

# ACCESS TO CITY SERVICES WITHOUT FEAR

We want everyone to feel safe, regardless of immigration status, accessing City of Vancouver services and programs, including 3-1-1, fire and rescue, permits, public hearings and waste and recycling collection.

## Staff working with the public follow these guidelines:

- **Don't ask** for proof of immigration or citizenship
- **Don't record** immigration status as part of registration, forms or notes
- **Don't share** personal information, unless required by law to disclose (in consultation with Privacy Office or Legal), always maintain privacy and confidentiality

Learn more at [policy.vancouver.ca/COUN003.pdf](https://policy.vancouver.ca/COUN003.pdf)

This policy applies to City operational services only, not Parks and Recreation, Library, and Police services. Visit [parkboardmeetings.vancouver.ca](https://parkboardmeetings.vancouver.ca), [vpl.ca](https://vpl.ca) and [vpd.ca](https://vpd.ca) to learn about their policies or guidelines.

