



CITY OF HAMILTON
COMMUNITY AND EMERGENCY SERVICES DEPARTMENT
Neighbourhood and Community Initiatives

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| TO: | Chair and Members Emergency & Community Services Committee |
| COMMITTEE DATE: | February 10, 2014 |
| SUBJECT/REPORT NO: | Access to Services for Undocumented Individuals (CES14003) (City Wide) |
| WARD(S) AFFECTED: | City Wide |
| PREPARED BY: | Carmen Rachelle Bian 905-546-2424 ext. 2187 Colin McMullan 905-546-2424 ext. 3538 Paul Johnson 905-546-2424 ext. 5598 |
| SUBMITTED BY: | Vicki Woodcox Acting General Manager Community and Emergency Services Department |
| SIGNATURE: | |

RECOMMENDATION

- (a) That the City of Hamilton's anti-racism staff training program entitled "Equipped to Serve" be revised to ensure that all staff support the City of Hamilton's commitment to provide access to services without fear for immigrants without full status or without full status documents;
- (b) That the City of Hamilton continue to work with the Hamilton Community Legal Clinic and other community stakeholders to develop a public education strategy to generate awareness regarding the issues that face immigrants without full status or without full status documents when accessing services in the community;
- (c) That the City of Hamilton request the Federal government review its current Immigration and Refugee policies and programs and identify ways to better assist residents with undocumented status in Canada to regain their full status; and,
- (d) That the City of Hamilton request that the Provincial government review its policies for all provincially funded programs to include residents of Ontario without full status or without full status documents.

EXECUTIVE SUMMARY

Persons without full status or without full status documents are often referred to as "undocumented individuals". Recently, the experience of undocumented individuals has been brought to the attention of the City of Hamilton. On June 12th, 2013, Hamilton City

Council approved item 9.1 of the Emergency and Community Services Report 13-005, which reads as follows: “That the Community and Emergency Services Department engage with the Public Health Department and local agencies to investigate how undocumented individuals are treated in Hamilton, and report to the Emergency and Community Services Committee”.

The City of Hamilton partnered with the Hamilton Community Legal Clinic (HCLC) in an attempt to identify the experience and treatment of undocumented individuals in the city. City staff also reviewed the recent actions taken by the City of Toronto to ensure that their city was welcoming to all regardless of immigration status.

The Canadian Council for Refugees defines a person without status/undocumented as someone who has not been granted permission to stay in the country, or has overstayed their visa. The vast majority of undocumented individuals enter Canada legally through authorized federal programs but for a variety of reasons their status or documentation of their status lapses. This can include visitors who overstay their visa; refugee claimants awaiting a response; failed refugee claimants who have not left Canada; sponsorship breakdowns; and workers whose visas have expired. In other words, they are not illegal immigrants but immigrants whose documentation has lapsed. Many of the individuals in these situations work, pay taxes and otherwise contribute to the community and economy.

City staff worked with the HCLC and other agencies to understand more fully the experience of undocumented individuals. A series of interviews with 15 agencies and three individuals helped illustrate some of the challenges and barriers faced by undocumented individuals. Appendix A to report CES14003 contains a summary of these experiences.

A challenge and barrier that was repeatedly highlighted in the interviews was a fear of accessing services. The perceived threat of having enquiries for services result in reporting to “authorities” factored into the decision of some individuals to not try and access certain services at all. As a result, it is recommended that in order for the city to achieve its goal of creating a welcoming place for newcomers, the City of Hamilton reaffirm its commitment to provide access to services without fear for immigrants without full status or without full status documents.

In order to ensure consistent education and information is provided to City staff this report recommends that the “Equipped to Serve” anti-racism training will be enhanced to discuss the issues related to providing services to individuals without full status or full status documents.

The City of Hamilton can also play a role in continuing to work with community partners to enhance public education efforts related to undocumented individuals as many services are delivered by non-profit organizations or other institutions.

