

Government-Related Topics
Updated: March 2018

Topic	Agency/Program	Resource
Benefits & Support Programs	Canada Pension Plan	<p>Canada Pension Plan Phone: 1-800-277-9914 Monday to Friday from 8:30 am to 4:30 pm Online filing & communication available Website: canada.ca/en/services/benefits/publicpensions/cpp.html <i>The Canada Pension Plan (CPP) provides contributors and their families with partial replacement of earnings in the case of retirement, disability or death. Almost all individuals who work in Canada outside Quebec.</i> Retirement Pension: You can apply for and receive a full CPP retirement pension at age 65 or receive it as early as age 60 with a reduction, or as late as age 70 with an increase. Post-retirement Benefit: If you continue to work while receiving your CPP retirement pension, and are under age 70, you can continue to participate in the CPP. Your CPP contributions will go toward post-retirement benefits, which will increase your retirement income. Disability Benefits: If you become severely disabled to the extent that you cannot work at any job on a regular basis, you and your children may receive a monthly benefit. Survivor's Pension: When you die, a pension may be paid to your surviving spouse. Death Benefit: Provides a one-time payment to (or on behalf of) the estate of a deceased CPP contributor. Children's Benefits: Provide monthly payments to dependent children of disabled or deceased CPP contributors. <u>The provisions of CPP include:</u> Pension Sharing: Married or common-law couples in an ongoing relationship may voluntarily share their CPP retirement pensions. Credit Splitting for divorced or separated couples: The CPP contributions you and your spouse or common-law partner made during the time you lived together can be equally divided after a divorce or separation. Child-Rearing Provision: If you stopped working or received lower earnings to raise your children, you may be able to use the "child-rearing provision" to increase your CPP benefits.</p>
	Old Age Security	<p>Old Age Security (OAS) Program Phone: 1-800-277-9914 Monday to Friday from 8:30 am to 4:30 pm Online filing & communication available Website: canada.ca/en/services/benefits/publicpensions/cpp/old-age-security.html</p>

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		<p><i>The Old Age Security (OAS) program is the Government of Canada’s largest pension program. It is funded out of the general revenues of the Government of Canada, which means that you do not pay into it directly. The OAS pension is a monthly payment available to seniors aged 65 and older who meet the Canadian legal status and residence requirements. YOU MAY NEED TO APPLY TO RECEIVE IT.</i></p> <p><i>In addition to the OAS pension, there are three types of OAS benefits:</i></p> <p>Guaranteed Income Support (GIS): <i>If you live in Canada and you have a low income, this monthly non-taxable benefit can be added to your OAS pension.</i></p> <p>Allowance: <i>If you are 60-64 years old and your spouse or common-law partner is receiving the OAS pension and is eligible for the GIS, you might be eligible to receive this benefit.</i></p> <p>Allowance for the Survivor: <i>If you are 60-64 years of age and you are widowed, you might be able to receive this benefit.</i></p>
	<p>Employment & Social Development Canada – Government of Canada</p>	<p>Website: canada.ca/en/employment-social-development.html</p> <p>Links Include: <i>employment insurance; find a job; benefits payment calendar; public pensions; family benefits; disability benefits; hire a temporary foreign worker; training; housing benefits; funding programs; workplace standards; education; corporate information; benefits by audience; publications & reports; communities; and campaigns.</i></p> <p>Labour Program: <i>Promotes safe, healthy, cooperative and productive workplaces that benefit us all.</i></p> <p>Service Canada: <i>Provides Canadians with a single point of access to government services and benefits.</i></p>
	<p>Ontario Disability Support Program (ODSP)</p>	<p>Address: 4 Montreal Rd., 3rd Floor, Cornwall (Ministry of Community and Social Services)</p> <p>Phone: 613-932-3381 or 1-800-565-5374</p> <p>Website: mcss.gov.on.ca/en/mcss/programs/social/odsp/</p> <p><i>“If you have a disability and need help with your living expenses, you may be eligible for the Ontario Disability Support Program (ODSP). ODSP offers: financial assistance to help you and your family with essential living expenses; benefits, for you and your family, including prescription drugs and vision care; help finding and keeping a job, and advancing your career. ODSP offers two types of support:</i></p> <p>Income Support – <i>financial assistance provided each month to help with the costs of basic needs, like food, clothing, and shelter. Income support also includes benefits, like drug coverage and vision care, for clients with eligible family members.</i></p> <p>Employment Supports – <i>Services and supports to help clients with disabilities find and keep a job and advance their careers.”</i></p>
	<p>ODSP Action Coalition</p>	<p>Website: odspaction.ca</p>

