

Indigenous Specific Resources

Aboriginal Legal Aid in BC

Tel: 604-408-2172 or 1-866-577-2525 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: 604-210-6630 or 1-855-221-6154 www.nccabc.ca
Native Courtworkers work to assist indigenous 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: 1-833-236-3700 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.

Essentials of Work & the Law

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. Print copies available to order.

SHARP: Sexual Harassment Advice, Response, and Prevention for Workplaces

Tel: 604-673-3143 clasbc.net SHARPWorkplaces@clasbc.net
If you have experienced sexual harassment at work, you can receive up to five hours of free, confidential legal advice from a lawyer.

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.

Seniors Specific Resources

SAIL (Seniors Abuse & Information Line)

#150-900 Howe Street Vancouver, BC V6Z 2M4
Tel: 1-866-437-1940 seniorsfirstbc.ca info@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. Also have 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 the Legal Advocacy Program provides pro-bono legal services to older adults age 55+, advocacy and representation to people aged 55+ on legal issues involving tenancy, debt and government benefits. Legal Services may be provided by our legal advocate, or one of the lawyers in our elder law clinic.

Wills & Personal Planning Resources

Mylawbc.com

This online legal information site provides guided pathways on 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.

Plan Institute

312 Main Street, Vancouver BC V6A 2T2
Tel: 604-439-9566 www.plan.ca planinstitute.ca/learning-centre
Future and financial planning resources and workshops for individuals with disabilities and their families. Topics include wills, trusts and estate planning, Registered Disability Savings Plan, succession planning, personal support network facilitation and more.

Wills Clinic @ Access Pro Bono

800 Hornby Street Vancouver BC
Tel: 604-424-9600 willsclinic@accessprobono.ca
Provides wills, power of attorney, and representation agreements for low-income seniors (ages 55+) and people with terminal illnesses by appointment. Call and leave a message, or email to book. The clinic is held at the Justice Access Centre located at Room 290.

Women Specific Resources

Rise Women's Legal Centre

Tel: 236-317-9000 womenslegalcentre.ca info@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 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
Provides criminal court support and accompaniment, as well as family court information. Also offers support groups and a clothing exchange. Crisis and Counselling services to women and girls experiencing domestic violence, sexual assault or child abuse. Due to the pandemic many supports are now virtual. Drop-in or by appointment. Offered in English and Punjabi.

YWCA Legal Related Programs

Seeds of Independence @ YWCA

Tel: 604-313-6456 iwest@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 wherever they are most comfortable. Helps with applying for housing, accessing income assistance, navigating legal systems, court accompaniments and more.

Mothers Without Legal Status

Tel: 604-734-5722 (Hiromi Kase) or 604-209-1808 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. Also offers outreach for Japanese women fleeing partner abuse. 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. Visit us, call 604-598-7300 or at www.surreylibraries.ca/lowcost.

You can also call 211 for a free, confidential, multilingual help. Available 24 hours a day, 7 days a week. Online at bc211.ca.

If you would like more information or if you spot correction email us at lowcost@surrey.ca

Surrey Libraries does not endorse or promote particular resources or programs, and inclusion here does not imply the Library's endorsement.



LEGAL SERVICES

Low cost and free

General Legal

Access Pro-bono Legal Clinics

Tel: 604-878-7400 or 1-877-762-6664
www.accessprobono.ca help@accessprobono.ca
Service by volunteer lawyers with eligibility based on income. 30-minute appointments scheduled 2-3 weeks in advance, and offered around Surrey. Cannot provide services on an urgent basis. Call to setup an appointment.

Amici Curiae (Friends of Court)

Tel: 778-522-2839 www.legalformsbc.ca legalformsbc@gmail.com
Get help completing legal forms in a one-hour session with a legal professional. Service available through videoconferencing in Zoom, or by phone. Book an appointment by phone or on their website.

Askanadvocate.ca by SOURCES

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

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
Province-wide, toll free, 24-hour emergency legal services. Provides access to a lawyer on criminal matters for people who have been arrested, detained, are under active police investigation and in custody, but have not yet been criminally charged.

ClickLaw

www.clicklaw.bc.ca

Offers basic legal information on a wide range of subjects.

ClickLaw Wikibooks

wiki.clicklaw.bc.ca

ClickLaw provides a series of free online law books for the average person on a wide variety of topics. 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. Also offers advocacy for legal issues related to mental health, as well as for individuals with residential tenancy issues. For legal representation, email intakebchrc@clasbc.net. Live phone help 9-4:30pm Mon, Wed, & Fri.

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). Both locations are currently closed to the public due to COVID-19 but are offering remote services.

Dial-A-Law

Tel: 604-687-4680 or 1-800-565-5297 dialalaw.peopleslawschool.ca

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

Aims to improve the legal capability of individuals. Offers easy to understand legal information. Also has online chat help.

