



Legal Resources

Information on legal resources, consumer protection, office of the ombudsman, 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 **1-800-267-8805**, the Canadian Marketing Association, to learn how to have your name removed from telephone solicitation and mailing lists.

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 **250-658-1323**
407-5332 Sayward Hill Crescent
Victoria, BC V8Y 2H8
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.rjvictoria.org

South Island Dispute Resolution Centre Society **250-383-4412**
313-1095 McKenzie Avenue
Victoria, BC V8P 2L5
Offers accessible and affordable collaborative conflict management services such as mediation, facilitation and coaching to individuals, families, seniors, groups, and businesses. Facilitation and specialized workshops are also available.
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.

Legal Assistance

BC Notaries 1-800-663-0343

Notaries can assist with wills, power of attorney, representation agreements and estate planning. To find a Notary near you call the number above.

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.

Law Centre

Clinical Law Program 250-385-1221

3rd Floor, 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

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 in which 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. To receive copies of Vancouver Island Health Authority Advance Health Care Planning tools, ask at your nearest Vancouver Island Health Authority Home and Community Care office listed on page 25 of this directory or phone **250-370-5687**.

www.viha.ca/advance_directives

Legal Information Clinic

University of Victoria

Faculty of Law

250-721-8150

PO Box 2400

Victoria, BC V8W 3H7

Law students provide legal information at no cost. The Clinic operates from September to March. Drop-In Only. Room 138 Fraser Building, University of Victoria.

Legal Services Society

250-388-4516

200 - 747 Fort Street

Victoria, BC V8W 3E9

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

Ombudsman

Office of the Ombudsman 250-387-5855

756 Fort Street or 1-800-567-3247

Victoria, BC V8W 1H2

The Ombudsman receives inquiries and complaints about the practices and services provided by public agencies. While not an advocate, the Ombudsman can conduct impartial and confidential investigations to determine if a public agency is being fair to the people it serves. The Ombudsman has jurisdiction over a wide range of public agencies. Examples include: provincial government ministries, Crown corporations, hospitals, regional and local health agencies, and municipal and regional governments.

www.ombudsman.bc.ca

Public Guardian

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

4-1019 Wharf Street
PO Box 9251

Victoria, B.C. V8W 9J2

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, or when named as executor in a will. Please phone the Vancouver Office at **1-604-660-4444** for the Estate and Personal Trust Services Division, which administers the estates of deceased and missing persons. The Public Guardian and Trustee is an independent and impartial public official. It is the Public Guardian and Trustee's role to balance protection with autonomy and thereby ensure that people may live in the way they choose with the support of family and friends. The Public Guardian and Trustee is accountable to Government and Legislature, the public and directly to its clients.
www.trustee.bc.ca

Representation Agreements

Representation Agreement

Resource Centre 1-604-408-7414

411 Dunsmuir Street

Vancouver, BC V6B 1X4

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

www.rarc.ca



Meals & Nutrition

Grocery Delivery Services by Phone

Safeway Teleshop 250-370-1669

1950 Foul Bay Road

A senior and shut-in volunteer shopping service. Place orders on Tuesday morning 7:30 a.m. to 10:30 a.m. Free delivery with minimum order of \$35.00 for those living within Hillside and Cook Street area (Fort & Foul Bay side of Safeway). Payment by Mastercard, Visa or personal cheque if you have a Safeway cheque cashing card.

www.safeway.com

Sendial 250-544-1234

(Seniors and Disabled Volunteer Shopping Service, sponsored by Thrifty Foods). Call customer service at the number above and they will take your name and phone number and pass it on to the Thrifty Food store for your area. You will be called the day before your order is shipped and delivered. \$5 delivery charge for all home delivery service orders. Call between 8:00 a.m. and 9:00 p.m.

www.thriftyfoods.com

Wellburn's Market 250-384-3543

1058 Pandora Avenue

Victoria, BC V8V 3P5

Will do shopping-by-phone order and deliver for a charge for a minimum amount.