

Fee Waiver Program

Assisting individuals who are marginally housed or experiencing homelessness to obtain a birth certificate

Eligibility

To participate in this program, an organization must:

- Be a registered not-for-profit corporation;
- Have a mandate to assist Ontarians who are marginally-housed or experiencing homelessness;
- Not receive any other public funding for the payment of birth certificate fees; and
- Only seek waiver of the payment of a fee for a replacement birth certificate on behalf of individuals who are marginally-housed or experiencing homelessness.

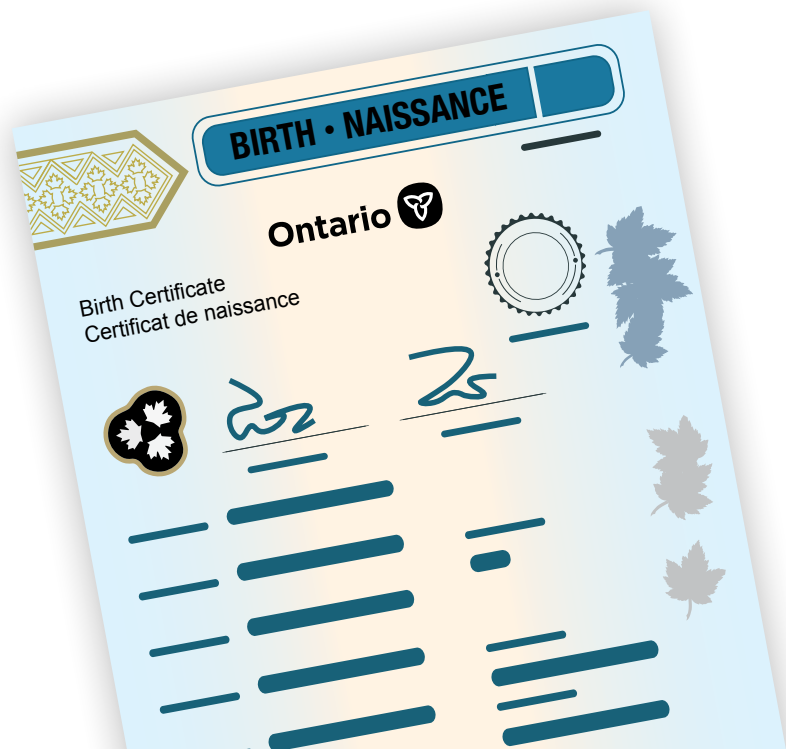
How to participate

- Complete the Application to Participate in the Fee Waiver Program for Homeless and Marginally-Housed Individuals;
- Agree to a security assessment and agree to implement necessary security recommendations at the organization's own expense (see below for further details); and
- Enter into a defined term agreement with the Ministry of Government and Consumer Services to provide this service.

There is no cost to participate in the program.

What security measures is an organization required to take to participate in the program?

Since birth certificates are foundational identity documents, organizations will need to undertake adequate measures to ensure the safety, security and confidentiality of birth certificates, completed birth certificate applications, internal application processes, assigned ID numbers, and any other information the organization may have as a result of involvement with sensitive personal information related to participation in this program.



The organization must:

- Implement procedures to secure all personal information during and at the end of each day, as well as in the case of an immediate/emergency exit from the building.
- Store all personal and confidential hard-copy documents in a locked location securely away from public access and access of employees not involved in the Fee Waiver Program.
- Store all personal and confidential electronic documents securely using encryption or password-protection.
- Keep the information exchange solely between the organization's employee and the individual requesting a birth certificate by ensuring a place for strictly confidential discussions.
- Ensure all personal information is kept strictly confidential.
- Immediately notify the Deputy Registrar General in writing upon becoming aware of a potential or actual privacy or security breach and take appropriate corrective action related to the specific incident.
- Permit a person designated by the Deputy Registrar General to enter your office to make an initial and follow-up inspections and inquiries regarding security and privacy requirements.

Is training required for organizations participating in the program?

Yes, if your organization is accepted into the program, all employees who assist in completing applications for individuals will receive training as part of the orientation process. An Office of the Registrar General employee will provide the training materials and conduct training virtually.

Who is eligible to receive a certificate through the fee waiver program?

Individuals who are marginally-housed or experiencing homelessness are eligible to have the fee waived for a replacement birth certificate.

For the purposes of this program, an individual who is marginally-housed or experiencing homelessness:

- Does not have a fixed, regular, and adequate nighttime residence;
- Lives in a shelter or transitional housing program for people who are homeless; or
- Lives any place not designed for, or ordinarily used as, a regular sleeping place for people.

How does an individual who is marginally-housed or experiencing homelessness apply for the fee waiver?

The fee for the payment of a replacement birth certificate can be waived if the individual's birth certificate application is submitted by an organization approved to participate in this Fee Waiver Program.

Who should I contact if I have more questions about the program?

For further information please email: feewaiverprogram@ontario.ca or contact ServiceOntario at 1-800-461-2156 for all of North America (areas outside of Toronto) or 1-416-325-8305 in the Greater Toronto Area and Internationally; TTY: 416-325-3408.