



ACCESS TO SERVICES FOR TORONTO RESIDENTS

INFORMATION AND IDENTIFICATION REQUIREMENTS

May, 2007

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This guide was developed by City of Toronto staff to outline the services most frequently used by residents and the type of identification required to access those services. It is intended to inform City divisions, other Governments, staff and clients of community agencies and the public so that the services available in Toronto can be fully used by those residents who require them.

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CHILDREN'S SERVICES

(3)

Services provided to the public	Identification needed to access service	Do staffs report clients who do not have legal immigration status? [YES/NO]	If YES, to whom do staff report this information and under what circumstances?
<p>Children's Services Intake and Referral: District Operations Unit. Worker assists customers to make an informed choice about childcare, determines and monitors ongoing financial ability for childcare subsidy for children ages 0-12.</p> <p>Children's Aid Society: Refers clients to Children's Services for subsidized space at a centre/program in order to ensure the safety and well being of the child/ren who are considered to be at risk.</p> <p>Ontario Works: Social Services caseworkers refer to OW clients to Children's Services staff for placement of child/ren. The parents are referred to Children's Services to be assisted with child care placements so that the parents are able to conduct in the OW activity.</p>	<p>Basic child and family information such as names, addresses, phone numbers, parent workplace, date of birth of child (ren). This is required if parents apply to the City for child care or a fee subsidy or individual child care programs in the community</p> <p>Income tax notice of assessment, which implies the possession of a Social Insurance Number and filling of an income Tax Return, is required to obtain a child care fee subsidy. Other documents maybe needed to verify income and eligibility such as school letters, employer letters, special needs documentation etc.</p> <p>Same as above</p> <p>Same as above</p>	<p>NO</p> <p>NO</p> <p>NO</p>	
<p>Municipal Child Care Services and the Toronto Home Child Care Unit:</p>	<p>Basic child and family information such as names, date of birth of child/ren, addresses, phone numbers, parent workplace, immunization records (Day Nurseries Act Regulation requirement). Court orders Re: Custody arrangements to facilitate pick-up and drop off of child/ren enrolled in childcare. Medical/Developmental assessments from professionals to help placement and support children with special needs when required.</p>	<p>NO</p>	

Special Needs Support Services	Basic child and family information such as names, addresses, phone numbers, parent workplace, age of child/ren. Medical / Developmental assessments from Professionals to help placement and support children with special needs.	NO	
Service Occurrences: Children's Services Consultants ensure that any accidents and/or complaints are documented and followed-up for child/ren enrolled in child care programs.	Child's first name, last name initial & date of birth for follow-up purposes.	NO	
Operational Effectiveness Budget/Finances :	Basic child and family information such as names, addresses, phone numbers, parent workplace, age of child/ren both for subsidized and full fee clients for payment purposes.	NO	

EMERGENCY MEDICAL SERVICES (E M S)**(5)**

Services provided to the public	Identification needed to access service	Do staff report clients who do not have legal immigration status? [YES/NO]	If YES, to whom do staff report this information and under what circumstances?
911 Dispatch receives request for service	Names address and call back telephone number of caller and patient requested, Date of Birth. No documents required. No names given over "air"	Not routinely asked for service	If required to release info. Under Police Services Act – but this information is usually not asked or documented.
Paramedic/Ambulance Service – Delivery to Hospital	If no OHIP card, we still provide service	YES and NO	Under Police Services Act – we must release all information on incident report. Status is not designated as an area to be completed. Only OHIP # and D.O.B
First Aid/CPR Training	Only name, address, phone number and method of payment documented	NO	
Professional Standards – Complain line	Calls can be verbal. Name, address and phone # of caller, date/time/location of incident. No other information is asked	NO	Status is not designated as an area to be completed.

