



# 2024 Canada Post Postal Disruption Questions & Answers

Updated: December 12, 2024

## Contents:

Ontario Works Recipients .....	2
Rent Supplement Landlords: .....	5
Tenants .....	5
Questions Index .....	8

Please visit <https://www.tbdssab.ca/CanPost2024> for updates:



SCAN ME

# Ontario Works Recipients

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**Q1. I am a client of the Kakabeka office. How do I get my monthly cheque?**

- All cheques for Kakabeka clients will be held for pick up at 231 S May St . Please visit <https://www.tbdssab.ca/CanPost2024> for the most up to date cheque pickup schedule.
- Cheques for Ontario Works recipients residing in the communities of Armstrong, Collins, Osnaburgh, Savant Lake and Upsala will be available for pick up if the client can arrange to come to the Thunder Bay office. In exceptional circumstances, if recipients cannot come to the office they may arrange through their caseworker and supervisor for pick up by a family member or friend. In very exceptional circumstances, delivery of a cheque may be arranged to recipients in Armstrong, Osnaburgh, and Savant Lake if recipients have no ability to pick up their cheque. Arrangements may be made for Collins recipients to pick up cheques in Armstrong.

**Q2. What identification do I need to bring to receive my cheque?**

- Government issued identification such as Social Insurance Card, Drivers Licence, Canadian Passport, Immigration papers or Status Card, Birth Certificate.

**Q3. What if I am unable to pick up my cheque?**

- Another active member of the benefit unit may pick up your cheque if they have proper government issued identification and a written letter from the applicant providing permission.

**Q4. I am a client with one of the following Satellite Client Service Offices: Greenstone, Manitouwadge, Marathon, Schreiber, and Nipigon. How do I get my cheque?**

- Cheques will be available at the office location where you are a recipient. Please contact your local satellite office to find out when cheques will be available for pick up.

**Q5. I am a recipient under 18 years old. Can I pick up my social assistance payment?**

- No, your trustee must pick up the cheque.

**Q6. Will cheques that are picked up have to be signed for?**

- No. Any person picking up a cheque must provide ID. Those without ID will be asked a series of questions to verify identity.

**Q7. I am a landlord of an Ontario Works recipient residing in Thunder Bay. How will I receive their rent cheque?**

- Rent cheques can be picked up at 231 S May St. Please visit <https://www.tbdssab.ca/CanPost2024> for the most up to date cheque pickup schedule.

**Q8. What identification do Landlords need to bring to receive rent cheques?**

- Individual landlords must bring government issued identification such as Ontario Health Insurance Card, Social Insurance Card, Drivers Licence, Canadian Passport, Immigration papers, Status Card, or Birth Certificate. Incorporated landlords must bring government issued identification plus business identification (e.g., business registration, invoice, business card etc.)

**Q9. What do I do if my benefits have been suspended?**

- Contact your caseworker.

**Q10. I am unable to drop off letters and documents to my caseworker. Is there another way to send in information?**

- Sign up for MyBenefits to send and receive information to your Caseworker. Contact your Caseworker or sign up at: [Ontario.ca/MyBenefits](https://Ontario.ca/MyBenefits)
- If you are not signed up for MyBenefits, you can email any documents to [SA@TBDSSAB.CA](mailto:SA@TBDSSAB.CA) attention to your caseworker .

**Q11. Where do I drop off required documents and letters?**

- Documents can be dropped off at your local office during scheduled office hours.
- Documents should clearly state: Who the document is about (First and Last Name), Who the document is for (e.g., your Caseworker), What Program the document is being submitted to (e.g. Ontario Works). Please ensure to clearly print this information.

- Please note the addresses of all the offices in Thunder Bay and District in the table below:

231 S May St  
Thunder Bay  
Phone: (807) 766-2111  
Fax: (807) 345-7921  
Monday – Friday  
8:30 a.m. – 4:30 p.m.

36 Front St Unit B  
Nipigon  
Phone: (807) 887-0297  
Fax: (807)887-5553  
Monday- Friday  
8:30 a.m. - 4:30 p.m.

423 Main St Unit 2  
Geraldton  
Phone: (807) 854-2511  
Fax: (807) 854-2389  
Monday- Friday  
8:30 a.m. - 4:30 p.m.

4778 Hwy 11/17, Oliver  
Paipoonge, ON  
(aka Kakabeka Office)  
  
Phone: (807) 577-4989  
Tuesday – Thursday  
9:30 a.m. – 3:30 p.m.

Room 137, 204 Alberta  
Street.  
Schreiber  
Phone: (807) 824-1369  
Fax: (807) 824-1372  
Monday - Friday  
8:30 a.m. – 4:30 p.m.

101 King Street  
Longlac  
Phone: (807) 876-2533  
Fax: (807) 854-2389  
Please contact  
Caseworker for hours

1 Clinic Drive  
Manitouwadge  
Phone: (807) 826-4809  
Fax: (807) 826-4856  
Monday – Wednesday  
9:30 a.m. – 3:30 p.m.

52 Peninsula Road RM  
110  
Marathon  
Phone: (807) 229-2157  
Fax: (807) 229-1103  
Monday – Friday  
8:30 a.m. – 4:30 p.m.

