



## What are Mandatory Benefits?

*Mandatory benefits* are available to Ontario Works (OW) and Ontario Disability

Support (ODSP) recipients, spouses and dependents.

There are many different mandatory benefits; each with its own rules to qualify. If you do meet the qualifications for a specific benefit, it must be provided to you.



## How do Mandatory Benefits differ from Discretionary Benefits?

Decisions denying you *mandatory benefits* can be appealed, but denial of *discretionary benefits* cannot be appealed, as they are made at the discretion of the Administrator.

If the Administrator refuses to provide *discretionary benefits*, the decision is final.

If *mandatory benefits* are denied by Ontario Works, there is a *Right of Appeal*, i.e., the decision can be appealed.

## What is covered by Mandatory Benefits?

- Prescription drug coverage
- Dental and vision care for dependent children
- Diabetic supplies\*\*
- Surgical supplies and dressings\*\*
- Medical transportation costs \$15 & over\*
- Consumer contribution for assistive devices and eligibility assessment under the Assistive Devices Program
- Batteries and necessary repairs for mobility devices (ie. wheel chair)
- Routine eye examinations every 24 months ( ages 20-64)
- Community Start-Up and Maintenance Benefit
- Guide Dog Benefit
- Full-time employment Benefit
- Other Employment and Employment Assistance Activities Benefit
- Advance (up front) child care
- Transition Child Benefit
- Advanced age item if over 65 years.



*\*Medical transportation can include accommodation and meals. Transportation costs can also include paying for rides to AA, NA or other counselling programs, if doctor prescribed.*

*\*\*Some medical items are covered by other agencies such as the Canadian Diabetes Association or the Assistive Devices Program. You may have to apply to these agencies first, before you can apply for the OW benefit.*

## What are Extended Health Benefits (EHB)?

EHB include drug cards, child dental and vision care, and diabetic supplies. EHB allow you to keep the drug card when you no longer qualify for OW financial assistance.

To qualify for EHB, you must have high health costs, i.e., you must be able to qualify financially for OW when your monthly average drug costs are subtracted from your monthly income. Also, you must have received some kind of OW assistance in the prior month.



## What are Extended Employment Health Benefits (EEHB)?

Extended Employment Health Benefits (EEHB) allow you to continue to get health benefits (drug card, child dental and vision, and diabetic supplies) for up to six months after you have left OW for employment. If your employer does not have health benefits, it is possible to extend your EEHB for another six months.

## Do ODSP and OW Mandatory Benefits cover the same things?

Most of the same benefits are available to people on ODSP. However, people on ODSP benefits can receive additional benefits. Speak to your ODSP case worker for more information about benefits that you are eligible for.

## What do I do if my Mandatory Benefits are denied?



***Always*** get the decision to deny you benefits in writing!

If your worker denies you benefits and you think the decision is wrong, you can appeal. First, you must request an Internal Review in writing within **30** days of the denial letter. If your Internal Review is also denied, you can appeal this decision to the Social Benefits Tribunal (SBT).

**NOTE:** There are **time limits** for filing an Internal Review and filing an appeal to the SBT. **If you miss these time limits you may lose your right to appeal.**

Contact your local community legal clinic for assistance with appeals.

For more information on Mandatory Benefits contact your caseworker at your local Ontario Works Office.



*The information in this pamphlet is current to August 2011 and will not reflect further changes to the rules or regulations*

For information about your rights or questions about OW benefits or other issues, please contact:

### Northwest Community Legal Clinic

**Kenora & Red Lake districts**  
468-8888 or 1-800-403-4757

**Fort Frances**  
274-5327 or 1-800-799-2485

**Atikokan 597-2811**

**In Sioux Lookout & Dryden districts**  
**Legal Aid Ontario**  
737-3074 or 1-800-465-7552

# What are Ontario Works



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