Finally, the City of Hamilton can advocate, where appropriate, with senior levels of government for policy changes that can remove barriers to achieving full status in Canada. In partnership with other municipalities it might also be useful to advocate for certain services to be made available to all, in an effort to support the health and well-being of those residing in our community. The recent announcement by the Provincial government reinstating access to essential and urgent health care is an example of policy changes that can support health and well-being of individuals without full status.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS (for recommendation(s) only)

Financial:

There are no financial implications associated with report CES14003.

Staffing:

There are no staffing implications associated with report CES14003.

Legal:

There are no legal implications associated with report CES14003.

It is important to note, however, that various municipal services are available to all residents of Hamilton, regardless of immigration status. However, the ability to deliver some municipal services to certain residents will depend upon any laws or other legal requirements imposed upon the City. For example, benefits under Ontario Works are governed by provincial legislation, which will preclude the availability of such benefits to immigrants without full status or without full status documents. As well, the *Municipal Freedom of Information and Protection of Privacy Act* permits the City to disclose personal information, without an individual's consent, under various circumstances, such as to a law enforcement agency, or to the Government of Canada or Government of Ontario in order to facilitate the auditing of shared cost programs. As a result, access to municipal services and confidentiality of personal information must remain subject to laws and any other legal requirements with which the City must comply.

HISTORICAL BACKGROUND

On May 29, 2013, the HCLC held a community meeting to discuss the issue of accessing services for undocumented individuals. This meeting was held in response to a motion approved by the City of Toronto in February 2013, which affirmed its commitment to ensuring access to services without fear for immigrants without full status or without full status documentation.

The Toronto motion that was adopted also requested additional activities be undertaken to enhance staff training and look for additional opportunities to improve access to services (both by the City of Toronto and city-funded agencies). The motion also requested that the Federal government address immigration issues that affect

undocumented individuals and that the Provincial government review its policies related to the provision of health and other support services to undocumented individuals.

On June 10th, 2013, the Emergency and Community Services (E&CS) Committee heard a delegation from the HCLC in support of the motion referenced above to better understand the experiences of undocumented individuals in Hamilton. At that time the HCLC indicated that they would devote some of their own staff time to help gather information on this topic and that they would organize a workshop to further educate the community about this issue.

On November 13th, 2013, a community workshop was hosted by the Hamilton Sanctuary City Coalition to further discuss how to create a city where everyone could access services without fear. About 50 community members and agency representatives attended. The members of the Coalition continue to work together to ensure the necessary policies are put in place to make Hamilton a welcoming place for all.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

None.

RELEVANT CONSULTATION

- Public Health Services Division – supportive of report’s recommendations
- Access and Equity Division Staff – supportive of report’s recommendations and are committed to making changes to “Equipped to” training module for staff
- Legal Services Division – report contains edits suggested
- Hamilton Community Legal Clinic – provided background document attached as Appendix A to Report CES14003 and support directly of this report
- Employment and Income Support Division – includes edits forwarded
- Hamilton Police Services – received the report, but will require additional time to determine implications for HPS and linkages to the Police Services Act
- Interviews with 15 agencies and three individuals were undertaken by students working with the Hamilton Community Legal Clinic

ANALYSIS AND RATIONAL FOR RECOMMENDATION

On June 12th, 2013, Hamilton City Council approved a motion directing staff to report back to the Emergency and Community Services (E&CS) Committee on the treatment of undocumented individuals within the city. To assist the city in obtaining local data on undocumented individuals living in the city of Hamilton, the HCLC conducted semi-structured interviews with a number of non-profit organizations serving the immigrant/refugee community. The complete results of the interviews are attached to this report as Appendix A to Report CES14003.

This background work was necessary as little information is available regarding who the undocumented individuals are and what their experiences are in seeking to access services in the community. It is important to note that it is difficult to locate, identify and conduct research with this population. However, through literature reviews and key informant interviews, information was gathered to respond to some of the following questions:

1. Who are Undocumented Individuals and How Many are There in the City of Hamilton?

Based on research from other jurisdictions and the interviews conducted in Hamilton, the majority of undocumented individuals entered Canada through authorized federal programs¹, but then either their full immigration status or their documents lapse.

