

# CHAPTER TWENTY-TWO: REFERRALS

Edited by Amy Kaustinen  
Current as of August 22, 2022

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## CHAPTER TWENTY-TWO: REFERRALS

**This Manual is intended for informational purposes only and does not constitute legal advice or an opinion on any issue. Nothing herein creates a solicitor-client relationship.** All information in this Manual is of a general and summary nature that is subject to exceptions, different interpretations of the law by courts, and changes to the law from time to time. LSLAP and all persons involved in writing and editing this Manual provide no representations or warranties whatsoever as to the accuracy of, and disclaim all liability and responsibility for, the contents of this Manual. **Persons reading this Manual should always seek independent legal advice particular to their circumstances.**

### I. INTRODUCTION

The following chapter provides a list of referrals to community organizations, legal service providers, and information sources throughout BC and Canada. Please be sure to contact referral centres directly to find the most up-to-date information on capacity and services.

## II. GENERAL REFERRALS

### A. *Access Pro Bono's Lawyer Referral Service*

Telephone: 604-687-3221

Toll-Free: 1-800-663-1919

Website: <https://www.accessprobono.ca/our-programs/lawyer-referral-service>

- Consultation with a lawyer for up to 30 minutes for free, during which time fees are negotiated for further consultation, but a few well-organized questions can be answered
- Any ongoing legal assistance will require paying the lawyer's regular fees

### B. *Access Pro Bono*

Telephone: 604-482-3195

Toll-Free: 1-877-762-6664

Website: [www.accessprobono.ca](http://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
- **Employment Standards Program:** Volunteer lawyers and students provide free legal representation to employees at the Employment Standards Branch
- **Mental Health Program Telephone Clinic:** Free legal advice appointments over the phone to people detained under the *Mental Health Act* or their relatives
- **Residential Tenancy Program:** Legal representation for low-income tenants and landlords appearing before the Residential Tenancy Branch
- **Solicitors' Program:** Connects non-profit organisations with pro-bono legal services
- **Wills Clinic:** Appointments for low-income seniors and people with terminal illnesses. Trained lawyers and articling students draft and execute simple wills and representation agreements. (604-424-9600)

### C. *Legal Services Society (Legal Aid)*

Legal Aid Applications: Telephone: 604-408-2172

Toll-Free: 1-866-577-2525

General Inquiries: Telephone: 604-601-6000

Website: <https://legalaidsociety.bc.ca>

- A range of free legal services provided to all British Columbians, with priority given to people with low incomes
- **Information:** Variety of publications available online to get general information about the law
- **Advice:** Legal advice on criminal, family and immigration issues from duty counsel lawyers and family advice lawyers
- **Representation:** A lawyer may be able to take your case and provide representation for criminal charges, mental health and prison issues, serious family problems, child protection matters and immigration problems

**D. *Community Legal Assistance Society (CLAS)***

Telephone: 604-685-3425  
Toll-Free: 1-888-685-6222  
Website: <https://clasbc.net/>

- Legal assistance for issues including housing, income security, employment insurance, workers' compensation, mental health, human rights
- CLAS generally provides assistance with judicial review of decisions from tribunals like the RTB, EAAT, SST, WCAT, EST, and the BC and Canadian Human Rights Tribunals. This makes CLAS a good referral for LSLAP clients after we receive tribunal decisions.
- Review decisions from a review panel under the *Mental Health Act* or *Criminal Code*, challenge certificates of incapability from the Public Guardian and Trustee, or assist with individuals detained under the *Adult Guardianship Act*.
- Can assist low-income homeowners facing foreclosure, members of housing co-ops whose membership has been terminated, and tenants with an order of possession requiring them to leave their home

**E. *Law Students' Legal Advice Program (LSLAP)***

Telephone: 604-822-5791  
如果你需要中文服務的話，請撥打 604-684-1628 將會有人幫您預約時間。  
Website: [www.lslap.bc.ca](http://www.lslap.bc.ca)

- Free legal assistance through appointments for low-income individuals in the Greater Vancouver area, including representation, document drafting, summary advice, and referrals
- Help with criminal law (summary offences), tenancy, employment, small claims, welfare, human rights, immigration, and more
- No family law, personal injury, supreme court, business law, real property, or criminal law where there is a risk of jail time
- Operates a Criminal Code s. 684 project which helps convicted individuals fill out s. 684 applications for a court to assign counsel to act for an accused in an appeal

