Ministry for Seniors and Accessibility
Inclusive Community Grants (ICG)
Application Guidelines

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BACKGROUND

Inclusive communities create more accessible environments for people of all ages, abilities and backgrounds.

Inclusive communities respond to both the opportunities and challenges of an aging population by creating physical and social environments that support independent and active living and enable older adults and people with disabilities to continue contributing to all aspects of community life.

Community leaders and residents in inclusive communities work together to ensure that local policies, programs and services support the social and physical environments that enable all Ontarians to live safe, active and meaningful lives.

Inclusive communities align with the Ministry for Seniors and Accessibility’s Advancing Accessibility in Ontario framework which aims to make the province more inclusive and accessible for everyone by focusing on four key areas:

- breaking down barriers in the built environment
- government leading by example
- increasing participation in the economy for people with disabilities
- improving understanding and awareness about accessibility

Inclusive communities are also Age-Friendly Communities (AFC) - a World Health Organization endorsed planning and evaluation framework that has been adopted internationally and in Canada. The AFC approach fosters local partnerships, allows for local needs assessment and action planning, and engages older adults as well as people with disabilities in its processes.

The World Health Organization identified eight domains of community life that overlap and intersect to affect an individual’s personal well-being and their independent and active living in physical and social environments:

1. outdoor spaces and buildings;
2. transportation;
3. housing;
4. respect and inclusion;
5. social participation;
6. civic participation and employment;
7. communication and information; and,
8. community support and health services.
Benefits of AFCs for older adults and people with disabilities include:

- Improved accessibility, walkability, and safety of communities;
- Reduced social isolation, improved inclusion and intergenerational connections;
- Improved communication and collaboration between planners and the community;
- Increased opportunities for participation and volunteerism; and,
- Improved access to, and awareness of, health and community services.

PROGRAM HIGHLIGHTS

Overview

The Inclusive Community Grants (ICG) program will offer a total of up to $2 million (maximum of $60,000 per successful applicant) over two years for projects that take place between February 2021 and March 2022.

The purpose of ICG is to help communities become age-friendly by ensuring that the needs of Ontarians of all ages and abilities are considered at every stage of community planning and development.

The grant program will also support existing, and create new AFCs in Ontario, friendly to people of all ages and abilities across the World Health Organization’s eight domains of community life (referenced above).

Projects must meet the ICG program requirements to be eligible for funding. Priority will be given to eligible projects that target small urban/rural communities; and/or support diverse populations of older adults or persons with disabilities (including but not limited to, Indigenous, immigrant, Francophone, racialized, and 2SLGBTQI+ populations); and/or respond to the emerging needs of older adults, including those with disabilities, in a changing environment resulting from the global COVID-19 pandemic.

APPLICATION DEADLINE

The deadline for ICG applications is December 21, 2020, 5:00pm (EST). All applicants will receive a decision regarding their application during February 2021. Projects may begin only after an agreement is in place and must be completed by March 31, 2022.

Please ensure that you have reviewed this guide, have completed the entire online application form and have uploaded the required supporting information as applicable.

Applications must be submitted online through Transfer Payment Ontario (TPON).
Applicants are encouraged to consult with a Transfer Payment Coordinator if there are any questions about the TPON application process.

Before initiating an application, it is also important to consult with the Regional Development Advisor assigned to your area (EN / FR). Your Regional Development Advisor (RDA) will be your main point of contact for the program and can help you determine whether your organization and proposed project meet the Program’s eligibility requirements.

We also recommend that you raise any questions about your application with your Regional Development Advisor prior to submission. Your RDA can also provide invaluable feedback for questions you might have in developing of your application. This should be done at least three (3) weeks before the application deadline in order to allow enough time to properly prepare, update or amend your application.

**APPLICANT ELIGIBILITY**

Who can apply for this grant?

The following groups are eligible to apply for funding:

**Local governments:**
- Municipalities (Single-tier, Upper-tier or Lower-tier municipalities)
- District Social Services Administration Boards
- First Nations, Inuit and Métis communities and organizations

**Community organizations,** which must:
- Be not-for-profit;
- Be legal entities (please submit documented proof of legal status as part of the application);
- Have been in operation for at least one year prior to application.

Recipients of the Government’s 2015-17 AFC Planning Grant and/or 2018 AFC Recognition Award programs are eligible to apply.

Community organizations, including Indigenous communities and organizations, are encouraged but not required to seek the written endorsement of both the application and the project plan by the local government or First Nation band council.

