



THE SUPER CLINIC MODEL

**A collaborative offering of Bissell Centre, e4c
and the Institute For the Advancement of
Aboriginal Women.**

THE SUPER CLINIC MODEL

The concept for this model was born in 2017 in New Brunswick when the Economic and Social Inclusion Corporation (ESIC), in partnership with the Canada Revenue Agency (CRA) and Service Canada hosted “Get Your Piece of the Money Pie Super Clinics” to help modest income New Brunswickers file their taxes, get their children a Social Insurance Number (SIN), and access the Canada Learning Bond (CLB) in one easy step.

Super Clinics are an innovative way to support modest income Albertans to access basic financial supports and services. This concept was adapted and implemented in Edmonton by leveraging an existing Financial Empowerment program, that had created an educational course for front line support workers. The Super Clinic model eliminates barriers for people trying to access services by providing all essential financial supports in one place at one time and at no cost.

The services we provide in this model include:

- Income tax filing,
- Access to ID and Social Insurance Numbers (SIN)
- Setting up Registered Education Saving Plan (RESP)
- Accessing the Canada Learning Bond (CLB)
- Assistance to apply for government benefits and subsidies

Individuals experiencing poverty face many pressures which can limit their capacity to focus on future needs when faced with more urgent needs. By combining these services and bringing them to the spaces that the target populations already access, there are several barriers that can be reduced and eliminated. The goal is to provide supported access to financial services and benefits available to individuals and families in the most efficient and accessible manner possible.

While regular tax clinics are effective in providing meaningful income tax assistance, they fall short in eliminating barriers that prevent individuals from accessing available government supports, especially the Canada Learning Bond. This can be attributed to organizational capacity and limited funding; for example, the number of individuals that need income tax filing assistance typically exceeds available volunteers, which makes it difficult to effectively file and promote government benefits simultaneously. Limited resources also restrict the ability to expand CLB supports in hard to reach areas. Often location and size of the tax clinic makes it difficult to serve the needs of a diverse group of people. RESP sign-up events can be difficult to attract families living in poverty and often lack wrap around supports, such as assistance with obtaining ID or requesting confirmation of SIN numbers, both of which are necessary to open an RESP. With increased capacity and resources, a Super Clinic would offer everything a family needs to access the Canada Learning Bond.

Why are Super Clinics needed?

- **Increase public awareness** about the availability of government money available for post-secondary education.
- **To increase CLB uptake** by hosting Super Clinics in target areas with high proportions of CLB eligible children.
- To **eliminate systemic barriers** that limit the full participation of individuals in RESP sign-up events.
- To **forge new multi-sector partnerships** that would cultivate innovative solutions to increase CLB uptake for target groups.
- To **apply data measurement tools** that would enable organizations to measure and track project outcomes, i.e. pre and post surveys and data management software.
- To **provide comprehensive wrap-around supports** to support someone all the way from a point of having none of the paperwork required to open an RESP, to acquiring ID, developing relationships with financial institutions, acquiring Social Insurance Number, and setting up an RESP.
- To **reduce anxiety** and system navigation fatigue.
- To **increase the financial empowerment and literacy of individuals living on low incomes** through supported access of mainstream financial services.

THE SUPER CLINIC COLLABORATIVE

The Super Clinic model seeks to develop a sustainable long-term model by leveraging partnerships across public, private, and non-profit agencies. These multi-sectoral partnerships seek to provide comprehensive solutions to barriers that the target groups face while try to access financial services.

In the Edmonton Region a collaborative was established with organizations and service providers that allowed to us to leverage partnerships across different sectors. We found that leveraging existing networks or partnerships is the best way to start a collaborative.

Here we have listed potential stakeholders who we recommend contacting to engage in discussions about participating in your Super Clinic:

Service Canada

Service Canada: is the program operated by Employment and Social Development Canada to serve as a single-point of access for the Government of Canada's largest and most heavily used programs, such as the Social Insurance Number, the Employment Insurance program, the Old Age Security program and the Canada Pension Plan.