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		<p><i>“The ODSP Action Coalition is a province-wide network of people with lived experience in ODSP, disability organizations, community agencies, anti-poverty groups and community legal clinics. We push for improvements to the ODSP so that people with disabilities can live with justice and dignity. What we do: lobby members of Provincial Parliament (MPPs), including key government ministers; consult with government staff; bring media attention to disability and poverty; organize public events, local demonstrations and actions; build networks between other groups and organizations to push for disability rights; gather statistics and document the experiences of people on ODSP to push for improvements to ODSP; provide information and materials on disability rights and the ODSP program; Provide referrals for low-income people who want to appeal ODSP decisions or make a complaint regarding ODSP to the provincial Ombudsman; encourage ODSP recipients and agencies to form ODSP support groups in their communities to provide practical support to people with disabilities on ODSP.”</i></p>
	<p>Ontario Drug Benefit Program (ODB)</p>	<p>Phone: 1-800-268-1154 (information line) Phone: 1-800-575-5386 (Trillium Program) Website: health.gov.on.ca Weekdays from 8:30 am to 5 pm. <i>“Ministry of Health and Long-Term Care covers most of the cost of prescription drug products listed in the Ontario Drug Benefit Formulary. If you belong to one of the following groups of Ontario residents and you have valid Ontario Health Insurance (OHIP), you are eligible for drug coverage under the ODB Program: people 65 years of age and older; residents of long-term care facilities; residents of Homes for Special Care; people receiving professional services under the Home Care program; and, Trillium Drug Program recipients.</i> <i>Trillium Drug Program: Intended for Ontario residents who have a valid Ontario Health Card and who have high prescription drug costs in relation to their net household income. The annual deductible is approximately 4% of the net household income from the previous taxation year as reported to the Canada Revenue Agency and is paid for in eligible prescription drug expenditures. The Program provides coverage for prescription drug products listed in the Ontario Drug Benefit Formulary/ Comparative Drug Index.”</i></p>
	<p>Ontario Works Office -SDG</p>	<p>Address: 340 Pitt St., 4th floor, Cornwall (Social and Housing Services) Phone: 613-933-6282 (intake: extension 1) or 1-877-727-9277 Monday to Friday from 8:30 am to 4:30 pm Website: mcss.gov.on.ca/en/mcss/programs/social/ow/ <i>“Ontario Works (OW) helps people who are in financial need. It offers two types of assistance:</i></p>

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		<p>Financial Assistance – income support to help with the costs of basic needs, like food, clothing and shelter; health benefits to clients and their families.</p> <p>Employment Assistance – to help clients find, prepare for and keep a job. This assistance may include: workshops on resume writing and interviewing; job counselling; job-specific training; and access to basic education, so clients can finish high school or improve their language skills.</p> <p>In most cases, a client must agree to participate in employment assistance activities in order to receive financial assistance.</p> <p>Emergency Assistance is also available to people who are in crisis or an emergency situation (e.g. people who lost their homes, are leaving an abusive relationship and/or are worried about their safety.)</p>
		<p>Dundas County Satellite Site Address: 530 Fred St., Suite G4, Winchester Phone: 613-448-3987 or 1-877-448-3987 Monday to Friday from 8:30 am to 4 pm</p>
Citizenship And Immigration	Immigration Direct	<p>Phone: 604-235-6576 Monday to Saturday from 7 am to 11 pm Email: option through website Website: immigrationdirect.ca “Canadian Immigration & Citizenship Form Services – easy step-by-step instructions to help you fill out all your Canadian immigration paperwork.”</p>
	Immigration and Citizenship Canada	<p>Website: canada.ca/en/services/immigration-citizenship.html “Apply to travel, study, work or immigrate to Canada, apply for citizenship, a permanent card or refugee protection, check the status of your application or find a form.”</p>
	TR Leger Immigrant Services	<p>Address: 1500 Cumberland St., Cornwall Phone: 613-933-9626 extension 4414 or 1-877-875-3437 Email: info@trimmigrantservices.ca Website: trimmigrantservices.ca Welcome Centre / Main Office Hours are Monday to Friday from 9:15 am to 2:15 pm “Immigrants and Newcomers to Canada are welcome to visit our centre to: used the computer, internet, phone, fax; find information regarding housing, employment, education, health, transportation, community and government services, etc.; receive help completing immigration or citizenship</p>

