



# Community and Legal Resources for People with MS



Multiple Sclerosis Society of Canada  
BC & Yukon Division  
1103 – 4720 Kingsway  
Burnaby, BC V5H 4N2  
Telephone . . . . . 604-689-3144  
Toll Free . . . . . 1-800-268-7582  
Yukon Toll Free . . 1-866-991-0577  
Email . . . . . info.bc@mssociety.ca  
Web . . . . . www.mssociety.ca/bc

**Acknowledgements**

Developed with the assistance of funding from The Law Foundation of British Columbia.



We thank all of the people working in community and legal organizations who met with us to discuss our respective programs and who sent us material about their services. We also thank the Volunteer Legal Advocacy Program (VLAP) Advisory Committee and volunteers for their contributions and ongoing support of VLAP.

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# Introduction

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This booklet lists addresses of organizations and government departments that deal with legal, advocacy, and disability issues in the larger communities in British Columbia and the Yukon.

This booklet is one in a series of five that have been developed by the Volunteer Legal Advocacy Program (VLAP). Other booklets available:

- Advocacy
- MS and Human Rights
- Canada Pension Plan Disability Benefits
- Disability Insurance

Booklets are available at [www.mssociety.ca/bc/vlap.htm](http://www.mssociety.ca/bc/vlap.htm), Multiple Sclerosis Society of Canada chapter offices or from the Multiple Sclerosis Society of Canada, BC & Yukon Division office.

VLAP provides a range of legal and advocacy support to people living with MS throughout British Columbia and the Yukon by utilizing volunteers who have legal expertise and/or advocacy experience.

Pro bono legal representation is available in specific legal areas of expertise in several communities throughout the BC & Yukon Division. Please contact the BC & Yukon Division office for details.

## CHAPTER 1

# MS Society of Canada

The MS Society of Canada is a not-for-profit organization, with charitable status in Canada. We invite any person with an interest in MS, its treatment, research, funding, and advocacy to join and be a member. The annual membership fee is \$10 and can be waived for people experiencing financial hardship. Membership provides voting privileges at our AGM and access to our periodic publications which provide useful, up-to-date information about events, workshops, self-help groups and topics of interest. Your membership also strengthens our voice when we lobby governments at all levels for change or apply for funding for our services. Please join us by contacting the BC and Yukon Division.

### **BC & Yukon Division**

1103 – 4720 Kingsway

Burnaby, BC V5H 4N2

Telephone . . . . . 604-689-3144

Toll Free . . . . . 1-800-268-7582

Yukon Toll Free . . 1-866-991-0577

Email . . . . . info.bc@mssociety.ca

Web . . . . . www.mssociety.ca/bc

### **National Office**

250 Dundas Street West, Suite 500

Toronto ON M5T 2Z5

Telephone . . . . . 416-922-6065

Toll Free . . . . . 1-800-361-2985

Email . . . . . info@mssociety.ca

Web . . . . . www.mssociety.ca

## **Chapter Offices**

Please contact your nearest Chapter for their location and address.

### **Fraser Valley Chapter**

Telephone ..... 604-689-3144

Toll Free ..... 1-800-268-7582

Email ..... [info.fraservalley@mssociety.ca](mailto:info.fraservalley@mssociety.ca)

Web ..... [www.mssociety.ca/fraservalley](http://www.mssociety.ca/fraservalley)

### **Kamloops & Area Chapter**

Telephone ..... 250-314-0773

Toll Free ..... 1-888-304-6622

Email ..... [info.kamloops@mssociety.ca](mailto:info.kamloops@mssociety.ca)

Web ..... [www.mssociety.ca/kamloops](http://www.mssociety.ca/kamloops)

### **Lower Mainland Chapter**

Telephone ..... 604-689-3144

Toll Free ..... 1-800-268-7582

Email ..... [info.bc@mssociety.ca](mailto:info.bc@mssociety.ca)

Web ..... [www.mssociety.ca/lmc](http://www.mssociety.ca/lmc)

### **North Vancouver Island Chapter**

Telephone ..... 250-286-0999

Toll Free ..... 1-888-299-2025

Email ..... [judy.spencer@mssociety.ca](mailto:judy.spencer@mssociety.ca)

Web ..... [www.mssociety.ca/northvanisl](http://www.mssociety.ca/northvanisl)

### **Okanagan Chapter**

Telephone ..... 250-762-5850

Email ..... [info.okanagan@mssociety.ca](mailto:info.okanagan@mssociety.ca)

Web ..... [www.mssociety.ca/okanagan](http://www.mssociety.ca/okanagan)

### **Prince George Chapter**

Telephone ..... 250-564-7074

Email ..... [info.princegeorge@mssociety.ca](mailto:info.princegeorge@mssociety.ca)

Web ..... [www.mssociety.ca/princegeorge](http://www.mssociety.ca/princegeorge)

### **South Okanagan and Similkameen Chapter**

Telephone ..... 250-493-6564

Email ..... [info.penticton@mssociety.ca](mailto:info.penticton@mssociety.ca)

Web ..... [www.mssociety.ca/sos](http://www.mssociety.ca/sos)

### **South & Central Vancouver Island Chapter**

#### **Victoria**

Telephone ..... 250-388-6496

Toll Free ..... 1-800-665-5788

Email ..... [info.victoria@mssociety.ca](mailto:info.victoria@mssociety.ca)

Web ..... [www.mssociety.ca/svic](http://www.mssociety.ca/svic)

#### **Cowichan**

Telephone ..... 250-748-7010

Email ..... [info.cowichan@mssociety.ca](mailto:info.cowichan@mssociety.ca)

Web ..... [www.mssociety.ca/chapters/cowichan](http://www.mssociety.ca/chapters/cowichan)

#### **Central Island**

Telephone ..... 250-722-2214

Email ..... [info.centralisland@mssociety.ca](mailto:info.centralisland@mssociety.ca)

Web ..... [www.mssociety.ca/centralisland](http://www.mssociety.ca/centralisland)

### **West Kootenay Chapter**

Telephone ..... 250-229-4994

Toll Free ..... 1-866-352-3997

Email ..... [lonnie.facchina@mssociety.ca](mailto:lonnie.facchina@mssociety.ca)

Web ..... [www.mssociety.ca/westkootenay](http://www.mssociety.ca/westkootenay)



## CHAPTER 2

# MS Clinics

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Most MS Clinics employ social workers who can assist clients with a range of questions and concerns. Please contact your local MS Clinic to make an appointment with the social worker.

### **Vancouver**

MS Clinic

The University of British Columbia Hospital

2211 Wesbrook Mall

Vancouver, BC V6T 2B5

Telephone . . . . . 604-822-7131

### **Burnaby**

Fraser Health MS Clinic

Burnaby General Hospital

3935 Kincaid Street

Burnaby, BC V5G 2X6

Telephone . . . . . 604-412-6405

Email . . . . . [feedback@fraserhealth.ca](mailto:feedback@fraserhealth.ca)

Web . . . . . [www.fraserhealth.ca/find\\_us/services/our\\_services?program\\_id=10005](http://www.fraserhealth.ca/find_us/services/our_services?program_id=10005)

### **Victoria**

Vancouver Island MS Clinic

Royal Jubilee Hospital

1952 Bay Street

Victoria BC V8R 1J8

Telephone . . . . . 250-370-8398

**Kelowna**

MS Clinic

Kelowna General Hospital

2268 Pandosy Street

Kelowna, BC V1Y 1T2

Telephone . . . . . 250-862-4225

**Prince George**

MS Clinic

Prince George Regional Hospital

2000 15th Avenue

Prince George, BC V2M 1S0

Telephone . . . . . 250-565-2304

Toll Free . . . . . 1-888-967-6774

## CHAPTER 3

# Community and Legal Resources: Provincial

### General Resource Websites

#### Clicklaw

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

Clicklaw is a comprehensive website providing legal information and education to British Columbians.

