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Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Aboriginals – Estate Administration	<ul style="list-style-type: none"> Provides assistance in the administration of the estates of deceased Registered Indians who died and ordinarily lived on a reserve. 	Indian and Northern Affairs Canada – Estates Program 1-800-567-9604 http://www.ainc-inac.gc.ca/ps/lts/p11_index_e.html http://www.servicecanada.gc.ca/en/goc/estates.shtml
Aboriginals – Indian Residential Schools claims	<ul style="list-style-type: none"> assists with out-of-court settlement of compensation claims made by former students of Indian residential schools (after Aug 20) 	Indian Residential Schools Resolution Canada 1-800-816-7293 http://www.residentialschoolsettlement.ca/english_index.html Claim forms are available on this site after August 20, 2007.
Access to Information – Privacy (Federal)	<ul style="list-style-type: none"> Access to government documents and files. Complaints regarding inappropriate disclosure of information. 	Office of the Privacy Commission of Canada 1-800-282-1376 http://www.privcom.gc.ca If an organization refuses to give you a product or service unless you give your SIN #, complain to the Privacy Commissioner. (See their SIN Fact Sheet: http://www.priv.gc.ca/fs-fi/02_05_d_02_e.cfm)
Access to Information – Privacy (Provincial)	<ul style="list-style-type: none"> Access to government documents and files. Complaints regarding inappropriate disclosure of information or being unable to get access to your personal health information. 	Office of the Information and Privacy Commissioner of Ontario 1-800-387-0073 http://www.ipc.on.ca/ Read the Psychiatric Patient Advocate's Office Infoguide, "Access to Your Personal Health Information" available online at http://www.ppao.gov.on.ca/inf-acc.html .

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Adoption	<ul style="list-style-type: none"> Information on process 	<p>International Adoptions and the Immigration Process 1-888-242-2100 TTY: 1-888-576-8502 http://www.cic.gc.ca/english/immigrate/adoption/index.asp</p> <p>Ministry of Children and Youth Services 1-866-821-7770 TTY: 1-800-387-5559 www.children.gov.on.ca/htdocs/English/topics/adoption/index.aspx</p> <p>Adoption Council of Canada 1-888-542-3678 http://www.adoption.ca/</p> <p>Adoption Council of Ontario 1-877-236-7820 Email: info@adoption.on.ca http://www.adoption.on.ca/</p> <p>Both the federal and provincial council sites have information and links for info/support for adoptive parents, those considering giving up a child for adoption and those interested in search and reunion.</p>
	<ul style="list-style-type: none"> For legal advice contact a private bar lawyer 	<p>Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372</p> <p>30 minutes of free legal advice.</p>

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Affidavits/Statutory Declarations	<ul style="list-style-type: none"> Free swearing of affidavits and declarations These locations offer free (or lower fee) swearing of affidavits in limited circumstances. <u>Please call first</u> and tell them what kinds of documents you have to ask if they will swear them for you. If it is not an area they will assist with, you will need to go to a private bar lawyer or notary public. (Note: MP's offices do not have a Commission of Oaths, nor does the MPP for L&A as he is rarely in the Napanee office.) 	<p>Bancroft Town Hall (Free for residents, \$10 non-residents) 613-332-3331 http://www.town.bancroft.on.ca/</p> <p>Belleville City Hall (<u>must</u> be a resident of Belleville, \$30 fee) 613-967-3200 http://www.city.belleville.on.ca/contactus.htm</p> <p>Belleville ServiceOntario Centre 1-800-267-8097 – 199 Front Street, 1st Floor (Century Place) They can swear affidavits for Land Transfer, Motor Vehicles.</p> <p>Deseronto Town Hall (\$10 for residents) 613-396-2440 http://deseronto.ca/</p> <p>Flinton - Addington Highlands Town Hall (free for residents) 613-336-2286 http://www.addingtonhighlands.ca/</p> <p>Lennox & Addington County Admin. Bldg. (free for residents) 613-354-4883 http://www.lennox-addington.on.ca/gov.html</p> <p>Madoc Township (free for residents, non-res. depends on doc) 613-473-2677 http://www.madoc.ca/</p> <p>MPP, Prince Edward-Hastings (Todd Smith) 613-962-1144 or 1-877-536-6248 http://www.toddsmithmpp.ca (free for anything provincial – no real estate)</p> <p>MPP, Quinte/Northumberland (Rob Milligan) 613-392-3038 http://www.robmilliganmpp.com (Satellite office, call first to ensure someone will be there)</p> <p>Prince Edward County (\$11.30 per doc, res/non-res.) 613-476-2148 (Shire Hall) http://www.pecounty.on.ca/</p> <p>Stirling-Rawdon Town Hall (free for residents, \$5 for non-res.) 613-395-3380 http://www.stirling-rawdon.com/</p> <p>Trenton City Hall (fee depends on document, res and non-res) 613-392-2841 http://www.city.quintewest.on.ca/en/</p> <p>Tweed Town Hall (no fee for residents or non-residents) 613-478-2535 http://www.twp.tweed.on.ca/</p>
	<ul style="list-style-type: none"> Legal advice regarding affidavits 	<p>Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372</p> <p>30 minutes of free advice from private bar lawyer</p>

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Agent Orange exposure	<ul style="list-style-type: none"> If you feel you were exposed to toxic herbicides in Ontario during the 1950s, 1960s or 1970s. 	<p>Agent Orange Hotline (Ministry of Natural Resources) 1-888-338-3364 http://www.mnr.gov.on.ca/en/About/2ColumnSubPage/STDPROD_082257.html</p> <p>Agent Orange Association of Canada 1-506-757-2266 (Email: carol@agentorangecanada.com) http://www.agentorangecanada.com</p>
Birth Certificates (Ontario) (Contact Registrar General for Change of Name information also.)	<ul style="list-style-type: none"> Contact Registrar General for applications & information Apply online at ServiceOntario Website 	<p>Registrar General 1-800-461-2156 http://www.ontario.ca/en/residents/119282.html</p> <p>ServiceOntario – Online Birth Certificate application http://www.ontario.ca/en/services_for_residents/121591.html</p>
	<ul style="list-style-type: none"> Contact MPP for assistance if you are having problems getting a birth certificate or need help with application forms 	<p>MPP, Prince Edward-Hastings (Todd Smith) (613) 332-5850 or 613-962-1144 or 1-877-536-6248 http://toddsmithmpp.ca</p> <p>MPP, Lanark-Frontenac-Lennox & Addington (Randy Hillier) (613) 354-6332 (Napanee office) http://www.randyhillier.com</p> <p>MPP, Northumberland-Quinte West (Rob Milligan) (613) 392-3038 http://www.robmilliganmpp.com</p> <p>Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372</p>
Charities – Help with legal requirements for registered charities	<ul style="list-style-type: none"> What you need to know to comply with Income Tax Laws as a registered charity – lots of online resources 	<p>Charity Central (based in Alberta) 1-780-822-7623 or Email: info@charitycentral.ca http://www.charitycentral.ca</p> <p>Please note that the Legal Resource Centre and Charity Central do not provide legal advice, or answer specific legal questions. See the Links section for law-related information sources.</p>
Children’s issues	<ul style="list-style-type: none"> Lawyers to represent children 	<p>Office of the Children’s Lawyer 416-314-8000 http://www.attorneygeneral.jus.gov.on.ca/english/family/ocl/</p> <p>Representation in various areas of law including child custody/access disputes, child protection proceedings, and civil litigation.</p>

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Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> Information, referrals and legal assistance (in select cases) 	<p>Justice for Children and Youth (JFCY) (416) 920-1633 or 1-866-999-5329 http://www.jfcy.org/</p> <p>Providing advice in the following areas: Child welfare; Consent to Treatment; Corrections Law; Custody & Access (youth seeking access to siblings); Education Law; Immigration Law; Leaving Home; Mental Health Law; Social Assistance; Support (youth seeking financial support from parents); Victims of Crime; Young Offenders</p>
	<ul style="list-style-type: none"> Ontario's child advocate represents children and youth who are seeking or receiving services under the <i>Child and Family Services Act</i>, in: <ul style="list-style-type: none"> youth justice system, children's mental health system, child welfare system (children's aid societies), provincial and demonstration schools for the deaf and blind 	<p>Office of the Provincial Advocate for Children and Youth 1-800-263-2841 http://provincialadvocate.on.ca/</p> <p>They mediate complaints, negotiate with service providers or government officials.</p> <p>Children who live outside of their family's care, who feel that they are being abused or treated harshly and their rights violated, may call on the Provincial Advocate to intervene on their behalf.</p>
Commercial Tenancies	<ul style="list-style-type: none"> Information for renters of commercial space 	<p>Commercial Tenancy Information Line (Ministry of Municipal Affairs and Housing) 1-800-729-4871 (automated information line) http://www.mah.gov.on.ca/Page2085.aspx</p> <p>Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372</p>
Complaints - Accountants	<ul style="list-style-type: none"> Accountants – Complain to the firm they work for first, if no action taken, call the orgs listed here 	<p>Certified General Accountants of Ontario (CGA) 1-800-668-1454, ext 8262 http://www.cga-ontario.org/ - Complaints page</p> <p>Chartered Accountants of Ontario 416-962-1841 x 480 http://www.icao.on.ca/ - Online complaint for available. They deal with complaints regarding ethics and conduct. They will not resolve disputes between members and clients.</p>
Complaints – Audiologists and Speech Language Pathologists	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	<p>College of Audiologists and Speech Language Pathologists of Ontario 1-800-993-9459 http://www.caslpo.com</p>
Complaints – Canada Post	<ul style="list-style-type: none"> Contact your Canada Post local office <u>first</u>, then customer service If not resolved by customer service, contact the Ombudsman 	<p>Canada Post Customer Service 1-800-267-1177 http://www.canadapost.ca/cpo/mc/aboutus/corporate/customerservice.jsf</p> <p>Office of the Ombudsman at Canada Post 1-800-204-4198 http://www.ombudsman.postescanadapost.ca/</p>

