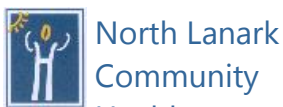


Lanark Renfrew Health & Community Services



January 15, 2021

Dear Community Partner,

Lanark Renfrew Health and Community Services will continue with the **Community Volunteer Income Tax Program** this year! Due to COVID -19 and restrictions imposed by the Ontario Government, we will be doing VIRTUAL Clinics only, instead of our usual in person clinics at your locations.

Please advise your clients that we will be happy to complete their income tax papers by phone. We are presently doing 2019 and earlier years, getting people up to date with their income tax filing. 2020 files will begin March 1, 2021.

Clients may call Lanark Community Programs at 613 257 7121 or 1 800 667 2617 and go to extension 3200 or 3104. Please ask them to have all relevant papers ready prior to calling. The process will be as follows:

- Client calls Lanark Community Programs
- They will be asked for their name, phone number, area living in, income level, if they have a preferred volunteer, preferred time and who's income tax they are requesting to have filed
- Information will be passed on to our lead volunteer who will then assign a volunteer to do their taxes.
- A volunteer will call them and prepare their taxes over the phone. They will have to give verbal consent for access to their CRA account. They will need all relevant papers including T'4, rent receipts and medical receipts etc.

Please ask your clients to **be patient for returned calls** as we expect hundreds of calls over the March and April months.

If there are any problems or matters you or your clients would like to discuss, please direct them to me at ext. 3104. We look forward to another successful year, completing as many returns as possible.

Please contact me any time if you have any questions or would like more information. I am happy to accommodate a short Zoom presentation for your staff if required.

Please note we **are NOT ACCEPTING ANY DROP OFF** papers at this time. Please advise your front line staff of this policy if in the past you were a drop off site.

Thank you in advance of your continued support of this program. Let's hope by next year we will be back hosting on site clinics in our community!

Sincerely,

Maureen Hampton

Maureen Hampton
CVITP Project Lead

