

CHAPTER TWENTY-TWO: REFERRALS

Edited by: Daniel Comeau

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CHAPTER TWENTY-TWO: REFERRALS

I. GENERAL REFERRALS

APB's Lawyer Referral Service

Telephone: 604-687-3221
Toll-Free: 1-800-663-1919

- Consultation with a lawyer for up to 30 minutes for free. Any legal assistance will require paying the lawyer's regular fees
- This service is now operated by Access Pro Bono

Access Pro Bono

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
- **Consumer Protection Clinic:** Summary advice for individuals with Consumer Protection cases
- **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 of limited means with pro-bono legal services
- **Paralegal Program:** Appointments for self-represented litigants to get help preparing legal documents (604-660-2084)
- **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)

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: www.lss.bc.ca

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

Community Legal Assistance Society

Telephone: 604-685-3425
Toll-Free: 1-888-685-6222
Website: www.clasbc.net

- Legal assistance for issues in 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.

Law Students' Legal Advice Program

Telephone: 604-822-5791

Website: 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
- Publishes this legal advice manual
- 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

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 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.
- 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.

Seniors First BC

Telephone: 604-437-1940

Toll-Free: 1-866-437-1940

Website: www.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

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

Clicklaw

Website: www.clicklaw.bc.ca

- Legal information and education for British Columbians.
- Many topics and languages.

The Kettle Society

Telephone: 604-251-2801
Website: www.thekettle.ca

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

Amici Curaie

Telephone: 778-522-2839
Website: www.legalformsbc.ca

- Free assistance in completing legal forms (no Criminal, elder law, or wills and estates)
- Operate a clinic helping temporary workers apply for uncontested divorce orders

The Law Centre (University of Victoria)

Telephone: 250-385-1221
Website: www.uvic.ca/law/about/centre

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

Pov Net

Website: www.povnet.org

- Comprehensive source of legal referrals
- Can be used to search for legal help by region in British Columbia

First United Church Advocacy

Telephone: 604-251-3323
Website: firstunited.ca/advocacy

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

St Paul's Advocacy Office

Telephone: 604-683-4287
Website: stpaulsanglican.bc.ca/site1/outreach-2/advocacy-outreach

- 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

Together Against Poverty Society (TAPS)

Telephone: 250-361-3521
Website: www.tapsbc.ca

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

Civil Resolution Tribunal

Telephone: 1-844-322-2292
Website: 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

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
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*.

Family Justice Centres

Telephone: 604-660-2084

- 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
- Advocacy in family law and tenancy issues

North Shore Women's Centre

Telephone: 604-984-6009
Website: www.northshorewomen.ca
Email: info@northshorewomen.ca

- Women's drop-in resource centre
- Runs a family law clinic which can give some information and advice

- In North Vancouver

B.C. Men's Resource Centre

Telephone: 604-878-9033

Website: menbc.ca

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

Battered Women's Support Services

Telephone: 604-687-1867

Toll-Free: 1-855-687-1868

Website: 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

BC Pro Bono Collaborative Roster Society

Website: bccollaborativerostersociety.com/practice/probono

- Collaborative team works with both parties in a divorce to come to a satisfactory settlement, low income families can apply for free service

Downtown Eastside Women's Centre

Telephone 604-681-8480

Website: dewc.ca

- Advocacy in welfare, tenancy, housing applications, and family law

Family Services of Greater Vancouver

Telephone: 604-731-4951

Website: fsgv.ca

- Family law information, counselling, and support services

Grandparents Raising Grandchildren Support Line

Telephone: 604-558-4740

Toll-free: 1-855-474-9777

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

Representative for Children and Youth

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

Children's Help Line: 310-1234

Website: rcybc.ca

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

RISE Women's Legal Centre

Telephone: 236-317-9000

Website: womenslegalcentre.ca

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

Sources Legal Resource Center

Telephone: 778-565-3638

Website: sourcesbc.ca/our-services/legal-resource-centre

- Legal information, resources, and advice in family law, as well as immigration, criminal and civil matters
- Wide variety of counselling and support services
- In Surrey

Society for Children and Youth

Telephone: 778-657-5544

Toll-Free: 1-877-462-0037

Website: www.scyofbc.org

Email: cylc@scyofbc.org

- Can provide free legal advice to children and youth on family law issues and more
- Operate a drop-in clinic once a month

III. RESIDENTIAL TENANCY

TRAC Tenant Resource & Advisory Centre

Telephone: 604-255-0546

Toll-Free: 1-800-665-1185

Website: 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.

Residential Tenancy Branch

Telephone: 604-660-1020

Toll-Free: 1-800-665-8779

Website: 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

- Operated by CLAS
- Short service clinic has appointments for a 30 minute appointment 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.

Canadian Human Rights Commission

Toll-Free: 1-888-214-1090

Website: 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: bchrt.bc.ca

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

BC Civil Liberties Association

Telephone: 604-630-4986

Website: 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

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: 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: issbc.org

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

MOSAIC

Website: mosaicbc.org

- Offers settlement information and services for immigrants
- Legal advocacy program for low-income immigrants (604-254-9626)
- Interpretation and translation services (Interpretation: 604-254-8022 Translation: 604-254-0469)

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

Settlement Orientation Service

Telephone: 604-255-1881

Website: www.sosbc.ca

- 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

Vancouver Association for Survivors of Torture

Telephone: 604-255-1881

Toll-Free: 1-866-393-3133

Website: 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 can help applying for benefits and appealing the denial of benefits, as well as with taxes, Canada Pension Plan Disability, and more

VIII. EMPLOYMENT

Employment Standards Branch

Toll-Free: 1-800-663-3316
Website: gov.bc.ca/employmentstandards

- Administers the *Employment Standards Act* and Regulation

IX. DEBT

Credit Counseling Society

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

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

Bankruptcy Canada

Telephone: 888-823-8239
Website: bankruptcy-canada.ca

- Offers free consultation with a licenced bankruptcy trustee

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: 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: 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: 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

- 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 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)

- 24/7 free crisis support and suicide prevention service

Vital Statistics Agency

Telephone: 250-952-2681

Toll-Free: 1-888-876-1633

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

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

Telephone: 604-822-9855

Website: 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

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 charged)

West Coast Prison Justice Society

Telephone: 1-888-839-8889 (call for a referral)

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

Personal Injury Resource Centre

Website: www.murphybattista.com/injury-resources/personal-injury-resource-centre

- Offers a range of services for injured individuals, including free legal advice at monthly appointments

Better Business Bureau

Telephone: 604-682-2711

Website: www.bbb.org

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