**Collaboration is encouraged:**

One municipality, community organization or Indigenous community may apply for a single grant on behalf of a group of communities or organizations.
Municipalities should consider working together with their Accessibility Advisory Committee if one has been established:

- Under the *Accessibility for Ontarians with Disabilities Act, 2005*, municipalities with more than 10,000 residents are required to have an Accessibility Advisory Committee in place. The work of these committees can make a real difference for people with disabilities in their communities. Find more information about Accessibility Advisory Committees.

Each chapter of an organization with multiple chapters may apply for a grant as a separate legal entity; however, only one application per geographic area covered (i.e. city/municipality) would be considered for the funding.

**Who cannot apply for this grant?**

The following groups are *not* eligible to apply for funding:

- Individuals
- Agencies, Boards or Commissions of the Federal or Provincial governments
- Private foundations
- Private schools
- Non-legal entities
- Organizations whose purpose is related to political activity (lobbying), as defined by the Canada Revenue Agency
- Organizations that are currently in default of any other provincial government grant
- Schools, hospitals, post-secondary institutions.

**FUNDING**

Grants of up to a maximum amount of $60,000 each will support up to 100% of the total eligible project costs.

While no cash or in-kind contribution is required, applicants are encouraged to establish partnerships to cover the cost of their initiatives.

The grant funding amount will be based on the types of activities proposed in the AFC planning cycle, and which correspond to the WHO’s *eight domains of community life* including:

- AFC needs assessment and action plan development; and/or,
- AFC action plan project implementation and evaluation (this can include adapting an existing plan, given the changing landscape resulting from the COVID-19 pandemic).
The following is a suggested guideline for potential categories for funding, but is not meant to be restricting:

- For newer communities, funding of between $30,000 to $45,000 may be needed to complete an AFC needs assessment and develop an action plan;
- For developed communities, funding of between $30,000 to $60,000 may be needed to support implementation of an action plan and evaluation.
- Specific projects to enhance inclusiveness for seniors and people of all abilities, including ramp installation, signage upgrades and community programming. Please consult the AFC Planning Guide for other examples.

Consideration for project funding amounts may also be determined by the size of the community. Where projects are proposed for multiple communities, the total population of all communities involved will be taken into consideration. Efforts will be made to ensure all geographic regions of the province are represented when assessing applications.

It is understood that AFC planning work and implementation may extend over a period of many years. However, the work funded under this grant must be clearly defined and must take place within the grant timelines.

Funding from other provincial, federal or municipal programs is permitted for the proposed project, but not required. Applicants are required to itemize and describe additional funding they are requesting or have received from other sources if that funding is directly relevant to the outcomes of the ICG Grant Application.

ICG funding can complement other grant programs available to support communities, such as the Ontario Trillium Foundation’s Resilient Communities Fund, Ontario Seniors Community Grant Program, and the federal New Horizons for Seniors Program.

**PROJECT REQUIREMENTS**

1. Projects must involve older adults/seniors and/or persons with disabilities, or organizations that represent these populations in their planning and/or proposed staffing to help ensure that project activities include their views.

2. Projects must result in activities that support at least one of the steps outlined in the province’s AFC Planning Guide:

   1) defining local principles;
   2) developing a custom needs assessment;
   3) developing an action plan
   4) implementing the action plan and evaluating the action plan results.
An “action plan” may refer to an AFC action plan or other similar types of strategic community plans, e.g. Accessibility Plan.

Developing inclusive communities is a process that begins with planning. Communities that do not have an action plan in place, or are in the process of developing one, are strongly encouraged to use the province’s AFC Planning Guide for reference.

3. Project plans must identify the next step in the development, implementation or evaluation of the AFC plan which will help to maintain momentum and help ensure that planning and implementation continues when the funded portion of the project is completed.

If the applying organization/municipality does not have an AFC plan or is not developing one, the project plan must instead outline how the proposed project aligns with or supports an existing strategic plan for the community (for example, an Accessibility Advisory plan).

4. As stated above, projects must address one or more of the World Health Organization’s eight age-friendly community domains:

   1) Outdoor Spaces and Public Buildings
   2) Transportation
   3) Housing
   4) Social Participation
   5) Respect and Social Inclusion
   6) Civic Participation and Employment
   7) Communication and Information
   8) Community Support and Health Services

These eight AFC domains are considered a key checklist to ensure that plans consider the personal, physical and social dimensions that contribute to independent and active aging. At early stages of AFC planning a specific focus may not be identified, so all eight domains could be considered as planning is explored. At later stages of AFC action plan implementation, a particular area or particular areas of focus (and related domains) may be identified. For more detailed information about the eight domains, please refer to Section 3 of the province’s AFC Planning Guide.

