

Manitoulin-Sudbury District Services Board POLICY & PROCEDURES MANUAL	
Section: H. Ontario Works	Effective Date: July 1, 2009
Topic: 2. Application	Replaces: November 2004
Subject: 2.2. Intake Guidelines/Emergency Assistance	
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POLICY

Authority **OW Act: 2, 5, 8, 9 and 26(2)**
OW Directives: Dir. 2.3

A transient person is one who does not intend to reside in the geographic area of the delivery agent (i.e. just passing through).

A homeless person is one who is a resident in the geographic area of the delivery agent, but does not live in a “dwelling place”, in the normal sense of a conventional structure (i.e. house or apartment). See Directive 30.0 - 21 for exclusions.

A transient or homeless person shall be deemed to reside or have resided in the geographic area of the delivery agent in which he or she applies for assistance. **Assistance shall not be refused to an applicant solely because he or she does not have a “conventional dwelling place”**

PROCEDURE

1. Any emergency assistance issued without the completion of a proper application - i.e. Form 1, 3, Rights & Responsibilities and P.A. will require approval by the Supervisor.
2. The Case Manager must ensure they have **exhausted** all other referral avenues (i.e. food banks, shelters, see cross reference to Food Vouchers, etc...) **Before** completing the Application for Assistance.
3. **One half of one month’s entitlement only** to be issued. No other assistance can be issued until a Form 1, 3, Rights and Responsibilities, and P.A. are completed.
4. Issue via computer cheque for pick up in one to two working days.
5. Manual cheque issued in dire circumstances **only**.
6. For applicants with **no I.D.**, application will be completed but not

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processed until the **I.D.** is presented. In extenuating circumstances, one emergency cheque may be issued without I.D.

Example: The applicant is fleeing an abusive situation and is unable to go back into the home.

These cases must be clearly documented in SDMT and approved by a Supervisor. Applicant to be referred to emergency housing, soup kitchen and food banks.

For identification purposes a driver's license, a health card, or a letter from a correctional institution will be acceptable for an emergency cheque, however, this is not acceptable for enhanced verification. If case without I.D. is issued a computer cheque which is to be picked up, the Case Manager will identify the applicant to front line staff.

Ontario Works Directives require participants to provide information on paternity of children, birth, death and marriage. If a participant does not have and is unable to obtain these documents, the Case Manager can refer the client to the "Application for Record" form 0999 and have them request the information directly from the Registrar General's Office.

The client mails it to:

The Office of The Registrar General
P.O. Box 4600, 189 Red River Road
Thunder Bay, Ontario
P7B 6L8
Fax: 807-343-7459

There is no fee for this information. The form will be returned to the client, by the Registrar's Office and will indicate whether the information is accurate. The registrar will also add any information they have in their records not already contained on the form.

The form, once returned from the Registrar's Office, meets Enhanced Verification requirements.

CROSS REFERENCE: Section 3.8 - Transient/Homeless Persons

CROSS REFERENCE: Section 5.5. Food Vouchers