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Complaints – Children’s Aid Society	<ul style="list-style-type: none"> Each agency is required by law to have a complaints procedure. You can either ask your worker for a copy or call the agency and ask to have a copy mailed to you. 	<p>Hastings Children’s Aid Society (613) 962-9291 or 1-800-267-0570 http://www.hastingscas.org/</p> <p>Lennox-Addington Family & Children’s Services (613) 354-9744 or 1-800-718-1797</p> <p>Prince Edward Children’s Aid Society (613) 476-7957 or 1-877-476-7957</p>
	<ul style="list-style-type: none"> The Ministry’s regional offices monitor CAS’s in their region The South East Region office serves Hastings, Lennox & Addington, Prince Edward Counties 	<p>Ministry of Children and Youth Services, South East Regional Office (Kingston) (613) 545-0539 or 1-800-646-3209 www.children.gov.on.ca/htdocs/English/about/regionaloffices.aspx</p> <p>Information on Children’s Aid: www.children.gov.on.ca/htdocs/English/topics/childremsaid/index.aspx</p> <p>Info about How to make a complaint about CAS: http://www.children.gov.on.ca/htdocs/English/topics/childremsaid/childremsaidsocieties/ocascomplaint/ocascomplaint.aspx</p>
	<ul style="list-style-type: none"> You can make a complaint to the Review Board if the local CAS refuses to hear your complaint or respond to it or give you reasons for their decision 	<p>Child and Family Services Review Board 1-888-728-8823 http://www.cfsrb.ca/</p> <p>A complaint can only be made to the Review Board after it has been reviewed through the CAS’s internal complaint review procedure.</p> <p>Link to CFSRB complaint form for complaints about CAS: http://www.cfsrb.ca/en/cfsrb/your-rights/scenario-two/how-to-apply.</p>
Complaints - Chiropodists	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	<p>College of Chiropodists of Ontario 1-877-232-7653 http://www.cocoo.on.ca</p>
Complaints – Chiropractors	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	<p>College of Chiropractors of Ontario 1-416-922-6355, ext 103 http://www.cco.on.ca/</p>
Complaints - Colleges	<ul style="list-style-type: none"> Investigation of complaints about Ontario Colleges (incl. Loyalist) 	<p>Ontario Ombudsman 1-800-263-1830 http://www.ombudsman.on.ca</p>
Complaints – Correctional Facilities		<p>See “Criminal Code - Prison Advocacy”</p>
Complaints – Dental Hygienists	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	<p>College of Dental Hygienists of Ontario 1-800-268-2346 http://www.cdho.org</p>

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Complaints – Dental Technologists (RDT)	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	College of Dental Technologists 1-877-391-2386 http://www.cdto.ca or email: info@cdto.ca
Complaints - Dentists	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	Royal College of Dental Surgeons of Ontario (RCDSO) (416) 961-6555 or 1-800-565-4591 http://www.rcdso.org
Complaints - Denturists	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	College of Denturists 1-888-236-4326 http://www.denturists-cdo.com
Complaints - Dieticians	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	College of Dietitians of Ontario 1-800-668-4990 http://www.cdo.on.ca
Complaints - Doctors	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	College of Physicians & Surgeons of Ontario (CPSO) (416) 967-2615 or 1-800-268-7096 http://www.cpso.on.ca/Info_Public/factcomp.htm
Complaints – Funeral Directors	<ul style="list-style-type: none"> The Board regulates the practices of funeral directors & investigates complaints regarding the conduct or actions of any licensee 	Board of Funeral Services 1-800-387-4458 • Email: info@funeralboard.com http://www.funeralboard.com/public/ (They also have brochures on arranging or pre-arranging a funeral and a funeral planning guide.)
Complaints – Health Professionals Appeal and Review Board	<ul style="list-style-type: none"> The Board monitors the activities of the Colleges' Complaints Committees and Registration or Accreditation Committees, in order to ensure they fulfill their duties in the public interest and as mandated by legislation Most of the Board's work consists of reviewing decisions of the colleges' complaints committees. The Board's review is the final legislated venue for the review of such complaint matters. 	Health Professionals Appeal and Review Board 1-866-282-2179 http://www.hparb.on.ca/ Complaints must be made to individual professional colleges governing health professionals <u>before</u> they will be heard by the Appeal and Review Board. Appeal to the Board if you do not agree with a college's decision or if they have not made a decision within 120 days of receiving your complaint. Read the Psychiatric Patient Advocate Office's guide, " Complaints about Health Professionals " for a listing of who to call regarding complaints against a variety of health professionals. This guide is available online at their site: http://www.ppao.gov.on.ca/inf-cmp.html . Federation of Health Regulatory Colleges of Ontario 416-493-4076 http://www.regulatedhealthprofessions.on.ca/ You can all the Federation and they will tell you if a health care professional is registered with a college.

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Complaints - Hospitals	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	<p>Ontario Ministry of Health and Long-Term Care http://www.health.gov.on.ca/english/public/contact/hosp/hospfaq_dt.html#Q6</p> <p>Contact hospital directly, ask for the Patient Advocate. If there is none, ask for the President or Chief Executive of the hospital.</p> <p>Quinte Health Care Corporation (Belleville, Bancroft, Trenton and Picton hospitals) 613-969-7400, ext. 2033 - Manager, Quality Improvement http://www.qhc.on.ca/body.cfm?id=349</p> <p>Lennox & Addington County General Hospital 613-354-3301, ext. 0 – Ask for Supervisor http://www.lacgh.com/</p> <p>Kingston General Hospital (613) 549-6666 (ext. 4158 or ext.3959) – Patient Relations http://www.kgh.on.ca/information/patient_relations.asp</p>
Complaints - Judges	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	<p>Ontario Judicial Council (Provincial court judges) (416) 327-5672 or 1-800-806-5186 http://www.ontariocourts.on.ca/ontario_judicial_council/complaint.htm</p> <p>Canadian Judicial Council (Federal court judges) (613) 288-1566 http://www.cjc-ccm.gc.ca/</p>
Complaints - Lawyers	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	<p>Law Society of Upper Canada (LSUC) (416) 947-3310 or 1-800-268-7568 http://www.lsuc.on.ca/public/a/complaints/</p> <p>Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372</p>

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Complaints – Legal Aid Ontario (LAO)	<ul style="list-style-type: none"> For complaints about service, first take your complaint to the person serving you; ask to speak with the supervisor of the provincial office department such as LAO's toll-free services; or speak with the district area director of a district office. 	<p>Legal Aid Ontario Complaints Department 1-866-874-9786 or complaints@lao.on.ca http://www.legalaid.on.ca/en/getting/complaints.asp</p> <p>If you are unhappy with the department supervisor's handling of the complaint, you can have the Complaints Department review your file. If your issue is with the district area director, your complaint will be sent directly to the regional vice president.</p> <p>Complaints from current or former clients should be address in writing to the District Office.</p> <p>Durham-Frontenac District Office: 1-888-828-3827</p>
	<ul style="list-style-type: none"> Appeal a legal aid decision 	<p>Legal Aid Ontario http://www.legalaid.on.ca/en/getting/appeal.asp</p> <p>If you disagree with a decision Legal Aid has made, send a letter of appeal within 15 days of the decision to the Legal Aid office listed on your notice for consideration by the area committee. There is no hearing to attend, appeals are based on your written information. You will receive a decision in writing within 10 days. If you disagree with the area committee's decision you can then appeal to the provincial appeals department in Toronto by submitting a letter or notice of appeal. Information on where to send this appeal will be in your area committee decision notice.</p>
Complaints – Massage Therapists	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	<p>College of Massage Therapists of Ontario 1-800-465-1933 http://www.cmto.com</p>
Complaints – Medical Laboratory Technologists	<ul style="list-style-type: none"> Information/Intake for complaint investigation Online complaint form 	<p>College of Medical Laboratory Technologists of Ontario 1-800-323-9672 http://www.cmlto.com</p>
Complaints – Medical Radiation Technologists	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	<p>College of Medical Radiation Technologists of Ontario 1-800-563-5847 http://www.cmrtto.org or email: tlanglois@cmrtto.org</p>
Complaints - Midwives	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	<p>College of Midwives of Ontario 1-416-327-0874 http://www.cmo.on.ca</p>
Complaints – Nurses	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	<p>College of Nurses of Ontario (CNO) 1-800-387-5526 http://www.cno.org/ih/complaints_intro.html</p>
Complaints – Occupational Therapists	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	<p>College of Occupational Therapists of Ontario 1-800-890-6570 http://www.coto.org; email: investigations@coto.org</p>
Complaints - Opticians	<ul style="list-style-type: none"> Information/Intake for complaint investigation. Website has online complaint form. 	<p>College of Opticians of Ontario 1-800-990-9698 http://www.coptont.org</p> <p>Complaints must be in writing or on audio or video tape.</p>

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Complaints – Optometrists	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	College of Optometrists of Ontario (416) 962-4071 or 1-888-825-2554 http://www.collegeoptom.on.ca/
Complaints - Paralegals	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	Law Society of Upper Canada (LSUC) (416) 947-3310 or 1-800-268-7568 http://www.lsuc.on.ca/public/a/complaints/ Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372
Complaints – Pharmacists	<ul style="list-style-type: none"> Information/Intake for complaint investigation. Formal complaints must be in writing. 	Ontario College of Pharmacists 1-800-220-1921 http://www.ocpinfo.com
Complaints – Physiotherapists	<ul style="list-style-type: none"> Information/Intake for complaint investigation. Website lists names of suspended members. 	College of Physiotherapists of Ontario 1-800-583-5885 http://www.collegept.org Complaints must be in writing, by mail, email, online form, or on audio or videotape.
Complaints – Police (municipal, regional and provincial)	<ul style="list-style-type: none"> Complaint investigation about services provided by a police service or conduct of an officer (<u>after</u> Oct 19/09) OIPRD complaint forms are available on their website, at all municipal, regional and provincial police services, and at all ServiceOntario locations. You can call OIPRD for help filling out the form. 	Office of the Independent Police Review Director (OIPRD) 1-877-411-4773 (TTY: 1-877-414-4773) Fax: 1-877-415-4773 https://www.oiprd.on.ca/CMS/Complaints.aspx The OIPRD is an arms-length agency of the Ontario Ministry of the Attorney General, staffed entirely by civilians. Complaints can be done online, by mail, fax, or in person. Police stations must accept complaints when they are submitted. Complaints handed into police stations will be forwarded to OIPRD within 3 days. OIPRD booklet Complaints must be made within 6 months of the incident. The OIPRD will only accept complaints for incidents that occurred <u>after</u> Oct 19/09. For incidents prior to this date you can still file with the Ontario Civilian Police Commission (see below).
	<ul style="list-style-type: none"> Police complaints for incidents <u>prior</u> to Oct 19/09 Hears appeals from the public or police officers from decisions made at police disciplinary hearings. 	Ontario Civilian Police Commission (OCPC) (416) 326-1189 or 1-888-515-5005 (Complaints line) http://www.ocpc.ca/ http://www.ocpc.ca/english/Process/PublicComplaints/index.htm (Link to info on OCPC complaints process and complaint form.) The OCPC continues to hear appeals from decisions made at police disciplinary hearings. View their brochure on appeals at: http://www.ocpc.ca/english/Process/DisciplinaryAppeals/index.htm

