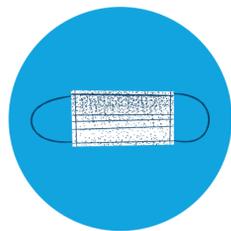


COVID-19: IMPORTANT INCOME MAINTENANCE UPDATES & CHANGES

john
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Your local **Ontario Works (OW)** and **Ontario Disability Support Program (ODSP)** offices might be operating at a reduced capacity and at different hours during the COVID-19 outbreak. Your client should contact their caseworker or **local office** by **phone** or **email** instead of attending in person, but may experience delays in response.

ODSP DISABILITY DETERMINATION DOCUMENTS

If your client is experiencing delays getting an appointment with their health-care provider due to COVID-19, they can request additional time to complete their Disability Determination Package or to attend their medical review by calling the Disability Adjudication Unit (1-888-256-6758). If your client is applying for ODSP but requires income assistance in the interim, they can apply for **Emergency Assistance**.

SOCIAL BENEFITS TRIBUNAL (SBT)

The SBT continues to operate during COVID-19 and is hearing both OW and ODSP appeals but your client might experience delays in getting a hearing.

Submitting Documents: Front-line services are closed, and clients should not attend the SBT in-person.

- The SBT has amended some of its procedural requirements and timelines to help support physical distancing guidelines and extend the window to submit certain documentation. However, **your client should still try to avoid missing deadlines**.
- **Clients are encouraged to use email or fax (416-326-5135)** to communicate with the SBT.
- *If your client would like to submit an appeal to the SBT, they should seek legal advice as soon as possible.*
- *If they are unable to receive legal advice, they can submit their appeal by **email** or by fax (416-326-5135).*



SOCIAL BENEFITS TRIBUNAL (SBT) CONTINUED

Attending a Hearing: Most hearings are being conducted by videoconference.

- *If your client's hearing is by videoconference, it is ideal if they have access to a computer in a quiet room when attending their hearing, if possible.*
- *If your client does not have access to a computer, they can request a telephone hearing on their appeal form.*
- *If your client believes their chances will be hurt by a video hearing, or wants to request that the hearing be postponed to another date, they should seek **legal advice**.*



Interim Assistance: The SBT is currently prioritizing interim assistance matters.

- *If your client would like to apply for interim assistance, it is recommended that they submit this request, using the **SBT's Appeal Form**, by **email**.*



*If your client receives a notice, email or phone call from the SBT, make sure they seek **legal advice**.*