



**Dial 2-1-1, Untangle Life's Challenges
Composez le 2-1-1, Démêlez les défis de la vie**

FREE INCOME TAX CLINICS 2010

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**For more information call
2-1-1 or 613-241-4636**

211 Partners/partenaires:



Citizenship and Immigration Canada
Citoyenneté et Immigration Canada



General Information

To qualify for services, individuals must usually meet the following criteria: simple tax situation, low income (maximum income varies by organization), interest income of less than \$1,000, no capital gains, no rental income, not for a deceased person, not for a self-employed individual, not for a business, not for a bankrupt individual.

Clinics are free; donations are welcome.

Certain organizations offer services to all residents of the City of Ottawa, others give priority or restrict to a geographic area.

All clients are requested to bring all relevant tax documents, including the last return and tax forms received by mail.

The Canada Revenue Agency offers, through its Community Volunteer Income Tax Program, free volunteer tax training sessions to community organizations and individuals and provides volunteers with a kit of handy reference material. It also offers income tax clinics throughout the City of Ottawa. For further information, call the **Canada Revenue Agency at 1-800-959-8281**.

Newcomers, immigrants, refugees**Catholic Immigration Centre of Ottawa****613-232-9634****Location:** 219 Argyle Ave, 5th Flr, at Bank St**Bus route:** 1, 4, 7**Languages:** English, French, other languages, interpretation on request**Eligibility:** Newcomers, immigrants and refugees with a low income

Maximum income: \$30 000

Appointment required (can schedule appointment as of March 1)**Dates:** Sometime in March to end of April**Area served:** City of Ottawa**OCISO****613-725-0202 ext 316****(Ottawa Community Immigrant Services Organization)****Location:** 959 Wellington St West, at Spadina St**Bus route:** 2**Languages:** English, other languages, interpretation on request**Eligibility:** Newcomers, immigrants and refugees with a low income

Maximum income: \$30 000

Appointment required**Dates:** March 2, 9, 16, 23, 30 and April 6, 13, 20, 27; Tuesdays, 6:00pm-8:30pm**Area served:** City of Ottawa

Seniors and Adults with a Disability Only

The Good Companions

613-236-0428 ext 260

Location: 670 Albert St, at Empress St

Bus route: 8, 16, 18, 86, 87, 94, 95, 96, 97, 98, 99, 153

Languages: English

Eligibility: Seniors 55+, adults with a physical disability and with a low income

Individual: under \$25 000

Couple: under \$35 000

Appointment required (45 minutes max) *

Dates: March 27, 9am-1pm

Area served: North-South: Ottawa River to the Queensway

East-West: Blair Rd to Preston St

Nepean Community Support Services

613-591-3686

Location: 3865 Richmond Rd, at Robertson Rd

Bus route: 69, 118, 166, 681

Languages: English

Eligibility: Seniors 60+, adults with a disability and with a low income

Individual: under \$24 000

In-home service only

Dates: Mid-February to April 30

Area served: Former city of Nepean

Olde Forge Community Resource Centre

613-829-9777

Location: 2730 Carling Ave, at Richmond Rd

Bus route: 85, 116

Languages: English, French sometimes

Eligibility: Seniors 55+, adults with a disability and with a low income

Individual: under \$30 000

Appointment required

Dates: February 22 to April 27; Mondays and Tuesdays, 9:00am-2:30pm

Area served: City of Ottawa

Rideau Community Support services

613-692-4697

Location: 1128 Mill Street, Manotick

Languages: English

Eligibility: Seniors 60+, adults with a disability and with a low income

Drop-off and pick-up service only; call to register

Dates: February 1 to April 30; Mondays and Tuesdays, 9am-3pm

Area served: Former township of Rideau

Township of Osgoode Home Support Program**613-821-1101****Location:** 7650 Snake Island Rd, Metcalfe**Languages:** English, French**Eligibility:** Low income seniors 50+ and adults with a disability**In-home service only; \$5 fee for gas****Dates:** Mid-February to April 30**Area served:** Osgoode ward (ward 20)**Any Resident with a Low Income****Community Health and Resource Centres / Neighbourhood Centres:****Caldwell Family Centre****613-724-3251
or 613-728-1268****Location:** 1100 Medford St, Unit 20, at Merivale Rd**Bus route:** 14, 114, 152, 176**Languages:** English, French**Eligibility:** All residents with a low income**No appointment required** *Drop-off documents and pick-up in a few days***Dates:** February 15 to April 30; Monday to Friday, 8:30am-12pm and 1pm-4pm**Area served:** City of Ottawa**Carlington Community and Health Services****613-722-4000****Location:** 900 Merivale Rd, at Coldrey, near Carling Ave**Bus route:** 176, 151**Languages:** English, French**Eligibility:** All residents with a low income**Drop-in service:** First come, first served**Dates:** *To be determined***Area Served:** North-South: Ottawa River to Baseline Rd