200 Center Avenue  
Nakina  
Please contact  
Caseworker in Geraldton  
for hours

## Rent Supplement Landlords:

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**Q12. How will I receive payment during the mail strike?**

- For local landlords, cheques can be picked up at 231 May Street South. Please visit <https://www.tbdssab.ca/CanPost2024> for the most up to date cheque pickup schedule.
- Identification will be required. Identification will consist of at least one of the following: Driver's Licence, Birth Certificate, Canadian Passport, Status Card or Social Insurance Number. The person receiving the cheque will be required to sign acknowledgment of receipt of payment.
- Please note that during a strike or lockout there may be delays in the timing of processing of cheques.

**Q13. Are there other payment arrangements that can be made?**

- Yes. The District of Thunder Bay Social Services Administration Board can provide payment via direct deposit. Please contact our office at 807-766-2111 and speak with your Housing Programs Officer.

## Tenants

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**Q14. I normally mail my rent cheque/money order to TBDSSAB. What do I do if regular mail delivery service is interrupted?**

- In the event of an interruption in mail delivery services, tenants are reminded that they are still responsible for paying rent and other charges within the normal time frames. There are several alternative payment options:
- The preferred method is to make your rent payment by pre-authorized monthly withdrawal from your bank account. This is convenient for you and ensures your rent is paid on time. Contact your Property Management Officer or your Property Management Clerk for more details.
- Cash, cheque or money order payments can be made in person at the TBDSSAB office located at 231 May Street South, Thunder Bay.

- Telephone or Internet banking is also available. Contact your Property Management Officer or your Property Management Clerk for more details.

**Q15. I live outside Thunder Bay. How do I make my rent payment?**

- We are investigating pick up of rent payments by Housing staff. The place and timing is yet to be determined. Contact your Property Management Officer or your Property Management Clerk for more details.

**Q16. I mailed my rent cheque/money order in before the strike was called. What do I do?**

- Contact your Supervisor of Property Management or your Property Management Clerk. We may ask you to provide a replacement cheque, which will need to be delivered to our offices at 231 May Street South, Thunder Bay. When regular mail delivery service resumes and we receive the original cheque, we will contact you. If you mailed a money order, contact your Property Management Officer or your Property Management Clerk.

**Q17. Will there be a drop box provided at my building?**

- For safety and security reasons, we will not be providing drop boxes for rent payments.

**Q18. My rent changes monthly. Can I still use pre-authorized monthly withdrawal?**

- No. Alternative payment methods could be cash, post-dated cheques or internet banking. Contact your Property Management Officer or your Property Management Clerk to make arrangements to submit documentation for rent calculations.

**Q19. I use a credit union for my banking. Can I make my rent payment through them?**

- Not at the current time. We are investigating making rent payments available through credit unions.

**Q20. I am on OW/ODSP. Can they pay my rent on my behalf?**

- Yes. Contact your OW/ODSP worker to sign up for pay direct.

**Q21. I normally send my annual rent review information to your office by mail? What do I do?**

- You are still responsible for having your annual rent review completed within the normal time frames. Contact your Supervisor Property Management, your Property Management Clerk or your Tenant Support Worker to make the necessary arrangements.

**Q22. I send my pay stubs in by mail. What do I do?**

- You are still responsible for submitting your information within the normal time frames. Information can be dropped off in person, faxed to the office or e-mailed to the Supervisor of Property Management (SPM) or Property Management Clerk. If you fax the information, please ensure your name and address is on the fax. Contact your SPM or your Property Management Clerk to make the necessary arrangements.

**Q23. How is Housing going to keep me informed during the strike?**

- Please watch for notices displayed in your building. You can also access our website at <https://www.tbdssab.ca/CanPost2024>

## Questions Index

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Q1. I am a client of the Kakabeka office. How do I get my monthly cheque? .....	2
Q2. What identification do I need to bring to receive my cheque? .....	2
Q3. What if I am unable to pick up my cheque? .....	2
Q4. I am a client with one of the following Satellite Client Service Offices: Greenstone, Manitouwadge, Marathon, Schreiber, and Nipigon. How do I get my cheque? .....	2
Q5. I am a recipient under 18 years old. Can I pick up my social assistance payment? ...	2
Q6. Will cheques that are picked up have to be signed for? .....	3
Q7. I am a landlord of an Ontario Works recipient residing in Thunder Bay. How will I receive their rent cheque? .....	3
Q8. What identification do Landlords need to bring to receive rent cheques? .....	3
Q9. What do I do if my benefits have been suspended? .....	3
Q10. I am unable to drop off letters and documents to my caseworker. Is there another way to send in information? .....	3
Q11. Where do I drop off required documents and letters? .....	3
Q12. How will I receive payment during the mail strike? .....	5
Q13. Are there other payment arrangements that can be made? .....	5
Q14. I normally mail my rent cheque/money order to TBDSSAB. What do I do if regular mail delivery service is interrupted? .....	5
Q15. I live outside Thunder Bay. How do I make my rent payment? .....	6
Q17. Will there be a drop box provided at my building? .....	6
Q18. My rent changes monthly. Can I still use pre-authorized monthly withdrawal? .....	6
Q19. I use a credit union for my banking. Can I make my rent payment through them? ....	6
Q20. I am on OW/ODSP. Can they pay my rent on my behalf? .....	6
Q21. I normally send my annual rent review information to your office by mail? What do I do? .....	6
Q22. I send my pay stubs in by mail. What do I do? .....	7
Q23. How is Housing going to keep me informed during the strike? .....	7