

INDIGENOUS COMMUNITY CAPITAL GRANTS PROGRAM

2019-20 APPLICATION GUIDE

Ministry of Indigenous Affairs

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1. WHAT YOU NEED TO KNOW BEFORE YOU APPLY

Before completing the 2019-20 Indigenous Community Capital Grants Program (ICCGP) application in Grants Ontario, please read the entire Application Guide.

1.1 PURPOSE OF THE GUIDE

This guide provides information on the ICCGP and details how to apply.

This Application Guide is valid for the 2019-2020 fiscal year. Updates to this guide may be released during this period and will be made available on www.ontario.ca/aboriginaleconomy. Any updates will be communicated in writing within three (3) business days to funding recipients.

The guide describes the application process as well as project management requirements of the ICCGP and provides specific information on eligibility criteria and eligible expenses.

1.2 PROGRAM OVERVIEW

The ICCGP funds the development of community capital projects that contribute to a sustainable social base and support economic participation in Indigenous communities, both on and off reserve.

1.3 APPLICATION DEADLINE

Eligible applicants must submit applications online through Grants Ontario at www.grants.gov.on.ca by **July 9, 2019**.

Note: Applications submitted after the deadline will not be accepted for funding in 2019-20. Late, incomplete and/or ineligible applications will be invited to apply in the next intake period.

1.4 APPLICANT ELIGIBILITY

Eligible Applicants:

The following Indigenous communities and organizations are eligible to apply for ICCGP funding:

- First Nations communities in Ontario;
- Métis communities in Ontario; and
- Indigenous not-for-profit organizations in Ontario

To be eligible to receive ICCGP funding, an Applicant must meet the following criteria:

1. Be a legal entity (e.g. established by or under legislation; federally or provincially incorporated; First Nation in the province of Ontario).
2. Hold governance structures and accountability processes to properly administer and manage public funds and to provide the services for which transfer payments are made. The following should be considered as part of the eligibility criteria:
 - Expertise and experience necessary to conduct/carry out its responsibilities in compliance with Ministry requirements;
 - Appropriate governance and control structure in place (e.g. Board of Directors, Chief and Council, Membership Processes, Annual Report, etc.);
 - Reliable and up-to-date financial reporting;
 - Establishment of a Canadian bank account; and
 - Use funds for activities taking place in Ontario and benefiting Indigenous peoples.
3. Not in default of the terms and conditions of any grant or loan agreement (i.e., reports due or surplus) with any ministry or agency of the Government of Ontario.

Applicants must also meet the following additional criteria to be eligible to receive funding:

4. For off-reserve Projects, proof of ownership or long-term leasehold and permission from building owner to complete construction/renovation/retrofit activities is required.

Approved funding is contingent upon meeting the eligibility criteria. However, meeting eligibility criteria does not guarantee funding. Approved funding and entering into a Transfer Payment Agreement is at the discretion of the Government of Ontario.

2. SUBMITTING AN APPLICATION

2.1 GENERAL INFORMATION

Grants Ontario is the Province of Ontario's online application system for grant funding. It is important that you understand the steps for registering with Grants Ontario prior to submitting your application.

Since applicants must register with Grants Ontario to access application forms, most of the information requested in the first few sections of the application form (such as address, contact information, etc.) should be automatically filled in using data from the registration process.

Once an application has been started it may be saved or downloaded at any point and returned to later. Please refer to the Grants Ontario System Reference Guide for Applicants for instructions on how to save and submit the application.

If you have any technical questions about Grants Ontario, please contact the Grants Ontario Customer Service Line at (416) 325-6691 or 1-855-216-3090, Monday to Friday from 8:30 a.m. to 5:00 p.m. Eastern Standard Time, or by email at GrantsOntarioCS@Ontario.ca.

All applications will be assessed, evaluated and approved using requirements outlined in this handbook and the application guides for the programs.

Note: Applications not funded following a given ICCGP application period will not be carried over to the next application period. A new application must be submitted during the appropriate phase in subsequent years.

2.2 CREATING AN ACCOUNT

Applicants using Grants Ontario for the first time must create an "ONE-key" account and be enrolled in the Transfer Payment Common Registration system. If an applicant has previously applied for funding from other programs through Grants Ontario, a new ONE-key account is not required, but you may be still be required to enroll in the Transfer Payment Common Registration system.

