

## **Social Assistance On Line Application**

As part of the government's initiative to modernize and improve social assistance technology and delivery across Ontario, we are pleased to inform you that a new Online Application for Social Assistance is now available in your community.

As of May 16, 2011, residents of City and County of Peterborough will be able to use the new provincial Online Application to apply for Ontario Works by visiting [www.ontario.ca/socialassistance](http://www.ontario.ca/socialassistance).

By using the online application residents can:

- find out if they may be eligible for **three** social assistance programs: Ontario Works, the Ontario Disability Support Program (ODSP) and Assistance for Children with Severe Disabilities (ACSD); and
- apply for Ontario Works, ODSP and ACSD.

The online application is just one of the ways people can apply for Ontario's social assistance programs. Applicants continue to have the option of applying in person or over the phone.

The Online Application for Social Assistance is:

- Confidential
- Convenient – applicants can access it from the privacy of their own home or from any computer with an Internet connection
- Available 24 hours a day, seven days a week
- More accessible for people with disabilities
- Available in English and French.

The screening section within the online application allows potential applicants to see whether or not they might be eligible before they start the application process. As well, an appointment scheduling feature allows applicants to suggest dates and times for their verification interviews.

### **Using the Online Application for Social Assistance**

The information required to complete an online application is the same as what is required to complete an in person or telephone application.

At the start of the application section, applicants will be asked to enter their postal code.

The online application will time out after 30 minutes of inactivity on a single page. As long as an applicant moves from one page to another within the 30 minute time frame, they can take as much time as needed to finish the entire application.

After the application has been submitted, it is sent to the appropriate local office, based on the postal code provided. A staff person will then review the application and contact the individual within three business days to schedule an in-person appointment to complete the application process.

If an applicant has difficulties with the online application, please use the "Help" function or contact Service Ontario at 1-855-231-1255.