

Ministry and Agency Contact Information:

(Local offices can often be located within the agency website):

Birth Certificate:

Agency: Department of Vital Statistics (Ministry of Health)

Website: <http://www.vs.gov.bc.ca/>

Roberta Moyers: 250-952-9092

Social Insurance Number (SIN):

Agency: Service Canada

Toll-Free: 1-800-206-7218

Website: <http://www.servicecanada.gc.ca/eng/common/contactus/index.shtml#sin>

BC Driver's License and BC ID: (BC Motor Vehicle Branch)

Agency: ICBC

B.C. Lower Mainland: 604-661-2800

Elsewhere in B.C., Canada and the U.S.: 1-800-663-3051

Call centre hours: 8 a.m. – 7 p.m., Monday to Friday, and 9 a.m. – 5 p.m. on Saturday

Website: <http://www.icbc.com/driver-licensing/BCID>

Medical Services Plan (CareCard):

Agency: MSP

Vancouver: 604-683-7151; **Toll Free:** 1-800-663-7100; **Fax:** 250 405-3595

If you would prefer to write, the **MAILING ADDRESS** is:

Medical Services Plan

PO Box 9035 Stn Prov Govt

Victoria, B.C. V8W 9E3

Website: <http://www.health.gov.bc.ca/msp/infoben/carecard.html>

Passport Canada:

Toll free: 1-800-567-6868; **TTY services:** 1-866-255-7655

Outside Canada and the United States: 819-997-8338 Mon.-Fri.: 7:30 a.m. to 8:00 p.m. (ET)

Website: <http://www.ppt.gc.ca/index.aspx>

Canada Post:

General Inquiries for Residential and Business: 1-866-607-6301

Outside of Canada: 416-979-8822 Call us from Monday to Friday, 8 a.m. to 6 p.m. your local time.

Website: <http://www.canadapost.ca/cpo/mc/default.jsf>



Transgender Health Program

301 - 1290 Hornby Street, Vancouver, BC V6Z 1W2

Tel: 604-734-1514 or 1-866-999-1514 (toll-free) **Fax:** 604-633-4241

Email: transhealth@vch.ca **Web:** <http://www.vch.ca/transhealth>

Revised on April 27, 2011

THP: sb

necessary surgical criteria (see note at end of document). Once the interim passport has expired, a new passport with the original sex will be reissued, unless the proper criteria have been fulfilled and produced to make the permanent changes.

Changing Other Institutional Records & ID

After a legal name change, you will need to change files that are in current use at your school, workplace, hospital, bank, insurance company, library, credit agency, etc. You may also want to change historical records at each of these places to avoid inadvertent disclosure should your old records be viewed at a later date.

Like the governmental agencies described already, most non-governmental institutions also have policies regarding name change procedures that are applicable to anyone changing their name for any reason — including as part of gender transition. As with government bodies, in most cases you will need to provide a photocopy of your Change of Name certificate. Some will also require your updated birth certificate. You may also be required to show a piece of photo ID, and/or proof of your current address. You may be charged a fee to update your records.

1. **NOTE:** Fees stated throughout this document may no longer be current. Please check with the relevant agency or Ministry directly for the applicable current fee(s).
2. **NOTE:** As of 2010, BC's surgical criteria for changing sex designation on primary ID is as follows:
 - M->F: genital reconstruction surgery.
 - F->M: chest reconstruction surgery; hysterectomy/oophorectomy (unless documented health reasons negate).

- Write MSP at:
 Medical Services Plan
 PO Box 9035 Stn Prov Govt
 Victoria, B.C. V8W 9E3
2. Fill in the Carecard replacement form, but select **“OTHER”** for the *reason for replacement*. State the appropriate reason. E.g. transitioning from male to female, or transitioning female to male, or however you would like to word the process.
 3. Submit the form with a copy of either your name change certificate or new birth certificate reflecting the name change to the above address in step 4.

There is no fee for updating your CareCard to reflect a legal name change under these circumstances. It can take 2-3 months for your new card to be mailed to you. During that time, you can use your old card.

Your sex designation (M or F) cannot be changed until you have met BC’s sex reassignment surgery criteria (see note at end of document). The sex designation is not located on your card, but it is designated on the MSP computers. Mail a copy of your updated birth certificate to the above address in step 4 to change the sex designation on their computers, and your sex designation will be updated. You don’t need to fill in any forms or send in your current Carecard. However, you will need to write a friendly letter requesting MSP to update your sex designation on their computers to reflect your updated sex designation on your birth certificate.

You may use either of the following numbers to call the Medical Services Plan for further clarification:

- Vancouver: 604 683-7151
- Other : Toll-free: 1 800 663-7100

Changing Your Passport

After a change of name, you must apply for a new passport if you currently have a passport with your previous name. The application form is available at all Canada Post outlets, or at the passport office (Toll-free info line: 1-800-567-6868). You may also download the application form from <http://www.ppt.gc.ca/cdn/form.aspx?lang=eng®ion=Canada> Instructions on the application process are included in the package.

When you send in your application make sure it includes:

- your signature
- the signature of a guarantor, which is someone who has known you for at least two years and is in one of the professional categories listed in the application
- two black and white or colour photos taken in the past 12 months, and one must be signed on the back by your guarantor
- proof of Canadian citizenship: e.g., birth certificate
- There is a fee for this. Please check with passport office for current fee.

