

CHAPTER TWENTY-TWO: REFERRALS

TABLE OF CONTENTS

I.	GENERAL REFERRALS.....	1
II.	FAMILY LAW.....	2
III.	RESIDENTIAL TENANCY	3
IV.	HUMAN RIGHTS.....	3
V.	WILLS AND ESTATES	4
VI.	IMMIGRATION AND REFUGEE.....	4
VII.	DISABILITY	4
VIII.	EMPLOYMENT	4
IX.	DEBT.....	4
X.	ABORIGINAL	5
XI.	POLICE COMPLAINTS.....	5
XII.	CHINESE LANGUAGE.....	5
XIII.	OTHER.....	5

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 family and civil justice issues such as separation or divorce, income security, employment, housing or debt.
- 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 and personal injury matters.

Seniors First BC

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
- Provides practical and emotional support
- Preparation and support for older adults who will be testifying in court about abuse or other crime
- Provides 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

- Help with family and civil justice issues such as separation or divorce, income security, employment, housing or debt.
- 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 and personal injury matters.

Family Justice Centres

Telephone: 604-660-6828

- 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.

**Family Law in British Columbia
(Legal Services Society)**

Website: www.familylaw.lss.bc.ca

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

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. A family law mediator will assist families in a formal dispute resolution process to resolve family law issues after separation.

**British Columbia Family Maintenance
Enforcement Program**

Telephone: 604-678-5670

Toll-free: 1-800-663-9666

Website: 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.

Ann Davis Transition Society Administration/Counselling: 604-792-2760
 Immediate Help (Shelter): 604-792-3116
 Website: 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

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

- Women's drop-in resource centre

B.C. Men's Resource Centre Telephone: 604-878-9033
 Website: menbc.ca

- Individual, couple and family counselling

III. RESIDENTIAL TENANCY

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

- TRAC provides legal education and information online, by phone, and by workshop. 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.

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

- Provides landlords 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 regarding a business or organization regulated by the federal government

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: 604-255-1881

Toll-Free: 1-866-393-3133

Website: www.vast-vancouver.ca

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

VII. DISABILITY

Disability Alliance BC (Advocacy Access Program)

Telephone: 604-872-1278

Toll-Free: 1-800-663-1278

Website: disabilityalliancebc.org

- Free one-to-one assistance with provincial and federal disability benefits
- Advocacy services, help applying for benefits and appealing the denial of benefits

VIII. EMPLOYMENT

Employment Standards Branch

Toll-Free: 1-800-663-3316

- Administers the *Employment Standards Act* and Regulation

IX. DEBT

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

- 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

Native Courtworker and Counselling Association of British Columbia

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

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.victiminfo.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
1-800-SUICIDE (784-2433)

Suicide Line:

- 24/7 free crisis support and suicide prevention service

Vital Statistics Agency

Telephone: 250-952-2681
Toll-Free: 1-888-876-1633

- 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