As the Government of Canada's single-window service delivery network, Service Canada gives citizens access to a range of federal services on the Internet, in person at any Service Canada Centres or by mail.

As well, Service Canada offers scheduled and mobile outreach services where staff travel to communities on a scheduled or occasional basis. Scheduled outreach services are provided to communities on a regular, part-time basis (e.g., two days a week).

Their outreach team gives citizens access to a range of federal services in person, including:

- New Social Insurance Number applications
- Social Insurance Number replacement
- My Service Canada on-line Account activation code
- Provide information about government benefit and eligibility

Outreach services can be requested at your local Service Canada Centre or by telephone at 1 800 O-Canada.

Canada Revenue Agency

Canada Revenue Agency (CRA): is the revenue service of the Government of Canada. The CRA collects taxes, administers tax law and policy, and delivers benefit programs and tax credits for the federal government and most provincial and territorial governments.

CRA's Outreach Program can provide services to vulnerable populations like: Indigenous peoples, newcomers to Canada or refugees, seniors, students and youth, persons with disabilities, housing-insecure, homeless, or individuals staying in a shelter and modest-income Canadians. They can help make sure your clients are getting the benefits and credits they are entitled to and provide tailored supports to the individuals your agency serves.

The CRA's Outreach Program services include but are not limited to:

- Issue T-Slips for tax years not filed
- Provide Notice of Assessment
- Address updates
- CRA on-line account activation code

To request a CRA Outreach visit [click here](#).

Community Volunteer Income Tax Program

Community Volunteer Income Tax Program (CVITP), is a collaboration between community organizations and the CRA.

The community organization:

- hosts the free tax clinics
- manages resources and volunteers
- keeps taxpayer information secure and confidential
- makes sure that all volunteer registrations and Police Information Checks (if required) are approved before volunteers start

The CRA:

- offers guidance and support to organizations
- provides training for volunteers
- offers a grant to eligible organizations
- provides free tax preparation software
- operates a year-round dedicated help line for volunteers
- provides promotional material
- donates used laptops to eligible organizations

A free tax clinic is a place where eligible people can get their tax returns done by volunteers for free. To be eligible, a person must have a modest income and a simple tax situation.

The free tax clinics are hosted by community organizations across Canada through CVITP.

Organizations that host tax clinics include non-profits, charities, and associations that serve the community. Some organizations offer a full-service tax clinic, meaning they look after volunteers and organize the clinic, while others only provide space. You decide the type and frequency of services you wish to offer.

For more information on how to register or find a free tax clinic that you can partner with, contact a CRA coordinator or call 1-800-959-8281.

Indigenous Services Canada (ISC)

Indigenous Services Canada works collaboratively with partners to improve access to high quality services for First Nations, Inuit and Métis people. Their vision is to support and empower Indigenous peoples to independently deliver services and address the socio-economic conditions in their communities.

ISC has outreach programs that offer supports with Indian status and status card applications.

Find more about your Regional office and their contact information by [visiting their website](#).

Employment and Social Development Canada (ESDC)

Employment and Social Development Canada works to improve the standard of living and quality of life for all Canadians. ESDC is responsible for the administration and delivery of RESPs and the Canada Education Savings Program that helps make post-secondary education more affordable for all Canadians by encouraging early planning and saving

The Government encourages Canadians to open a Registered Education Savings Plan (RESP), at a financial institution like a bank or credit union. An RESP helps families save for a child's post-secondary education. These savings grow tax-free until the person named in the RESP enrolls in post-secondary education.

The Government also offers additional education savings incentives linked to RESPs, specifically the Canada Learning Bond (CLB) and the Canada Education Savings Grant (CESG).

Every year during Education Savings Week, the third week of November, your organization can participate in collaborative mailings with the Canada Education Savings Program.

Personalized letters are sent to families with children eligible for the CLB to postal codes close to your delivery service area. This letter gives information about RESPs, the CLB and for how much money each child is eligible. As well, this letter directs the guardian to special Super Clinic events in their area and ask them to connect with their financial institution.

