

Legal Referrals & Resources

This resource is also available online at: www.pivotallegal.org >Community Resources >Need help

GENERAL HELP LINES

Organization	Contact Information	Access	Service Details
Legal Aid BC - Legal Information Outreach Workers	Phone: 604-601-6166 Address: 500 Burrard Street, Vancouver	No Drop-ins Multi-lingual	Legal referrals on employment, tenancy and housing, human rights, policing, immigration, wills and estates, seniors, and mental health supports.
BC 211	For the 24-hour phone line, dial 211 Phone: 604-875-6381, 604-875-0885, Text: 604-836-6381 Email: help@bc211.ca Website: http://www.bc211.ca	No Drop-ins Multi-lingual	24/7 phone line that provides free, confidential information and referrals to community resources including advocacy and legal help , and housing search assistance.
Crime Victim Assistance Program (CVAP)	Phone: Toll-free - 1 866 660-3888 Website: 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	By Phone Online Applications Multi-lingual	Free: 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
Community Connections Society of Southeast BC	209 - 16th Avenue N, Cranbrook Phone: 250-464-0625 Website: https://www.ccscanbrook.ca/our-programs/	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
Trail Family and Individual Resource Centre Society (FAIR)	2079 Columbia Avenue, Trail Phone: 250-364-2326 (ext. 234) Website: https://www.trailfair.ca/crisis-legal-assistance-services/	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
ID Support Clinics	Three weekly ID clinics, located at: Lookout Society's Powell Street Getaway, 450 East Hastings Street Wednesdays from 5:00-7:00pm Connective Support Society (formerly John Howard Society), 3360 Fraser Street Mondays from 2:00-4:00pm Portland Hotel Society (Osborn Location), 27 West Hastings Street Thursdays biweekly from 5:30-7:30pm Clinic dates: Nov. 3, Nov. 17, Dec. 1,	In Person	Allard student volunteers assist marginally housed individuals apply for various forms of ID. Law students are supervised by lawyers in partnership with Pro Bono Students Canada. Clinics do not run during student exams from Dec. 5- January 9, 2022.

PEER-LED ADVOCACY ORGANIZATIONS

Organization	Contact Information	Access	Service Details
Defund 604 Network	Email: info@defund604.com ; defund604@gmail.com Website: https://www.facebook.com/defund604network/	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
Vancouver Area Network of Drug Users (VANDU)	Phone: 604-683-6061 Email: vandu@vandu.org Website: https://vandreplace.wordpress.com/our-groups/	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
Our Homes Can't Wait	Website: http://www.carnegieaction.org/ourhome/escantwait/	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
Drug User Liberation Front (DULF)	Email: druguserliberationfront@gmail.com Website: https://www.dulf.ca/doi	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.
Coalition of Peers Dismantling the Drug War (CPDDW)	Email: cpddwvan@gmail.com Website: https://www.cpddw.ca/the-project	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."
BC/Yukon Association of Drug War Survivors	Email: bcyadws@gmail.com Website: https://www.facebook.com/BCYADWS/	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.
Megaphone Magazine – Speakers' Bureau	312 Main St. Vancouver, BC Email: info@megaphonemagazine.com Phone: 604-255-9701 Website: https://speakersbureau.megaphonemagazine.com/about	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

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

POLICE COMPLAINTS

Organization	Contact Information	Access	Service Details
Indigenous Community Legal Clinic	Phone: 1-888-684-7874 Email: iclc@allard.ubc.ca Address: 148 Alexander Street, Vancouver Web Page: https://allard.ubc.ca/community-clinics/indigenous-community-legal-clinic/information-clients	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
Rise Women's Legal Centre - Legal Advocacy Clinic	Phone: 236-317-9000 Email: intake@womenslegalcentre.ca Website: https://womenslegalcentre.ca/request-an-appointment/	Women only Call or online only	Obtain/replace/correct government ID, notarize documents, draft human rights or police complaints. Support workers intake: https://bit.ly/2Xj5QDZ Potential client intake: http://bit.ly/risecarf
Atira Women's Resource Society - Legal Advocacy Clinic	Phone: 604-331-1407 Ext 114 Email: legaladvocate@atira.bc.ca Address: 101 East Cordova Street Vancouver Website: https://atira.bc.ca/what-we-do/program/legal-advocacy/	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

Website: 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/3AYYNQt>

Phone: toll free 1-855-578-0185

Fax: 250-3874454

Email: securitycompliance@gov.bc.ca

Website: <https://bit.ly/3J5KgWk>

CRIMINAL

Organization	Contact Information	Access	Service Details
Legal Aid BC	Phone: 604-408-2172 Website: https://legalaid.bc.ca/ Address: 500 Burrard Street, 4 th floor	Phone only	Services: representation for youth and adults with criminal charges, criminal appeals
Indigenous Justice Centre (Virtual)	Phone: 1-866-786-0081 Hours: 9am-4pm, Mon-Fri https://bcfnjc.com/virtual-indigenous-justice-centre/	Indigenous only	Information and referrals. Some representation to Indigenous people who have a criminal or child protection legal issue.
Indigenous Community Legal Clinic	Phone: 1-888-684-7874 Email: iclc@allard.ubc.ca Address: 148 Alexander Street, Vancouver Web Page: https://allard.ubc.ca/community-clinics/indigenous-community-legal-clinic/information-clients	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

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

HUMAN RIGHTS

Organization	Contact Information	Access	Service Details
Indigenous Community Legal Clinic	Phone: 1-888-684-7874 Email: iclc@allard.ubc.ca Address: 148 Alexander Street, Vancouver Web Page: https://allard.ubc.ca/community-clinics/indigenous-community-legal-clinic/information-clients	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
Rise Women's Legal Centre - Legal Advocacy Clinic	Phone: 236-317-9000 Email: intake@womenslegalcentre.ca . Website: https://womenslegalcentre.ca/request-an-appointment/	Women only	Obtain/replace/correct government ID, notarize documents, draft human rights or police complaints. Support workers intake: https://bit.ly/2Xj5QDZ Potential client intake: http://bit.ly/risecarf
Kettle Society	Phone: 604-251-2854 Address: 1725 Venables Street, Vancouver Website: https://www.thekettle.ca/community-services	Drop-in available	Drop-in for food, mental health supports, advocacy, health clinic, ID bank
Disability Alliance BC	Phone: 1-800-663-1278 Email: lawclinic@disabilityalliancebc.org ; advocacy@disabilityalliancebc.org Website: https://disabilityalliancebc.org/direct-services/	No Drop-ins	Disability Law Clinic provides advice. Advocates help to apply for disability benefits, file income taxes, registered disability savings plan
Battered Women's Support Services - Crisis Line	Phone: 1-855.687-1868 Email: email intake@bwss.org If you can't speak safely, text 604-652-1867 Website: https://www.bwss.org/support/ 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.
CLAS - BC Human Rights Clinic	Info line: 1-888-685-6222 Intake: 604-685-3425 Email: IntakeBCHRC@clasbc.net Book a 30-minute appointment/consultation: https://bchrc.net/services/short-service-clinic/ Website: https://bchrc.net/services/	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.
Atira Women's Resource Society - Legal Advocacy Clinic	Phone: 604-331-1407 Ext 114 Email: legaladvocate@atira.bc.ca Address: 101 East Cordova Street Vancouver Website: https://atira.bc.ca/what-we-do/program/legal-advocacy/	Women only Drop ins available	Legal advice and advocacy on a variety of legal issues for low-income women in the Downtown Eastside