Nationally, it is estimated that the number of undocumented individuals could range somewhere between 20,000 to 500,000². The range is so broad due to challenges in defining the target group and a lack of systematic data collection by government, academics, non-profits etc.

Locally, respondents who participated in the interviews conducted by HCLC, confirmed the challenge of trying to “quantify” the number of undocumented individuals in the city, however, most agencies acknowledged that in their experience, the numbers for undocumented individuals living in Hamilton would be relatively low.

2. What Challenges are Faced by Undocumented Individuals?

a) Mental Health and Physical Health:

The chronic stress of living in fear as an undocumented individual takes a significant toll on both the physical and mental health of individuals/families³. The constant fear of being discovered/deported from Canada is often also exacerbated by being separated from family in their country of origin.

The HCLC report identified that many undocumented individuals in Hamilton exhibited, “signs of trauma, depression, chronic stress and stress-related physical illness due in part to their status”. Children of undocumented parents in Hamilton also exhibited signs of mental distress as a direct result of the stress endured by their parents. The fear of service providers reporting them to the authorities can keep undocumented individuals

¹ For example: sponsored immigrants, refugee claimants, student visas, temporary foreign worker, live in care programs, seasonal workers, or visitor visas.

² Goldring, L., Berinstein, C., and Bernhard, J. **Institutionalizing Precarious Migratory Status in Canada**, Citizenship Studies, 13 (3), 239-269.

³ Magalhaes, L., Carrasco, C., Gastaldo, D. (2011). Undocumented Migrants in Canada: A scope Literature Review on Health, Access to Services, and Working Condition. *Journal of Immigrant and Minority Health*, 12 (1), 132-151.

from seeking health care services, even though there are some health care services that could be accessed. Access to health care services was identified as a major concern by most of the organizations interviewed by the HCLC since provincial health services require a Provincial health card which is not available for undocumented individuals.

b) Income and Basic Needs:

Immigrants without full status or full status documents often work for low wages in poor/unsafe work conditions with no legal protection from exploitation or abuse from their employers⁴, particularly women who work as live in caregivers. Those without full immigration/refugee status are unable to apply for Ontario Works/ODSP as a source of income⁵. In terms of employment opportunities, undocumented individuals who participated in the Hamilton Sanctuary City Forum on November 13th, 2013 also openly discussed their precarious employment, low wages, and lack of protection from employers who preyed on their fear to exploit them as workers.

c) Safety and Security—Police Services:

For women who are undocumented and experience domestic violence or other physical or sexual abuse, the fear of being discovered/deported results in a lack of reporting of the crime to police services. The HCLC report emphasizes how vulnerable these undocumented women experiencing abuse are, particularly when their abuser threatens to report them to authorities, withhold their documents, or threaten family in their country of origin. In other circumstances, witnesses to crime who are undocumented individuals may also be reluctant to contact police services to report criminal activity.

d) Accessing Services:

The majority of non-profit agencies who are funded by the federal/provincial government cannot provide service to undocumented individuals. Eligibility criteria for income support programs such as Employment Insurance and Ontario Works/ODSP also prevent undocumented individuals from accessing these programs. As such, undocumented individuals may feel uncomfortable accessing any services – even those that are available regardless of an individuals' status. In addition, a negative experience accessing services may contribute to an overall perception that services are not able to be accessed by undocumented individuals or that there is a risk that staff delivering the services will pass on information about their status to the authorities.

e) Inclusivity:

⁴ Goldring, L, Berinstein, C, & Bernhard, J.K. (2009). Institutionalizing Precarious Migratory Status in Canada. *Citizenship Studies*, 13 (3), 239-269.

⁵ OW eligibility does exist for failed refugee claimants who have not left Canada, are awaiting deportation, and sponsorship breakdowns.