See Appendix A

To connect with the Canada Education Savings Program, send an email to: NC-CESP-PCEE-OUTREACH-SENSIBILISATION-GD@hrsdc-rhdcc.gc.ca or NC-DGOP-POB-CLB-BEC-GD@hrsdc-rhdcc.gc.ca

Local Registry Agent

In most provinces and territories registries track and issue vital events about citizens on behalf of the government. Vital events typically include births, deaths, and marriages, however registries can also often issue government photo IDs, health care cards, licensing for driving, businesses, property, as well as other services which can vary between provinces and territories.

Lack of ID is a very common barrier for people experiencing poverty due to the cost and lack of secure space to store important documents.

Government issued photo ID in addition to other forms of ID (health care card, birth certificate, SIN, etc.) are required to open bank accounts, file taxes, apply for government benefits, and open a RESP, therefore having no ID prevents someone from moving forward in many other areas. For this reason, access to ID is included along with the financial interventions.

Financial Institutions

Financial Institutions are companies engaged in the business of dealing with financial and monetary transactions such as deposits, loans, investments, and currency exchange. Financial institutions can operate at several scales from local community credit unions to international investment banks.

There are five major Financial Institutions in Canada:

- Royal Bank of Canada (RBC)
- Toronto-Dominion Bank (TD)
- Bank of Nova Scotia (Scotiabank)
- Bank of Montreal (BMO)
- Canadian Imperial Bank of Commerce (CIBC)

Financial Institutions have community involvement practices that support the communities in which we live and work. Thousands of employees volunteer each year, taking responsibility to enrich the well-being of their local communities.

Large organizations like RBC and CIBC have access to a secure server connection, which allows them to process RESP and CLB applications remotely. Others like BMO and TD can book appointments on site for future visits.

If your organization is in close proximity of a Financial Institution, connect with their Branch Manager and inquire about their community initiatives.

Other local community social agencies who are promoting financial literacy work, including:

- **United Way Canada**, help Canadians find meaningful jobs, manage expenses, and support their families – from job skills training and continuing education opportunities, to financial literacy programs. [Find your local United Way here.](#)
- **Prosper Canada**, leading national champion of financial empowerment, they work with governments, businesses, and community groups to develop and promote financial policies, programs and resources that transform lives and foster the prosperity of all Canadians. [For more information visit their website.](#)
- **Public Libraries**, most provinces and territories employ a similar structure pertaining to public libraries. Often public libraries run clubs for parents and after-school activities for children. This can be a great way to promote Super Clinic events and it to meet people in the community.

Aligning all potential partners to deliver the Super Clinic model is the most important aspect of collaboration. To start, it is necessary to identify potential allies in the community that will allow for a sustainable long-term model. Although most agencies provide a wide variety of services to meet their client needs and are specialists in their fields, an integrated perspective is recognized by a shared purpose. This makes collaboration easier and smoother, giving each one the opportunity to tap into multiple sources of knowledge at once.

WHAT SERVICES CAN BE OFFERED DURING A SUPER CLINIC?

Tax Filing & Benefits Applications

Residents of Canada are required to file their taxes, regardless of their employment status or annual income. Depending on a person's financial situation, filing taxes can result in federal, provincial, and municipal tax benefits and refunds.

During Super Clinic events, free tax clinics can be hosted through the Community Volunteer Income Tax Program (CVITP). A community organization can register to become a CVITP organization or connect with the CRA to be tied with an existing organization that is registered to support tax filing.

Depending on the time of year, 3 to 4 tax preparers is ideal to deliver effective tax filings. Tax clinics have the largest demand in March and April of each year as taxes are typically required to be filed with CRA by April 30.

Clients should register for the tax clinic at the time of arrival. During the event individual tables need to be set up for each tax preparer to guarantee confidentiality.

In order for the volunteers to be able to complete an income tax return the following information is required:

- Tax information slips
- Receipts
- Social Insurance Number (SIN)
- Identification

If a client has lost a tax information slip, volunteers can call the CVITP volunteer line and request the client's tax information over the phone. Before a client's information will be released, they will need to verify their identity with the CRA agent by answering three security questions. The most common questions are: full name, SIN, date of birth, current address on file and line 150 of their prior year tax return.

