**Department of Community Services – Intake Telephone Line Information**

The Department of Community Services is now offering extended hours, including Saturdays, to help people apply for Employment Support and Income Assistance (ESIA) and the Disability Support Program (DSP).

* Nova Scotians may call the toll-free telephone line at 1-877-424-1177 and speak with someone Monday to Friday, 8:30 a.m. to 7:00 p.m., and Saturday, 10:00 a.m. to 2:00 p.m.
* Nova Scotians can also go to a Community Services office Monday to Friday, 8:30 a.m. to 4:30 p.m., and call the toll-free intake telephone line from there.
* The caseworker they speak to will ask questions about their situation. Please have the items listed below ready when they call, if possible:
* Information on sources of income for themselves, spouse and dependents
* Social Insurance Numbers (SIN)
* Full mailing address including PO Box and postal code

Within 3 business days, an intake caseworker will call the person at the number they gave us to go over their application.

The person needs to gather some information to be ready for that call.

Here is the information they need for the call:

* **Proof of identification**You will need this for yourself, your spouse, and any dependents if applicable. You can use your driver’s licences, provincial government IDs, passports, or birth certificates.
* **Social Insurance Number(s)**
* **Proof of where you live**This could be your mortgage information or deed, or a lease agreement.
* **Copies of all your bank statements and account profiles for the last 60 days**You will need these for all of your bank accounts including chequing, savings, RRSPs, investments, etc., for both you and your spouse, if applicable.
* **Proof of income from all sources**Examples include pay stubs, OAS, GIS, CPP, spousal support, income from renters or boarders, etc. You will need this information for yourself, your spouse, and any dependents. All dates and amounts must be included.  
   **Local Community Services office: 90 Alderney Dr #201, Dartmouth, NS B2Y 4S8**