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Where Else to Go For Help

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. 	<p>Indian and Northern Affairs Canada – Estates Program 1-800-567-9604 http://www.ainc-inac.gc.ca/br/es/dep/index-eng.asp</p>
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) Aboriginal Legal Services Division: handle Indian Residential Schools applications. 	<p>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.</p> <p>University of Ottawa Community Legal Clinic (613) 562-5600 17 Copernicus Street Ottawa, ON K1N 7N9</p>
Aboriginals – Criminal, tenant, consumer rights, Criminal Injuries Compensation	<ul style="list-style-type: none"> Aboriginal lawyer and articling student available to assist with these issues 	<p>University of Ottawa Community Legal Clinic (613) 562-5600 17 Copernicus Street Ottawa, ON K1N 7N9</p>
Aboriginal – Women's Issues	<ul style="list-style-type: none"> 	<p>Inuit Community Centre, Tungasvvingat Inuit Phone: 613 563 3546 Inuit Family Resource Centre Phone: 613 749 4500 Headstart and Inuit Youth program Phone: 613 747 2225 Mamisarvik Healing Centre Phone: 613 563 3546</p> <p>Minwaashin Lodge Aboriginal Women's Support Centre Phone: 613 741 5590 http://www.minlodge.com/ Odawa Native Friendship Centre Phone: 613 722 3811 www.odawa.on.ca Wabano Health Centre Phone: 613 748 5999 www.wabano.com</p> <p>University of Ottawa Community Legal Clinic (613) 562-5600 17 Copernicus Street Ottawa, ON K1N 7N9</p>

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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
Access to Information – Privacy (Provincial)	<ul style="list-style-type: none"> • Access to government documents and files. • Complaints regarding inappropriate disclosure of information. 	Office of the Information and Privacy Commissioner of Ontario 1-800-387-0073 http://www.ipc.on.ca/

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<p>Affidavits/Statutory Declarations</p>	<ul style="list-style-type: none"> • Free swearing of affidavits and declarations • These locations offer free swearing of affidavits in limited circumstances. Please call first 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 can assist with, you will need to go to a Legal Aid Duty Counsel location (See Legal Aid Ontario) or a private bar lawyer (see Lawyer Referral Service). 	<p>City of Ottawa – Commissioner-of-Oaths' services are offered through the City's Client Service Centres* and include affidavits, and statutory declarations. Since the services vary, it is strongly recommended that you contact the city in advance of your visit to confirm that your document can be commissioned. Phone: 3 1 1</p> <p>*101 Centrepointe Drive *2155 Roger Stevens (North Gower) *8243 Victoria (Metcalf) *255 Centrum (Orleans) *110 Laurier West (City Hall) *580 Terry Fox Drive (Kanata) *5670 Carp Road (West Carleton)</p> <p>Some area MPP's will provide this service (usually only on government forms or court forms) for their constituents – you will need to know your provincial riding:</p> <p>MPP, Nepean-Carleton (Lisa MacLeod) 10 Green Street (613)823-2116</p> <p>MPP, Ottawa-Orleans (Phil McNeely) 6 – 110 Bearbrook Road (613)834-8679</p> <p>MPP, Ottawa-Vanier (Madeleine Meilleur) 237 Montreal Road (613)744-4484</p> <p>MPP, Ottawa-Centre (Yasir Naqvi) 204 - 411 Roosevelt Ave. (613)722-6414</p> <p>MPP, Ottawa South (Dalton McGuinty) 1795 Kilborn Ave. Ottawa, ON K1H 6N1 (613) 736-9573</p> <p>MPP, Ottawa West-Nepean (Bob Chiarelli) 10 Green St., Ground Floor Ottawa, ON K2J 3Z6 (613) 721-8075</p> <p>MPP, Carleton-Mississippi Mills (Norm Sterling) 240 Michael Cowpland Drive Ottawa, ON K2M 1P6 (613) 599-3000</p> <p>Lawyer Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=1146</p> <p>Legal Aid Ontario Duty Counsel Service Contact the Ottawa Legal Aid Area Office for locations and times (613) 238-7931</p> <p>CISOC 1 Irving Avenue</p>