East-West: Island Park Dr and Fisher Ave to Woodroffe Ave and Sherbourne Rd

Centretown Community Health Centre**613-233-4443 ext 3009****Location:** 420 Cooper St, at Bank St and Kent St**Bus route:** 1, 2, 4, 7**Languages:** English, French**Eligibility:** All residents with a low income**Appointment required** (call and leave a message to register before March 3rd)**Dates:** March 13; Saturday 9am-3pm**Area served:** Catchment area (includes Centretown, Glebe and Old Ottawa South) and those who are already clients of their Centre.

Eastern Ottawa Resource Centre**613-741-6025 ext 233****Location:** 1240 Donald St. Unit 113 (Donald St. Community Room)**Bus route:** 14, 5**Languages:** English, French**Eligibility:** All residents with a low income

Individual: under \$25 000

Family: under \$30 000

Appointment required**Dates:** March 13; Saturday, 9am-2pm and April 3; Saturday, 9am-2pm**Area served:** Former city of Gloucester**Hunt Club / Riverside Community Services Centre****613-247-1600****Location:** 3310 McCarthy Rd, at Paul Anka Drive**Bus route:** 87, 146**Languages:** English**Eligibility:** All residents with a low income; maximum income: varies according to the size of the family**Appointment required****Dates:** *to be determined***Area served:** North-South: Heron Rd to Hunt Club Rd

East-West: Bank St to the Rideau River

Orléans/Cumberland Community Resource Centre**613-830-4357****Ask for Elisabeth****Location:** 210 Centrum Blvd, Ste 211, at St Joseph Blvd**Bus route:** 95 at Place d'Orléans Transitway Station, 130, 135, 136, 137, +**Languages:** English, French**Eligibility:** All residents with a low income

Maximum income varies according to the size of the family

Appointment required**Dates:** March 2 to March 31; Tuesday to Friday, Possibilities of morning, afternoon and evening appointments**Area served:** Former Cumberland Township, including the eastern section of Orléans**Lowertown Community Resource Centre****613-789-3930****Location:** 40 Cobourg St, at Old St Patrick St**Bus route:** 5, 7**Languages:** English, French**Eligibility:** All residents with a low income

Maximum income varies according to the size of the family

Appointment required**Dates:** February 16 to April 6, Tuesdays, 6:00pm-8:30pm**Area served:** North-South: Ottawa River to Rideau St

East-West: Rideau River to Sussex Dr

Nepean, Rideau, Osgoode Community Resource Centre **613-596-5626**
Ext 242

Location: Nepean, Barrhaven, Bells Corners, Metcalfe and Manotick

Bus routes: 3, 86, 111, 116, 156, 176

Languages: English, other languages at times

Eligibility: All residents with a low income

Maximum income varies according to the size of the family

Appointment required (can make appointment as of February 3)

Dates: March 2 to April 27; Possibilities of afternoon, evening or weekend appointments - dates and locations vary.

Area served: Nepean, Rideau and Osgoode Townships

Overbrook-Forbes Community Resource Centre **613-745-0073**

Location: 225 Donald St, Ste 120, at Vanier Pkwy

Bus route: 18

Languages: English, French

Eligibility: All residents with a low income

Individual: under \$23 000

Family: varies according to the size of the family

Appointment required (can schedule appointment as of February 1)

Dates: February 17 and April 7; Wednesdays, 6:00pm-8:30pm

Area served: Overbrook; Forbes; Castle Heights; Carson; Manor Park; Lindenlea; Rockliffe; New Edinburgh; residents with K1K and, in some cases, K1G and K1M postal codes

Pinecrest-Queensway Health and Community Services

613-820-4922 ext 525

Location: 1365 Richmond Rd, 3rd Flr, at Croydon Ave, near Lincoln Fields Shopping Centre

Bus route: 2, 18, 156

Languages: English

Eligibility: All residents with a low income

Individual: under \$32 000

Appointment required (can schedule appointment as of February 1)

Dates: March 4 and April 30; Thursdays, 6pm-9pm

Area served: North-South: Ottawa River to Baseline Rd

East-West: Sherbourne Rd, Maitland Ave, Queensway and Woodroffe Ave to Bayshore area

Sandy Hill Community Health Centre
No clinics offered this year.

