

# Legal Referrals & Resources

This resource is also available online at: [www.pivotlegal.org](http://www.pivotlegal.org) >Community Resources >Need help

## GENERAL HELP LINES – RESOURCE REFERRALS FOR ANY LEGAL ISSUE

<b>Organization</b>	<b>Contact Information</b>	<b>Access</b>	<b>Service Details</b>
<b>Legal Aid BC - Legal Information Outreach Workers</b>	Phone: 604-601-6166 Address: 500 Burrard Street, Vancouver	No Drop-ins Multi-lingual	Legal referrals on <b>employment, tenancy and housing, human rights, policing, immigration, wills and estates, seniors, and mental health</b> supports.
<b>BC 211</b>	For the 24-hour phone line, dial 211 Phone: 604-875-6381, 604-875-0885, Text: 604-836-6381 Email: help@bc211.ca Website: <a href="http://www.bc211.ca">http://www.bc211.ca</a>	No Drop-ins Multi-lingual	24/7 phone line that provides free, confidential information and referrals to community resources including <b>advocacy and legal help</b> , and <b>housing search</b> assistance.
<b>Crime Victim Assistance Program (CVAP)</b>	Phone: Toll-free - 1 866 660-3888 Website: <a href="https://www2.gov.bc.ca/gov/content/justice/criminal-justice/bcs-criminal-justice-system/if-you-are-a-victim-of-a-crime/victim-of-crime/cvap-forms">https://www2.gov.bc.ca/gov/content/justice/criminal-justice/bcs-criminal-justice-system/if-you-are-a-victim-of-a-crime/victim-of-crime/cvap-forms</a>	By Phone Online Applications Multi-lingual	<b>Free:</b> Medical/dental services, Prescription drug expenses, Counselling, Protective measures, Replacement of damaged/destroyed glasses, clothing and disability aids, Childcare/homemaker services, Disability aids, Support for child born of a crime, Vocational services, Income support, Transportation expenses, Crime scene cleaning
<b>Community Connections Society of Southeast BC</b>	209 – 16th Avenue N, Cranbrook Phone: 250-464-0625 Website: <a href="https://www.ccscanbrook.ca/our-programs/">https://www.ccscanbrook.ca/our-programs/</a>	By Phone In Person	Community partner of Legal Aid BC Support for seniors & women, legal aid applications, family and poverty law advocates, homeless outreach and prevention
<b>Trail Family and Individual Resource Centre Society (FAIR)</b>	2079 Columbia Avenue, Trail Phone: 250-364-2326 (ext. 234) Website: <a href="https://www.trailfair.ca/crisis-legal-assistance-services/">https://www.trailfair.ca/crisis-legal-assistance-services/</a>	By Phone In Person Email	Community partner of Legal Aid BC Legal aid applications, transition houses for women, crisis line and victim services, counselling, early childhood programming and parental support