Information is categorized into:

- Solving legal problems: understand your rights and solve legal problems
- Help Map: Find someone in your community who can help with legal problems.
- Learning & Teaching the Law: resources that build awareness of law and how the law works
- Reform & Research: Access resources that feature analysis and reform of the law and the legal system.

#### Povnet

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

PovNet is an on-line Anti-Poverty Community that provides information and resources about a wide range of topics about poverty related issues, including:

- Listing of advocacy resources throughout Canada
- Links to application forms and information for many government programs
- News and information about issues related to poverty from across Canada

## **Access Pro Bono Society of BC**

106-873 Beatty Street

Vancouver, BC V6B 2M6

Telephone . . . . . 604-878-7400

Toll Free . . . . . 1-877-762-6664

Email . . . . . help@accessprobono.ca

Web . . . . . www.accessprobono.ca

Access Pro Bono's mission is to promote access to justice in British Columbia by providing and fostering quality pro bono legal services for people and non-profit organizations of limited means. The Western Canada Society to Access Justice and Pro Bono Law of BC merged as of April 1, 2010. Access Pro Bono carries on the services and programs formerly offered by the two organizations including: over 89 summary legal advice clinics in community centres, social agencies, churches and courthouses located throughout the province; a province-wide roster program providing representation services to individuals and non-profit organizations of limited means; a superior courts civil duty counsel project in Vancouver; and a Children's Lawyer project in Nanaimo.

## **BC Centre for Elder Advocacy and Support (BCCEAS)**

411 Dunsmuir Street

Vancouver, BC V6B 1X4

Telephone . . . . . 604-437-1940

Toll Free . . . . . 1-866-437-1940

Email . . . . . info@bcceas.ca

Web . . . . . www.bcceas.ca

Provides legal information, advocacy, and referral, including a provincial information and toll free referral line. BCCEAS also has training and educational materials on a broad range of topics that affect seniors.

### **BC Child Support InfoLine**

Telephone . . . . . 604-660-2192

Toll Free . . . . . 1-888-216-2211

Government information line that answers questions about child support guidelines.

### **BC Coalition of People with Disabilities**

204 – 456 West Broadway

Vancouver, BC V5Y 1R3

Telephone . . . . . 604-875-0188

TTY . . . . . 604-875-8835

Email . . . . . [feedback@bccpd.bc.ca](mailto:feedback@bccpd.bc.ca)

Web . . . . . [www.bccpd.bc.ca](http://www.bccpd.bc.ca)

Represents people with all types of disabilities throughout BC. The Coalition's mandate is to raise public and political awareness around issues of concern to disability communities and to create change.

### **BC Families in Transition**

*Formerly Separation and Divorce Resource Centre*

812 Broughton Street

Victoria, BC V8W 1E4

Telephone . . . . . 250-386-4331

Toll Free . . . . . 1-866-386-4333 (Legal Hotline)

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

Web . . . . . [www.bcfit.org](http://www.bcfit.org)

Provides psychological counselling, emotional support, legal information, and referral services in relation to separation, divorce, and family re-organization. Province-wide toll free legal hotline available Tuesday and Thursday 8:30 am – 4:30 pm.

## **BC Housing and Social Development**

Web . . . . . [www.bchousing.org](http://www.bchousing.org)

The Ministry of Housing and Social Development is responsible for administering income assistance, employment programs, housing programs (such as BC Housing and the Residential Tenancy Branch), housing creation, and other similar programs. Please call Enquiry BC (page 15) to contact the correct department of this ministry.

## **BC Human Rights Coalition**

#1202 – 510 West Hastings Street

Vancouver, BC V6B 1L8

Telephone . . . . . 604-689-8474

Toll Free . . . . . 1-877-689-8474

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

Web . . . . . [www.bchrcoalition.org](http://www.bchrcoalition.org)

Helps promote and strengthen human rights in BC. Provides legal information, advice, and assistance to clients who need help responding to or making a formal complaint. Will represent clients through negotiations, settlement or mediation processes, and before a public hearing.

## **BC Human Rights Tribunal**

### **Vancouver Office**

1170 – 605 Robson Street

Vancouver, BC V6B 5J3

Telephone . . . . . 604-775-2000

Toll Free . . . . . 1-888-440-8844

TTY . . . . . 604-775-2021

Email . . . . . [BCHumanRightsTribunal@gov.bc.ca](mailto:BCHumanRightsTribunal@gov.bc.ca)

Web . . . . . [www.bchrt.bc.ca](http://www.bchrt.bc.ca)

Responsible for accepting, screening, mediating, and adjudicating human rights complaints. The Tribunal deals with human rights complaints that arise in British Columbia and are covered by the Human Rights Code.

A complaint can be filed through the BC Human Rights Tribunal if you think you have been discriminated against in employment, housing, services, or publications because of your race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex (gender), or sexual orientation.

### **BC Paraplegic Association**

780 SW Marine Drive

Vancouver, BC V6P 5Y7

Telephone . . . . . 604-324-3611

Toll Free . . . . . 1-877-324-3611

Email . . . . . vancouver@bcpara.org

Web . . . . . www.bcpara.org

Services and programs help people in British Columbia with physical disabilities to achieve goals, regain independence and move forward with their lives, support education and job search strategies, and advocate for removing barriers to participation. Visit website for regional office locations.

### **Brydges Line**

Toll Free . . . . . 1-866-458-5500 (Lower Mainland)

Toll Free . . . . . 1-866-458-3300 (Outside Lower Mainland)

TTY . . . . . 1-877-991-2299

Web . . . . . www.lss.bc.ca/legal\_aid/brydgesLine.asp

Province-wide toll free service that is available 24 hours a day, 7 days a week. Call this line to speak to a lawyer if you are

arrested, detained, or under active investigation by the police or other law enforcement agencies for a criminal offence but you have not been charged yet and need emergency legal services.

### **Bureau of Pension Advocates**

#### **Vancouver**

900 – 605 Robson Street  
Vancouver, BC V6B 5J3

#### **Victoria**

Room 206, Customs House  
816 Government Street  
Victoria, BC V8W 1W9

Toll Free . . . . . 1-877-228-2250

Email . . . . . [information@vac-acc.gc.ca](mailto:information@vac-acc.gc.ca)

Web . . . . . [www.vac-acc.gc.ca/general/sub.cfm?source=department/organization/bpa1](http://www.vac-acc.gc.ca/general/sub.cfm?source=department/organization/bpa1)

Federal government office that provides free legal assistance on appeals for disability pensions to veterans and their dependants.

### **Community Legal Assistance Society (CLAS)**

Suite 300 – 1140 West Pender Street  
Vancouver, BC V6E 4G1

Telephone . . . . . 604-685-3425

Toll Free . . . . . 1-888-685-6222

Web . . . . . [www.clasbc.net](http://www.clasbc.net)

Provides legal assistance to disadvantaged people in the areas of poverty, disability, workers' compensation, employment insurance, mental health, human rights, and equality law.



### **Credit Counseling Society of BC**

Columbia Skytrain Station Building

330 – 435 Columbia Street

New Westminster, BC V3L 5N8

Toll Free ..... 1-888-527-8999

Email ..... info@nomoredebts.org

Web ..... www.nomoredebts.org

Non-profit credit counseling service dedicated to helping consumers resolve debt and money problems and gain control over their finances. Provides free, confidential credit and debt counseling, debt management programs, and personal budgeting sessions to consumers throughout BC.

