

Member ID _____

The Ontario Disability Support Program (ODSP) provides income and other supports to people with disabilities. Every person has the right to apply for ODSP. If your application is approved, you will receive income support as long as you are eligible. The amount depends on your family size, your needs and your income.

Part A – You have rights

1. To be treated with respect

All staff, clients and visitors deserve a **safe** and **respectful** environment. You have a right not to be subject to:

- behaviour that intimidates, isolates or discriminates including racial, gender or homophobic slurs
- threats of physical force
- acts of harassment or violence.

2. To be accommodated

ODSP staff will accommodate special needs you may have because of your disability. You do not need to tell ODSP staff what your disability is. You only need to tell them what you need to help you access ODSP. Here are some examples:

- having documents printed in a larger font
- meeting somewhere where you feel safe
- receiving documents electronically.

3. An interview

You may bring someone with you when you meet with the ODSP staff or when you visit our ODSP office. This person can be anyone you choose.

4. A decision in writing

We will write to tell you of any final decisions we make and our reasons for making them.

5. A chance to have decisions reviewed

If you disagree with the decision we make, you may make a written request within 30 days to have this decision reviewed by your local office. This internal review must be completed by the local office within 30 days. You will be told of the result in writing.

If you disagree with the review decision, you may be able to appeal to the Social Benefits Tribunal within 30 days of the date of the internal review decision. You cannot file an appeal with the Social Benefits Tribunal unless you have first asked for an internal review.

ODSP staff can give you information about the appeal process.

6. Rapid reinstatement

If you leave ODSP, you can come back quickly. In most cases you will only need to qualify financially to start receiving ODSP income support again. And you will not need to complete any medical forms first. If your medical review date has passed, you will get a new medical review date.

7. MyBenefits account

You can create an account online that lets you see information about your file, report earnings and change your address. Sign up at Ontario.ca/MyBenefits.

8. Benefits available under ODSP

In addition to your monthly income support **you may qualify** for other benefits.

Drug coverage

- Your monthly drug benefit covers most of the cost of prescription drugs for you and any eligible family members.
- Each family member should show their Ontario health card at the pharmacy so they can check if you qualify.
- If you do not have an Ontario health card, you will use another form of identification or your monthly statement of assistance.
- Anyone age 24 and under who has an Ontario health card will access drug benefits through the OHIP+ Pharmacare program of the Ministry of Health.

Dental coverage

- Your monthly dental benefit covers dental care for you and your spouse.
- You and your spouse will use your own Ontario health card to get this benefit. Show your card at the dental office so they can check if you qualify.
- If you or your spouse do not have an Ontario health card, you will use another form of identification or your monthly statement of assistance.
- Family members under the age of 18 will receive a dental card from the Healthy Smiles Ontario program of the Ministry of Health.

