

Application and Eligibility

Under the Ontario Works Act, any resident of the region of Niagara has the right to apply for assistance through Community Services.

In order to request an application for social assistance, an applicant must call the local application/general inquiry number at (905) 641-9230 or 1-866-627-1110 if calling from West Niagara. General financial and personal information will be requested at this time. A decision of eligibility will not be determined, but basic information about social assistance rates and asset levels may be provided.

Applicants will be scheduled to attend an application for assistance interview at one of Community Services' Social Assistance and Employment Opportunities local offices where financial eligibility is reviewed.

This application process is generally completed within four business days from the time of the original call.

Based on individual circumstances, ongoing eligibility is monitored by an Ontario Works Casemanager

Community Services also provides assistance to members of the community who are not recipients of Ontario Works benefits. Emergency and discretionary benefits are accessed by the working poor, Ontario Disability Support Program recipients, and people who are homeless.

These benefits include, but are not limited to:

- Emergency Dental services
- Eyeglasses
- Medical/surgical supplies, prosthetics, medical transportation, etc.
- Emergency food and shelter
- Funerals

