

How do you request these benefits?

If you require assistance with any item, contact your caseworker. Most items only need to be requested over the phone but some may require further information. For example, you may need to submit an estimate or written confirmation. Your Caseworker can provide you with further details, answer any questions you may have or direct you to the right program.

What to do if you disagree with a decision?

There are certain criteria and restrictions that might apply to each benefit. If you are denied a benefit, you may request an internal review of the decision. If you are not satisfied with the outcome, you may appeal it to the Social Benefits Tribunal.

Additional Benefits



Northumberland County Community & Social Services

Income Services

555 Courthouse Road
Cobourg ON K9A 5J6
Tel: 905-372-6846
Toll Free: 1-800-354-7051
Fax: 905-372-6701

www.northumberlandcounty.ca

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Northumberland County Community & Social Services

can assist you in many ways.

Income Support

Monthly income support covers basic needs and shelter and is provided to those who are eligible under the Ontario Works Act.

For those who are receiving income support, the following benefits are also available:

Drug Coverage

A drug card is provided each month. Coverage is based on the Ontario Drug Benefit plan.

Eye Examinations

Coverage for routine eye exams can be provided once every 24 months.

Dental & Vision Care For Children

All children who receive assistance are eligible for basic dental and vision care.

Diabetic & Surgical Supplies

The cost of diabetic supplies such as blood glucose monitors, lancets, syringes and test strips, as well as various surgical supplies and dressings are covered.

Medical Transportation

Costs associated with travelling to attend medical appointments, counselling and addiction recovery programs are covered.

Pregnancy Item

A additional monthly allowance is issued for the term of the pregnancy.

Special Diet

Costs related to a special diet are covered.

Community Start-up & Maintenance Benefit

In approved situations where there is an identified need to move, this benefit can cover costs such as moving costs, fuel, hydro or rental deposits.

Employment Start-up & Full-Time Employment Benefit

You can receive additional money when you start a new job or employment activity to help with expenses such as transportation, clothing or protective equipment.

Extended Health Benefits

Health benefits such as drug costs, vision care, eye exams and medical travel, may be extended for up to six months to Ontario Works recipients who are no longer receiving Ontario Works assistance.

If you leave assistance for any reason including full-time employment, you should contact your caseworker to see about keeping your health benefits.

Some other benefits may also be available to those in receipt of assistance. These include, but are not limited to the following items:

Dental & Vision Care For Adults

Emergency dental care, dentures and basic vision care may be covered for adults.

Baby Supplies

If you have a new baby, money may be provided to buy baby supplies.

Emergency Shelter Costs

Assistance may be available to people with shelter-related costs to reduce the likelihood of losing their home.

Employment Supports

Additional money may be available to cover expenses that you may face in your job search.