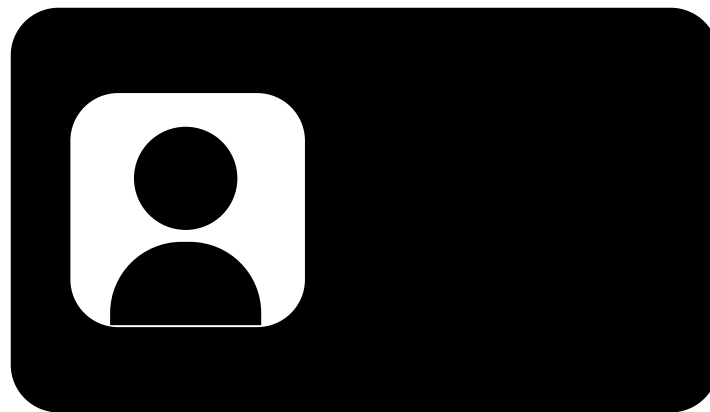




Type of law:
CIVIL LAW

REPLACING ID



A 2022 ALBERTA GUIDE TO THE LAW

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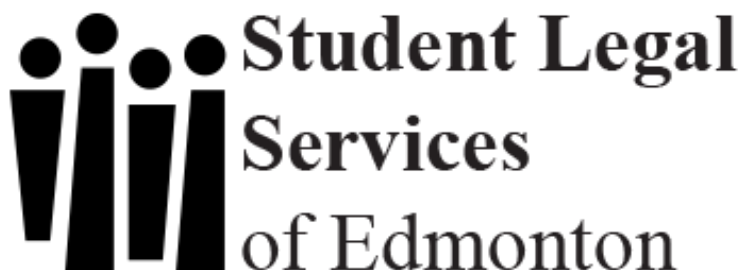
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REPLACING ID

OVERVIEW

ID IS LOST OR STOLEN

REPORT

- Any missing ID to the Edmonton Police Service (780-423-4567)
- Missing credit cards to your provider
- Missing debit card to your bank
- Missing passport to Passport Canada (1-800-567-6868)

- **VISA:** 1-800-847-2911
- **Mastercard:** 1-800-307-7309
- **American Express:** 1-800-668-2639
- **TD:** 1-866-222-3456
- **ATB:** 1-800-332-8383
- **BMO:** 1-877-2256
- **Scotiabank:** 1-800-472-6842
- **CIBC:** 1-800-465-2422

REPLACE

This pamphlet contains instructions on how to replace various types of ID

NO SAFE PLACE FOR ID?

Boyle Street Community Services has an ID bank where you can store your ID in a secure place for free.

10116 105 Avenue, Edmonton AB
Ph: 780-424-4106



NOT ENOUGH ID TO GET MORE ID?

You can apply for some types of ID without needing other ID cards to verify you're you:

- **Birth Certificate**
- **Provincial ID Card**
- **Alberta Health Card**

Contact Boyle Street Community Services or the AHS ID Clinic for more information.

Table of Contents



ALBERTA PERSONAL HEALTH CARD

1

BIRTH CERTIFICATE

3

PROVINCIAL ID CARD

5

DRIVERS LICENSE

8

PASSPORT

10-13

**SECURE CERTIFICATE OF INDIAN STATUS
CARD**

13-15

**METIS NATION OF ALBERTA MEMBERSHIP
CARD**

16-18

**WHERE CAN I SAFELY STORE MY ID FOR
FREE?**

19

**WHO CAN I CALL FOR MORE HELP OR
INFORMATION?**

20

ALBERTA PERSONAL HEALTH CARD

Alberta Health cards are government-issued IDs that can provide Alberta residents with access to medical services such as:

- Physicians (doctors, surgeons, family, doctors)
- Hospital resources
- Medical laboratories
- Some dental services
- Some optometrist services

**Cost:
Free**

DOCUMENTS REQUIRED TO APPLY

To apply for Alberta Health Care, you need to be able to prove your residency in Alberta (i.e., by showing a driver's license or recent utility bills that have your Alberta address on it).

Requesting a Replacement Card:



If your health card has been lost or damaged, you can call to order a replacement card.

Request a new card from Alberta Health Care Insurance Plan by calling **780-427-1432**

- if possible have your Alberta Health Care Number ready to provide.
- **if you do not remember your Alberta Health Care number** press 0 to be transferred to an agent.