## PEER-LED ADVOCACY ORGANIZATIONS

<b>Organization</b>	<b>Contact Information</b>	<b>Access</b>	<b>Service Details</b>
<b>Defund 604 Network</b>	Email: <a href="mailto:info@defund604.com">info@defund604.com</a> ; <a href="mailto:defund604@gmail.com">defund604@gmail.com</a> Website: <a href="https://www.facebook.com/defund604network/">https://www.facebook.com/defund604network/</a>	Virtual and In Person Meetings  Email  Facebook	Working to defund the police and investigate public safety to chart a path towards a future without the violence of policing  Monthly meetings
<b>Vancouver Area Network of Drug Users (VANDU)</b>	Phone: 604-683-6061 Email: <a href="mailto:vandu@vandu.org">vandu@vandu.org</a> Website: <a href="https://vandureplace.wordpress.com/our-groups/">https://vandureplace.wordpress.com/our-groups/</a>	In person meetings	VANDU is a group of users and former users who work to improve the lives of people who use drugs through user-based peer support and education.  Groups: ~EIDGE: Eastside Illicit Drinkers for Education ~Education and Action Group ~BCAPOM: BC Association of People on Methadone ~WAHRS: Western Aboriginal Harm Reduction Society ~SNAP: Salome/Naomi Association of Patients
<b>Our Homes Can't Wait</b>	Website: <a href="http://www.carnegieaction.org/ourhomescantwait/">http://www.carnegieaction.org/ourhomescantwait/</a>	In person meetings weekly	Collective of people living and working in the Downtown Eastside working to save Single-Resident Occupancy housing and to build more social housing
<b>Drug User Liberation Front (DULF)</b>	Email: <a href="mailto:druguserliberationfront@gmail.com">druguserliberationfront@gmail.com</a> Website: <a href="https://www.dulf.ca/doa">https://www.dulf.ca/doa</a>	Email	Runs episodic compassion clubs/one-off distribution events of tested Cocaine, Heroin and Methamphetamine with the goal of demonstrating that a regulated drug supply can save lives and reduce the risk of overdose deaths in communities.
<b>Coalition of Peers Dismantling the Drug War (CPDDW)</b>	Email: <a href="mailto:cpddwvan@gmail.com">cpddwvan@gmail.com</a> Website: <a href="https://www.cpddw.ca/the-project">https://www.cpddw.ca/the-project</a>	Email	"We believe that the current rate of overdose death is solely caused by the ramifications of the regime of prohibition and the ongoing war on the poor. We are tired of people being stigmatized for using drugs and we have set out to destroy the idea that drug use is wrong, bad, or criminal."
<b>BC/Yukon Association of Drug War Survivors</b>	Email: <a href="mailto:bcyadws@gmail.com">bcyadws@gmail.com</a> Website: <a href="https://www.facebook.com/BCYADWS/">https://www.facebook.com/BCYADWS/</a>	Email  Facebook	BC/Yukon Association of Drug War Survivors is committed to increasing the capacity of people who use drugs to live healthy productive lives.
<b>Megaphone Magazine – Speakers' Bureau</b>	312 Main St. Vancouver, BC Email <a href="mailto:info@megaphonemagazine.com">info@megaphonemagazine.com</a> Phone <a href="tel:604-255-9701">604-255-9701</a> Website: <a href="https://speakersbureau.megaphonemagazine.com/about">https://speakersbureau.megaphonemagazine.com/about</a>	Email  Phone	Megaphone's Speakers Bureau is a public awareness program connecting audiences with speakers who have lived experience of drug use and overdose prevention.

## TENANCY & HOUSING

<b>Organization</b>	<b>Contact Information</b>	<b>Access</b>	<b>Service Details</b>
<b>Tenant Resource &amp; Advisory Centre (TRAC)</b>	Tenant Infoline: 1-800-665-1185 Eligibility for Representation: 604-255-3099 ext. 230. Website: <a href="https://tenants.bc.ca/get-help/legal-representation/">https://tenants.bc.ca/get-help/legal-representation/</a>	No Drop-ins	Representation: Housing Law Clinic and Residential Tenant Branch Dispute Resolution
<b>Access Pro Bono - Online Lawyer Referral Service</b>	Phone: 1-800-663-1919 Website: <a href="https://www.accessprobono.ca/our-programs/lawyer-referral-service">https://www.accessprobono.ca/our-programs/lawyer-referral-service</a>	Not Free No Drop-ins	30-minute free consultation. Lawyers charge for service after initial free consultation.
<b>First United Church Advocacy</b>	Phone: 604-251-3323 Email: <a href="mailto:advocacy@firstunited.ca">advocacy@firstunited.ca</a> Website: <a href="https://firstunited.ca/how-we-help/legal-advocacy">https://firstunited.ca/how-we-help/legal-advocacy</a> Address: 542 East Hastings Street.	Drop-in available	Legal advocacy for issues with tenancy and social assistance
<b>UBC Law Students' Legal Advice Program</b>	Book an appointment: 604-822-5791 Website: <a href="https://www.lslap.bc.ca/services.html">https://www.lslap.bc.ca/services.html</a>	No Drop-ins	Services for low-income people regarding employment standards, residential tenancy, WCB, CPP and OAP, wills/estates, immigration/refugee cases
<b>Community Legal Assistance Society (CLAS)</b>	Phone: 1-855-685-6222 Intake: <a href="https://judicialreviewbc.ca/askaquestion">https://judicialreviewbc.ca/askaquestion</a> Website: <a href="https://clasbc.net/get-legal-help/losing-your-housing/">https://clasbc.net/get-legal-help/losing-your-housing/</a>	No Drop-ins	Some representation and advice at the Residential Tenancy Branch (RTB), foreclosures, and co-op housing membership terminations
<b>YWCA</b>	Phone: 604-895-5800 Several locations across Vancouver Website: <a href="https://ywcavan.org/what-we-do/advocate-affordable-housing">https://ywcavan.org/what-we-do/advocate-affordable-housing</a>	No Drop-ins	Short-term and transitional housing, support for single moms, employment, women who have experienced intimate partner violence, Indigenous mentorship.
<b>St. Paul's Advocacy</b>	Phone: 604-683-4287 Address: 1130 Jarvis Street, Vancouver Hours: Mon, Weds, Thurs 10am-2pm Website: <a href="https://www.stpaulsanglican.bc.ca/pages/advocacy-office">https://www.stpaulsanglican.bc.ca/pages/advocacy-office</a>	Appt. only	Advocacy & information on landlord-tenant disputes, accommodation needs, health & disability issues, & access to social benefits & other government services