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Bankrupt Employer (Collecting unpaid wages/vacation pay)	<ul style="list-style-type: none"> The Canadian government will pay individual employees up to \$3531. [2012 figure] (covers lost wages and vacation pay owed to workers for up to six months before their employer declared bankruptcy). Information and applications are available online: 	Wage Earner Protection Programme: http://www.servicecanada.gc.ca/en/sc/wepp/index.shtml
Birth Certificates (Ontario)	<ul style="list-style-type: none"> Contact Registrar General for applications & information Apply online at ServiceOntario Website 	Registrar General 1-800-461-2156 http://www.ontario.ca/en/residents/119274 ServiceOntario – Online Birth Certificate application http://www.ontario.ca/en/services_for_residents/STEL01_105212
	<ul style="list-style-type: none"> Contact MPP for assistance if you are having problems getting an Ontario birth certificate 	<p>MPP, Nepean-Carleton (Lisa MacLeod) 10 Green Street (613)823-2116</p> <p>MPP, Ottawa-Orleans (Phil McNeely) 6 – 110 Bearbrook Road (613)834-8679</p> <p>MPP, Ottawa-Vanier (Madeleine Meilleur) 237 Montreal Road (613)744-4484</p> <p>MPP, Ottawa-Centre (Yasir Naqvi) 204 - 411 Roosevelt Ave. (613)722-6414</p> <p>MPP, Ottawa South (Dalton McGuinty) 1795 Kilborn Ave. Ottawa, ON K1H 6N1 (613) 736-9573</p> <p>MPP, Ottawa West-Nepean (Bob Chiarelli) 10 Green St., Ground Floor Ottawa, ON K2J 3Z6 (613) 721-8075</p> <p>MPP, Carleton-Mississippi Mills (Norm Sterling) 240 Michael Cowpland Drive Ottawa, ON K2M 1P6 (613) 599-3000</p>

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Children's issues	<ul style="list-style-type: none"> Lawyers represent children in various areas of law including child custody and access disputes, child protection proceedings and civil litigation. 	<p>Office of the Children's Lawyer (416) 314-8000 http://www.attorneygeneral.jus.gov.on.ca/english/family/ocl/</p>
	<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.ifcy.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"> the youth justice system, the children's mental health system, the 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>
Child Care (Respite)	<ul style="list-style-type: none"> Family Outreach, a Program of the Vanier Community Service Centre, offers respite care to low income, single parent families in the Ottawa area. Volunteer families care for children between 0 and 10 years of age, in their home for a few hours, a day or one weekend per month. For more information or to refer clients, 	<p>Family Outreach (a Program of the Vanier Community Service Centre)</p> <p>Contact: Céline Paquette at 613-744-2892 ext 1027 or at cpaquette@cscvanier.com</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>The Children’s Aid Society of Ottawa (613) 747-7800 http://www.casott.on.ca</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/en/cfsrb/about</p> <p>A complaint can only be made to the Review Board after it has been reviewed through the Children’s Aid Society’s internal complaint review procedure.</p> <p>http://www.cfsrb.ca/en/cfsrb/how-to-apply Above link is to a complaint form for complaints about CAS.</p>
	<ul style="list-style-type: none"> The Ministry’s regional offices monitor CAS’s in their region The Eastern Region office serves Cornwall, Ottawa, Prescott & Russell, Renfrew 	<p>Ministry of Community and Social Services Eastern Region 347 Preston Street 3rd floor Ottawa, Ontario K1S 3H8 http://www.cfcs.gov.on.ca/mcss Phone/Fax Tel.: (613) 234-1188 Fax: (613) 787-3990 Toll Free: 1-800-267-5111</p>
Civil Matters (excluding Family Law)	<ul style="list-style-type: none"> ProBono Ontario’s Law Help Ontario 	<p>Law Help Ontario Ottawa Court House – 161 Elgin Street http://www.lawhelpontario.org/visit/item.1492-Law_Help_Ontario_at_Small_Claims_Court</p> <p>Pro Bono Law Ontario (PBLO) is a charity with a mandate to enhance access to justice for low-income Ontarians by providing opportunities for lawyers to provide pro bono services. One of their projects, known as Law Help Ontario, operates court-based help centres for the clientele described above. Law Help Ontario centre in Ottawa now operates full time at the 161 Elgin Street Courthouse and focuses on civil, non-family matters, and on clients who cannot afford representation but do not qualify for Legal Aid.</p> <p>Their Ottawa centre is open Monday to Friday from 9:30 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m. It is staffed by two bilingual project coordinators. Eligible clients are able to receive general legal information, form completion assistance, brief summary advice from volunteer duty counsel and, occasionally, representation in court.</p>

