



2024-25 Canada Post Mail Disruption

Questions & Answers

Updated: May 22, 2025

Updates will be posted to our website at:
<https://www.tbdssab.ca/Mail-Updates>

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Ontario Works Recipients

1. How do I get my cheque at TBDSSAB's satellite offices?

- Cheques for clients in Greenstone, Manitouwadge, Marathon, Schreiber, and Nipigon 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.
- All cheques for Kakabeka clients will be held for pick up at 231 S May St . Please visit our website for the most up to date cheque pickup schedule.

2. How do I get my cheque if I live in Armstrong, Collins, Osnaburgh, Savant Lake or Upsala?

- Cheques for Ontario Works recipients residing in the communities of Armstrong, Collins, Osnaburgh, Savant Lake and Upsala will be available for pick up at the Thunder Bay office.
- In exceptional circumstances, if recipients cannot come to the office, they may arrange through their caseworker and supervisor 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.

3. What identification do I need to bring to receive my cheque?

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

4. What if I am unable to pick up my cheque?

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

5. Can a recipient under 18 years old pick up social assistance payments?

- No, your trustee must pick up the cheque.

6. Will cheques that are picked up have to be signed for?

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

7. What do I do if my benefits have been suspended?

- Contact your Caseworker.

8. Is there another way to send in documents?

- If you are unable to drop off letters, documents, or other information to your caseworker, this information can be submitted electronically.
- Sign up for MyBenefits to send and receive information to your Caseworker. Contact your Caseworker or sign up at: Ontario.ca/MyBenefits
- If you are not signed up for MyBenefits, you can email any documents to SA@tbdssab.ca attention to your caseworker.

9. Where do I drop off required documents and letters?

- Documents can be dropped off at your local office during scheduled office hours.
- Documents should clearly state: Who the document is about (First and Last Name). Who the document is for (e.g., your Caseworker). What Program the document is being submitted to (e.g. Ontario Works). Please ensure to clearly print this information.
- Information about all of TBDSSAB's 8 offices, including office hours and notices about planned or unexpected closures. are available on our website.

10. I am a landlord of an Ontario Works recipient in Thunder Bay. How will I receive payment during the mail disruption?

- Rent cheques can be picked up at 231 S May St. Please visit our website for the most up to date cheque pickup schedule.

11. I am a Rent Supplement landlord. How will I receive payment during the mail disruption?

- For local landlords, cheques can be picked up at 231 May Street South. Please visit our website for the most up to date cheque pickup schedule.
- Please note that during a strike there may be delays in the timing of processing of cheques.

12. What identification do Landlords need to bring to receive rent cheques?

- Individual landlords must bring government issued identification. Identification will consist of at least one of the following: Driver's Licence, Birth Certificate, Canadian Passport, Ontario Health Insurance Card, Immigration papers, Status Card or Social Insurance Card. The person receiving the cheque will be required to sign acknowledgment of receipt of payment.
- Incorporated landlords must bring government issued identification plus business identification (e.g., business registration, invoice, business card etc.)

13. Are there other payment arrangements that can be made?

- Yes. The District of Thunder Bay Social Services Administration Board can provide payment via direct deposit. Please contact our office at 807-766-2111 and speak with your Housing Programs Officer

14. I live outside Thunder Bay. How do I pay my rent?

- We are investigating pick up of rent payments by Housing staff. The place and timing is yet to be determined. Contact your Supervisor Property Management or your Property Management Clerk for more details.

15. I normally mail my rent payments. How do I pay my rent?

- Tenants are still responsible for paying rent and other charges within the normal time frames. There are several alternative payment options:
- Rent payments can be set up using pre-authorized monthly withdrawal (PAD) from your bank account. This is convenient for you and ensures your rent is paid on time. Contact your Supervisor Property Management or Property Management Clerk for more details.
- Cash, cheque or money order payments can be made in person at the TBDSSAB office located at 231 May Street South, Thunder Bay.
- Telephone or Internet banking is also available. Contact your Supervisor Property Management or Property Management Clerk for more details.

16. What should I do if I mailed my rent cheque/money order in before the strike?

- Contact your Supervisor of Property Management or your Property Management Clerk.
- Cheques: We may ask you to provide a replacement cheque, which will need to be brought to our office at 231 May Street South, Thunder Bay. When regular mail delivery resumes and we receive the original cheque, we will contact you.
- Money Order: If you mailed a money order, contact your Supervisor Property Management or your Property Management Clerk.

17. Will there be a drop box provided at my building?

- For safety and security reasons, we will not be providing drop boxes for rent payments.

18. My rent changes monthly. Can I still use pre-authorized monthly withdrawal?

- No. Contact your Supervisor Property Management or your Property Management Clerk to arrange for alternative payment methods, such as cash, post-dated cheques, or internet banking.

19. Can I pay my rent through a credit union?

- Not at the current time. We are investigating making rent payments available through credit unions.

20. I am on OW/ODSP. Can they pay my rent on my behalf?

- Yes. Contact your OW/ODSP worker to sign up for pay direct.

21. I normally send my annual rent review information to your office by mail. What do I do?

- You are still responsible for having your annual rent review completed within the normal time frames. Contact your Supervisor Property Management, Property Management Clerk or Tenant Support Worker to make the necessary arrangements.

22. I normally send my pay stubs to your office by mail. What do I do?

- You are still responsible for submitting your information within the normal time frames. Contact your Supervisor Property Management or Property Management Clerk to make the necessary arrangements.
- Information can be dropped off in person, faxed to the office, or e-mailed to your Supervisor Property Management or Property Management Clerk. If you fax the information, please ensure your name and address is on the fax.

23. How is TBDSSAB going to keep tenants informed during the strike?

- Please watch for notices displayed in your building.
- Updates will be posted to our website and social media channels.