

# Legal Referrals & Resources

*This resource is also available online at:*

[www.pivotallegal.org](http://www.pivotallegal.org) > Community Resources > Need Help

Please note: Most of these resources are specific to the Vancouver area.

## GENERAL HELP LINES FOR MOST ISSUES

<b>Organization</b>	<b>Contact Information</b>	<b>Access</b>	<b>Service Details</b>
<b>BC 211</b>	<b>For the 24-hour phone line, dial 2-1-1</b> <b>Phone:</b> 604-875-6381, 604-875-0885 <b>Text:</b> 604-836-6381 <b>Email:</b> <a href="mailto:help@bc211.ca">help@bc211.ca</a> <b>Website:</b> <a href="http://www.bc211.ca">http://www.bc211.ca</a>	Phone  Multi-lingual	<b>Free:</b> Confidential information and referrals to community resources, including advocacy and legal help, and housing search assistance.
<b>BC Human Rights Tribunal</b>	<b>Phone:</b> 604-775-2000 <b>Toll free in B.C.:</b> 1-888-440-8844 <a href="https://www.bchrt.bc.ca/whocanhelp/">https://www.bchrt.bc.ca/whocanhelp/</a> Monday to Friday, 8:30 am to 4:30 pm	Phone  Multi-lingual	<b>Free:</b> No direct support, no legal advice. Referrals provided only.
<b>Crime Victim Assistance Program (CVAP)</b>	<b>Phone:</b> Toll-free - 1 866 660-3888 <b>Website:</b> <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>	Phone  Online Applications  Multi-lingual	<b>Free:</b> Medical/dental services, Prescription drugs, Counselling, Protective measures, Replace damaged glasses, clothing, disability aids, Childcare/homemaker services, Support for child born of a crime, Vocational services, Income support, Transportation expenses, Crime scene cleaning.
<b>Access Pro Bono - Roster Program</b>	<b>Email:</b> <a href="mailto:roster@accessprobono.ca">roster@accessprobono.ca</a> <b>Website:</b> <a href="https://www.accessprobono.ca/our-programs/roster-program">https://www.accessprobono.ca/our-programs/roster-program</a>	Email	The Roster Program provides free legal representation services for particular case types to low and modest income individuals. Staff and volunteer coordinators screen client applications, and then send successful applications to a number of volunteer lawyers for their consideration. If a volunteer lawyer chooses to take on a particular case, they choose the scope of their services.

## PEER-LED ADVOCACY ORGANIZATIONS

<b>Organization</b>	<b>Contact Information</b>	<b>Access</b>	<b>Service Details</b>
<b>BC/Yukon Association of Drug War Survivors</b>	<b>Email:</b> <a href="mailto:bcyadws@gmail.com">bcyadws@gmail.com</a> <b>Website:</b> <a href="https://www.facebook.com/BCYADWS/">https://www.facebook.com/BCYADWS/</a>	Email	BC/Yukon Association of Drug War Survivors is committed to increasing the capacity of people who use drugs to live healthy productive lives.
<b>Coalition of Peers Dismantling the Drug War (CPDDW)</b>	<b>Email:</b> <a href="mailto:cpddwvan@gmail.com">cpddwvan@gmail.com</a> <b>Website:</b> <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>Defund 604 Network</b>	<b>Email:</b> <a href="mailto:info@defund604.com">info@defund604.com</a> ; <a href="mailto:defund604@gmail.com">defund604@gmail.com</a> <b>Website:</b> <a href="https://www.facebook.com/defund604network/">https://www.facebook.com/defund604network/</a>	Email  Facebook	Working to defund the police and invest in public safety to chart a path towards a future without the violence of policing.
<b>Drug User Liberation Front (DULF)</b>	<b>Email:</b> <a href="mailto:druguserliberationfront@gmail.com">druguserliberationfront@gmail.com</a> <b>Website:</b> <a href="https://www.dulf.ca/doi">https://www.dulf.ca/doi</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>Megaphone Magazine - Speakers' Bureau</b>	<b>Phone:</b> 604-255-9701 <b>Address:</b> 312 Main St. Vancouver, BC <b>Email:</b> <a href="mailto:info@megaphonemagazine.com">info@megaphonemagazine.com</a> <b>Website:</b> <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.
<b>Police Oversight with Evidence and Research (P.O.W.E.R)</b>	<b>Address:</b> 380 E Hastings St, Vancouver <b>Email:</b> <a href="mailto:power@vandu.org">power@vandu.org</a> <b>Website:</b> <a href="http://policeoversight.ca">policeoversight.ca</a>	Drop-in ONLY.  Wednesdays & Fridays, 11am–1pm	Members of the community are invited to share accounts of their interactions with law enforcement.
<b>Our Homes Can't Wait</b>	<b>Website:</b> <a href="https://www.facebook.com/ourhomescantwait/">https://www.facebook.com/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>Vancouver Area Network of Drug Users (VANDU)</b>	<b>Address:</b> 380 E Hastings St, Vancouver <b>Phone:</b> 604-683-6061 <b>Email:</b> <a href="mailto:vandu@vandu.org">vandu@vandu.org</a> <b>Website:</b> <a href="https://vandu.org/">https://vandu.org/</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.

