

Legal Referrals & Resources

This resource is also available online at:

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

Organization	Contact Information	Access	Service Details
Access Pro Bono - Roster Program	Email: roster@accessprobono.ca Website: https://www.accessprobono.ca/our-programs/roster-program	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.
BC 211	For the 24-hour phone line, dial 2-1-1 Phone: 604-875-6381, 604-875-0885 Text: 604-836-6381 Email: help@bc211.ca Website: http://www.bc211.ca	Phone Multi-lingual	Free: Confidential information and referrals to community resources, including advocacy and legal help, and housing search assistance.
BC Human Rights Tribunal	Phone: 604-775-2000 Toll free in B.C.: 1-888-440-8844 https://www.bchrt.bc.ca/whocanhelp/ Monday to Friday, 8:30 am to 4:30 pm	Phone Multi-lingual	Free: No direct support, no legal advice. Referrals provided only.
BC Legal Referral Service	Phone: 604-687-3221 Online booking: https://www.app.gase.net/create-self-referral?sourceId=2 Website: https://bclegal.help/	Phone Online Application	Receive a free 15 to 30 minute consultation with a suitable lawyer, notary or designated paralegal.
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	Phone Online Applications Multi-lingual	Free: 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.
PovNet's Find an Advocate Tool	Website: https://community.povnet.org/find-an-advocate	Online tool	Listing various advocacy organizations and ability to filter by area of advocacy.

PEER-LED ADVOCACY ORGANIZATIONS

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

Organization	Contact Information	Access	Service Details
Access Pro Bono - Online Lawyer Referral Service	Phone: 604-687-3221 Website: https://www.accessprobono.ca/our-programs/lawyer-referral-service	Not Free No Drop-ins	15-minute free consultation. Lawyers' standard rates apply after the initial free 15-minute consultation.
Community Legal Assistance Society (CLAS)	Phone: 1-855-685-6222 Intake: https://judicialreviewbc.ca/askaquestion Website: https://clasbc.net/get-legal-help/losing-your-housing/	No Drop-ins	Some representation and advice at the Residential Tenancy Branch (RTB), foreclosures, and co-op housing membership terminations
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
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
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
UBC Law Students' Legal Advice Program	Book an appointment: 604-822-5791 Website: https://www.lslap.bc.ca/services.html	No Drop-ins	Services for low-income people regarding employment standards, residential tenancy, WCB, CPP and OAP, wills/estates, immigration/refugee cases
Vancouver Rent Bank	Website: https://www.niccss.ca/services/vancouver-rent-bank/ Phone: 604-566-9685 Email: vrb@nicss.ca Address: RayCam Community Centre, 920 East Hastings Street	Drop-in Thursdays 10am-1pm	Emergency rent loans
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.

POLICE COMPLAINTS

Organization	Contact Information	Access	Service Details
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-2/	Women only Drop ins available	Legal advocacy on a variety of issues for low-income women in the Downtown Eastside
BC First Nations Justice Council	Website: https://bcfnjc.com/how-to-make-a-complaint/	Online	Free representation for Indigenous people to make complaints against the police in BC.
Freedom of Information (FOI) Request to the Vancouver Police for Personal Records	Website: https://vpd.ca/contact-us/information-privacy/	Free Online or in-person	Apply for a copy of your own personal arrest records and receive: <ul style="list-style-type: none"> • Arresting officer's personal notes • Bodycam footage • Photographed evidence
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 & representation for criminal matters, Aboriginal law/Indigenous legal issues, family law matters, child protection, human rights complaints, letters of administration, police complaints
Police Oversight with Evidence and Research (P.O.W.E.R)	Address: 380 E Hastings St, Vancouver Email: power@vandu.org Website: policeoversight.ca	Drop-in ONLY. Wednesdays & Fridays, 11am–1pm	Members of the community are invited to share accounts of their interactions with law enforcement.

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

Website: 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

Website: 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/3AYYnQt>

Phone: 1-855-578-0185

Fax: 250-3874454

Email: securitycompliance@gov.bc.ca

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

CRIMINAL

Organization	Contact Information	Access	Service Details
Access Pro Bono - Online Lawyer Referral Service	Phone: 604-687-3221 Website: https://www.accessprobono.ca/our-programs/lawyer-referral-service	Online	15-minute free consultation. Lawyers' standard rates apply after the initial free 15-minute consultation.
BC First Nations Justice Council Indigenous Justice Centre (Virtual)	Phone: 1-866-786-0081 Hours: 9am–4pm, Mon-Fri Website: https://bcfnjc.com/virtual-indigenous-justice-centre/	Indigenous only Online	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
Legal Aid BC	Phone: 604-408-2172 Website: https://legalaid.bc.ca/ Address: 500 Burrard Street, 4 th floor	Phone Drop-In	Services: representation for youth and adults with criminal charges, criminal appeals