FIRE SERVICES**(6)**

Services provided to the public	Identification needed to access service	Do staff report clients who do not have legal immigration status? [YES/NO]	If YES, to whom do staff report this information and under what circumstances?
Emergency Response 911 Dispatch receives request for service	Address, name call back number requested.	NO	
Fire Prevention Inspections	Basic Individual or company contact information, including name, business address, home address and contact numbers.	NO	
Public Education Activities (related to Fire Safety)	N/A	N/A	

HOMES FOR THE AGED**(7)**

Services provided to the public	Identification needed to access service	Do staff report clients who do not have legal immigration status? [YES/NO]	If YES, to whom do staff report this information and under what circumstances?
Homemakers & Nurses Services (contracted agencies provide the services)	Old Age Security or Ontario Disability Support Program proof of income such as bank book or cheque stub. Eligibility for this income implies the client has legal status.	NO	
Supportive Housing	OHIP Card and financial information. All applicants to the Supportive Housing program are residents in the community housing projects. TCHC is responsible for the income screening. Possession of a valid health card and proof of income imply they are a legal resident of Canada.	NO	
Adult Day Program	OHIP Card and Social Insurance Card. If a client requests a subsidy, must produce a Notice of Assessment from Canada Revenue Agency.	NO	
Respite Care	OHIP Card is required. All applicants for this program apply through the Community Care Access Centre (CCAC).	NO	
Convalescent Care in a Home for the Aged	OHIP Card is required. All applications are routed through the Community Care Access Centre (CCAC).	NO	
Long-Term Care in a Home for the Aged	OHIP Card and Social Insurance Card is required. All applicants to long-term care apply through the Community Care Assess Centre (CCAC). Clients requesting a rate reduction are required to remit their Notice of Assessment from Canada Revenue Agency.	NO	

MUNICIPAL LICENSING AND STANDARDS

(8)

Services provided to the public	Identification needed to access service	Do staff report clients who do not have legal immigration status? [YES/NO]	If YES, to whom do staff report this information and under what circumstances?
Property standards inspection	N/A	NO	
Other related bylaw inspections (e.g., fences, long grass, low heat, waste, etc.)	N/A	NO	
Business licence issuance	Basic individual or company contact information, including name, business address, home address and contact numbers. Eligibility to work in Canada and in the case of mobile business, a valid Ontario driver's licence.	NO	
Business licence inspection	If the inspection is a cold call, the Officer may ask to see a licence. If the inspection is based on a complaint, the officer will have consulted the City's database to ascertain the identity and status of the licensee prior to engaging the licensee. If an inspection reveals an unlicensed person, the officer will ask for personal identification in the case of a mobile business driver or stationary business attendant. Such persons may refuse to provide such identification.	NO	
Right of way permit issuance	Business licence, if required under Chapter 545 or personal identification and business registration otherwise. If the inspection is a cold call, the officer may ask to see a permit. If the inspection is based on a complaint, the officer will have consulted the City's database to ascertain the identity and status of the permit holder prior to attending the site.	NO	

PARKS, FORESTRY AND RECREATION

(9)

Services provided to the public	Identification needed to access service	Do staff report clients who do not have legal immigration status? [YES/NO]	If YES, to whom do staff report this information and under what circumstances?
Welcome Policy – fee waiving for registered recreation programs	Basic child and family information such as names, addresses, phone numbers, age of family members. This information is required if parents apply to PFR to have fees waived for recreation programs. For refugees, a letter from an agency provided on letterhead with an original signature, that indicates the financial status, e.g. if the family is receiving an allowance, so that financial need for fee waiving can be verified.	NO	
Registered Recreation Programs	Basic child and family information such as names, addresses phone numbers, age of family members.	NO	
Drop In Recreation Programs	N/A	NO	
Drop In Recreation Programs for Youth	N/A	NO	
Aquatic Leadership Programs	Proof of Age – only shown to the trainer of the course and NOT when they register for the program.	NO	
Aquatic Instructional Programs	Proof of Age – only shown to the trainer of the course and NOT when they register for the program.	NO	
Permits	N/A	NO	
ARC (After-School Recreation Care)	Basic child and family information such as names, addresses, phone numbers, age of family members. Child care subsidy and welcome policy information requirements may apply.	NO	

SHELTER SUPPORT AND HOUSING ADMINISTRATION

(10)