## TENANCY & HOUSING

<b>Organization</b>	<b>Contact Information</b>	<b>Access</b>	<b>Service Details</b>
<b>Access Pro Bono - Online Lawyer Referral Service</b>	<b>Phone:</b> 604-687-3221 <b>Website:</b> <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	15-minute free consultation. Lawyers' standard rates apply after the initial free 15-minute consultation.
<b>Community Legal Assistance Society (CLAS)</b>	<b>Phone:</b> 1-855-685-6222 <b>Intake:</b> <a href="https://judicialreviewbc.ca/askaquestion">https://judicialreviewbc.ca/askaquestion</a> <b>Website:</b> <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>First United Church Advocacy</b>	<b>Phone:</b> 604-251-3323 <b>Email:</b> <a href="mailto:advocacy@firstunited.ca">advocacy@firstunited.ca</a> <b>Website:</b> <a href="https://firstunited.ca/how-we-help/legal-advocacy">https://firstunited.ca/how-we-help/legal-advocacy</a> <b>Address:</b> 542 East Hastings Street.	Drop-in available	Legal advocacy for issues with tenancy and social assistance

<b>St. Paul's Advocacy</b>	<b>Phone:</b> 604-683-4287 <b>Address:</b> 1130 Jarvis Street, Vancouver <b>Hours:</b> Mon, Weds, Thurs 10am-2pm <b>Website:</b> <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
<b>Tenant Resource &amp; Advisory Centre (TRAC)</b>	<b>Tenant Infoline:</b> 1-800-665-1185 <b>Eligibility for Representation:</b> 604-255-3099 ext. 230. <b>Website:</b> <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>UBC Law Students' Legal Advice Program</b>	<b>Book an appointment:</b> 604-822-5791 <b>Website:</b> <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>Vancouver Rent Bank</b>	<b>Website:</b> <a href="https://www.niccss.ca/services/vancouver-rent-bank/">https://www.niccss.ca/services/vancouver-rent-bank/</a> <b>Phone:</b> 604-566-9685 <b>Email:</b> <a href="mailto:vrb@nicss.ca">vrb@nicss.ca</a> <b>Address:</b> RayCam Community Centre, 920 East Hastings Street	Drop-in  Thursdays 10am-1pm	Emergency rent loans
<b>YWCA</b>	<b>Phone:</b> 604-895-5800 <b>Several locations across Vancouver</b> <b>Website:</b> <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.

## POLICE COMPLAINTS

<b>Organization</b>	<b>Contact Information</b>	<b>Access</b>	<b>Service Details</b>
<b>Atira Women's Resource Society – Legal Advocacy Clinic</b>	<b>Phone:</b> 604-331-1407 Ext 114 <b>Email:</b> <a href="mailto:legaladvocate@atira.bc.ca">legaladvocate@atira.bc.ca</a> <b>Address:</b> 101 East Cordova Street Vancouver <b>Website:</b> <a href="https://atira.bc.ca/what-we-do/program/legal-advocacy-2/">https://atira.bc.ca/what-we-do/program/legal-advocacy-2/</a>	Women only  Drop ins available	Legal advocacy on a variety of issues for low-income women in the Downtown Eastside
<b>BC First Nations Justice Council</b>	<b>Website:</b> <a href="https://bcfnjc.com/how-to-make-a-complaint/">https://bcfnjc.com/how-to-make-a-complaint/</a>	Online	Free representation for Indigenous people to make complaints against the police in BC.
<b>Freedom of Information (FOI) Request to the Vancouver Police for Personal Records</b>	<b>Website:</b> <a href="https://vpd.ca/contact-us/information-privacy/">https://vpd.ca/contact-us/information-privacy/</a>	Free  Online or in-person	Apply for a copy of your own personal arrest records and receive: <ul style="list-style-type: none"> <li>• Arresting officer's personal notes</li> <li>• Bodycam footage</li> <li>• Photographed evidence</li> </ul>