EMPLOYMENT

Organization	Contact Information	Access	Service Details
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
UBC Law Students' Legal Advice Program	To book an appointment: 604-822-5791 Website: https://www.islap.bc.ca/services.html	No Drop-ins	Services for low-income people regarding employment standards, residential tenancy, WCB, CPP and OAP, wills/estates, immigration/refugee cases, ID clinic
Worker Solidarity Network	Request for service: https://workersolidarity.ca/complaint/	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

Organization	Contact Information	Access	Service Details
Amici Curiae Friendship Society	Phone: 778-522-2839 Email: legalformsbc@gmail.com Web info: https://www.legalformsbc.ca/#/	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.
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 issues for low-income women in the Downtown Eastside
Battered Women’s Support Services - Crisis Line	Phone: 1-855.687-1868 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	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/	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.
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
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
Ishtar Women’s Resource Society	Various numbers available Website: https://ishtarsociety.org/	By appointment only No Drop-ins	Services: Transition Housing; Community Based Victim Services; Peace Program for Children; Women’s Counselling Services
Islamophobia Legal Assistance Hotline (Access Pro Bono)	Hotline at: 604-343-3828	Phone only Free	The hotline is free, confidential, and available to anyone in British Columbia.

QMUNITY Legal Clinic	Email: legalclinic@qmunity.ca Website: https://qmunity.ca/legal-clinic/	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.
Salal Sexual Violence Support Centre	Lower Mainland: 604-255-6344 National Toll-free: 1-877-392-7583 Website: https://www.salalsvsc.ca/	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	Website: https://scyofbc.org/child-youth-legal-centre/ Toll-free phone: 1-877-462-0037 Email (general inquiries): info@scyofbc.org Email (legal support inquiries): cylc@scyofbc.org	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 Website: https://issbc.org/	Drop ins available	Language services, women’s support, settlement services, youth, children’s programs, seniors, immigration legal clinic.
Immigration and Refugee Legal Clinic	Phone: 778-372-6583 Email: info@irlc.ca Address: 103 – 2610 Victoria Drive Website: https://www.irlc.ca/	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	Phone: 604-408-2172 Address: 500 Burrard Street, 4 th floor Website: https://legalaid.bc.ca/	Phone only	Services: immigration appeals, admissibility hearings, refugee applications, humanitarian & compassionate applications.
Rainbow Refugee Society	Email: inland@rainbowrefugee.ca Address: 1033 Davie Street, Unit 620, Vancouver Website: https://www.rainbowrefugee.com/	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 Website: https://successbc.ca/contact-us/	Drop ins available	Services: employment, family, health, housing, language, seniors, immigration settlement, youth.
Settlement Orientation Services (operated by ISSBC)	Phone: 604-684-7498 Website: https://issbc.org/our-programs-and-services/sos-settlement-orientation-services-program/	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.
UBC Law Students’ Legal Advice Program	To book an appointment: 604-822-5791 Website: https://www.lslap.bc.ca/services.html	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

Organization	Contact Information	Access	Service Details
Senior Peer Counselling of BC	Phone: 604-408-2172 Various locations and contact information available Website: https://spcbc.ca/directory/	No Drop-ins	Peer counselling services and support services navigation.
Seniors First BC	Phone: 604-437-1940 Toll-free: 1-866-437-1940 Address: 1281 W Georgia St #502, Vancouver Website: https://seniorsfirstbc.ca/	No Drop-ins	Programs: Seniors Abuse & Information Line; Victim Services; Elder Law Clinic; Advance Planning Clinics; Legal Advocacy Program.
Seniors' Distress Line	Phone: 604-872-1234 Website: https://www.crisiscentre.bc.ca/get-support/crisis-lines/	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.

FAMILY LAW

Organization	Contact Information	Access	Service Details
Legal Aid BC – Family LawLINE	Phone: 604-408-2172 Toll-free: 1-866-577-2525 Website: https://legalaid.bc.ca/services/family-lawline	Phon hours (Pacific Time) Mon, Tue, Thu, and Fri — 9 am to 3 pm Wed — 9 am to 2:30 pm	Family LawLINE lawyers give brief “next step” advice about family law issues, such as: parenting time or contact; guardianship/parenting time; child support; spousal support; property division (limited advice); family agreements; child protection, and court procedures.
Rise Women’s Legal Centre	Lower Mainland email: clc@womenslegalcentre.ca Outside the Lower Mainland email: vlc@womenslegalcentre.ca Phone: 236-317-9000 Website: https://www.womenslegalcentre.ca/for-clients	Email preferred Online Application	Primarily provide services for clients self-representing themselves in family law matters. Based on financial eligibility, they are able to provide limited free legal services for their clients. Services include: legal navigation; Support from family law advocates funded by the Law Foundation of BC; Support from community outreach advocate; Summary Legal Advice; Very limited court appearances