



Q1: I just applied for Ontario Works Assistance. How will I know if I have been approved?

A1: Contact the Interactive Voice Response (IVR) at 1-800-808-2268.

Q2: I am unable to obtain information concerning my application through the IVR, what should I do?

A2: Contact your local TBDSSAB office. As we anticipate a high frequency of calls into Ontario Works offices during the postal disruption, please contact the IVR before calling your local office.

Q3: I am a recipient with the Thunder Bay / Kakabeka Office. How do I get my monthly cheque?

A3: All cheques will be held for pick up at 231 S May St, Thunder Bay, ON, on September 27 and 28 between 1:00pm and 6:00pm.

Recipients with a TBDSSAB Satellite Office will be able to pick up their monthly cheques at their local office during scheduled business hours.

Cheques for Ontario Works recipients residing in the communities of Armstrong, Collins, Osnaburgh, Savant Lake and Upsala will be available for pick up if the client can arrange to come to the Thunder Bay office. In exceptional circumstances, if recipients cannot come to the office they may arrange through their caseworker for pick up by a family member or friend. In very exceptional circumstances, delivery of a cheque may be arranged to recipients in Armstrong, Osnaburgh, and Savant Lake if recipients have no ability to pick up their cheque. Arrangements may be made for Collins recipients to pick up cheques in Armstrong.

Q4: What identification do I need to bring with me to receive my cheque?

A4: Government issued identification such as Ontario Health Insurance Card, Social Insurance Card, Drivers Licence, Canadian Passport, Immigration papers or Status Card, Birth Certificate.

Q5: What if I am unable to pick up my cheque?

A5: Another active member of the benefit unit may pick up your cheque as long as they have proper government issued identification and a written letter from the applicant providing permission.

Q6: I am a recipient with one of the following TBDSSAB Satellite Offices: Greenstone, Manitouwadge, Marathon, Schreiber, and Nipigon. How do I get my cheque?

A6: Cheques will be available at the office location where you are a recipient. Please contact your local satellite office to find out when cheques will be available for pick up.

Q7: I am a recipient under 18 years old. Can I pick up my social assistance payment?

A7: No, your trustee must pick up the cheque.

Q8: I receive my Ontario Works assistance directly into my bank account. How will I receive my drug and dental cards that are usually attached to my Statement of Direct Deposit if I have not received it?

A8: The drug and dental cards are no longer attached to your statements. You may present your Ontario Health Card at your pharmacy to receive prescriptions. If you have an emergency dental appointment, please contact your caseworker.

All statements for Direct Deposit, along with any letters, will be mailed at the conclusion of the postal strike

Q9: Will cheques that are picked up have to be signed for?

A9: No. Any person picking up a cheque must provide ID. Those without ID will be asked a series of questions to verify identity.

Q10: I am a landlord of an Ontario Works recipient residing in Thunder Bay. How will I receive their a rent cheque?

A10: Rent cheques can be picked up October 1, 2018 during regular business hours at 231 S May St.

Q11: What identification do Landlords need to bring with them to receive rent cheques?

A11: Individual landlords must bring government issued identification such as Ontario Health Insurance Card, Social Insurance Card, Drivers Licence, Canadian Passport, Immigration papers, Status Card, or Birth Certificate. Incorporated landlords must bring government issued identification plus business identification (e.g., business registration, invoice, business card etc.)

Q12: I am a Landlord / Vendor that resides outside the District of Thunder Bay. How will I be getting my cheque?

A12: Out of town landlord and vendor cheques will be sent by courier once a week.

Q13: I do not live in a community that has a TBDSSAB office, and I am not able to travel to a TBDSSAB office to drop off my Income Reporting Statement. How do I submit my statement?

A13: During the Postal disruption only, you may fax your completed income reporting statement to the TBDSSAB office that provides you with services.

Q14: When did TBDSSAB cease to send out mail?

A14: The last mailing of cheques from the TBDSSAB Thunder Bay office was September 21.

Q15: What if I haven't received my benefits?

A15: We anticipate a high frequency of calls into TBDSSAB offices during the postal disruption. Please ensure to contact the IVR at 1-800-808-2268 to check on the status of your assistance before calling your local office.

Q16: What happens if my benefits have been suspended?

A16: Contact your caseworker.

Q17: I am an Ontario Works recipient who is applying for assistance from the Ontario Disability Support Program. Can TBDSSAB send in my application to the Disability Adjudication Unit for me?

A17: Yes. Original completed packages can be dropped off at designated TBDSSAB drop off locations. Unless there is an exceptional situation, applications will be couriered to the Disability Adjudication Unit weekly.

Q20: I am unable to drop off letters and documents to my TBDSSAB caseworker. Is there another way to send in information?

A20: During the postal disruption only, correspondence can be faxed to your local TBDSSAB office. The correspondence will be forwarded to the appropriate staff. Due to privacy issues, replies will not be returned via fax, so please ensure you clearly identify yourself and provide a phone number where you can be reached if necessary.

Q21: Where do I drop off required documents and letters for TBDSSAB?

A21: Documents can be dropped off at:

- Your local TBDSSAB office during scheduled office hours.

Documents should indicate the program (e.g., Ontario Works), the person the mail is for, the person the mail is about and your name. Please ensure you clearly print this information.

Please note the addresses of all the TBDSSAB offices throughout the District of Thunder Bay in the table below:

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| • 231 S May St Thunder Bay Phone: (807) 766-2111 Fax: (807) 345-7921 Monday – Friday 8:30 a.m. – 4:30 p.m. | • 36 Front St Unit B Nipigon Phone: (807) 887-0297 Fax: (807) 887-5553 Monday- Friday 8:30 a.m. - 4:30 p.m. | • 423 Main St Unit 2 Geraldton Phone: (807) 854-2511 Fax: (807) 854-2389 Monday- Friday 8:30 a.m. - 4:30 p.m. |
| • 4778 Hwy 11/17, Oliver Paipoonge, ON (aka Kakabeka Falls) *Please pick up cheques at 231 S May St. Thunder Bay | • Room 137, 204 Alberta Street. Schreiber Phone: (807) 824-1369 Fax: (807) 824-1372 Monday - Friday 8:30 a.m. – 4:30 p.m. | • 101 King Street Longlac Phone: (807)-876-4689 Fax: (807) 854-2389 Please contact Caseworker for hours |
| • 52 Peninsula Road RM 110 Marathon Phone: (807) 229-2157 Fax: (807) 229-1103 Monday – Friday 8:30 a.m. – 4:30 p.m. | • 200 Center Avenue Nakina Please contact Caseworker in Geraldton for hours | • 1 Clinic Drive Manitouwadge Phone: (807) 826-4809 Fax: (807) 826-4856 Monday – Wednesday 9:30 a.m. – 3:30 p.m. |