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Complaints – Chiropractors	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	College of Chiropractors of Ontario 1-416-922-6355, ext 103 http://www.cco.on.ca/english/Members-of-the-Public/
Complaints – Correctional Facilities		See <i>“Criminal Code - Prison Advocacy”</i>
Complaints - Dentists	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	Royal College of Dentists & Surgeons of Ontario (RCDSO) (416) 961-6555 or 1-800-565-4591 http://www.rcdso.org/public_protection/complaints_process.html
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/policies/complaints/default.aspx?id=2092
Complaints - Hospitals	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	Ontario Ministry of Health and Long-Term Care http://www.health.gov.on.ca/english/public/contact/hosp/hospfaq_dt.html#Q6 Contact the hospital directly and ask for the Patient Advocate. If there is none, ask for the President or Chief Executive of the hospital.
Complaints - Judges	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	Ontario Judicial Council (Provincial court judges) (416) 327-5672 or 1-800-806-5186 http://www.ontariocourts.on.ca/ojc/en/information.htm Canadian Judicial Council (Federal court judges) (613) 288-1566 http://www.cjc-ccm.gc.ca/english/conduct_en.asp?selMenu=conduct_complaint_en.asp
Complaints - Lawyers	<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/with.aspx?id=644 Lawyer Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=1146
Complaints – Nurses	<ul style="list-style-type: none"> Information/Intake for complaint investigation 	College of Nurses of Ontario (CNO) 1-800-387-5526 http://www.cno.org/en/protect-public/making-a-complaint-public/
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/default.asp

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Complaints – Paralegals	<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/with.aspx?id=644</p> <p>Rules and By-laws that apply to paralegals came into effect May 1, 2007.</p> <p>Lawyer Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=1146</p>
Complaints - Police	<ul style="list-style-type: none"> Information/Intake for complaint investigation (deals with complaints against police relating to events occurring prior to October 19, 2009) civilian-controlled oversight body for complaints about the police – online forms or printable versions available – all complaints relating to police in Ontario must be made to Office of the Independent Police Review Director (complaints relating to events occurring on or after October 19, 2009) 	<p>Ontario Civilian Commission on Police Services (OCCPS) (416) 326-1189 or 1-888-515-5005 http://www.ocpc.ca/english/Process/PublicComplaints/index.htm</p> <p>https://www.oiprd.on.ca/CMS/Complaints.aspx</p>
Complaints – Psychologists	<ul style="list-style-type: none"> Investigates and addresses complaints against its members. Complaint forms are available online 	<p>College of Psychologists of Ontario 1-800-489-8388 http://www.cpo.on.ca/members-of-the-public/complaints-about-members/index.aspx?id=584&ekmense1=10_submenu_24_link_1</p>
Complaints – Real Estate Brokers, Salespeople	<ul style="list-style-type: none"> Enquiries or concerns related to real estate brokerages, brokers and salespersons 	<p>Real Estate Council of Ontario (RECO)</p> <p>1-800-245-6910 http://www.reco.on.ca/section-buyer/tc-233/spage-complaints.html</p>
Complaints – Social Workers and Social Service Workers	<ul style="list-style-type: none"> Investigates written complaints against members – Complaints process brochure available on website 	<p>Ontario College of Social Workers and Social Service Workers 1-877-828-9380 http://www.ocswssw.org/en/complaints.htm</p>

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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 (MGCS) 	Ministry of Government and Consumer Services (MGCS) Consumer Protection Branch: 1-800-889-9768 http://www.sse.gov.on.ca/mcs/en/Pages/Consumer_Protection_Toolbox.aspx Callers should check out the “Consumer Protection Toolbox” before calling the Consumer Protection Branch to ensure they have done everything they are required to before lodging a complaint
	<ul style="list-style-type: none"> Consumer rights issues Information on making complaints Advice for small claims court actions 	Ministry of Consumer Services Consumer Protection Branch http://www.sse.gov.on.ca/mcs/en/Pages/default.aspx Lawyer Referral Service (LRS) 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=1146
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.cbcs.ca/english/complaint/index.php 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 – 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/OEB/Consumers/Contact+Consumer+Relations/Have+a+Question+or+Complaint
Consumer Complaints – Motor Vehicle Dealerships (new and used)	<ul style="list-style-type: none"> Questions about new/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/services/consumers/file_complaint_info.htm