Another impact for undocumented individuals is the level to which these residents feel “included” as part of the fabric of the community within Hamilton. The HCLC report highlights that the constant fear that undocumented individuals live in may often preclude them from actively participating or feeling as though they are part of the community as a whole. Many of the participants at the HCLC forum expressed the feeling that they were living somehow “outside” of the community although they had an overwhelming desire to call Hamilton home. One participant stated emphatically that “no status meant no life”. The City of Hamilton wants to create a welcoming community for all of its residents, whether they are immigrants without full status or full status documents. The recommendations in this report will serve as an important step in what will likely be a long term vision in making Hamilton home for all.

The information contained in the HCLC report demonstrates the real and perceived barriers that exist for undocumented individuals when it comes to accessing services and participating in community life.

Municipal Response to This Information:

While immigration is not a municipal responsibility, the information provided in the HCLC report offers a rationale for certain action by the City of Hamilton.

First, in order to ensure a consistent delivery of services across the city, it is recommended that training for staff be enhanced to help educate staff about the issues faced by undocumented individuals. It is recommended that the anti-racism training “Equipped to Serve” provides the right platform for this enhanced training and will help ensure that all staff are delivering services in a manner that supports the City of Hamilton’s commitment to provide access to services without fear for immigrants without full status or without full status documents. As stated in the legal implications section of this report there are times when the delivery of services to certain individuals – including undocumented individuals – will not be permitted. However, all Hamiltonians should feel comfortable accessing City services and should not be fearful that their status will be reported to anyone unless required by law.

Secondly, as referenced in the HCLC report, there are many services delivered in the community by non-profit organizations and other institutions (health, education etc.). Continuing to support the efforts of the HCLC and partner agencies in the development of public education materials will ensure that services delivered outside of the municipal sphere are also welcoming to all.

Finally, there is a role the City can play in advocating with senior levels of government for changes to immigration policy at the Federal level and changes to service eligibility at the Provincial level. On December 9th, 2013, the Province of Ontario joined with other Provinces to reinstate essential and urgent access to healthcare services for refugees. This is an example of policy changes that support undocumented individuals.

In taking these steps the City of Hamilton can set a tone for how services should be delivered in this community. Residents should not fear coming to the City – or any other provider – for service regardless of their status.

ALTERNATIVES FOR CONSIDERATION

N/A

ALIGNMENT TO THE 2012 – 2015 STRATEGIC PLAN

Strategic Priority #2

Valued & Sustainable Services

WE deliver high quality services that meet citizen needs and expectations, in a cost effective and responsible manner.

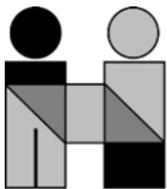
Strategic Objective

2.3 Enhance customer service satisfaction.

APPENDICES AND SCHEDULES ATTACHED

Appendix A to Report CES14003: Executive Summary: Situation of Precarious Status Residents in Hamilton and Canada.

EXECUTIVE SUMMARY:
Situation of Precarious Status Residents in Hamilton and Canada



Hamilton Community Legal Clinic
Clinique juridique communautaire de Hamilton

Below reflects research conducted by the Hamilton Community Legal Clinic/ Clinique Juridique Communautaire de Hamilton (HCLC). The following summary represents findings from interviews with fourteen of Hamilton's non-governmental organizations, including sixteen case workers and academic literature regarding the situation of those with precarious status in Canada.

Defining 'Undocumented':

'Undocumented' is the term most commonly used to define those without full legal status in Canada; however, after reviewing the academic literature on the subject and consulting with Hamilton's non-governmental organizations, it is evident that 'undocumented' should be replaced by either precarious status, non-status migrant or resident without full status. This terminology encompasses the nature of the issue which stipulates that the majority have documents and are known to authorities; however, they may no longer have legal status or any citizenship rights. The research by Luin Goldring, Carolina Berinstein and Judith K. Bernhard, states that the context of immigration in Canada provides a "confusing array of gradations of uncertain or 'less than full' migratory status" reflecting a need to use more encompassing terminology (2009, p.240).

