

14.6

Some organizations that help individuals with securing documents and other situations

September 2025

Vital Statistics BC

- **What it does:** Vital Statistics is the government agency responsible for issuing birth certificates, correcting registrations, cancelling lost or stolen certificates, registering births, etc. [Government of British Columbia+1](#)
- **How to use it:**
 - You can apply for a **new or replacement birth certificate** or a certified copy through their forms. [Government of British Columbia](#)
 - If a certificate is lost or stolen, you can fill out a “Declaration of Lost or Stolen Birth Certificate” form. [Government of British Columbia+1](#)
 - For children (18 or younger), parents can order online; for other requests there may be in-person or mail options. [Government of British Columbia](#)
- **Fetch BC:** If a parent needs to replace a lost birth certificate or update their child’s records, this is a key first stop. kb.fetchbc.ca

Newcomer / Settlement / Community Services

These are useful especially if someone is new to BC or has barriers (language, financial, lack of documentation) and needs help navigating the process.

- **MOSAIC (BC)** - Provides settlement services, orientation, helps with accessing public systems and documents. [MOSAIC](#)
- **Immigrant Services Society of BC (ISSofBC)** - Offers free advice and programs to help newcomers settle, including information about education, legal rights, health, etc. They can help with what documents are needed. [ISSofBC+1](#)
- **NewToBC.ca** - A directory of programs and services for newcomers; can help find local support agencies. [NewToBC+1](#)
- **SWIS BC Settlement Workers in Schools BC** - SD8 website
- **CBal Settlement Information** - <https://cbal.org/settlement-services/>
- **The Advocacy Centre** - <https://advocacycentre.org/>

Community Information - Documents

- Advocacy Centre brochure - <https://advocacycentre.org/wp-content/uploads/2018/06/advocacy.pdf>
- West Kootenay Referral Information Brochure - <https://advocacycentre.org/wp-content/uploads/2018/06/wk-resource-information-sheet.pdf>
- Nelson Cares Society - <https://nelsoncares.ca/>
 - Coordinated Access Services Brochure - <https://nelsoncares.ca/portfolio-items/coordinated-access/?portfolioCats=8>
- SD8 Community Resources page - <https://inclusiveeducation.sd8.bc.ca/resources/community/inclusive>
- SD8 Printable Flipbook - Community Organizations and Resources - <https://www.sd8.bc.ca/sites/default/files/documents/2025-08/14.1%20Local%20and%20Provincial%20Support%20Resources.pdf>

Other Helpful Resources & Guides

- **WelcomeBC** - A provincial resource that helps new immigrants and others “start life in BC.” It provides guides about how to get necessary documentation, access government services, etc. [WelcomeBC+1](#)
- **Legal Aid BC** - For people in financial hardship, including immigrants/refugees, Legal Aid sometimes provides services or referrals, especially if legal matters are involved. [Legal Aid BC](#)

Community Information - Documents

Some Local Organizations & Agencies in SD8 / Kootenay Lake Area

Organization / Office	What They Do / Services Offered	Location / Notes
Service BC Centre (Government Agents) - Nelson	This is a provincial government service point. They provide in-person and online access to a variety of government services, including birth services, ID verification, BC Services Card , name changes, etc.	310 Ward Street, Nelson. Open weekdays 9:00-4:30.
Legal Aid BC - West Kootenay Boundary	They provide free legal information and assistance to people with certain financial eligibility. While not specifically focused on issuing birth certificates, they can help with legal problems around identity, family law, and access to government services when there are barriers.	Serves Nelson, Slocan, Castlegar etc. Contact via Legal Aid's call centre or through community partners like Nelson Cares Society.
The Advocacy Centre (West Kootenays)	Provides legal information, referrals, and help navigating complicated legal/documentation issues. They may help parents understand what documents are needed, how to apply, and connect with the right offices. The Advocacy Centre	Based in Nelson. Useful for guidance, helping prepare paperwork, referrals. The Advocacy Centre
Service Canada Centre - Nelson	Chako Mika Mall, Main Floor, 1125 Lakeside Drive, Nelson, BC V1L 5Z3 General Enquiries: 1- 800-622-6232 Fetch BC Knowledge Base Monday-Friday, 8:30 am - 4:00 pm Fetch BC Knowledge Base	Provides federal services (e.g. SIN, passport, federal benefit program info) useful for identity or documentation purposes linked with government services.