



Securing Identification: Backgrounder for Helping Professionals

Without personal identification, people cannot access essential services such as health care, income supports, housing and employment.

Identification required to access public services and programs

- Birth certificate for proof of citizenship
- Health card to access public health services
- Driver's license or provincial photo card that includes photo, address, and signature
- Social insurance number is needed to be legally employed, to file personal income tax return, and to claim certain financial benefits

Individuals may need other pieces of identification, depending on their circumstances, such as Records of Landing or Citizenship documents for those not born in Canada.

For people seeking housing, some form of official identification is required and it usually includes government-issued photo identification (such as driver's license or provincial photo card). This identification is often requested when a landlord wishes to enter into a formal lease agreement with the tenant, as the lease agreement is a legally binding document and the tenant's identity will need to be confirmed. In Ontario, residents should contact www.ServiceOntario.ca or call 1-800-461-2156 for information about driver's licenses and provincial photo cards. If finding housing is an urgent need, see tip sheet, [How to Secure Housing in Urgent Circumstances Without ID](#).

Guidance for replacing lost or stolen identification

For individuals who are able to apply for and secure their own identification, this section provides tips, tools, and links to more resources for replacing key pieces of identification. It is adapted from <https://www.ontario.ca/faq/i-lost-my-wallet-how-do-i-replace-my-government-identification>.

If you have lost your wallet and identification, make sure that you cancel and replace all of your important cards and documents. The information below is meant to guide you through this process so that you replace your cards and documents in the right order.





Securing Identification: Backgrounder for Helping Professionals

When you have all your replacement documentation, it is a good idea to photocopy them and keep them in a safe place. Having photocopies available will help in the replacement process should you lose any of your identification in the future.

Contact authorities if you suspect fraud

If you suspect any fraudulent use of your personal information, such as your credit cards, contact Waterloo Regional Police at (519-653-7700 in Kitchener, Cambridge or Waterloo and 519-570-3000 from all other areas). Do not dial an emergency number - this is a non-emergency situation. Refer to your local telephone listing for the regular business line or phone number of your local police services. More information about Waterloo Regional Police services, including links to an online reporting tool, can be found at: www.wrps.on.ca/contact-us.

Recommended steps if your wallet is lost or stolen

If you lose your wallet or it is stolen, follow these steps (as applicable) in the order they are listed:

1. Contact Your Bank(s) or Financial Institution(s)

Report your missing bank and/or credit cards.

2. Cancel Other Credit Cards

If you have lost a retail credit card or any other credit card, immediately notify the Customer Service or Credit Department of that retail company.

3. Driver's License

In many cases, a replacement driver's licence may be issued on the spot, if you have other identification readily available. Contact the Ministry of Transportation or visit your nearest Service Ontario office for more information. For more guidance and to find a local office, go to www.ontario.ca and search "driving and roads" or call 1 800 461-2156.





Securing Identification: Backgrounder for Helping Professionals

For a list of ID needed to replace a driver's license, go to www.drivetest.ca and search "how to apply." If you use a form of ID that does not have your (the applicant's) signature, you will need to arrange for the completion of the Declaration from a Guarantor Form SR-LD-40. Go to www.drivetest.ca, click on "Forms & Brochures" and select "Declaration from a Guarantor" for a copy of the form. Alternatively, search the internet using the entry, "Service Ontario Declaration from a Guarantor form." For costs associated with replacing or renewing your driver's licence, contact Service Ontario.

4. Ontario Photo Card

An Ontario Photo Card is a wallet sized card that provides government-issued identification to those Ontarians who do not have a driver's licence, making it easier for them to do things such as open a bank account, and perform any other activities that require official identification. To replace a lost, stolen or damaged Ontario Photo Card, you must complete the Ontario Photo Card application form available at a Service Ontario centre and provide proof of:

- Legal name
- Date of birth
- Signature

For current costs associated with replacing or renewing the Photo Card, contact Service Ontario. Call 1-800-461-2156 or go to www.ontario.ca and search "Service Location Finder" to find a Service Ontario Centre near you.

5. Birth Certificate

If born in Canada, refer to your provincial or territorial ministry's website for more information on the process or go to www.servicecanada.gc.ca and search "Birth Certificate" for a list. Birth certificates can be ordered in two different formats:

- (1) Short form (card style): includes full name, location and date of birth; or
- (2) Long form (legal size paper): includes full name, location and date of birth, as well as parent(s) information, which may be needed when trying to establish family lineage as with Aboriginal Status or Citizenship.





