

**If your Ontario Works application is approved, you will use a different phone number to access information about your file.**

The IVR\* phone number is **1-800-808-2268**.

You can use this number to check your file once you are approved for assistance. You will receive a four-digit Personal Identification Number (PIN) and a nine-digit ID number.

You cannot apply for assistance with this phone number.

\*Interactive Voice Response

**Please be aware that all Regional facilities are scented workplaces. We ask that you refrain from wearing scented products, when visiting any of our buildings/locations.**

Contact your local office for general inquiries.

### **DURHAM REGION ONTARIO WORKS OFFICES**

605 Rossland Rd. E.  
Whitby, ON L1N 6A3  
905-666-6239  
1-800-372-1102

505 Wentworth St. W.  
Oshawa, ON L1J 6G5  
905-436-6747

140 Commercial Ave.  
Ajax, ON L1S 2H5  
905-428-7400  
1-888-988-4999

2 Campbell Dr., Suite 305  
Uxbridge, ON L9P 1H6  
905-852-4566  
1-800-361-3268



The Regional Municipality  
of Durham  
Social Services  
Department

[www.durham.ca](http://www.durham.ca)



## **Applying for Ontario Works Assistance in Durham Region**

Local calls: **905-428-8982**  
Toll-free: **1-877-678-6333**  
Bell Relay: **1-800-855-0511**  
Online application:  
**See inside**

Central Intake hours:  
Monday to Friday, 8 a.m. to 4 p.m.

**Please have this information available for you and all family members applying.**

- First and last name.
- Date of birth.
- Social Insurance Number.
- Health Card number.
- Full address, postal code and telephone number.
- Last source of income.
- All money you receive now, such as: pensions, wages, Family Allowance Program, Employment Insurance, financial support, etc.
- Any assets, including: investments, life insurance and bank accounts.
- Accommodation expenses.

**Now, you are ready to call.**



The person who answers the phone has been specially trained to help you. Together you will go through the information needed, and an office appointment will be scheduled with a caseworker.

You will also be told what you will need to bring to the interview.

**You must bring these papers with you!**

**At the interview a caseworker will:**

- Complete the application.
- Review the papers you were asked to bring.
- Inform you of your rights and responsibilities under Ontario Works.
- Help you to develop a plan to be self supporting.
- Give you information about employment and financial supports available to you.
- Determine Ontario Works eligibility.

**To change or cancel your appointment, call 905-428-8982 or 1-877-678-6333.**

Visit this site to begin the online application process:

[www.ontario.ca/socialassistance](http://www.ontario.ca/socialassistance)

This website is available 24 hours a day, seven days a week.