

GOVERNMENT OF ALBERTA

HUMAN SERVICES

SCHEDULE D

Identity Verification Document

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Overview

The Identity Certification process allows a homeless or recently housed person to work with a service provider to verify their identity through alternative channels and supporting documents in order to apply for an Alberta Identification Card.

This document is designed to assist Certifiers verify the applicant's identity prior to certification. It outlines some options for identity verification; **however, the list is non-exhaustive and Certifiers can develop other means to do identity verification.**

The onus is on the Certifier and the applicant to complete a high level of due diligence so that they, and their agency's Chief Operating Officer (CEO), are confident that they have confirmed the true identity of the applicant and the applicant's legal entitlement to be in Canada, prior to certifying the Identity Certification Form.

Instructions for Use of the Document

Below is the series of steps to follow to verify applicant's identity.

Step 1: Verify the eligibility of the applicant (p.6);

Step 2: Have the applicant sign the FOIP clause (p.6), and

Step 3: Fill out as much of the 'Personal Information for Verification' (p. 7 - 10) with the applicant as you can and explore your options for verifying the applicant's identity and legal entitlement to be in Canada by:

- Asking if they have any supporting documents available or easily accessible;
- Identifying your options for fact-checking their identity and proving their legal entitlement to be in Canada through a trusted record or source; and,
- Determining whether you can fact-check the applicant's identity and prove their legal entitlement to be in Canada by obtaining a support document, such as a birth or marriage certificate or old income tax receipts.

Based on the personal information the applicant remembers, the supporting pieces of identification he or she has readily available, and the options you identified to fact-check the applicant's identity through a trusted record or source, you can determine the best next steps to take to verify the applicant's identity.

Appendix A provides information on how to proceed with all the options for fact-checking identity through a trusted record or source (p. 16 – 24).

Appendix B provides information on how to obtain pieces of supporting government-issued identification for the applicant (p.25 – 26.)

In addition to the options raised through Appendix A and B, you may have some other good ideas of further avenues to explore that will help verify the applicant's identity.

Step 4: Determine whether the applicant's identity has been verified (p.12).

Step 5: Complete the Identity Verification Summary. Keep a copy for your records according to the conditions outlined in Schedule A of the 'Certifying Agency Agreement' (p. 13-15).

Step 6: Complete the Identity Certification Form and bring the completed form to a Registry Agent.

The Identity Certification Form is included as a separate attachment.

Step 1

This step will verify the applicant's eligibility for assistance with identity certification.

Eligible Applicants

Eligibility for the Identity Certification Form is limited to applicants who are: 1) residents of Alberta, 2) 18 years or older, 3) currently or recently homeless, and 4) who have resided in Alberta for at least 90 days.

A resident of Alberta is a person who: is lawfully entitled to be or to remain in Canada; and makes his or her home in, and is ordinarily present in Alberta.

For the purpose of the Identity Certification Form someone is considered recently homeless if he or she was homeless at some time within the past six months.

Eligibility Test

Is the applicant a resident of Alberta?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is the applicant 18 years or older?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is the applicant currently or recently homeless?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Has the applicant resided in Alberta for at least 90 days?	<input type="checkbox"/> Yes <input type="checkbox"/> No

If the applicant responded yes to all four questions, he or she is eligible for use of the Identity Certification Form.

Step 2

This step will ensure you have authorization to collect the applicant's personal information and to use it for the purpose of helping them obtain personal identification.

For the Applicant: By signing this form, I hereby authorize the Minister of Human Services to collect this information under Section 34(1)(a)(i) of the *FOIP Act* for the purpose of carrying out a program, activity or policy under his administration.

The personal information collected in this form will be collected, used, disclosed, and protected according to the provisions in Schedule B of the Certifying Agency Agreement between this agency and the Minister of Human Services. For more information on this, please contact Homeless Program Policy Integration (403)-297-3368.

APPLICANT'S SIGNATURE: X _____ DATE: _____

WITNESS' SIGNATURE: X _____ DATE: _____

It is required the applicant sign the FOIP clause.

It is required the signed FOIP clause is retained in the agency's records.

Step 3

This step will:

This information was collected by: _____ (name)

_____ (agency)

- Record the applicant’s personal information that will need to be verified to obtain an Alberta Identification Card; and
- Record the applicant’s supporting pieces of identification, and explore your options for identity verification.

Personal Information for Verification

INSTRUCTIONS: To verify the applicant’s identity prior to obtaining an Alberta Identification Card, you need to verify their full name and date of birth. This is the ‘tombstone’ information recorded on government-issued identification and will be the vital information you are verifying in the identity verification process. **You also need to verify their legal entitlement to be in Canada.**

NAME:

DATE OF BIRTH:

Other Personal Information

INSTRUCTIONS: Complete as much of the following personal information about the applicant as you can. This is all personal information you can verify; moreover, determining which of the information listed below the applicant knows also captures your options in applying for supporting identification pieces for the applicant such as a birth certificate.

You can attach a copy of the birth certificate application to your records in lieu of completing this section.