## POLICE COMPLAINTS

<b>Organization</b>	<b>Contact Information</b>	<b>Access</b>	<b>Service Details</b>
<b>Indigenous Community Legal Clinic</b>	Phone: 1-888-684-7874 Email: <a href="mailto:iclc@allard.ubc.ca">iclc@allard.ubc.ca</a> Address: 148 Alexander Street, Vancouver Web Page: <a href="https://allard.ubc.ca/community-clinics/indigenous-community-legal-clinic/information-clients">https://allard.ubc.ca/community-clinics/indigenous-community-legal-clinic/information-clients</a>	Drop-in available	Advice and representation for criminal matters, Aboriginal law/Indigenous legal issues, family law matters, child protection, human rights complaints, letters of administration, police complaints
<b>Rise Women's Legal Centre – Legal Advocacy Clinic</b>	Phone: 236-317-9000 Email: <a href="mailto:intake@womenslegalcentre.ca">intake@womenslegalcentre.ca</a> Website: <a href="https://womenslegalcentre.ca/request-an-appointment/">https://womenslegalcentre.ca/request-an-appointment/</a>	Women only  Call or online only	Obtain/replace/correct government ID, notarize documents, draft human rights or police complaints.  Support workers intake: <a href="https://bit.ly/2Xj5QDZ">https://bit.ly/2Xj5QDZ</a> Potential client intake: <a href="http://bit.ly/riseclarf">http://bit.ly/riseclarf</a>
<b>Atira Women's Resource Society – Legal Advocacy Clinic</b>	Phone: 604-331-1407 Ext 114 Email: <a href="mailto:legaladvocate@atira.bc.ca">legaladvocate@atira.bc.ca</a> Address: 101 East Cordova Street Vancouver Website: <a href="https://atira.bc.ca/what-we-do/program/legal-advocacy/">https://atira.bc.ca/what-we-do/program/legal-advocacy/</a>	Women only  Drop ins available	Legal advocacy on a variety of issues for low-income women in the Downtown Eastside

### Filing a Police Complaint?

File a complaint about individual police officers by calling or filling out an online complaint application form with the relevant complaints body.