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Complaints – Police - RCMP	<ul style="list-style-type: none"> Anyone, including a non-citizen, who has a concern about the conduct of an RCMP member can make a complaint. 	Commission for Public Complaints Against the RCMP (CPC) 1-800-665-6878 http://www.cpc-cpp.gc.ca/ You can also make a complaint on behalf of someone else, or as a witness to an incident. There is an online complaint form or you can print off and mail in a form.
Complaints – Psychologists	<ul style="list-style-type: none"> Investigates and addresses complaints against its members - online complaint form. 	College of Psychologists of Ontario 1-800-489-8388 http://www.cpo.on.ca/
Complaints – Real Estate Brokers, Salespeople	<ul style="list-style-type: none"> Enquiries or concerns related to real estate brokerages, brokers and salespersons 	Real Estate Council of Ontario (RECO) 1-800-245-6910 http://www.reco.on.ca
Complaints – Respiratory Therapists	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	College of Respiratory Therapists of Ontario 1-800-261-0528, ext. 24 http://www.crto.on.ca or email bayliss@crto.on.ca
Complaints – Social Workers and Social Service Workers	<ul style="list-style-type: none"> Investigates written complaints against members – Complaints process brochure online 	Ontario College of Social Workers and Social Service Workers 1-877-828-9380 http://www.ocswssw.org
Complaints - Veterinarians	<ul style="list-style-type: none"> Investigates written complaints against veterinarians 	The College of Veterinarians of Ontario 1-800-424-2856 http://www.cvo.org/regulat-complaints.cfm
Consumer Complaints – Banks & Investment Firms	<ul style="list-style-type: none"> Each bank has its own ombudsman. You must try to resolve your issue at your local bank first <u>before</u> contacting OBSI. <p>Bank Ombudsmen:</p> <p>TD: 1-888-361-0319 http://www.td.com/ombudsman.jsp</p> <p>CIBC: 1-800-308-6859 http://www.cibc.com/ca/cibc-and-you/to-our-customers/service-commitment/resolving-complaints/ombudsman.html</p> <p>BMO: 1-800-371-2541 http://www.bmo.com/home/popups/global/resolving-a-complaint</p> <p>Royal Bank: 1-800-769-2542 www.rbc.com/ombudsman</p>	Ombudsman for Banking Services and Investments (OBSI) 1-888-451-4519 http://www.obsi.ca They have an online complaint form. Financial Consumer Agency of Canada (FCAC) 1-866-461-3222 http://www.fcac-acfc.gc.ca/ If you don't know the complaint process at your bank, you can call the Financial Consumer Agency of Canada for help. All banks must by law have a complaint handling process. See the FCAC complaint-handling process search tool (you type in the name of your institution): http://www.fcac-acfc.gc.ca/eng/consumers/Complaints/CHPSearch-eng.asp NOTE: FCAC does not provide redress or compensation and cannot get involved in individual disputes. Federally regulated financial institutions have certain legal obligations to consumers, ranging from account-opening requirements to information they must provide you. The FCAC investigates complaints that relate to a possible violation of these legal obligations.

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Consumer Complaints - businesses (against businesses other than utility companies like Cable, Phone, Hydro, or Gas)	<ul style="list-style-type: none"> Information/advice for complaint investigation and mediation with businesses or collection agencies (MCS) 	Ministry of Consumer Services (MCS) Consumer Protection Branch: 1-800-889-9768 http://www.ontario.ca/consumerprotection
	<ul style="list-style-type: none"> Advice for small claims court actions 	Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372
Consumer Complaints – Cable/Satellite Broadcasting Services	<ul style="list-style-type: none"> Complaints about what you see or hear on TV or radio 	Canadian Broadcast Standards Council 1-866-696-4718 http://www.cbsc.ca/english/complaint/index.php
	<ul style="list-style-type: none"> Complaint about your Cable/Satellite services (contact your local service provider first) 	Canadian Radio-Television and Telecommunications Commission 1-877-249-2782 http://www.crtc.gc.ca/ How to File a Broadcasting Complaint http://www.crtc.gc.ca/eng/INFO_SHT/G8.HTM
Consumer Complaints – Car Liens	<ul style="list-style-type: none"> Finding out if car has a lien prior to purchasing 	ServiceOntario 1-800-387-3445 http://www.ontario.ca/en/services_for_residents/index.htm Visit their website to order a “Used Vehicle Information Package (UVIP).” This package (\$20) will give you the car’s history and any liens on record. The private seller of a used motor vehicle is required to purchase a UVIP and provide it to the buyer, for most types of sales. Visit ServiceOntario’s FAQ page for more details on the package at: http://www.ontario.ca/en/services_for_residents/053408
	<ul style="list-style-type: none"> What to do if you’ve purchased a car and found a lien 	Personal Property Security Registration, Ministry of Government Services 1-800-267-8847 Call the Ministry for questions about lien registration issues. For legal advice call: Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372
Consumer Complaints – Home Inspectors	<ul style="list-style-type: none"> Investigates complaints regarding inspectors’ conduct and service They can only investigate members of OAHl – You can search online for registered members. 	Ontario Association of Home Inspectors (OAHl) 1-888-744-6244 http://www.oahi.com/ (Complaints page – with complaint form) The Committee does not mediate disputes, impose settlements, nor provide an opinion on the alleged negligence of a member suitable for other proceedings.

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Consumer Complaints – Financial Services (Insurance (including Auto Insurance), Credit Unions, Pensions, etc.)	<ul style="list-style-type: none"> The FSCO regulates Credit Unions, Co-ops, Insurance Companies, Loan and Trust Companies, Mortgage Brokers, Pensions Call them to find out how to make a complaint 	Financial Services Commission of Ontario (FSCO) 1-800-668-0128; TTY: 1-800-387-0584 http://www.fSCO.gov.on.ca/ How to resolve a complaint: http://www.fSCO.gov.on.ca/english/regulate/resolve_complaint.asp (See our Insurance Law section for more details for complaints regarding Insurance companies.)
Consumer Complaints – Hydro or Gas bills	<ul style="list-style-type: none"> Information/Intake for complaint investigation (OEB) 	Ontario Energy Board (OEB) (416) 314-2455 or 1-877-632-2727 http://www.oeb.gov.on.ca/
Consumer Complaints – Motor Vehicle Dealerships (new and used)	<ul style="list-style-type: none"> Questions or complaints about new or used car dealerships, Motor Vehicle Dealers Compensation Fund or to report a curbsider (illegal car sales) 	Ontario Motor Vehicle Industry Council (OMVIC) 1-800-943-6002 http://www.omvic.on.ca They have a compensation fund for consumers who suffer financial loss. To qualify you have to have purchased your vehicle from a registered dealer (no jurisdiction over private sales) and make your claim within 2 years of a dealer's refusal to reimburse you.
	<ul style="list-style-type: none"> Mediates complaints between consumers and vehicle manufacturers 	Canadian Motor Vehicle Arbitration Plan 1-800-207-0685 http://www.camvap.ca/ This is a program where disputes between consumers and vehicle manufacturers about alleged manufacturing defects or implementation of the manufacturers' new vehicle warranty can be put before a neutral third party (arbitrator) for resolution.
Consumer Complaints – Telephone, wireless phones, internet access services	<ul style="list-style-type: none"> Complain to your local telephone / wireless / internet company first. If you are not satisfied with the response of your service provider, you can contact the CCTS. 	Commissioner for Complaints for Telecommunication Services (CCTS) 1-888-221-1687; TTY: 1-877-782-2384 http://www.ccts-cprst.ca/ Email: info@ccts-cprst.ca Complaints must be in writing (mail, fax or online form). Check their website first to see if your provider is a member. (Members include: Bell Canada, Cogeco Cable, Rogers Communications, Telus)
	<ul style="list-style-type: none"> If your service provider is <u>not</u> a member of CCTS, then it is still regulated by the CRTC 	Canadian Radio-Television and Telecommunications Commission (CRTC) 1-877-249-2782 http://www.crtc.gc.ca/ How to file a Complaint About Your Telephone Service http://www.crtc.gc.ca/eng/INFO_SHT/T12.htm

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Consumer Complaints – Travel Agents	<ul style="list-style-type: none"> Call TICO for complaints against travel retailers (agents) or wholesalers 	Travel Industry Council of Ontario (TICO) 1-888-451-8426 http://www.tico.on.ca
Consumer Identity Theft	<ul style="list-style-type: none"> Checklists and fact sheets on what to do if you've been a victim of identity theft PhoneBusters is the central agency in Canada that collects information on telemarketing, advanced fee fraud letters (Nigerian letters) and identity theft complaints. The information is disseminated to the appropriate law enforcement agencies. 	<p>First, file a report with your local police. Then report it to: Canadian Anti-Fraud Call Centre 1-888-495-8501 (Email: info@antifraudcentre.ca) www.antifraudcentre.ca</p> <p>Use their "Identity Theft Statement" to notify financial institutions, credit card companies, etc.: http://www.antifraudcentre-centreantifraude.ca/english/documents/idtheftstatement.pdf</p> <p>Q&A's on Identity Theft and what to do can be found here:</p> <p>Consumer Measure Committee (Consumer Identity Theft Kit) http://cmcweb.ca/eic/site/cmc-cmc.nsf/eng/fe00084.html</p> <p>Consumer Information Gateway (List of resources) http://consumerinformation.ca/app/oca/ccig/html.do?page=focuson2&language=eng</p> <p>Consumer Protection Branch (What if I am a victim?) http://www.gov.on.ca/MGS/en/ConsProt/STEL02_045996.html</p> <p>Office of the Privacy Commissioner (Fact Sheet) http://www.privcom.gc.ca/fs-fi/02_05_d_10_e.asp</p> <p>Public Safety Canada – Advice for Consumers http://www.publicsafety.gc.ca/prg/le/bs/consumers-eng.aspx</p> <p>Safe Canada (Q&A) http://www.safecanada.ca/identitytheft_e.asp</p>
Contract Law - Small Claims Court Actions	<ul style="list-style-type: none"> Legal advice for small claims court actions (LRS) 	Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372
	<ul style="list-style-type: none"> Advice on forms/procedure (MAG, SCC) 	Small Claims Court, Ministry of the Attorney General (SCC) Belleville / Bancroft: (613) 962-9106 Napanee: (613) 354-3845 Picton: (613) 476-6236 http://www.attorneygeneral.jus.gov.on.ca/english/courts/scc/default.asp Ministry of the Attorney General (MAG) (416) 326-2220 or 1-800-518-7901 http://www.attorneygeneral.jus.gov.on.ca/english/about/pubs/

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Criminal Code – Pardons	<ul style="list-style-type: none"> Where to get pardon applications and free help completing the application Ontario Works (OW) in Hastings County and Lennox & Addington will cover the costs of the pardon application for those on OW. Ask your worker about “Discretionary Benefits.” 	<p>Parole Board of Canada - National Office (PBC) (613) 954-7474 or 1-800-874-2652 http://www.pbc-clcc.gc.ca/index-eng.shtml</p> <p>The Pardon Application is also available at most MP or MPP offices or download one online at: http://www.pbc-clcc.gc.ca/prdons/pardon-eng.shtml</p> <p>Ontario Works (Hastings County): Belleville: (613) 966-8032, Trenton: (613) 392-1387 Madoc: (613) 473-5258, Bancroft: (613) 332-3410 http://www.hastingscounty.com/siteengine/activepage.asp?PageID=31</p> <p>Ontario Works (Prince Edward and Lennox & Addington) (613) 354-0957 or 1-866-354-0957 http://www.pelass.org/</p> <p>John Howard Society of Belleville and District (JHS) (613) 968-6628</p> <p>They hold pardon workshops every Wed. at 11:00 am in Belleville at the John Howard Society at 19-21 Wallbridge Crescent, next to Gleaners Food Bank. Call for an appointment.</p>
	<ul style="list-style-type: none"> Prison advocacy for those currently in a facility 	<p>Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372</p> <p>Correctional Law Project – Queen’s Legal Aid (613) 546-1171 (advice for federal offenders) http://kingston.cioc.ca/details.asp?RSN=13573&Number=21</p>
Criminal Code – Prison advocacy	<ul style="list-style-type: none"> Advocacy for youth in jail at youth centres or in detention 	<p>Justice for Children and Youth (JFCY) (416) 920-1633 or 1-866-999-5329 http://www.jfcy.org/</p>
	<ul style="list-style-type: none"> Complaints about federal correctional facilities 	<p>Office of the Correctional Investigator (OCI) (an Ombudsman for federal offenders) 1-877-885-8848 http://www.oci-bec.gc.ca</p>
	<ul style="list-style-type: none"> Complaints about provincial correctional facilities 	<p>Ontario Ombudsman (complaints about provincial institutions) 1-800-263-1830 http://www.ombudsman.on.ca/</p>

