

First Nations Specific Resources

Aboriginal Legal Aid in BC

aboriginal.legalaid.bc.ca

Provides links to legal aid services but also a good plain language legal information specific to First Nations. Has information on common legal matters.

Native Courtworker and Counselling Association of British Columbia

Tel: 604-985-5355 or 1-877-811-1190 www.nccabc.ca

Native Courtworkers work to assist aboriginal people involved in the criminal justice system to obtain fair, just, equitable and culturally sensitive treatment. Free for qualified individuals.

Housing Issues

Residential Tenancy Office

400 - 5021 Kingsway Burnaby, BC V5H 4A5

Tel: 604-660-1020 www.gov.bc.ca/landlordtenant

The Residential Tenancy Branch provides landlords and tenants with information and dispute resolution services. The best place to start if you are dealing with a tenancy issue.

Tenant Resource & Advisory Centre

Tel: 604-255-0546 www.tenants.bc.ca

TRAC educates individuals and community organizations about Residential Tenancy Law, promotes tenants' legal rights and affordable housing in BC. Provides videos & publications in 21 languages. Info Line/Tenant Hotline 1-800-665-1185. Available 1pm-5pm Mon, Tues, Thurs, Fri; available 5:30pm-8:30pm on Wed.

Labour & Employment Issues

Employment Standards Branch

Tel: 1-800-663-3316 www.labour.gov.bc.ca/esb

For non-union employer/employee inquiries, wages, overtime and statutory pay, maternity leave, and severance pay. Can clarify labour rules and is a good place to start if you feel that you are being unlawfully exploited. Administers the Employment Standards Act and Reg.

Workers' Compensation Board

Provincial Call Centre: 1-888-967-5377 www.worksafebc.com

Provides assistance with applications if you have been injured at work. Call phone number to initial claim. Operates under the Workers' Compensation Act.

Working in BC

www.peopleslawschool.ca/publications/working-bc

Good basic guide to labour law and protecting your rights. Available online or in paper form at some library branches.

Seniors Specific Resources

SAIL (Seniors Abuse & Information Line)

Tel: 1-866-437-1940 seniorsfirstbc.ca

Offers a safe place for older adults, and those who care about them, to talk about situations where they feel they are being abused or mistreated, or to receive information about elder abuse prevention. 8am-8pm daily except holidays. Language interpretation Monday to Friday, 9:00-4:00pm. TTY at 604-428-3359. Also offers legal help on certain issues to people age 55+, who cannot afford assistance.

Seniors Legal Clinics @ City Centre Library

Tel: 604-336-5653 seniorsfirstbc.ca

Can help with a variety of legal issues including tenancy, wills, pension issues and more. Call to book an appointment. Have clinics around the Lower Mainland including at the City Centre Library.

Seniors Legal Help @ Kent Street Activity Centre

1475 Kent Street White Rock BC V4B 5A2

Tel: 604-541-2231

Local lawyers will help seniors 55+ on low income with legal queries & problems. Visits are free of charge at the centre. Usual fees will be charged for additional visits away from the centre or when any legal work is done. Runs 1st Wed of month Sept. to June, by appointment only. Please call for an appointment.

Wills & Personal Planning Resources

Mylawbc.com

This online legal information site provides guided pathways on a number of common issues including one on creating a will. It will guide you through the process of creating a basic will.

Nidus Personal Planning Resource Centre & Registry

1440 West 12th Ave Vancouver BC V6H 1M8

Voicemail: 604-408-7414 info@nidus.ca www.nidus.ca

Non-profit charity that provides free information on personal planning tools, such as Representation Agreements, Enduring Powers of Attorney, Advance Directives and living wills. Also runs centralized Registry for personal planning documents. Also offer free webinars.

Planned Lifetime Advocacy Network (Plan)

260 - 3665 Kingsway Vancouver, B.C. V5R 5W2

Tel: 604-439-9566 www.plan.ca planinstitute.ca/learning-centre

Provides future and financial planning resources and workshops for individuals with disabilities and their families. Topics include Will, Trust and Estate Planning, the Registered Disability Savings Plan (RDSP), succession planning, and more.

Wills Clinic @ Access Pro Bono

800 Hornby Street Vancouver BC

Tel: 604-424-9600 willsclinic@accessprobono.ca

Lawyers and articling students draft and execute simple Wills, Enduring Power of Attorney, and Representation Agreements for low-income seniors (ages 55+) and people with terminal illnesses by appointment. Call or email to book. The clinic is held at the Justice Access Centre located at Room 290, 800 Hornby Street Vancouver BC.

