

City of London Municipal Based Services Offered regardless of Immigration Status
Draft List – February 23rd 2017

Children's Services						
Service	Identification Required	Name	Address	Date of Birth*	Income or Assets	Immigration Status
Family Centres- Drop in activities	Yes	Yes	Yes	Yes	No	No

London Emergency Services						
Service	Identification Required	Name	Address	Date of Birth	Income or Assets	Immigration Status
Fire Services/EMS	No	No	No	No	No	No
Referrals to Community Care Access Centres	Yes	Yes	Yes	Yes	No	No

Employment and Social Services						
Service	Identification Required	Name	Address	Date of Birth	Income or Assets	Immigration Status
Employment Resource Centres at all sites around the City	No	No	No	No	No	No

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Municipal Licensing & Standards						
Service	Identification Required	Name	Address	Date of Birth	Income or Assets	Immigration Status
Business and rental Licences and Permits	Yes	Yes	Yes	No	No	No
By-Law Enforcement Complaints	No	Yes	No	No	No	No
Property Inspection, Standards, Compliance, Complaints	No	No	No	No	No	No
Pet Licence	Yes	Yes	Yes	No	No	No

Parks, Forestry and Recreation						
Service	Proof of Identity	Name	Address	Date of Birth	Income or Assets	Immigration Status
Recreation facilities, classes and general programs (Spectrum)	Depending on registration	“	“	“	No	No
Community Centres- general programs	Depending on registration for activities	“	“	“	No	No

Shelter and Emergency Shelter Supports						
Service	Identification Required	Name	Address	Date of Birth	Income or Assets	Immigration Status
Emergency Shelters:	No	No	No	No	No	No

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Unity Project for the Relief of Homelessness; Salvation Army Centre of Hope; Missions Services London; Rotholme Women's and Family Shelter						
Drop Ins/Needle Exchange programs: Youth Action Centre – Youth Opportunities Unlimited; My Sister's place; Atloha Native Family Services; Regional HIV/AIDS connection; Middlesex London health Unit	No	No	No	No	No	No
Outreach Services: London CARES	No	No	No	No	No	No
Housing Help: Crash Beds – Mission Services; Violence against Women Shelters – Women's Community House	Yes	Yes	No	Yes	Yes	No

211 and London Public Library						
Service	Identification Required	Name	Address	Date of Birth	Income or Assets	Immigration Status
Service requests	No	No	No	No	No	No
Information requests	No	No	No	No	No	No
Public Library Core services: Library card(to borrow material and access computers)	Yes	Yes	Yes	No	No	No
Specialized Services such as Settlement Services (certain locations only)	Maybe, depending on registration or activity	"	"	"	No	No
Information and Programming Services	Maybe, depending on registration or activity	"	"	"	No	No

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Public Health - Middlesex-London Health Unit Documentation of Services Checklist						
Service	Identification Required	Name	Address	Date of Birth	Income or Assets	Immigration Status
Dental Clinics/Emergency Dental Services	No*	Yes	Yes	Yes	Yes**	No
Food Handler Certification Program (fee program)	No	Yes	Yes	No	No	No
Primary Care Clinics (Family Health Clinic)	No	Yes	Yes	yes	No	No
Primary Care Clinic (Sexual Health, Needle Exchange)	No	No	No	No	No	No
HIV/AIDS and Sexual Health Infoline/General Health Referral Line/Online Referral	No	No	No	No	No	No
Healthy Babies Healthy Children Program/Infant Hearing/Infant Vision	No	Yes	Yes	yes	No	No
PHN Support Services at family shelters	No	Yes	Yes	yes	No	No
Infant Hearing, Blind-Low Vision, Speech & Language Screening, assessment and Intervention services	No	Yes	Yes	Yes	No	No
Preconception & prenatal Education & support (group sessions, online courses, workshops, phone)	No	Yes	Yes	Yes	No	No

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Public Health - Middlesex-London Health Unit Documentation of Services Checklist						
Service	Identification Required	Name	Address	Date of Birth	Income or Assets	Immigration Status
Breastfeeding Support (phone, drop-in, appointment, home visit, peer support)	No	Yes	Yes	Yes	No	No
Post-partum adjustment/Parenting/Healthy Eating/Growth and Development (phone, drop-in, group sessions, workshop)	No	Yes	Yes	Yes	No	No
Vaccination Program	Yes*	Yes*	Yes*	Yes	No	No
One Life One You/Youth Leadership	No	No	No	No	No	No
Tobacco and E-Cigarette Provincial and Municipal Bylaw Enforcement	Yes	Yes	Yes	Yes	No	No
Skin Cancer Prevention Act Enforcement	Yes	Yes	Yes	Yes	No	No
Registered Health Education Sessions (for example: smoking cessation) – Quit Clinic and STOP Smoking Cessation Group Sessions	No – identification is not required but we collect a lot of demographic information	Yes	Yes	Yes	Plan to with the evaluation – ranges	We ask for racial/ethnicity identity (client self-identifies)
Tobacco Vendor and E-Cigarette Retailer Education Sessions	No	Yes – we ask them to sign in and list store name	No	No	No	No

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Other Health Education Workshops in the community (food skills)	No	No	No	No	No	No
Other Health Education Workshops in the community (for example: food skills, car seat safety, sun safety)	No	Yes for registration purposes E.g. Workplace workshop, injury prevention related workshops	Sometimes (For receipt purposes or tracking purposes)	No	No	No
Booster seat program	No	Yes for documentation	Yes for tracking	No	No	No
<p>* Proof of identity may be requested (e.g., name, address, health insurance) in order to provide appropriate care, but clients who do not provide this information will not be denied service.</p> <p>** Signed declaration of financial hardship is required to be able to access service.</p> <p>***Proof of insurance coverage is requested (e.g. HSO, OW/ODSP, IFHB) in order to access service.</p>						