Having the CRA outreach team on site is an asset while delivering tax clinics services, as they can print tax information for any unfiled years, complete address updates and answer general inquiries.

After clients file their taxes, Community Benefit Navigators can support them with benefit applications. Benefits are money from the provincial and federal government to help people get or increase their income or offset expenses. Clients are eligible for various benefits based on factors such as: income, age, living with a disability, and dependents. To be eligible for most provincial and federal benefits taxes need to be filed. Depending on individual circumstance, these benefits can make up a client's entire income, or supplement their income by as much as 50%

There are a variety of benefit applications that can be completed on sites like: Canada Child Benefit, Canada Pension Plan, Old Age Security, etc. Either the agency or the client can be responsible to mail out the application to the proper entity.

Identification (ID)

ID is a legal document used to confirm a person's identity. It usually has information like a person's name, date-of-birth, address, and/or picture. Having ID makes it easier to vote in elections, access banking, apply for benefits, file taxes and more.

Four different types of ID in Canada:

- **Social Insurance Number (SIN):** A unique to each person nine digit that you need to work in Canada or to have access to government programs and benefits. . People need a SIN to work in Canada, file income tax, or receive benefits and services from government programs.
- **Government Issue Photo ID:** Examples of this are a Provincial Driver's License, Passport, Canadian Permanent Resident card, Indian Status Card, Canadian military identification card, etc.
- **Health Care Card:** Helps a person get universal health care services. This ID is often used as a starting point to get other ID like photo ID and is important for people who need health care. It can also be used to access the food bank, income support, and other services
- **Birth Certificate:** document that gives proof of a person's birth. It can be used as proof of ID and citizenship and is used to get photo ID.

Federal Government organizations with outreach teams like Service Canada and Indigenous Services of Canada can provide onsite support during Super Clinic events. This is to facilitate access to ID including SIN, Indian Status Cards and applications.

In most provinces, registries are allowed to do outreach services. For people who lack any documentation at all and who were born in Canada, the best place to start when applying for ID is to order a birth certificate. In most provinces, information about a person's birth (name at birth, place of birth, date of birth) and their parents is needed to obtain a replacement birth certificate. Some provinces require a copy of photo ID, but have regulations in place to help those lacking photo ID order a birth certificate.

Having a registry on site can simplify client's process to order a birth certificate. This is true especially when working with people who struggle to recall their parental information. Small errors in the application could prevent the registry agent from finding their birth record and contact would need to be made with the applicant to clarify their information. Having the registry there in person could reduce delays in this process.

For people who already have a birth certificate, the registry could process their application for government photo ID and a provincial health care card.

Registered Education Saving Plans (RESP) & The Canada Learning Bond (CLB)

An RESP is a special type of savings account that is registered with the Government of Canada. It allows both RESP holders and the Government to contribute money to save for a child's after-high school education.

With a RESP, holders may be able to receive grants and subsidies, such as the:

- **The Canada Learning Bond (CLB):** This is a federal program that provides financial assistance for eligible families to help set aside savings for their children's education. To be eligible for the CLB a child must be born on January 1, 2004 or after, come from a modest income family, and have a guardian who has filed taxes at least once since the child was born. The child will be eligible for \$500 the year they were born and \$100 every year after that until they are 15. Payments can be made retroactively.
- **Canada Education Savings Grant (CESG):** This is money the Government adds to a child's RESP to help their savings grow. If an individual contributes a minimum of \$100 a year to a child's RESP, the Government will add more to help savings grow even faster. The eligibility depends on the guardian's income and number of children in the family. This grant could add an additional 20 – 40% to deposits made into the RESP.

Families or individuals who live on a modest income often struggle to meet their families' basic economic needs, such as paying rent, food, utilities, clothes, schooling, accommodations, health care, health insurance, transportation, and childcare. Several

obstacles can be minimized and overcome by establishing a relationship with a financial institution and keeping them on site. This will make the process of opening an RESP and gaining access to the CLB much easier.