Birth Certificate

PLACE OF BIRTH:

NAME OF HOSPITAL WHERE BIRTH OCCURRED:

FATHER’S FIRST AND LAST NAME:

FATHER’S PLACE OF BIRTH:

MOTHER’S FIRST AND LAST NAME:

MOTHER’S PLACE OF BIRTH:

Marriage Certificate		
NAME OF SPOUSE:		BIRTH PLACE OF SPOUSE:
DATE OF MARRIAGE:		PLACE OF MARRIAGE:
Other		
CITIZENSHIP OR IMMIGRATION STATUS:		SIBLING NAMES:
Supporting Documents		
INSTRUCTIONS: Check to see whether the applicant has any of the supporting documents listed below. This is a non-exhaustive list (i.e. the applicant may have other documents that are acceptable). Expired documents are also acceptable.		
Primary (photo) documents		
<input type="checkbox"/> Canadian Indian Status Card (Federal government issued)	<input type="checkbox"/> Citizenship card / Canadian Citizenship Certificate	<input type="checkbox"/> Operator's License or Identification Card (including one issued by another jurisdiction)
<input type="checkbox"/> Immigration, Naturalization or Permanent Resident Card	<input type="checkbox"/> New Métis Nation Card	<input type="checkbox"/> Valid Canadian passport
Note: An INTERPOL Passport is not a valid document for proof of legal presence in Canada; applicants must provide their valid foreign passport with the appropriate immigration documents.		
Secondary documents The remaining forms of documentation listed below are considered non-substantiated pieces of ID and need to be accompanied by at least one or more primary documents or by fact-checking applicant's identity through a trusted record or source. Many applicants may know their Alberta Health Care Number and / or Social Insurance Number without having a physical copy of the card. If this is the case, you can record the number and see if it can be verified later through an alternate channel.		
<input type="checkbox"/> Provincial/Territorial Government issued birth certificate	<input type="checkbox"/> Social Insurance Number Card OR	<input type="checkbox"/> Health Care Card 1) <input type="checkbox"/> Health Care Card if it

<p>1) <input type="checkbox"/> Birth Certificate obtained by the Certifier OR</p> <p>2) <input type="checkbox"/> Birth Certificate presented by the applicant</p>	<p>SIN #: _____</p>	<p>contains the applicant's full name and birth date</p> <p>2) <input type="checkbox"/> Health Care Card if it contains a photo, the applicant's full name and birth date</p> <p>OR Health Care Card #: _____</p>
<p><input type="checkbox"/> Marriage certificate</p>	<p><input type="checkbox"/> Student or Employment Authorization (Federal government issued)</p>	<p><input type="checkbox"/> Record of Landing</p>
<p><input type="checkbox"/> Bank account statements</p>	<p><input type="checkbox"/> Utility, telephone, gas or cable TV bill in applicant's name</p>	<p><input type="checkbox"/> Insurance documents (life, auto, residential, etc.)</p>
<p><input type="checkbox"/> Property tax bill or receipt, land title or mortgage documents</p>	<p><input type="checkbox"/> Proof of government income assistance (AISH or Income Support)</p>	<p><input type="checkbox"/> Refugee travel documentation</p>
<p><input type="checkbox"/> Cancelled cheque with imprinted name and address</p>	<p><input type="checkbox"/> Income tax receipts</p>	<p><input type="checkbox"/> Bankcard or credit card with the applicant's name</p>
<p><input type="checkbox"/> Correctional Service Canada ID card</p>		
<p><input type="checkbox"/> Other (Please list): _____</p>		
<p>Legal Entitlement to be in Canada INSTRUCTIONS: Verify the applicant's legal entitlement to be in Canada. The following documents can be used to prove applicant's legal entitlement to be in Canada.</p>		
<p><input type="checkbox"/> Canadian Indian Status Card (Federal government issued)</p>	<p><input type="checkbox"/> Citizenship card / Canadian Citizenship Certificate</p>	<p><input type="checkbox"/> Operator's License or Identification Card (including one issued by another jurisdiction)</p>
<p><input type="checkbox"/> Student or Employment Authorization (Federal government</p>	<p><input type="checkbox"/> New Métis Nation Card</p>	<p><input type="checkbox"/> Valid Canadian passport</p>

issued)		
<input type="checkbox"/> Immigration, Naturalization or Permanent Resident Card	<input type="checkbox"/> Visitor Record (Federal government issued)	<input type="checkbox"/> Record of Landing
<input type="checkbox"/> Provincial/Territorial Government issued birth certificate 1) <input type="checkbox"/> Birth Certificate obtained by the Certifier OR 2) <input type="checkbox"/> Birth Certificate presented by the applicant	<input type="checkbox"/> Aboriginal Affiliation Name of authority figure: _____	

Options for Fact-Checking Identity through a Trusted Record or Source

INSTRUCTIONS: Below are some possible avenues you could employ to fact-check the applicant’s identity through a trusted record or source. Check if the applicant meets the criteria to determine if that might be an option for you.

