

What is Interactive Voice Response

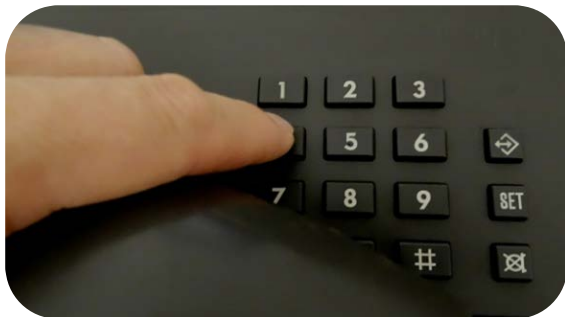
It's toll free, convenient and easy to use! The Interactive Voice Response (IVR) telephone system allows you to get specific information about your case and general information about social assistance using a touch-tone phone.

How does it work?

IVR lets you get general and specific information about your case by telephone.

When you call the toll-free line, you will be asked to enter your 9-digit ID number and your 4-digit Personal Identification Number (PIN). You will then have a number of choices that will allow you to access the information you are looking for.

The best part is, you can call the IVR system 24-7 at your own convenience. You don't have to contact your worker or wait for your worker to return your call.



What information can I get using IVR?

IVR lets you access:

- Personal case information including most recent cheque (date issued and amount), recent cheque history (payments within the last 45 days), current overpayment deduction, case status such as "ongoing", "suspended" or "closed"
- General information and important announcements from the provincial government about Ontario Works
- A tutorial explaining the type of information available through IVR
- A zero out' option to connect you with a Help Desk attendant for support

Is the IVR System Secure?

The IVR system is secure and confidential. Each time you call the IVR system you will need to enter your 9-digit ID number and your 4-digit PIN. Remember to keep both of these numbers private.

Your case manager will provide you with a 9 - digit ID number and a temporary PIN number. The first time you use IVR, the system will ask you to change your temporary PIN to a new number.

Do not share your new PIN with anyone. For privacy and security reasons, the use of cellular and cordless phones is not recommended.

What if I need help using IVR?

From Monday to Friday, between 8 am and 5 pm you may press zero at any point to speak with a Help Desk attendant. The attendant can help you with technical problems.



If you forget your PIN or ID number, the Help Desk attendant will assist you. If you have questions about your case or about Ontario Works, you will be advised to call Peterborough Social Services.



What If I don't have a
Touch-tone phone?

If you do not have access to a touch-tone phone, continue to contact Peterborough Social Services during regular business hours, 8:15 - 4:30.



We encourage you to use the IVR system for easier access to information and services.

It's available, even when we're not!

Helping people,
changing lives.



Peterborough Social Services

Toll Free 855 - 738 - 3755
Phone 705 - 748 - 8830
Fax 705 - 742 - 7358
After Hours Emergency 705 - 740 - 6222
Shelter

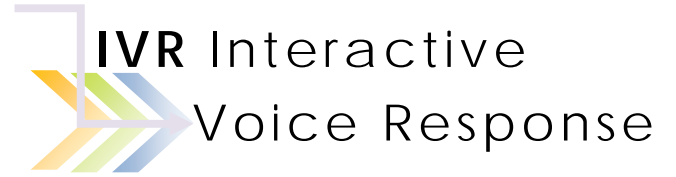
socialservices@peterborough.ca

www.peterborough.ca/socialservices

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1-800-808-2268



Telephone Access to
Social Assistance
Information



Peterborough Social Services

Helping people, changing lives.