COMMUNITY OUTREACH AND LIAISON SERVICE



Who we are

Community Outreach and Liaison Service (COLS) expands the reach of Service Canada by building relationships with community partners and organizations. We work with other federal, provincial/territorial, municipal and Indigenous partners to offer many services in one location.

COLS aims to make it easier to access government programs and services for clients who:

- may not be able to travel to an office
- may have difficulty accessing services online or by telephone

COLS offers tailored support through various service delivery channels.

Outreach Events (In-Person or virtual)

- **Clinics** to help clients complete their application for Service Canada programs and benefits (Social Insurance Number, Employment Insurance, Canada Pension Plan, Old Age Security, Canadian Dental Care Plan and other Government of Canada programs and services including Passport)
- **Information sessions** on Service Canada programs, services and benefits to citizens, organizations and community partners
- **Community events, fairs or kiosks** where a Service Canada representative can be present

Outreach Support Centre (OSC)

The OSC offers personalized phone support to clients facing barriers to accessing programs and benefits.

Clients can call the toll-free number **1-877-631-2657** from 8:30 a.m. and 4:00 p.m. local time, Monday to Friday for assistance. Deaf and hard of hearing clients can communicate via teletypewriter service (TTY) by contacting **1-833-719-2657**. Telephone Interpretation Services are available for those who prefer to communicate in a language other than one of the official languages.

Service Referral Initiative (SRI)

The SRI entails working with community organizations to help identify at-risk and vulnerable individuals who may be eligible for federal services and benefits by referring them directly to a Service Canada representative. If your organization would like to know more about this initiative, visit the section Services for organizations and communities at canada.ca/outreach-services to submit a request.

Online Services

To learn more about COLS or to request a Service Canada Outreach activity on behalf of your organization, visit canada.ca/outreach-services.

To learn more about Service Canada programs and services, visit canada.ca.

Find a Service Canada outreach activity near you

For a list of upcoming outreach events, visit the section Services for clients at canada.ca/outreach-services.

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Service Canada