School Records - The applicant must have attended school in Alberta and is able to remember the name of a school (elementary, junior high or high school) that they attended and have an approximate idea of time frame.

Aboriginal Affiliation - The applicant must be affiliated with the Treaty 6, Alexander or Enoch tribes, or the Lesser Slave Lake Indian Regional Council (LSLIRC).

Probation Officer - The applicant must have a current or recent relationship with a probation officer who can verify their identity.

Formal Guardianship (Office of the Public Guardian) - The applicant must have a private Court-appointed guardian or the Office of the Public Guardian as his or her guardian.

Formal Trusteeship (Office of the Public Trustee) – The applicant must have a private Court-appointed trustee or the Office of the Public Trustee as his or her trustee, either currently or in the past.

AISH - The applicant must have been at some point a recipient of the Assured Income for the Severely Handicapped (AISH) in Alberta.

Children and Youth Services (CYS) – The applicant must have been at some point in the care of CYS in Alberta.

Identity Previously Proven to Other Social Services Agency - The applicant must know the name of an agency the applicant has previously received services from AND an employee there to be able to verify the applicant’s identity.

Helpful Hints for the Certifier

Helping obtain a birth certificate vs. being presented with one

There is a large difference between the Certifier helping obtaining a birth certificate for an applicant and the applicant presenting the certifier with a birth certificate. In the cases where the Certifier helps the applicant obtain the birth certificate, this is a much stronger source of identity verification because the Certifier has verified the applicant's personal information through being able to obtain a birth certificate with that information. (This means an existing record of their birth was found that matches the information the applicant provided to you.) In comparison, if the applicant presents the certifier with a birth certificate it does not guarantee that is the applicant's birth certificate; therefore more other sources of identity verification are needed.

However, obtaining a birth certificate alone does not equal identity verification because it is possible the applicant knows and used someone else's personal information (e.g. a sibling.) To summarize, a birth certificate is a strong source of identity verification and proof of legal entitlement to be in Canada but should be used in conjunction with other pieces of identification or using an alternative channel (s).

Difference between the applicant knowing a personal information number and obtaining the card (e.g. health care card and SIN)

If an applicant knows their Personal Health Number and / or Social Insurance Number but does not have a physical copy of the card, some of the Alternate Channels may be able to help you verify the number based on copies that exists on the applicant's file. In addition, the income support program, the AISH program and the Office of the Public Trustee, and Office of the Public Guardian (for current or past clients) often have those numbers recorded on the client files and / or copies of the cards on file; as does Children and Youth Services for applicants who were previously under their guardianship.

A Health Care Card obtained through the Health Care Pilot is not a strong supporting document because of the means used to acquire the card.

Verifying unfamiliar or expired documents

If you are unsure about the validity of a piece of identification, you can bring in to the Registry Agent. Registry Agents have the ability to view authentic documents for initial comparisons that can help determine whether it is a valid piece of identification.

Step 4

This step will help you determine when you should decide if the applicant's identity is verified and that you are able to certify their identity.

When is Someone's Identity Verified?

Because of the enormous variation in applicants and possible means of verifying identity, the exact process of identity verification is being left to each Certifier and their agency CEO's professional judgment and expertise.

Before certifying someone's identity, you should feel:

- Confident that you know the person's true identity; and
- Able to defend the process you used to confirm their identity in a court of law.

The Certifying Agency may be called upon to prove that proper due diligence was undertaken in the event of an investigation through Alberta Registries or law enforcement. The Certifier may be subpoenaed to attend court.

To assist with defending the process, the Certifying Agency must keep a copy of the 'Identity Verification Summary,' the Identity Certification Form and any other essential accompanying documentation used to complete the identity verification of the applicant.

See Appendix C for examples of scenarios used that were vigorous enough to be identity verification.

Refusal

If you are not confident to your and / or to your CEO's satisfaction that you have been able to verify the applicant's identity, then you should refuse to act as their Certifier.

Warning signs that the applicant may be trying to create a fraudulent identity include not being able to find any sources of identity verification that support their identity and / or finding inconsistent identity information.

Certifier's Name: _____

Certifier's Agency: _____

Step 5

This step will capture the identity verification work completed by the Certifier.

The following summary is to be completed by the Certifier before signing off on the Identity Certification Form.

The certifying agency must keep a copy of this form for their records. This form may be audited for program purposes, as per the conditions outlined in the 'Certifying Agency Agreement'. The Certifying Agency may be called upon to prove that proper due diligence was undertaken in the event of an investigation through Alberta Registries or law enforcement. The Certifier may be subpoenaed to attend court.

Identity Verification Summary

Application Information

This identity verification summary is for: _____ (Applicant Name)

Date completed: _____ (dd / mm / yyyy)

Identity Verification Summary

- I have verified the applicant's full legal name;
- I have verified the applicant's date of birth; and
- I have verified the applicant's legal entitlement to be in Canada.

Sources of Verification

I have used the following support documents to verify the applicant's identity (check all that apply).