There are three ways to facilitate this process during a Super Clinic event:

1. **Open accounts on site** by the Financial Institutions with the available platforms.
2. **Book appointments for clients** at the location closest to their home address.
3. **Walk clients to the closest branch** to the event.

Data Collection

Collecting data will allow the organization to analyze critical information about existing and potential clients. Detailing what kind of data will be collected also helps clarify the purpose, goals and focus of the Super Clinic event and ensures there is a robust and relevant data set to share with others.

Collecting demographic data is necessary and beneficial, but it is vital to determine the purpose and goals for collecting demographic data. **Having Statistics about the population you are serving will affect how important decisions are made** and it will help understand each household socioeconomic situation.

Recommended Intake demographic questions:

1. Number of individuals in a household;
2. Citizenship status;
3. First 3 digits of their postal code;
4. Other questions deemed relevant to the organization or stakeholders.

While the event is ongoing, it would be important to keep track of the number of interactions that each stakeholder has during the event. Tally sheets can be provided, with the goal to determine which services and interventions are more appealing to the community.

After attendees' access services, random post-event surveys will be important while their experiences are still fresh in their minds. The most important information collected from post-event surveys is **whether attendees found value in the event, if it was worth their time and resources**, and **whether they would participate in the event again**.

Here are samples of questions to ask:

1. What types of services did you access today?
2. Did you get the help you wanted today? If not, what prevented you from accessing the services you wanted to access?
3. Do you have any suggestions for how the Super Clinics could be improved to best meet your needs?

Volunteer Opportunities

Volunteer can be a useful tool to support delivery of services during a Super Clinic. Volunteers can greet clients, providing directions and information regarding services at the event, while also supporting with logistics and data collection.

See job description – Appendix B.



HOW TO ORGANIZE A SUPER CLINIC EVENT

Prior to the event:

- ☐ **Identify a host site**, this should be an accessible facility, must have stable and reliable Wi-Fi connection to ensure service providers have access to their systems, and space for the service providers to have tables and chairs. Think of it like a trade show.
- ☐ **Determine date, time and length** of the event. We have found 4 hours to be a good length of time for these.
- ☐ **Connect with Super Clinic Collaborative** and confirm stakeholder availability and attendance.
- ☐ **Create an event poster** once everything is confirmed. Indicate date, time, and place of the event. Service providers who will attend, services that will be offered and documentation required for accessing services.
- ☐ **Promote the event** with different networks, social media (Facebook, Instagram, LinkedIn, etc.) and individuals accessing services.
- ☐ **Create a flow chart** of the event so volunteers can direct attendees accordingly.
- ☐ **Create a floor map** of the event for service providers, to help them identify where their booths will be.
- ☐ **Determine the data that will be collected** during the event, this can be done digital through websites like Survey Monkey, Wufoo, etc.
- ☐ **Recruit potential volunteers** to support event logistics and data collection
- ☐ **Train volunteers:**
 - ▶ Provide information about the individuals that will attend the event and challenges they face (mental health, language, poverty, etc.)
 - ▶ Describe stakeholder and services that will be offered during the event

- ▶ Data collection best practices
- ▶ Expectations (arriving time, agency best practices, values, etc.)
- ☐ **Confirm event logistics** with stake holder and volunteers. Provide them with the event flow chart, floor plan, parking details, contact information, etc.
- ☐ **Prepare equipment** needed for the event like office supplies, snacks, etc.

