



**CLEO Connect**

Training and tools for  
community workers

# Getting ID to access benefits

Skills Building Webinar  
June 22, 2023



Department of Justice  
Canada



# Land Acknowledgment

CLEO acknowledges that the land on which we live and work is the traditional territory of the Wendat, Anishinabek, the Chippewa, the Haudenosaunee Confederacy and most recently, the Mississaugas of the Credit River.

Today, this area of Tkaronto, now known as Toronto, is covered by Treaty #13 with the Mississaugas of the Credit River and is home to many diverse First Nations, Inuit and Métis peoples.

## What you can expect today

This is legal information, not legal advice. The information is current as of today's date, June 22, 2023.

Recording and slides will be sent out afterward.

Subtitles (closed captioning) has been enabled.

Put your questions in Q and A, not the chat, please.



# Partners for Access and Identification (PAID) Program

Getting ID to access essential services/benefits

SUCHANA PANDEY POKHAREL

Exercise:

**What are the benefits of getting a Birth Certificate?**

## EXERCISE ANSWERS:

### **Benefits of Birth Certificate...**

- **Receive SIN Number**
- **Open bank account**
- **Apply for ON Photo Card**
- **Register for school**

Exercise:

**What is an OHIP card?**

**Who can get it?**

## EXERCISE ANSWERS:

### **OHIP card - Who is eligible?**

- **Ontario Health Insurance Plan also called Ontario Health Card.**
- **Anyone older than 15½ years can apply for their own health card**
- **Must stay in Ontario 153 days of any 12 months**

Exercise:

**What documents do you need to apply for Ontario Photo ID?**

## EXERCISE ANSWERS:

### Documents needed to apply for Ontario Photo ID

- **Canadian born clients: Health Card and Birth Certificate**
- **Immigrants: PR card, Health Card, proof of receipt of OW/ODSP, notice of assessment (taxes) from Canada Revenue Agency (CRA).**
- **Protected persons – proof of acceptance by Refugee Board or positive Pre Removal Risk Assessment (PRRA) decision**
- **Refugee claimant – RCPD – refugee claimant protection document (Brown Paper)**

## Exercise:

**What benefits do you miss if you do not have Verification of Status (VOS)- also a confirmation of PR Status?**

## Polls Exercise ANSWERS:

**What benefits do you miss if you do not have Verification of Status- PR card?**

- **Can't apply for your SIN number**
- **Need SIN number to file your taxes**
- **Can't renew your PR card,**
- **Can't apply for Citizenship**
- **Issues with OW benefits**

## Exercise:

**To apply for a native status card for Indigenous people, what ID do they need to submit?**

## EXERCISE ANSWERS:

**To apply for native status card**

- **Long Form of Birth Certificate**
- **At least one parent must have native status listed on the Birth Certificate**

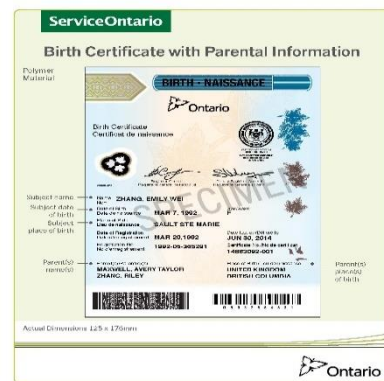
# What is PAID :

- Identification services for vulnerable populations across Toronto
- Decentralized and unique service delivery model - appropriate in a high volume service

# First objective of PAID

## 5 IDs

- Birth Certificates (Ontario, other provinces and territories)
- Delayed Registration of Birth
- OHIP Cards (Health Card)
- Verification of Status (PR card, formerly Record of Landing)
- Ontario Photo ID (Purple Card)



## Second objective of PAID

Refer to other services:

- Social, health, education, bank accounts
- PR Card, Passport and SIN Card
- Financial assistance- OW/ODSP/OAS/CPP
- Housing, employment and other community resources

# History of PAID

- Established 1999
- Funding from City of Toronto
- Aligned with City's 'Housing TO' Action Plan - Prevent Homelessness and Improve Pathways to Housing Stability (p.31).

# Homelessness in Toronto

Increasing every year, particularly after 2008:

- **Absolute homeless**
- **Marginally housed**
- **Under housed**
- **Individuals at risk**

## Community and clients of PAID

### ID clinics in **46 host organizations**

- 7 frontline ID Workers
- 8000+ unique individuals served annually
- 70% adults, 26% children, 4% seniors
- Multiple partners and stakeholders
  - ID issuing offices at three levels of government

# What does PAID do for clients?

- Provides a fixed address
- Completes and submits applications
- Covers application fees (when required)
- Receives, holds and delivers the identification
- Liaises with issuing offices and advocates for system change

# CHALLENGES

## Fees

PAID has funding to cover some ID fees for its clients

# CHALLENGES

Individuals have:  
no fixed address  
lack of personal and  
parental information  
no guarantor to confirm  
identity

Clients use PAID's  
address  
PAID ID workers have  
authority to sign or be  
guarantor on some forms  
ID workers advocate on  
clients' behalf and attest to  
their identity

# CHALLENGES

## Challenges to attend ID clinics:

- Disabilities
- Mental health or substance use
- Location: jail, hospital, rehab, etc.
- Cost of transit

-> phone service

-> ID workers work with clients' social workers to arrange services

-> PAID provides TTC tokens

# CHALLENGES

## **Service Ontario regulations for Ontario photo ID.**

Immigrants can't apply or need more documents, depending on their status. This service is available only in limited centres.