Please visit www.grants.gov.on.ca and click on the "How to Apply" link for information on how to set up an account.

Please note that the ONE-key account is registered at the individual level and not at the organization level. If someone in your organization has an account that is used for a different grant application, an individual account is still required if you are the one submitting the application.

2.3 UPLOADING YOUR APPLICATION

Indigenous Community Capital Grants Program applications must be submitted and uploaded using Grants Ontario, the Province’s online application system for grant funding. Applications received in any format other than through Grants Ontario will not be accepted.

2.4 DOCUMENT CHECKLIST

All ICCGP applications must include the “Required Documents” set out below. It is recommended that you gather these documents **in an electronic format** before beginning the Grants Ontario application process.

Required Documents
<p><u>First Nation</u></p> <p>A First Nation applicant must provide a recent Band Council Resolution in support of the application.</p> <p>Organizations applying on behalf of more than one First Nation community must provide a recent Band Council Resolution from <i>each First Nation community</i> represented on the application, indicating support of the application.</p>
<p><u>Métis Community</u></p> <p>A Métis community must provide a recent resolution or motion in support of the application.</p> <p>Organizations applying on behalf of more than one Métis community, must provide a recent resolution or motion from <i>each Métis community</i> represented in the application, indicating support of the application.</p>
<p><u>Organizations</u></p> <p>If the applicant is a corporation that has been incorporated for less than two years, please provide a copy of the organization’s by-laws, constitution and mandate; information on the governance structure; and information on the membership requirements.</p> <p>All organizations must provide a copy of letters patent, certificate of incorporation (if applicable), or proof of the organization’s legal status (i.e. established by or under legislation; federally or provincially incorporated);</p>

Required Documents

Organizational Chart (if available)

All applicants must provide complete and unabridged audited financial statements from the most recently completed fiscal year. The audited financial statements must include:

- Auditors cover letter
- Auditors Management letter
- Balance Sheet
- Income Statement
- Statement of Changes in Net Assets
- Statement of Changes in Fund Balances
- Summary of Significant Accounting Policies
- Notes to the Financial Statements
- All Schedules of Revenue and Expenditures from all sources of funding
- Schedules of Salaries, Honoraria, Travel and Meal Expense for the whole organization

3. PROGRAM DETAILS

3.1 BACKGROUND

The Indigenous Community Capital Grants Program funds the construction, renovation and/or retrofit of Indigenous community infrastructure on-and off-reserve. The ICCGP supports infrastructure projects that contribute to economic development, create jobs and provide social benefit to the community or organization. The Ministry of Indigenous Affairs administers the program.

The ICCGP provides funding for three Project Stages in the capital project process: Feasibility Study, Detailed Design, and Construction/ Renovation.

3.2 PROGRAM OBJECTIVES

The objectives are to:

- Assist First Nations and Métis communities, and Indigenous not-for-profit organizations with infrastructure projects across Ontario;
- Support First Nations and Métis communities, and Indigenous not-for-profit organizations in realizing cultural, social, and economic development objectives.
- Improve the quality of life for Indigenous people and closing the socio-economic gap between Indigenous and non-Indigenous people in Ontario.

3.3 PROJECT CRITERIA

To be considered for funding, community capital Projects must meet the following criteria:

3.3.1 Scope

- Projects must assist First Nations or Métis communities, or Indigenous not-for-profit organizations in Ontario to realize social, cultural and economic development objectives;
- Projects must demonstrate post-construction sustainability;
- Projects must be limited to on-site capital asset development and associated on-site land development; and
- Projects must support the development of a:
 - Learning Facility;
 - Community Centre;
 - Business Centre; or
 - Combination of the above.

Examples	
Learning Facility <ul style="list-style-type: none"> ○ School Facility ○ Community Learning Centre 	Business Centre <ul style="list-style-type: none"> ○ Service Centre ○ Manufacturing Centre
Community Centre <ul style="list-style-type: none"> ○ Friendship Centre ○ Cultural Centre ○ Elder/ Youth Centre 	Combination <ul style="list-style-type: none"> ○ Cultural/Elder Centre ○ Youth/Business Centre ○ Youth/Mental Health Activity Centre/Facility (such as Healing Lodges, Safe Havens, or Healing Centres)