When you apply for a new passport, you will need to return your old passport or any other official travel documents issued within the last 5 years. If your old passport has expired (is more than 5 years old) or you never had a passport, just send the other required documentation.

A one-year interim passport with updated sex designation (M or F) can be obtained if you supply a letter from your doctor saying that you are undergoing gender transition, are living full-time as a man/woman, and have full intentions of having appropriate SRS/GRS within one year. The sex designation change is only good for one year; you will not be able to renew the passport with the new sex designation until you have obtained updated primary ID (birth certificate) that verifies you have completed the

Changing Your Social Insurance Number (SIN) Card

Your Social Insurance Number (SIN) card is a key piece of ID for getting social assistance (welfare), work income, and benefits such as pensions.

To get a new SIN card, take your birth certificate and Change of Name certificate to the nearest Services Canada office (the same place you file for Employment Insurance benefits). There is an application form that you will need to fill out at the counter. There is no cost for updating a SIN card to reflect a legal name change. Your new card will be mailed to you within 4-6 weeks.

Your sex designation (M or F) cannot be changed until you've met this province's criteria by undergoing the appropriate surgeries (see note at end of document). The sex designation is not located on your card, but it is designated on the Services Canada computers. To change the sex designation, go to the nearest Services Canada office with your updated birth certificate and complete the required forms and process with the agent to update your sex designation on their computers.

Changing Your BC Driver's License or BC ID

To change your Driver's License or BC ID, take your Change of Name certificate, your old Driver's License or BC ID, and one other piece of primary ID (e.g., birth certificate; passport) to the nearest Motor Vehicle Branch. Please check with ICBC for current fees. You may immediately be issued a new Driver's License/BC ID, or a new one may be sent to you via mail within a few weeks.

ICBC officially recognizes the needs of transgendered people to have their driving records altered to reflect a name change, and has strict policies to ensure confidentiality and privacy. You can request that ICBC update the name on your driving record by going to your nearest ICBC office and asking at the counter, or by contacting the Manager of Licensing and Adjudication.

ICBC will change the sex designation (M or F) on your driver's license or BC ID if you supply a letter from your doctor saying you are undergoing gender transition under their care, and are living full-time as a man/woman. In other words, ICBC does not require gender reassignment surgery/sex reassignment surgery before changing your sex designation on your Driver's License or BC ID. However, you will be required to supply the supporting documentation from your doctor. If needed, THP can provide you with a template letter for you doctor. You can obtain examples of these letters from THP, to your doctor to assist with the correct wording.

Changing Your CareCard

You can submit the paperwork to change the name on your CareCard in person at any Ministry of Health Medical Services Plan office, by mail, or by fax. You will need your birth certificate, your Change of Name certificate, and your old CareCard or personal health number (the number on your old card).

To change the name on your Carecard:

1. Obtain the Carecard Replacement Form **2811** by one of the following:
 - Pick up the form from a Ministry of Health Medical Services Plan office
 - Download it from <https://www.health.gov.bc.ca/exforms/msp.html>
 - Call Forms-by-Fax at 250-356-0998 and follow the recorded instructions. The MSP Forms-by-Fax service is available 24 hours a day, 7 days a week. Forms are selected by telephone and sent directly to your fax machine without having to wait to speak to a client service representative. Please note, you need a touch-tone phone and a fax machine to use this service.

How Do I Change My ID?

Once you have received a Change of Name certificate from Vital Statistics, you can begin the process of changing your ID and all other legal records to reflect your new name. Even after a legal name change, any contracts or agreements under your old name are still valid and enforceable. Most institutions have policies regarding name change procedures that are applicable to anyone changing their name for any reason-- including as part of gender transition. In most cases, you will need to provide photocopies of your Change of Name certificate and/or your updated birth certificate. You may also be required to show a piece of ID that includes a photo, and/or proof of your current address. You may be charged a fee to update your records.

As with any other type of service, you have the right to be treated with sensitivity and respect when you are requesting legitimate changes to your ID and records. This includes a right to privacy and confidentiality. You do not need to give the reason for your name change-- anyone may change their name for personal reasons.

NOTE: Fees stated throughout this document may no longer be current. Please check with the relevant agency or Ministry directly for the applicable current fee(s).

Changing Your Birth Certificate

It is important to get a new birth certificate as soon as possible after receiving your Change of Name certificate, as a birth certificate and Change of Name certificate are often required for changing virtually every other piece of ID or institutional record.

If you were born in BC, Vital Statistics will automatically change the name on your birth record when you legally change your name. To get a birth certificate with your new legal name, you must apply at Vital Statistics (this can be done at the same time that you apply for the change in your name). The fee is \$27.00 for a new birth certificate.

If you were born elsewhere in Canada, Vital Statistics sends a Notice of Name Change to your province of birth. Each province has its own rules, and a Notice from BC may not be enough to change your birth record. For more information, contact the Ministry of Health (Division of Vital Statistics) in the province where you were born. If a change in your birth certificate name is possible, you will need to send in a photocopy of your Change of Name certificate along with the application form and fees for that province.

If you were born in BC, your sex designation (M or F) cannot be changed until you've had gender reassignment surgery/sex reassignment surgery. Criteria for this differs between M->F and F->M. Please see note at end of this document.

If you were born elsewhere in Canada, please check with the issuing province of your birth certificate to ascertain the criteria and steps required to change the sex designation (M or F) on your birth certificate.

**** You may call Roberta Moyer of Vital Statistics at 250-952-2572 for further clarification.