Precarious status can therefore be defined as the absence of any of the following: the authorization to work, a residence permit, the ability to reside in Canada without dependence on others (as is the case with sponsorship or temporary employment) and the absence of the rights granted to permanent residence (health and education) (Goldring et al., 2009). Therefore, those with precarious status can be categorized as: visitors who overstay their visa; refugee claimants awaiting a response; failed refugee claimants who have not left Canada, are awaiting deportation, or exploring alternative procedures; sponsorship breakdowns; and workers whose visas have expired (Simich, Wu & Neraid 2007; Goldring et al., 2009; Magalhaes, Carrasco & Gastaldo, 2011). The majority of those deemed to have precarious status initially entered Canada through legal channels (Magalhaes et al., 2011). Overall, the reality is that precarious status migrants have fluid status and experience different degrees of legality throughout the processes, often acquiring legal status for a temporary time and then staying in the country once it has expired (Marsden, 2012). The majority of people with precarious status pay taxes while residing in Canada and perform much of Canada's unwanted and underpaid work, contributing to the growth of Canada's economy and society (McDonald, 2009; Magalhaes et al., 2011). Despite such contributions, their unrecognized status excludes them from access to health care, education, social services and legal aid (Magalhaes et al., 2011).

Undocumented Status: The Numbers for Hamilton

The academic literature from 2009 to 2011 indicates that the lowest estimate of numbers for those with precarious status in Canada is 200,000 and the highest is approximately 500,000 (Ruiz-Casares, Rousseau, Derluyn, Watters and Crepeau, 2010; Goldring & Landolt, 2011; Goldring et al., 2009). This gap in the estimates is due to an absence of a large and systematic gathering of information on the group as a result of the

underground nature of the issue (Goldring et al., 2009). It should be noted however that Goldring et al., (2009) state that the number in Canada is relatively small.

In direct relation to Hamilton, community organizations that the HCLC interviewed confirmed the lack of definitive numbers of people with precarious status locally, due to the small number of those that seek services from their agencies. The majority stated that the number of people with precarious status was relatively low compared to other newcomers. This may in part due to the fact that the majority of organizations interviewed do not ask for documents and thus do not have exact numbers on how many precarious status clients they encounter. Most community organizations stated that a small minority of their clients are people with precarious status. This however may also be due to an overarching fear of accessing any services, regardless of funding.

Types of Services Sought

The services that residents without full status seek in Hamilton from non-governmental organizations are diverse. The vast majority of the organizations interviewed stated that residents without full status approach them either for aid in acquiring basic necessities and/or for information regarding immigration processes and legal aid. Basic necessity services included accessing food banks, primary health care, speaking to a housing worker/seeking shelter and help making payments. Of the fourteen organizations interviewed, only one redirected undocumented migrants (those with no legal status in Canada) to other organizations that would be able to assist them, due to that organization's source of funding. The majority of organizations interviewed simply did not ask for status or would not turn anyone away as their mandate is to serve all vulnerable populations.

Primary Concerns and Impacts of Lack of Access

All the organizations interviewed by the HCLC commented on people with precarious status' inability to access services due to ineligibility, fear and/or inconsistent city protocol (in regards to needing or not needing documents). The HCLC and case workers recognized that this may be due to an overarching confusion regarding what can and cannot be accessed due to funding sources, whether provincial, federal or municipal. Therefore, organizations may be hesitant to recommend services to clients where there is uncertainty.

Health care and police services were mentioned the most frequently by Hamilton organizations as a cause for concern for their precarious status clients. Although health care is a provincial service, fear of costs, fear of being denied and fear of being detained and/or deported as a result of accessing any health services is trickled down to a fear of accessing municipal health services administered by the city such as public health. This in effect may have major health consequences on those with precarious status who do not access health care, whether provincially or municipally run (i.e. public health) due to an overall lack of knowledge of what services they are or are not able to access. Reiterated

in the academic literature, are the consequences of not accessing health care for both children and adults with precarious status as a primary concern for their livelihoods (Ruiz-Casares et al., 2010; Simich et al., 2007; Magalhaes et al., 2011). Health care was a concern mentioned by 12 of the 14 organizations interviewed. Residents without full status sought the organizations' assistance in receiving health care because of their inability, or their perceived inability, to access. Along with health care, police services were mentioned by Hamilton organizations as a primary cause for concern by their precarious status clients.