Primary Documents and Legal Entitlement to be in Canada

- | | | |
|---|--|---|
| <input type="checkbox"/> Birth certificate
Jurisdiction that issued the birth certificate: _____
Birth Certificate #: _____ | <input type="checkbox"/> Passport
Jurisdiction that issued the passport: _____
Passport #: _____ | <input type="checkbox"/> Canadian Indian Status Card
Indian Status Card #: _____ |
| <input type="checkbox"/> Operators' License or | <input type="checkbox"/> Immigration, Naturalization or | <input type="checkbox"/> New Métis Nation Card |

Identification Card Jurisdiction that issued the Operator's License or Identification Card : _____	Permanent Resident Card	
<input type="checkbox"/> Canadian Citizenship card	<input type="checkbox"/> Employment or Student Authorization (Federal government issued).	<input type="checkbox"/> Record of Landing
Secondary Documents		
<input type="checkbox"/> Bank account statements	<input type="checkbox"/> Utility, telephone, gas or cable TV bill in applicant's name	<input type="checkbox"/> Insurance documents (life, auto, residential, etc.)
<input type="checkbox"/> Marriage certificate	<input type="checkbox"/> Proof of government income assistance (AISH or Income Support)	<input type="checkbox"/> Refugee travel documentation
<input type="checkbox"/> Cancelled cheque with imprinted name and address	<input type="checkbox"/> Income tax receipts	<input type="checkbox"/> Bankcard or credit card with the applicant's name
<input type="checkbox"/> Health Care Card 1) <input type="checkbox"/> Health Care Card if it contains the applicant's full name and birth date 2) <input type="checkbox"/> Health Care Card if it contains a photo, the applicant's full name and birth date OR Health Care Card #: _____	<input type="checkbox"/> Student authorization	<input type="checkbox"/> Property tax bill or receipt, land title or mortgage documents
<input type="checkbox"/> Social Insurance Number Card OR SIN Card #: _____	<input type="checkbox"/> Correctional Service Canada ID card	<input type="checkbox"/> Other _____ _____
I have completed the following sources to fact-check the applicant's identity.		

<input type="checkbox"/> School Records Name of school: _____	<input type="checkbox"/> Aboriginal Affiliation Name of authority figure: _____	<input type="checkbox"/> Other Social Services Agency Name of employee: _____
<input type="checkbox"/> AISH in Alberta Office where file is kept: _____	<input type="checkbox"/> Probation Officer Name of probation officer: _____	<input type="checkbox"/> Formal Guardianship in Alberta (Office of the Public Guardian) Name of guardian: _____
<input type="checkbox"/> Formal Trusteeship in Alberta (Office of the Public Trustee) Name of trustee: _____	<input type="checkbox"/> Children and Youth Services in Alberta Name of employee: _____	Other:

Other Steps Taken
<p>I have also taken the following, not previously covered, steps to verify applicant's identity and legal entitlement to be in Canada.</p> _____ _____ _____ _____ _____ _____ _____

Step 6

Complete the Identity Certification Form.

Appendix A – Alternate Channels

How to Verify Identity Using Alternate Channels

To verify identity using alternate channels the Certifier should confirm the applicant’s full name and date of birth using that channel. In addition, ask or request another couple pieces of information that shows the person claiming that name and date of birth is in fact that person. Here is an example using the AISH program:

Information you should know: The AISH program has a computer system that permanently stores some tombstone data on applicants. The Central Client Directory (CCD) system contains: Name, Birthdate, Social Insurance Number (SIN), Personal Health Care Number (PHCN) and last recorded address. In addition, paper records are kept on site for 2 years.

- 1) Verify the client’s name and date of birth; and,
- 2) Based on the information the AISH program has available, ideally the client might know their SIN or PHCN. If not, ask if they remember their last recorded address (i.e. where were you living when you last received AISH?) Other potential questions include: Which AISH office did you receive the benefit from? What was the name of your AISH worker?

The exact information on the file will depend on the source – for some of the programs you can call them and ask them what personal info they retain.

A suitable comparison for how identity verification works is to think of it like phoning your bank – you do identity verification over the phone by providing some of your vital information (name and date of birth) and then identity verification questions are asked that only you would – e.g. what was the last purchase you made with your credit card, when and where was the last time you took out money etc. – to confirm that you are the person that matches that name, date of birth, and account.

Options for Fact-Checking through Alternate Channels

School Records

Required: Your client must have attended school in Alberta Canada and is able to remember the name of a school (elementary, junior high or high school) that they attended and during what years.

Option 1: Your client left high school within the past 7 years.

Option 2: Your client has left school more than 7 years ago.

Questions to ask your client: Did you attend school in Alberta? Can you remember the name of a school (elementary, junior high or high school) that you attended? About what age are you / what years did you attend school?

Option: Verify their personal info against school records.

Option 1 – Within 7 Years:

Information you should know: School boards must keep student records for at least seven years after a student ceases to attend a school operated by the board or until the record has been forwarded to another school.

School records contain a myriad of personal information such as full legal name, date of birth, parent and sibling names, immigration status, the student's address while in school etc. The exact information contained in the record will vary by school board.