Women Specific Resources

Rise Women's Legal Centre

Tel: 604-451-7447 womenslegalcentre.ca/

#201-456 West Broadway Vancouver, BC V5Y 1R3

Community legal clinic providing unbundled legal services in family law matters to individuals who self-identify as women. Legal services are provided by trained and supervised senior UBC law students. Remote services are also available to women outside the lower mainland.

SOURCES Legal Resource Centre

Tel: 778-565-3638 www.sourcesbc.ca

#106 - 13771 72A Ave. Surrey, BC

Offers free information and resources on a variety of legal issues to women and their families. Offers Pro Bono Legal Clinics, a law library, workshops and seminars.

Surrey Women's Centre Society

10075 Whalley Blvd. Surrey BC V3T 4G1

Tel: 604-583-1295 (crisis line) www.surreywomencentre.ca

Offers court support and accompaniment, support groups, and a clothing exchange. Crisis and Counselling services to women and girls experiencing domestic violence, sexual assault or child abuse. Drop-in or by appointment. Offered in English and Punjabi.

YWCA Legal Related Programs

Seeds of Independence @ YWCA

Tel: 604-313-6456 jwest@ywcavan.org

ywcavan.org/programs/seeds-independence

Provides mobile support to women who have left abusive relationships and who have exhausted crisis services and require longer-term support. Can meet women in their home or wherever they are most comfortable. Helps with finding housing, accessing income assistance, navigating legal systems, court accompaniments and more.

Mothers Without Legal Status

Tel: 604-734-5722 (Hiromi Kase) hkase@ywcavan.org

ywcavan.org/advocacy/mothers-without-legal-status

Supports women who have left abusive relationships and find themselves without legal status, and children who cannot leave Canada with them, after their ex-partners cancel their sponsorships for permanent residence, or other mothers with precarious status who cannot take their children with them out of Canada. Can provide outreach assistance and phone or email support (located in Vancouver).

Looking for services not covered in this brochure?

Please ask at your local library. We are here to help.

www.surreylibraries.ca or 604-598-7300.

You can also call 211 for a free, confidential, multilingual information and referral line to a full range of community, social, and government services. Available 24 hours a day, 7 days a week.

Interested in some more resources or information? Ask library staff or check us out on the web here:

www.surreylibraries.ca/lowcost

If you would like further information or if you spot a change that is needed you can email us at libraryinfo@surrey.ca

Low Cost and Free

Legal Services



www.surreylibraries.ca

General Legal

Access Pro-bono Legal Clinics

Tel: 604-878-7400 www.accessprobono.ca/

Service provided by volunteer lawyers for people of limited financial means. Offered at a number of locations around Surrey. Call the phone number above to setup an appointment.

Askanadvocate.ca by SOURCES

Website provides basic and clear information about income assistance, disability benefits (provincial and federal), tenancy, and other income supports through videos, FAQs, fact sheets, and links to other services and resources.

Business Law Clinic

Tel: 604-822-8209

www.allard.ubc.ca/centre-business-law/business-law-clinic

Provides segments of the business and non-profit community, who have limited means, with access to business planning legal services. Services provided by law students at the Allard School of Law at UBC and supervised by professors at the law school. Does not assist with dispute resolution, court work or debt-collection. Website has overview of services.

British Columbia Ombudsperson

947 Fort St. Victoria BC

Tel: 1-800-567-3247 www.bcombudsperson.ca

May be able to help if you think a provincial government ministry, public agency, or local government has treated you unfairly. Receives enquiries and complaints about the practices and services of public agencies within its jurisdiction and impartially investigates to determine whether they have acted fairly and reasonably, and whether their actions and decisions were consistent with relevant legislation, policies and procedures.

Brydges Line - Legal Services Society

Tel: 1-866-458-5500 lss.bc.ca/legal_aid/brydgesLine.php

24-hour access to a lawyer on criminal matters for people who have been arrested or denied bail or for people who are being investigated but have not been charged.

ClickLaw

www.clicklaw.bc.ca

Offers basic legal information on a wide range of subjects and is geared towards the general public.

ClickLaw Wikibooks

wiki.clicklaw.bc.ca

ClickLaw provides a series of online law books for the average person. Currently these cover family law, consumer law, a general legal title and a book on what to do when a family member dies. All are available online with links to relevant forms, and some are also available in print at Surrey Libraries. The online versions are regularly updated.