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Criminal – Young Offenders Act	<ul style="list-style-type: none"> Legal advice for youth 	<p>Justice for Children and Youth (JFCY) (416) 920-1633 or 1-866-999-5329 http://www.jfcy.org/</p> <p>Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372</p>
	<ul style="list-style-type: none"> The Youth Court Committee meets with first time minor offenders, their parents and victims to mediate an appropriate response to the crime. 	<p>Youth Diversion Program (Kingston) (613) 548-4535 http://www.youthdiversion.org/</p> <p>Belleville Youth Justice Committee 613-966-7410 http://www.yjcontario.ca/belleville.html</p> <p>By participating, youth does not go through formal Youth Court System.</p>
	<ul style="list-style-type: none"> Youth Support Worker Program is intervention for youth 12-17 who do not have a probation officer. The agency provides intake, assessment, referrals, counselling, and advocacy. Bail Supervision is a program for youth 12-17 unable to obtain a surety. It assists the court in considering and selecting suitable candidates for bail and bail supervision. 	<p>John Howard Society of Belleville and District - Community Support Worker for Youth Program (Serves Hastings and Prince Edward Counties)</p> <p>John Howard Society of Belleville - Bail Supervision</p> <p>http://quinte.cioc.ca/details.asp?RSN=21895 http://www.johnhoward.ca/directory/ont/Jhsont.htm (613) 968-6628 or (613) 922-9355 (Youth/Parent Helpline) jhs@bellnet.ca</p> <p>For more information, visit: http://www.communitylegalcentre.ca/Other_Resources.htm#Youth</p> <p>Referrals for both programs can be made by police, lawyers, the court, family members or the young person themselves by phone, fax, email or in person.</p> <p>John Howard Society of Kingston (serving Lennox & Addington County)</p> <p>http://www.johnhowardkingston.ca/ http://www.johnhoward.ca/directory/ont/Jhsont2.htm 1-888-325-7930 or email jhskingston@cogeco.net</p>

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Debt Problems, including Collections, Bankruptcy	<ul style="list-style-type: none"> What do to about bills and debt 	<p>K3C Community Counselling Centres (Belleville Office) (613) 966-3556 or 1-800-379-5556 http://k3ccreditcounselling.org/</p> <p>K3C Community Credit Counselling (Kingston Office) (613) 549-7850 or 1-800-379-5556 (Napanee satellite office)</p>
	<ul style="list-style-type: none"> Dealing with Collection Agencies, collection rules and making a complaint 	<p>Ministry of Consumer Services 1-800-889-9768; TTY: 1-877-666-6545; consumer@ontario.ca www.sse.gov.on.ca/mcs/en/Pages/Personal_Finance_Collection_Agencies.aspx or www.ontario.ca/consumerprotection</p> <p>CLEO Pamphlet "Is a Collection Agency Harassing You?" 416-408-4420 http://www.cleo.on.ca/english/pub/onpub/subject/consumer.htm</p>
	<ul style="list-style-type: none"> Advice on how to check your credit rating and fix problems found 	<p>Financial Consumer Agency of Canada - Publication: Understanding your Credit Report and Credit Score http://www.fcac-acfc.gc.ca/eng/publications/CreditReportScore/CreditReportScoreTOC_e.asp</p>
	<ul style="list-style-type: none"> Credit bureaus – they will provide a copy of your credit report by mail, free of charge. (Or view it online for a fee.) 	<p>Equifax Canada: 1-800-465-7166 www.equifax.ca</p> <p>TransUnion Canada: 1-866-525-0262 www.tuc.ca</p>
	<ul style="list-style-type: none"> Bankruptcy information – they will give you list of trustees participating in Bankruptcy Assistance Program 	<p>Industry Canada, Office of the Superintendent of Bankruptcy (613) 995-2994 (Ottawa office) or (416) 973-6486 (Toronto) http://strategis.ic.gc.ca/epic/internet/inbsf-osb.nsf/en/home</p> <p>Provides information and Investigates complaints with respect to the insolvency process.</p>
Deaf Issues – Help for the Deaf, deafened or hard of hearing	<ul style="list-style-type: none"> Services for the Deaf include employment services, general support services and mental health counselling 	<p>Canadian Hearing Society Phone: 1-877-347-3427 or TTY: 1-877-216-7310 www.chs.ca</p> <p>CHS offers 17 services to the Deaf including: employment services (help with job accommodation and supports, interpreters for interviews, counselling), educational support (computerized notetakers, interpreters), mental health counselling, interpretation services, accessibility services and general support (filling out forms, attending meetings with government caseworkers).</p> <p>Family Law Education for Women Watch ASL Videos on family law topics (Divorce, support etc) www.onefamilylaw.ca/en/asl</p>

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Disability related Issues	<ul style="list-style-type: none"> ARCH provides free, confidential, basic legal information as it relates to disability including: <ul style="list-style-type: none"> Discrimination mental capacity education, employment estate planning immigration mental health disability supports abuse, home care transportation 	<p>ARCH Disability Law Centre Toll-free 1-866-482-2724 - TTY: Toll-free 1-866-482-2728 http://www.archdisabilitylaw.ca</p> <p>Please call your local community legal clinic for assistance with ODSP or CPP disability, landlord/tenant disputes, or Workers Compensation claims.</p> <p>ARCH can refer you to lawyers in private practices, where possible, for assistance with: personal injuries, family law, medical malpractice, criminal law, powers of attorney, wills.</p>
Disability Savings Plan (RDSP) Disability Tax Credit	<ul style="list-style-type: none"> Information on the Registered Disability Savings Plan and the Disability Tax Credit – Who qualifies, how to apply 	<p>Northern Lights Canada 1-800-361-4642; TTY: 905-576-3129 http://www.northernlightscanada.ca</p> <p>Call to learn more about RDSPs or attend an information session.</p> <p>Canada Revenue Agency 1-800-959-8281; TTY: 1-800-665-0354 http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/rdsp-reei/menu-eng.html</p> <p>Information, Fact Sheets and Forms available online. Call for information on opening an RDSP or the Disability Tax Credit.</p>
	<ul style="list-style-type: none"> Help filling out the application forms or to open an RDSP account. 	<p>Scotia Bank's Wealthy Management Contact Centre 1-877-929-4499 Bank of Montreal: 1-800-665-7700 CIBC: 1-800-465-3863; RBC Royal Bank: 1-800-463-3863 TD Waterhouse: 1-866-280-2022</p> <p>List of organizations that offer RDSPs and links to the websites: www.hrsdc.gc.ca/eng/disability_issues/disability_savings/financ_org.shtml</p>
	<ul style="list-style-type: none"> Information on the Canada Disability Savings Grant. You must apply for the grant (it is not automatic). 	<p>Human Resources & Skills Development Canada (HRSDC) 1-800-622-6232 (1-800 O Canada); TTY: 1-800-926-9105 http://www.disabilitysavings.gc.ca</p> <p>Information, links and an RDSP calculator available online. Call for information on applying for the grant (a matching grant that the Government will deposit into your RDSP to help you save, up to \$3,500 yearly maximum) and a list of participating financial organizations.</p>
	<ul style="list-style-type: none"> If application for Disability Tax Credit is denied 	<p>If denied the Disability Tax Credit you can file a formal objection. Send a completed form (available online) or a letter to the Chief of Appeals, Sudbury Tax Services Office.</p> <p>Contact Revenue Canada for details at 1-800-959-8281 or go to: http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/lns300-350/316/dnd-eng.html</p> <p>Pamphlet about appeal rights: http://www.cra-arc.gc.ca/E/pub/tg/p148/p148-09e.pdf</p>

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(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Drug Benefits	<ul style="list-style-type: none"> Information 	Trillium Drug Plan 1-800-575-5386 http://www.health.gov.on.ca/english/public/pub/drugs/trillium.html Application kits available at your local pharmacy or call the Ministry of Health & Long Term Care INFOline: 1-800-268-1154 (TTY 1-800-387-5559)
	<ul style="list-style-type: none"> For problems with Trillium, contact your MPP 	MPP, Prince Edward-Hastings (Todd Smith) (613) 332-5850 or 613-962-1144 or 1-877-536-6248 http://toddsmithmpp.ca MPP, Lanark-Frontenac-Lennox & Addington (Randy Hillier) (613) 354-6332 (Napanee office) http://www.randyhillier.com MPP, Northumberland-Quinte West (Rob Milligan) (613) 392-3038 http://www.robmilliganmpp.com
Education Law	<ul style="list-style-type: none"> Advice on: <ul style="list-style-type: none"> Suspensions Expulsions 	Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372 Justice for Children and Youth (JFCY) (416) 920-1633 or 1-866-999-5329 http://www.jfcy.org/ Child Advocacy Project (volunteer lawyers from Pro Bono Law Ontario) 1-866-466-PBLO http://www.childadvocacy.ca/
Elder Abuse	<ul style="list-style-type: none"> Hotline to assist abused and at-risk seniors – provides information, referrals and support 24/7 	Ontario Network for the Prevention of Elder Abuse 1-866-299-1011 – Senior's Safety Line http://www.onpea.org/ http://www.culture.gov.on.ca/seniors/english/programs/elderabuse/
	<ul style="list-style-type: none"> Victim Support Line for victims of crime 	Office for Victims of Crime – Victim Support Line 1-888-579-2888 http://www.ovc.gov.on.ca/english/FAQ/faq.html Call for referrals to community agencies, information on the criminal justice system and information to registered clients about the status and scheduled release date of provincially incarcerated offenders.
	<ul style="list-style-type: none"> Information & referrals on seniors' law issues incl. nursing homes, health care, elder abuse, etc. 	Advocacy Centre for the Elderly (ACE) (416) 598-2656 http://www.ancelaw.ca