3.3.2 Structure

- If an applicant previously received ICCGP funding for the same project, applications must support a distinct Project Stage;
- Applications must demonstrate a clear timeline and outcomes achievable within the funding term;
- Applications must define the Project and Project Stage in detail including the intended outcome, the milestones to achieve this outcome, the activities to complete each milestone and a detailed budget to support the activities; and
- Applications must be for a single Project Stage such as:
 - Feasibility Study;
 - Detailed Design; or
 - Minor renovation or retrofit, Major renovation or retrofit, or Construction

3.3.3 Financing

Applicants must demonstrate the ability to cover all project costs exceeding the maximum funding available from the ICCGP. Financing may be in the form of:

- Cash equity;
- Contributed equity;
- Loans;
- Mortgages;
- Grants; or
- Combination of the above.

For the purpose of this program, cash equity may be in the form of:

- Cash operating surplus;
- Retained earnings from applicant's businesses;
- Funding provided as capital funds to use at applicant's own discretion by Indigenous Services Canada;
- Combination of the above.

For this program, contributed equity is eligible at fair market value, and donated labour shall be valued on the basis of trade rates and/or the minimum wage as established by the Ministry of Labour's fair wage schedule. In all cases of donated labour and professional services, the applicant must be able to identify the activities to be completed with donated labour, the skills required to do the activities, and be able to provide evidence that activities will be completed by qualified personnel.

Contributed equity must be included in the calculation of the total Project Stage cost. ICCGP funding amount cannot exceed cash expenditures for the Project Stage.

3.3.4 Cost Sharing

For minor renovation or retrofit, major renovation or retrofit, or construction Project Stages, the applicant is required to cost-share a minimum percentage of 10% of the total Project Stage costs, according to the following requirements:

- At least half of the cost-shared amount must be in cash; and
- The contribution source must be other than that of federal and provincial government grants or loans.

3.3.5 Funding Terms, Amounts and Payment Schedules

The ICCGP has a competitive application process and a limited number of awards.

- The award of funding for one Project Stage does not guarantee funding for the next Project Stage. Each is based on the competitive application process.
- If ICCGP funding has been received for a previous Project Stage, that stage must be successfully completed before funding for a subsequent Project Stage can be awarded.
- Applicants may submit one application per Project Stage per year and may receive funding in each Project Stage once over a five-year period for the same project. Exceptions may be considered under exceptional circumstances such as damage or destruction caused by flooding, fire, etc.

- For Major Renovation/Retrofit and Construction projects should demonstrate that a minimum of 60% of the Project Stage costs, including the purchase and delivery of any applicable goods and services, would be expended for work that has been completed within the 2019-20 funding year (i.e. no later than by March 31, 2020).

Accessibility	Project Stage	Funding Term ¹ Maximum up to 12 months ² Maximum up to 24 months	Cost-Sharing Requirements (minimum)
Rural/ Urban (i.e. road accessible)	Feasibility Study	Up to \$50,000.00 ¹	None
	Detailed Design	Up to \$100,000.00 ¹	None
	Minor Renovation/Retrofit	Up to \$200,000.00 ¹	10% of total eligible costs
	Major Renovation/Retrofit	Up to \$500,000.00 ²	10% of total eligible costs
	Construction	Up to \$500,000.00 ²	10% of total eligible costs
Remote (i.e. road inaccessible)	Feasibility Study	Up to \$75,000.00 ¹	None
	Detailed Design	Up to \$150,000.00 ¹	None
	Minor Renovation/Retrofit	Up to \$250,000.00 ²	10% of total eligible costs
	Major Renovation/Retrofit	Up to \$750,000.00 ²	10% of total eligible costs
	Construction	Up to \$750,000.00 ²	10% of total eligible costs

Note: ICCGP funds will not be increased if Project Stage costs increase. If actual Project Stage expenditures are less than the ICCGP contribution listed in the Funding Agreement, the ICCGP contribution will be re-assessed to ensure the amount is not more than 100% of the total Project Stage cost for Feasibility Study or Detailed Design Project Stages, or not more than 90% of the total Project Stage cost for Renovation/Retrofit/Construction Project Stages.

