

Frequently Asked Questions (FAQ) - Household Members ID Verification

What is the updated policy? Starting October 1, 2024, Daily Bread Food Bank requires the primary client to show identification (ID) for all household members to confirm they live together.

Why is this policy being implemented? The policy is intended to ensure accurate records of the households we serve and help distribute resources equitably to those in need.

Who does this policy affect? This policy applies to new clients, existing clients with multiple household members, and those adding new members. The primary client does not need to show identification.

Do you keep a copy of my ID? No. Daily Bread does not store or copy any part of your ID. Verification is limited to a visual check of the ID.

What forms of ID are acceptable?

1. Birth Certificate
2. Cheque Stub
3. Driver License
4. Immigration papers (including any refugee status/claim document)
5. Lease
6. Ontario Photo Card
7. Passport
8. Permanent Resident Card
9. Status Card
10. Drug card (listing all household members)
11. Any of the above from another country
12. Others (please inquire)

What happens if you are not able to or forget to verify the IDs of household members?

After Oct. 1, 2024, if you are not able or forget to verify household members' IDs on your first visit, the unverified household members will be temporarily removed from your account. You will still get food for yourself and the household members at that time. However, unverified members will be removed for the second visit, and you may not receive food for them in your second visit unfortunately. To add unverified members back, show their IDs on your second visit or as early as you can.

What if the ID is illegible, a copy, or torn? If you have a copy or damaged ID, bring it to us for evaluation.

What if the ID information doesn't match the information on file? If there are discrepancies (e.g., names or dates of birth), bring supporting documents like birth certificates or legal name change papers for verification. Our staff will assist in resolving these issues.

How can households submit ID verification? Visit the food bank in-person during regular hours.

When will the ID verification take effect? The policy will be effective from October 2024 onwards. It is important to comply by this date to continue receiving services.