Most women's organizations interviewed stated that their precarious status female clients do not access police services when their partner abuses them because they fear detention and ultimately deportation if they access police services. The literature by Peter Nyers (2010) mentions cases wherein women have been detained for trying to call 911 for an emergency or in situations of domestic violence, with some eventually facing deportation orders once their lack of status was discovered. Further, according to Lilian Magalhaes, Christine Carrasco and Denise Gastaldo (2011) people with precarious status who are victims of crime or who have witnessed a crime being committed will not report the crime due to fear of exposure and mistrust of police.

The Effects of Fear

The majority of Hamilton organizations interviewed stated that their clients with precarious status have a fear of accessing services due to an anxiety of being denied, deported and/or detained. Overall, there is a lack of knowledge regarding what can or cannot be accessed and what documents are required when accessing certain services. As previously mentioned, the difficulty in distinguishing between municipal, provincial and federal services creates confusion for those with precarious status in terms of understanding what essential services they can/cannot access. This uncertainty is not only shared by those with precarious status, but organization staff, a few of whom stated that they do not refer their clients to any city services. Goldring et al., (2009), and Nyers (2010) state that social services with public officials pose a threat and create fear, due to the fact that identification is asked for in order to establish what entitlements one with precarious status has to access services (clinics, social housing, schools, food banks, welfare offices, the police and social services). This fear results in the person not seeking service (Goldring et al., 2009).

This uncertainty regarding which services are accessible, as well as the fear of detention and/or deportation, prevents people with precarious status from accessing health care, recreation, educational systems, going to walk-in clinics and contacting the police in crisis situations or when they are being abused, financially or physically, by those who take advantage of their vulnerability. Adding to this fear are the rumours that are circulated in these communities regarding access, as well as the stigma associated with police and city workers from those who came from countries where the two are not trusted. Activists, who supported women and children in the Toronto Immigrant Holding Center, confirmed that many of the women had been detained as a direct result of trying

to access city services (Nyers, 2010). This indicates that this fear felt by many with precarious status is legitimate.

According to much of the academic literature examined, fear is an everyday and pervasive emotion felt by people with precarious status (Simich et al., 2007; Magalhaes et al., 2011; Bernhard, Goldring, Young, Berinstein & Wilson, 2007). The constant fear of accessing services and going about day-to-day activities including simple tasks such as driving a car, may lead to consequences for those with precarious status (Nyers, 2010; Marsden, 2012). Various authors stated that the prevalent fear experienced by people with precarious status has a negative affect on their health. Prevalent fear negatively affects health by causing many to develop anxiety, as well as hinges on their capacity to fully integrate into a community and infringes on their ability to access services (Magalhaes et al., 2011; Bernhard et al., 2007).

Vulnerable Populations

Precarious status disproportionately affects women through temporary visas and family sponsorship, which in total accounts for a large portion of newly arrived immigrants in Canada (Simich et al., 2007). The majority of the organizations interviewed by the HCLC stated that lack of access affects women and children differently than men. Multiple organizations witnessed situations of violence or manipulation, where women with precarious status were being abused and had a fear of accessing police services, fearing deportation and the possibility of losing their sponsorship status. This was reiterated by Magalhaes et al., (2011), who state that women with precarious status are often vulnerable to domestic violence and exploitation. The issues that may arise with sponsorships are situations of manipulation or abuse of women with precarious status. Often women believe they have to rely on a third party for their access to the immigration process and their economic livelihood. According to Goldring et al., (2009) there is no comprehensible data on sponsorship breakdown, however, if a woman leaves the relationship her status may be at risk. Moreover, according to Rupaleem Bhyan, “women living with precarious legal status have significant constraints on their social rights when responding to gender-based violence” (2012, p.217).

