

Helping Ontario Works in Peel Work With You



Ontario Works staff want to provide the best service possible. To help us work together here are some tips that will ensure we communicate well, and ensure you receive the highest quality of service.

Looking for Ontario Works Program Information

To find out more information about Ontario Works or to sign up for employment programs and seminars, visit the Region of Peel website at www.peelregion.ca/ow

Contacting us by Phone 905-793-9200

Ontario Works (OW) strives to return all calls by the end of the next business day. Phone messages are checked when staff are away and will be returned. Our general service hours are 8:30 a.m. to 4:30 p.m. Monday to Friday.

To help us serve you better over the phone please follow these suggestions:

Leaving a Message

When leaving a message please speak slowly and clearly and leave the following information:

- Your full name and member ID (9 digit #)
- Detailed reason for your call
- Phone number and best time to call you back
- Let us know if we can leave a detailed message on your answering machine, or with another person

Can't Remember the Phone Extension?

Call our phone number 905-793-9200 and press 9. Using the phone keypad, input the last name then first name of the person you are trying to contact, and you will be connected to their extension.

Your personal information is protected by the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) – Ontario Works staff will not leave any identifying information over the phone unless we receive your consent.

Contacting us by E-mail

You can send e-mails to Ontario Works staff. E-mail addresses are set up like this:

firstname.lastname@peelregion.ca (for example: Mary.Smith@peelregion.ca)

Note: If you have an urgent concern, please phone your worker.

Sending us Mail or Faxes

Millcreek office fax: 905-826-9801

Coventry office fax: 905-793-0485

Ontario Works receives thousands of documents monthly. To assist us in managing each document please number pages and ensure the following information is on each page:

- Your full name and member ID (9 digit #)
- Your worker's name

Keep your original documents and only send copies to the office.

Note: After hours mail drop boxes are available at each office.

Interactive Voice Response (IVR) System

You can get information over the phone about your OW cheque, payment, overpayment and general OW information by calling the IVR at:

1-800-808-2268

You will need to have your member ID and a Personal Identification Number (PIN). The IVR system is available Monday to Friday from 8 a.m. to 9 p.m., and Saturday and Sunday from noon to 5 p.m. The Help Desk hours are Monday to Friday from 8 a.m. to 5 p.m.

