

*For registration/eligibility please call us at: (519)258-4076
or email: services@ncce1.org
You can also visit us on our website at: www.ncceinc.org

SETTLEMENT, ORIENTATION AND REFERRAL SERVICES

a. COMPLETING APPLICATION FORMS:

- i. Completing online CERB/EI applications.
- ii. Completing online the bundle application for Birth Registration & Birth Certificate & SIN # & CCB Benefit & RESP Referral.
- iii. Completing online applications for Ontario Support for Parents benefits.

b. PROVIDING INTERPRETATION AND TRANSLATION LANGUAGE SUPPORT BY:

- i. Contacting Service Canada via service request forms and via phone calls regarding clients' OW, ODSP, OAS & GIS pension benefits and related matters.
- ii. Contacting Specialists, Family Doctors & Pharmacies for clients' medical needs.
- iii. Explaining letters to clients online via social media, WeChat, WhatsApp, etc.

c. CONDUCTING ONLINE RESEARCH AT VARIOUS GOVERNMENT WEBSITES, AND PROVIDING RELATED INFORMATION TO CLIENTS VIA EMAIL, SOCIAL MEDIA, WECHAT, WHATSAPP AND PHONE CALLS.

d. PROVIDING INFORMATION ABOUT:

- i. Eligibility and application process for CERB benefits
- ii. How to renew OESP benefits
- iii. How to register for My Service Canada Accounts
- iv. How to do online banking
- v. How to submit documents to OW case workers
- vi. How to apply for Emergency Food Assistance
- vii. Extended deadline for filing 2019 income tax returns and the current suspension of CVITP clinics
- viii. Federal & provincial & municipal support and assistance available for individuals & families and for small business in response to COVID-19 crisis

e. ORIENTATION TO ONTARIO AND CITIZENSHIP PREPARATION ON-LINE WORKSHOPS

Funded by:  Immigration, Refugees and Citizenship Canada Immigration, Réfugiés et Citoyenneté Canada

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