Schools are allowed to release information directly to the student. School boards are subject to the *Freedom of Information and Protection of Privacy Act (FOIP Act)*; however disclosure of personal information of a student to third parties is permitted in some instances including with the student's or his parents' consent .

Photo identification is typically required; however exceptions may exist. For example, if the student is young enough there is usually a photo on file so photo identification is not entirely necessary, the requirement for identification may be waived if the applicant asks for their records in writing with a signature, and provide their name (or names, if alias exists), date of birth, and school they attended or an alternative ID source may be accepted. **When you contact the school board, ask what their specific requirements are for the release of a record.**

Most of the high schools retain their own records on site (at least in the Catholic system).

Instructions for accessing school records:

Look up a school board by location in Alberta: <http://education.alberta.ca/apps/schoolsdir/>

Find a school in Edmonton Public Schools: <http://www.epsb.ca/schools/index.shtml>

Find a school in Edmonton Catholic Schools: <http://www.ecsd.net/schools/about.html>

Call the school board's switchboard (i.e. main line) and ask to speak with their FOIP coordinator. Requests can be made through the mail and can be mailed out, faxed out, or picked up in person.

Cost: There is usually no cost involved.

Option 2 – More than 7 Years:

Information you should know: Alberta Education receives basic student enrollment information for all schools

in Alberta operated under a public, Catholic or francophone school board. These records date back to 1930. Alberta Education has minimal records for schools on Aboriginal reserves and for private schools.

Alberta Education will issue a “Proof of Name” or “Proof of Attendance” letter that verifies the applicant’s name, their age and the identified school year end he or she was enrolled in school. Some records may also include the applicant’s date of birth and / or teacher’s name for the requested year. Records created since 1971 / 1972 will also be linked to a student identification number.

It is possible for two Albertans to have the same first and last name and be the same age. Thus, the applicant’s Alberta Education school record alone is not conclusive proof of the applicant’s name. If additional information is available on their file – such as their date of birth, teacher name etc. – that substantially strengthens the record as a source of identification verification.

Instructions for accessing school records:

Proof of name/attendance request.

Information required for search: name of school or school board, location and grades completed, student’s name, date of birth or age.

Contact Alberta Education Transcripts and Diploma Unit @ 780-427-5736

The FOIP Act allows the provision of information about someone’s attendance at school to a third party.

A form of personal identification is required for the applicant to request their record. Acceptable pieces of personal identification include: a birth certificate, an affidavit / statutory declaration of identity, Social Insurance Number card or any photo ID with signature.

Cost: There is no cost involved.

Aboriginal Affiliation

Treaty 6 – Alexander and Enoch First Nations

Membership Clerk: Adeline Arcand (Alexander FN), Sonya Alexis (Enoch FN).

If the applicant is affiliated with the Treaty 6, Alexander or Enoch tribes, you can contact their membership clerk and she will go through an identity verification process with the applicant that includes two options:

- 1) Doing a verbal genealogy (i.e. going through the applicant's family tree);
- 2) Asking them where and when they lived on the reserve, which family members they have on the reserve and confirming the applicant's personal information with their identified family members.

If the applicant can satisfactorily answer the questions to confirm their identity through one of these two means, the membership clerk will send you a letter confirming the applicant's personal information.

Lesser Slave Lake Indian Regional Council (LSLIRC)

Membership Clerk – Lindsay Steward.

In existence since February 1972, the Lesser Slave Lake Indian Regional Council (LSLIRC) was born out of the desire to improve economic and social conditions of the First Nation people in the Lesser Slave Lake area. There was recognition of a need for a united approach to achieve that goal. Today, the LSLIRC consists of five First Nations including Driftpile, Kapawe'no, Sawridge, Sucker Creek and Swan River First Nations.

This identity verification process includes:

- 1) Doing a verbal genealogy (i.e. going through the applicant's family tree);
- 2) Asking them where and when they lived on the reserve, which family members they have on the reserve and confirming the applicant's personal information with their identified family members.

If the applicant can satisfactorily answer the questions to confirm their identity through one of these two means, the membership clerk will send you a letter confirming the applicant's personal information.

Probation Officer

Required: The applicant must have a current or recent relationship with a probation officer who can verify their identity.

Questions to ask the applicant: Do you currently have a probation officer? Or, have you recently had a probation officer (within the last two years.)

Option: If the applicant currently has a probation officer, you can ask their probation officer to verify their identity. (People are thoroughly identified prior to being incarcerated and your applicant will have been released with their verified identity given to their probation office.)

Instructions: To connect with the applicant's probation officer, ask the applicant for their contact information

or you can also find out their name and look them up in the Government of Alberta employee directory:
<http://alberta.ca/home/directory.cfm>

Cost: There is no cost.

Formal Trusteeship (Office of the Public Trustee)

Required: The applicant must currently have a private Court-appointed trustee or the Office of the Public Trustee (OPT) acting as his or her trustee, which can be confirmed by contacting the Office of the Public Guardian (OPG) and requesting a search of their AGTA Registry system.