Securing Identification: Backgrounder for Helping Professionals

Generally speaking, to order a short-form or long-form birth certificate you will need:

- Your first and last name, mailing address, and phone number
- Information of the person on the birth certificate:
 - First, middle, and last name, date of birth, sex and city of birth
 - Previous legal names for the person named on the birth certificate (if applicable)
 - Parents' information (full names including mother's maiden name, dates and cities of birth, etc.)
- A **guarantor** (full name and contact details) if the subject/applicant is 9 years and older
- **Payment for the certificate**

In Ontario, you can [apply online to replace your birth certificate](#) by going to www.ontario.ca and searching "Get or Replace an Ontario Birth Certificate." You can also call 1-800-461-2156 or go to www.ontario.ca and search "[Service Location Finder](#)" to find a Service Ontario Centre near you.

Identification is required to pick up your birth certificate. In Ontario, a driver's licence is an acceptable form of identification. Contact Service Ontario for current fees associated with the replacement of Ontario Birth Certificates.

6. Health Card

In Ontario, if you need a replacement photo health card because it has been lost or damaged, you can make your request by telephone or in writing as long as you have not changed any information as shown on the card itself, or the card has not expired. Contact the Service Ontario info line at:

1-866-532-3161 (Toll-free in Ontario only). By mail, you can send requests to:

Service Ontario
PO Box 48 Kingston ON K7L 5J3





Securing Identification: Backgrounder for Helping Professionals

If your card has been lost or stolen, and the card had expired or the information on it is no longer correct, you will need to apply in person for the replacement. You will also need to apply in person if you had been using a Red and White card as these are now being gradually replaced by photo health cards; you will need to go to a Service Ontario office to have your photo and signature electronically documented.

Whether applying for a new or replacement health card, when attending in person you must bring original documents to prove (1) citizenship/immigration status, (2) residency in Ontario and (3) identity (refer to the [Ontario Health Coverage Document List](#) by typing “Form 9998E-82” in a Google search). A driver’s licence (or an Ontario Photo Card) and birth certificate are generally acceptable. In Ontario, you would apply through Service Ontario.

There are many Service Ontario service desks located throughout Waterloo Region. You can call 1-800-461-2156 or go to www.ontario.ca and search “[Service Location Finder](#)” to find a Service Ontario Centre near you. Go to www.health.gov.on.ca and search “OHIP forms” to download application and renewal forms online. There are usually no fees associated with applying for or replacing your Ontario Health Card.

7. Passport

As soon as you think your passport has been lost or stolen, you are required to report the circumstances of the loss or theft to [Passport Canada \(www.cic.gc.ca\)](http://www.cic.gc.ca) and search “passport”) or the nearest [Government of Canada office \(www.travel.gc.ca\)](http://www.travel.gc.ca) and search “embassies and consulates” if you are outside Canada).

You can request a replacement passport at any service location (go to www.cic.gc.ca/english/passport/map for a list) or at the nearest Canadian Government office. However, before the document can be replaced, Canadian authorities will investigate the circumstances of the lost or stolen passport. This could cause delays in processing the replacement.





Securing Identification: Backgrounder for Helping Professionals

A replacement passport (which may be valid for a limited period only) may be authorized, provided strict requirements are met. Go to www.cic.gc.ca/english/passport to download an application form and find information on photo requirements, fees (which vary, depending on length of validity), and documentation required for proof of Canadian citizenship. If your passport was lost, stolen, damaged, destroyed, or is inaccessible, you will also need to fill out the Statutory Declaration form (go to www.cic.gc.ca and search “PPTC 203”).

8. Social Insurance Number

To apply for your Social Insurance Number (SIN), to obtain a confirmation of your SIN, or to amend your SIN record, you will need to take the required original proof of identity documents (go to www.servicecanada.gc.ca and search “SIN documents” for a list) to the nearest Service Canada location. For those born in Canada, a Birth Certificate should be sufficient identification to apply for the SIN card. To find an office nearest you, go to the Service Canada website and search “Find a Service Canada office.” If everything is in order, you will get your SIN during your visit. In Waterloo Region, Service Canada has two offices:

Kitchener

Market Square, Suite 200, 25 Frederick Street
Monday to Friday from 8:30 am to 4:00 pm

Cambridge

350 Conestoga Boulevard, Unit C2
Monday to Friday from 8:30 am to 4:00 pm

9. Records of Landing and/or Canadian Citizenship Certificate

Two pieces of personal identification are required when applying for a citizenship certificate. The application kit provides details on what identification is acceptable. For more information on replacing a lost, stolen, damaged or destroyed citizenship certificate or certificate of registration of birth abroad (RBA), go to www.cic.gc.ca and search “Solemn Declaration Citizenship Certificate.”





Securing Identification: Backgrounder for Helping Professionals

For newcomers arriving locally, Immigrant Services through the YMCA's of Cambridge & Kitchener-Waterloo may be able to assist in completing forms and navigating the documentation required through the settlement process.

You can email the YMCA's Immigrant Services by going to:
www.ymcacambridgekw.ca/en/immigrant-services/Contact-Us.asp

Or contact by phone:
Cambridge, 519-621-1621
Kitchener, 519-579-9622
Settlement Specific, 519-742-8220