#### Municipal/VPD

##### Office of the Police Complaint Commissioner

Phone: 250-356-7458 or 1-877-999-8707  
Email: [info@opcc.bc.ca](mailto:info@opcc.bc.ca)  
Website: [www.opcc.bc.ca](http://www.opcc.bc.ca)

#### RCMP

##### Civilian Review and Complaints Commission for the RCMP

Online complaint form: <https://www.crcc-ccetp.gc.ca/en/make-complaint-form>  
Download and fax or mail the complaint form: <https://www.crcc-ccetp.gc.ca/pdf/complaintplainte-en.pdf>  
Website: <https://www.crcc-ccetp.gc.ca>

#### Private Security

##### BC Security Programs Division

Complaints form: <https://bit.ly/3AYYNQ4>  
Phone: toll free 1-855-578-0185  
Fax: 250-3874454  
Email: [securitycompliance@gov.bc.ca](mailto:securitycompliance@gov.bc.ca)  
Website: <https://bit.ly/3J5KgWk>

## CRIMINAL

<b>Organization</b>	<b>Contact Information</b>	<b>Access</b>	<b>Service Details</b>
<b>Legal Aid BC</b>	Phone: 604-408-2172 Website: <a href="https://legalaidsbc.ca/">https://legalaidsbc.ca/</a> Address: 500 Burrard Street, 4 <sup>th</sup> floor	Phone only	Services: representation for youth and adults with criminal charges, criminal appeals
<b>Indigenous Justice Centre (Virtual)</b>	Phone: 1-866-786-0081 Hours: 9am–4pm, Mon-Fri <a href="https://bcfnjc.com/virtual-indigenous-justice-centre/">https://bcfnjc.com/virtual-indigenous-justice-centre/</a>	Indigenous only	Information and referrals. Some representation to Indigenous people who have a criminal or child protection legal issue.
<b>Indigenous Community Legal Clinic</b>	Phone: 1-888-684-7874 Email: <a href="mailto:iclc@allard.ubc.ca">iclc@allard.ubc.ca</a> Address: 148 Alexander Street, Vancouver Web Page: <a href="https://allard.ubc.ca/community-clinics/indigenous-community-legal-clinic/information-clients">https://allard.ubc.ca/community-clinics/indigenous-community-legal-clinic/information-clients</a>	Drop-in available  Indigenous only	Advice and representation for criminal matters, Aboriginal law/Indigenous legal issues, family law matters, child protection, human rights complaints, letters of administration, police complaints

## EMPLOYMENT

<b>Organization</b>	<b>Contact Information</b>	<b>Access</b>	<b>Service Details</b>
<b>Access Pro Bono - Online Lawyer Referral Service</b>	Phone: 1-800-663-1919 Website: <a href="https://www.accessprobono.ca/our-programs/lawyer-referral-service">https://www.accessprobono.ca/our-programs/lawyer-referral-service</a>	Not Free  No Drop-ins	30-minute free consultation. Lawyers charge for service after initial free consultation.
<b>Access Pro Bono - Employment Standards Program</b>	Phone: 604-482-3195 ext. 1500 Email: <a href="mailto:esp@accessprobono.ca">esp@accessprobono.ca</a> Website: <a href="https://www.accessprobono.ca/our-programs/employment-standards-program">https://www.accessprobono.ca/our-programs/employment-standards-program</a>	No Drop-ins	Free legal assistance and representation to low-income employees or former employees contending with employment law issues and/or appearing before BC's Employment Standards Branch.
<b>UBC Law Students' Legal Advice Program</b>	To book an appointment: 604-822-5791 Website: <a href="https://www.lslap.bc.ca/services.html">https://www.lslap.bc.ca/services.html</a>	No Drop-ins	Services for low-income people regarding employment standards, residential tenancy, WCB, CPP and OAP, wills/estates, immigration/refugee cases
<b>Community Legal Assistance Society</b>	Phone: 604-673-3112 Toll free: 1-855-685-6222 Intake form: <a href="https://judicialreviewbc.ca/askaquestion">https://judicialreviewbc.ca/askaquestion</a>	No Drop-ins	Representation and advice accessing government benefits, WCAT, OAS, EI, CPP, employment standards tribunal appeals, sexual harassment in the workplace