Services provided to the public	Identification needed to access service	Do staff report clients who do not have legal immigration status? [YES/NO]	If YES, to whom do staff report this information and under what circumstances?
<p>Hostel Services</p> <ul style="list-style-type: none"> • Emergency Shelter (directly operated and purchased service) • Day care and children's programs (in directly operated sites) • Employment programs (in directly operated sites) • Health programs • Parenting support programs 	<p>Although staff asks for identification at the time of admission, clients will not be refused access if they lack identification.</p> <p>Shelter services are considered to be Ontario Works "in kind". Under the <i>Ontario Works Act</i>, staff are directed to ask questions regarding immigration status. However, if an applicant refused to answer, they would not be denied shelter. It should be noted, however, that clients in shelters cannot access ongoing Ontario Works without legal status in the country and the appropriate documentation. Thus, without status and without appropriate documentation, people/families can become trapped in the shelter system. Provincially designated Violence Against Women shelters are not included in this description.</p>	<p>Very rarely</p>	<ul style="list-style-type: none"> • On very rare occasions staff may contact immigration if the person/family is a long term shelter user and there appears to be no resolution to the individual's /family's status situation. • The possibility also exists that immigration could become aware of shelter clients without status through a third party such as the police or child welfare organizations who have become involved due to children who are at risk or other activities.
<p>Street Outreach Services</p> <ul style="list-style-type: none"> • Street outreach services (directly provided or externally provided) • Housing help services (directly provided or externally provided) 	<p>The new Streets to Homes unit works directly with unsheltered individuals to help them access housing or shelter accommodation. The service intake process for street outreach services may request information for the purpose of assisting staff in determining which programs and benefits are available for the client. Lack of identification would not present a barrier to accessing street outreach or housing help service.</p> <p>However, access to Ontario Works benefits is an important part of the housing help process. Without OW, the chance of success in housing someone off the street is compromised. Access to OW requires identification and proof of status in Canada.</p>	<p>NO</p>	
<p>Community Housing Initiatives and SCPI</p> <ul style="list-style-type: none"> • Drop-in services (externally provided) • Housing help services (externally provided) 	<p>Our agreements with drop in centres, housing help services and other projects delivered by community agencies and funded by our Division do not require provision of identification to access the service. One project, Partners in Access to Identification (PAID) actually assists clients to secure missing or lost identification, to facilitate their access to services.</p>	<p>NO</p>	

<ul style="list-style-type: none"> Other homeless and housing services (externally provided) 	<p>Lack of identification would not present a barrier to accessing drop-ins, housing help or other homelessness service.</p> <p>However, access to Ontario works benefits is an important part of the housing help process. Without OW, the chance of success in housing someone in need is compromised. Access to OW requires identification and proof of status in Canada.</p>		
<p>Social Housing</p> <ul style="list-style-type: none"> Rent-Geared-to-income (RG) non-profit housing Rent-Geared-to-income non-profit supportive or alternative housing TCHC Housing Allowance Pilot Housing Allowance Program 	<p>The Social Housing Reform Act, 2000 which applies to most social housing, sets eligibility rules for households receiving subsidy. Households not in Canada legally are not eligible for RGI assistance.</p> <p>Identity documents are required from all members of households applying for RGI, living in an RGI unit or receiving a housing allowance. The documents are necessary to determine the number of members of the household and the status in Canada of each member of a household. Acceptable forms of identification include:</p> <ul style="list-style-type: none"> Canadian Birth Certificate Proof of Live Birth in Canada or registration (child under the age of two) Documentation from Citizenship and immigration Canada acknowledging application for permanent status in Canada. Canadian Citizenship Card Canadian Citizenship Certificate Registered Indian Band Status (Native) Health Card for a Canadian born child (under the age of two) Valid Canadian passport (not expired) Documentation from Citizenship and immigration Canada, regarding application for proof or replacement of a Citizenship Card Documentation from Office of the Registrar General regarding application for proof of replacement of a Birth Certificate Landed status papers including date of landing Quebec and Newfoundland Baptismal Certificate Permanent Resident Document Permanent Resident Card Refugee Claimant Documentation including, Eligibility Certificate. Notice to appear. Notice of Decision. Acknowledgement of convention Refugee Status 	<p>NO</p>	