Questions to ask the applicant: Do you currently have a trustee – either the Office of the Public Trustee or a Court-appointed private trustee? Has the Office of the Public Trustee acted as your trustee in the past?

Option: Verify the applicant’s personal information against government records.

Information you should know: Under the new *Adult Guardianship and Trusteeship Act (AGTA)*, a Registry has been established which can be accessed to determine if an applicant is the subject of a co-decision-making, guardianship or trusteeship order. Under the AGTA Regulations this information can be disclosed to a number of organizations as long as they fall under certain privacy protection laws (FOIP, HIA, PIPA, etc.)

Instructions: The Registry can be accessed by calling any of the regional OPG offices or by calling toll-free 1-877-427-4525. If a private trustee is identified, the private trustee should be contacted to request assistance in verifying the applicant’s identity.

If the OPT is identified as the trustee for the applicant, or if the applicant indicates that the OPT acted as his or her trustee in the past, contact Michele Tajah (Senior Trust Officer) from the Public Trustee’s office via phone (780-422-1905) or email (Michele.tajah@gov.ab.ca) to confirm the current or previous involvement of the OPT with the applicant.. Michele will need the full name of the applicant, any alias, and the date of birth. Once the involvement of the OPT with the applicant has been confirmed, Michele will review the applicant’s current or previous file to determine what assistance can be provided to verify the applicant’s identity. If client’s file is in storage, it could take up to 5 days to get it.

Michele is located at: 4th floor John E Brownlee Building, 10365-97 Street Edmonton

Cost: There is no cost.

Formal Guardianship (Office of the Public Guardian)

Required: The applicant must currently have a Court appointed guardian through the Office of the Public Guardian (OPG) or a private guardian for which the OPG can identify by searching their AGTA Registry system.

Questions to ask the applicant: Are you currently in the care of the Office of the Public Guardian, or do you have one or more private individuals who are your guardian or co-decision-maker?

Option: Verify the applicant’s personal information against government records.

Information you should know: Under the new *Adult Guardianship and Trusteeship Act*, the Office of the Public Guardian has a new AGTA Registry for all represented adults who have a guardian (public or private) or assisted adults who have a private co-decision maker. Under our Regulations they are able to disclose upon enquiry this information to a number of organizations as long as they fall under certain privacy protection laws (FOIP, HIA, PIPA, etc.)

Instructions: The Registry can be accessed by calling any of our regional OPG offices or by calling toll-free 1-877-427-4525. If a guardian (public or private) or a co-decision-maker is identified, the guardian or co-decision-maker should be contacted to request assistance in verifying the applicant's identity.

Cost: There is no cost.

Assured Income for the Severely Handicapped (AISH)

Required: The applicant must have received AISH in Alberta at some point.

Questions to ask the applicant: Have you ever received AISH in Alberta?

Option: Verify the personal tombstone information on file in their Central Client Directory against the personal information the applicant gave you.

Information you should know: The AISH program has a computer system that permanently stores some tombstone data on applicants. The Central Client Directory (CCD) system contains: Name, Birthdate, Social Insurance Number (SIN), Personal Health Care Number and last recorded address. In addition, paper records are kept on site for 2 years.

Government-issued personal identification is required to receive AISH; therefore the tombstone information available from the applicant's AISH file is verified.

Instructions: The AISH program can share this information as long as the applicant provides written consent indicating what information is to be shared, why the information is to be shared and to which organization. The standard AISH consent to release information form, available at: <http://www.seniors.alberta.ca/AISH/forms/DS5536.pdf>, should be used. The form should be completed and faxed to the appropriate AISH worker (more info below.)

To access the Central Client Directory system you need to go through an AISH worker. It cannot be accessed by the public.

Active AISH clients have a set or assigned worker so they should contact their worker directly. If the worker or phone number is not known, they can call the main number for their local office and ask for their worker. The following is a link to the AISH office location tip sheet:

<http://www.seniors.alberta.ca/AISH/tipsheets/OfficeLocations.pdf>

For closed files (i.e. non-active AISH clients) it is recommended the person contacts their local AISH office's main number to be redirected to a worker who can assist with the request. Closed files do not have an assigned worker, so the general redirect is the only option. The following is a link to the AISH office location

tip sheet: <http://www.seniors.alberta.ca/AISH/tipsheets/OfficeLocations.pdf>

When contacting the Central Client Directory, for an active AISH client, it would be best to have the client's file number, which is on the cheque stub that is sent monthly. On closed files, a personal health care number or date of birth would be best. If that information cannot be accessed, the year(s) the person received assistance and from what office may work (depending on how common the name is).

Cost: There is no cost.

Children and Youth Services (CYS)

Required: The applicant must have been in the care of CYS at some point.

Questions to ask your client: Were you ever in the care of CYS? (i.e., had a caseworker?)

Option: Search your client's CYS file for potential forms of identification; verify client's personal information against government records; or, if the client's CYS caseworker is still employed with the Ministry, s/he might be able to sign a Statutory Declaration as to the client's identity.