Hours: Monday - Friday 8:15 - 4:30 pm

By mail

Alberta Health
Attn: Alberta Health Care Insurance Plan
P.O Box 1360, Station Main
Edmonton, AB T5J 2N3

Visit a local registry agent

Bring your photo ID, your full name, telephone number, health card number, date of birth

- To find a registry agent call: Toll-Free dial 310-0000 first in Alberta then 780-427-7013

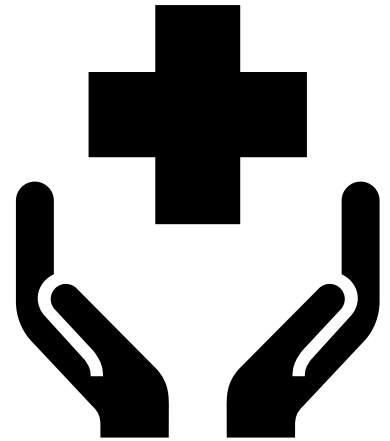
GETTING A HEALTH CARD WITHOUT OTHER ID



AHS ID PROGRAM

Alberta Health Services can assist clients that do not have government-issued photo identification or health cards through the AHS ID Program. The program helps individuals acquire ID using other means than requiring these pieces of identification.

AHS can also offer a safe place to store your ID.



Eligibility:

- Experiencing homelessness, at risk of becoming homeless, or recently housed
- Must be 18 years or older (or emancipated youth)
- Lived in Alberta for 90 days or longer or are authorized to be in Canada

What to bring:

Any records or documents that have a person's name can be useful. The goal is to prove that a person is who they say they are and that they are an Alberta resident/allowed to stay in Canada. There are many ways to go about proving this, but **examples of documents that can help include:**

- Bank statements for 3 months
- Birth certificate
- By-law tickets
- Baptism certificate
- Expired driver's license
- GST cheque stub
- Lease agreement
- Mail
- SIN card
- Utility bills
- Photocopies of documents
- T4 from a current employer

Location & Contact:

Royal Alexandra Hospital
#WC 1915, 10240
Kingsway Ave
Edmonton, AB
T5H 3V9

780-613-5556

ahsidprogram@ahs.ca

Hours:

Monday - Friday: 8:00 am - 12:00 pm



BOYLE STREET IDENTIFICATION SERVICES

You can also visit Boyle Street Centre which can help you acquire important identification and provide a place to store your ID. See more on **page 19**.

BIRTH CERTIFICATE



Birth Certificates can act as identification because they disclose an **individual's name, date of birth, and where they were born**. They can also act as **basic proof of citizenship**.

Birth Certificates are often required to access government services or when applying for other personal documents. For example, a Birth Certificate is required to acquire a passport and social security card. Acquiring a driver's license usually also requires a Birth Certificate.

A Birth Certificate is a very important and valuable document, so make sure to keep it in a safe place. It is not recommended to carry your Birth Certificate in a purse or wallet. **You cannot laminate your Birth Certificate** because it will invalidate it. If you are concerned about keeping your Birth Certificate safe and not damaged, Boyle Street Center can hold your ID for you (page 19)



Kinds of Birth Certificates:

- **Birth Certificates with Personal Information**
 - Includes: full name, date, place of birth, sex of person, registration number, date, and date issued
- **Birth Certificates with Personal Information and Parentage**
 - Includes: Personal information, name, and place of birth of parent(s)
- **Photocopy of a Registration of Birth**
 - Cannot be used for identification, usually used for court or genealogical reasons

DOCUMENTS REQUIRED TO APPLY FOR BIRTH CERTIFICATES (*within Alberta*)

1

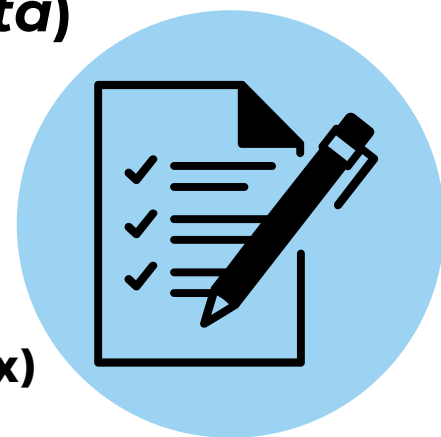
The application form

Found online at www.servicealberta.ca

2

A piece of acceptable ID

- **Original ID (not a photocopy or fax)**
- **Government-issued**
 - Issued by a provincial or territorial government in Canada, or the Government of Canada, or another provincial, state or federal government
- **Currently valid (not expired)**
- **Has your photo, first & last name, and an identification number**