### **Dial-A-Law, Canadian Bar Association, BC Branch**

Telephone ..... 604-687-4680

Toll Free ..... 1-800-565-5297

Web ..... www.dialalaw.org

Provides a library of scripts prepared by lawyers. Offers general information on a variety of topics on law in British Columbia, (such as income assistance appeals or human rights complaints) but not legal advice. Dial-A-Law is a free telephone and website service that is available in English, Chinese, and Punjabi (Punjabi – website only).

### **Enquiry BC**

Telephone ..... 604-660-2421 (Vancouver)

..... 250-387-6121 (Victoria)

Toll Free ..... 1-800-663-7867

TDD ..... 604-775-0303 (Vancouver)

TDD Toll Free.... 1-800-661-8773

Email ..... EnquiryBC@gov.bc.ca

Web . . . . . [www.mser.gov.bc.ca/prgs/enquiry\\_bc.htm](http://www.mser.gov.bc.ca/prgs/enquiry_bc.htm)

Call centre that provides basic provincial government information, assistance in identifying the program or person that a caller needs to speak to, government program or employee contact information, and help with identifying the level of government in charge of a service or program. In addition, they perform toll free transfers so callers who would normally be charged for the call do not have to incur the costs.

### **Employment Standards Branch**

200 – 880 Douglas Street

Victoria V8W 2B7

Telephone . . . . . 250-952-0469

Web . . . . . [www.labour.gov.bc.ca/esb](http://www.labour.gov.bc.ca/esb)

The Employment Standards Branch can be contacted for information about rules and regulations in the Employment Standards Act. The Employment Standards Act outlines the minimum standards of a non-unionized work environment. The complaint resolution process is available to resolve any conflicts concerning the breach of employment standards. Visit website for regional office locations.

### **Family Justice Centre**

Web . . . . . [www.ag.gov.bc.ca/family-justice](http://www.ag.gov.bc.ca/family-justice)

A network of Family Justice Centres operates across the province to provide services to families going through separation or divorce. Each centre is staffed by family justice counsellors, specially trained to help families with child custody, guardianship, access, and support issues.

To talk to a family justice counsellor at the Family Justice Centre nearest to you — or to set up a meeting — please call Enquiry BC (page 15) and ask the operator to transfer you. For centre locations nearest you visit [www.ag.gov.bc.ca/family-justice/resources/brochures\\_booklets/counsellors/FJCentres.pdf](http://www.ag.gov.bc.ca/family-justice/resources/brochures_booklets/counsellors/FJCentres.pdf).

### **Family Maintenance Enforcement Program (FMEP)**

P.O. Box 80449

Burnaby, BC V5H 3X9

Telephone . . . . . 604-678-5670

Toll Free . . . . . 1-800-663-9666

InfoLine. . . . . 604-775-0796 (Greater Vancouver)

. . . . . 250-356-5995 (Greater Victoria)

. . . . . 1-800-668-3637 (Toll Free)

Web . . . . . [www.fmep.gov.bc.ca](http://www.fmep.gov.bc.ca)

Service of the British Columbia Ministry of the Attorney General. It is responsible under the Family Maintenance Enforcement Act to monitor and enforce maintenance orders and agreements (for either child support or spousal support). FMEP can act as an independent third party to assist individuals with difficulties in obtaining child or spousal support. Visit website for regional office locations.

### **Legal Services Society**

Web . . . . . [www.lss.bc.ca](http://www.lss.bc.ca)

The Legal Services Society is the organization that provides legal aid in BC. LSS has a range of free services that may help you. We give priority to people with low incomes, but many services are available to all British Columbians. They offer:

- Information provided by our publications, the Family Law

in BC website, intake assistants, and, in some communities, legal information outreach workers and Aboriginal community legal workers.

- Advice from duty counsel lawyers or family advice lawyers.
- Representation (a lawyer to take your case) if you qualify and have serious family, child protection, or criminal law issues (and for some immigration, mental health, and prison law issues).

You can apply for legal aid by phone or in person. To determine if you are eligible to apply for legal aid please visit [www.lss.bc.ca/legal\\_aid/dolQualifyAdvice.asp](http://www.lss.bc.ca/legal_aid/dolQualifyAdvice.asp). Visit the website to locate the regional office nearest you.

### **Family LawLINE**

Telephone . . . . . 604-408-2172

Toll Free . . . . . 1-866-577-2525

If you are a person with a low income experiencing a family law issue, you may be eligible for free legal advice over the telephone from a family lawyer.

Family LawLINE lawyers give brief “next step” advice about family law issues such as custody, access, guardianship, child support, spousal support, property division, family agreements, adoption, and court procedures. You may be able to get this help if you don’t qualify for a legal aid lawyer.

To be considered for this service, call the number above between 9:30 a.m. and 12:00 p.m. on weekdays. An intake worker will ask you questions about your financial situation and your legal issue. If you qualify, you’ll be transferred to an available Family LawLINE lawyer.

**Lawyer Referral Service, Canadian Bar Association,  
BC Branch**

Telephone . . . . . 604-687-3221

Toll Free . . . . . 1-800-663-1919

Email . . . . . lawyerreferral@bccba.org

Web . . . . . [www.cba.org/BC/Initiatives/main/lawyer\\_referral.aspx](http://www.cba.org/BC/Initiatives/main/lawyer_referral.aspx)

Funded by the Law Foundation of BC and operated by the BC Branch of the Canadian Bar Association. Enables the public to access lawyers practicing in the field of law required for the particular situation and provides a consultation with a lawyer for up to 30 minutes for a fee of \$25 plus taxes.

**Nidus Personal Planning Resource Centre and Registry**

*Formerly Representation Agreement Resource Centre*

411 Dunsmuir Street

Vancouver, BC V6B 1X4

Telephone . . . . . 604-408-7414

Email . . . . . info@nidus.ca

Web . . . . . [www.nidus.ca](http://www.nidus.ca)

Resource management of financial, legal, health care, and personal care affairs. Resource for people needing an alternative to court-appointed committeships and public guardianship and for people who are supporting others with planning and decision-making. Provide speakers for community groups and will provide training on the BC Representation Agreement Act.

**The Office of the Ombudsman**

Second Floor, 756 Fort Street

Victoria, BC

P.O. Box 9039  
STN Provincial Government  
Victoria, BC V8W 9A5  
Telephone ..... 250-387-5855  
Toll Free ..... 1-800-567-3247  
Web ..... [www.ombudsman.bc.ca](http://www.ombudsman.bc.ca)

Receives inquiries and complaints about the practices and services provided by public agencies. The Ombudsman is not an advocate, but can conduct objective and confidential investigations to determine if a public agency is being fair to the people it serves.

### **People's Law School**

150 – 900 Howe Street  
Vancouver, BC V6Z 2M4  
Telephone ..... 604-331-5400  
Email ..... [staff@publiclegaled.bc.ca](mailto:staff@publiclegaled.bc.ca)  
Web ..... [www.publiclegaled.bc.ca](http://www.publiclegaled.bc.ca)

Helps people throughout BC gain a better understanding of their rights and responsibilities under the law. Provides British Columbians – especially those with particular legal needs – with reliable and impartial information about the law through training workshops, publications, theatre, special events, and guest speakers.

### **Planned Lifetime Advocacy Network (PLAN)**

260 – 3665 Kingsway Avenue  
Vancouver, BC V5R 5W2  
Telephone ..... 604-439-9566  
Email ..... [inquiries@plan.ca](mailto:inquiries@plan.ca)  
Web ..... [www.plan.ca](http://www.plan.ca)

Offers workshops for families on wills and estate planning, disability benefits, future planning, personal support networks, representation agreements, housing options, and many other topics. Experienced PLAN facilitators available to advocate on behalf of your relative for improved benefits and services. Please visit [www.planok.ca](http://www.planok.ca) for PLAN services in the Okanagan.

