

# CITY POLICY



**POLICY NUMBER: C606**

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**REFERENCE:**

Council Policy C529 Immigration and Settlement  
Council Policy C538 Diversity and Inclusion

**ADOPTED BY:**

City Council September 18/20  
2018

**SUPERSEDES:**

**New**

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**PREPARED BY:** Citizen Services

**DATE:** September 12, 2018

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**TITLE: Access to Municipal Services Without Fear**

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**Policy Statement:**

The City of Edmonton recognizes that residents with precarious or undocumented status may be reluctant to access City services. The City of Edmonton supports the ability of all Edmontonians to access municipal services and programs without fear, regardless of their documentation, immigration, or citizenship status.

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**The purpose of this policy is to:**

Enable the City of Edmonton, within its mandate as a municipal government and provider of municipal services, to provide access to such services to all residents. City services and programs will be available and accessible to all who reside in Edmonton, regardless of their immigration status.

To this end, the City of Edmonton shall:

- Promote full integration of persons of all immigration statuses, including precarious or undocumented status, into the community through information, education, and the provision of necessary City services;
- Ensure that persons of all immigration statuses are treated with respect and dignity when accessing services provided by the City;
- Limit barriers to participation as required by persons with precarious or undocumented immigration status;
- Ensure that identification is requested only when necessary, in order to allow for

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**This policy is subject to any specific provisions of the Municipal Government Act or other relevant legislation or Union Agreement.**

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- Edmontonians with precarious or undocumented status to maintain access to City services and programs;
  - Ensure that a variety of forms of identification are accepted by City services and programs, and that any record of identification provided is kept strictly confidential and used solely for the purposes for which it was intended.

### Background

Edmonton is a city that seeks to promote the participation and integration of all who live here. This includes a commitment to ensuring that immigrants and their families have equitable access to municipal services and supports. The City of Edmonton acknowledges that immigrants come to the city through a variety of ways, and that all who reside in Edmonton contribute to our economic, social, and cultural fabric.

### Definitions

**Immigration status:** The legal means through which an immigrant can remain in Canada. An immigrant is a non-citizen who has been granted the right to live in Canada permanently or temporarily by federal immigration authorities. This includes those who have come through various immigration pathways, such as a refugee, student, temporary worker, or visitor. An individual's immigration status can be temporary or permanent. Those with temporary immigration status are not guaranteed future permanent status, and could at times be at risk of losing their legal immigration status.

**Precarious status:** Refers to those who do not have full permanent status in Canada as determined by federal immigration authorities, and who may be at risk of losing their temporary status or who have lost their legal immigration status through various means. Precarious status in Canada can include temporary workers, students, and refugee applicants, as well as visa and permit overstayers, denied refugee claimants and undocumented entrants.

**Undocumented:** An individual who does not have formal or legal status to reside in Canada. Undocumented individuals may have entered Canada either voluntarily or through coercion without any legal documentation or visa, or may have entered Canada with a visa that has since expired or been revoked. Undocumented individuals are unable to access most formal provincial and federal government social supports.