**F. *Vancouver Justice Access Centre***

Telephone: 604-660-2084  
Toll-Free: 1-800-663-7867 (ask for Justice Access Centre)  
Virtual Initial Needs Determination: 1-844-747-3963  
Website: <https://www2.gov.bc.ca/gov/content/justice/about-bcs-justice-system/jac>

- Legal information, self-help, and other resources; limited legal advice on family and civil law issues (low-income eligibility requirements apply). No legal advice for criminal matters, small claims court forms and filings, or personal injury matters.
- Can give advice on family and civil justice issues such as separation or divorce, guardianship, child or spousal support, parenting after separation, protection orders, income security, employment, housing, debt, human rights, consumer issues, wills and estates, EI, worker's compensation, and immigration/refugee issues.

**G. *Seniors First BC***

Telephone: 604-437-1940  
Toll-Free: 1-866-437-1940  
Website: <http://seniorsfirstbc.ca/>

- Provides services to people age 55 and over
- Helps victims of abuse or a crime to access the justice system
- Provides practical and emotional support
- Preparation and support for older adults who will be testifying in court about abuse or other crime
- Can assist with tenancy/housing, debt, pensions, assisted living, discrimination, abuse/neglect, financial exploitation, consumer complaints, and guardianship/capacity.
- Does not prepare wills or power of attorneys, or give advice on estate administration, real estate, criminal law, or family law matters

**H. *Dial-A-Law***

Telephone: 604-687-4680

Toll-Free: 1-800-565-5297

Website: <https://dialalaw.peopleslawschool.ca/>

- General information on a variety of topics on law in British Columbia
- Library of legal information prepared by lawyers

**I. *Clicklaw***

Website: [www.clicklaw.bc.ca](http://www.clicklaw.bc.ca)

- Legal information and education for British Columbians
- Available in multiple languages

**J. *The Kettle Society***

Telephone: 604-253-0669

Website: <https://www.thekettle.ca/advocacy>

- Advocacy and support, with a focus on mental health
- Family, tenancy, tax, welfare, ID replacement, and human rights

**K. *Amici Curaie***

Telephone: 778-522-2839

Website: [www.legalformsbc.ca](http://www.legalformsbc.ca)

- Free assistance in completing legal forms (no criminal law, elder law, or wills and estates)

**L. *The Law Centre (University of Victoria)***

Telephone: 250-385-1221

Website: [www.uvic.ca/law/about/centre](http://www.uvic.ca/law/about/centre)

- Law students at the University of Victoria provide legal assistance to low-income individuals with criminal, family, and civil law issues, including help with human rights, employment insurance, tenancy, welfare, and other administrative tribunals



**M. *Pov Net***

Website: [www.povnet.org](http://www.povnet.org)

- Comprehensive source of legal referrals in British Columbia

**N. *First United Church Advocacy***

Telephone: 604-251-3323

Website: <https://firstunited.ca/our-work/legal-advocacy/>

- Broad range of legal advocacy for low-income and vulnerable people in the Downtown Eastside Vancouver
- Focus on tenancy and social assistance

**O. *St. Paul's Advocacy Office***

Telephone: 604-683-4287

Website: <https://www.stpaulsanglican.bc.ca/ministries/advocacy-office>

- Supports people facing difficulties in day-to-day living
- This includes accommodation needs, landlord-tenant disputes, health and disability issues, and access to government services

**P. *Together Against Poverty Society (TAPS)***

Telephone: 250-361-3521

Website: [www.tapsbc.ca](http://www.tapsbc.ca)

- Legal advocacy in Victoria
- Income assistance, disability benefits, employment standards, tenancy, and income tax

**Q. *Civil Resolution Tribunal***

Telephone: 1-844-322-2292

Website: [www.civilresolutionbc.ca](http://www.civilresolutionbc.ca)

- Tribunal which handles small claims matter under \$5,000
- Solution explorer for alternative dispute options
- Start your claim online
- Also handles motor vehicle injury under \$50,000, strata disputes, societies and cooperative associations disputes, and shared accommodations and some housing disputes

### III. FAMILY LAW AND WOMEN'S RESOURCES

#### A. *Family LawLINE (Legal Services Society)*

Telephone: 604-408-2172

Toll-Free: 1-866-577-2525

Website: [https://lss.bc.ca/legal\\_aid/FamilyLawLINE](https://lss.bc.ca/legal_aid/FamilyLawLINE)