Examples of acceptable ID: driver's license, provincial ID card, passport, permanent resident card, treaty status card



WHERE TO APPLY

- **In person: At any registry agent** in your area
- To find a local registry agent call:
 - Toll Free dial 310-0000 first in Alberta then (780) 427-7013



COST

- \$20.00 per birth document requested
- Plus a Registry Agent Service Fee



WHEN WILL THE NEW CERTIFICATE ARRIVE

When an application has been accurately completed it should be processed within **3 business days**

DELIVERY OF BIRTH DOCUMENTS

- Mailed to the address on the application form (no additional charges)
- To the registry office or AMA. (An arrangement must be made and charges may apply)
- To a Government call box in Edmonton or Calgary, which is for emergencies (no extra charges)

PICKING UP BIRTH DOCUMENTS

- You must have an acceptable ID (see above) to pick up documents
- These documents will ONLY be given to the person who applied for them
- If someone wishes to pick them up on behalf of the applicant, the applicant must provide a written letter of consent and they must show their own acceptable ID

WHO CAN APPLY FOR BIRTH CERTIFICATES

- the name who appears on the certificate
- parents or legal guardians of the person whose name appears on the certificate

PROVINCIAL ID CARD



Legal Alberta residents who do not have a valid driver's license can use a Provincial ID card as official identification. It can be used for things like opening a bank account or traveling within Canada.

A Provincial ID card is only to be used for identification reasons and does not allow the individual to operate a vehicle. **A Provincial ID card will be valid for 1-5 years.**

WHO IS ELIGIBLE TO HAVE A PROVINCIAL ID CARD

- Older than 12 years
- Individuals under 18 must have parental or guardian consent
- Must prove that you are an Alberta resident that can legally live in Canada

You can demonstrate that you are an Alberta resident by showing a registry agent:

- utility bills, bank statements, or credit card statements or Canada residence documents (i.e. provincial birth certificate, passport)

DOCUMENTS REQUIRED TO APPLY FOR PROVINCIAL ID



1

Proof of who you are

In order to acquire a Provincial ID card you will need to have original identification proving your:

- **legal name**
 - if your name has been changed because of marriage, divorce, or legal change of name-- let the registry agent know and show other proof of name
- **address**
- **birth date**
- **photo and signature**



Examples: driver's license, passport

Will not accept debit/credit cards, SIN cards, temporary driver's license

2

Proof you are an Alberta resident

Either printed or electronically:

- Utility bills, bank/credit card statements that have an Alberta address
- Residential lease agreements, mortgage documents, or land titles
- Written proof of Alberta employment that is signed and dated

NOTE: These documents must include your full name, address, and be dated less than 90 days prior to being shown.



Proof that you are a Canadian resident



You can prove you are a permanent or temporary resident by presenting one of the following **original documents**:

- Canadian Provincial birth certificate
- Authentic Canadian passport, NEXUS, or PR card
- Secure Certificate of Indian Status
- Canadian citizenship card (dated before February 2012)
- A confirmation document, permit or residence visa given by the Government of Canada that authorizes your resident status in Canada for more than the next 90 days.
- Refugee claimants with a Refugee Protection Claimant and a valid work or study permit.



What if my ID was lost, stolen, or destroyed?

Registry agents can still assist you. You may be able to verify your identity in other ways such as answering questions only you would know the answer to, or you could be asked to provide documents that only you would have.

RENEWING YOUR ID CARD:

You can renew your card online or in person at a registry agent's office if there have been no changes to your personal information (i.e. change in address or name).

If your personal information has changed, you must renew in person at a registry agent's office.

If it has been more than 6 months since your ID expired, you will have to produce proof of legal status in Canada (see above document examples) and proof of Alberta residency (see above).

