

Identification



Identification is required to secure housing. You can use any form of Canadian-issued government such as a passport. To request identification, review the options available below.

If you lose your immigration papers you will have to contact Immigration, Refugees and Citizenship Canada (IRCC), by phone 1-888-242-2100 or through their webform called [Client Support Centre services](https://www.canada.ca/en/immigration-refugees-citizenship/corporate/contact-ircc/client-support-centre.html) (https://www.canada.ca/en/immigration-refugees-citizenship/corporate/contact-ircc/client-support-centre.html), for an appointment date that will be sent to you by mail.

Community Development Council Durham (CDCD)

CDCD is a community organization that supports newcomers with multiple services.

458 Fairfall Street, Unit #4 Ajax, Ontario
L1S 1R6

Email: info@cdcd.org

Website: [Home](#) | [Community Development Council Durham](#) | [CDCD Ajax](#) | [Support](#)

(cdcd.org)

Phone: (905) 686-2661 extension 217
Hours: Monday to Friday 8:30 a.m. to 4:30 p.m.

Service Canada

A single-point access for federal services and benefits such as passports, immigration documentation, Social Insurance Number (SIN) and more.

Website: [Find a Service Canada Office](https://servicecanada.gc.ca/tbsc-fsco/sc-hme.jsp?lang=eng) (servicecanada.gc.ca/tbsc-fsco/sc-hme.jsp?lang=eng)

Hours: Monday to Friday 8:30 a.m. to 4 p.m.

Ajax

274 Mackenzie Avenue, Suite 200
Ajax, Ontario
L1S 2E9

Oshawa

Midtown Mall, Unit C6
200 John Street West
Oshawa, Ontario L1J 2B4

Pickering

Service Canada comes to the Pickering Welcome Centre every third Wednesday of the month.
5-1400 Bayly Street
Pickering, Ontario
L1W 3R2
Phone: (905) 420-3607

Whitby

Whitby Mall (Southeast corner of Dundas and Thickson)
1615 Dundas Street East, Suite 6
Whitby, Ontario
L1N 2L1

Service Ontario

Service Ontario is a government agency that provides multiple government services for the Province of Ontario.

They provide support with applying for a driver's license, health card, birth certificate and more. They operate from Monday to Friday and can be reached at their centralized number 416-326-1234 or TTY 416-325-3408.

Ontario Photo Card

Service Ontario can assist with an identification (ID) called the [Ontario Photo Card](#) (ontario.ca/page/ontario-photo-card). This is an official identification accepted in lieu of a driver's license. To apply, you will need a birth certificate and/or immigration documentation. You can use the Ontario Photo Card for government applications such as for an Ontario health card called the Ontario Health Insurance Plan (OHIP) card, employment and more.

Website: [Service Ontario locations, hours and contact](#) (ontario.ca/locations/serviceontario)

Ajax

509 Bayly Street East

Ajax, Ontario

Major intersection: Bayly Road and Audley Road

Hours: 8:30 a.m. to 7 p.m.

Bowmanville

191 Church Street, Lower Level

Bowmanville, Ontario

Major Intersection: King Street West and Scugog Street

Hours: 9 a.m. to 5 p.m.

Oshawa

200 John Street West

Located in the Midtown Mall

Oshawa, Ontario

Major Intersection: King Street West and Nassau Street

Hours: 9 a.m. to 5 p.m.

Port Perry

72 Water Street

Port Perry, Ontario

Major Intersection: Water Street and Casimir Street

Hours: 8:30 a.m. to 5 p.m.

Pickering

1410 Bayly Street, Unit 2

Pickering, Ontario

Major intersection: Bayly and Liverpool

Hours: 9 a.m. to 7 p.m.

Whitby

590 Rossland Road East

Whitby, Ontario

Major Intersection: Rossland Road East and Civic Centre Drive

Hours: 8:30 a.m. to 5 p.m.

Whitby Mall

1615 Dundas Street East, Unit 49

Whitby, Ontario

Major Intersection: Dundas Street East and Thicksen Road South

Hours: 9 a.m. to 5 p.m.