Payment schedules will be defined in the Funding Agreement, and are structured according to Project Stage financing status, milestones and reporting deadlines. The Funding Agreement may require applicants to provide some or all the following:

- financing confirmation letters;
- copies of competitive bids or quotes;
- interim and/or final reports;
- a copy of the feasibility study;
- a copy of the detailed design drawings;
- photographs of construction milestones;
- a certificate of completion and/or inspection from the engineer, architect or building inspector;
- coordination of a site visit by the Province;
- expenditure reporting including but not limited to audited financial statements or final Project expenditures verified by the Project's professional engineer/architect; or
- other reports as specified by the Province.

3.4 ELIGIBLE ACTIVITIES AND EXPENSES

Eligible Expenses

Costs that can be funded must relate to the Project Stage. This may include:

- Feasibility Study
 - Professional fees
 - Architect, consultant and/or technician for providing technical expertise.
 - May include travel, meals and accommodation expenses*.
- Detailed Design
 - Professional fees
 - Architect, consultant and/or technician for providing technical expertise.
 - May include travel, meals and accommodation expenses*.
- Minor/Major Retrofit or Renovation and Construction (new asset)
 - Professional Fees
 - Tender services, contract administration, and construction/building inspection.
 - May include travel, meals and accommodation expenses*.
 - Capital Costs
 - Construction labour and construction management.
 - Construction supplies and equipment rental.
 - Site office rental.
 - Service connections.
 - Permits and municipal inspection fees.
 - Permanently installed furnishings and equipment.

- Contingency Allowance
 - 15% contingency allowance of total Capital Costs. Calculation excludes professional fees.

* Travel, accommodation and meal expenses activities must be directly related to the approved work plan and budget. Travel, accommodation and meal expenses are to be paid in accordance with rates found in [Ontario's Travel, Meal and Hospitality Expenses Directive](#);

Ineligible Expenses

Costs that CANNOT be funded include but not limited to:

- Administration costs.
- Legal costs.
- Financing expenses.
- Debt reduction costs.
- Operating costs.
- Operating and set up costs of tenants.
- Land acquisition.
- Building acquisition or lease payments.
- Infrastructure development beyond property line (e.g., roads, sanitary sewer, storm system, power lines, etc.).
- Maintenance and repair work which should be included in a regular maintenance program.
- Parks, monuments, memorial plaques, or statues.
- Vehicles, including heavy equipment.
- Portable furnishings or equipment.
- Purchasing of goods for resale.
- Salary or honoraria.
- Project activities previously funded through ICCGP.
- Project activities already fully funded through other sources.
- Project activities that do not meet the ICCGP Objectives or Project Criteria (see Sections 3.2 and 3.3).
- Costs incurred prior to the commencement date of the Project Stage defined in the Funding Agreement.

3.5 PREPARING YOUR WORKPLAN

- Complete, sign and submit ICCGP application form in Grants Ontario.
- Submit the following supporting documents, along with application checklist:

Documents to Submit

Where applicable, applicants must:

- Provide a copy of completed studies or drawings in support of the current Project Stage; and,
- Provide evidence of completion of the Project Stage(s) preceding the current funding request.

Project Stage	Supporting Documents (<i>minimum one from each column</i>)	
Feasibility Study	<ul style="list-style-type: none"> • 5-Year Capital Plan • Comprehensive Community Plan • Strategic Community Plan • Gap Analysis • Asset Conditions Reporting System report 	<ul style="list-style-type: none"> • Class D Cost Estimate
Detailed Design	<ul style="list-style-type: none"> • Feasibility Study* 	<ul style="list-style-type: none"> • Class C Cost Estimate
Minor Renovation/ Retrofit	<ul style="list-style-type: none"> • Feasibility Study/ Detailed Design* • 5-Year Capital Plan • Comprehensive Community Plan • Strategic Community Plan • Gap Analysis • Asset Conditions Reporting System report 	<ul style="list-style-type: none"> • Class C Cost Estimate
Major Renovation/ Retrofit	<ul style="list-style-type: none"> • Detailed Design* • Feasibility Study 	<ul style="list-style-type: none"> • Class A Cost Estimate

Construction (New Asset)	<ul style="list-style-type: none"> • Detailed Design* • Feasibility Study 	<ul style="list-style-type: none"> • Class A Cost Estimate
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* Where the immediately preceding Project Stage is supported by funding through an ICCGP transfer payment agreement that is in force at the time of the application, this document may be provided separately from the application.

4. EVALUATION

The evaluation process for ICCGP funding has two stages.