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Consumer Complaints – Telephone, wireless phones, internet access services	<ul style="list-style-type: none"> Complain to your local telephone/internet company first. If you are not satisfied with the response of your service provider, you can contact the CCTS – Check on their website first to see if your provider is a member. 	<p>Commissioner for Complaints for Telecommunication Services (CCTS) 1-888-221-1687; TTY: 1-800-855-0511 (Voice) http://www.ccts-cprst.ca/</p> <p>Complaints must be in writing.</p> <p>TTY users: TTY services are provided via Bell Relay Service. Ask the BRS Operator to contact CCTS toll-free 1-888-221-1687 so that you do not incur long distance charges.</p>
	<ul style="list-style-type: none"> If your service provider is not a member of CCTS, then it is still regulated by the CRTC 	<p>Canadian Radio-Television and Telecommunications Commission (CRTC) 1-877-249-2782 http://www.crtc.gc.ca/</p> <p>How to file a Complaint About Your Telephone Service http://www.crtc.gc.ca/eng/INFO_SHT/T12.htm</p>
Consumer Complaints – Travel Agents	<ul style="list-style-type: none"> Call TICO for complaints against travel retailers (agents) or wholesalers 	<p>Travel Industry Council of Ontario (TICO) 1-888-451-8426 http://www.tico.ca/consumer-info/complaints.html</p>
Contract Law - Small Claims Court Actions	<ul style="list-style-type: none"> Legal advice for small claims court actions (LRS) Advice and brief service only 	<p>Lawyer Referral Service (LRS) 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=1146</p> <p>Law Help Ontario Ottawa Court House – 161 Elgin Street http://www.lawhelpontario.org/</p> <p>Duty Counsel Lawyers assist self represented litigants by:</p> <ul style="list-style-type: none"> attending your trial or motion, helping you to identify legal issues relating to your case, providing general information on the rules and procedures of Small Claims Court, and answering general legal questions
	<ul style="list-style-type: none"> Advice on forms/procedure (MAG, SCC) <p>New (2008) provincial site provides information on process, addresses, etc.</p>	<p>Small Claims Court, Ministry of the Attorney General (SCC) Ottawa – 161 Elgin Street, 2nd Floor, Ottawa (613)239-1560 http://www.attorneygeneral.jus.gov.on.ca/english/courts/scc/default.asp</p> <p>Ministry of the Attorney General (MAG) (416) 326-2220 or 1-800-518-7901 http://www.attorneygeneral.jus.gov.on.ca/english/courts/guides/default.asp</p> <p>http://www.attorneygeneral.jus.gov.on.ca/english/courts/default.asp</p>

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Criminal Code - Prison Advocacy	<ul style="list-style-type: none"> Prison advocacy for those currently in a facility 	<p>Lawyer Referral Service (LRS) 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=1146</p> <p>Correctional Law Project – Queen’s Legal Aid (613) 546-1171 (advice for federal offenders) http://law.queensu.ca/students/correctional/legalServices.html</p>
	<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 (OCI) 	<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>
Criminal Code – Pardons	<ul style="list-style-type: none"> Where to get pardon applications and free help completing the application 	<p>National Parole Board - National Office (NPB) (613) 954-7474 or 1-800-874-2652 http://www.npb-cnrc.gc.ca/pardons/service.htm</p> <p>Ontario Works- May cover the cost of the Pardon application, if you meet certain criteria. Contact your worker directly to find out if you do.</p> <p>John Howard Society of Ottawa offers individual service and assistance to help people through the pardon process. Drop in at any time, or call and ask to speak with the crisis worker for more information. (613) 789-7418</p>
Criminal – Young Offenders Act	<ul style="list-style-type: none"> Legal advice for youth 	<p>University of Ottawa Community Legal Clinic (613) 562-5600 17 Copernicus Street Ottawa, ON K1N 7N9</p> <p>Justice for Children and Youth (JFCY) (416) 920-1633 or 1-866-999-5329 http://www.jfcy.org/</p> <p>Lawyer Referral Service (LRS) 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=1146</p>