PAID helps clients gather documents or connects them with other community organizations who can help.

# CHALLENGES

Relying on physical paper processes.

No standardized application processes.

No effective advocacy for system changes.

PAID advocates for more efficient and effective services.

PAID mails out of province applications, as they are in paper formats.

# CHALLENGES

No support for  
Permanent Resident (PR)  
Card, Canadian  
Citizenship Card, Foreign  
Birth certificates,  
Canadian or Foreign  
Passport or SIN card.

PAID refers to other  
community organizations  
to access those services.  
PAID requests resources  
to expand their services.

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# Questions?

## SCENARIO 1:

Adult with no proof of birth, or other documentation:

She was born in Quebec but the birth was not recorded as mother had no status in Canada.

Mother and child moved to Ontario, mother disappeared, uncle and aunt adopt the child in Ontario.

## What PAID did:

- Consulted with legal aid lawyer.
- Motion in family court to reopen her adoption file to retrieve information, judge agreed.
- Aunt explained mother's lack of status and birth of child in Quebec.
- PAID reapplied with request to Quebec to register the birth, threatened legal action if they refused.

## SCENARIO TWO (2):

Client can't remember personal and parental information because of a brain injury.

His application refused because it was incomplete.

No Public Guardian and Trustee (PGT) or Power of Attorney (PoA) information available.

## What PAID did

- Explained the case to Service Ontario
- Wrote a letter to Service Ontario to serve as documentation, with the help of the client and his social worker
- Service Ontario called the client's social worker and the ID worker to verify the information.
- The client received his Birth Certificate.

# How to support your client when they are seeking ID

## **Where to Start:**

Client's accommodation arrangement- housed or homeless?

- A. If the client is currently housed with a permanent address** - you can help them to apply and obtain ID following the government information and instructions on their website.
  
- B. If your client is homeless** - you can refer them to the PAID Program. The PAID support is only for five vital IDs for clients from its catchment area. No need to book appointments in advance.

## PAID asks for: (1)

- Location of client (shelter, institution, street, encampment, etc.)
- Status of client in Canada – PAID can't serve undocumented people
- Any existing or outdated ID documents the client has

## PAID asks for: (2)

- Client's ability to provide consent and/or info
- Client's mobility
- Whether the client needs referrals for help with IDs that PAID doesn't cover
- Whether the client is in the process of getting a Permanent Resident (PR) card

# How to support your client when they are seeking ID

ID	Fee
Ontario Photo ID	\$35
Delayed Registration of Birth-	\$50 within a year of birth
Long Form Birth Certificate for Indigenous	\$45
Out of province/territories Birth Certificate	\$10- max. 55,
Quebec Delayed Registration of Birth	\$120

Language Interpretation Services: [MCIS Language Solution](#)

# How to support your client when they are seeking ID

Find or advocate for municipal funding for ID support.

Provide commissioner's services.

Provide agency letters or verification letters to support applications.

Provide accompaniment to Service Ontario or Service Canada offices.

# CONTACT INFORMATION

## **Partners for Access and Identification (PAID)**

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## RESOURCES:

### **Description of PAID**

<https://tngcommunityto.org/Programs-Services/Programs/Drop-in-and-Harm-Reduction-Services/Partners-for-Access-and-Identification-PAID-Proj?cat=8659>

**40 clinics. Click "Calendar" for locations and times**

<https://tngcommunityto.org/TNG/media/Documents/UHHS/PAID-Clinic-Schedule.pdf>

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# Questions?

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# Thank You



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## More ID services

### [The 519 Trans ID clinic](#)

Community and Legal Aid Services Program (CLASP)  
at Osgoode Hall, York University: [ID clinic](#)

Working Centre, KW  
Ottawa



## Community legal clinics - General

geographic catchment  
financial criteria  
Use the [Legal Clinic  
finder](#)

**Legal services in:**  
Housing  
Income assistance  
Employment  
Human rights  
(Immigration)



# [stepstojustice.ca](https://stepstojustice.ca)





## How to reclaim my traditional indigenous name

<https://stepstojustice.ca/questions/family-law/how-do-i-reclaim-my-traditional-indigenous-name/>

There's no fee to reclaim your traditional name in Ontario until **March 31, 2024.**

And no fee to change your federal travel or citizenship documents until **May 30, 2026.**



# Thank you for joining us!

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