### **Public Guardian and Trustee of British Columbia**

700 – 808 Hastings Street

Vancouver, BC V6C 3L3

Telephone . . . . . 604-660-4444

Email . . . . . mail@trustee.bc.ca

Web . . . . . www.trustee.bc.ca

Appointed to safeguard and uphold the legal rights and financial interests of children, to provide assistance to adults who need support for financial and personal decision-making, and to administer the estates of deceased and missing persons where there is no one else able to do so. Provides information about powers of attorney, wills, estates, and representation agreements.

### **Public Libraries**

Many public libraries have collections of law materials. Ask the librarian at the library closest to you for information and assistance.

### **Residential Tenancy Branch**

400 – 5021 Kingsway

Burnaby, BC V5H 4A5

Telephone . . . . . 604-660-1020

Toll Free . . . . . 1-800-665-8779

Email ..... HSRTO@gov.bc.ca

Web ..... www.rto.gov.bc.ca

Provides landlords and tenants with information about rights and responsibilities under BC's Residential Tenancy Act and Manufactured Home Park Tenancy Act. Provides dispute resolution services, such as claims for damages to premises, return of security deposits, or disputing an eviction notice.

### **Tenant Resource and Advisory Centre**

*Mailing Address Only*

306 – 535 Thurlow Street

Vancouver BC V6E 3L2

Tenant Hotline .. 604-255-0546

Toll Free ..... 1-800-665-1185

Administration .. 604-255-3099

Email ..... info@tenants.bc.ca

Web ..... www.tenants.bc.ca

Provides information to tenants about their rights, and suggests ways to resolve conflicts with landlords. Provides services and legal information for tenants through a tenant hotline, tenants' rights workshops, and publications on tenants' rights, including the Tenant Survival Guide — a plain language guide to the Residential Tenancy Act.

### **VictimLink BC**

202 – 3102 Main Street

Vancouver, BC V5T 3G7

Telephone ..... 604-875-6431 (Administration Line)

Toll Free ..... 1-800-563-0808

TTY..... 604-875-0885

Email ..... victimlinkbc@bc211.ca

Web ..... www.victimlinkbc.ca



VictimLink BC is a toll-free, confidential, multilingual telephone service available across BC and Yukon 24 hours a day, 7 days a week. It provides information and referral services to all victims of crime, crisis support to victims, and immediate crisis support to victims of family and sexual violence. VictimLink BC staff can connect people to a network of community, social, health, justice and government resources, including victim services, transition houses, and counselling resources. They also provide information on the justice system, relevant federal and provincial legislation and programs, crime prevention, safety planning, protection order registry, and other resources as needed. VictimLink BC provides service in more than 110 languages, including 17 North American aboriginal languages.

### **Workers' Compensation Appeal Tribunal**

150 – 4600 Jacombs Road

Richmond, BC V6V 3B1

Telephone . . . . . 604-664-7800

Toll Free . . . . . 1-800-663-2782

Web . . . . . [www.wcat.bc.ca](http://www.wcat.bc.ca)

Workers' Compensation Appeal Tribunal is the final level of appeal in the British Columbia workers' compensation system. Decides appeals brought by workers and employers from decisions of WorkSafeBC. Receives compensation, assessment, and prevention appeals from decisions of the Review Division. Receives direct appeals from WorkSafeBC decisions regarding applications for reopening of compensation claims, complaints regarding discriminatory actions, and applications for certificates to the court.

**Workers' Advisers Office (WAO)**

500 – 8100 Granville Avenue

Richmond, BC V6Y 3T6

Telephone ..... 604-713-0360

Web ..... [www.labour.gov.bc.ca/wab](http://www.labour.gov.bc.ca/wab)

Provides advice, education, and representation to workers, their dependents, and other stakeholders, while fostering safe and healthy workplaces. Assists injured workers, who are having difficulty with the WorksafeBC. Visit website for regional office locations.

## Language Assistance

If interpreters are needed when going to appointments at a Human Resources office, Immigration office, or to a lawyer, contact one of the following organizations:

### **Immigrant Services Society of BC**

530 Drake Street

Vancouver, BC V6B 2H3

Telephone . . . . . 604-684-7498

Email . . . . . settlement@issbc.org

Web . . . . . www.issbc.org

Provides a variety of services to Lower Mainland immigrant and refugee communities. Works to provide integration services, deliver educational programs, and advocate for clients and communities. Visit website for regional office locations.

### **Multilingolegal**

Web . . . . . www.multilingolegal.ca

Website devoted to providing legal information and education for community workers and newcomers in their own language. Publications are available in a variety of languages including Spanish, French, Vietnamese, Chinese, Punjabi, Persian, Korean, and Arabic.

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

(United Chinese Community Enrichment Services Society)

28 West Pender Street

Vancouver, BC V6B 1R6

Telephone . . . . . 604-684-1628

Email . . . . . info@success.bc.ca

Web . . . . . www.successbc.ca

Multi-service agency promotes the well being of Canadians and immigrants and provides social, employment, business and economic development, training and education, and health services. Interpreters available and provide service for citizenship and court hearings, medical examinations (in hospitals and medical clinics), business meetings, workshops, forums, face-to-face interviews, and telephone conferences. Visit website for centre locations.

## CHAPTER 4

# Community and Legal Resources: Lower Mainland

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Services marked with \* are province-wide services that have been explained in more detail in the Provincial Listings in Chapter 3 (page 10).

### **Atira Women's Resource Society, Legal Advocacy Program**

101 East Cordova Street

Vancouver, BC V6A 1K9

Telephone . . . . . 604-331-1407 ext. 105

Email . . . . . legaladvocate@atira.bc.ca

Web . . . . . www.atira.bc.ca

Provides advice, advocacy, support, and referral services for women in the Downtown Eastside. Legal advice can be obtained regarding minor legal matters ranging from summary criminal offences to family law matters.

### **Battered Women's Support Services (BWSS)**

P.O. Box 21503

1424 Commercial Dr.

Vancouver, BC V5L 5G2

Telephone . . . . . 604-687-1867 (Counselling)

. . . . . 604-687-1868 (Business)

TTY . . . . . 604-687-6732

Email . . . . . information@bwss.org (General Information)

. . . . . directservices@bwss.org (Counselling)

. . . . . legaladvocacy@bwss.org (Legal Advocacy)

Web . . . . . www.bwss.org

Provides advocacy and some court accompaniment for battered women involved with the justice system.

**BC Centre for Elder Advocacy and Support\***

411 Dunsmuir Street  
Vancouver, BC V6B 1X4  
Telephone . . . . . 604-437-1940  
Toll Free . . . . . 1-866-437-1940  
Email . . . . . info@bcceas.ca

**BC Coalition of People with Disabilities\***

204 – 456 West Broadway  
Vancouver, BC V5Y 1R3  
Telephone . . . . . 604-875-0188  
TTY . . . . . 604-875-8835  
Email . . . . . feedback@bccpd.bc.ca

**Chimo Crisis Services**

120 – 7000 Minoru Boulevard  
Richmond, BC V6Y 3Z5  
Telephone . . . . . 604-279-7077  
Email . . . . . chimo@chimocrisis.com  
Web . . . . . www.chimocrisis.com

Provides direct support for people in crises.

**Downtown Eastside Women’s Centre**

302 Columbia Street  
Vancouver, BC V6A 4J1  
Telephone . . . . . 604-681-8480  
Email . . . . . administration@dewc.ca  
Web . . . . . www.dewc.ca

Provides women with varied advocacy services.