To note, projects are encouraged but not required to have the written endorsement of both the application and the project plan by the relevant local government and/or First Nation band council and/or Indigenous community/organization.
Developing local AFC action plans should be a part of the broader local planning process. It is important to involve the local government at an early stage to help ensure it is supportive of the work required to develop and implement an action plan and project that aligns with local initiatives and priorities.

Community organizations must provide documentation of legal entity status as part of the application.

REQUIRED SUPPORTING DOCUMENTS

- **Application Form (Required – All Applicants)**
  - Ensure your application is complete and signed.

- **Proof of Legal Status (Required – Community Organizations only)**
  - All community organizations must attach a complete copy of one of the following documents: Certificates of Status, Articles of Incorporation, Letters Patent, or Special Acts of Incorporation. These documents must show that the organization has been operating for at least one year in Ontario.
  - Incorporated branches, chapters or members of provincial or national organizations may be asked to submit proof of legal status of the provincial or national organization.
  - Note: Municipalities and First Nations are exempt.

- **Letters of Support (Recommended)**
  - Letter(s) of support from project partners confirming their participation in the project, and any in-kind and/or cash contributions. This may include a letter of agreement or an endorsement in the form of a by-law or resolution from a governing body.

Other Supporting Documentation (if applicable)

- If your organization has an existing:
  - Age-Friendly Community Plan,
  - Accessibility Plan,
  - Strategic Plan, or
  - Other Planning Document

that supports your project, please attach a copy to the document (or the relevant sections of the document) to your case. This is especially recommended if your project involves implementing or updating an existing plan.

- Existing Age Friendly Communities Plan and/or Confirmation (link) that an Accessibility Advisory Committee is in place for your municipality
• WHO Age-Friendly designation
• In lieu of a formalized plan, list of Age friendly or initiatives that your community has undertaken in the last few years

• Financial Statements (Required – Community Organizations only)
  • Most recent financial statements (independently audited, Board-endorsed or Treasurer-certified).
  • Note: Municipalities and First Nations are exempt.

PROJECT PRIORITY

While communities of all sizes are eligible and encouraged to apply, priority will be given to projects that target small urban/rural communities.

Priority will also be given to projects that support diverse populations of older adults or persons with disabilities. This includes, but is not limited to, Indigenous, immigrant, Francophone, racialized, and 2SLGBTQI+ populations.

Priority will also be given to innovative projects designed to respond to the emerging needs of older adults, including those with disabilities, in a changing environment resulting from the global COVID-19 pandemic.

ELIGIBLE PROJECT ACTIVITIES AND COSTS

The grants will support activities and expenses that are directly associated with the development, implementation and the evaluation of local AFC action plans.

Eligible activities and project costs can include, but are not limited to:

Example Activities:
✓ Creating an advisory committee for older adults and persons with disabilities
✓ Conducting community needs assessments to identify opportunities for improving a community’s age-friendliness
✓ Undertaking surveys or consultations with community groups, seniors’ organizations, organizations serving people with disabilities and service providers to determine emerging local needs resulting from the COVID-19 pandemic to inform local action plans
✓ Developing a local action plan
✓ Adapting a local action plan to meet changing needs due to the COVID-19 pandemic;
✓ Action plan initiatives may include initiatives such as, but not limited to:
o moderate changes to the built environment and public spaces to be more inclusive and supportive of older adults and people with disabilities (e.g. adding lights, benches, ramps, etc.) so long as they are part of a local government-approved strategic plan
o creating forums (e.g. virtual) and communication opportunities for older adults and people with disabilities to continue to socially engage and participate in their communities (e.g. digital gatherings)
o promoting sharing of information and services with older adults and people with disabilities who may need to self-isolate or reduce social contact in order to stay safe and healthy (e.g. virtual resources, food delivery programs, support to improve capacity to access internet resources and platforms)

✓ Establishing a local council on aging which engages local networks of individuals, municipal representatives and organizations to implement recommendations
✓ Implementing a local action plan
✓ Evaluating local action plan activities, with a view to maintaining momentum and achieving sustainability

Example Costs:
✓ Staff salaries specifically required to undertake project activities
✓ Costs associated with producing or sharing the results of the project (e.g. gap analysis research, translation costs)
✓ Costs directly associated with community consultations, workshops or meetings related to the project
✓ Capital costs, such as those that support moderate changes to physical spaces (e.g. adding lights, benches, ramps, etc.) or communication devices (e.g. tablet, computer) to enable greater social interaction and access to information, particularly during the pandemic
✓ Travel, Meals, and Accommodation Expenses*:
  o Transportation and travel expenses for employees or volunteers in Ontario only.
  o Catering, meals, and refreshments (no alcohol).
  *Note: Funding to support travel or catering expenses must align with the provincial government’s Travel, Meal and Hospitality Expenses Directive.