	<p><i>The Social Housing Reform Act.</i> Transferred administration of social housing programs from the province of Ontario to the City in 2002.</p> <p>Under the SHRA. Regulation 298, s 7.(1). A household is eligible for geared-to-income assistance if “each member of the household meets at least one of the following criteria:</p> <ol style="list-style-type: none"> 1. the member is a Canadian citizen, 2. the member has made an application for status as a permanent resident under the Immigration and Refugee Protection Act (Canada), or 3. the member has made a claim for refugee protection under the Immigration and Refugee Protection Act (Canada): 4. no removal order has become enforceable under the Immigration and Refugee Protection Act (Canada) against any member of the household. <p>The eligibility criteria regarding status in Canada are identical to the criteria in the <i>Ontario Works Act</i>.</p> <p>As a result of a regulation change in 2004, applicants for permanent resident status (e.g. family members of Canadian citizens or permanent residents applying from within Canada) are now eligible to be housed in social housing.</p> <p>Under the SHRA, the City, as the service manager, must have a centralized waiting list management system for access to social housing. If a member of a household does not meet the eligibility criteria as set out above, the household cannot be included in the centralized waiting list.</p> <p>Social housing providers, including Toronto Community Housing Corporation (TCHC) and approximately 230 other non-profit and cooperative housing providers, must comply with the provisions of the SHRA when administering the Rent-geared-to-income (RGI) program.</p> <p>Housing providers must fill vacancies in geared-to-income units with applicants who have been accepted for the centralized waiting list. Once households are housed, their eligibility for geared-to-income assistance must be reviewed at least every 12 months. If a member of a household does not qualify under the eligibility criteria, then the household loses their eligibility for RGI assistance.</p>		
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	<p>The Housing Allowance Pilot and Housing Allowance Program have eligibility rules that are similar to those for RGI. Households must be on or be eligible to be on the centralized waiting list for social housing in order to access an allowance. They can become ineligible for the housing allowance after an annual review.</p>		
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SOCIAL SERVICES

(14)

Services provided to the public	Identification needed to access service	Do staff report clients who do not have legal immigration status? [YES/NO]	If YES, to whom do staff report this information and under what circumstances?
<p>Financial Assistance</p> <p>Employment Assistance</p>	<p>The Ontario Works Act and Regulations stipulate that all clients must provide identification that verifies name, date of birth and status in Canada for all members of the benefit unit.</p> <p>In order to establish eligibility for assistance, clients must provide one piece of required identification for each family member.</p> <p>Required Identification includes:</p> <ul style="list-style-type: none"> • Canadian Birth Certificate • Record of Landing • Canadian Passport • Permanent Resident Card • Long Form Birth Certificate • Determination of Eligibility • Notice of birth Registration • Certificate of Indian Status • Canadian Citizenship Card/Certificate • Refugee Status (Interim/Full) • Foreign Passport with Canadian Landed Stamp 	<p>Staff contacts CIC to clarify a client's immigration status and to notify CIC regarding sponsorship default.</p>	<p>The Ontario Ministry of Community and Social Services has an Information-Sharing Memorandum of Understanding (MOU) with Citizenship and Immigration Canada (CIC) as provided for in section 71 of the <i>Ontario Works Act</i>. As an Ontario Works delivery agent, Toronto Social Services is bound by the terms and conditions of the agreement.</p> <p>The information shared with CIC may be used to administer and enforce the <i>Immigration and Refugee Protection Act (IRPA)</i> and <i>Regulations</i> or to carry out a lawful investigation under the authority of <i>IRPA</i>.</p>

TORONTO BUILDING**(15)**

Services provided to the public	Identification needed to access service	Do staff report clients who do not have legal immigration status? [YES/NO]	If YES, to whom do staff report this information and under what circumstances?
Building Permits/Inspections/Compliance Letters/Preliminary Project Review/Pre-applicable Law Review/Zoning Letters/Permitted use letters	For a permit to build renovate or demolish, individual completes a standard provincial form which includes basic applicant information. For other services, individual completes information on the application from (name, complete address of applicant telephone numbers and signatures declaring who the applicant is)	NO	
Building Records Request	Valid Identification is required if requestor is claiming to be property owner	NO	

