

COVID-19 Guide to Serving You Better

Please be advised that our office is now closed to the public. The decision has been made to reduce the risk of COVID-19 exposure our clients, staff and partners as part of our community's efforts to "flatten the curve" of COVID-19.

Staff are still providing essential services between 8:30 am to 4:30 pm, Monday to Friday.

Ontario Works Clients:

If you are already receiving Ontario Works benefits, please call your Case Worker directly at 613-966-1311. When doing so please leave a detailed message and your call will be returned as soon as possible. In the message please leave your full name, your workers name, your address, date of birth and preferred contact details, whether it is phone or email.

We are also happy to receive any documents or requests for services through email. You can e-mail inquiry@hastingscounty.com , please leave the same details as mentioned above and to whom the paperwork is intended. Please note that email through the internet is not 100% secure and as a result we cannot guarantee your information will be safe. Once you have sent us the email, you will also be giving us your consent to respond to your email until we can resolve your inquiry.

Ontario Disability Support Program (ODSP) Clients:

If you are currently receiving Ontario Disability Support Program (ODSP), please make sure that you have first spoken with your worker to ensure that they cannot help you with your request and they are referring you to our office. If you are asking for help with cleaning supplies to help you disinfect your homes your ODSP worker can assist you with this.

If you are requesting assistance or a benefit that your ODSP worker cannot help you with, please use the following email to make your request, inquiry@hastingscounty.com. Please leave your full name, address, date of birth and phone number if you have one. It is also important to fully describe the help you are seeking. If you have documents such as an

invoice, account statement, bill or legal notice you can either attach an electronic copy or take a clear picture of the document with your phone and attach to the email. Please note that email through the internet is not 100% secure and as a result we cannot guarantee your information will be safe. Once you have sent us the email, you will also be giving us your consent to respond to your email until we can resolve your inquiry.

If you do not have the ability to email us please contact 613-966-1311 ext. 0 and the operator will direct you to the proper department.

Other Residents of Hastings County:

If you are not currently receiving Ontario Works or Ontario Disability Support Program (ODSP), we are also happy to receive any documents or requests for services through email. You can e-mail inquiry@hastingscounty.com , please leave your full name, address, date of birth and phone number if you have one. It is also important to fully describe the help you are seeking. If you have documents such as an invoice, account statement, bill or legal notice you can either attach an electronic copy or take a clear picture of the document with your phone and attach to the email. Please note that email through the internet is not 100% secure and as a result we cannot guarantee your information will be safe. Once you have sent us the email you will also be giving us your consent to respond to your email until we can resolve your inquiry.

If you do not have the ability to email us please contact 613-966-1311 ext. 0 and the operator will direct you to the proper department.

Hastings County Housing Services Residents and Applicants:

If you are a Resident of Hastings County Housing Services and need to speak with a Housing Services staff member, please follow our regular procedures by calling 613-966-1311 and the extension of the person you are calling. If your call is not answered right away, please leave a detailed message including your name, number, where you live and why you are calling. Your call will be returned as soon as it is possible. If you do not know the extension of the person you are calling, please dial 0 and your call will be directed accordingly.

Hastings County Housing Services is also accepting documents by email. If possible, please submit documents to inquiry@hastingscounty.com and have your name, contact information and who the documentation is for clearly marked in the email. Please be aware that if you email documentation to the email address above, you are giving consent to Hastings County Housing Services to respond to you by email.

If you are an Applicant in need of Housing, please call the Intake Access Centre at 613-771-9630 or 1-866-414-0300 to speak with a Caseworker to assist you with processing your application.

If you are a Hastings County Housing Services Resident and are calling about a maintenance issue in your unit, please call 613-968-7078 to speak with a Facilities representative.

We would like to thank you for your understanding during the COVID-19 crisis.

Children's Services:

If you are currently receiving Child Care Subsidy, all expiry dates will be extended during the COVID-19 crisis. However, you may receive correspondence from your caseworker requesting information during this time regarding your current situation. When sending correspondence please send all information through email.

If you have any questions or concerns, you can continue to contact your caseworker through email or directly at 613-966-1311. When doing so, please leave a detailed message including your full name and preferred contact information, whether it is phone or email. Your call will be returned as soon as possible.

We thank you for your understanding during this unprecedented time.