All applications must include a detailed budget outlining all anticipated project costs. Approved funding recipients will be required to submit a final report within 90 days of the project end date which must include an updated balance sheet that identifies actual expenditures related to the project and includes proof of expenditures (e.g. receipts, invoices, etc.).

All project costs must be reasonable and market-competitive. The Ministry for Seniors and Accessibility (the Ministry) has the discretion to deny any unreasonable project expenditures and any expenditure that was not pre-approved. The Ministry has the
further discretion to consider and approve funding project activities and costs not included in the two example activities and example costs lists above.

**What types of projects are not eligible?**

- Ongoing operating or regular planning activities. This includes regular maintenance and operating expenses, core administrative and overhead costs such as rent, office supplies, telephone, and communications services such as internet
- Development of architectural, engineering or other design drawings for the construction or renovation of facilities providing services to seniors and people with disabilities, including housing
- Purchase of land and banking fees
- Fundraising, lobbying or sponsorship campaigns
- Legal, audit or interest fees
- Purchase of vehicles, fuel and automotive insurance that is not related to supporting the project
- Grants or funding to other organizations
- Credit and non-credit courses at a college or university
- Deficit reduction plans
- Project components already completed or fully funded by another organization

Projects with ineligible activities or costs may be deemed ineligible for evaluation.

Please contact your Regional Development Advisor if you have questions pertaining to project eligibility ([EN](#) / [FR](#)).

**APPLICATION PROCESS**

**Timelines**

Applications will be accepted between **November 9, 2020** and **December 21, 2020**, at 5:00 p.m. EST.

All applications will be evaluated following the closing of the application period. Successful applicants will receive notification during **February 2021**.

All projects must start and finish between **February 2021** and **March 2022**.

Please allow for enough project planning and development time when determining your project start date. Specify to the best of your ability the specific activity/event date(s). If it is a weekly or monthly event, define it as such. If it is ongoing work (i.e. not event-based), explain it in your application.
Submission Process

Applications must be submitted electronically to Transfer Payment Ontario (TPON). Refer to page 15 of these guidelines for details on how to access and apply through TPON.

Each organization/partnership may apply for funding attached to one (1) project ONLY, and it is important that all areas of the application be fully completed.

Please ensure that all activities/events proposed in the application are:
- undertaken within the province of Ontario;
- benefit older Ontarians and/or Ontarians with disabilities; and,
- are provided by an Ontario-based vendor (where applicable).

Please contact your Regional Development Advisor if you have questions pertaining to the application process (EN / FR).

ASSESSMENT PROCESS AND CRITERIA

Projects will be evaluated based on the following criteria as described below:

- Relevance of the project
- Organizational capacity
- Financial feasibility of the project
- Anticipated impact of the project

All applications will be assessed against these established criteria based on how well the projects meet the goals and priorities of the ICG program (2020), while ensuring that the health and safety of seniors and people with disabilities are prioritized and the project fulfills eligibility parameters.

There will be space in the online application form to outline how the project meets the evaluation criteria. Please note that while the form has character limits, you may provide additional details in a separate document and upload it with your application. Please keep additional details to a maximum of 5 pages.

The number of grants approved will depend on the number of eligible applications submitted and the overall funding available. The scoring weight of each criterion is shown below.

Relevance of the project (35%):
- Quality of the proposed initiative and degree to which it is placed in a COVID-19 context and likely to succeed.
• Description of the work that will be undertaken: an effective and realistic work plan including project components and related dates, key milestones, project deliverables and overall project timelines.
• Identification of who will benefit from the work: which community, municipality, or region, including a description of demographics.
• Extent to which the initiative addresses the Project Priorities of the ICG, as described in the Project Priority section of these guidelines (page 8).
• Degree of innovation represented by the project.
• Extent to which the initiative supports new collaborations and/or opportunities.
• Description of any past history with AFC planning (or Accessibility or other similar types of strategic community planning) in your community.
• If applicable, a description how the implementation plan aligns with previous AFC planning (or Accessibility or other similar types of strategic community planning) document.

