

Computer & Internet Supports for Residents

Created November 2020

Internet Supports

Connecting for Success Program (Rogers)

- Residents of Ottawa Community Housing are eligible
- Offers high-speed, low-cost **internet** to subsidized tenants and members of housing partners across Ontario (see website for list)
- Website: <https://about.rogers.com/giving-back/connected-for-success/>

Connecting Families Initiative (Government of Canada)

- Helps eligible low-income families get home **internet service for \$10/month**
- Families who currently receive the maximum **Canada Child Benefit** have received or will receive a letter with a code that enables them to participate in this initiative
- [Frequently asked questions: Connecting Families - Connecting Families \(ic.gc.ca\)](#)
- Website to apply with letter from CCB/CRA: <https://www.connecting-families.ca/>

Computer Supports

Renewed Computer Technology

- Provides **refurbished computers** to individuals and families on a low-income through RCTech OUTREACH
- Available packages: Basic Desktop (\$60.00) and Upgraded Desktop (\$200.00), plus \$15.00 for shipping
- For more information and to apply, go to <http://www.rcto.ca/programs-rctech-outreach.asp> or contact Adam French at 613-286-0662 or afrench@rcto.ca
- Pick up location is Scouts Canada at 1345 Baseline Rd, Ottawa
- Currently in need of donations, especially laptops

Electronic Recycling Association

- Provides **free computers and laptops** to individuals, NGOs, charitable organizations, and educational institutions.
- There is a **shipping fee of \$40** per order. There is no pick up location in Ottawa. ERA is located in Montreal.
- Individuals and families can order laptops at <https://www.electronicrecyclingassociation.ca/lending-a-lifeline-by-lending-laptops/>
- Agencies can order multiple laptops on behalf of clients (to help them save on shipping) at <https://www.electronicrecyclingassociation.ca/apply-for-a-donation/>. Shipping details: \$40 for shipping 1-4 items, \$100 for 5-9 items (to one address)
- Currently in need of donations, especially laptops

Other Supports

Devices and Internet Project (The Phoenix Center and the Champlain Mental Health & Addictions COVID-19 Task Group)

- Provides free equipment (mobile phone, tablet or laptop) and internet (mobile phone, data only plan or internet) to **clients who need to access mental health support virtually and staff/agencies who provide these supports**
- Available until March 31st, 2021
- Provide equipment or connectivity solutions for staff and clients
- For more information or to request a “Equipment/Connectivity Requisition Form” application form, contact Jessica Rowsell at jrowsell@phoenixctr.com or 1-613-735-9565
- Currently in need of equipment donations

Ottawa Public Library (City of Ottawa)

- Provides **computer workstations** at all 33 branches
- Computer time can be booked online in advance, unbooked computers may also be used on a drop-in basis
- The **wireless network** is available between the hours of 7 AM and 11pm at all branches
- Printing is provided at all branches for \$0.10 a page
- Scanners are available for use at all branches
- Website: <https://bibliooottawalibrary.ca/en/library/computer#h1>