4.1 APPLICATION REVIEW (STAGE A): SCREENING

To be considered in the competitive evaluation process, an application must meet the following minimum requirements:

- Applicant Eligibility as defined in Section 1.4;
- Project Criteria as defined in Section 3.3; and
- Completed application with all required supporting documentation, as described in Section 3.5, received by deadline.

To determine compliance and suitability with the ICCGP criteria, the Ministry will:

- Confirm eligibility and undertake due diligence checks on applicants.
- Confirm that the Project meets basic ICCGP requirements, including fit with the applicable Project Stage requirements.
- Undertake a risk assessment and financial assessment of the applicant to confirm capacity to manage the proposed Project.

Financial Assessment

A financial assessment is performed on each application that meets all minimum eligibility requirements. This assessment considers the financial viability and the overall financial health of the applicant. This primarily includes consideration of:

- The proposed budget (e.g. that costs are reasonable and in accordance with program objectives); and
- The applicant's Audited Financial Statements from the most recently completed fiscal year (to determine if the applicant is in a financial position to sustain the ICCGP proposed activities).

Incomplete and/or ineligible applications will not continue to Stage B Review. The Ministry may recommend ineligible applicants to a more appropriate funding program delivered by the Province of Ontario.

Note: that recommendations to other funding programs are not a guarantee of funding.

Applications that meet all minimum eligibility requirements will proceed to the second stage of the evaluation process.

4.2 APPLICATION REVIEW (STAGE B): INTER-MINISTRY REVIEW PANEL

During the second stage of the evaluation process, all eligible applications will be reviewed and scored by an inter-ministry review panel. High scoring applications will be considered for funding.

Applications will be reviewed and scored according to the following criteria:

- Does the Project clearly support community cultural, social, and economic development objectives in accordance with the objectives of the ICCGP?
- Is the Project need well supported through a study completed by independent engineer or architect?
- Does the Project hire Indigenous professionals, contractors or labourers?
- Are the Project Stage milestones and activities clear?
- Are the Project Stage timelines reasonable and do they support the Project Stage activities?
- Does the budget relate directly to the Project Stage milestones and activities?
- Is the budget accurate and does it contain eligible costs?
- Does the Project demonstrate reasonable value-for-money?

4.3 GRANT NOTIFICATION

In the case of a successful application, the Ministry will inform the applicant in writing of the result of the evaluation and provide a list of supporting documentation required prior to finalization of the Funding Agreement.

Successful applicants will be provided a conditional letter of award with funding contingent on:

- **Written confirmation of Project financing:** Applicants must demonstrate Project financing has been secured from all identified sources.
- **Confirmation of value-for-money process:** Projects must undertake a competitive pricing or tendering process to demonstrate value-for-money. To confirm that this requirement has been met, applicants are required to provide:
 - Copies of proposals or bids from three (3) bidders;
 - Statement indicating selected bidder; and
 - Written explanation if the lowest bid is not chosen.

Allowable modifications or exceptions to the competitive pricing or tendering process include:

- Canadian Goods or Services Content: A 10% increase is permitted where the goods or services are Canadian.

- Minor Renovation/Retrofit Using Owner’s Own Forces: Applicant must demonstrate value-for-money by submitting quotes from three (3) material suppliers.
- Other exceptions may be considered with strong justification.

Information and/or changes must be submitted by the stated deadline in order for the Funding Agreement to be finalized. The Ministry will also provide copies of the Funding Agreement.

In the case of an unsuccessful application, the Ministry will inform the applicant in writing and provide a brief rationale as to why the Project Stage will not be funded.

5. OVERSIGHT AND REPORTING

5.1 PERFORMANCE MEASURES

Performance measures will help ensure the ICCGP is meeting its objectives; will inform program changes to improve the delivery and administration of the ICCGP; and, will track the progress of the program in achieving results.

The overall outcome of the ICCGP is to improve the quality of life and contribute to closing the socio-economic gap between Indigenous and non-Indigenous people in Ontario by supporting the development of community capital projects. ICCGP funding:

- Supports self-sustaining and economically prosperous Indigenous infrastructure projects within the community; and,
- Supports proactive planning activities, which contribute to the overall cultural, social, and economic well-being of Indigenous communities.

Funding recipients will be required to track and report on ICCGP performance measures as part of the reporting process, and where applicable, in order to receive payment.