- Free legal advice over the telephone and brief "next step" advice

#### B. *Vancouver Justice Access Centre*

Telephone: 604-660-2084

Toll-Free: 1-800-663-7867 (ask for Justice Access Centre)

Website: <https://www2.gov.bc.ca/gov/content/justice/about-bcs-justice-system/jac>

- Legal information, self-help, and other resources; limited legal advice on family law issues (low-income eligibility requirements apply). No legal advice for criminal matters, small claims court forms and filings and personal injury matters.
- Advice on family issues such as separation or divorce, guardianship, child/spousal support, parenting after separation, and protection orders under the *Family Law Act*

#### C. *Family Justice Centres*

Telephone: 1-604-660-2421 (ask for Family Justice Centre)

Toll free: 1-800-663-7867 (ask for Family Justice Centre)

- Family Justice Centres operate across BC to provide services to British Columbians going through separation or divorce. Each centre is staffed by accredited Family Justice Counsellors, specially trained to help families with parenting arrangements, contact with a child, guardianship, and support issues. They can help parents resolve disagreements without going to court.

#### D. *Family Law in British Columbia (Legal Services Society)*

Website: <https://familylaw.lss.bc.ca/>

- Information about family law issues, the legal system, and alternatives to court

#### E. *The Family Mediation Program (MediateBC)*

Telephone: 604-684-1300

Toll-Free: 1-877-656-1300

Website: <https://www.mediatebc.com/>

- Affordable mediation services for families. A family law mediator will assist families in a formal dispute resolution process to resolve family law issues after separation

#### F. *British Columbia Family Maintenance Enforcement Program*

Telephone: 604-678-5670

Toll-free: 1-800-663-9666

Website: <https://www.fmep.gov.bc.ca/>

- Free service from BC Ministry of the Attorney General to help families and children entitled to support under a maintenance order or agreement

**G. *Ann Davis Transition Society***

Administration/Counselling: 604-792-2760

Immediate Help (Shelter): 604-792-3116

Website: [www.anndavis.org](http://www.anndavis.org)

- Provides shelter and support for abused women and their children (in Chilliwack)
- Individual and group counselling for women, children, youth, couples and families
- Advocacy in family law and tenancy issues

**H. *North Shore Women's Centre***

Telephone: 604-984-6009

Website: [www.northshorewomen.ca](http://www.northshorewomen.ca)

Email: [info@northshorewomen.ca](mailto:info@northshorewomen.ca)

- Women's drop-in resource centre in North Vancouver
- Runs a family law clinic which provides information, support, and legal advice about family law issues

**I. *B.C. Men's Resource Centre***

Telephone: 604-878-9033

Website: <https://menbc.ca/>

- Individual, couple, and family counselling (no legal advice)

**J. *Battered Women's Support Services***

Telephone: 604-687-1867

Toll-Free: 1-855-687-1868

Website: <https://www.bwss.org/>

- Summary advice, workshops, and advocacy in family, immigration, refugee, and criminal law
- Court form preparation clinic for drafting supreme court forms for family law proceedings
- Offers counselling, support, information, and other resources

**K. *BC Pro Bono Collaborative Roster Society***

Website: <https://www.bccollaborativerostersociety.com/pro-bono-collaborative-family-law-project/>

- Service for low-income families going through separation/divorce who do not have lawyers
- Collaborative team works with both parties in a divorce to come to a satisfactory settlement

**L. *Downtown Eastside Women’s Centre***

Telephone 604-681-8480

Website: [dewc.ca](http://dewc.ca)

- Safe space for women and children in the Downtown Eastside
- Advocacy in welfare, tenancy, housing applications, and family law, including providing referrals

**M. *Family Services of Greater Vancouver***

Telephone: 604-731-4951

Website: <https://fsgv.ca/>

- Family law information, counselling, and support services

**N. *Grandparents Raising Grandchildren Support Line***

Telephone: 604-558-4740

Toll-free: 1-855-474-9777

Website: <https://www.parentsupportbc.ca/grandparents-raising-grandchildren/>

- Phone line staffed by advocates trained in advocacy, social work, family law, and government services related to kinship caregiving

**O. *Representative for Children and Youth***

Telephone (Youth): 1-800-476-3933

Children’s Help Line: 310-1234

Website: <http://www.rcybc.ca>

- Assists children and youth understand their rights and advocates on their behalf