<b>Indigenous Community Legal Clinic</b>	<b>Phone:</b> 1-888-684-7874 <b>Email:</b> <a href="mailto:iclc@allard.ubc.ca">iclc@allard.ubc.ca</a> <b>Address:</b> 148 Alexander Street, Vancouver <b>Web Page:</b> <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 & representation for criminal matters, Aboriginal law/Indigenous legal issues, family law matters, child protection, human rights complaints, letters of administration, police complaints
<b>Police Oversight with Evidence and Research (P.O.W.E.R)</b>	<b>Address:</b> 380 E Hastings St, Vancouver <b>Email:</b> <a href="mailto:power@vandu.org">power@vandu.org</a> <b>Website:</b> <a href="http://policeoversight.ca">policeoversight.ca</a>	Drop-in ONLY. Wednesdays & Fridays, 11am–1pm	Members of the community are invited to share accounts of their interactions with law enforcement.
<b>Rise Women’s Legal Centre – Legal Advocacy Clinic</b>	<b>Phone:</b> 236-317-9000 <b>Email:</b> <a href="mailto:intake@womenslegalcentre.ca">intake@womenslegalcentre.ca</a> <b>Website:</b> <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/risecarf">http://bit.ly/risecarf</a>

### 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.

## P.O.W.E.R

### Police Oversight With Evidence and Research (P.O.W.E.R)

mail: [power@vandu.org](mailto:power@vandu.org)

Website: [www.policeoversight.ca](http://www.policeoversight.ca)

P.O.W.E.R. hosts weekly Wednesday and Friday drop-ins from 11am–1pm where members of the community are invited to share accounts of their interactions with law enforcement.

## City Police Departments

### 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)

## R.C.M.P

### Civilian Review and Complaints Commission

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: 1-855-578-0185

Fax: 250-3874454

Email: [securitycompliance@gov.bc.ca](mailto:securitycompliance@gov.bc.ca)

Website: <https://bit.ly/4cNh7yb>

## CRIMINAL

<b>Organization</b>	<b>Contact Information</b>	<b>Access</b>	<b>Service Details</b>
<b>Access Pro Bono - Online Lawyer Referral Service</b>	Phone: 604-687-3221 Website: <a href="https://www.accessprobono.ca/our-programs/lawyer-referral-service">https://www.accessprobono.ca/our-programs/lawyer-referral-service</a>	Online	15-minute free consultation. Lawyers' standard rates apply after the initial free 15-minute consultation.
<b>BC First Nations Justice Council Indigenous Justice Centre (Virtual)</b>	Phone: 1-866-786-0081 Hours: 9am–4pm, Mon-Fri Website: <a href="https://bcfnjc.com/virtual-indigenous-justice-centre/">https://bcfnjc.com/virtual-indigenous-justice-centre/</a>	Indigenous only  Online	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
<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 Drop-In	Services: representation for youth and adults with criminal charges, criminal appeals

## EMPLOYMENT

<b>Organization</b>	<b>Contact Information</b>	<b>Access</b>	<b>Service Details</b>
<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
<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, ID clinic
<b>Worker Solidarity Network</b>	Request for service: <a href="https://workersolidarity.ca/complaint/">https://workersolidarity.ca/complaint/</a>	Online application	Direct and free one-on-one services for non-unionized workers regarding workplace issues such as employment standards, human rights, and WorkSafe prohibited action.

## HUMAN RIGHTS

<b>Organization</b>	<b>Contact Information</b>	<b>Access</b>	<b>Service Details</b>
<b>Amici Curiae Friendship Society</b>	Phone: 778-522-2839 Email: <a href="mailto:legalformsbc@gmail.com">legalformsbc@gmail.com</a> Web info: <a href="https://www.legalformsbc.ca/#/">https://www.legalformsbc.ca/#/</a>	Virtual Meetings Available Wednesday & Thursday, 5:30-7:30 PM	Paralegal assistance with drafting BC and Canadian human rights complaints. No legal advice or representation provided.

