca |
| Scarborough Village Employment & Social Services 416-392-2800 | M1G M1J M1K M1M | SVESS.ASC@toronto.ca |
| The Queensway Employment & Social Services 416-392-6550 | M6P M6S M8V M8W M8X M8Y M8Z M9A M9B M9C | YHESS.ASC@toronto.ca |
| Wellesley Place Employment & Social Services 416-392-5300 | M4X M4Y M5A M5B M5C M5E M5S | MHESS.ASC@toronto.ca |
| Yonge Eglinton Employment & Social Services 416-397-1800 | M4G M4H M4N M4P M4R M4S M4T M4V M4W M5M M5N M5P M5R M6C M6G | MHESS.ASC@toronto.ca |
| Yorkgate Employment & Social Services 416-397-9450 | M3J M3N M9L M9M | MHESS.ASC@toronto.ca |
| York Humber Employment & Social Services 416-392-6200 | M6M M6N M9N M9P | YHESS.ASC@toronto.ca |