



Legal Resources

Federal/Provincial/Territorial Ministers Responsible for Seniors Forum was established to discuss new and emerging issues related to seniors. For comprehensive information on what every older Canadian should know about future planning go to: www.seniors.gc.ca/eng/working/fptf/index.html

Advance Care Planning

The Ministry of Health has developed an Advance Care Planning Guide called “My Voice” that provides information and the forms to allow a person to express his/her wishes for future health care treatment. The Advance Directive is the written instructions for health care, and the Representation Agreement appoints the person you choose to act on your behalf. “My Voice – Expressing my wishes for future health care treatment” is available at:
www.gov.bc.ca/advancecare

Nidus Personal Planning Resource Centre & Registry **604-408-7414**
1440 West 12th Avenue
Vancouver, BC V6H 1M8
Provides information and forms for making a representation agreement. Information on enduring powers of attorney, advance directives, and other aspects of personal planning. Also operates the Nidus Registry at www.nidusregistry.ca
www.nidus.ca

Consumer Protection

Better Business Bureau **250-386-6348**
220-1175 Cook Street
Victoria, BC V8V 4A1
Provides a communication link between businesses and consumers.
www.bbb.org/vancouver-island

Consumer Protection BC **1-888-564-9963**
PO Box 9244
Victoria, BC V8W 9J2
Consumer Protection BC is the regulator of a variety of sectors and specific types of consumer transactions in British Columbia. The purpose of the organization 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.
www.consumerprotectionbc.ca

Phone-Busters **1-888-495-8501**
Provides a central source for complaints against telemarketing fraud in Canada. Phone the number above to report your complaint.
www.phonebusters.com

Vehicle Sales Authority **1-877-294-9889**
BC’s vehicle sales regulator. The VSA oversees retail sales of personal-use motor vehicles by engaging and educating industry and consumers.
www.vehiclesalesauthority.com

Discrimination and Human Rights

BC Human Rights Tribunal

1-888-440-8844

1170-605 Robson Street
Vancouver, BC V6B 5J3

The B.C. Human Rights Tribunal is an independent, quasi-judicial body created by the B.C. Human Rights Code. The Tribunal is responsible for accepting, screening, mediating, and adjudicating human rights complaints. The Tribunal offers the parties to a complaint the opportunity to try to resolve the complaint through mediation. Respondents have an opportunity to respond to a complaint and to apply to dismiss a complaint without a hearing. If the parties do not resolve a complaint and the complaint is not dismissed, the Tribunal holds a hearing.

www.bchrt.bc.ca

Dispute Resolution

DRS Dialogue and Resolution Services

250-383-4412

102-2220 Sooke Road
Victoria, BC V9B 0G9

Offers Elder Mediation services for seniors. This program is designed to provide a forum for collaborative conversations and dispute resolution strategies related to issues of importance to seniors. Also offers a six part workshop series called “Assertiveness for Seniors” which includes modules on interests versus positions, boundaries, assertion, active listening, self-advocacy, putting it all together. All services are accessible and affordable.

www.dialogueandresolutionservices.ca

Justice Access Centre **250-356-7012**

225-850 Burdett Avenue
Victoria, BC V8W 1B4

Provides dispute resolution and mediation. Please note this resource does not support small claims, criminal law or Court of Appeal Matters.

See page 36 for more information.

www.justiceaccesscentre.bc.ca

Lawyers

Lawyer Referral Services

1-877-762-6664

A service offered by Access Pro Bono. Helps British Columbians of any income to find a suitable lawyer to serve their legal needs. Any member of the public may call the Lawyer Referral Service to contact a lawyer who will meet for up to a half-hour of free legal consultation.

www.accessprobono.ca

Legal Assistance

Dial-A-Law

1-800-565-5297

Operated by the People’s Law School, a non-profit organization. It features free information on the law in British Columbia in 130 topic areas. The information is reviewed by lawyers and updated regularly. Gives information only and does not give legal advice.