Vision care	<ul style="list-style-type: none">• Each family member is eligible for coverage of an eye exam once every 2 years. OHIP may provide additional exams for some people who have conditions that affect their eyes.• You and your spouse and children under the age of 18 can get help with the cost of prescription eyeglasses once every 3 years. Children under the age of 18 can get prescription lenses whenever they are needed.• Show each person's Ontario health card at the optometrist office so they can check if you qualify.• If you do not have an Ontario health card, you will use another form of identification or your monthly statement of assistance.
Hearing aids	<ul style="list-style-type: none">• You and your spouse and children under the age of 18 can get help with the cost of hearing aids and batteries.• You must get an approval form from the ODSP office before your hearing aid appointment.
Mandatory Special Necessities	<ul style="list-style-type: none">• You may receive money to help with:<ul style="list-style-type: none">- Diabetic supplies- Surgical supplies and dressings, including incontinence supplies- Transportation to and from medical appointments
Special Diet Allowance	<ul style="list-style-type: none">• You may be eligible for extra money to help you with the extra costs of a special diet if your doctor confirms you require a special diet because of a medical condition.
Pregnancy/Breast-feeding Nutritional Allowance	<ul style="list-style-type: none">• If you are pregnant or breast-feeding, extra money is available to help you pay for your additional nutritional costs.
Mobility Devices- Batteries and repairs	<ul style="list-style-type: none">• You may receive money to cover the cost of purchasing new or replacement batteries for your wheelchair or other mobility device and for necessary repairs to a mobility device.
Assistive devices	<ul style="list-style-type: none">• You may get additional coverage for assistive devices approved by the Ministry of Health's Assistive Devices Program and for the assessment fee required for the device.
Guide Dog Benefit	<ul style="list-style-type: none">• If you own a specially trained dog certified for use as a guide, hearing or service dog by an accredited training facility, you may receive extra money to help pay the costs for the routine care of the dog.
Discretionary Benefit for Low-Cost Energy Conservation Measures	<ul style="list-style-type: none">• You may receive money to help with low-cost energy conservation measures that may help reduce the costs of your energy bills. Examples of items covered include: fluorescent light bulbs, caulking, and flow restrictors in showerhead pipes.
Employment Start Up Benefit (where available)	<ul style="list-style-type: none">• You may receive money to help with expenses when you begin an approved employment activity (e.g., job search), start a job, change jobs, or need help to keep a job.
Participation Benefit (where available)	<ul style="list-style-type: none">• You may receive money when participating in an employment-related activity to help with the costs of services and supports you need to become or stay employed or ready to participate in employment services. To qualify, you must have an action plan in place.
Work-Related Benefit	<ul style="list-style-type: none">• If you earn income from employment or training or have positive net income from a business, you may be eligible for this benefit to help with your costs of working.
Up-front Child Care Benefit	<ul style="list-style-type: none">• If you must change your child care arrangements to start, change or maintain an approved employment activity or job, and you must pay for child care costs in advance, you may get help with these child care costs.
Extended Health Benefits (EHB)	<ul style="list-style-type: none">• EHB assists ODSP recipients who have health costs, but who are no longer eligible for ODSP income support because their income is more than what is allowed.• EHB covers prescription drugs; dental services; eyeglasses and hearing aids; routine eye exams once every 24 months, unless covered by OHIP; diabetic and surgical supplies and dressings; transportation to and from necessary medical treatment; the consumer contribution for an assistive device (e.g., wheelchair, prosthetic limb), an assessment for the device, and batteries and repairs for mobility devices.
Transitional Health Benefit (THB)	<ul style="list-style-type: none">• THB assists ODSP recipients who are no longer eligible for ODSP income support because their income is more than what is allowed. To qualify, your income must include income from employment, training or a business.• THB covers prescription drugs, dental services, vision benefits, and batteries and repairs for mobility devices. THB is only available until comparable employer health coverage is available.
Employment Transition Benefit	<ul style="list-style-type: none">• You may receive money to help you if you leave ODSP. To qualify, you must no longer be eligible for ODSP income support because your income is more than what is allowed and your income must include income from employment, training or a business.• The benefit may be provided only once in a 12-month period.

Employment supports	<ul style="list-style-type: none"> • People with disabilities who are interested in working can get help finding a job. Ask ODSP staff for more information. • A range of supports to help remove disability-related barriers to competitive employment are available.
Transition Child Benefit	<ul style="list-style-type: none"> • A transition child benefit for families on social assistance who may not be receiving the Ontario Child Benefit or may be receiving less than their maximum Ontario Child Benefit.
Discretionary benefits	<ul style="list-style-type: none"> • Assistance in special circumstances may be available through Ontario Works offices. Discretionary benefits may be provided on a case by case basis to ODSP recipients at the discretion of the Ontario Works Administrator. Please speak to ODSP staff first.

Part B – You have responsibilities

1. To treat everyone with respect

All staff, clients and visitors deserve a **safe** and **respectful** workplace. We have zero tolerance for:

- behaviour that intimidates, isolates or discriminates including racial, gender or homophobic slurs
- threats of physical force
- acts of harassment or violence.

Any of these actions could result in:

- changes in how the ODSP office will communicate with you
- removal from the property
- trespass order
- police involvement.

2. To identify accommodation needs

You must work with ODSP staff to find ways to accommodate any special needs you may have because of your disability. Here are some examples:

- telling ODSP staff what type of accommodation you need to access ODSP
- providing information about your accommodation needs. You do not need to tell ODSP staff what your disability is.

3. To attend interviews

You will have to meet with ODSP staff from time to time. You can bring someone with you. ODSP staff will usually schedule an interview with you.

4. To seek other support

You must try to get money or support from other sources that you or a family member may qualify for. An example of a financial resource is Canada Pension Plan Disability benefits.

5. To keep receipts and statements

ODSP staff will need to see proof of your income and expenses. You must keep receipts and statements such as: rent or mortgage payments; fire insurance; child care costs; income tax assessments and returns; hydro, water and heating costs; mandatory special necessities – surgical supplies, diabetic supplies, incontinence supplies, transportation for medical treatment.