Day of the event:

- ☐ **Be on site at least 1 hour prior** to event start time.
- ☐ **Set up and identify tables** for service providers.
- ☐ **Set up intake table** for greeter (volunteer).
- ☐ **Provide tally sheets and internet access** to volunteers and service providers
- ☐ **Ensure CVITP tax clinic is set up**
- ☐ **Review responsibilities and event logistics** with volunteer and service providers

While event is ongoing:

- ☐ **Conduct triage/demographic survey** (pre-session)
- ☐ **Conduct exit on-line survey** using opportunistic sampling
- ☐ **Support service providers, volunteers, and participants** during the event
- ☐ **Take pictures**
- ☐ **Ensure all tally sheets are collected** by the end of the events

Post event:

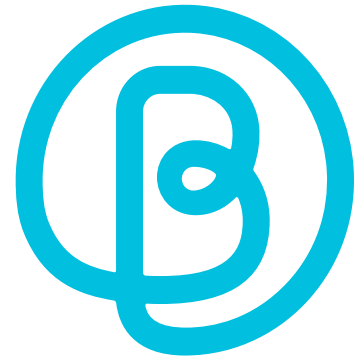
- ☐ **Process and analyze data** collected during event
- ☐ **Complete event report**
 - ▶ **Data analysis** from intake demographic and post event survey
 - ▶ **Identify number of individuals served** by service providers and **type of intervention accessed**
 - ▶ **Identify learning opportunities**
- ☐ **Send thank you email** to volunteers and service providers

ABOUT US

Bissell Centre

Our Mission

Working with communities, we empower people to move from poverty to cultural, social and economic prosperity.



A Community Without Poverty

Our commitment is to end poverty in our community.

Impossible? Can't be done? That is the same things that were said to Edison and the Wright brothers. Where would we be today if they believed those things could not be accomplished? When we believe something is impossible, we act as if that is true and as a result we make it true—it becomes a self-fulfilling prophecy.

However, if we believe something is possible, we begin to take actions that align with that belief, and that's when interesting things begin to happen—just ask the 6,000 people that have found homes in Edmonton through the 10 Year Plan to End Homelessness.

How will we know when we have succeeded in eliminating poverty? What exactly does a poverty free community look like?

Bissell Centre believes a community without poverty will see:

- Families and individuals have sustainable livelihoods, secure housing, and can meet their basic daily needs.
- Families and individuals are fully engaged in their community because of strong support networks, a sense of safety, and improved physical and mental health.
- Families and individuals have hope for the future.
- Individuals have access to the resources and opportunities they need to reach their full potential and participate equally within in the community.
- Diversity is celebrated in a spirit of mutual respect and dignity.



Our mission is to change lives and grow communities:

- To be a supportive and empowering presence in times of individual, family and community need;
- To create opportunities for people to become self-supporting, and to lead in the growth of inclusive and caring communities;
- To be dedicated to program and service excellence, and to place high priority on collaborative partnerships, inclusive transparent operations, promoting public awareness and building broad community support; and
- To be responsive to emergent needs, and to continuously seek new and creative opportunities to improve and develop services in our areas of expertise.



Seeing people not poverty

You may not see the strength and resilience of people living in poverty, but e4c sees it daily. We are privileged to work with people who trust us and allow us into their lives.

e4c is a non-profit, charitable organization that has been working for over 50 years to help vulnerable people here and now. At the same time, we're working to prevent and eventually eliminate poverty. It's a big task, but one we know is possible with the help of others who are ready to see the strength we see in the people we serve.

Institute For the Advancement of Aboriginal Women

Our Mission

- Develop and deliver services that advance the individual capacity of Aboriginal women, their families, and communities
- Create opportunities to address discrimination against Aboriginal women
- Identify and promote opportunities for Indigenous women to participate in policy development and decision-making
- Celebrate the strengths and achievements of Aboriginal women
- Establish forums and networks for Aboriginal women to exchange information and experiences



Our Mandate

To recognize and promote the leadership of Aboriginal women in Alberta; to assist Aboriginal women in establishing local representative groups; to develop relationships to promote the human rights and dignity of Aboriginal women and their families; and to address economic, social, cultural and political issues at the provincial, federal, and international levels as they impact Aboriginal women in the communities.