Services provided to the public	Identification needed to access service	Do staff report clients who do not have legal immigration status? [YES/NO]	If YES, to whom do staff report this information and under what circumstances?
<ul style="list-style-type: none"> -Dental treatment program -School screening -Mobile geriatric program -CINOT/OW claims office 	<p>For dental treatment services, the following are required:</p> <ol style="list-style-type: none"> 1. Proof of identification, which can be birth certificate, driver's license and immigration papers, senior's card, OHIP or any other suitable identification. 2. Proof of address, which can be a phone bill, water bill, gas bill, school report, bank statement. 3. Random selecting of clients for confirmation that they meet the financial eligibility requirement. Information required can be a benefit receipt, pay stub, letter from social agency or church. 	NO	
<ul style="list-style-type: none"> - Healthy Babies/Healthy Children - Pre-school speech & language - Infant Hearing Program 	<p>Immigration status of clients may be asked for evaluation purposes, but this information is not part of data collection and not linked to the individual, such as Canada Prenatal Nutrition Programs.</p>	NO	
<p>Sexually Transmitted Infections</p> <ul style="list-style-type: none"> - Case management and Partner notification 	<p>Verbal confirmation of name and date of birth is requested before staff speaks to a client about the reported infection.</p> <p>For syphilis medical surveillance, medical surveillance forms are provided to TPH by the client or CIC.</p>	NO	
<p>Tuberculosis Prevention and Control Program</p>	<p>Follow up for TB medical surveillance requires that clients provide a copy of their immigration documents i.e.: IMM 535 or Inland Processing Form (a CIC condition set upon their immigration approval).</p> <p>Verbal confirmation of name and date of birth for follow up of cases of TB as provided by the reporting physician requested.</p>	NO	

Sexual Health Clinic	All TPH Sexual Health Clinics ask those clients who provide an address outside of Canada to sign a waiver which is based on the Canadian Medical Protective Association's 2003 policy, Assistance in Legal Matters Initiated by Non-residents of Canada (CMPA – the insurance body which provides malpractice insurance to physicians). The waiver asks all non-residents of Canada to sign an agreement stating that if any legal action results from care provided at a TPH Sexual Health Clinic, that action will be initiated within Canada, and not from outside the country.	NO	
Vaccine Preventable Diseases Program	For Grade 7 Hepatitis B/Meningitis C program, request verbal confirmation of name and date of birth for proper identification of students. For Universal Influenza Immunization Program, request verbal confirmation of name and date of birth. When reviewing immunization records of students, request the Ontario Health Card information verbally, as a unique identifier, but it is not required	NO	
Control of Infectious Diseases and Infection Control	When following up a communicable disease, questions may include recent travel, country of birth, and date of arrival in Canada but would not include immigration status. On occasion a client may be asked to go for a blood test. If the client does not have OHIP, no questions are asked regarding the reason why they do not have OHIP, however, arrangements are made through TPH to have testing done and TPH would pay for the cost of the specimen collection. (Note – these are rare occurrences).	NO	

Services provided to the public	Identification needed to access service	Do staff report clients who do not have legal immigration status? [YES/NO]	If YES, to whom do staff report this information and under what circumstances?
Public Library Service	Two pieces of identification are required to get a library card with one of those pieces providing proof of address	NO	

Services provided to the public	Identification needed to access service	Do staff report applications or clients who do not have legal immigration status [YES/NO]	If YES, to whom do staff report this information and under what circumstances?
Downspout Disconnect Program (including Drainage Emitter Program and what is referred to as Rain Barrel Program) – for homeowners only (free to homeowner)	Signed agreement	NO	
Drain Grant Rebate Program – for homeowners only (verified through the Toronto Property System); for City tree root damage to single, double, triplex residential sewer lines on private property (within 1 year timeframe) (up to \$2,000 per property lifetime)	Application form Contractor receipt for work done (dated, paid in full) Inspection required to receive reimbursement	NO	
Toilet Rebate Program – Multi Unit Residential (>7) and Industrial, Commercial, Institutional (MUICI) for property owners, property managers (category defined by property tax guidelines)	Application form Receipt for toilets (paid in full) Proof of disposal of old toilets (for MUICI) Signed Building Toilet Inventory list showing the location, make, model and number of toilets installed at that location	NO	
New Construction Washer Program Multi Unit Residential (MU, >7) en suite installation only – for property owners, property managers, contractors (\$60/machine)	Application form (on site inspection by program coordinators)	NO	
Residential Toilet Replacement Program (retroactive to 2000) – must be a City resident and homeowner or renter. (\$60 or \$75/unit)	Application form Original receipt (or inspection required) Must have account with TW (receive a water billing Permission from property owner (if renter application)	NO	
Residential Washer Replacement Program – (retroactive to 2000) – must be a City residential and homeowner or renter (\$60/machine)	Application form Original receipt (or inspection required) Must have account with TW (receive a water billing)	NO	
Washer Rebate Program – MUICI only for communal Laundry rooms property owners/managers (\$125/machines)	Application form Receipt or leasing agreement Serial numbers of machines Must have account with TW (receive water billing) Must have a water meter	NO	
Summer Water Saver Visit – free lawn and garden assessment – Requester calls to be put on list – must be a City resident and homeowner	Name, address, phone number Contacted for appointment by private consultant	NO	