## HUMAN RIGHTS

<b>Organization</b>	<b>Contact Information</b>	<b>Access</b>	<b>Service Details</b>
<b>Indigenous Community Legal Clinic</b>	Phone: 1-888-684-7874 Email: <a href="mailto:iclc@allard.ubc.ca">iclc@allard.ubc.ca</a> Address: 148 Alexander Street, Vancouver Web Page: <a href="https://allard.ubc.ca/community-clinics/indigenous-community-legal-clinic/information-clients">https://allard.ubc.ca/community-clinics/indigenous-community-legal-clinic/information-clients</a>	Drop-in available  Indigenous only	Advice and representation for criminal matters, Aboriginal law/Indigenous legal issues, family law matters, child protection, human rights complaints, letters of administration, police complaints
<b>Rise Women's Legal Centre – Legal Advocacy Clinic</b>	Phone: 236-317-9000 Email: <a href="mailto:intake@womenslegalcentre.ca">intake@womenslegalcentre.ca</a> Website: <a href="https://womenslegalcentre.ca/request-an-appointment/">https://womenslegalcentre.ca/request-an-appointment/</a>	Women only	Obtain/replace/correct government ID, notarize documents, draft human rights or police complaints. Support workers intake: <a href="https://bit.ly/2Xj5QDZ">https://bit.ly/2Xj5QDZ</a> Potential client intake: <a href="http://bit.ly/risecarf">http://bit.ly/risecarf</a>
<b>Kettle Society</b>	Phone: 604-251-2854 Address: 1725 Venables Street, Vancouver Website: <a href="https://www.thekettle.ca/community-services">https://www.thekettle.ca/community-services</a>	Drop-in available	Drop-in for food, mental health supports, advocacy, health clinic, ID bank
<b>Disability Alliance BC</b>	Phone: 1-800-663-1278 Email: <a href="mailto:lawclinic@disabilityalliancebc.org">lawclinic@disabilityalliancebc.org</a> ; <a href="mailto:advocacy@disabilityalliancebc.org">advocacy@disabilityalliancebc.org</a> Website: <a href="https://disabilityalliancebc.org/direct-services/">https://disabilityalliancebc.org/direct-services/</a>	No Drop-ins	Disability Law Clinic provides advice. Advocates help to apply for disability benefits, file income taxes, registered disability savings plan
<b>Battered Women's Support Services - Crisis Line</b>	Phone: 1-855.687-1868 Email: email <a href="mailto:intake@bwss.org">intake@bwss.org</a> If you can't speak safely, text 604-652-1867 Website: <a href="https://www.bwss.org/support/">https://www.bwss.org/support/</a> Legal Advocacy: 604-687-1868 ext. 307	Women only  No Drop-ins	Access to a range of services for any woman who has experienced abuse in an intimate relationship, childhood sexual abuse or adult sexual assault; including counselling and support groups, legal advocacy, information and referrals, and volunteer training and opportunities.
<b>CLAS - BC Human Rights Clinic</b>	Info line: 1-888-685-6222 Intake: 604-685-3425 Email: <a href="mailto:IntakeBCHRC@clasbc.net">IntakeBCHRC@clasbc.net</a> Book a 30-minute appointment/consultation: <a href="https://bchrc.net/services/short-service-clinic/">https://bchrc.net/services/short-service-clinic/</a> Website: <a href="https://bchrc.net/services/">https://bchrc.net/services/</a>	No Drop-ins	Short Service Clinic is open every Monday. Each appointment is 30 minutes with a human rights lawyer or legal advocate and can be booked online. Legal services provided at the Clinic may include summary advice, 1-2 hours of legal assistance and/or legal representation.
<b>Atira Women's Resource Society – Legal Advocacy Clinic</b>	Phone: 604-331-1407 Ext 114 Email: <a href="mailto:legaladvocate@atira.bc.ca">legaladvocate@atira.bc.ca</a> Address: 101 East Cordova Street Vancouver Website: <a href="https://atira.bc.ca/what-we-do/program/legal-advocacy/">https://atira.bc.ca/what-we-do/program/legal-advocacy/</a>	Women only  Drop ins available	Legal advice and advocacy on a variety of legal issues for low-income women in the Downtown Eastside