Instructions:

Option 1:

To access your client's CYS file, call the Child and Family Services Authority (CFSA) office in your city and make an appointment with the designated contact for this initiative. (Detailed contact information is below.)

Bring your client to the scheduled appointment. CYS will have a form to request information your client will need to fill out and sign. CYS can look up the following client information on the spot in CYS' electronic information system:

- Name and DOB: Personal Information
- Affiliations – Family members
- Previous dates of placements and/or placement information – Names of previous foster parents, group homes, and/or residential facilities, etc.
- SIN # – (not always available)
- Personal Health Care # – (not always available)
- Guardianship status – Approximate dates of legal status: PGO and TGO status for example
- School Information – (not always available)

This check can be completed during an initial meeting and can be completed while an individual waits. This process should take about 20 minutes. If the client is able to provide accurate information in several of the above noted areas, the designated CYS contact should be able to verify their identity right away.

If, however, an individual cannot provide sufficient information on several of the noted areas, CYS will initiate a conversation with the person regarding their life history (while in care) and then request a copy (hard or imaged) of their file. It will take 1 – 2 weeks for the file to be received. You should leave instructions with CYS on how you wish to be contacted when the file comes in (phone or e-mail.)

Upon receiving the file, CYS will look for the following:

- Pictures – (not always available)
- Life history – Events that occurred while in care (approximate age of the individual when the event occurred, or an approximate date, would be required)
- Birth Certificate – (not always available)
- Previous Caseworkers – CYS caseworkers and/or other professionals.

This process will take much more time as CYS has to receive the file and then review the information page by page.

For both options, once CYS is able to verify an individual’s identity, CYS will inform the Certifier of this and provide the “go ahead” to secure more formal means of identification.

Option 2:

To connect with the client’s former CYS Caseworker, ask the applicant for the caseworker’s name and look them up in the Government of Alberta employee directory: <http://alberta.ca/home/directory.cfm>

Cost: There is no cost.

Calgary Joni Morrison-O’Hara Phone: 403 297-2078 joni.morrisonohara@gov.ab.ca	Lethbridge Brenda Burton Phone: 403 381-5129 Brenda.burton@gov.ab.ca	Medicine Hat Tania Miller Phone: 403 529-3142 Tania.miller@gov.ab.ca	Edmonton Russ Pickford Phone: 780 415-1639 russ.pickford@gov.ab.ca
Red Deer Catherine Pohl Phone: 403 755-6121 catherine.pohl@gov.ab.ca	Grande Prairie Lance Sheppard Phone: 780 538-5130 lance.sheppard@gov.ab.ca	Regional Municipality of Wood Buffalo Trudy Cockerill Phone: 780 743-7410 trudy.cockerill@gov.ab.ca	Lloydminster Laurie Widmark Phone: 780-662-7060 Laurie.Widmark@gov.ab.ca

Other Social Services Agency Affiliation

Required: The applicant must know the name of an agency the applicant has previously received services from AND there must be an employee there to be able to verify the applicant’s identity.

Questions to ask the applicant: Have you been helped in the past by another agency? If so, what agency? Is there anyone working there who knows you? Have you left copies and / or photocopies of your personal identification there?

Instructions: Phone the agency, speak to the agency employee who personally knows the applicant and ask the identified service provider the following questions:

1. Do you have a copy or photocopy of any piece of government issued ID for this applicant? If not on hand, have you previously seen copies of applicant's ID? OR

2. Have you known the applicant from a young age?

If yes to questions 1 or 2, ask the service provider if they can verify the applicant's name and date of birth.

To verify that you and the service provider are speaking of the same person while over the phone, you could either share a photo of the applicant (sent either via email or a fax) or unique information (e.g. what was the applicant's favorite meal at the shelter; who did s/he associate with, etc.)

Agencies should use a consent to release information forms the applicant signs (to give permission for the information to be shared) before divulging the applicant's personal information.

Cost: There is no cost.

Appendix B – Obtaining Supporting Documents

Obtaining an Indian Status Card

An Indian Status Card is an identity document issued by Indian and Northern Affairs Canada to confirm that you are registered as a Status Indian under the *Indian Act*. You can apply for a Status card if you are registered as an Indian under the *Indian Act*.

An Indian Status Card is a primary form of government issued photo identification and proof of legal entitlement to be in Canada. A Status card also provides access to benefits, programs and services administered by federal agencies, provincial governments and other service providers.