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		<i>applications; speak to a qualified Settlement Worker regarding immigration or settlement questions; receive information regarding English as a Second Language and LINC programs."</i>
Federal Government – local information	Member of Parliament (MP) for Stormont, Dundas, and South Glengarry	Address: 621 Pitt St., Cornwall Phone: 613-937-3331 or 1-888-805-2513 Email: guy.lauzon@parl.gc.ca Website: guylauzon.ca
		Winchester Satellite Site Address: North Dundas Municipal Office, 636 St. Lawrence St. Mondays from 8:30 am to 12:30 pm
		Morrisburg Satellite Site Address: South Dundas Municipal Building, 34 Ottawa St., 3 rd floor Mondays from 1 to 4 pm
	Member of Parliament (MP) for Leeds-Grenville, Thousand Islands, and Rideau Lakes	Address: 2399 Parkedale Ave., Brockville (Thousand Islands Mall) Phone: 613-498-3096 or 1-866-498-3096 Email: gord.brown@parl.gc.ca Website: gordbrownmp.ca Monday to Friday from 9 am to 4:30 pm; Closed from noon to 1 pm
		Kemptville Satellite Site Address: North Grenville Municipal Centre, 285 County Road 44 Wednesdays from Noon to 2 pm
Municipal Government – local information	Municipality of North Grenville	Address: 285 County Rd. 44, Kemptville Phone: 613-258-9569 Website: northgrenville.ca Email: general@northgrenville.on.ca
	Municipality of South Dundas	Address: 36 Ottawa St., Morrisburg Phone: 613-543-2673 Website: southdundas.com Email: mail@southdundas.com
	Township of North Dundas	Address: 636 St. Lawrence St., Winchester Phone: 613-774-2105

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		Website: northdundas.com Email: info@northdundas.com
Police & Probation	Ministry of Community Safety & Correctional Services	Address: 25 Grosvenor St., 18 th floor, Toronto Phone: 416-326-5000 Website: mcscs.jus.gov.on.ca/english/corr_serv/ <i>“Ontario’s Correctional Services establishes, maintains, operates, and monitors adult correctional institutions and probation and parole offices.”</i>
		Probation and Parole Services (Adult) – Cornwall Office Address: 331 Pitt St., Suite 201, Cornwall Phone: 613-933-6335
		Probation and Parole Services (Adult) – Brockville Office Address: 32 Wall St., 2 nd Floor, Brockville Phone: 613-345-3061
		Probation and Parole Services (Adult) – Ottawa West Office Address: 10-A Hearst Way, Kanata Phone: 613-270-8260
	Ontario Provincial Police	Emergency Phone: 911 Non-Emergency Phone: 1-888-310-1122 Both are 24-hour toll free Website: opp.ca
		Morrisburg Detachment Address: 6 Fifth St. West Phone: 613-543-2949
		Winchester Detachment Address: 547 St. Lawrence Street Phone: 613-774-2603
Provincial Government – local information	Member of Provincial Parliament (MPP) for Stormont,	Address: 120 Second St., West, Cornwall Phone: 613-933-6513 Email: jim.mcdonellco@pc.ola.org Website: jimcdonellmpp.ca

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	<p>Dundas, and South Glengarry</p> <p>Member of Provincial Parliament (MPP) for Leeds-Grenville, Thousand Islands, and Rideau Lakes</p>	<p>Address: 100 Strowger Boulevard, Suite 101, Brockville</p> <p>Phone: 613-342-9522 or 1-800-267-4408</p> <p>Email: info@steveclarkmpp.com</p> <p>Website: steveclarkmpp.com</p> <p>Monday to Friday from 8:30 am to 4:30 pm</p>
Taxes	Canada Revenue Agency	<p>Website: canada.ca/en/revenue-agency.html</p> <p><i>“The Canada Revenue Agency (CRA) administers tax laws for the Government of Canada and for most provinces and territories, and administers various social and economic benefit and incentive programs delivered through the tax system.”</i></p>