



Checklist for officers: calls to organizations regarding the Guaranteed Income Supplement (GIS) renewal period

1. Introduction during the call

- **Objective:** Inform organizations regarding the Guaranteed Income Supplement (GIS) renewal awareness campaign and encourage their support in helping seniors file their tax returns on time.
- **Main message:** Each year, thousands of low-income seniors have their GIS benefits suspended because they are late in filing their tax returns. It is crucial to encourage seniors to file their tax returns by April 30 to prevent these suspensions and ensure they receive their financial support in July.

2. Key messages to communicate

- The GIS is vital for the financial security of many seniors.
- Encourage seniors to file their tax returns by April 30 to ensure they receive the GIS in July.
- Share practical information on available resources that can assist them with their tax returns, such as free tax clinics and the Service Canada page.
- Encourage the organizations to share the campaign's leaflet in newsletters and on social media and to display them in visible locations.

3. Closing the call

**This section is exclusively for agents responsible for contacting organizations and partners.*

- Confirm with the organization whether the material provided (leaflet and email) helps them relay the information.
- Validate if other measures were relevant to better support them in sharing the information.
- How is the organization planning to relay the information to its members and the population?



.4. Additional assistance

Service Canada: reminder—Service Canada employees are available to assist organizations and the population in person or by telephone.

Contact numbers:

- **1-800-277-9914:** Old Age Security (English)
- **1-800-277-9915:** Old Age Security (French)
- **1-877-631-2657:** Support Centre
- **1-800-959-7383:** Canada Revenue Agency

5. important links for client-facing officers

- **Guaranteed Income Supplement:** [Guaranteed Income Supplement: Do you qualify - Canada.ca](#)
- **Find a Service Canada office:** [Find a Service Canada Office - Find a Service Canada Office - Canada.ca](#)
- **Elder Abuse:** [Elder Abuse: It's Time to Face the Reality - Canada.ca](#)
- **Canadian Anti-Fraud Centre:** [Protect yourself from scams and fraud](#)
- **Income Tax Assistance program:** [Income Tax Assistance – Volunteer Program](#)
- **Service Canada Community Outreach and Liaison Service:** [Service Canada Community Outreach and Liaison Service - Canada.ca](#)