Law Students Legal Advice Program

& UBC Legal Advice Manual

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, personal injury, and criminal cases that might result in jail time. Can meet at many 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 8:30-5pm 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 to determine if an individual has a legal issue.

Legal Aid BC

Unit 3 - 15243 91 Avenue Surrey, BC V3V 7Y1

Tel: 604-498-2920 www.lss.bc.ca

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

Mylawbc.com

Online legal information providing guided pathways on a number of common issues including wills and estates, separation and divorce, abuse and family violence, and missed mortgage payments.

Mediate BC

Tel: 604-684-1300 mediatebc.com info@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.

Patient Care Quality Office

11762 Laity Street 4th Floor Maple Ridge, B.C. V2X 5A3

www.patientcarequalityreviewboard.ca/

Tel: 1-877-880-8823 pcqoffice@fraserhealth.ca

Complaints process to receive and respond to patient concerns. For patients, clients, residents, and their loved ones in B.C.

People's Law School

www.peopleslawschool.ca

Good, straightforward legal information on a wide range of topics. Offers answers to Frequently Asked Questions as well as links to free publications. Also offer local classes.

Public Guardian and Trustee of BC

Suite 700 808 W. Hastings St. Vancouver BC

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

Unbundled Legal Services

unbundlinglaw.peopleslawschool.ca

With unbundling, your legal matter is broken down into parts. You choose which parts a lawyer helps with, and which parts you will do yourself. You get professional assistance where you need it most — at a cost you can afford. There is a directory of lawyers offering this service on the website.

Consumer Law

Better Business Bureau

Suite 404 - 788 Beatty Street, Vancouver, B.C. V6B 2M1

Tel: 604-682-2711 bbb.org

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, home buying, developing and renovating, managing and maintaining. 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.

Consumer Protection BC

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

Regulator of a variety of sectors and specific types of consumer transactions in BC. The purpose is to license and inspect regulated businesses, respond to consumer inquiries, investigate alleged violations of consumer protection laws and educate consumers and businesses about their rights and responsibilities.

Disability Advocates

Advocacy Access Program@ Disability Alliance BC

#1450-605 Robson Street, Vancouver, BC, V6B 5J3

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

Provides one-on-one help with provincial and federal (Canada Pension Plan Disability) disability benefits applications and appeals. Also helps to access health benefits provided by the Ministry of Social Development and Social Innovation, and provides help with the Registered Disability Savings Plan (RDSP). Our Tax-AID program helps people receiving provincial disability assistance to file their income taxes throughout the year.

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

Helps immigrants and refugees access the courts by easing language and cultural barriers. Gives information and referrals to immigrants and refugees appearing in court. This includes the accused, victims, witnesses, or parties involved in a civil suit. Service 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 free help to people experiencing mental illness before, during, or after court proceedings. Also while clients are in and out of custody. Assists with legal aid, choice of lawyer, information on health, housing, and financial assistance. Mon to Fri 8:30-4:30pm.

SOURCES Newton Resource Centre

#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. Also can help if you are being evicted (must have received notice) or with more immediate housing crisis. 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. Can help with loans to help with rent from the SOURCES Rent bank.

Family Law

Family Duty Counsel

14340 – 57 Avenue Surrey, BC V3X 1B2

Tel: 604-572-2204

Duty counsel lawyers provide free assistance for qualifying low income individuals with their family law problems, including child protection issues (if the Ministry of Children and Family Development becomes involved with your family). Can give advice and may speak on your behalf in court on simple matters. They can also attend family case conferences at some courts. They will not take on your whole case and will not represent you at a trial.

Family Law in British Columbia

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 or 604-408-2172

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. 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 divorce law in BC. Available online with links to forms, and in print at the library.

Parenting After Separation Workshops & Handbook

parenting.familieschange.ca

Free online workshops that help parents make informed decisions about separation which consider their children's best interests. Also free downloadable PDF handbook.

Ministry of Justice e-Divorce

justice.gov.bc.ca/divorce

New only tool from the BC government. Currently in Beta version and is only open for joint divorce. Joint divorce means making an application for a divorce together with your spouse. It means that you and your spouse agree about getting a divorce and that you agree about all of the family law issues relevant to your situation, such as spousal support, and the division of family property and debts.

Newton Town Centre Parents Legal Centre

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

Tel: 604-408-2172 legalaid.bc.ca Intake.Surrey@legalaid.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 Justice Access Centre

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

Tel: 604-501-3100

Information on the court process, mediation and help with applications. They provide neutral and confidential services to British Columbians going through separation or divorce. Currently services are only being offered via telephone or videoconferencing. Please call the number above.