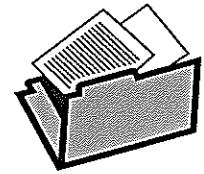


## PERSONAL DOCUMENTS KIT



You wish to organize your personal documents, for example, letters received from Ontario Works, Ministry of Community and Social Services, your electricity, heating and telephone bills, your rent receipts, etc.?

Here is how you can create your own personal documents kit so you have all your documents together and easily accessible when you need to communicate with your social worker. This is very easy.

You need: 1 large expandable folder, 3 large envelopes, 1 small notepad (you can buy this at a dollar store.)

**Step 1:** You need 3 large envelopes:

1. One for your LETTERS AND ENVELOPES (see example A)
2. One for your STUBS AND BILLS (see example B)
3. One for your GENERAL BILLS (see example C)

You can print examples A, B and C and paste them on the envelopes if you wish or write the titles on them. This will help you identify which envelope contains your letters and which contains your bills, receipts, etc.

**Step 2:** Insert the 3 envelopes and the notepad in the expandable folder.

**Step 3:** You can now file your documents, letters and bills in the appropriate envelope. It would be preferable to do so whenever you receive something. That way, you do not risk losing anything. Use the notepad to write things you want to remember.



And that's it! Whenever your social worker asks you for a letter, a bill or a receipt, it will be easier for you to find.

We have included in this kit a pamphlet entitled: *Tips for Ontario Works and disability benefits (ODSP) beneficiaries*. It explains how to use your kit and also gives you practical advice and things you should not do.

We hope this kit will be helpful to you and will help you to get organized.

A

LETTERS & ENVELOPES



**Ontario Works (OW)**

**Prescott & Russell**  
 Comtés unis de Prescott et Russell  
 United Counties of Prescott and Russell


Département des Services sociaux et à la famille  
 Department of Social and Family Services  
 59 rue Court Street - C.P. 303 - P.O. Box 303, L'Orignal ON K0B 1K0  
 Tél: (613) 675-4642 - 1-800-667-3625 / Fax: (613) 675-2030

**Social Benefits Tribunal**

Tribunal de l'aide sociale

1075 Bay Street, 7th Floor  
 Toronto ON M5S 2B1  
 Téléc.: (416) 326-5135


Ontario Disability Support Program  
 Disability Adjudication Unit  
 Box B18 Toronto, ON, M7A 1R3  
 Phone: (416) 326-5079  
 Outside Greater Toronto: 1 888 256-6758  
 Fax: (416) 326-3374  
 TTY: (416) 326-3372



**Ontario Disability Support Program (ODSP)**


692 Main Street East  
 Hawkesbury ON K6A 1B4

Ministry of Community and Social Services  
 Ministère des Services sociaux et communautaires



**Disability Adjudication Unit**

Ministry of Community, Family, and Children's Services  
 Ministère des Services à la collectivité, à la famille et à l'enfance




**RENTAL UNIT (Notices - from landlord or Tribunal)**

Landlord and Tenant Board

Notice To Terminate a Tenancy at the End of the Term For Landlord's or Purchaser's Own Use  
 Form N12

Notice To Terminate Early For Nonpayment of Rent  
 Form N4



**Canada Pension Plan (CPP)**

Human Resources Development Canada  
 Income Security Programs  
 Canada Pension Plan  
 Old Age Security

Développement des ressources humaines Canada  
 Programmes de la sécurité du revenu  
 Régime de pensions du Canada  
 Sécurité de la vieillesse

