

CHAPTER TWENTY-TWO: REFERRALS

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CHAPTER TWENTY-TWO: REFERRALS

I. GENERAL REFERRALS

The Lawyer Referral Service

Telephone: 604-687-3221

Toll-Free: 1-800-663-1919

- Consultation with a lawyer for up to 30 minutes for a fee of \$25, after which fees are negotiated with the lawyers if you need ongoing legal representation

Access Pro Bono (Summary Legal Advice Program, Roster Program, Civil Chambers Program)

Telephone: 604-878-7400

Toll-Free: 1-877-762-6664

Website: www.accessprobono.ca

- **Summary Legal Advice Program:** Volunteer lawyers provide up to a half-hour of free legal advice to clients at summary legal advice clinics
- **Roster Program:** Pro bono representation for Court of Appeal, family law, Federal Court of Appeal, judicial review and wills and estates issues
- **Civil Chambers Program:** Civil (non-family) chambers litigation matters before the Supreme Court and the Court of Appeal in Vancouver

Legal Services Society

Legal Aid Applications:

Telephone: 604-408-2172

Toll-Free: 1-866-577-2525

Website: www.lss.bc.ca

General Inquiries:

Telephone: 604-601-6000

- Representation for criminal charges, mental health and prison issues, serious family problems, child protection matters and immigration problems

Community Legal Assistance Society

Telephone: 604-685-3425

Toll-Free: 1-888-685-6222

Website: www.clasbc.net

- Housing, income security, debt issues, access to education, community living supports, access to public services, employment insurance, workers' compensation, information and privacy for people with disabilities, mental health, human rights

Vancouver Justice Access Centre

Telephone: 604-660-2084

- Help with Supreme Court civil issues
- Assistance with paperwork
- legal information, self-help and other resources
- **NO LEGAL ADVICE**

**Seniors First BC
(Victims Services Program and Legal Programs)**

Telephone: 604-437-1940
Toll-Free: 1-866-437-1940
Website: www.seniorsfirstbc.ca

- Helps victims of abuse or a crime to access the justice system
- Provide practical and emotional support
- Assistance can be provided over the phone
- Preparation and support for older adults who will be testifying in court about abuse or other crime
- Provide services to people age 55 and over
- **Does not prepare wills or power of attorneys, or give advice on estate administration, real estate, criminal law or family law matters**

Pivot Legal Society

Telephone: 604-255-9700
Website: www.pivotlegal.org

- Referrals to other legal support
- Free legal advice clinics

Access Pro Bono (Paralegal Program)

Telephone: 604-660-2084

- Assistance in preparing court documents

Dial-A-Law

Telephone: 604-687-4680
Toll-Free: 1-800-565-5297
Website: www.dialalaw.org

- General information on a variety of topics on law in British Columbia
- Library of legal information prepared by lawyers
- Available in English, Chinese and Punjabi by telephone and online

Clicklaw

Website: www.clicklaw.bc.ca

- Legal information, education and help for British Columbians

II. FAMILY LAW

Legal Services Society (Family LawLINE)

Telephone: 604-408-2172
Toll-Free: 1-866-577-2525

- Free legal advice over the telephone
- Lawyers give brief "next step" advice

Vancouver Justice Access Centre

Telephone: 604-660-2084

- Family maintenance, custody, support, parenting
- Assistance with enforcement and paperwork
- Mediation
- **NO DIVORCE ASSISTANCE**

Family Justice Centres

Telephone: 604-660-6828

- Services to British Columbians going through separation or divorce
- Help families with child custody, access, guardianship and support issues

Family Law in British ColumbiaWebsite: www.familylaw.lss.bc.ca

- Website about family law

MediateBC (The Family Mediation Program)Telephone: 604-684-1300 ext. 205
Toll-Free: 1-877-656-1300 ext. 205
Website: www.mediatebc.com

- Affordable mediation services for families

British Columbia Family Maintenance Enforcement ProgramTelephone: 604-678-5670
Toll-free: 1-800-663-9666
Website: www.fmep.gov.bc.ca

- Monitor and enforce maintenance orders and agreements

Ann Davis Transition SocietyAdministration/Counselling: 604-792-2760
Shelter from Abuse: 604-792-3116
Website: www.anndavis.org

- Provides shelter and support for abused women and their children
- Individual and group counselling for women, children, youth, couples and families

North Shore Women's CentreTelephone: 604-984-6009
Website: www.northshorewomen.ca
Email: info@northshorewomen.ca

- Women's drop-in resource centre

B.C. Men's Resource CentreTelephone: 604-878-9033
Website: menbc.webs.com

- Individual, couple and family counselling

III. RESIDENTIAL TENANCY

TRAC Tenant Resource & Advisory CentreTelephone: 604-255-0546
Toll-Free: 1-800-665-1185
Website: www.tenants.bc.ca

- Provides tenants with legal education and information
- Provides free representation to tenants at dispute resolution hearings in limited circumstances
- No income cutoff, priority to those who cannot afford a lawyer
- Lower Mainland only

Residential Tenancy Branch

Telephone: 604-660-1020
Toll-Free: 1-800-665-8779
Website: www.rto.gov.bc.ca

- Provides landlord and tenants with information and dispute resolution services

IV. HUMAN RIGHTS

BC Human Rights Clinic

Telephone: 604-622-1100
Toll-Free: 1-855-685-6222
Website: www.bchrc.net

- Collaboration between CLAS and HRC
- Provides representation to complainants who apply for representation and qualify for assistance.
- You must apply within 30 days of the Tribunal accepting the complaint for filing.