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Environmental Law	<ul style="list-style-type: none"> Information, referrals and legal assistance in select cases 	Canadian Environmental Law Association (CELA) (416) 960-2284 http://www.cela.ca/
Epilepsy Services	<ul style="list-style-type: none"> Services provided in Quinte, Hastings and Prince Edward Counties and Lennox & Addington county 	Epilepsy and Seizure Disorders Resource Centre (613) 542-6222 (Kingston office, call for appointment) http://www.epilepsyresource.org They provide one-on-one or group support at Motion Specialties, 479 Dundas St. West, Belleville, on the 1 st and 3 rd Wednesday of each month from 9am-3pm. They are also located at the Armoury Mall on the lower level in Picton on the last Friday of each month from 9am-3pm. Walk-ins are welcome. They also do educational presentations to community groups.
Estates – administration <i>Also see “Wills” for making or contesting a will</i>	<ul style="list-style-type: none"> Administering an estate after someone dies if they have a will What to do if the deceased did not have a will 	Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372 Ministry of the Attorney General (FAQ on their website about estates) http://www.attorneygeneral.jus.gov.on.ca/english/estates/estates-FAQ.asp Office of the Public Guardian and Trustee (for persons without a will or heirs are minors) 1-800-366-0335 http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/estateadmin.asp Justice Ontario (Ministry of the Attorney General) 1-866-252-0104 www.ontario.ca/justiceontario (see Wills and Estates section) Community Advocacy & Legal Centre (Tip Sheets) www.communitylegalcentre.ca/referrals/poa.htm
Family Law – Grandparents raising grandchildren	<ul style="list-style-type: none"> Support group for grandparents – they have a legal FAQ’s page and other resources 	Cangrands National Kinship Support 613-474-0035 http://www.cangrands.com/ Belleville chapter: 613-966-9427 or 1-800-952-2279 Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Family Law - Separation, Divorce	<ul style="list-style-type: none"> Information and referrals Mediation <p>NOTE: If you have a custody or support issue, call Legal Aid Ontario to see if you qualify for a certificate to get representation by a lawyer, or to speak to their advice lawyer on the phone. Call 1-800-668-8258.</p>	<p>Family Law Information Centre (FLIC), Belleville (613) 968-6759 – Drop-in clinic Advice lawyer at 199 Front Street, 4th Floor, 9-1 Fridays http://www.attorneygeneral.jus.gov.on.ca/english/family/infoctr.asp</p> <p>Family Law Information Centre (FLIC), Napanee (613) 354-3845 – Drop-in clinic Advice lawyer at 41 Dundas St. W., 10-12:30 Wed/Fri http://www.attorneygeneral.jus.gov.on.ca/english/family/infoctr.asp</p> <p>Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372</p>
	<ul style="list-style-type: none"> Pamphlets and other printed information on: <ul style="list-style-type: none"> Child support Custody & access Family law resources in Ontario Getting divorced Common-law relationships 	<p>Community Advocacy & Legal Centre – Family law links http://www.communitylegalcentre.ca/referrals/Family_Law.htm</p> <p>YourLegalRights Website – Family Law Page http://yourlegalrights.on.ca/resource-legal-topic/10</p> <p>Family Law Information Program (FLIP) (videos) http://www.legalaid.on.ca/en/getting/flip.asp</p> <p>CLEO Pamphlets (available online) http://www.cleo.on.ca/english/pub/onpub/subject/family.htm</p> <p>Ministry of Attorney General – Info, links to court rules/forms http://www.attorneygeneral.jus.gov.on.ca/english/family/</p> <p>Justice Ontario (Ministry of the Attorney General) 1-866-252-0104 www.ontario.ca/justiceontario</p> <p>Family Law Education for Women – Info in 11 languages http://onefamilylaw.ca/</p> <p>My Support Calculator - Online basic support calculator www.MySupportCalculator.ca</p>
Family Responsibility Office (FRO)	<ul style="list-style-type: none"> Information about the program 	<p>Family Responsibility Office (TTY:1-866-545-0083) 24 hour automated info line: 1-800-267-7263 Customer Service Unit: 1-888-815-2757 Enforcement Call Centre: 1-800-267-4330 http://www.ontario.ca/FRO</p>
	<ul style="list-style-type: none"> Problems with or complaints about the FRO program 	<p>MPP, Prince Edward-Hastings (Todd Smith) 613-332-5850 or 613-962-1144 or 1-877-536-6248 http://toddsmithmpp.ca</p> <p>MPP, Lanark-Frontenac-Lennox & Addington (Randy Hillier) 613-354-6332 (Napanee office) http://www.randyhillier.com</p> <p>MPP, Northumberland-Quinte West (Rob Milligan) 613-392-3038 http://www.robmilliganmpp.com</p> <p>Ontario Ombudsman 1-800-263-1830 http://www.ombudsman.on.ca/</p>

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Federal Services, Laws, Programs and agencies	<ul style="list-style-type: none"> Information and referrals Non-legal assistance with the following: <ul style="list-style-type: none"> Canada Pension Plan (CPP) Employment Insurance (EI) Old Age Security (OAS) Guaranteed Income Supplement (GIS) National Child Benefit Passport applications 	<p>MP, Northumberland/Quinte West (613) 392-3382 http://www.ricknorlock.ca/</p> <p>MP, Prince Edward-Hastings (613) 969-3800 or 1-866-471-3800 http://www.darylkramp.ca/</p> <p>MP, Lanark, Frontenac, Lennox & Addington (613) 354-1948 or 1-866-929-0092 http://www.scottreid.ca/</p> <p>Canada Benefits http://www.canadabenefits.gc.ca - Click "Benefits Finder" to see what government benefits you may be eligible for</p> <p>View the Legislation online at: Federal Laws website (statutes and regulations) http://laws.justice.gc.ca/en/title/A.html</p>
Foreclosure	<ul style="list-style-type: none"> When a mortgagee defaults on their mortgage and home is taken over by the lender 	<p>Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372</p> <p>Information:</p> <p>YourLegalRights.on.ca – "Avoiding Foreclosure" Pamphlet www.yourlegalrights.on.ca/resource/76673?tid_ref=79</p> <p>Power of Sale Tip Sheet (created by Community Legal Clinic – Simcoe, Haliburton, Kawartha Lakes) http://www.communitylegalclinic.ca/content.aspx?pid=298</p> <p>Mortgages Act www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90m40_e.htm</p> <p>How to Deal with Mortgage Payment Difficulties (from CMHC) http://www.cmhc-schl.gc.ca/en/co/co_005.cfm</p>
Government Services (provincial)	<ul style="list-style-type: none"> Answers questions about government services, access to online services File landlord and tenant applications Free government publications, such as power of attorney kits, application forms, etc. 	<p>ServiceOntario Centre (Belleville) 199 Front Street 1-800-267-8097, TTY: 1-800-268-7095 https://www.services.gov.on.ca/services/allLocations.do?action=details&id=12101</p> <p>ServiceOntario Centre (Bancroft) 50 Monck Street 1-800-267-8097, TTY: 1-800-268-7095 https://www.services.gov.on.ca/services/allLocations.do?action=details&id=12100</p> <p>Click this link to find location in your area: https://www.services.gov.on.ca/services/start.do?action=location&locale=EN</p>

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Health Cards (OHIP)	<ul style="list-style-type: none"> General questions 	<p>Ontario Health Insurance Plan – Ministry of Health 1-888-376-5197 (local number) Ministry INFOLine 1-800-664-8988, TTY 1-800-387-5559 http://www.health.gov.on.ca/english/public/program/ohip/ohip_mn.html</p>
	<ul style="list-style-type: none"> To appeal a decision by OHIP 	<p>OHIP Eligibility Review Committee Ministry of Health and Long-Term Care 2nd Floor, 49 Place d'Armes, Kingston, ON K7L 5J3 Fax: (613) 548-6557 http://www.health.gov.on.ca/en/public/publications/ohip/review.aspx</p> <p>Write a letter (within 15 days of receiving OHIP's decision) to the OHIP Eligibility Review Committee. Include a copy of the decision and why you believe it was wrong.</p> <p>Health Services Appeal and Review Board 151 Bloor Street West, 9th Floor, Toronto, ON M5S 2T5 1-866-282-2179; TTY: 1-877-301-0889 http://www.hsarb.on.ca/ (Email: hsarb@ontario.ca)</p> <p>If not satisfied with their decision, write the Health Services Appeal & Review Board.</p>
Health Care – Finding Low Cost Dental Care	<ul style="list-style-type: none"> low cost dental services provided to anyone, regardless of where you live (i.e. you don't have to be a Kingston resident to get service) Because this is a supervised student learning clinic, the average appointment time is 4 hours. ODSP & OW will pay transportation costs 	<p>Trillium College Dental Hygiene Clinic 613-531-5138 (talk to Kelly) or email Paola at mendezpao@hotmail.com</p> <p>They are in Frontenac Mall, 1300 Bath Road, Kingston (directly across from Chit Chat Café in the mall)</p> <p>Kelly will take your telephone number and have a student call back with an appointment time.</p> <p><u>Prices:</u> Adults \$25; Seniors (65+) and Youth (14-17) \$10 Children (5-13) are free (no children under 5)</p> <p>Prices are for cleaning/scaling/polishing/x-rays/pit and fissure sealant. Bleaching is \$75. Clinic is supervised by qualified RDH's and DDS.</p>

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Health Care – Finding a Family Doctor (See next page for How to Delist with Your Doctor – when switching to a new doctor)	<ul style="list-style-type: none"> Where to go if you don't have a family doctor Health Care Connect refers people without a regular family health care provider to physicians and nurse practitioners who are accepting new patients in their community. 	<p>Health Care Connect 1-800-445-1822 http://www.ontario.ca/healthcareconnect</p> <p>Belleville Nurse Practitioner-Led Clinic 613-779-7304 or email: bellevillenplc@hotmail.com</p> <p>In order to be seen at the clinic, you must first be registered. To register: call and tell Kelly Sexsmith (receptionist) you wish to register, fax them at 613-779-6960, or walk in and register at 231 Front Street, Belleville (downtown beside Roluf's cameras)</p> <p>They hope to eventually offer a Rapid Care Program, but are not yet equipped to handle walk-ins who are not registered. They're planning to hire full-time social worker, part-time dietician & part-time pharmacist.</p> <p>Prince Edward Family Health Team (has both doctors and Nurse Practitioners) 613-471-1161 http://www.pefht.ca</p> <p><u>Doctors taking new patients in our service area (July 2011):</u></p> <p>Belleville: Belleville Queen University, Family Medicine Centre 145 Station Street, 613-771-1910 (15 doctors)</p> <p>Bayview Medical Clinic, Dr. Peter Gray 613-966-4045</p> <p>Loyalist Family Practice, 150 Sidney Street (must call Health Care Connect to get put on list for doctors at this location – Dr. Feltham, Dr. Weatherall, Dr. Smith and Dr. McPhail).</p> <p>Trenton: Quinte West Medical Ctr, Dr. Elena Dyachuk 613-394-0770 (Accepting applications, but currently has 1 year waiting list)</p> <p>Napanee: Napanee Area Community Health Centre, 613-354-8937. They have a doctor, nurse practitioner, social worker, community dietician and physiotherapist and serve people who live in the Town of Greater Napanee, East to Hwy 6, Deseronto, south to Lake Ontario & north incl. all of Stone Mills. (Accepting applications, currently has 7 month waiting list)</p> <p>Belleville and Quinte West Community Health Centre 613-965-0698 (Trenton) 613-962-0000 (Belleville) http://www.bqwchc.com/</p> <p>Trenton: 70 Murphy Street; Belleville: 161 Bridge St. W.</p> <p>Application form to get a doctor available online: http://www.bqwchc.com/services/primary-health-care/need-doctor Fill it out & mail it or drop it off to the Trenton location.</p>
Health Care – Finding Transportation to medical appts.	<ul style="list-style-type: none"> Transportation for elderly and disabled patients to doctor appointments 	<p>See the Seniors Issues section (for transportation available for both the elderly or those who are disabled).</p>