URL Appendix

To Request CRA outreach team

<https://www.canada.ca/en/revenue-agency/campaigns/outreach-program.html>

How to register to become a CVTIP or connect with a CRA Coordinator

<https://www.canada.ca/en/revenue-agency/services/tax/individuals/community-volunteer-income-tax-program/lend-a-hand-community-organizations.html>

To find your Indigenous Services of Canada regional office and more information

<https://www.sac-isc.gc.ca/eng/1100100016936/1534342668402>

Find your local United Way office

<https://www.unitedway.ca/how-we-help/find-your-uwc/>

Prosper Canada

<https://prospercanada.org/>

Bissell Centre

<https://bissellcentre.org>

e4c

<https://e4calberta.org/>

Institute For The Advancement Of Aboriginal Women

<https://iaaw.ca/>



Primary Caregiver's Name
Address Line 1
Address Line 2
City, Province Postal Code

The Government of Canada is pleased to inform you that [Child's first name] is eligible to receive a Canada Learning Bond of \$[exact amount].

Once you open a Registered Education Savings Plan (RESP), the Government of Canada will deposit \$[exact amount] into the RESP for your child. Your child can use the money to pay for their education expenses related to part-time or full-time studies in an apprenticeship program, a trade school, CEGEP, college, or university.

You don't have to put any money into the RESP for your child to receive the \$[exact amount].

There is a Canada Learning Bond sign-up event happening near you.

**Day of the week, Month/Day/Year
Time of the event**

–

Please bring **Social Insurance Numbers (SIN)** for you and your child.

If you or your child do not already have a SIN or you require a confirmation of your existing SIN, you can get one at the event. Bring the original (not photocopies) of:

- A valid primary document that proves your identity and legal status in Canada
- (For adults only) a valid, government-issued, secondary document that contains your full legal name and date of birth.

If the name indicated on your primary or secondary document is different than the name you are currently using, you must also provide supporting documents.

To find out more about getting a SIN, go to canada.ca/social-insurance-number or call 1-800-622-6232.

If you or your child need a birth certificate, service providers will be there to help you request one **at no cost**.

Childminding will be available. For more information call 1-866-991-0025.



If you miss this event, you can still open an RESP and get the Canada Learning Bond for your child.

1. Request a Social Insurance Number (SIN) for you and your child. Here are three ways to find out how to get one: visit a Service Canada Office, call 1-800-622-6232, or go to canada.ca/social-insurance-number.
2. Once you both have your SINs, contact a financial organization that offers RESPs. Tell them you want to open an RESP and get the Canada Learning Bond for your child.

If you already have an RESP, contact your RESP promoter and request the Canada Learning Bond for your child.

If you have other children born after 2004, they might qualify too! Just follow the same steps above for each child. The amounts for each child might be different.

For more information:

- ☎ Call 1 800 O-Canada (1-800-622-6232)
TTY 1-800-926-9105
- Go to canada.ca/education-savings
- 📍 Visit a Service Canada Office

Volunteer Job Description

Role Title	Super Clinic Greeter
General Description	Meet participants at event entrance, provide directions and information regarding service providers present at the event.
Qualifications	<ul style="list-style-type: none"> ▪ Knowledge of the inner city, needs of the community we serve, and the work of the Bissell Centre ▪ Friendly, patient, and welcoming demeanor ▪ Capable of working independently and collaboratively ▪ Must be able to work with socially and culturally diverse groups experiencing poverty in a welcoming and non-judgmental manner ▪ Basic Computer skill is a must.
Responsibilities	<ul style="list-style-type: none"> ▪ Check in with supervisor at start of shift ▪ Complete intake/post survey for participant attending the event ▪ Direct participant to services
Commitment & Shifts	<p>Super Clinic events will be host across the city.</p> <p>Events are for 4 hours.</p>
Training	<p>Orientation</p> <p>On-the-job training from supervisor including:</p> <ul style="list-style-type: none"> ▪ Service Providers at Super Clinics ▪ Data collection tools
Screening Measures	Orientation/Tour, Application form, Police Information Check, Interview and Reference Checks.
Benefits	<ul style="list-style-type: none"> ▪ Gaining an understanding of the agency clients and inner city issues. ▪ Have the opportunity to assist low income people accessing basic financial services