### **Employment Standards Branch\***

#### **Lower Mainland Office**

250-4600 Jacombs Road  
Richmond, BC V6V 3B1  
Telephone . . . . . 604-660-4946

### **Family Justice Centre\***

Family Justice Centres are located in Downtown Vancouver, East Vancouver, Richmond, Port Coquitlam, North Vancouver, New Westminister, Surrey, and Maple Ridge. To contact a Family Justice Centre please call Enquiry BC at the numbers below and ask to be connected to a Family Justice Centre nearest you.

Telephone . . . . . 604-660-2421  
Toll Free . . . . . 1-800-663-7867  
TDD Toll Free. . . . 1-800-661-8773

### **First United Church Mission**

320 East Hastings Street E.  
Vancouver, BC V6A 1P4  
Telephone . . . . . 604-681-8365  
Web . . . . . [www.firstunited.ca](http://www.firstunited.ca)

Provides advocacy and referrals for people with disabilities and paralegal advocacy on issues such as welfare, appeals, housing, Old Age Security, and Canada Pension Plan, etc.

### **The Hospitality Project, Shiloh-Sixth Avenue United Church**

1111 Sixth Avenue  
New Westminister, BC V3M 2B7  
Phone . . . . . 604-522-3443  
Email . . . . . [shiloh6@telus.net](mailto:shiloh6@telus.net)

Web . . . . . [www.shiloh6thave.net](http://www.shiloh6thave.net)

Services include a resource office, a triage receptionist, and advocacy. Provides access to a courtesy phone and up-to-date multilingual information on subjects ranging from housing to health.

**Justice for Girls**

Telephone . . . . . 604-689-7887

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

Web . . . . . [www.justiceforgirls.org](http://www.justiceforgirls.org)

Promotes social justice and an end to violence, poverty, and racism in the lives of teenage girls who are low-income or homeless. Works in the following areas: criminal justice monitoring, young women’s anti-poverty & housing advocacy, access to education, and public education.

**Law Students Legal Advice Program (LSLAP)**

University of British Columbia, Faculty of Law

Room 158, 1822 East Mall

Vancouver, BC V6T 1Z1

Telephone . . . . . 604-822-5791

Web . . . . . [www.lslap.bc.ca](http://www.lslap.bc.ca)

Law students provide free legal advice and representation at clinics located throughout Metro Vancouver.

**Legal Services Society\***

Legal Aid offices are located in Vancouver, Port Coquitlam, Richmond and Surrey. Visit [www.lss.bc.ca/legal\\_aid/legalAidOffices.asp](http://www.lss.bc.ca/legal_aid/legalAidOffices.asp) for contact information.



### **Maple Ridge/Pitt Meadows Community Services**

11907 228th Street

Maple Ridge, BC V2X 8G8

Phone: ..... 604-467-6911

Web ..... [www.comservice.bc.ca](http://www.comservice.bc.ca)

Operates a legal advocacy program and provides services to seniors, people with mental health issues, and families.

### **MOSAIC**

2nd floor, 1720 Grant Street

Vancouver, BC V5L 2Y7

Telephone ..... 604-254-9626

..... 604-254-8022 (Interpretation Services)

..... 604-254-0469 (Translation Services)

Email ..... [mosaic@mosaicbc.com](mailto:mosaic@mosaicbc.com)

Web ..... [www.mosaicbc.com](http://www.mosaicbc.com)

Addresses issues that affect immigrants and refugees in the course of their settlement and integration into Canada.

### **Newton Advocacy Group Society, Advocacy Program**

#A205 – 13588 88th Avenue

Surrey, BC V3W 3K8

Telephone ..... 604-596-2311

Web ..... [www.newtonadvocacygroup.ca](http://www.newtonadvocacygroup.ca)

Provides information and referral services for low-income individuals for income assistance, housing, and tenancy. Operates a pro bono legal clinic for people who do not qualify for legal aid and are not able to retain a lawyer.

**North Shore Community Resources Society,  
Legal Advocacy Program**

201 – 935 Marine Drive, Capilano Mall

North Vancouver, BC V7P 1S3

Telephone . . . . . 604-985-7138

Email . . . . . nscr@nscr.bc.ca

Web . . . . . www.nscr.bc.ca

Provides legal information, support, referrals, and advocacy services concerning: family law, residential tenancy, income assistance, and employment.

**North Shore Women’s Centre, Legal Clinic**

131 East 2nd Street

North Vancouver, BC V7L 1C2

Telephone . . . . . 604-984-6009

Email . . . . . info@northshorewomen.ca

Web . . . . . www.northshorewomen.ca

Program offers a one-hour confidential session with a female family law lawyer or a half-hour session with a female criminal law lawyer for North Shore women unable to afford legal counseling.

**Qmunity, BC’s Queer Resource Centre**

1170 Bute Street

Vancouver, BC V6E 1Z6

Telephone . . . . . 604-684-5307 (Administration)

. . . . . 604-684-6869 (Prideline)

Toll Free . . . . . 1-800-566-1170 (Prideline)

Email . . . . . admin@qmunity.ca

Web . . . . . www.qmunity.ca

Provides informational legal pamphlets and lawyer contact information and referral to various gay, lesbian, bisexual, and transgendered groups. Operates a weekly free legal clinic.

**Residential Tenancy Branch\***

400 – 5021 Kingsway  
Burnaby, BC V5H 4A5  
Telephone . . . . . 604-660-1020  
Toll Free . . . . . 1-800-665-8779  
Email . . . . . HSRTO@gov.bc.ca

**South Fraser Women’s Service Society**

15318 20th Avenue  
Surrey, BC V4A 2A2  
Telephone . . . . . 604-536-9611  
Email . . . . . sfwss@sfwomensservices.com  
Web . . . . . www.sfwomensservices.com

Drop-in resource centre for women and children. Provides information and referral, peer support, lending/resource library, and legal advocacy.

**St Paul’s, Advocacy Office**

1130 Jervis Street  
Vancouver, BC V6E 2C7  
Telephone . . . . . 604-683-4287  
Web . . . . . www.stpaulsanglican.bc.ca

Volunteers meet with clients to problem-solve on various issues: welfare, housing, food access, immigration, legal, or access to government services. Advocates represent clients at Tribunals and speak on behalf of clients with various government agencies.

### **Wilson Heights United Church Advocacy Office**

1634 East 41st Avenue

Vancouver, BC V5P 1K5

Telephone ..... 604-325-9944

Email ..... rosemary@whuc.net

Web ..... www.whuc.net

Provides information and support for low-income people with Canada Pension Plan, housing, welfare, and residential tenancy issues. Services include informal advocacy such as negotiation and formal advocacy for appeals and tribunals.

### **Workers' Advisers Regional Office\***

500 – 8100 Granville Avenue

Richmond, BC V6Y 3T6

Telephone ..... 604-713-0360

Toll Free ..... 1-800-663-4261

### **YWCA Legal Educator**

Telephone ..... 604-734-5517 ext. 2235

Email ..... avollans@ywcavan.org

Web ..... [www.ywcavan.org/content/Legal\\_Educator/266](http://www.ywcavan.org/content/Legal_Educator/266)

Provides a wide range of legal support. Operates educational workshops and provides materials for the public.

## CHAPTER 5

# Community and Legal Resources: Fraser Valley

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Services marked with \* are province-wide services that have been explained in more detail in the Provincial Listings in Chapter 3 (page 10).

### **Chilliwack Community Services Society, Legal Services**

45938 Wellington Avenue

Chilliwack, BC V2P 2C7

Telephone . . . . . 604-792-4267

Email . . . . . ccsinfo@comserv.bc.ca

Web . . . . . www.comserv.bc.ca

Trained advocates of the legal advocacy office provide information, advice, referrals, and representation on a variety of issues including but not limited to income assistance, disability, residential tenancy, employment insurance, employment standards, WorkSafeBC, and Canada Pension Plan. Program serves residents of Chilliwack, Agassiz, Hope, and Boston Bar.