Issues faced by precarious status women on the national scale are similar to those experienced by women with precarious status on a local level. For instance, one Hamilton organization mentioned that one of the primary services women with precarious status seek from them is the violence against women councillor, while another case worker cited dispelling myths used by the abuser to maintain control as one of her primary focuses for women with precarious status. Another organization mentioned the burden of not having many resources, citing women who cannot access daycare and therefore cannot be employed. One worker stated that women with precarious status tend to have very long shelter stays because they cannot move through the system. This was supported by Bhyan’s literature, which states that women with precarious migrant status were more likely to stay in shelters for a long period of time and often required ‘non traditional sources’ of support (2012, p.222).

According to Simich et al., (2007), beyond the individual, children are the most impacted by lack of status. Children are impacted by status in various ways, for instance, one interviewee cited lack of proper nutrition due to insufficient funds, as well as lack of access to recreational and daycare activities that promote healthy growth.

Mental Health Impacts

Mental health issues due to the feeling of uncertainty and the inability to settle are prevalent among those with precarious status in Hamilton. The majority of the organizations interviewed identified mental health as a major concern for their clients without full status, citing stress, anxiety and depression as the most frequent illnesses experienced. Studies conducted by Simich et al., (2007) and Magalhaes et al., (2011) concluded that many people with precarious status exhibit signs of trauma, depression, chronic stress and stress-related physical illness due in part to their status. A few organizations cited mental health impacts due to lack of status on children. Children show signs of mental distress, as a result of observing the stress their parents endure.

Integration into the Hamilton Community

According to research conducted by Bernhard et al., (2009), a challenge that many with precarious status face is their inability to feel like they belong within a society and feel valued within their society. Moreover, Bernhard et al., (2009) state that precarious status hinders one's ability to develop networks and adequately integrate within both their ethno-racial community as well as society as a whole. All of the organizations whom were asked responded affirmatively to the question: "In your opinion, does limited or non-existent access delay or impair the ability of undocumented residents to belong to a community and integrate fully into Hamilton?" Five of the organizations stated that undocumented residents are unable to integrate into the community because they are in a constant state of crisis, wherein they are trying to survive and therefore, community integration is not a primary need. Moreover, various organizations stated that undocumented migrants do not have support and this often leads to feelings of insecurity, isolation and fearfulness, which impairs their ability to integrate into Hamilton.

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and Access to Healthcare for Undocumented Children: Addressing the Gap

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America and Europe. *Social Science and Medicine* , 70, 329-336.

Simich, L., Wu, F., & Nerad, S. (2007). Status and Health Security: An Exploratory

Study of Irregular Immigrants in Toronto. *Canadian Journal of Public Health* , 98

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Non-Governmental Organizations Interviewed

Centre de Santé Communautaire de Hamilton/Niagara- David Mbaya Kabamba
(Conseiller en établissement)

Hamilton Community Legal Clinic- Melissa Loizou, Bilingual Staff Lawyer

Refugee Health Center- Terry Bedminster, Director of Operations

Good Sheppard Family Services- Angela Akbari, Program Manager

Good Sheppard Women's Services- Kristene Vilijasou, Director of Women's Services

Micha House- Scott Jones, Executive Director

Neighbour to Neighbour- Krista D'Aonst, Director of Family Services

Interval House- Umeshaa Pararajasingham, Diverse Communities System Navigator

True City- David Witt, Movement Developer

Wesley Urban Ministries- Stephanie Taylor, Neighbourhood Development &
Newcomer Services

YWCA Hamilton- Erzsebet Gatfalvi, Settlement Specialist

YMCA Hamilton- Veronica Dichoso, Settlement Worker

3 Organizations Choose to Remain Anonymous

Individual Case Workers

Nada Tuta

Maria Valderrama

Nora Melara-Lopez