For information on how and where to apply and the application form to apply for an Indian status card: <http://www.aboriginalaffairs.gov.on.ca/english/services/status.asp>

This document overviews federal programs and services for Registered Indians in Canada: <http://ainc-inac.gc.ca/ai/pubs/ywtk/ywtk-eng.pdf>

Obtaining a Birth Certificate

To apply for a birth certificate the applicant needs to have been born in Canada and know the following information:

Applicant Name:	Applicant Date of Birth:
Place of Birth:	Name of hospital where birth occurred:
Father's First and Last Name:	Father's Place of Birth:
Mother's First and Last Name:	Mother's Place of Birth:

Visit the provincial or territorial web site of your province or territory of birth for details about application procedures:

http://www.servicecanada.gc.ca/eng/subjects/cards/birth_certificate.shtml

Applying for the applicant's birth certificate:

If an individual was born in Alberta, any person with valid government picture identification can order their birth or marriage certificate on their behalf. The person who orders the certificate (not the person named on the birth certificate) becomes the applicant and must order the certificate and either have it mailed to them or pick it up themselves. The individual named on the certificate must provide a signed letter of authorization giving the person permission to obtain their certificate. Certificates can be ordered at any Registry Agent office. A Registry Agent service fee, and a birth certificate fee, will be charged.

Obtaining an Alberta Marriage Certificate

To apply for an Alberta marriage certificate the applicant needs to have been married in Alberta and know the following information:

Name of spouse:	Birth place of spouse:
Date of marriage:	Place of marriage:

Searching for Basic Applicant Information

If you are not sure if the applicant was born or married in Alberta, you can do a record search:

<http://www.servicealberta.ca/786.cfm>

Social Insurance Number Card

Once the applicant has one primary document, such as a birth certificate, you can help the applicant order a replacement Social Insurance Number (SIN) card. For more information see the following links:

<http://www.servicecanada.gc.ca/eng/sin/apply/proof.shtml>

For instructions on how to apply for a SIN: <http://www.servicecanada.gc.ca/eng/sin/apply/how.shtml>

Link to SIN application form: <http://www.servicecanada.gc.ca/eng/sin/forms.shtml>

You can only apply for someone else's SIN if you have proof of being their Legal Guardian or Legal Representative. This means you must go in person with the applicant to a Service Canada Centre.

A \$10 fee is required for a replacement SIN card. If you apply in person you can pay by cash, credit or debit card. For more information see: <http://www.servicecanada.gc.ca/eng/sin/apply/fee.shtml>

Replacing Government Issued Identity Documents

Link to a list of all government-issued identity documents with subsequent links on how to re-obtain the documents: <http://www.programs.alberta.ca/Living/5963.aspx?Ns=5248&N=770>

Appendix C - Example Scenarios

Examples of Scenarios that worked:

Scenario 1 - Identity Verified by:

1. New Indian Status Card (proof of legal entitlement to be in Canada);
2. Credit Card; and,
3. Health Care Card containing the applicant's full name and birth date.

Scenario 2 - Identity Verified by:

1. Canadian Passport (proof of legal entitlement to be in Canada);
2. Social Insurance Number Card;
3. Proof of Government Assistance;
4. Bankcard; and
5. Health Care Card.

Other documentation: Copies of divorce papers and a signed will

Scenario 3 - Identity Verified by:

1. Birth Certificate obtained by the Certifier (proof of legal entitlement to be in Canada);
2. Social Insurance Number; and
3. Pay Stubbs.

Other: Court Documents and Custody Papers, Relationship with a Support Worker

Scenario 4 - Identity Verified by:

1. Birth Certificate obtained by the Certifier (proof of legal entitlement to be in Canada);
2. Use of Aboriginal Affiliation to verify identity;
3. Proof of Government Assistance;
4. Number of Indian Status Card; and

5. Number of Health Care Card.

Other: Relationship with a Support Worker

Scenario 4 - Identity Verified by:

1. Birth Certificate obtained by the Certifier (proof of legal entitlement to be in Canada);
2. Utility, telephone, gas or cable TV bill in applicant's name; and
3. Health Care Card with applicant's full name and birthdate.

Other: Relationship with a Support Worker, Community Identification, Leisure Access Pass

Scenario 5 - Identity Verified by:

1. Social Insurance Number Card;
2. Health Care Card with applicant's full name and birthdate;
3. Income Tax Receipts;
4. Utility, telephone, gas or cable TV bill in applicant's name;
5. Verification by employee at Alberta Employment and Immigration; and
6. 3 expired BC Operator's Licenses (proof of legal entitlement to be in Canada.)

Scenario 6 - Identity Verified by:

1. Birth Certificate obtained by the Certifier (proof of legal entitlement to be in Canada);
2. Social Insurance Number Card;
3. Verification by employee at Alberta Employment and Immigration; and
4. Health Benefits Card (issued by Alberta Employment and Immigration.)

Other: Community Identification

This application is borderline however; and could be strengthened by: 1) Verifying the applicant's SIN, 2) use an alternate channel or source to fact-check identity (e.g. school records, verification with the Metis Nation)

Scenario 7 - Identity Verified by:

1. Birth Certificate (proof of legal entitlement to be in Canada);
2. Bank Account Statements;
3. Proof of Government Income Assistance;
4. Social Insurance Number Card
5. Relationship with Children and Youth Services in Alberta.

Other: Community Identification

Scenario 8 - Identity Verified by:

1. Birth Certificate (proof of legal entitlement to be in Canada);
2. Proof of Government Income Assistance;
3. Verified Identity by the AISH Office; and
4. Verified Identity by the Office of the Public Trustee.

Other: hospital records, records of incarceration