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Health Care – Health Equipment Loan Program (HELP)	<ul style="list-style-type: none"> Loans medical equipment (wheelchairs, bath seats, walkers, etc.) on short-term basis to people recovering from injury, illness or surgery 	<p>Health Equipment Loan Program 613-966-0730 or easternontario-help@redcross.ca www.redcross.ca/help</p> <p>Equipment is provided, with a health care professional's recommendation, for 1-3 months, for a nominal rental fee.</p>
Health Care – How to De-list with your family doctor (to get a new doctor)	<ul style="list-style-type: none"> When changing doctors you need to “de-list” from your current doctor first 	<p>There are 3 options for de-listing:</p> <ol style="list-style-type: none"> 1) Tell your current doctor that you would like to de-list and they can start the process. The length of time it takes depends on when your doctor's office would start the paperwork. 2) Call ServiceOntario at 1-866-532-3161, Mon-Fri 8:30-4:30. You will need to have the name of your doctor and your health card number. They will take the information and it will take about 10 days and you will receive a letter in the mail. 3) Go to the new doctor of your choice and they can start the process immediately.
Health Care – Long Term Care Homes	<ul style="list-style-type: none"> Complaints about Long Term Care Homes (Nursing Homes) The Long Term Care Action Line can also be used for complaints about Community Care Access Centres The HSARB deals with decisions of agencies under the <i>Long Term Care Act</i> respecting eligibility for service; decisions of the Director with respect to licensing under the <i>Nursing Homes Act</i>, and decisions of the Ontario Health Insurance Plan (OHIP) respecting eligibility and payment 	<p>Ministry of Health and Long Term Care 1-866-876-7658 (Long Term Care Action Line–Access Centres) 1-866-434-0144 (Action Line – for Long Term Care Homes) TTY: 1-800-387-5559 http://www.health.gov.on.ca/english/public/program/ltc/25_standards.html#5 http://www.health.gov.on.ca/english/public/contact/ccac/ltc_actionline.html</p> <p>Advocacy Centre for the Elderly (ACE) (416) 598-2656 http://www.ancelaw.ca</p> <p>ARCH Disability Law Centre 1-866-482-2724 or TTY: 1-866-482-2728 http://www.archdisabilitylaw.ca/index.asp</p> <p>MPP, Prince Edward-Hastings (Todd Smith) 613-332-5850 or 613-962-1144 or 1-877-536-6248 http://toddsmithmpp.ca</p> <p>MPP, Lanark-Frontenac-Lennox & Addington (Randy Hillier) 613-354-6332 (Napanee office) http://www.randyhillier.com</p> <p>MPP, Northumberland-Quinte West (Rob Milligan) 613-392-3038 http://www.robmilliganmpp.com</p> <p>Health Services Appeal and Review Board (HSARB) 1-866-282-2179, TTY: 1-877-301-0889 http://www.hsarb.on.ca</p>
	<ul style="list-style-type: none"> Pamphlets on rights regarding home care received through a Community Care Access Centre 	<p>CLEO (Community Legal Education Ontario) Health and Disability page of their website has pamphlets on: Home Care Bill of Rights Home Care Complaints and Appeals http://www.cleo.on.ca/english/pub/onpub/subject/health.htm</p>

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(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Health Care – Retirement Homes	<ul style="list-style-type: none"> Complaints about Retirement Homes 	Ontario Retirement Communities Association 1-800-361-7254 (complaint response and information service) http://www.orca-homes.com/information.html
Hepatitis C Claims	<ul style="list-style-type: none"> Hep C info, assistance with financial compensation claims and class action settlement 	Ontario Hepatitis C Assistance Plan (Ministry of Health) 1-877-222-4977 (TTY: 1-800-387-5559) (Application forms) http://www.health.gov.on.ca/english/public/program/hepc/hepc_assistplan.html Each person infected with hepatitis C through the blood system can now expect assistance of \$25,000. This is based on Ontario's estimated share for the 1986-1990 Settlement Agreement. Hep C Ontario.ca (Ministry of Health & Long Term Care) 1-877-234-4343 (TTY: 1-800-387-5559) (Information) http://www.hepcontario.ca/en/blood.html Hepatitis C Jan 1/86 – Jul 1/90 Class Actions Settlement 1-877-434-0944 (Info on class action settlement) http://www.hepc8690.com Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372
HIV and AIDS	<ul style="list-style-type: none"> Free legal clinic for people living with or affected by HIV/AIDS 	HIV & AIDS Legal Clinic (Ontario) 1-888-705-8889 (TTY: 1-866-513-9883) http://www.halco.org/ They offer advice on a number of issues, including some immigration matters, health professions complaints, some private insurance matters, HIV-related prison matters, and substitute decision-making.
	<ul style="list-style-type: none"> Information, counselling and education 	Canadian HIV/AIDS Legal Network 416-595-1666 or email: info@aidslaw.ca http://www.aidslaw.ca Advocacy organization that promotes human rights for people living with HIV/AIDS. They have many publications on their website with information. AIDS and Sexual Health Info Line (Province-wide line) 1-800-668-2437 (free and anonymous, multi-language) http://www.toronto.ca/health/ai_index.htm HIV/AIDS Regional Services 1-800-565-2209 (Serves Kingston to Belleville to Sharbot Lake) http://hars.ca/ Services include counselling, advocacy, access to free condoms, a Needle Exchange and an extensive resource library.

Where Else to Go For Help

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Type of Problem	Type of Help	Resource & Contact Info
Home Repair – Financial Assistance for Home Owners and Landlords	<ul style="list-style-type: none"> CMHC offers several programs to address housing needs in First Nations communities 	<p>Canada Mortgage and Housing Corporation (CMHC)'s Residential Rehabilitation Assistance Program (RRAP) <u>On-Reserve</u> 416-218-3341 or call your band council http://www.cmhc-schl.gc.ca/en/ab/onre/onre_015.cfm</p> <p>Programs available for First Nations People (On reserve) 905-244-1403 http://www.cmhc-schl.gc.ca/en/ab/onre/index.cfm</p>
	<ul style="list-style-type: none"> You must apply to ODSP programs <u>before</u> contacting the Disability Support Team. 	<p>Disability Support Team http://www.disabilitysupportteam.com</p> <p>Not-for-profit organization for residents of Hastings County – time and materials donated by local tradespeople. They help disabled homeowners that can't get funding through ODSP/CMHC for repairs/improvements. Apply online on their website or ask ODSP for help with making an application.</p>
Home Schooling	<ul style="list-style-type: none"> Provincial homeschool group providing support and information to homeschooling families 	<p>The Ontario Federation of Teaching Parents 1-800-704-0448 http://www.ontariohomeschool.org</p>
Human Rights	<ul style="list-style-type: none"> Offers human rights legal services to people who have experienced discrimination 	<p>Human Rights Legal Support Centre 1-866-625-5179 (TTY: 1-866-612-8627) http://www.hrlsc.on.ca/</p> <p>They have information sheets and application forms available on their website.</p>
Incorporation (businesses)	<ul style="list-style-type: none"> General Information for businesses on incorporation, Director's liability, etc. 	<p>Ministry of Government Services (MGS) 1-800-889-9768 http://www.cbs.gov.on.ca/mcbs/english/5HTTBT.htm</p> <p>Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372</p>
Incorporation (for Non-Profits)	<ul style="list-style-type: none"> The Volunteer Lawyers Service (VLS) offers free legal support to eligible charitable and non-profit organizations in Ontario. VLS can help with incorporation, charitable registration, board governance, contracts & trademark registrations. 	<p>Volunteer Lawyer Service, Law Society of Upper Canada 1-866-466-7256 http://www.volunteerlawyers.org/</p> <p>Ministry of Government Services (MGS) 1-800-889-9768 http://www.cbs.gov.on.ca/mcbs/english/5HTTDJ.htm</p> <p>Not-For-Profit Incorporator's Handbook (from the Ministry of the Attorney General website) http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/nfpinc/</p>

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Immigration Issues	<ul style="list-style-type: none"> General questions about Citizenship and Immigration services and program or applications in process (only applications processed <u>inside</u> Canada). 	<p>Citizenship and Immigration Canada 1-888-242-2100 M-F, 8:00-4:00 (after hours is recorded info) TTY: 1-888-576-8502 (8:00-4:00) http://www.cic.gc.ca/english/index.asp</p> <p>Government website has lots of information, application forms and guides.</p>
	<ul style="list-style-type: none"> Settlement services - helping people through the immigration process, sponsoring family members and obtaining citizenship. 	<p>Quinte United Immigrant Services 613-968-7723 http://www.quis-immigration.org/</p> <p>They also assist immigrants in locating affordable housing, furnishings, etc., getting social & health insurance, driver's licences, schooling, etc.</p> <p>Settlement.Org http://www.settlement.org Website with lots of information for newcomers, in 11 languages.</p>
	<ul style="list-style-type: none"> An independent tribunal that is responsible for hearing refugee claims and appeals. 	<p>Immigration and Refugee Board 1-613-943-8630 Ottawa Regional Office http://www.irb-cisr.gc.ca/Pages/index.htm</p> <p>Guides, including Claimant's Guide, forms, are on their website.</p>

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Type of Problem	Type of Help	Resource & Contact Info
Income Tax (see next page for more help, including free software and legal advice)	<ul style="list-style-type: none"> Free help for disabled or low income persons to prepare their income tax forms (during tax season unless specified) 	<p>Community Care for North Hastings (Bancroft) (613) 332-4700 (Mar 14-Apr 30) http://comcarenh.org/</p> <p>Canadian Hearing Society (for the Deaf only) 613-966-8995 or TTY: 1-877-872-0586 http://www.chs.ca/</p> <p>Pensioners Concerned (Belleville) (613) 962-6657 (Year-round) http://quinte.cioc.ca/record/VIQ2356?Number=0</p> <p>Quinte United Immigrant Services (Belleville) (newcomers) 613-968-7723, ext. 24 http://www.quis-immigration.org/</p> <p>Frankford Legion Volunteers 613-398-7837 (Year-round) 12 Mill Street, Mon-Sat 12-5pm</p> <p>Central Hastings Support Network (Madoc) 613-473-5255 (Year-round) http://chsninc.ca/</p> <p>Morningstar Relief Mission (Napanee) 613-354-6355 (Feb 15-Apr 30)</p> <p>Senior's Outreach Services (Napanee) – Seniors only 613-354-6668 (Feb 15-Apr 30)</p> <p>Prince Edward County Community Care for Seniors Assoc. 613-476-7493 (Year-round) http://communitycareforseniors.org/</p> <p>Royal Canadian Legion (Trenton) 613-392-0331 (Year-round)</p> <p>Gateway Community Health Centre (Tweed) 613-478-1211, ext. 285 (Year-round) http://www.gatewaychc.org/</p> <p>Community Volunteer Income Tax Program (Sponsored by Canada Revenue Agency Feb-Apr) 1-800-959-8281 (click link below to find volunteers in your area) http://www.cra-arc.gc.ca/tx/ndvdl/vlntr/clncs/on-eng.html</p>

