Document and income eligibility check

It is helpful to complete a 'document' check with the client before they begin to file their taxes with the supported tax filing program. This can also be incorporated into the booking process or reminder messages.

When completing the document check:

Don't:

✗ **Assume that the client knows what documents are or are not relevant**

Do:

✓ **Explain that you will be asking questions about their source(s) of income and other expenses that relate to taxes to make sure that you identify all of the relevant information to accurately prepare their return**

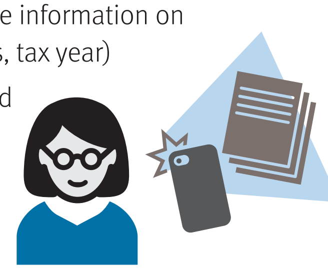
✓ **Use the client's complete intake form and/or the Client preparation checklist to guide the questions you can consider asking during your interview**

✓ **Ask the client to read and/or provide detailed descriptions of the documents in front of them so you can "narrow down" what might be relevant**

✓ **Ask if they have any questions, any additional documents or if they remember including anything else in their tax return last year**

If the client is unsure what document(s) they have in front of them:

- **On video?** Ask them to hold it up to the camera to see if you can identify the document
- **Over the phone?** Ask the client to describe the information on the tax slip (e.g.: tax slip number, box numbers, tax year)
- Reference the "Common sources of income and their tax slips" tips sheet to provide verbal descriptions of the various tax slips that the client may be searching for



Document and income eligibility check

The Canada Revenue Agency provides suggested maximum income guidelines for all CVITP programs. Local community organizations have the flexibility to adjust or set additional eligibility criteria for tax filers based on their capacity and the population they serve.

Your supported tax filing clinic may wish to refer to the income thresholds and tax situations supported through CVITP clinics for suggestions of suitable eligibility criteria for your STF clinic.

The eligibility criteria for CVITP clinics can be found on this website:

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

Documents to check

- Ask if the client has an approved Disability Tax Credit (DTC). Clients approved for the DTC are not issued a T-slip to represent this, only their approval letter which should be included in the documents they collect as they prepare to file their taxes.
- If client pays rent/property tax, ensure that they have a copy of their receipt for rent or property tax paid in case they are audited.