



Legal Resources

Information on legal resources, consumer protection, office of the ombudsperson, dispute resolution and representation agreements.

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.bbbvi.ca

Business Practices & Consumer Protection Authority 1-888-564-9963

Oversees business practices and consumer protection in British Columbia. Delivers consumer protection services, promotes fairness and understanding in the marketplace, and administers in the public interest any delegated Act.

www.bpcpa.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.

TIP!

Phone **1-866-580-3625** at the National Do Not Call list to have your phone number removed from telephone solicitation lists.

Phone **1-800-267-8805** at the Canadian Marketing Association to have your name removed from the mailing solicitation list.

Discrimination and Human Rights

BC Human Rights Tribunal

1-888-440-8844

1170-605 Robson Street
Vancouver, BC V6B 5J3

Deals with Human Rights complaints, which are in contravention of the BC Human Rights code. Services are free.

www.bchrt.bc.ca

Dispute Resolution

Restorative Justice

Network Victoria 250-383-5801

Restorative Justice repairs the harm done to the victims of crime by holding offenders accountable through a facilitated meeting. Eight community-based groups from Salt Spring Island to Sooke provide this free service.

www.vrjs.org

South Island Dispute Resolution

Centre Society 250-383-4412

313-1095 McKenzie Avenue
Victoria, BC V8P 2L5

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. All services are accessible and affordable.

www.disputeresolution.bc.ca

Lawyers

Lawyer Referral Services

1-800-663-1919

A service offered by the Canadian Bar Association. Provides the name of a lawyer who practices in the field in which you are having a problem. The first consultation up to 30 minutes is \$25.00.

www.dialalaw.org

Legal Assistance

BC Notaries 1-800-663-0343

Notaries can assist with wills, power of attorney, representation agreements and estate planning. Call to find a Notary in your area.

www.notaries.bc.ca

Dial - A - Law 1-800-565-5297

Operated by the BC Branch of the Canadian Bar Association. Offers pre-recorded messages prepared by lawyers. Gives information only, does not give legal advice.

www.dialalaw.org

Law Centre Clinical Law Program 250-385-1221

301 - 1221 Broad Street

Victoria, BC V8W 2A4

Provides free advice and representation for those persons who qualify for legal assistance. Assistance by appointment only. Call for information or for an appointment.

www.thelawcentre.ca

Legal Services Society 250-388-4516

Roland P. Kuczma (Victoria Agent)

218 - 852 Fort Street

Victoria, BC V8W 1H8

Applications for Legal Aid are taken each weekday. Please contact the office for intake hours. If you qualify for Legal Aid, a lawyer will be appointed to assist you. If you don't qualify, information about other legal resources and services will be provided.

www.lss.bc.ca

Ombudsperson

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

PO Box 9039 Stn Prov Govt

Victoria, BC V8W 9A5

Responds to questions and complaints about local and provincial public agencies. While not an advocate, the office can impartially and confidentially investigate whether a public agency is being fair to the people it serves. The office can investigate complaints about provincial ministries, commissions, boards and Crown corporations, as well as local governments, boards of education, health authorities, colleges and universities and professional associations.

www.bcombudsperson.ca

Public Guardian

Public Guardian and Trustee of British Columbia 250-356-8160

4-1019 Wharf Street

Victoria, BC V8W 2Y9

The Public Guardian and Trustee of British Columbia is appointed under provincial law to protect the legal rights and financial interests of children; to provide assistance to adults who need support for financial and personal decision making; and to administer the estates of deceased and missing persons where there is no one else able to do so.

www.trustee.bc.ca

Representation Agreements

NIDUS Personal Planning Resource Centre & Registry

1-604-408-7414

411 Dunsmuir Street
Vancouver, BC V6B 1X4

Provides information on enduring powers of attorney, representation agreements, advance directives, and other aspects of adult guardianship legislation.

www.nidus.ca

TIP!

Every capable adult in BC has the right to accept or refuse health care treatment. An **Advance Directive** (living will) documents a process called advance health care planning. Capable adults learn about their treatment options, discuss them with family, friends, caregivers, and doctor and make decisions about what health care they would want in the future if they became unable to make or communicate their own health care decisions.

The Vancouver Island Health Authority has made available an information package and planning document, that can be downloaded from VIHA's **Advance Directives** home page online at www.viha.ca/advance_directives. For more information, phone 250-370-5687.



Meals

Food Banks

Food hampers of mostly non-perishable foods are provided to those in need. Identification, proof of address and proof of income may be required.

Mustard Seed

250-953-1575

625 Queens Avenue

Victoria, BC V8T 1L9

Open Monday, Wednesday, Thursday and Friday from 9 a.m. to 2 p.m. Limited to 1 visit per month.

www.mustardseed.ca

Salvation Army

250-386-8521

2965 Quadra Street

Victoria, BC V8T 4E3

Open Monday to Friday from 9 a.m. to 11:45 a.m. and 1 p.m. to 4:15 p.m. Limited to 3 visits per year. Wheelchair accessible.

www.salvationarmy.ca

Sidney Lions

250-655-0679

2295 Ocean Avenue

Sidney, BC V8L 3S8

Open Monday, Wednesday, and Friday from 9 a.m. to 12 noon. Closed the last week of the month. Limited to 1 visit per month.

www.sidneyfoodbank.com