STUBS AND INVOICES

B

HOUSE - BILLS



Insurance

Mortgage

House repairs

Electricity



Rent receipts

RECEIVED FROM	NO.
REGU DE	
The Sum of	Amount
<b>Rent</b>	

Heating



Gas



Taxes

TAX BILL  
RELEVÉ D'IMPOSITION

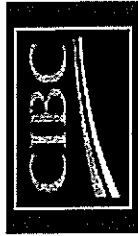
BANK STATEMENTS



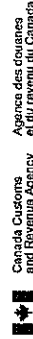
Desjardins



RBC  
Royal Bank



INCOME TAX RETURN



Agence des douanes  
et du revenu du Canada

Canada Customs  
and Revenue Agency

Income Tax and Benefit Return

T1 GENERAL

OTHER INVOICES

C

Phone



Credit cards



TV - Cable

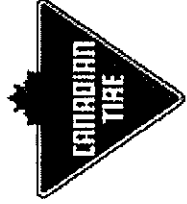


Other stores

Welcome to the  
GIANT TIGER Web Site

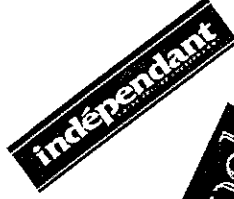


Bienvenue au  
Site Web de TIGRE GÉANT



Home Hardware

Groceries



# To do Tips for Ontario Works and disability benefits (ODSP) beneficiaries

- ✓ Keep all letters received in their envelopes or attached to them. Insert them in the envelope labeled “*Letters and Envelopes*”.
- ✓ Keep your pay stubs or other income like Ontario Works, disability benefits (ODSP), Canada Pension Plan, Employment Insurance. **Always verify the information** and insert them in the envelope labeled “*Stubs and Invoices*”.
- ✓ Keep your banking statements or booklets and insert them in the envelope labeled “*Stubs and Invoices*”.
- ✓ Keep your rent receipts and insert them in the envelope labeled “*Stubs and Invoices*”.
- ✓ Keep your income tax reports and insert them in the envelope labeled “*Stubs and Invoices*”.
- ✓ Insert your home insurance policy or furniture insurance policy in the envelope labeled “*Stubs and Invoices*”.
- ✓ Keep all your municipal tax statements with their proof of payment and insert them in the envelope labeled “*Stubs and Invoices*”.
- ✓ Keep all your invoices for electricity, gas, heating, propane, etc, with their proof of payment and insert them in the envelope labeled “*Stubs and Invoices*”.
- ✓ Keep all other invoices or receipts like phone bills, internet, groceries, fuel, car repairs, car insurance, cable, etc. with their proof of payment and insert them in the envelope labeled “*Other Invoices*”.
- ✓ In the “*Note pad*”, write all your phone calls or in-person meetings with Ontario Works, the Ministry, or others. Write the date and time of the conversation along with the name of the person you spoke with. Briefly write what the discussion was about so you can remember it later if necessary.

# To do

- ✓ **Always pay your rent first.** If not, your landlord may evict you for non-payment of rent.
- ✓ Pay all your invoices for public services, electricity, gas, heating. These services can be cut if they are not paid. It could then be very difficult to have them reconnected. You could be asked to pay for a higher deposit or reconnecting fee.
- ✓ Fill in your revenue statements for Ontario Works or the Ministry and always remit them on time. Do not forget to always declare all your income.
- ✓ If you have questions regarding a letter or document you receive, call your social worker without delay. If you do not receive a call back within 2 days of your call, contact the Legal Clinic at (613) 632-1136 or 1-800-250-9220 without delay.

# To avoid

- X Whatever the reason is, never withhold your rent payment. This can create serious problem with Ontario Works, the Ministry, your landlord, etc. If you believe that you have a problem with your landlord, call the Legal Clinic for advice before doing anything.
- X Borrowing money without knowing the consequences on your social benefits. Call the Legal Clinic before borrowing money to know the consequences.
- X Not declaring all your income. This can cause you problems and your social benefits might be suspended.
- X Give your original documents without keeping a copy. If possible, give a copy only.
- X Calling or meeting your social worker when you are angry. It is better to calm down before calling. Being angry or yelling at someone doesn't achieve anything. It can only worsen the problem.

This is not legal advice. For more information, please contact your local Legal Clinic. Here is the link: .  
<http://www.legalaid.on.ca/en/contact/contact.asp?type=cl#K>