

4.2(c) Hastings County Social Services Department – Ontario Works

Hastings County Ontario Works administers social assistance programs and services for individuals and families in Hastings County, including but not limited to income support, temporary help to individuals in urgent need, and employment support. Ontario Works has a stated commitment to provide fair and consistent response to individuals who are attempting to leave, or are currently in an abusive situation. Our goal is to provide appropriate and timely supports and referral options while supporting choices. Hastings County Ontario Works will:

- provide emergency financial assistance and ongoing financial support to eligible persons in need;
- provide emotional support, information, and appropriate referrals to services including temporary shelter, long term housing, employment, and family support; and
- Liaise with other agencies on behalf of clients as needed.

Making Application for Social Assistance

All individuals who wish to apply for Ontario Works financial assistance are asked to contact the Intake Access Centre (866-414-0300). Established VAW Response Procedures for victims of abuse have been designed to ensure efficient and effective response. If the applicant declares that they are a victim of violence they will be asked specific questions to establish their immediate safety and to develop a service plan. Where necessary, an intervention by emergency services may be initiated. Depending on circumstances, assistance may be granted without a full application. Applicants may also apply online at www.ontario.ca/socialassistance, or in person or by phone at any Ontario Works office directly.

Accessibility

Arrangements can be made to meet with applicants in any office or another safe location (e.g. local police station) if necessary. Arrangements can also be made to transport individuals via taxi to any local office. It should also be noted that emergency assistance can be granted over the phone in extreme cases.

Emergency Assistance

Where an applicant has a source of income that precludes entitlement for Ontario Works and does not have the financial resources to leave an abusive situation they may qualify for emergency assistance. Victims of abuse may be granted up to two weeks emergency assistance and may be eligible for other Discretionary and/or Mandatory Benefits depending on the circumstances. It should be noted that Emergency Assistance and other benefits related to relocation costs maybe available to an applicant who has not yet left the abuser's address, providing they have demonstrated plans to move (regardless of the status of joint assets/income or those of the abuser).

Continuing Financial Assistance

While in receipt of ongoing assistance, victims of abuse may be granted a temporary deferral on the participation agreement (e.g. for seeking employment), granted a temporary waiver from pursuing support from her ex-partner, and have the requirement to verify bank and/or asset information waived for up to three months. Note: If pursuing this information may place her at further risk, these deferrals may be extended.

Women Temporarily Residing in Women's Shelters

Women temporarily residing in a shelter are eligible to receive full basic allowance and full shelter costs for the first three months in order to maintain the community residence from which they have fled. The full basic allowance and shelter benefit may also be issued, upon review, for an additional period if necessary to continue to maintain their residence. Women who are temporarily residing in a shelter and are not maintaining their community accommodation will be provided with \$132 for each member of the benefit unit residing in the shelter (Personal Needs Allowance).

Intake Access Center (IAC): 613-771-9630/866-414-0300

Ontario Works - Belleville
228 Church Street
Belleville, ON
Phone: 613-966-8032/800-267-0575
Fax: 613-966-4598

Ontario Works –Quinte West
91 Creswell Ave
Trenton, ON
Phone: 613-392-1387/866-819-9023
Fax: 613-392-2876

Ontario Works - Madoc
56 Russell Street
Madoc, ON
Phone: 613-473-5258/866-434-4024
Fax: 613-473-1027

Ontario Works - Bancroft
27578 Hwy 62 South
Bancroft, ON
Phone: 613-332-3410/866-569-1941

www.hastingscounty.com