**P. *RISE Women’s Legal Centre***

Telephone: 236-317-9000

Website: <https://womenslegalcentre.ca/>

- Provides legal services to women in family law and immigration applications for permanent residence on humanitarian and compassionate grounds
- Provides summary advice, court preparation, and legal representation

**Q. *Sources Legal Resource Center***

Telephone: 778-565-3638

Website: [www.sourcesbc.ca/our-services/legal-resource-centre](http://www.sourcesbc.ca/our-services/legal-resource-centre)

- Legal information, resources, and advice with family law issues
- Wide variety of counselling and support services

**R. *Society for Children and Youth***

Telephone: 778-657-5544

Toll-Free: 1-877-462-0037

Website: [www.scyofbc.org](http://www.scyofbc.org)

Email: [info@scyofbc.org](mailto:info@scyofbc.org)

- Can provide free legal advice to children and youth on family law issues and more

## **IV. RESIDENTIAL TENANCY**

### ***A. Tenant Resource & Advisory Centre (TRAC)***

Telephone: 604-255-0546

Toll-Free: 1-800-665-1185

Website: <https://tenants.bc.ca/>

- TRAC provides legal education and information online, by phone, and by workshop.
- TRAC's website hosts a variety of education materials on tenancy and tenant's rights. If you cannot find the answers you need on their website, you can call their Tenant Infoline.
- For eligible clients, TRAC offers direct advocacy by negotiating resolutions with problem landlords or providing representation at Residential Tenancy Branch dispute resolution hearings. TRAC does not provide a drop-in service to the public.

### ***B. Residential Tenancy Branch***

Telephone: 604-660-1020

Toll-Free: 1-800-665-8779

Website: <https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies>

- Provides landlords and tenants with information and dispute resolution services

## V. HUMAN RIGHTS

### A. *BC Human Rights Clinic*

Telephone: 604-622-1100  
Toll-Free: 1-855-685-6222  
Website: [www.bchrc.net](http://www.bchrc.net)

- Operated by CLAS
- Short service clinic has 30-minute appointments with a human rights lawyer/advocate.
- Legal services program provides summary advice, legal assistance, or representation to complainants who apply for representation and qualify for assistance.
- You should apply within 30 days of the Tribunal accepting the complaint for filing

### B. *Canadian Human Rights Commission*

Toll-Free: 1-888-214-1090  
Website: <https://www.chrc-ccdp.gc.ca/eng>

- Administers the *Canadian Human Rights Act*
- Ensures compliance with the *Employment Equity Act*
- Information about how to make a formal complaint regarding a business or organization regulated by the federal government

### C. *BC Human Rights Tribunal*

Telephone: 604-775-2000  
Toll-Free: 1-888-440-8844  
Website: [www.bchrt.bc.ca](http://www.bchrt.bc.ca)

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

### D. *BC Civil Liberties Association*

Telephone: 604-687-2919  
Website: [bccla.org](http://bccla.org)

- Assists the general public complaints against police officers and infringements on freedom of speech
- Provides a Legal Advocate Support Line which can provide legal information, referrals, and consultations for legal advocates working with clients facing civil liberties infringements

## VI. WILLS AND ESTATES

### **A. *Access Pro Bono (Wills Clinic Project)***

Telephone: 604-424-9600

Website: <https://www.accessprobono.ca/our-programs/wills-clinic>

- Draft and execute Wills, Representation Agreements, and enduring Power of Attorney for seniors and people with terminal illnesses that have low/modest incomes.

### **B. *Society of Notaries Public of British Columbia***

Telephone: 604-681-4516

Website: <https://find.notaries.bc.ca/>

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



## VII. IMMIGRATION AND REFUGEE

### **A. *Immigration Services Society of BC***

Telephone: 604-684-2561

Website: <https://issbc.org/>

- Support services for immigrants and refugees
- Settlement, education, language, and employment services
- Supports refugee claimants throughout the process, including assistance filling out application forms, applying for Legal Aid, using the healthcare system, cultural orientation, and other general settlement services (Settlement Orientation Services: 604-255-1881)

### **B. *MOSAIC***

Legal Advocacy Program: 604-254-9626)

Interpretation Services: 604-254-8022

Translation Services: 604-254-0469

Website: [www.mosaicbc.org](http://www.mosaicbc.org)

- Offers settlement information and services for immigrants
- Legal advocacy program for low-income immigrants
- Interpretation and translation services

### **C. *Immigration, Refugees, and Citizenship Canada Client Support Centre***

Telephone: 1-888-242-2100

- Pre-recorded information about immigration programs, live chat with agents for general questions and specific questions about your case