### **Community Legal Advocacy Centre**

2420 Montrose Avenue

Abbotsford, BC V2S 3S9

Telephone . . . . . 604-859-7681 ext. 207

Email . . . . . info@abbotsfordcommunityservices.com

Web . . . . . www.abbotsfordcommunityservices.com

Serves both Abbotsford and Mission and provides information and advice on income assistance, housing, employment issues, and Canada Pension Plan.

### **Family Justice Centre\***

Family Justice Centres are located in Abbotsford, Chilliwack, and Langley. To contact a Family Justice Centre please call Enquiry BC at the numbers below and ask to be connected to a Family Justice Centre nearest you.

Toll Free . . . . . 1-800-663-7867

TDD Toll Free. . . . 1-800-661-8773

### **Welfare and Handicapped Person Rights Society**

73 – 2800 Allwood Street

Abbotsford, BC V2T 3R9

Telephone . . . . . 604-853-8009

Email . . . . . danlarsen\_42@yahoo.ca

Web . . . . . whr.society.tripod.com

Provides advocacy assistance for problems regarding government legislation, regulations, and policies. Areas covered include income assistance, Canada Pension Plan, Old Age Security, spouse's allowance, Veterans Affairs Canada, Employment Insurance, allowances for Persons with Disabilities (PWD), common law, daycare, shelter, medical coverage, family maintenance, and child abuse.

### **Workers' Advisers Regional Office\***

204 – 32555 Simon Avenue

Abbotsford, BC V2T 4Y2

Telephone . . . . . 604-870-5488

Toll Free . . . . . 1-888-295-7781

## CHAPTER 6

# Community and Legal Resources: Victoria

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Services marked with \* are province-wide services that have been explained in more detail under the Provincial Listings in Chapter 3 (page 10).

### **Action Committee of People with Disabilities**

948 View Street

Victoria, BC V8V 3L5

Telephone . . . . . 250-383-4105

Email . . . . . acpdcoordinator@shaw.ca

Web . . . . . www.actioncommittee.ca

Provides advocacy, paralegal advice, and information for people with disabilities.

### **BC Families in Transition\***

*Formerly Separation and Divorce Resource Centre*

812 Broughton Street

Victoria, BC V8W 1E4

Telephone . . . . . 250-386-4331

Toll Free . . . . . 1-866-386-4333 (Legal Hotline)

Email . . . . . info@bcfit.org

### **Burnside / Gorge Community Association**

471 Cecelia Road

Victoria BC V8T 4T4

Telephone . . . . . 250-388-5251

Email . . . . . info@burnsidegorge.ca

Web . . . . . www.burnsidegorge.ca

Assists families that are homeless or about to be homeless with initial needs. Provides advocacy and referrals for

everyone in the Capital Regional District on housing (including tenancies) and welfare. Maintains an affordable housing list for families, updated weekly.

**Employment Standards Branch\***

200 – 880 Douglas Street  
Victoria, BC V8W 2B7  
Telephone . . . . . 250-952-0469

**Family Justice Centre\***

501 – 771 Vernon Avenue  
Victoria, BC V8X 5A7  
Telephone . . . . . 250-952-4111

**Family Maintenance Enforcement Program\***

P.O. Box 5100  
Victoria, BC V8R 6N3  
Telephone . . . . . 250-220-4040  
Toll Free . . . . . 1-800-663-7616

**The Law Centre**

1221 Broad Street  
Victoria, BC V8W 2A4  
Telephone . . . . . 250-385-1221  
Web . . . . . [www.thelawcentre.ca](http://www.thelawcentre.ca)

Service of the University of Victoria Faculty of Law. Provides free advice and representation for those persons who qualify for legal assistance. Some examples of the types of cases dealt with include family law, human rights complaints, and civil disputes. Consultation is available to clients unable to attend the office due to their disability. Provides public legal education.



### **Legal Services Society\***

Victoria Regional Centre  
218 – 747 Fort Street  
Victoria, BC V8W 1H8  
Telephone ..... 250-388-4516

### **Residential Tenancy Branch\***

101 – 3350 Douglas Street  
Victoria, BC V8Z 3L1  
Telephone ..... 250-387-1602  
Toll Free ..... 1-800-665-8779  
Email ..... HSRTO@gov.bc.ca

### **Together Against Poverty Society**

302 – 895 Fort Street  
Victoria, BC V8W 1H7  
Telephone ..... 250-361-3521  
Email ..... tapsbc@shaw.ca  
Web ..... www.tapsbc.ca

Provides advocacy for disability benefits applications and appeals, social assistance, residential tenancy, and Employment Insurance.

### **Vancouver Island Human Rights Coalition**

418 – 620 View Street  
Victoria, BC V8W 1J6  
Telephone ..... 250-382-3012  
Email ..... contactvihrc@gmail.com  
Web ..... www.vihrc.org

Provides advocacy for problems involving employment, accommodation, facilities tenancy (prohibits prejudice based on race), and discrimination in publications such as hate

literature. Provides public education, publications, booklets, pamphlets, and public speaking.

**Victoria Disability Resource Centre**

817 A Fort Street

Victoria, BC V8W 1H6

Telephone . . . . . 250-595-0044

Email . . . . . reception@drcvictoria.com

Web . . . . . www.drcvictoria.com

Serves as a link between persons with disabilities, the organizations who serve them, and the services that benefit them in the South Vancouver Island region. Services include: disability parking permits, information and referral, computer classes, book and video library, general employment and self-employment programs, and peer-to-peer support services.

**Workers' Advisers Regional Office\***

403–3960 Quadra Street

Victoria, BC V8X 4A3

Telephone . . . . . 250-952-4393

Toll Free . . . . . 1-800-661-4066

## CHAPTER 7

# Community and Legal Resources: Central Island

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Services marked with \* are province-wide services that have been explained in more detail under the Provincial Listings in Chapter 3 (page 10).

### **Employment Standards Branch\***

2nd Floor, 6475 Metral Dr.  
Nanaimo, BC V9T 2L9  
Telephone . . . . . 250-390-6186

### **Family Justice Centre\***

Family Justice Centres are located in Duncan, Nanaimo, Courtenay, Port Alberni, and Campbell River. To contact a Family Justice Centre please call Enquiry BC at the numbers below and ask to be connected to a Family Justice Centre nearest you.

Toll Free . . . . . 1-800-663-7867  
TDD Toll Free. . . . . 1-800-661-8773

### **Legal Services Society\***

Legal Aid offices are located in Duncan, Nanaimo, Courtenay, Port Alberni, and Campbell River. Visit [www.lss.bc.ca/legal\\_aid/legalAidOffices.asp](http://www.lss.bc.ca/legal_aid/legalAidOffices.asp) for contact information.

### **Nanaimo Citizen Advocacy Association**

114– 285 Prideaux Street  
Nanaimo, BC V9R 2N2  
Telephone . . . . . 250-753-2321  
Email . . . . . ncaa2@shaw.ca  
Web . . . . . [www.povnet.org/ncaa](http://www.povnet.org/ncaa)

Advocates for individuals at risk who provide education, information, referral, support, and crisis intervention.

**Nanaimo & Region Disability Resource Centre**

2–4166 Departure Bay Road

Nanaimo, BC V9T 4B7

Telephone . . . . . 250-758-5547

Email . . . . . inquiry@nrdr.org

Web . . . . . www.nrdr.org

Provides one-on-one support in applying for disability benefits as well as assistance to gain the skills needed to appeal decisions regarding disability benefits.