Organizational capacity (15%):
• Identification of who will undertake the work, their roles and responsibilities, and demonstration that there are resources to support the project (i.e. project leads, partners, volunteers, administrative resources).
• Demonstration that there will be COVID-19 related protection measures in place to ensure the health and safety of the staff/volunteers/participants involved (e.g. masks/gloves, physical distancing, virtual participation options, etc.).
• No concerns with the organization as it relates to government funding (including project management, use of funds, or scheduled reporting).
• An effective and realistic work plan in terms of proposed activities, milestones, implementation details, and funding timelines.
• Extent of support from the community through letters of support from collaborators, as well as any level of engagement, financial contribution, and/or in-kind support.

Financial feasibility of the project (20%):
• Evidence the proposed budget demonstrates efficient use of resources, is realistic in terms of proposed activities and planned outcomes.
• Documentation of support in terms of financial and in-kind contributions from other sources. If this is not explicitly explained in the budget then a supporting letter is required.
• Demonstration of project’s value for money.

Anticipated impact of project (30%):
• Evidence of realistic outputs and outcomes (e.g. how many people will benefit, in what ways will the community improve), as well as identification of performance indicators and how they will be measured.
• Evidence of impact in geographic regions and/or small population groups.
• Evidence of impact on traditionally underserved populations of older adults, including those with disabilities (e.g. Indigenous, immigrants, etc.).
• Identification of project outcomes and the degree to which anticipated benefits will have a sustainable impact in the community or sector.
• Identification of other immediate and longer-term impacts of the project.

What are some examples of measurable outcomes and outputs?

Example Outputs:

☑ Developed an Age-Friendly Community Plan (or Accessibility Plan or other similar types of strategic community plan).
☑ Undertook a community needs assessment.
☑ Number of initiatives outlined in existing Age-Friendly Community Plan (or Accessibility Plan or other similar types of strategic community plan) that have been implemented across the age-friendly domains.
☑ Evaluated progress on current Age-Friendly Community Plan (or Accessibility Plan or other similar types of strategic community plan).

Example Outcomes:

☑ Increased awareness among older adults and/or people with disabilities of age-friendly initiatives.
☑ Greater use by older adults and/or people with disabilities of age-friendly tools and resources.

AGREEMENT TERMS AND CONDITIONS

Successful applicants will receive a letter from the Ministry to confirm approval and confirm the grant amount. Based on the terms and conditions document attached to the application form, applicants approved for project funding will automatically enter into an agreement with the Province of Ontario. **Applicants must review the terms and conditions prior to submitting an application to ensure they can comply with all of the requirements.**

Once a project has been approved for funding, ministry staff will complete a final review of the application to ensure all expenses and activities listed are eligible for funding. If adjustments are required, ministry staff will contact the applicant, in writing, shortly after notification that the project has been approved in principle and outline the changes required. All changes which are confirmed in writing shall be deemed to be part of the original agreement.

The following is an outline of the terms and conditions that apply to projects:

• All funded activities must take place after the agreement is in place, and before **March 31, 2022.**
• Projects must be completed, and funding must be spent by **March 31, 2022.**
• Unspent portions of the grant must be returned to the province.
• Proposals must include a project plan that identifies key target dates for deliverables.
• The applicant will make information about the inclusive communities initiative (e.g. action plans, project plans, and outcomes) available to the public in an accessible format. For more information and tools on how to make information and documents accessible, visit the Ministry for Seniors and Accessibility website.

**Funding limitations:** Grants will fund only eligible expenditures to the maximum of the grant ($60,000 per applicant). The combination of financial assistance received from the Inclusive Community Grants (2020) and other sources cannot exceed the actual budget for the project.

**Additional external funding:** Cash and in-kind contributions for the difference between the approved grant and total cost of projects can come from the recipient, a partner, or another funding source. Funding from other provincial programs or federal and municipal programs is permitted.

**In-Kind Contributions:** In-kind contributions can include the time, based on salaries and benefits, that existing staff contribute directly to the project. In-kind contributions may also cover ineligible expenses required, if outlined clearly, such as capital portions, office expenses, and additional technology. Staff time (volunteer labour) donated by a partner organization can be considered an in-kind contribution to the project.

**Payment Process:** Grants will be paid in installments and have a payment schedule that is determined based on project deliverables.

