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## INDEPENDENT SERVICE PROVISION HOW TO GET REIMBURSED

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Prior to submitting your invoices / receipts, please have a discussion with your Support Coordinator to ensure your requests fall within the Ministry guidelines.

- You are responsible to pay for all services / supports and EAFWR will reimburse you via direct deposit
- Please provide a void cheque or a bank deposit slip. Attach it to the completed Bank Information Form
- Invoice Reimbursement sheets (ISP forms) must be clear to read and include full names, address, signatures, dates, cost per hour (if applicable) and provider's telephone number.
- A separate receipt must be attached to any ISP form when a signature is not included. A copy of unpaid invoice forms, registration forms are not accepted as proof of payment.
- The Reimbursement Schedule is located on the back of the ISP form. Invoices / receipts received after the due date will be held and processed on the next direct deposit period.
- Invoices / receipts will only be reimbursed when the dates of service occur within the current fiscal year.

**You can mail invoices / receipts to EAF or use one of the three drop-off boxes located in Waterloo Region:**

1. Extend-A-Family (Main Office), 91 Moore Avenue in **Kitchener**
2. Community Living Cambridge, 160 Hespeler Road in **Cambridge**
3. Elmira Association at 118 Barnswallow Drive, in **Elmira**

**You can e-mail invoices / receipts to [invoices@eafwr.on.ca](mailto:invoices@eafwr.on.ca).** Please note that it is important to keep the original copy until you have received payment.

Invoice Reimbursement Sheets and the Reimbursement Schedule can be found on our website; [www.eafwr.on.ca](http://www.eafwr.on.ca)

Your Support Coordinator will help to answer any questions you may have in regards to getting reimbursed. EAFWR's office hours are Monday – Friday 9:00am to 4:30pm