

## Recovering costs

Under the Ontario Works Act, Toronto Social Services is entitled to recover the cost of the funeral, burial and/or cremation from all sources available to the deceased person. Recovery sources include monies in bank accounts, RRSPs, last assistance from the Ontario Works Program, Ontario Disability Support Program, Canada Pension Death Benefit and other sources.

## Statement of Death Certificate

The Funeral Director's Statement of Death Certificate is retained by Toronto Social Services. To inquire about the process for requesting a copy of the certificate for the administration of the deceased's estate, contact Funeral Services at 416-392-1666.

## Further information

This brochure contains general information only. If you need more information, please contact one of our offices.



## We're located across the city

### Client Special Services Unit – Funeral Services: 416-392-1666

#### East District

Scarborough West  
Social Services  
1225 Kennedy Road, Unit F  
M1P 2L4  
416-392-2800

Scarborough North  
Social Services  
5639 Finch Avenue East  
M1B 5L1  
416-397-1000

#### North District

North York East  
Social Services  
20 Lesmill Road  
M3B 2T5  
416-392-2850

North York West  
Social Services  
1860 Wilson Avenue  
M9M 3A7  
416-392-6500

North York Central  
Social Services  
1117 Finch Avenue West  
M3J 2P7  
416-397-9450

#### West District

Etobicoke North  
Social Services  
220 Attwell Drive, Unit 4  
M9W 6T9  
416-392-6400

York/Humber  
Social Services  
605 Rogers Road, 6th Floor  
M6M 1B9  
416-392-6200

Etobicoke South  
Social Services  
779 The Queensway  
M8Z 1N4  
416-392-6550

#### Central District

East York  
Social Services  
1450 O'Connor Drive, Unit 33  
M4B 2T8  
416-392-3400

East Toronto  
Social Services  
1631 Queen Street East  
M4L 1G4  
416-392-3200

Central Toronto  
Social Services  
150 Eglinton Avenue East  
Suite 900  
M4P 3E2  
416-397-1800

#### South District

Downtown Toronto  
Social Services  
111 Wellesley Street East  
M4Y 3A7  
416-392-5300

High Park/Parkdale  
Social Services  
1900 Dundas Street West  
M6R 3B6  
416-397-7800

Metro Hall Social Services  
214 Wellington Street West  
M5V 3C6  
416-392-2600

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# Financial assistance for funerals, burials and cremations



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**T**oronto Social Services provides financial assistance on behalf of deceased Toronto residents who do not have sufficient funds in their estate to fully cover the cost of a basic funeral, burial and/or cremation.

Toronto Social Services will pay a funeral home or cemetery to provide funeral, burial and/or cremation services and products in accordance with the items and rates approved by Toronto City Council.

**Important:** Toronto Social Services must authorize services before a contract is signed with a funeral home or cemetery. Toronto Social Services will not reimburse the cost of a funeral, burial or cremation after a contract is signed, as it is not in a position to interfere with a legally binding contract. Partial payments to make changes to the services and products provided are not allowed.

## Eligibility

Eligibility is based on the financial circumstances of the deceased person and the deceased person's spouse at the time of death. For example, assets, sources of income, RRSPs and life insurance will all be considered.

The deceased person does not have to be in receipt of Ontario Works or Ontario Disability Support Program assistance at the time of death to be eligible.

## How to apply

It is preferred that the executor/executrix initiate the funeral arrangements. If there is no executor/executrix, a relative, friend or professional associated with the deceased person can apply. The person applying for the assistance should be the person making the arrangements at the funeral home, as the death certificate will include the name of the person who arranged the funeral.

*If the deceased person was in receipt of Ontario Works or Ontario Disability Support Program assistance* at the time of death, you can go directly to the funeral home of your choice. However, before making the funeral arrangements you **must** advise the Funeral Director that you will be seeking assistance for payment from Toronto Social Services. The Funeral Director will contact Toronto Social Services for payment authorization.

*If the deceased person was not in receipt of Ontario Works or Ontario Disability Support Program assistance* at the time of death, an application must be made at a Toronto Social Services office. It is recommended that you contact Toronto Social Services first to book an appointment and find out what information is needed to complete the application (for example, the deceased person's identification and asset information).

## Services provided

Funeral homes and cemeteries understand the need for sensitivity and respect differences based on religious or cultural rites. Funeral directors and Toronto Social Services caseworkers have information to help with funeral plans. Assistance is only available if the funeral, burial and/or cremation is to take place within Ontario.

### **Funeral services**

Toronto Social Services will pay the funeral home in accordance with the items and rates approved by Toronto City Council for either the simple transfer of the body for cremation, burial, or for a traditional funeral service.

### **Burial services**

Toronto Social Services will purchase a burial lot. If the deceased person owned a lot or one was purchased on their behalf prior to their death, Toronto Social Services will cover the cost of opening and closing the grave, to a standard depth.

### **Cremation services**

Toronto Social Services will pay for the cremation, including a standard urn provided by the crematorium. The cost of scattering the remains in a cemetery, burial in a pre-owned plot or cemetery common ground is also covered.

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