

FRONT LINE WORKER SCRIPT COVID-19: ONTARIO SUPPORT FOR FAMILIES BENEFIT (April 9, 2020)

The following script has been prepared by Connecting Ottawa and Heather Neufeld to assist front-line workers to ensure that they receive consent for collection of personal information when helping clients apply for the Ontario Support For Families benefit remotely. (<https://www.ontario.ca/page/get-support-families>)

Consent for Collection of Personal Information: Applying for Support For Families Benefit

I am a *[insert job title or role]* employed by *[insert name of agency]*. I am going to help you to apply for the Support for Families benefit offered by the Ontario Ministry of Education. If you are eligible for Support for Families, you will receive \$200 from the Ontario Ministry of Education for each of your children under age 12, including babies. If you have any children under age 21 who have a disability, you will receive \$200 for each of those children as well. This is a one-time payment to help you with the cost of educational materials while your children are at home.

I WANT TO TALK WITH YOU A BIT ABOUT THE INFORMATION I WILL ASK YOU FOR TODAY AND WHAT WILL BE DONE WITH THAT INFORMATION. In order to help you to apply for Support for Families, I will need to ask you for some personal information. If you do not want to give me this information, please tell me and we can stop. If at any time during our conversation you do not feel comfortable sharing more personal information with me, we can stop. However, at that point, I will not be able to help you to apply for benefits.

The reason I will be asking you for personal information is that the government needs this information to confirm your identity, confirm the age of your children, and to send you the money you are requesting. I may have to ask you for your full name and that of your children, your children's date of birth, your address, your email and phone number, the name of your children's school (if they go to school), your bank account number and other bank information.

I will use this information you give me only to help you apply for Support for Families. The organization I work for will not use your information for any other purpose. The government will use your information to register you for the Support for Families program and may also use your information to confirm that you qualify for the benefit you are applying for.

When I collect your personal information, only *[insert names or job titles of people who will have access to this information]* will have access to it. The organization I work for will only keep your information for *[insert period of time]*. Your information will be protected by *[explain method of protection such as limited staff access, password protection, etc.]*.

I will only share your personal information with the government agency offering the benefit for which you are applying. The government agency running the benefit program, which is entirely separate from the organization I work for, will keep your personal information according to their own policies and rules.

I and the organization I work for will keep your information confidential and will not share it with anyone else except my supervisor if necessary. I will not share your personal information with any other organization or government department.

After *[insert period of time]* the organization I work for will destroy the personal information I collected from you. We will delete it from any computer system where it is stored and destroy any paper records.

If you are uncertain or have further questions about sharing your personal information with me, you can speak with *[insert name of supervisor and means of contacting them]*.

Are you comfortable to continue and provide me the personal information needed to apply for Support for Families?

Questions? Contact us at info@connectingottawa.com