

Legal Resources



ADVANCE CARE PLANNING

Island Health

www.gov.bc.ca/advancecare

My Voice

www.healthlinkbc.ca/more/health-features/planning-advanced-care

Assists individuals to express their wishes for future health care treatment. The **Advance Directive** outlines your wishes and instructions for future health care decisions, and the Representation Agreement appoints the person you choose to act on your behalf.

Nidus Personal Planning Resource Centre & Registry

604-408-7414

www.nidus.ca

1440 West 12th Avenue, Vancouver, BC V6H 1M8

Provides information and forms for making a representation agreement and on enduring powers of attorney, advance directives, and other aspects of personal planning. Also operates the Nidus Registry at www.nidusregistry.ca

CONSUMER PROTECTION

Better Business Bureau (BBB)

250-386-6348

www.bbb.org/vancouver-island

220-1175 Cook Street, Victoria, BC V8V 4A1

Provides a communication link between businesses and consumers. The Better Business Bureau helps people find businesses and charities they can trust and can help manage disputes with local businesses.

Canadian Anti-Fraud Centre

Phone-Busters

1-888-495-8501

www.phonebusters.com

Provides a central source for complaints against telemarketing fraud in Canada. Phone the number above to report your complaint.

Civil Resolution Tribunal

1-844-322-2292

www.civilresolutionbc.ca/

An online dispute resolution resource that is part of the BC public justice system. Offers an affordable way to resolve many civil law disputes without needing a lawyer or attending court.

Consumer Protection BC

1-888-564-9963

www.consumerprotectionbc.ca

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.

Vehicle Sales Authority

1-604-574-5050

1-877-294-9889

www.vehiclesalesauthority.com

BC's vehicle sales regulator. The VSA oversees retail sales of personal-use motor vehicles by engaging and educating industry and consumers.

HUMAN RIGHTS

BC Human Rights Tribunal

1-604-775-2000

1-888-440-8844

TTY 1-604-775-2021

1270-605 Robson Street, Vancouver, BC V6B 5J3

www.bchrt.bc.ca

The BC Human Rights Tribunal is an independent, quasi-judicial body created by the BC 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.

ESTATE PLANNING

Government of BC

www2.gov.bc.ca/gov/content/family-social-supports/seniors/financial-legal-matters

Provides information on financial planning, income security programs, wills and estate planning, substitute decision-making and incapacity planning, and where to find legal advice and support.

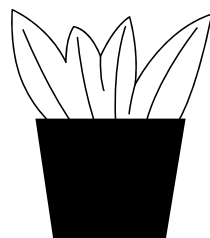
LEGAL ASSISTANCE

Dial-A-Law

1-800-565-5297

www.dialalaw.ca

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.



Justice Access Centre

250-356-7012

www.gov.bc.ca/justice-access-centre

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 staff are available to assist people. This resource does not support small claims, criminal law or Court of Appeal Matters. It operates the Law Centre which provides on-site legal advice for family, criminal, civil and human rights issues, for low-income clients only.

Lawyer Referral Services

1-604-687-3221

1-877-762-6664

www.accessprobono.ca

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.

Legal Aid BC

1-866-577-2525

www.legalaid.bc.ca

A non-profit organization that provides 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.

NOTARY PUBLIC

Society of Notaries Public of BC

1-800-663-0343

www.snpbc.ca

P.O Box 44, Suite 700 – 625 Howe Street,
Vancouver, BC V6C 2T6

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.



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**5 – 831 Devonshire Road
Victoria, British Columbia V9A 4T5**

OMBUDSPERSON

Office of the Ombudsperson

250-387-5855

1-800-567-3247

www.bcombudsperson.ca

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. As an independent statutory office of the provincial legislature they impartially investigate individual complaints about unfair administrative actions of more than 2800 BC 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.

PUBLIC GUARDIAN

Public Guardian and Trustee of British Columbia (PGT)

250-356-8160

www.trustee.bc.ca

1215 Broad Street, Victoria, BC V8W 2A4

A corporation established under the Public Guardian and Trustee Act with a 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.

RENTAL RULES & HELP

Residential Tenancy Branch

250-387-1602

www.gov.bc.ca/landlordtenant

Provides information to tenants and landlords about their responsibilities and rights. This BC Government branch also helps to resolve disputes.

Tenant Resource and Advisory Centre (TRAC)

1-800-665-1185

www.tenants.bc.ca

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

Together Against Poverty Society

250-361-3521

www.tapsbc.ca

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. Community Public Legal Education sessions are available upon request. Assists with income tax preparation.