<b>Atira Women's Resource Society – Legal Advocacy Clinic</b>	<b>Phone:</b> 604-331-1407 Ext 114 <b>Email:</b> <a href="mailto:legaladvocate@atira.bc.ca">legaladvocate@atira.bc.ca</a> <b>Address:</b> 101 East Cordova Street Vancouver <b>Website:</b> <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 issues for low-income women in the Downtown Eastside
<b>Battered Women's Support Services - Crisis Line</b>	<b>Phone:</b> 1-855.687-1868 <b>Email:</b> <a href="mailto:intake@bwss.org">intake@bwss.org</a> <b>If you can't speak safely, text</b> 604-652-1867 <b>Website:</b> <a href="https://www.bwss.org/support/">https://www.bwss.org/support/</a> <b>Legal Advocacy:</b> 604-687-1868 ext. 307	Women only  No Drop-ins	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>	<b>Info line:</b> 1-888-685-6222 <b>Intake:</b> 604-685-3425 <b>Email:</b> <a href="mailto:IntakeBCHRC@clasbc.net">IntakeBCHRC@clasbc.net</a> <b>Book a 30-minute appointment/consultation:</b> <a href="https://bchrc.net/services/short-service-clinic/">https://bchrc.net/services/short-service-clinic/</a> <b>Website:</b> <a href="https://bchrc.net/services/">https://bchrc.net/services/</a>	Online  Phone  Every Monday	30 minutes with a human rights lawyer or legal advocate. Summary advice, or 1-2 hours of legal assistance and/or legal representation.
<b>Disability Alliance BC</b>	<b>Phone:</b> 1-800-663-1278 <b>Email:</b> <a href="mailto:lawclinic@disabilityalliancebc.org">lawclinic@disabilityalliancebc.org</a> ; <a href="mailto:advocacy@disabilityalliancebc.org">advocacy@disabilityalliancebc.org</a> <b>Website:</b> <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>Indigenous Community Legal Clinic</b>	<b>Phone:</b> 1-888-684-7874 <b>Email:</b> <a href="mailto:iclc@allard.ubc.ca">iclc@allard.ubc.ca</a> <b>Address:</b> 148 Alexander Street, Vancouver <b>Web Page:</b> <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>Ishtar Women's Resource Society</b>	Various numbers available <b>Website:</b> <a href="https://ishtarsociety.org/">https://ishtarsociety.org/</a>	By appointment only  No Drop-ins	Services: Transition Housing; Community Based Victim Services; Peace Program for Children; Women's Counselling Services
<b>Islamophobia Legal Assistance Hotline (Access Pro Bono)</b>	<b>Hotline at:</b> 604-343-3828	Phone only  Free	The hotline is free, confidential, and available to anyone in British Columbia.
<b>QMUNITY Legal Clinic</b>	<b>Email:</b> <a href="mailto:legalclinic@qmunity.ca">legalclinic@qmunity.ca</a> <b>Website:</b> <a href="https://qmunity.ca/legal-clinic/">https://qmunity.ca/legal-clinic/</a>	Available to 2SLGBTQIA+	Pro bono legal services for queer, trans & Two Spirit communities. Services can help with tenancy issues, employment law, trans ID services, human rights concerns, and family law.

Rise Women's Legal Centre – Legal Advocacy Clinic	<b>Phone:</b> 236-317-9000 <b>Email:</b> <a href="mailto:intake@womenslegalcentre.ca">intake@womenslegalcentre.ca</a> <b>Website:</b> <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 and police complaints. Support workers intake: <a href="https://bit.ly/2Xj5QDZ">https://bit.ly/2Xj5QDZ</a> Client intake: <a href="http://bit.ly/risecarf">http://bit.ly/risecarf</a>
Salal Sexual Violence Support Centre	<b>Lower Mainland:</b> 604-255-6344 <b>National Toll-free:</b> 1-877-392-7583 <b>Website:</b> <a href="https://www.salalsvsc.ca/">https://www.salalsvsc.ca/</a>	No Drop-ins	24-Hour Crisis & Information Line, Hospital Accompaniment, Criminal Legal System Support; Counselling and Support Groups; Indigenous Support Program; Gender Diverse Support Services
YOUTH Child and Youth Legal Centre operated by Society for Children and Youth of BC	<b>Website:</b> <a href="https://scyofbc.org/child-youth-legal-centre/">https://scyofbc.org/child-youth-legal-centre/</a> <b>Toll-free phone:</b> 1-877-462-0037 <b>Email (general inquiries):</b> <a href="mailto:info@scyofbc.org">info@scyofbc.org</a> <b>Email (legal support inquiries):</b> <a href="mailto:cylc@scyofbc.org">cylc@scyofbc.org</a>	Phone call  Free	For young people or people whose human rights problem arose before they were of the age of majority. We answer questions about human rights problems. Encourage youth to call.

