



**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, 5<sup>th</sup> 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 Health Centre****613-722-4000  
Ask for Greg****Location:** 900 Merivale Rd, at Coldrey, near Carling AveOr at the *Bellevue Community Centre* at 1475 Caldwell Ave**Bus route:** 151, 176**Languages:** English, French**Eligibility:** All residents with a low income**Appointment required****Dates:** March 10 & 11; at Bellevue C.C., 9:00am-2:30pm

March 12; at Carlington C.H.C., 9:00am-3:30pm

**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 3<sup>rd</sup>)

**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/tx/ndvdl/vlntr/clncs/ottawa-on-eng.html>

**Entraide budgétaire**

**613-746-0400**

**Location:** 300 Olmstead St, 2<sup>nd</sup> 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

**Drop-in service:** First come, first served

**Dates:** March 13 to May 1; Saturdays, 10am-3pm

**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>

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

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