Canadian Human Rights Commission

Toll-Free: 1-888-214-1090
Website: www.chrc-ccpd.gc.ca

- Administers the *Canadian Human Rights Act*
- Ensures compliance with the *Employment Equity Act*
- Information about how to make a formal complaint

BC Human Rights Tribunal

Telephone: 604-775-2000
Toll-Free: 1-888-440-8844
Website: www.bchrt.bc.ca

- Deals with human rights complaints that arise in British Columbia and are covered by the *Human Rights Code*

V. WILLS AND ESTATES

Access Pro Bono (Wills Clinic Project)

Telephone: 604-424-9600

- Draft and execute simple wills and representation agreements for low-income seniors and people with terminal illnesses

Society of Notaries Public of British Columbia

Telephone: 604-681-4516
Website: www.notaries.bc.ca

- Wills, power of attorneys, representation agreements and advance directives

VI. IMMIGRATION AND REFUGEE

Immigration Services Society of BC

Telephone: 604-684-2561
Website: www.issbc.org

- Support services for immigrants and refugees
- Settlement, education and employment services

Vancouver Association for Survivors of Torture

Telephone: 604-299-3539
Toll-Free: 1-866-393-3133
Website: www.vast-vancouver.ca

- Provide clinical and support services for survivors of torture, trauma and political violence
- Refer to other agencies and professionals

VII. DISABILITY

**Disability Alliance BC
(Advocacy Access Program)**

Telephone: 604-872-1278
Toll-Free: 1-800-663-1278
Website: www.bccpd.bc.ca

- Free one-to-one assistance with provincial and federal disability benefits
- Advocacy service
- Help to apply for benefits or appeal the denial of benefits

VIII. EMPLOYMENT

Employment Standards Branch

Toll-Free: 1-800-663-3316

- Administers the *Employment Standards Act* and Regulation

IX. DEBT

BankruptcyCanada.com

Phone: 1-877-879-4770
Website: www.bankruptcycanada.com

- Bankruptcy information

Credit Counseling Society

Telephone: 604-527-8999
Toll-Free: 1-888-527-8999
Website: www.nomoredebts.org

- Free, confidential credit counselling
- Debt consolidation, repayment and settlement
- Money management and budgeting assistance
- Information and referrals

X. ABORIGINAL

UBC Indigenous Community Legal Clinic

Telephone: 604-684-7334
Toll-Free: 1-888-684-7874

- Legal services for disadvantaged members of the First Nations Community

**Native Courtworker and Counselling Association
of British Columbia**

Telephone: 604-985-5355
Toll-Free: 1-877-811-1190
Website: www.nccabc.ca

- Services for aboriginal people in conflict with the law.

XI. POLICE COMPLAINTS

Office of the Police Complaint Commissioner

Telephone: 250-356-7458
Toll-Free: 1-877-999-8707
Website: www.opcc.bc.ca

- Complaints against Municipal Police

Civilian Review and Complaints Commission for the RCMP

Toll-Free: 1-800-665-6878
TTY: 1-866-432-5837
Website: <https://www.crcc-ccetp.gc.ca>

- Complaints against the RCMP

XII. CHINESE LANGUAGE

S.U.C.C.E.S.S.

Telephone: 604-684-1628
Website: www.successbc.ca

- Booking appointments at the LSLAP Chinatown clinic
- Service in Mandarin and Cantonese

XIII. OTHER

The Law Society of British Columbia

Telephone: 604-669-2533
Toll-Free: 1-800-903-5300
Website: www.lawsociety.bc.ca

- Considers all complaints about lawyer conduct or competency

VictimLinkBC

Toll-Free: 1-800-563-0808
Website: www.victimlinkbc.ca

- Provides information and referral services to all victims of crime
- Immediate crisis support to victims of family and sexual violence

The Vancouver Police Department (Victim Services)

Telephone: 604-717-2737

- Provide crime victims, witnesses and their family members with professional, supportive and timely assistance
- Emotional support, information and assistance with Victim Impact Statements and Crime Victim Assistance forms

Crisis Intervention and Suicide Prevention Centre of BC (Crisis Centre)

Crisis Line: Telephone: 604-872-3311
Toll-Free: 1-866-661-3311
Website: www.crisiscentre.bc.ca
Suicide Line: 1-800-SUICIDE (784-2433)

- Emotional support
- Immediate response

Vital Statistics Agency

Telephone: 250-952-2681
Toll-Free: 1-888-876-1633
Website: www.vs.gov.bc.ca

- Registers all births, marriages, deaths and changes of name

**Community Legal Assistance Society
(Mental Health Law Program)**

Telephone: 604-685-4325
Toll-Free: 1-888-685-6222

- Legal advice and representation for those who have been involuntarily detained pursuant to the *B.C. Mental Health Act* or those who have custody or conditional discharge orders pursuant to the mental disorder provisions of the *Criminal Code of Canada*

**Alma Mater Society of the University of British Columbia
(Advocacy Office)**

Telephone: 604-822-9855
Website:
www.ams.ubc.ca/services/advocacy-ombuds/advocacy-office/

- Provides confidential assistance and representation for undergraduate students involved in formal conflict with the University
- Help with academic appeals, student discipline cases and appeals, housing appeals, parking disputes and library fine appeals