To renew your Provincial ID card online, you will need:

- A verified account
- A valid ID card
- A credit card (VISA, MasterCard or American Express)
- Have a current web browser



WHERE TO APPLY

- **In person: At any registry agent in your area**
- To find a local registry agent call:
 - Toll Free dial 310-0000 first in Alberta then (780) 427-7013



COST

To receive your **first card or renew a card that has expired**, the price depends on how long you would like the new card to be valid for:

- 1 year \$8.00*
- 2 years \$16.00*
- 3 years \$24.00*
- 4 years \$32.00*
- 5 years \$40.00*

Replacement card (lost, stolen, damaged, address/name change): **\$15.00**

** Costs do not include a registry agent service fee-- up to an additional \$9.00

DRIVER'S LICENSE

A driver's license is an official government-issued piece of identification that will authorize individuals to operate a motorized vehicle. **A driver's license is often used as official identification as it includes legal name, birth date, photo, address, and other important identifiers.**



A driver's license is valid for 1-5 years, depending on the type of license. Remember to renew your license as it is illegal to drive with an expired license.

DOCUMENTS REQUIRED TO APPLY FOR A DRIVER'S LICENSE

When applying for a driver's license, visit an authorized Alberta registry agent.

Similar to a **Provincial ID card**, for a driver's license, you will need to show proof of **who you are**, proof that you are an **Alberta resident**, and proof of legal **Canadian residency**.



See above in "Provincial ID card" for documents that can act as identity proof, Alberta residency, and Canadian residency.



WHERE TO APPLY

- **In person: At any registry agent** in your area
- To find a local registry agent call:
 - Toll Free dial 310-0000 first in Alberta then (780) 427-7013



COST

To replace a lost or stolen card: \$15.00

To receive your first card, or renew a card that has expired, the price depends on how long you would like the new card to be valid for:

1 year	\$16.00*
2 years	\$32.00*
3 years	\$48.00*
4 years	\$64.00*
5 years	\$80.00*

**costs do not include a registry agent service fee that will be added (up to \$13.00)

CANADIAN PASSPORT



Canadian passports are **issued to citizens of Canada**. Passports authorize individuals to enter or re-enter Canada freely and travel to other countries. Passports are issued by Immigration, Refugees, and Citizenship of Canada and can act as identification.

Your passport is very important and valuable, so you should try and keep it in a safe and dry place. If you have damaged, lost, or stolen multiple passports you may have difficulties applying for new passports in the future.



Eligibility for Passports

To apply for an adult passport, you must be:

- A Canadian citizen **and**
- 16 years or older (if under 16, you will need to apply for a child's passport)

DOCUMENTS REQUIRED TO APPLY FOR A PASSPORT

Complete application instructions are available online at:
www.cic.gc.ca



Application form

This can be found online at www.cic.gc.ca or at the Passport Canada office

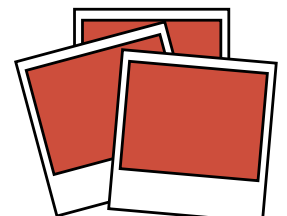


Proof of Canadian citizenship

i.e. birth certificate, certificate of citizenship (**originals only**)



Two identical passport-style photographs



4

A supporting document proving your identity:

- Valid government-issued ID that includes your **name, date of birth, photo & signature**
- If you do not have one piece of ID that meets all of these requirements you can show multiple pieces that taken together, meet all the requirements (ex. health cards without a signature)

Examples include:

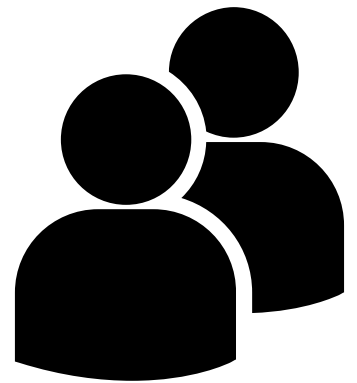
- Driver's license, Provincial ID, Military ID, Secure Certificate of Indian Status, Foreign passport

5

Contact information for two references

People who:

- have known you for 2+ years
- are over 18 years old
- are not family members



6

Signed by a guarantor

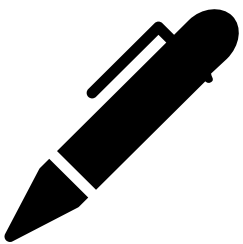
Your application, photos, and copies of your ID must be signed by a guarantor:

"I certify this to be a true likeness of (your name)"

A guarantor is someone who:

1. Has known you for 2+ years
2. Is a Canadian citizen over 18 years old
3. Has their own valid passport (or only expired for less than a year)
4. Is not one of your two references

NOTE: You do not need a guarantor if you are renewing a passport-- you only need one if you are applying for a passport for the first time.