www.dialalaw.ca

Legal Aid BC

1-866-577-2525

A non-profit organization created by the Legal Services Society (LSS) Act in 1979 to provide legal information, advice, and representation services. Its priority is to serve the interests of people with low incomes, but many services are available to all British Columbians. Offers a range of services that help people resolve their legal problems. Services are offered at legal aid locations throughout the province.

www.legalaid.bc.ca

Legal Resources

Justice Access Centre 250-356-7012

225-850 Burdett Avenue

Victoria, BC V8W 1B4

The Centre can help with family dispute resolution, family law/related mediation, limited civil law and local resources. Provides a Self-Help Resource Room with computers that clients can access to print off various legal forms; within the room there are staff available to assist people. Please note this resource does not support small claims, criminal law or Court of Appeal Matters. Also operates the Law Centre which provides on-site legal advice for family, criminal, civil and human rights issues, for low income clients only.

www.justiceaccesscentre.bc.ca

Notaries

Society of Notaries Public of BC 1-800-663-0343

The society regulates the profession in the public interest and can help you find a Notary in your area. Notaries can assist with wills, power of attorney, representation agreements and estate planning.

www.snpsc.ca

TIP!

- To prevent falls, use night lights
- Use an electronic medical alert system
- Phone Island Health (South) at **250-388-2273** for an assessment for home safety, and falls prevention strategies.

Ombudsperson

Office of the Ombudsperson 250-387-5855 1-800-567-3247

947 Fort Street, 2nd Floor

Victoria, BC V8V 3K3

If you think a provincial government ministry, public agency, or local government has treated you unfairly, the Office of the Ombudsperson may be able to help. An independent statutory office of the provincial legislature, the Office of the Ombudsperson impartially investigates individual complaints about unfair administrative actions of more than 2800 B.C. public authorities. In addition to resolving individual problems, the investigation of any one complaint can lead to systemic improvements that benefit many people. These services are provided free of charge.

www.bcombudsperson.ca

Public Guardian

Public Guardian and Trustee of British Columbia (PGT) 250-356-8160

1215 Broad Street

Victoria, BC V8W 2A4

PGT is a corporation established under the Public Guardian and Trustee Act with a unique statutory role to protect the interest of British Columbians who lack legal capacity to protect their own interests. The mandate of the PGT is: to protect the legal and financial interests of children under the age of 19 years, 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.

www.trustee.bc.ca

Tenant/Landlord Dispute Resolution

Residential Tenancy Branch 250-387-1602

Provides information to tenants and landlords about their responsibilities and rights. This BC Government branch also helps to resolve disputes.
www.gov.bc.ca/landlordtenant

Tenant Resource and Advisory Centre (TRAC) 1-800-665-1185

The Tenants Rights Action Coalition provides an information line and free legal education workshops to tenants and advocates across BC.
www.tenants.bc.ca

Together Against Poverty Society 250-361-3521

828 View Street
Victoria BC V8W 1K2
Provides free face-to-face legal advocacy for people with income assistance, provincial disability benefits, employment standards and tenancy issues. Provides income tax preparation on Thursdays. Community Public Legal Education sessions available upon request.
www.tapsbc.ca



Medical Equipment and Supplies

Businesses offering a variety of equipment and supplies.

Medical Equipment – Loans

For a small fee or donation, or in some instances free, people can borrow, for a short term, medical equipment such as hospital beds, walkers, crutches, and wheelchairs.

Amyotrophic Lateral Sclerosis (ALS) Society of BC 1-800-708-3228

1228-133511 Commerce Parkway
Richmond, BC V6V 3A1
Equipment available for registered ALS patients living in British Columbia includes: beds, chairs, toilet risers, and wheelchairs.
www.alsbc.ca

Tip!

Ability411 is operated by CanAssist at the University of Victoria and provides information on a wide range of devices that assist seniors in areas such as eating, mobility, dressing, memory, and recreation.

Please note that **Ability411** cannot be contacted by phone. To contact them please submit a message online at www.Ability411.ca