613-789-1500

Somerset West Community Health Centre 613-238-8210 ext 2250

Location: Somerset West Community Health Centre, 55 Eccles St, at Booth St

Bus route: 2, 3, 153

Languages: English, French

Eligibility: All residents with a low income

Drop-in service: First come, first served

Dates: March 20; Saturday, 9am-3pm

Area served: North-South: Ottawa River to Carling Ave
East-West: Bronson Ave to Island Park Dr

South-East Ottawa Centre for a Healthy Community 613-737-5115

Location: 1355 Bank St, Ste 600, at Riverside Dr

Bus route: 1, 5, across from Billings Bridge Transitway Station

Languages: English, French, other languages at times

Eligibility: All residents living in catchment area with a low income

Individual: under \$15 000

Family: under \$32 000

Appointment required (can schedule an appointment as of February 15)

Dates: March 1 to April 30

Area served:

North-South: Rideau River to Hunt Club Rd

East-West: Hawthorne/St Laurent Blvd to Riverside/Bank St

Vanier Community Service Centre 613-744-2892

Location: 290 Dupuis St, at Montreal Rd

Bus route: 12

Languages: English, French

Eligibility: All residents with a low income

Individual: under \$20 000

Couple: under \$30 000

Appointment required (can schedule an appointment as of February 15)

Dates: February 25 to April 8; Thursdays, 6pm-9pm

Area served: Former city of Vanier, residents from Lowertown, Overbrook-Forbes

Western Ottawa Community Resource Centre
No clinics offered this year

Other Services:

The Bronson Centre
No clinics offered this year

Community Volunteer Income Tax Program

613-598-3968
or 1-800-959-8281

There will be other locations throughout the City of Ottawa; open on various days and at various times; a complete list will be available on their website.
<http://www.cra-arc.gc.ca/volunteer/>

Entraide budgétaire

613-746-0400

Location: 300 Olmstead St, 2nd Flr, at Montreal Rd

Bus route: 12

Languages: English, French

Eligibility: All residents with a low income, individuals with special needs and seniors

Appointment required for previous years' returns

Dates: The Centre offers an income tax service year-round to those who have not completed previous years' tax return and to individuals with special needs.

This is not an income tax clinic for 2009 returns

Area served: City of Ottawa

Ottawa ACORN

613-746-5999

Location: 81 Montreal Rd, Unit F; near Vanier Pkwy

Bus route: 12

Languages: English, French, other languages at times

Eligibility: All residents with a low income

Appointment required (can schedule appointment as of mid-February)

Dates: March 1 to May 7; 2-3 days a week, dates and times will vary depending on the demand and volunteers available

Have a few volunteers that can help with previous years' tax returns

Area served: City of Ottawa

Samaritan Support Services

613-729-3172 (option 3)

Location: Ottawa Church of God, 1820 Carling Ave, at Maitland Ave and Broadview Ave

Bus route: 85, 156

Languages: English, French

Eligibility: All residents with a low income, maximum income: open

Drop-in service: First come, first served

Dates: ***To be determined***

Area served: City of Ottawa

Senior Citizens Council of Ottawa

613-231-6992

Location: 22 locations throughout the city; appointment will be scheduled at the closest location

Languages: English, French available at some locations

Eligibility: All residents with a low income

Individual: under \$25 000

Couple: under \$32 000

Appointment required *Make appointment between 9:30am-3:30pm*

Mail-in service: For persons with a disability only

Dates: February 16 to March 23; Monday to Friday, 7:00pm-9:30pm

Area served: City of Ottawa

Ottawa Public Library

No clinics offered this year

Canada Revenue Agency, Telephone Numbers

<http://www.cra-arc.gc.ca/cntct/phn-eng.html>

Enquiries	
T.I.P.S. (Tax Information Phone Service)	1-800-267-6999
Individual income tax enquiries Tax information for individuals including personal income tax returns, instalments and RRSPs	1-800-959-8281
Income tax refund enquiries Find out about your income tax refund	1-800-959-1956
Canada Child Tax Benefit CCTB and related provincial and territorial programs, child disability benefit and children's special allowances	1-800-387-1193
GST/HST credit GST/HST credit and related provincial and territorial programs	1-800-959-1953
Forms and publications Order publications online or download from the CRA site. You can also use the toll free number to order	1-800-959-2221
Payment arrangements Discuss income tax payment arrangements with an agent	1-888-863-8657
TTY (Teletypewriter) For those with hearing or speech impairments who have enquiries	1-800-665-0354

***To be added to this list or to indicate a change,
Please call 2-1-1 or 613-241-4636.***