## IMMIGRATION

Organization	Contact Information	Access	Service Details
Immigrant Services Society of BC (ISSBC)	Various locations – see website <b>Website:</b> <a href="https://issbc.org/">https://issbc.org/</a>	Drop ins available	Language services, women's support, settlement services, youth, children's programs, seniors, immigration legal clinic.
Immigration and Refugee Legal Clinic	<b>Phone:</b> 778-372-6583 <b>Email:</b> <a href="mailto:info@irlc.ca">info@irlc.ca</a> <b>Address:</b> 103 – 2610 Victoria Drive <b>Website:</b> <a href="https://www.irlc.ca/">https://www.irlc.ca/</a>	No Drop-ins	Free legal advice and representation for low-income people across BC whose immigration/refugee legal issues are not covered or easy to serve in the traditional legal aid system.
Legal Aid BC	<b>Phone:</b> 604-408-2172 <b>Address:</b> 500 Burrard Street, 4 <sup>th</sup> floor <b>Website:</b> <a href="https://legalaidsbc.ca/">https://legalaidsbc.ca/</a>	Phone only	Services: immigration appeals, admissibility hearings, refugee applications, humanitarian & compassionate applications.
Rainbow Refugee Society	<b>Email:</b> <a href="mailto:inland@rainbowrefugee.ca">inland@rainbowrefugee.ca</a> <b>Address:</b> 1033 Davie Street, Unit 620, Vancouver <b>Website:</b> <a href="https://www.rainbowrefugee.com/">https://www.rainbowrefugee.com/</a>	No Drop-ins  Email for more information	Support refugee claimants in navigating Canada's refugee determination process.
S.U.C.C.E.S.S. Settlement Services	Various locations – see website <b>Website:</b> <a href="https://successbc.ca/contact-us/">https://successbc.ca/contact-us/</a>	Drop ins available	Services: employment, family, health, housing, language, seniors, immigration settlement, youth.

<b>Settlement Orientation Services (operated by ISSBC)</b>	<b>Phone:</b> 604-684-7498 <b>Website:</b> <a href="https://issbc.org/our-programs-and-services/sos-settlement-orientation-services-program/">https://issbc.org/our-programs-and-services/sos-settlement-orientation-services-program/</a>	Drop ins available	Support refugee claimants in navigating Canada's refugee determination process. Provide first language pre-settlement and housing services for refugee claimants in BC. Support refugees, refugee claimants and recent immigrants living with HIV.
<b>UBC Law Students' Legal Advice Program</b>	<b>To book an appointment:</b> 604-822-5791 <b>Website:</b> <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, ID clinic.

## SENIORS

<b>Organization</b>	<b>Contact Information</b>	<b>Access</b>	<b>Service Details</b>
<b>Senior Peer Counselling of BC</b>	<b>Phone:</b> 604-408-2172 Various locations and contact information available <b>Website:</b> <a href="https://spcbc.ca/directory/">https://spcbc.ca/directory/</a>	No Drop-ins	Peer counselling services and support services navigation.
<b>Seniors First BC</b>	<b>Phone:</b> 604-437-1940 <b>Toll-free:</b> 1-866-437-1940 <b>Address:</b> 1281 W Georgia St #502, Vancouver <b>Website:</b> <a href="https://seniorsfirstbc.ca/">https://seniorsfirstbc.ca/</a>	No Drop-ins	Programs: Seniors Abuse & Information Line; Victim Services; Elder Law Clinic; Advance Planning Clinics; Legal Advocacy Program.
<b>Seniors' Distress Line</b>	<b>Phone:</b> 604-872-1234 <b>Website:</b> <a href="https://www.crisiscentre.bc.ca/get-support/crisis-lines/">https://www.crisiscentre.bc.ca/get-support/crisis-lines/</a>	Phone only 24/7	Free and confidential telephone support service for seniors, their caregivers or anyone concerned about a senior. Calls are answered 24 hours a day, 7 days a week by highly trained, non-judgmental and caring volunteers.