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(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Income Tax (Software)	<ul style="list-style-type: none"> Free software to prepare income tax forms 	<p><u>Free Online Tax Preparation:</u></p> <p>StudioTax.ca – free downloadable software for personal income tax preparation, regardless of income http://www.studiotax.ca/</p> <p>UFile.ca - total family income must be \$25,000 or less http://www.ufile.ca/WhyUFile/SaveYourMoney.asp#2</p> <p>webtax4u.ca - total family income \$25,000 or less www.webtax4u.ca/</p> <p>Inuit (Quick Tax Web) – total family income \$20,000 or less http://quickt看web.intuit.ca/content/etc/freedom.php?b=intuit</p> <p>TaxTron – downloadable free tax preparation software – must have individual income of \$30,000 or less http://www.taxtron.ca/e/r/</p>
	<ul style="list-style-type: none"> If you disagree with your assessment, first file an objection. Your file will be reviewed. If you then disagree with decision from the objection, you can file an appeal to the Tax Court of Canada under the informal or general procedure. 	<p>Revenue Canada 1-800-959-8281 http://www.cra-arc.gc.ca/gncy/prgrms_srvcs/dsgr/menu-eng.html & www.cra-arc.gc.ca/gncy/prgrms_srvcs/dsgr/ncm_tx-eng.html</p> <p>Information on Objections and Appeal Rights: http://www.cra-arc.gc.ca/E/pub/tg/p148/README.html</p> <p>Your right to a formal review: http://www.cra-arc.gc.ca/gncy/prgrms_srvcs/dsgr/yr_rght-eng.html</p>
	<ul style="list-style-type: none"> General Income Tax Information 	<p>Revenue Canada 1-800-924-0622 http://www.cra-arc.gc.ca/menu-e.html</p>
	<ul style="list-style-type: none"> Help dealing with Revenue Canada 	<p>MP, Northumberland/Quinte West (613) 392-3382 http://www.ricknorlock.ca/</p> <p>MP, Prince Edward-Hastings (613) 969-3800 or 1-866-471-3800 http://www.darylkramp.ca/</p> <p>MP, Lanark, Frontenac, Lennox & Addington (613) 354-1948 or 1-866-929-0092 http://www.scottreid.ca/</p>
	<ul style="list-style-type: none"> Legal advice 	<p>Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372</p>

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(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Insurance Law	<ul style="list-style-type: none"> Information Complaint investigation You must <u>first</u> complain to your insurance company (contact the company's Consumer Complaint Officer – if you don't have the number call the FSCO) If you cannot resolve the complaint with the company, write to the appropriate Ombuds Service (both have online complaint forms) 	<p>Financial Services Commission of Ontario (FSCO) (416) 250-7250 or 1-800-668-0128 http://www.fSCO.gov.on.ca/</p> <p>How to resolve an insurance complaint http://www.fSCO.gov.on.ca/english/insurance/resolvecomplaint-insurance.asp</p> <p>They will explain how to make a complaint.</p> <p>They may not inquire into a complaint that has not been submitted to the insurance company and has not gone through the insurer's complaint process; or is being or has been dealt with by a court or an alternative dispute resolution process.</p> <p>OmbudService for Life and Health Insurance (for life, disability, employee health & travel insurance & insurance investment products such as annuities & segregated funds) 1-888-295-8112 http://www.olhi.ca/</p> <p>General Insurance OmbudService (GIO) (for car, home & business insurance complaints against GIO member insurance companies – their site lists members) 1-877-225-0446 http://www.giocanada.org/</p>
	<ul style="list-style-type: none"> Legal advice 	<p>Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372</p>
Insurance Law – Long Term Disability (LTD)	<ul style="list-style-type: none"> Disputing Long Term disability cut offs or other problems with private disability insurance 	<p>Private bar Please refer to your local yellow pages for a lawyer who deals with long term disability insurance law.</p>
Junk Mail	<ul style="list-style-type: none"> How to stop receiving junk mail 	<p>Red Dot Campaign http://www.reddotcampaign.ca/ email: info@reddotcampaign.ca</p> <p>Canada Post 1-866-607-6301 http://www.canadapost.ca/cpo/mc/personal/support/helpcentre/receiving/choice_opt_in.jsf</p> <p>The Red Dot website has instructions on posting a No Junk Mail sign and a draft letter to give to your carrier. If this still doesn't work, contact your local Canada Post office or call the toll free line above.</p> <p>Note that if you advise Canada Post that you do not want to get unaddressed admail, you will not receive municipal service notices either (changes in garbage pick up, town hall meetings, etc.)</p>

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Landlords – problems with tenants	<ul style="list-style-type: none"> Information and referrals 	<p>Community Legal Education Ontario (CLEO) (online pamphlets) (416) 408-4420 http://www.cleo.on.ca/english/pub/onpub/subject/landlord.htm</p> <p>Landlord and Tenant Board (LTB) 1-888-332-3234 (facts sheets available online) http://www.ltb.gov.on.ca</p> <p>Community Advocacy & Legal Centre (referrals only) http://www.communitylegalcentre.ca/legal_information/Tip_Sheet_List.htm</p> <p>View <i>Residential Tenancies Act</i> (RTA) online at: http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_06r17_e.htm</p> <p>Government Book Store (Publications Ontario) 1-800-668-9938 (TTY: 1-800-268-7095) (Order copy of RTA) http://www.e-laws.gov.on.ca/index.html (Click on "Order") OR http://www.publications.serviceontario.ca/ecom/ (Order online)</p>
	<ul style="list-style-type: none"> Legal advice (LSHC, LRS) 	<p>Landlord Self Help Centre (LSHC) (416) 504-5190 or 1-800-730-3218 www.landlordselfhelp.com</p> <p>Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372</p>
Lawsuits	<ul style="list-style-type: none"> Legal information 	<p>Justice Ontario (Ministry of the Attorney General) 1-866-252-0104 www.ontario.ca/justiceontario (see Lawsuits & disputes section)</p> <p>Law Help Ontario No phone calls - Walk in Clinics Only (in Toronto):</p> <ul style="list-style-type: none"> 393 University Avenue, Ground Flr (Superior Court matters) 47 Sheppard Avenue East (Small Claims matters, Tues/Thur) <p>http://www.lawhelpontario.org/civil/ (They have a video on representing yourself in small claims court.)</p> <p>Ontario Bar Association – YouTube Videos Hosts a series of videos on Small Claims Court procedures http://www.youtube.com/user/ALERTOBA</p>
	<ul style="list-style-type: none"> Legal advice 	<p>Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372</p> <p>Justice Net 1-866-919-3219 http://www.justicenet.ca</p> <p>Justice Net is a not-for-profit service. Lawyers offer services at reduced fees for those who don't qualify for Legal Aid. Net family income must be under \$59,000.</p>

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Mental Health – Contesting a Capacity Assessment	<ul style="list-style-type: none"> Fighting an assessment of incapacity The Consent and Capacity Board has a number of information sheets online Legal Aid Ontario has a duty to arrange legal representation for persons alleged to be incapable in proceedings under the <i>Health Care Consent Act, 1996</i> before the Consent and Capacity Board where so ordered by the Board. See Mental Health – Psychiatric Patients in Hospitals if you are a hospital patient and need a patient advocate. 	<p>Ministry of Health Info-Line 1-800-461-2036</p> <p>Consent and Capacity Board 1-866-777-7391 or TTY: 1-877-301-0889 www.ccboard.on.ca http://www.ccboard.on.ca/scripts/english/publications/infosheets.asp</p> <p>A person who has been assessed as incapable has the right to have the assessment independently reviewed by the Consent and Capacity Board, a tribunal operated by the Ministry of Health.</p> <p>For more information about contesting an assessment visit the Ministry of the Attorney General's website at: http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/incapacity/capacity_assessment.asp#contesting</p> <p>Advocacy Centre for the Elderly (ACE) (416) 598-2656 http://www.ancelaw.ca</p> <p>Legal Aid Ontario 1-800-668-8258 www.legalaid.on.ca</p>
Mental Health – Declaring Someone Incapable	<ul style="list-style-type: none"> If you know of an adult who appears to be mentally incapable and at serious risk, contact the Office of the Public Guardian and Trustee (OPGT). 	<p>Office of the Public Guardian and Trustee (OPGT) 1-800-366-0335 http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/contact.asp</p> <p>If it appears that a person is mentally incapable and at serious risk of harm, the OPGT will conduct an investigation if no alternative solution can be found.</p> <p>It is important to note that this is not an immediate, emergency crisis response service. If you are in a crisis or can't wait for an appointment, go to the emergency department of a nearby hospital. The OPGT has no authority to make decisions for the person during an investigation or while the matter is before the courts.</p>

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Mental Health – psychiatric patients in hospitals (including those being held against their will)	<ul style="list-style-type: none"> Psychiatric Patient Advocate Office (PPAO) protects the civil and legal rights of inpatients in the Ontario provincial psychiatric hospitals. <p>(Their website provides a series of “infoguides” on a variety of topics, including accessing clinical records, Ontario review board appeals, involuntary patients, restraints, self-advocacy and more)</p>	<p>Psychiatric Patient Advocate Office (PPAO) - Field Office (613) 548-5575 (Kingston) http://www.ppao.gov.on.ca/</p> <p>Psychiatric Patient Advocate Office (PPAO) - Head Office 1-800-578-2343 (Toronto) http://www.ppao.gov.on.ca/ http://www.ppao.gov.on.ca/inf-ove.html - Info Guides</p> <p>A Belleville General or Quinte Health Care Patient can speak to a Patient Advocate from Kingston or Ottawa who will advise them of their rights.</p> <p>David Milne (613-962-6369) is the Rights Advisor in Belleville. He works for the Psychiatric Patient Advocate Office.</p> <p>If patient wants a review hearing, the advocate will complete and fax an application form to Legal Aid. Legal Aid (Belleville) will issue a certificate and call a local lawyer to see the client and attend at a review hearing. They will accept collect calls from Belleville hospital.</p> <p>Legal Aid Ontario 1-800-668-8258 http://www.legalaid.on.ca</p>
	<ul style="list-style-type: none"> Pamphlets on Patients' Rights 	<p>CLEO (Community Legal Education Ontario) http://www.cleo.on.ca/english/pub/onpub/subject/health.htm</p> <p>The Health and Disability page of their website has pamphlet on: Patient Rights: Form 1 - Are you in hospital for a psychiatric assessment?</p>
Passports	<ul style="list-style-type: none"> Complaints must first be directed to Passport Canada. If they cannot be solved, then the Ombudsman's office hears the complaint and offers mediation 	<p>Passport Canada 1-800-567-6868 or TTY: 1-800-255-7655 http://www.pptc.gc.ca/</p> <p>Passport Canada Ombudsman 819-934-1971 http://www.pptc.gc.ca/ombudsman/index.aspx?lang=e</p>