**Project Activity Changes:** Recipients are required to inform the Ministry, as well as any project partners, of any proposed changes that could impact the project. Changes to the project involving scope, budget, or timelines require written consent from the Ministry prior to making any of the changes. Requests to the Ministry must be made in writing (email is acceptable). Where significant changes are required and have been approved, a subsequent amending agreement may be required.

**Reporting:** Recipients will be required to submit a final report within ninety (90) days of the completion of the project, outlining actual activities and expenditures. Recipients are required to include proof of expenditures such as copies of all receipts and financial statements signed by the responsible party. All grant recipients are required to keep all financial and non-financial records relating to the grant or to the project for a period of seven (7) years. These records include records of all expenditures related to the grant and records substantiating project staffing costs.

**Acknowledgement of Provincial Funding and Communication Protocols:** To demonstrate transparency and accountability related to how public funds are spent, recipients must credit the support of the Province of Ontario in any communications related to the project funded through Inclusive Community Grants (2020). This includes all media, publicity, and marketing materials developed for the promotion of project activities, as well as all other project materials developed, including reports, visual and
oral presentations. Successful applicants are required to adhere to the communication protocol set out in the terms and conditions. This includes:

- Providing the Ministry seven (7) days advance notice of any event(s) being held in relation to their project, if not already indicated in the application.
- Refraining from making local media announcements until the Ministry has made a province-wide announcement about the Inclusive Community Grants Program (2020).
- Obtaining the approval of the Ministry before issuing any media releases related to the grant project.
- Obtaining the approval of the Ministry on all promotional and/or resource material that uses the Province of Ontario’s visual identity prior to publication.

Organizations receiving ICG funding may be required to provide the Ministry with additional information regarding the success and sustainable impact of their project.

Collection and Sharing of Information: The Ministry is subject to the Freedom of Information and Protection of Privacy Act (FIPPA). Personal information related to the Inclusive Community Grants Program (2020) is collected by the Ministry for the proper administration of the program, for purposes including evaluation of the project application and the administration and management of funding agreements. Information about organizations and projects that receive funding under the Inclusive Community Grants Program (2020) may be made public by the Province of Ontario, which also reserves the right to make a public announcement about any approved grant. Information can include:

- The organization’s name, address, telephone/fax numbers, email addresses, website, and other social media platforms; and/or,
- The project’s name and description. Applicants should be aware that any information provided to the Ministry in connection with their application may be subject to disclosure in accordance with the requirements of FIPPA.

Questions about the collection, use and disclosure of information may be directed to:

Ministry for Seniors and Accessibility Freedom of Information Coordinator
400 University Avenue
2nd Floor Toronto, ON
M7A 2R9
Telephone: 416-314-7711
## Transfer Payment Ontario (TPON) Process

### Getting Registered

Applicants using TPON (formerly Grants Ontario) for the first time must create a “ONe-key” account and should register for access at least three weeks in advance of the ICG application deadline. If an applicant has previously submitted an application for funding from other government programs through TPON, a new ONe-key account is not required.

Technical questions regarding this online system may be directed to the TPON Customer Service Line at:

**Email:** TPONCC@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

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

Please note that the ONe-key account is registered at the individual level and not the organization level. If someone in your organization has an account that is used for a different government grant application, but you are the one submitting this new application, you will require your own separate account.

Once an application has been started, it may be saved or downloaded at any point and returned to later. Please refer to the Transfer Payment Ontario website for technical instructions on how to submit the application.

Once you are registered and have access (refer to pages 1-2), the next step is to complete an application online through TPON.

For help with this process, refer to the [Transfer Payment Ontario website](#).

Upon receipt of your application, you will receive a confirmation email. If you have not received a confirmation email within 48 hours of your submission, please call the TPON Customer Service Line.

All applications will be evaluated following the closing of the application period.

Following the evaluation period, the primary contact provided by the applicant will be notified by email regarding the application status. It is therefore important to provide accurate and up-to-date contact information and to regularly monitor the primary
contact’s phone and email to enable timely communication regarding the status of the application.

Questions
Please refer to the above TPON contact information if you have technical questions about the steps involved with the application system.

If you have other questions about the grant program in general or any of the information listed in these guidelines, please contact:

Ministry for Seniors and Accessibility
777 Bay Street, Suite 601C
Toronto, ON
M7A 2J4
E-mail: InclusiveCommunityGrants@ontario.ca
Toll-free: Please refer to following links for the list of telephone numbers as Regional Development Advisors will be answering public inquiries regarding this program.

List of Regional Development Advisors – English
List of Regional Development Advisors – French