



Community and Social Services FACT SHEET

Emergency Financial Assistance

During the provincial state of emergency resulting from the COVID-19 pandemic, the government is providing relief funding to help protect the health and safety of the province's most vulnerable people.

Ottawa residents, who have no other financial resources available, and are unable to meet basic living expenses, may apply for Emergency Financial Assistance through the City of Ottawa's, Community and Social Services Department. This includes Ottawa residents who are waiting for Employment Insurance.

Emergency Financial Assistance funding is intended to help cover the cost of the following items:

- Food
- Housing related arrears
- Medicine
- Transportation

If you are experiencing financial challenges, City of Ottawa staff are available to talk to you. We may ask you for some personal information to assess the best way to help you.

To reach Employment and Social Services by phone, call 3-1-1 between 8:30 and 4 pm on weekdays

- Press 1 for service in English or 2 for service in French
- Press 4 for Social Services
- Follow the prompts to apply for financial assistance

To apply online

Go to ontario.ca/socialassistance to start your online emergency assistance application for social assistance. Once you have completed your application online you will get a call to set up an application appointment over the phone with a case worker.

Other Information

- Call 2-1-1 for information on the full range of community, social, government and health services and programs available in Ottawa and how to access those services

Important: Individuals are asked to not visit any Employment and Social Service location in person. All requests are to be completed over the phone.