**Port Alberni Friendship Center**

3555 4th Avenue

Port Alberni, BC V9Y 4H3

Telephone . . . . . 250-723-8281

Email . . . . . stevens@alberni.net

Web . . . . . www.pafriendshipcenter.com

Provides counselling, recreation programs, legal advocacy, public health services, social events, and crafts and cultural events with a general drop-in atmosphere.

**Workers' Advisers Regional Office\***

504 – 495 Dunsmuir Street

Nanaimo, BC V9R 6B9

Telephone . . . . . 250-741-5504

Toll Free . . . . . 1-800-668-2117

## CHAPTER 8

# Community and Legal Resources: Kamloops

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Services marked with \* are province-wide services that have been explained in more detail under the Provincial Listings, Chapter 3 (page 10).

### **Centre for Seniors Information**

25 – 700 Tranquille Road

Kamloops, BC V2B 3H9

Telephone . . . . . 250-554-4145

Email . . . . . info@csikamloops.ca

Web . . . . . www.csikamloops.ca

Provides one-on-one advocacy to assist seniors in accessing information and filling out documents as well as elder abuse workshops.

### **Family Justice Centre\***

200 – 444 St. Paul Street

Kamloops, BC V2C 2J6

Telephone . . . . . 250-828-4688

Toll Free . . . . . 1-888-764-3663

### **Family Maintenance Enforcement Program\***

P.O. Box 830

Kamloops, BC V2C 5N1

Telephone . . . . . 250-434-6020

Toll Free . . . . . 1-800-663-3933

### **Legal Services Society\***

Kamloops Regional Centre

Suite 100 – 125 4th Avenue

Kamloops, BC V2C 3N3  
Telephone . . . . . 250-314-1900

**People in Motion**

182 B Tranquille Road  
Kamloops, BC V2B 3G1  
Telephone/TDD . 250-376-7878  
Email . . . . . information@peopleinmotion.org  
Web . . . . . www.peopleinmotion.org

Assists clients with Persons with Disabilities (PWD) forms, Canada Pension Plan Disability applications, and social housing applications.

**Settlement and Integration Services**

109 Victoria Street  
Kamloops, BC V2C 1Z4  
Telephone . . . . . 250-372-0855  
Email . . . . . kis@telus.net  
Web . . . . . www.immigrantservices.ca

Provides information and referral, consultation, advocacy, orientation, and outreach to immigrants.

**Workers' Advisers Regional Office\***

102 – 70 2nd Avenue  
Kamloops, BC V2C 6W2  
Telephone . . . . . 250-371-3860  
Toll Free . . . . . 1-800-663-6695

## CHAPTER 9

# Community and Legal Resources: Kelowna

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Services marked with \* are province-wide services that have been explained in more detail under the Provincial Listings in Chapter 3 (page 10).

### **Employment Standards Branch\***

102 – 1690 Powick Road  
Kelowna BC V1X 7G5  
Telephone . . . . . 250-861-7404

### **Family Justice Centre\***

119 – 565 Bernard Avenue  
Kelowna, BC V1Y 8R4  
Telephone . . . . . 250-712-3636  
Toll Free . . . . . 1-888-227-7734

### **Legal Services Society (LSS)\***

Kelowna Regional Centre  
307 – 1664 Richter Street  
Kelowna, BC V1Y 8N3  
Telephone . . . . . 250-763-8613

### **Okanagan Advocacy & Resource Centre**

104 – 1455 Ellis Street  
Kelowna, BC V1Y 2A3  
Telephone . . . . . 250-979-0201  
Email . . . . . oars@telus.net  
Web . . . . . www.okadvocacy.org

Operates the Community Mental Health Advocacy Program for individuals with chronic mental illnesses and their

families. Areas of work include: income assistance (including persons with disabilities), tenancy, income security issues, legal information, community support and referrals.

**Residential Tenancy Branch\***

305 – 478 Bernard Avenue

Kelowna, BC V1Y 6N7

Telephone . . . . . 250-717-2011

Toll Free . . . . . 1-800-665-8779

Email . . . . . HSRTO@gov.bc.ca

**Workers’ Advisers Regional Office\***

101 – 1726 Dolphin Avenue

Kelowna, BC V1Y 9R9

Telephone . . . . . 250-717-2096

Toll Free . . . . . 1-866-881-1188



## CHAPTER 10

# Community and Legal Resources: Vernon

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Services marked with \* are province-wide services that have been explained in more detail under the Provincial Listings in Chapter 3 (page 10).

### **Family Justice Centre\***

202 – 3203 30th Street

Vernon, BC V1T 9G9

Telephone . . . . . 250-549-5644

Toll Free . . . . . 1-888-282-2283

### **Family Resource Centre Society for the North Okanagan**

#201 – 3402 27th Avenue

Vernon, BC V1T 1S1

Telephone . . . . . 250-545-3390

Email . . . . . info@vernonfrc.ca

Web . . . . . vernonfrc.ca

Non-profit society that provides counselling, educational and support groups, advocacy, workshops, education, and support to individuals and families.

### **Legal Services Society\***

Vernon Provincial Court

3001 – 27th Street (Lower Level)

Vernon, BC V1T 45W

Telephone . . . . . 250-545-3666

### **People Place, Free Legal Drop-in Clinic**

3402 – 27th Avenue

Vernon, BC V1T 1S1

Telephone . . . . . 250-542-3322

Volunteer lawyers provide 15 minutes of confidential legal advice.

### **Vernon and District Women’s Centre**

3309 32 Ave

Vernon, BC V1T 6N6

Telephone . . . . . 250-542-7531

Provides assistance with completing Persons with Disabilities (PWD) forms for the Ministry of Employment and Income Assistance, and advocacy. Provides anti-poverty advocacy including assistance completing application forms (PWD, CPP Disability), managing debts, and support dealing with various government agencies.

### **Vernon Women’s Transition House Society**

P.O. Box 625

Vernon, BC V1T 6M6

Telephone . . . . . 250-542-1122 (24 hrs)

Web . . . . . [vwths.shelternet.ca](http://vwths.shelternet.ca)

Provides temporary shelter and support for women and their children who are undergoing transition in their family life. Provides services such as short-term supportive counselling, self-help groups, outreach, advocacy, and information or referrals for women and their children who are not residents of the Transition House.

## CHAPTER 11

# Community and Legal Resources: Prince George

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Services marked with \* are province-wide services that have been explained in more detail under the Provincial Listings in Chapter 3 (page 10).

### **Active Support Against Poverty**

1188 6th Avenue

Prince George, BC V2L 3M6

Telephone . . . . . 250-563-6112

Toll Free . . . . . 1-877-563-6112

Email . . . . . [asap@princegeorge.com](mailto:asap@princegeorge.com)

Provides assistance to low-income people dealing with various government agencies, including services for people with disabilities.

### **The Crisis Prevention, Intervention and Information Centre for Northern BC**

5th Floor, 1600 3rd Avenue

Prince George, BC V2L 3G6

Telephone . . . . . 250-564-5736

. . . . . 250-563-1214 (24 Hour Crisis Line)

. . . . . 250-564-8336 (Youth Support Line)

Email . . . . . [pgcrisiscentre@telus.net](mailto:pgcrisiscentre@telus.net)

Web . . . . . [www.northernbccrisissuicide.ca](http://www.northernbccrisissuicide.ca)

Provides emotional support, suicide intervention, and referral information.