6. To report your income

You must tell ODSP staff about any income you or your family members receive including any changes in your or your family's income, such as:

- money from a job or training program
- income from someone renting a room or room and board
- income from child or spousal support
- income from sponsorship payments
- income from Employment Insurance benefits
- money received from family, friends, etc.
- income from all pensions (private, government, Canadian, foreign)
- income received from legal settlements
- money owed to you or money that you borrowed (OSAP or other loans)
- money received through windfall (inheritance, lotteries)
- income from WSIB (WCB) benefits
- income earned from interest or dividends

If you or your family members earn money from work, you will need to report it every month. You can do this in one of the following ways:

1. Send us the Employment Training Income Report form. You can also include child care or disability-related work expenses on this form.
2. Report by telephone through the Interactive Voice Response at 1-800-808-2268.
3. If you have a MyBenefits account, you can report your earnings online at Ontario.ca/MyBenefits.

You must report any earnings received from the first day of the month and the last day of the month by the 7th of the following month. For example, report any earnings that you received in March by April 7th.

Unless your caseworker has told you otherwise, you may:

1. Send your paystubs and receipts when you report, or

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2. Keep your paystubs and receipts in case we ask to see them in the future.

Remember: If you or your family members are working, you still need to report your earnings even if you have a month with no earnings.

7. To report changes to your living arrangements and other changes to your situation

You must tell ODSP staff about any changes to your situation, including any changes involving you, your spouse or your children. This includes:

- a change to your address or phone number
- a change to your housing costs, such as your rent
- starting work or attending post-secondary school
- someone leaves or joins your household
- admission to hospital or any other institution or being detained in custody
- leaving or planning to leave Ontario for more than 30 days.

You can go online to change your address if you have a MyBenefits account.

8. To report your assets

You must tell ODSP staff about any assets you or your family have, receive, or sell or any changes to your or your family's assets such as:

- money in bank accounts
- property or real estate you own
- any trust funds set up for you
- investments (RRSPs, GICs, stocks, bonds)
- cash surrender value of life insurance
- collections or valuable items you own
- vehicles
- RDSPs, RESPs

Some assets may affect your income support and others may be exempt.

Remember: You must tell ODSP staff immediately if you:

- acquire or establish any new assets
- sell or transfer any of your old assets
- borrow money

The allowable asset limits are set by regulation. Your asset limit is determined by the number of people in your family.

Your maximum allowable asset limit is \$ _____.

9. To repay any overpayments

You are responsible for repaying all overpayments you may have, even after you leave the Ontario Disability Support Program. If your spouse was part of your family unit when the overpayment occurred, your spouse is equally responsible to repay it.

10. To repay any Transition Child Benefit

You and your spouse are responsible to repay any Transition Child Benefit amount that you have received in the event that you receive a retroactive Ontario Child Benefit and/or Canada Child Benefit payment that applies to the same month or months.

11. Participation requirements for adult family members without a disability

All adults in your family (spouses and children 18 and over) that have not been determined to have a disability under ODSP are required to pursue and maintain employment or participate in activities to become ready to participate in employment services. If the adult family member does not participate, the amount of ODSP income support that is paid on their behalf will be reduced.

12. Social assistance fraud

You are responsible for following the rules of the Ontario Disability Support Program, including honest reporting of **all** changes in your income, assets and living arrangements.

If there is sufficient evidence to suspect that fraud or an offence under social assistance legislation has been committed, the matter may be investigated, and you may be found guilty of an offence. Anyone who by deceit, falsehood or other fraudulent means defrauds the public of property, money, or valuable security, is guilty of an offence under the Criminal Code s.380. Anyone who knowingly obtains or receives social assistance to which they are not entitled is guilty of an offence under the Ontario Works Act, 1997, s.79 or the Ontario Disability Support Program Act, 1997, s.59.

I have received a copy of this document and it has been explained to me.

Part C – Signature	
Signature or mark of applicant/recipient/trustee	Date (yyyy/mm/dd)
Signature or mark of spouse	Date (yyyy/mm/dd)
Signature or mark of dependent adult	Date (yyyy/mm/dd)
Signature or mark of dependent adult	Date (yyyy/mm/dd)

Member ID _____

Signature or mark of dependent adult

Date (yyyy/mm/dd)

Signature or mark of dependent adult

Date (yyyy/mm/dd)

Signature or mark of dependent adult

Date (yyyy/mm/dd)

Signature or mark of dependent adult

Date (yyyy/mm/dd)

Signature of ODSP staff

Date (yyyy/mm/dd)