Community Legal Assistance Society (CLAS)

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

Tel: 604-685-3425 www.clasbc.net intakebchrc@clasbc.net

Promotes public education about human rights issues, and advocates for individuals with human rights complaints. For legal representation, email intakebchrc@clasbc.net. Live phone help 9 am to 4:30 pm Mondays, Wednesdays, and Fridays.

Courthouse Libraries

14340 57th Ave Surrey www.courthouselibrary.ca

Tel: 604-572-2307 (Surrey) 1-800-665-2570 (Main)

The Surrey courthouse library is a small branch library open to the public on Tuesdays (9:00-3:30pm). The library resources are mainly online, with a small print collection. For reference assistance, please use our more comprehensive New Westminster courthouse library open Monday to Friday (8:30-12:00 and 12:30-4:00pm).

Dial-A-Law

Tel: 604-687-4680 Toll free in BC: 1-800-565-5297 www.dialalaw.org

Library of scripts prepared by lawyers. It offers general information on a variety of topics on law in BC, but not legal advice. Dial-A-Law is a free service available by telephone and Internet at all times.

Justice Education Society

www.justiceeducation.ca

Good legal information on a variety of topics. Also has online chat help.

Law Students Legal Advice Program

& UBC Legal Advice Manual

Chuck Bailey Rec Centre 13458 107A Ave. Surrey, BC V3T 2X3

PICS #205 12725 - 80th Ave. Surrey, BC V3W 3A6

Tel: 604-822-5791 lslap.bc.ca

Run by UBC law students. Free legal advice and representation for low income clients. Offers a range of services but cannot offer help with family law, probate or small business law and criminal cases that might result in jail time. Can meet at a number of local locations if needed. Also have an online legal information manual with an extensive referral section as well if you need more help finding resources or help.

Lawyer Referral Service

Tel: 604-687-3221 Toll free in BC: 1-800-663-1919

Available by phone from 8:30 a.m. to 5 p.m. on weekdays. This program refers you to the right lawyer. Lawyers who participate in the program offer an initial consultation of up to 30 minutes at a small fee of \$25 plus taxes. Offered by the Canadian Bar Association.

Legal Services Society of BC

Unit 102 10706 King George Blvd. Surrey BC V3T 2X3

Tel: 604-585-6595 www.lss.bc.ca

Legal aid available for serious criminal charges, young offenders, urgent family law problems and immigration matters. Some restrictions apply.

Mylawbc.com

This online legal information site provides guided pathways on a number of common issues including wills & estates, separation & divorce and missed mortgage payments.

Mediate BC

Tel: 604-684-1300 mediatebc.com

Provides information about mediation as a dispute resolution process and alternative to court, which can be very costly. Can connect you with mediators for small claims court, family law and other situations.

People's Law School

www.peopleslawschool.ca

Good, straightforward legal information on a wide range of topics. Also offers local classes on a range of legal issues.

Public Guardian and Trustee of BC

Suite 700 808 W. Hastings St. Vancouver BC

Tel: 604-660-4444 www.trustee.bc.ca

The mandate of the PGT is to protect the legal and financial interests of children under the age of 19, protect the legal, financial, personal and health care interests of adults who require assistance in decision making and administer the estates of deceased and missing persons.

Consumer Law

Better Business Bureau

788 Beatty Street Vancouver, B.C. V6B 2M1

Tel: 604-682-2711 bbb.org/mbc

Good source for checking a businesses' reputation. Also has consumer tips on their website.

Canada Mortgage and Housing Corporation

www.cmhc-schl.gc.ca

Provides good online information on renting and home buying. Also offers information on housing accessibility.

Canadian Anti-Fraud Centre

Tel: 1-888-495-8501 www.antifraudcentre-centreantifraude.ca

Investigates reports of scams whether by telephone, facsimile, postal mail or the internet. You can report fraud here. Lists alerts of different scams and advice. Provided by the Federal Government.

Consumer Protection BC

Tel: 1-888-564-9963 www.consumerprotectionbc.ca

Watchdog for consumer complaints including unfair debt collection practices. Wide range of consumer information on website. Responsible for regulating a number of industries including payday loans, debt collection and home inspections among others.

Disability Advocates

Advocacy Access Program@ Disability Alliance BC

204 – 456 West Broadway Vancouver BC

Tel: 604-872-1278 or 1-800-663-1278 www.disabilityalliancebc.org

Provides one-on-one assistance to people with all disabilities with provincial and federal (Canada Pension Plan Disability) disability benefits applications and appeals. Also assists accessing health benefits provided by the Ministry of Social Development and Social Innovation, and provides help with the Registered Disability Savings Plan (RDSP). Operates TaxAID DABC that helps people receiving provincial disability assistance to file their income taxes throughout the year.