WHERE TO APPLY

Passport Canada Office
Canada Place Building, 9700 Jasper Ave, Suite 126
Edmonton, AB, T5J 4C1

Mon-Fri: 8:30 am - 4:00 pm
languages: English and French



COST

Passport valid for 5 years: \$120
Passport valid for 10 years: \$160

If you are replacing a lost or stolen passport there will be an **additional \$45 replacement fee**

**You need to report a lost or stolen passport to Passport Canada at 1-800-567-6868



DELIVERY OF PASSPORTS

If you applied for your passport by mail, your passport and original documents will be returned to you. It may be returned in two separate packages.

If you applied in person and paid for a pickup service then your pickup date will be shown on your receipt. Someone else can pick up your passport for you if they have a valid ID and written confirmation from you.

Renewing or Replacing your Passport

Renewing:

- It is easier to renew your passport than apply for a new one
- You can check online at canada.ca to see if you are eligible to renew
- If you are ineligible to renew, you can apply for a new adult passport

Replacing:

If your passport **was still valid:**

- you will need to report your lost or stolen passport
- you will need to pay regular fees and a fee for replacing the passport

If your passport was **expired:**

Apply via the regular procedure and pay the normal fees

Damaged Passports

If your passport has been damaged, apply for a new passport.

A passport is damaged if it:

- is difficult to identify the holder;
- appears to have been changed;
- or has been denied by an airline or point of entry



Passports can be damaged through actions such as; removing pages, tears, exposure to water, separation of the cover or inside pages, unauthorized markups, or change of information or photo.

SECURE CERTIFICATE OF INDIAN STATUS CARD



An Indian Status card (previously known as a Certificate of Indian Status) is a piece of identity that verifies that you are a registered Status Indian under the Indian Act.

Indian Status cards can be used to access many of the range of benefits, programs, and services offered by the provincial and federal governments for Indigenous peoples.

Beginning in 2009, Indigenous Services Canada (ISC) started to issue Secure Certificates of Indian Status to better shield registered individuals from identity theft.

Getting a Secure Status Card

In order to acquire a Secure Status card, you, a child, or dependent adult must be registered under the Indian Act. If you are not registered, you can apply for both registration and a Secure Status Card at the same time.

1. Acquire an application form

- online at www.sac-isc.gc.ca; or
- by mail (call Public Enquiries at 1-800-567-9604)
- in person (at any regional office or First Nation office)

2. Look for a guarantor (if required)

You will need a guarantor if you are applying by mail, submitting an application on behalf of someone else, or if you are using ID that does not meet the requirements for acceptable ID

3. Fill out the application

4. Submit the application

Make sure that you have filled out all sections, signed/dated the form, included all required documents, submitted a digital photo or 2 printed photos, and a guarantor declaration (if needed)

DOCUMENTS REQUIRED TO APPLY FOR AN INDIAN STATUS CARD

For 16 years or older

Complete application instructions available online at www.sac-isc.gc.ca



Application form

For already registered persons



Original valid acceptable ID

Copies of ID can be used as long as both the front and back and signed/dated by a guarantor



A digital photo or 2 printed photos that meet the photo requirements

Neutral facial expression, eyes open, mouth closed, plain background, no shadows, must be original (not taken from an existing photo): see more suggestions online at www.sac-isc.gc.ca



A guarantor declaration (if required)



WHERE TO APPLY

In person:

- Any regional office
- At any First Nation office (if relevant)

NOTE: Before visiting a regional office or First Nation office you should call head:

- check to see if the office is open
- make an appointment
- double-check what documents you need to bring with you

By mail to:

National SCIS Processing Unit
Indigenous Services Canada
10 Rue Wellington
Gatineau QC K1A 0H4

NOTE: You should contact the closest regional office before submitting your application by mail.



COST

Free



WHEN WILL THE NEW CERTIFICATE ARRIVE

- It can take from **6 months to 2 years** to process an application for registration under the Indian Act
- After being registered under the Indian Act, it can take from **8 to 12 weeks** to process an application for a secure status card.