**Employment Standards Branch\***

102 – 1577 7th Avenue  
Prince George, BC V2L 3P5  
Telephone . . . . . 250-565-6120

**Family Justice Centre \***

471 – 1011 4th Avenue  
Prince George, BC V2L 3H9  
Telephone . . . . . 250-565-4222  
Toll Free . . . . . 1-888-668-1602

**Legal Services Society \***

Prince George Regional Centre  
302 – 1488 Fourth Avenue  
Prince George, BC V2L 4Y2  
Telephone . . . . . 250-564-9717

**Workers' Advisers Regional Office\***

#208 – 1577 7th Avenue  
Prince George, BC V2L 3P5  
Telephone . . . . . 250-565-4280  
Toll Free . . . . . 1-800-263-6066

## CHAPTER 12

# Community and Legal Resources: West Kootenay

Services marked with \* are province-wide services that have been explained in more detail under the Provincial Listings in Chapter 3 (page 10).

### **Advocacy Centre, Nelson District Community Resources Society**

521 Vernon Street

Nelson, BC V1L 4E9

Telephone . . . . . 250-352-5777

Toll Free . . . . . 1-877-352-5777

Email . . . . . [advocacycentre@nelsoncares.ca](mailto:advocacycentre@nelsoncares.ca)

Web . . . . . [www.advocacycentre.com](http://www.advocacycentre.com)

Provides advocacy, education, information and referrals in the areas of community development consultation, (including welfare rights/BC benefits, benefits for people with disabilities, affordable housing, and family law issues), and victim assistance ranging from wife assault to child protection issues and concerns.

### **Employment Standards Branch\***

310 Ward Street

Nelson, BC V1L 5S4

Telephone . . . . . 250-354-6550

### **Family Justice Centre\***

Second Floor, 310 Ward Street

Nelson, BC V1L 5S4

Telephone . . . . . 250-354-6433

Toll Free . . . . . 1-888-526-2229

**Legal Services Society (LSS)\***

West Kootenay Regional Centre

812 Vernon Street

Nelson, BC V1L 4G4

Telephone ..... 250-352-3147

**Workers' Advisers Regional Office\***

310 Ward Street

Nelson, BC V1L 5S4

Telephone ..... 250-354-6933

Toll Free ..... 1-866-354-6933

## CHAPTER 13

# Community and Legal Resources: Yukon

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### **The Ombudsman**

201 – 211 Hawkins Street

Whitehorse, YT Y1A 2C6

Telephone . . . . . 867-667-8468

Toll Free . . . . . 1-800-661-0408 ext. 8468

Email . . . . . info@ombudsman.yk.ca

Web . . . . . www.ombudsman.yk.ca

Investigates complaints about how the Yukon Government departments, agencies, commission, and boards do business by reviewing their actions, decisions, practices, and procedures. The Ombudsman is not, however, an advocate for the complainant, a defender of government actions, or a public servant.

### **Law Line, Yukon Public Legal Education Association**

Telephone . . . . . 867-668-5297

Toll Free . . . . . 1-866-667-5297

Hotline staffed by persons trained in law. Provides legal information that will assist the caller in resolving legal issues.

### **Law Society of Yukon**

Suite 202 – 302 Steele Street

Whitehorse, YT Y1A 2C5

Telephone . . . . . 867-668-4231

Email . . . . . info@lawsocietyyukon.com

Web . . . . . www.lawsocietyyukon.com

Serves and protects the public interest in the administration of justice and the preservation of individual rights, while

respecting the law and the independence of lawyers' relationships with their clients. Services include the Lawyer Referral Service.

**Lawyer Referral Service, Yukon Law Society**

Telephone . . . . . 867-668-4231

Web . . . . . [www.lawsocietyyukon.com](http://www.lawsocietyyukon.com)

Provides a list of lawyers and a referral certificate to be presented to the lawyer. The certificate entitles you to an initial consultation with a lawyer for a \$30 fee.

**Inquiry Centre**

Telephone . . . . . 867-667-5811

Toll Free . . . . . 1-800-661-0408

TTY . . . . . 1-867-393-7460

Web . . . . . [www.gov.yk.ca/services](http://www.gov.yk.ca/services)

Call centre that provides basic government information, assistance in identifying the program or person that a caller needs to speak to, government program or employee contact information, and help with identifying the level of government in charge of a service or program. In addition, they perform toll free transfers so callers who would normally be charged for the call do not have to incur the costs.

**Workers' Advocate, Department of Justice**

206 C Lowe Street

Whitehorse, YT Y1A 2W6

Telephone . . . . . 867-667-5324

Toll Free . . . . . 1-800-661-0408 ext. 5324

Email . . . . . [workersadvocate@gov.yk.ca](mailto:workersadvocate@gov.yk.ca)

Web . . . . . [www.justice.gov.yk.ca/prog/ms/wad](http://www.justice.gov.yk.ca/prog/ms/wad)



Provides supportive advocacy services to workers with on-the-job injuries or disabilities who are dealing with Workers Compensation Health and Safety Board.

### **Yukon Capability and Consent Board**

Telephone . . . . . 867-633-7614

Web . . . . . [www.yukoncapabilityandconsentboard.ca](http://www.yukoncapabilityandconsentboard.ca)

Review board created by the Yukon government through the Care Consent Act. It reviews matters under the Mental Health Act and the Care Consent Act.

### **Yukon Council on Disability**

4194 B 4th Avenue

Whitehorse, YT Y1A 1J8

Telephone . . . . . 867-668-6703

Email . . . . . [yukoncod@northwestel.net](mailto:yukoncod@northwestel.net)

Web . . . . . [www.ycod.yk.ca](http://www.ycod.yk.ca)

Provides legal information and support regarding disability issues, including a guidebook to disability resources, assistance applying for funding for people who don't qualify for employment insurance, and resources for accommodating disabilities in the workplace.

### **Yukon Health and Social Services**

Telephone . . . . . 867-667-5674

Web . . . . . [www.hss.gov.yk.ca/programs/social\\_services/assistance](http://www.hss.gov.yk.ca/programs/social_services/assistance)

Program provides financial assistance to people who do not have enough money to live on. This program is to be used only as a last resort after all other possible sources of income

have been explored. When you cannot meet your basic living expenses, and you have tried all other possible sources, then you may be eligible for social assistance. Visit website for regional office locations.

### **Yukon Legal Services Society (YLSS)**

Suite 203 – 2131 Second Avenue

Whitehorse, YT Y1A 1C3

Telephone . . . . . 867-667-5210

Toll Free . . . . . 1-800-661-0408 ext. 5210

Email . . . . . administration@legalaid.yk.ca

Web . . . . . www.legalaid.yk.ca

Provides legal aid for clients who can't afford legal services from a lawyer. To find out if you are eligible to receive legal aid please visit [www.legalaid.yk.ca/eligibility](http://www.legalaid.yk.ca/eligibility). Visit website for regional offices.

### **Yukon Public Legal Education Association**

Yukon College Library

P.O. Box 2799

Whitehorse, YT Y1A 5K4

Telephone . . . . . 867-668-5297

Toll Free . . . . . 866-667-4305

Email . . . . . yplea@yukoncollege.yk.ca

Web . . . . . www.yplea.com

Provides legal information to the public and promotes increased access to the legal system. Services include Law Line, Lawyer Referral System, Child Protection Mediation Project, workshops, and a reference library.

### **Yukon Workers' Compensation Appeal Tribunal (WCAT)**

456 Range Road

Whitehorse, YT Y1A 3A2

Telephone ..... 867-667-8731

Toll Free ..... 1-800-661-0443 ext. 8731

Web ..... [www.yukonwcat.ca](http://www.yukonwcat.ca)

The tribunal is a quasi-judicial body authorized to hear final level appeals from both workers and employers on compensation claim matters. The tribunal is independent from the Yukon Workers' Compensation Health and Safety Board.

# Notes

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# Notes

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Revised December 2011

The Multiple Sclerosis Society of Canada's Volunteer Legal Advocacy Program provides a range of legal and advocacy support to people living with MS throughout British Columbia and the Yukon by utilizing volunteers who have legal expertise and/or advocacy experience.

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