The following are performance measures established by the Ministry:

Outcome	Performance Measure
Growth of Indigenous business and partnerships	<ul style="list-style-type: none"> • Number of Feasibility Studies completed, where applicable. • Number of Detailed Design completed, where applicable. • Number of capital assets constructed, where applicable.

Outcome	Performance Measure
	<ul style="list-style-type: none"> • Total amount (in dollars) from Indigenous or non-Indigenous businesses/organizations (e.g. rent to use new/existing facility), where applicable. • Number of Indigenous or non-Indigenous business partnerships created (e.g. long-term lease of new/existing facility), where applicable.
Improved access and diversity of infrastructure to respond to Indigenous socio-economic development needs	<ul style="list-style-type: none"> • Number of community members that have improved access to services to increase social and economic well-being versus current clients served. • Square footage of newly built commercial/business/retail space/community services/safe space to increase social and economic well-being.
Increased economic development capacity including community economic planning and access to skills and employment training to participate in economic opportunities	<ul style="list-style-type: none"> • Number of direct jobs hired or retained (full time, part time) as a result of ICCGP funding. • Number of Indigenous people accessing skills and training programs, where applicable.

5.2 FUNDING REQUIREMENTS

Successful applicants will be required to:

- Sign a Transfer Payment Agreement with the Ontario Government outlining the terms and conditions for receiving funds;
- Obtain at least \$2 million commercial general liability insurance coverage, and add “Her Majesty the Queen in Right of Ontario as represented by the Ontario Government” as a co-insured on this coverage before the Agreement can be executed. A Certificate of Insurance must be submitted with your signed Transfer Payment Agreement and annually throughout the term of the agreement;
- Report back to the Province on the use of funds, Project Stage deliverables and outcomes achieved. Applicants must submit Interim Reports, a Final Expenditure Report, a Final Work Plan Report, a Certificate of Completion, building evaluation and inspection, an Audited Financial Schedule, and any other reports the Province may require; and,

- Permit the Province to verify/audit information submitted (at the discretion of the Province) to ensure that it is complete and accurate, and that funds were used for the purpose(s) intended.

6. DISCLAIMER

Applicants should note that:

- Any payment by the Ministry under the ICCGP is subject to there being an appropriation from the Ontario legislature for the fiscal year in which the payment is to be made and there being funds available.
- Consideration of an application by the Ministry does not guarantee funding. Funding is dependent on the availability of funds, the Ministry's review of the application, and on the recipient's entering into a Transfer Payment Agreement.
- Approved funding is contingent upon meeting the eligibility criteria. However, meeting eligibility criteria does not guarantee funding. Approved funding and entering into a Transfer Payment Agreement is at the discretion of the Government of Ontario.
- Funds received in a given funding year may only be spent on eligible activities carried out during that funding year and specified in the budget and work plan as approved schedules of the Funding Agreement.
- All projects must comply with relevant Canadian and Ontario laws, regulations, standards and policies.
- All applications submitted to the Ministry are subject to the access to information provisions of the *Freedom of Information and Protection of Privacy Act* (the "Act"). The Act provides all persons with a legal right of access to information in the custody and/or control of the Ministry, subject to a limited set of exemptions. One such exemption is information that reveals a trade secret or scientific, technical, commercial, financial or labour relations information supplied in confidence, where disclosure could reasonably be expected to result in certain harms. If an applicant believes that any of the information it submits in connection with its application is confidential and wishes to protect the confidentiality of such information, the applicant should clearly mark the information "confidential." If the Ministry receives a request for access to the information marked "confidential", the Ministry will contact the applicant so that it may, if it wishes, make representations concerning the release of the requested information. Marking the information "confidential" does not mean that the information will not be released if and as required under the Act.

7. CONTACT INFORMATION

Email or telephone enquiries about program guidelines may be directed to:

The Program and Services Branch Office, Ministry of Indigenous Affairs

Email: IndigenousCommunityCapitalGrantsProgram@Ontario.ca

Sam Jassy

Email: Sam.Jassy@Ontario.ca

Telephone: (416) 327-9634 or (437) 223-6134

Technical questions regarding Grants Ontario may be directed to:

The Grants Ontario Customer Service Line at:

Email: GrantsOntarioCS@Ontario.ca.

Telephone: (416) 325-6691 or 1-855-216-3090,

Monday to Friday from 8:30 a.m. to 5:00 p.m. Eastern Standard Time