How long is the card valid?

- 10 years for adults and dependent adults
- 5 years for children

You can renew your card under the same application as when you acquired the card for the first time. You can renew the card up to 6

months before or up to 1 year after the “renew before” date on the card. **15**

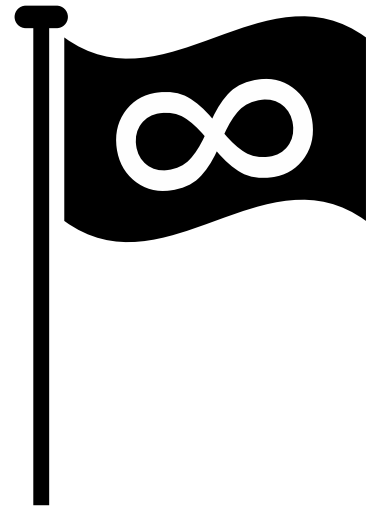
METIS NATION OF ALBERTA

MEMBERSHIP CARD



Registering with the Metis Nation of Alberta can give you official access to rights and resources. All Indigenous and Metis peoples have inherent rights that cannot be removed. These rights include:

- rights to the land
- rights to self-government
- rights to practice culture, custom, language, and religion
- rights to resources and activities for subsistence



In order to acquire a Metis Nation of Alberta membership card, **you must meet the official definition of Metis.** According to the Metis Nation of Alberta:

"Metis means a person who self-identifies as Metis, is distinct from other Aboriginal peoples, is of historic Metis Nation ancestry and who is accepted by the Metis Nation."

Along with fulfilling the official definition of Metis, an individual must provide these documents: **Application package, Family Tree, Birth Certificate, Identification, and Proof of Residency**

DOCUMENTS REQUIRED TO APPLY FOR A METIS NATION MEMBERSHIP CARD

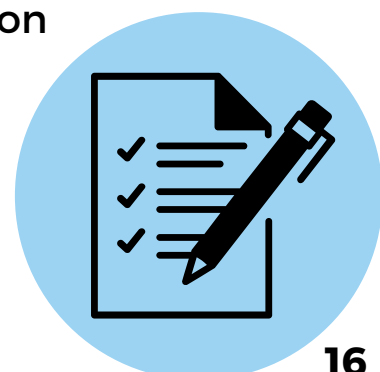


Application package

You can access application packages:

- On the registry website (albertametis.com); or
- At MNA Provincial Head Office in Edmonton or at all 6 regional offices

#100 Delia Gray Building
11738 Kingsway Avenue NW
Edmonton, Alberta
T5G 0X5



After completing the application package, you can mail, email, or deliver it in person to the regional or the Provincial Head office in Edmonton



NOTE:

Original documents are not required in this application, you can include photocopies or scans of your documents



Family Tree

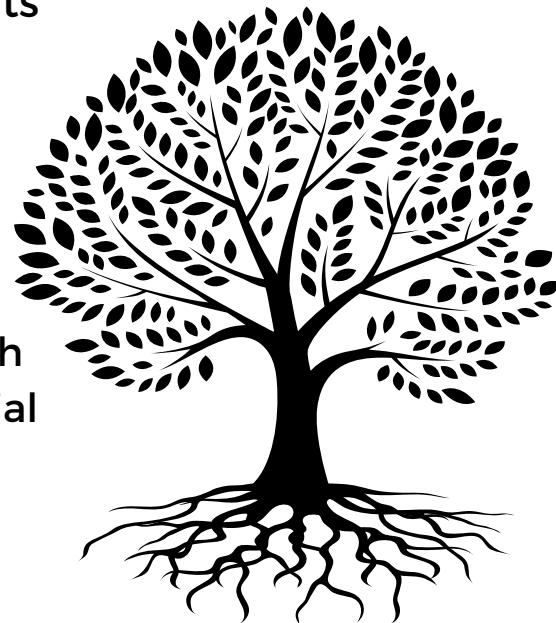
You must include a family tree that clearly depicts your Metis ancestry dating back to the mid-1800s.

Drafting a Family Tree:

- Ask family members for things like names, birth place, and dates of birth
- Check census records, obituaries, wills, birth documents, and wedding announcements for further information.

