




COMMUNICATION UPDATE

TO:	Mayor and Members of City Council
DATE:	September 11, 2025
SUBJECT:	Ontario Works Dental and Denture Programs – Schedule of Services and Fees
WARD(S) AFFECTED:	City Wide
SUBMITTED BY:	Stuart Beumer Director, Ontario Works Healthy and Safe Communities
SIGNATURE:	

Mayor Horwath and Councillors

This communication update is to inform of an upcoming change to the Ontario Works and Special Supports Low-Income Program, effective September 15, 2025.

On June 1, 2025, the Federal government announced the expansion of [the Canadian Dental Care Plan \(CDCP\)](#) to persons 18-64 years of age. Many individuals receiving Ontario Works, as well as those with low incomes, will now qualify for dental coverage under the Canadian Dental Care Plan.

To qualify, applicants must not have access to dental insurance, have filed their individual 2024 tax return in Canada (and their spouses or common-law partners, if applicable), have an adjusted family net income of less than \$90,000, and be a Canadian resident for tax purposes.

As a result of the expansion, the following changes will be implemented effective September 15, 2025:

Changes for Ontario Works adult participants and ODSP dependent adults

- City of Hamilton Ontario Works will become the second payor through coordination of benefits between the Canadian Dental Care Plan and the Ontario Works Discretionary Adult Emergency Treatment Dental Plan and Denture Program. Dentists/denturists will bill the Canada Dental Care Plan first. The dentist/denturist will then balance bill to the City of Hamilton Ontario Works using current OW dental and denture fee schedule rates.
- No balance billing will continue for the OW adult emergency dental treatment and services. This means that a dentist cannot charge any remaining balances to the

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**SUBJECT: Ontario Works Ontario Works Dental and Denture Programs –
Schedule of Services and Fees - Page 2 of 2**

participant if they accept the fee schedule as outlined in the Hamilton OW adult emergency dental treatment and services.

Elimination of dental and denture coverage for individuals with low-income

- The Special Supports Low-Income Program will no longer provide dental and denture coverage to individuals as the CDCP now meets their needs and provides coverage that exceeds the City of Hamilton levy funded coverage.
- OW Emergency Assistance provisions may be provided for individuals with low-income who have not yet been deemed eligible for CDCP (e.g., taxes not filed, pending determination).
- Budget savings from the elimination of this coverage will be used to offset increased requests and rising costs due to growing demand in other benefit areas (e.g., funerals, incontinence supplies, eyeglasses, medical transportation, adult day programs). Additionally, the savings should support modest benefit rate increases in areas such as low-income eyeglasses.

More information about dental and denture benefits, eligibility and how to apply is available on the City's website at [Special Supports Program | City of Hamilton](#). For billing inquiries, dentist and denturist can contact Special Supports Program at 905-546-2424 x 2219.

Should Council require further information on these changes, please reach out to the Erica Brimley, Manager – Human Services via email at erica.brimley@hamilton.ca or 905-546-2424 x 4815.

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