Disability Advocacy Program

#102-13771 72A Ave Surrey BC V3W 9C6

Tel: 604-596-2311 www.sourcesbc.ca

This program provides information, referral, and direct one-to-one advocacy services for people applying for or appealing disability benefits through the Ministry of Social Development. Information and assistance may also be provided for medical and dental benefits, allowances, and other disability related benefits.

Other Advocates

Court Information Program for Immigrants

14340 – 57 Avenue Surrey, BC

Tel: 604-760-5727 (Lali Pawa) lali.pawa@JusticeEducation.ca

www.justiceeducation.ca/programs/court-information-program-immigrants

Eliminates language and cultural barriers and enhances access to the courts and to justice for immigrants and refugees. Provides information and referrals to the public, immigrants and refugees appearing in court as the accused, victims, witnesses, or parties involved in a civil suit.

Service in Surrey available in English, Hindi or Punjabi.

MPA Society Court Services Program

14340 57th Ave Surrey BC V3X 1B2

Tel: 604-572-2405 www.mpa-society.org

Provides assistance to those experiencing a mental illness before, during, and after court proceedings and while clients are in and out of custody. Assists with legal aid, choice of lawyer, information on health, housing, and financial assistance. Available Mon to Wed 8:30-3:30pm.

Newton Resource Centre - SOURCES

#102-13771 72A Ave Surrey BC V3W 9C6

Tel: 604-596-2311 www.sourcesbc.ca www.askanadvocate.ca

Wide range of supports, information and advocacy for income assistance, disability, housing and federal income assistance programs. Offers community voicemail, pro bono access & free income tax service. Housing resources also available including lists of low cost rentals, phone for housing search as well as computers to access the Ask An Advocate website at: www.askanadvocate.ca. Also offer more specific advocacy programs outlined below:

Mental Health Consumer Advocacy Program

Wide range of supports, information and advocacy. Help in dealing with income assistance, housing and federal programs like CPP.

Poverty Law Program

Provides reliable quality poverty law services in English & Punjabi and insures fair access to income support programs and services through information, support and one-on-one advocacy. Help with income assistance and disability issues, tenant rights and mediation with landlords, EI and CPP issues and federal income related programs.

Family Law

Family Duty Counsel

14340 – 57 Avenue Surrey, BC V3X 1B2

Tel: 604-572-2204

Duty counsel are lawyers who can help lower income people with their family law problems, including child protection issues (if the Ministry of Children and Family Development becomes involved with your family). They can give advice and speak on your behalf in court on simple matters. However, they will not take on your whole case and will not represent you at a trial. They can also attend family case conferences at some courts. No advice over the phone, must make appointment.

Family Law in British Columbia

www.familylaw.lss.bc.ca

Great website for family law issues. Also has a chat help service that offers live help finding resources. Also have fact sheets and self help guides that walk you through making court applications.

Family Law Line

Tel: 1-866-577-2525 lss.bc.ca/legal_aid/FamilyLawLINE.php

If you are of low income and have a family law issue, you may be eligible for free advice over the phone. Family Law LINE lawyers give brief "next step" advice about issues such as custody, access, guardianship, child support, spousal support, property division, family agreements, adoption, and court procedures. 9am-3pm. Interpreters available.

JP Boyd on Family Law—ClickLaw Wikibooks

wiki.clicklaw.bc.ca/index.php/JP_Boyd_on_Family_Law

Provides practical, in-depth coverage of family law and in British BC. Available online with links to forms, and in print at Surrey Libraries.

Parenting After Separation Workshops & Handbook

Tel: 604-591-9262 (to register for workshop w/ Boys & Girls Club)

parenting.familieschange.ca

Free online and in person workshops that help parents make informed decisions about separation which consider their children's best interests. Also free PDF handbook in English, French, Punjabi & Chinese.

Parent Legal Centre

308 – 7337 137th Street Surrey, BC V3W 1A4

Tel: 604-408-2172 www.lss.bc.ca LSSweb@lss.bc.ca

Helps parents address social workers concerns about their children's safety. Lawyers and advocates will help you through the process, represent you and make sure you know your rights.

Surrey Family Justice Centre

14340 57th Avenue, Surrey, BC V3X 1B2 (3rd Floor)

Tel: 604-501-3100

Information on the court process, mediation and help with applications. Neutral and confidential service to separating(ed) couples too.