You can download a blank template of a family tree on the Metis Nation website.

If you are having **difficulties completing your family tree** you can visit the Genealogy Research Centre which can be found at the MNA Provincial Head Office. There are many resources and individuals that can help Metis applicants complete their family tree.



Genealogy Research Centre:

Ph: 780-455-2200 Toll-Free: 1-800-252-7553

Monday-Tuesday & Thursday-Friday:

Self guided research by appointment only

8:30 am - 11:30 am, 1:00 pm - 3:30 pm

Wednesday

Individualized support, no appointment needed

8:30 am - 3:30 pm

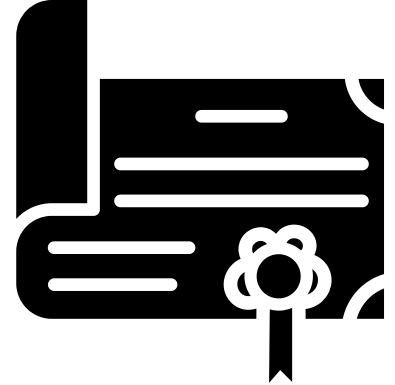
3

Birth Certificate

You can acquire a birth certificate from the Vital Statistics office of the province you were born in.

NOTE: Ensure that you request a birth certificate that shows your parentage:

- Live birth registration, OR
- Long-form birth certificate showing names of biological parents, OR
- Wallet-sized birth certificate PLUS a copy of the baptismal certificate with legible church seal and officiate signature.



See above in "Birth certificate" for more detailed steps for requesting a birth certificate.

4

Identification

You must include one piece of valid photo identification.

5

Proof of Residency

You must be a permanent resident of Alberta to apply for MNA citizenship. You must prove residency in Alberta with one of the following:

- Alberta driver's license
- 3 months of utility bills (not mobile phone records)
- Car insurance
- Mortgage or rental lease agreement

LOST OR STOLEN METIS CARD:

Request a replacement at 780-455-2200

- Cost: \$40.00
- May require forms that need to be re-signed
- You may choose to take a new photo for the replacement card
- It may take up to six weeks to acquire the new replacement card



WHERE CAN I SAFELY STORE MY ID FOR FREE?



Boyle Street Community Services offers banking, mailing, and identification services to clients. Boyle Street can help individuals **apply for important identification** and **offer a safe and secure place to store ID** and other important documents.



Boyle Street can also help acquire funding for individuals to apply for important identification.

Boyle Street Drop-In Centre ID Bank

10616-105 Avenue

780-424-4106

www.boylestreet.org

Hours:

Monday - Friday

10:00 am - 12:00 pm



WHO CAN I CALL FOR MORE HELP OR INFORMATION



Find a Registry Agent

Inside Edmonton: 780-427-7013

Outside Edmonton: 310-0000 then 780-7013

In Alberta, you must go to a registry agency if you are looking to obtain your birth certificate, provincial ID card, and/or driver's license.

Indigenous Services Canada

Ph: 780-495-2773

9700 Jasper Avenue, Room 140
Edmonton, AB T5J 4G2

You can apply for a Secure Certificate of Indian Status Card and other important resources through Indigenous Services Canada.

Alberta Health Services- ID Program

Ph: 780-613-5536

Web:

www.albertahealthservices.ca

Royal Alexandra Hospital #154
10240 Kingsway Avenue NW
Edmonton, AB T5H 3V9

This program is provided to homeless Albertans who are experiencing difficulty in obtaining appropriate ID. The program helps individuals obtain an Alberta Identification Card. The program runs from 8:00 am - 12:00 pm, Monday-Thursday.

Metis Nation of Alberta

Ph: 780-455-2200 Web:

www.albertametis.com

#100 11738 Kingsway Avenue
Edmonton, AB T5G 0X5

If you are looking to obtain a Metis Nation of Alberta Membership Card, apply through this organization.

Service Canada

Various locations
Downtown: Main Floor, Canada Place
9700 Jasper Avenue
Edmonton, AB T5J 4C1

SIN Card: 1-800-206-7218 (select option "3")

Passport/Canadian

Citizenship Program: 1-800-567-6868

Service Canada is a starting point for individuals seeking to access federal government services and benefits, such as employment insurance and passports.

NOTES
