

Financial Assistance for Burials

- ❖ Financial assistance is available for burial costs for:
 - Individuals who were in receipt of social assistance at the time of their death;
 - Low-income residents who were receiving, or would have been eligible to receive, assistance under the City’s Essential Health and Social Supports program (EHSS).

- ❖ Family members must apply for financial assistance prior to signing a contract with a funeral home.

- ❖ An application for financial assistance can be made by calling 3-1-1 between the hours of 8:45 a.m. and 4:00 p.m.:
 - Select 1 for service in English or 2 for service in French
 - Select 4 for Social Services and select 3 to make an application
 - TTY Line 1-800-855-0511

- ❖ Staff from the Social Services Center will review the financial circumstances of the deceased to determine if assistance with burial costs is possible.

- ❖ Funeral homes will explain what services are covered by Social Services. Families may choose to purchase additional items or services and will be responsible for any extra payments to the funeral home or cemetery. Social assistance does not cover funerals, flowers, plots or markers.

- ❖ The funeral home will advise the social assistance office of the arrangements and costs. Payment (up to a maximum amount) will then be made directly from the Social Services Centre to the funeral home and cemetery.

- ❖ The Social Services Center can recover the funds it pays towards a burial from the deceased’s estate and the Funeral Director will provide all original proof of death certificates to the City of Ottawa for this purpose. This process takes 90 days to complete, after which the death certificate will be mailed to the applicant (the individual who applied for assistance with funeral costs).

CENTRAL	EAST	SOUTH	WEST
370 Catherine Street (between Bay & Percy)	2339 Ogilvie Road (Beacon Hill Shopping Centre)	2020 Walkley Road (at Conroy Road)	100 Constellation Dr. 2 nd Floor (Woodroffe & Baseline)