### **D. *Vancouver Association for Survivors of Torture***

Telephone: 778-372-6593

Toll-Free: 1-866-393-3133

Website: [www.vast-vancouver.ca](http://www.vast-vancouver.ca)

- Counselling and support services for survivors of torture, trauma and political violence
- Referrals to other agencies and professionals

## VIII. DISABILITY

### A. *Disability Alliance BC (Advocacy Access Program)*

Telephone: 604-872-1278

Toll-Free: 1-800-663-1278

Website: <https://disabilityalliancebc.org/>

- Free one-to-one assistance with provincial and federal disability benefits
- Advocacy services such as, applying for benefits, appealing the denial of benefits, help with taxes, Canada Pension Plan Disability, and more

## IX. EMPLOYMENT LAW

### A. *Employment Standards Branch*

Toll-Free: 1-800-236-3700

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

- Administers the *Employment Standards Act* and Regulation

## **X. DEBT**

### **A. *Credit Counseling Society***

Toll-Free: 1-888-527-8999

Website: <https://www.nomoredebts.org/>

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

### **B. *Bankruptcy Canada***

Telephone: 1-888-823-8239

Website: [www.bankruptcy-canada.ca](http://www.bankruptcy-canada.ca)

- Offers free consultation with a licenced bankruptcy trustee

## **XI. INDIGENOUS**

### **A. *UBC Indigenous Community Legal Clinic***

Telephone: 604-822-1311  
Toll-Free: 1-888-684-7874

- Free legal services for Indigenous people in the Downtown Eastside and throughout the Lower Mainland. Advice, assistance and representation for eligible clients who cannot afford a lawyer and who self-identify as Indigenous persons

### **B. *Native Courtworker and Counselling Association of British Columbia***

Telephone: 604-985-5355  
Toll-Free: 1-877-811-1190  
Website: <https://nccabc.ca/>

- Legal and health services for Indigenous people. Help with the criminal justice system, assistance with substance abuse and detox issues, discrimination from health providers, family and youth issues, and violence and abuse

## **XII. POLICE COMPLAINTS**

### ***A. Office of the Police Complaint Commissioner***

Telephone: 250-356-7458

Toll-Free: 1-877-999-8707

Website: <https://opcc.bc.ca/>

- Complaints against Municipal Police

### ***B. 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

### **XIII. CHINESE LANGUAGE**

#### **A. *S.U.C.C.E.S.S.***

Telephone: 604-684-1628

Website: <https://successbc.ca/>

- Service in Mandarin and Cantonese

## XIV. OTHER

### **A. *The Law Society of British Columbia***

Telephone: 604-669-2533

Toll-Free: 1-800-903-5300

Website: <https://www.lawsociety.bc.ca/>

- Considers all complaints about lawyer conduct or competency

### **B. *VictimLink BC***

Toll-Free: 1-800-563-0808

Email: [VictimLinkBC@bc211.ca](mailto:VictimLinkBC@bc211.ca)

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

### **C. *The Vancouver Police Department (Victim Services)***

Telephone: 604-717-2737

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

### **D. *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](http://www.crisiscentre.bc.ca)

Suicide Line: 1-800-SUICIDE (784-2433)

- 24/7 free crisis support and suicide prevention service

### **E. *Vital Statistics Agency***

Telephone: 250-952-2681

Website: <https://www2.gov.bc.ca/gov/content/family-social-supports/seniors/health-safety/health-care-programs-and-services/vital-statistics>

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

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

Telephone: 604-822-9855

Website: <https://www.ams.ubc.ca/student-services/advocacy-ombuds/>

- 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



**G. *Brydges Line***

Telephone: 1 (866) 458-5500

- Telephone line for individuals to speak to lawyer if they are arrested, detained, and under investigation (but not yet charged)

**H. *West Coast Prison Justice Society***

Telephone: 604-636-0470

Website: <https://prisonjustice.org/>

- Protects prisoners rights
- Assists with issues like solitary confinement, involuntary transfers, parole suspensions, disciplinary hearings, human rights, and health care

**I. *Personal Injury Resource Centre***

Website: <https://www.murphybattista.com/injury-resources/>

- Offers a range of services for injured individuals, including no cost consultations

**J. *Better Business Bureau***

Telephone: 604-682-2711

Website: [www.bbb.org](http://www.bbb.org)

- Can file complaints against businesses
- Provides resources for consumer education