Water Trailer Service – provide free water source for special events	Name, phone number, even location [Note: may 2007 – will require an application form & waiver]	NO	
Locates – for water main, forced main sewer, service box on public property.	Require name, address, phone number If doing landscaping, require landscaping permit, site plan and application (if major landscaping) – through another division Customer must be on location for emergencies	NO	
Water meter maintenance, repair, seasonal install, removal – resident must be home if test required.	Required address	NO	
Water meter dispute – Resident must be home if test required	Must first contact revenue services If require test, need name. address, phone number	NO	
New water meter install – by contractor or commercial business	Name, address, phone number Must have (or set up) billing account with revenue service (who would ask for personal info)	NO	
Water service Line repair program – for single family residences with low pressure or substandard water service- for homeowners – Mandatory installation of water meter required (free on City property portion)	Application form	NO	
Water service line – locates, repair to service box, no/low pressure -	Require name, address, phone number Reason for service	NO	
Water service line leakage flooding or leaking.	Require address	NO	
Water service line-turn Off/On burst (\$15 for each turn on or off on private property – added to water billing)	Require address	NO	
Complain/Damage by work crew – about staff, equipment, property	Require name, address, phone number, description	NO	
Hydrant relocation request – must be City hydrant	Application Applicant must provide payment for service	NO	
Hydrant Repair – must be city hydrant	Location	NO	
Hydrant Request for usage – (\$300 for pool, \$100 other)	Application (to be obtain permit)	NO	
Hydrant Flow test – (\$100 fee)	Application	NO	
Sewer Service Line – blocked – resident must be home	Require name, address, phone number	NO	
Sewer service cleanout repair – must be on City property	Require address	NO	

Sewer Service line –CCTV Inspection – must have history of problems (\$300 fee)	Require name, address, phone number	NO	
Sewer Main Backup – flooding occurring from drain or maintenance hole	Require name, address, phone number	NO	
Sewer Odour	Require address	NO	
Maintenance Hole damage/missing/overflowing safety issue	Location required	NO	
Watercourses- Blocked outfalls, inlets/flooding/Eroding – must be on City property	Location required	NO	
Water main break – flood	Required address/Location	NO	
Water quality – discoloured – resident must be home	Require address	NO	
Catch basin damage/overflow	Location/address	NO	
Request for lab report	Submit written request FOI process required for public	NO	
Request for distributional resources (literature)	Name, mailing address, fax number	NO	
Environmental spill – all spills considered emergencies (response from DO as well)	Name, Phone number, address (enforcement officers will contact) Location, address, time of occurrence	NO	
Request for water quality sampling (Odour, colour taste problem) Resident must be home	Require name, address phone number	NO	
Water treatment & Supply (water plants) noise complaint	Require name, address phone number Location	NO	
Vandalism or Graffiti	Location	NO	
Waste Water Treatment (Waste Plants) Odour Complaint	Require name, address, phone number, location	NO	
Request for sample – for an educational institution, laboratory or manufacturing company – must provide own sealed container	Name address/phone and reason for sample Must make an appointment	NO	
Request for documentation – on treatment process	Name address phone and reason for material Must pick up	NO	

TRANSPORTATION SERVICES**(22)**

Services provided to the public	Identification needed to access service	Do staff report clients who do not have legal immigration status? [YES/NO]	If YES, to whom do staff report this information and under what circumstances?
Seniors/Disabled Persons Snow Clearing Services (City provided services)	Proof of age or proof of disability (doctor's note) or evidence of disabled person status from Province	NO	
On-Street Disabled Persons Parking Spaces (City provided services)	Evidence of disabled person status from Province	NO	
Front Yard Parking Permits, On-Street Parking Permits (City provided Services)	Provincial Driver's Licence and proof of residency	NO	