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Power of Attorney	<ul style="list-style-type: none"> Where to obtain power of attorney kits, some general information <p>(see below for legal advice and pamphlets)</p>	<p>Public Guardian and Trustee, Ministry of the Attorney General (PGT) 1-800-366-0335 http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poa.asp</p> <p>Online forms/kits to download: http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poakit.asp</p> <p>MPP, Prince Edward-Hastings (Todd Smith) 613-332-5850 or 613-962-1144 or 1-877-536-6248 http://toddsmithmpp.ca</p> <p>MPP, Lanark-Frontenac-Lennox & Addington (Randy Hillier) 613-354-6332 (Napanee office) http://www.randyhillier.com</p> <p>MPP, Northumberland-Quinte West (Rob Milligan) 613-392-3038 http://www.robmilliganmpp.com</p> <p>Power of Attorney Kits also available at ServiceOntario:</p> <p>Belleville: 199 Front St. (613) 968-3769 or 1-800-268-8758 TTY: 1-800-268-7095</p> <p>Bancroft: 50 Monck St. (613) 332-5573 or 1-800-746-5520 TTY: 1-800-268-7095</p> <p>Tweed: 255 Metcalf Street (Mondays only)</p>
	<ul style="list-style-type: none"> Legal advice on giving someone power of attorney 	<p>Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372</p>
	<ul style="list-style-type: none"> General Information on Power of Attorney 	<p>Justice Ontario (Ministry of the Attorney General) 1-866-252-0104 www.ontario.ca/justiceontario (see Wills and Estates section)</p> <p>CLEO (Community Legal Education Ontario) http://www.cleo.on.ca/english/pub/onpub/subject/health.htm</p> <p>Health and Disability page of the CLEO website has pamphlets on: <i>Continuing Power of Attorney for Property</i> <i>Power of Attorney for Personal Care</i></p> <p>Advocacy Centre for the Elderly (www.ancelaw.ca) Click "Powers of Attorney" on menu</p> <p>HIV and AIDS Legal Clinic Ontario (www.halco.org) Click "Powers of Attorney & Wills" from Area of Law menu</p> <p>Your Legal Rights website (www.yourlegalrights.on.ca) Click Wills & Estates, then Powers of Attorney.</p>

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Privacy – complaints, access to files		See “ Access to Information ”
Provincial Offences – (Highway Traffic Act, etc.)	<ul style="list-style-type: none"> Legal information 	Justice Ontario (Ministry of the Attorney General) 1-866-252-0104 www.ontario.ca/justiceontario (see Tickets and Fines section)
	<ul style="list-style-type: none"> Legal advice 	Legal Aid Ontario 1-800-668-8258 Legal Aid will only give a certificate if you are facing possible jail time. You can also visit the criminal court in your area to speak to duty counsel there. Justice Net 1-866-919-3219 http://www.justicenet.ca Justice Net is a not-for-profit service. Lawyers offer services at reduced fees for those who don't qualify for Legal Aid. Net family income must be under \$59,000.
Provincial Services, Laws, Programs and agencies	<ul style="list-style-type: none"> Information and referrals Non-legal help with: <ul style="list-style-type: none"> Ontario Works/Disability Trillium Drug program Health care cards Family Responsibility Office OSAP Birth, death, marriage certificates 	MPP, Prince Edward-Hastings (Todd Smith) 613-332-5850 or 613-962-1144 or 1-877-536-6248 http://toddsmithmpp.ca MPP, Lanark-Frontenac-Lennox & Addington (Randy Hillier) 613-354-6332 (Napanee office) http://www.randyhillier.com MPP, Northumberland-Quinte West (Rob Milligan) 613-392-3038 http://www.robmilliganmpp.com
	<ul style="list-style-type: none"> Complaints about provincial government services or orgs 	Ombudsman Ontario 1-800-263-1830 http://www.ombudsman.on.ca
Retirement Planning (for Canadians with low incomes)	<ul style="list-style-type: none"> Information provided by the Open Policy website 	Retirement Income for Canadians with Low Incomes http://openpolicyontario.com/retiring-on-a-low-income-3/ Download a complete set of advice modules, tools and a paper on Maximizing GIS all in one document. (Sep 2012)

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Seniors Issues	<ul style="list-style-type: none"> Information & referrals on seniors' law issues incl. nursing homes, health care, elder abuse, etc. 	<p>Advocacy Centre for the Elderly (ACE) (416) 598-2656 http://www.ancelaw.ca</p> <p>For more info on Elder Abuse, see the Elder Abuse section above.</p>
	<ul style="list-style-type: none"> Assistance, home care, etc. (Community Care offers transportation to appts. for a small fee – for both the elderly or those who are disabled) For complaints regarding home care see Health Care – Long Term Care Homes 	<p>Community Care for South Hastings 613-969-0130 (Belleville) or 613-396-6591 (Deseronto) http://www.ccsch.ca/services.html</p> <p>Volunteer drivers are available to provide long distance and local transportation to medical, dental and therapy appointments, for those who qualify. A nominal cost applies.</p> <p>Community Care for Centre Hastings 613-473-9009 or Toll Free 1-800-554-1564 http://www.ccch.ca/transportation.html</p> <p>Community Care will arrange rides to and from medical appointments and social functions (for a fee). The Community Care wheelchair accessible van services Stirling, Marmora, Madoc and Tweed. The van can go as far away as Toronto or Ottawa.</p> <p>Community Care for North Hastings (613) 332-4700 http://comcarenh.org/</p> <p>Prince Edward County Community Care for Seniors Assn (613) 476-7493 http://communitycareforseniors.org</p>
	<ul style="list-style-type: none"> Transportation in Coe Hill - Picks seniors up at home and takes them to any appt. or shopping 	<p>Seniors Handi-Bus (Coe Hill residents) Contact: Peter (613) 332-4700, ext 25</p>
	<ul style="list-style-type: none"> SE LHIN Health Van (for medical appointments) 	<p>SE LHIN Health Van Program (operated by VON) 613-392-4181, Ext. 5344 or 1-888-279-4866</p> <p>Fee for vans is 26 cents per km. A van must have at least 2 people to be economically feasible to run. Two of the vans are wheelchair accessible.</p>
	<ul style="list-style-type: none"> Seniors Housing – Geared to Income unit available (information current as of Mar 2011) 	<p>Hastings Housing Programs Branch 613-968-3465 http://www.hastingscounty.com</p> <p>Seniors units are available in Frankford, Marmora, Madoc and Bancroft. Call 1-866-414-0300 to apply or above for more info.</p>
	<ul style="list-style-type: none"> Pamphlets 	<p>CLEO (Community Legal Education Ontario) Pamphlets on Elder Abuse, Bill of Rights for Long Term Care http://www.cleo.on.ca/english/pub/onpub/subject/seniors.htm</p>

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
ServiceCanada Complaints	<ul style="list-style-type: none"> Hears complaints/ feedback about services provided by Service Canada (including slow EI claims processing) 	<p>Office of Client Satisfaction (OCS) 1-866-506-6806; TTY: 1-866-506-6803 http://www.servicecanada.gc.ca/eng/ocs/</p> <p>The OCS confirms receipt of all feedback within 24 hours and replies and/or resolves the issue within 7 working days. They also have an online feedback form.</p>
Social Insurance Number (SIN)	<ul style="list-style-type: none"> How to obtain a SIN or replacement SIN card 	<p>Human Resource Centre Belleville (613) 969-3350 http://www.hrsdc.gc.ca/cgi-bin/hr-display.cgi?rc=3561&ln=e Napanee (613) 354-3367</p> <p>HRSDC website – How to Apply http://www.hrsdc.gc.ca/asp/gateway.asp?hr=en/cs/sin/0200/0200_010.shtml&hs=sxn</p>
	<ul style="list-style-type: none"> For problems with your SIN card, see your MP 	<p>MP, Northumberland/Quinte West (613) 392-3382 http://www.ricknorlock.ca/</p> <p>MP, Prince Edward-Hastings (613) 969-3800 or 1-866-471-3800 http://www.darylkramp.ca/</p> <p>MP, Lanark, Frontenac, Lennox & Addington (613) 354-1948 or 1-866-929-0092 http://www.scottreid.ca/</p>
Student Loans	<ul style="list-style-type: none"> Info about maintaining or repaying a student loan or to apply for the Permanent Disability Benefit or Tax Relief 	<p>National Student Loans Service Centre 1-888-815-4556</p> <p>(If you have a Canada Student Loan negotiated on or after August 1, 2000, an Ontario Student Loan negotiated on or after August 1, 2001 or a Canada-Ontario Integrated Student Loan negotiated after November 17, 2001)</p> <p>For Canada Student Loan negotiated before August 1, 2000 or Ontario Student Loan negotiated before August 1, 2001 contact the lender holding your loan.</p>
	<ul style="list-style-type: none"> Other help with student loans <p>(You cannot avoid repaying your Canada Student Loan, Ontario Student Loan and/or Canada-Ontario Integrated Student Loan through bankruptcy for a period of 10 years following completion of your studies.)</p>	<p>MP, Northumberland/Quinte West (613) 392-3382 http://www.ricknorlock.ca/</p> <p>MP, Prince Edward-Hastings (613) 969-3800 or 1-866-471-3800 http://www.darylkramp.ca/</p> <p>MP, Lanark, Frontenac, Lennox & Addington (613) 354-1948 or 1-866-929-0092 http://www.scottreid.ca/</p>

Where Else to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
Traffic Offences		See " <u>Provincial Offences</u> "
Veteran's Affairs	<ul style="list-style-type: none"> Info on programs for veterans 	Veteran Affairs Canada - Veteran's Services 1-866-522-2122 http://www.vac-acc.gc.ca/clients/sub.cfm?source=services
	<ul style="list-style-type: none"> Where to appeal decisions of the Minister of Veterans Affairs 	Veteran's Review and Appeal Board 1-800-450-8006 or Email: VRAB_TACRA@vac-acc.gc.ca http://www.vrab-tacra.gc.ca/
	<ul style="list-style-type: none"> Free legal advice, services and representation to people who want to appeal a decision or assessment that has been awarded 	Bureau of the Pensions Advocates 1-877-228-2250 http://www.vac-acc.gc.ca/clients/sub.cfm?source=department/organization/bpa1
	<ul style="list-style-type: none"> Upholds the Veterans Bill of Rights; receives and reviews complaints stemming from programs and services provided or administered by Veterans Affairs or pertaining to the Bill of Rights. 	Veteran's Ombudsman 1-877-330-4343 http://www.ombudsman-veterans.gc.ca/ Independent officer who reports directly to the Minister of Veterans Affairs. Note: The ombudsman will <u>not</u> review decisions made by the Veterans Review and Appeal Board or decisions made by Veterans Affairs that can be appealed to the Board. The ombudsman will also <u>not</u> review court decisions and legal advice provided by the Bureau of Pension Advocates.
Veterinary Bills	<ul style="list-style-type: none"> Financial assistance to pay vet bills for pets Vets must apply (not owners) – application forms are on OVMA website 	The Farley Foundation 1-888-262-9811 (Veterinarians can call for information) www.farleyfoundation.org or www.ovma.org/farley_foundation Funding limited to \$1000 per pet owner per year. Veterinarians, who must be members of OVMA, apply for funds on behalf of low-income clients. Owners cannot apply directly. See website for eligibility rules or ask your vet.
Wills and Estates	<ul style="list-style-type: none"> Legal information 	Justice Ontario (Ministry of the Attorney General) 1-866-252-0104 www.ontario.ca/justiceontario (see Wills and Estates section) Community Advocacy & Legal Centre (Tip Sheet) www.communitylegalcentre.ca/referrals/poa.htm
	<ul style="list-style-type: none"> Legal advice 	Law Society Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=2147486372 Justice Net 1-866-919-3219 http://www.justicenet.ca Justice Net is a not-for-profit service. Lawyers offer services at reduced fees for those who don't qualify for Legal Aid. Net family income must be under \$59,000.