

Bissell Centre Tax Filing Interim Measures

Important Notes:

- All free tax clinics in Edmonton are currently suspended.
- Please do not advertise below services outside of Bissell Centre. We do not have capacity to support many participants at this time.
- The services outlined below will be available for existing Bissell participants only. Unfortunately due to the extreme circumstances caused by COVID-19 we know these new measures will greatly reduce who we are able to support through tax filing. Our tax filing system relies heavily on our extensive volunteer program which for the protection of the vulnerable community we serve has been suspended. This leaves us with a single staff person (Winnie) who is able to support tax filing at this time, so please be patient with us as we do our very best to support our community members.

New Tax Filing Process:

Eligibility:

- Current Bissell Centre participants
- At most 2 years back taxes to be filed (2018 and 2019)
Exception to the 2-year rule:
 - If a participant has never filed and needs to file to get on benefits
 - their benefits are being cut off due to not filing taxes

Steps for Bissell workers to have your participant's taxes filed:

1. Collect prepared tax filing envelopes from Winnie (2nd Floor Bissell West) or Reception.
2. Collect all necessary tax documents from your participant (see checklist in envelope).
3.
 - a) IF all documents on checklist are in envelope: Drop-off filled envelope to staff at Bissell East reception desk.
 - b) If not all documents on checklist are available: Book an appointment in Bissell's **Tax Filing Appointment** Outlook calendar (found in Public Folders on your Outlook). Direct participant to bring their tax envelope with everything they do have available to their appointment.
4. FOR DROP-OFF ONLY: Once your participant's taxes are completed, you will receive an email to come collect your participant's completed tax paperwork. It is your responsibility to return this paperwork to your participant and have them sign the T1S60 form. Return signed T1S60 form to Winnie.

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Drop-Off Filing:

- We will be able to file up to 30 tax returns each week through drop-off filing. Once Reception has received 30 drop-off tax envelopes for the week, they will email All Staff to let them know the week is full. If the week is full, you can bring your participant's tax envelope to Reception the following week.

Appointments:

- There will be 6 appointments available every Tuesday. Appointments are only to be utilized in unique scenarios for example if a participant doesn't have all required documents and needs help accessing them. For other unique situations, including more than 2 years needing to be filed due to benefit exceptions described above, please email Winnie before booking appointment: (wnalwadda@bissellcentre.org) .
- Appointments will be in high demand so please only book when necessary.
- Please help us in ensuring participants actually come to their appointments by reminding them on Monday.

You can help us get more participant's taxes filed:

If a participant doesn't have T-slips, staff can do the following instead of using an appointment spot:

1. AISH t-slip (T5007) - This can be accessed by:

a) Call the AISH T-slip line (780-422-1849). Follow the prompts and press 1. Participant has to be available when staff do this because they'll have to enter their personal information over the phone. Once info is entered, AISH amounts will be provided. Please write down this amount and put it in the envelope as it will be needed to file.

OR

2. Other t-slips:

b) Call CRA (1-800-959-8281) where they'll ask to speak to participant so they can verify who they are. Once the verification process is complete, CRA will then provide the t-slip info over the phone.

Thank-you everyone for your support during this difficult time!