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## Report 2025-005

**Report Title:** Community Identification and Wellness Clinic

**Committee Name:** Social Services

**Committee Meeting Date:** January 8, 2025

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**Reviewed by:** Glenn Dees  
Director, Health and Human Services  
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**Approved by:** Jennifer Moore, CAO

**Council Meeting Date:** January 22, 2025

**Strategic Plan Priorities:**  Innovate for Service Excellence  
 Ignite Economic Opportunity  
 Foster a Thriving Community  
 Propel Sustainable Growth  
 Champion a Vibrant Future

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### Information Report

**That** the Social Services Committee receive Report 2025-005 'Community Identification and Wellness Clinic' for information; and

**Further That** the Committee recommend that County Council receive this report for information."

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## **Purpose**

The following report will provide an update on the Community Identification and Wellness Clinic that was hosted on November 26, 2024 by the Community & Social Services department at the Columbus Community Centre in Cobourg.

## **Background**

Many individuals within the community, particularly those experiencing homelessness, face barriers in obtaining basic identification, including birth certificates, health cards and photo identification cards. Without proper identification, individuals are restricted from accessing services that can support their stability, including access to health services, housing and banking needs.

Recognizing the importance of providing wrap-around support to individuals accessing local services, a staff working group was brought together to plan and host the first such clinic in Northumberland County. Through networking with services within Hastings County who have hosted two such clinics in 2024, contacts were made with the mobile services offered by ServiceOntario and ServiceCanada. Both government agencies provided their full support to participating in a clinic within Northumberland County.

The mobile team from ServiceOntario provides opportunities for renewals of health cards, replacement health cards and updates to contact information. Completion of the Ontario Photo ID card could not be completed at the clinic; however, staff were provided with access to streamline their application at the ServiceOntario location at the Fleming Building on the day of the event. ServiceCanada were available to provide support with individuals obtaining their Social Insurance Number and federal applications for programming, including the Canada Dental Care Program. Representatives from Canada Revenue Agency were not able to attend our event, however, were interested in attending a future event.

Planning for the first clinic commenced in September with the intention of hosting an event by the end of November 2024. Transition House and The Help Centre were brought into the planning to support the completion of Birth Certificate Applications, particularly for the unhoused population to utilize the fee waiver program available for vulnerable populations. Individuals who did not meet the criteria for the fee waiver program and required a replacement birth certificate would be supported through the Ontario Works program or the Community Outreach program. The event was expanded to include the Northumberland Community Paramedicine program to offer wellness checks and information; EarlyON provided on-site childcare; and the Northumberland Community Legal Centre were available to support legal concerns from individuals attending the clinic. Staff also acquired the services of Community Care Northumberland to provide transportation within Cobourg.

As this was the first event planned, staff limited the advertising of the session to a flyer that was shared with community agencies and a media release a few days in advance.

The inaugural Community Identification and Wellness Clinic was held on November 26, 2024 at the Columbus Community Centre in Cobourg from 10 a.m. to 3 p.m. Through the day, 26 individuals were served, consisting of 66 individual transactions with the agencies present. On the day of the event, six staff members from Community & Social Services and one ODSP Caseworker were present, in addition to the agency staff. The costs (excluding staff time) for the event totaled \$1,103.70, broken down as follows:

- Transportation through Community Care Northumberland: \$240.00
- Snacks for Individuals attending the event: \$89.05
- Columbus Community Centre Hall Rental: \$570.65
- Costs for Replacement ID (Birth Certificates): \$204.00

Upon receipt of the birth certificate, further coordination with service partners will occur to support individuals with obtaining their health card and/or their Ontario Identification card. There may be additional costs associated with the identification that will be covered under the regular supports offered to individuals accessing services.

### **Consultations**

Many external agencies and other government services were consulted in launching this project. In addition to the services listed above, the Centre for Workforce Development and their Executive Director, Sandi Ramsy, provided insight and advice on hosting a successful clinic.

### **Legislative Authority / Risk Considerations**

N/A

### **Discussion / Options**

The need for this “one-stop shop” approach for identification replacement continues. Hosting our first event allowed the opportunity to learn and be able to incorporate those lessons for future events. Planning has started on a future Identification and Wellness Clinic, including hosting an event in 2025 in the eastern end of Northumberland County. It is our intention to host two clinics in 2025.

### **Financial Impact**

The costs associated with hosting this event, and for future events, are included within the current budget. There is no impact to the budget because of this event.

### **Member Municipality Impacts**

While there is no direct Member Municipality impact, residents within the individual communities who can successfully obtain replacement identification are able to fully access services, including health, housing, employment and banking. This event supports the overall wellness of the community.

### **Conclusion / Outcomes**

This report has been submitted for informational purposes regarding the Community Identification and Wellness Clinic.

### **Attachments**

N/A