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	<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. By participating, the youth does not go through the formal Youth Court System 	<p>Youth Diversion Program (Ottawa) For more information, contact the Youth Diversion Program Co-ordinator at: (613) 225-4093 http://www.youthdiversion.org/</p> <p>Ottawa Youth Justice Committee 613-722-9995 http://www.yjcontario.ca</p>
Criminal Code Offences (summary conviction)	<ul style="list-style-type: none"> • Deals with most Criminal Code offences where the Crown elects to proceed by way of summary conviction. <p>Examples:</p> <ul style="list-style-type: none"> • Theft under \$5000. • Mischief under \$5000 • Fraud under \$5000 • Assault • Uttering threats • Personation • Matters under the Youth Criminal Justice Act • Provincial driving offences (driving without insurance; driving while suspended) see “Provincial Offences” 	<p>University of Ottawa Community Legal Clinic – Criminal Division</p> <p>(613) 562-5600 17 Copernicus Street Ottawa, ON K1N 7N9</p>
Criminal Injuries Compensation		<p>Victim Services: http://www.attorneygeneral.jus.gov.on.ca/english/about/vw/</p> <p>Criminal Injuries Compensation Board: http://www.cicb.gov.on.ca/en/index.htm</p> <p>University of Ottawa Community Legal Clinic (613) 562-5600 17 Copernicus Street Ottawa, ON K1N 7N9</p>

Where Else to Go For Help

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Crisis Lines	<ul style="list-style-type: none"> • Assault Victims 	<p>Assaulted Women's Helpline 1 866 863 0511 TTY 1 866 863 7868</p> <p>Femmes a l'ecoute 1 877 679 2229 TTY 1 866 783 7007</p> <p>CALACS francophone d'Ottawa 613 789 9117</p> <p>Rape Crisis Centre 613 562 2333</p> <p>Sexual Assault and Partner Abuse Care Program – Adults Ottawa Hospital, Civic Campus – 24 hours 613 738 3762 TTY 613 738 8544</p> <p>Children – CHEO 613 737 2328 TTY 613 737 2332</p> <p>Sexual Assault Support Centre of Ottawa 613 234 2266 http://www.sascottawa.org/</p>
	Sexual Assault Victims	<p>Child Abuse (Ottawa) 613 747 7800</p> <p>Distress Centre of Ottawa 613 238 3311 http://www.dcottawa.on.ca/</p> <p>Drug & Alcohol Treatment info-line 1 800 565 8603 http://www.dart.on.ca/DART/owalive/dart_org_info_v2.show_org?p_org=10385</p> <p>Kids Help Phone 1 800 668 6868</p> <p>Ontario Problem Gambling Helpline 1 888 230 3505 http://www.opgh.on.ca/</p> <p>YSB – Youth Mental Health Walk-in Clinic 2301 Carling Avenue, 2nd flr. 613 562 3004</p> <p>Free for youth ages 12 to 20 and parents Every Thursday, Noon to 8 p.m. (last appt. at 6 p.m.) Check: www.yzb.ca For more clinic days</p> <p>Updated: January, 2009</p>
Updated: January, 2009	South Ottawa Community Legal Services Child, Youth & Family	<p>Crisis Line for Eastern Ontario 613 260 2360 1 877 377 7775 www.icrs.ca</p> <p style="text-align: right;">Page 14 of 44</p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
Debt Problems	<ul style="list-style-type: none"> What do to about bills and debt 	<p>K3C Credit Counselling Phone: 613-728-2041 209 - 1300 Carling Av, Ottawa, K1Z 7L2 and 311 McArthur Avenue Ottawa, ON K1L 8M3 613-728-2041 http://www.k3ccreditcounselling.org/</p> <p>Entraide Budgetaire offers services to the low-income population in Ottawa, most of which are available in both official languages. 300 Olmstead St. 2nd floor Ottawa, Ontario K1L 7K1 (613)746-0400 http://www.ebottawa.org/</p> <p>Your Legal Rights links to information on collection agencies http://yourlegalrights.on.ca/resource-legal-subtopic/37</p> <p>Law Help Ontario Ottawa Court House – 161 Elgin Street http://www.lawhelpontario.org/visit/item.1492- Law Help Ontario at Small Claims Court Duty Counsel Lawyers assist self represented litigants by:</p> <ul style="list-style-type: none"> attending your trial or motion, helping you to identify legal issues relating to your case, providing general information on the rules and procedures of Small Claims Court, and answering general legal questions.
	<ul style="list-style-type: none"> Dealing with Collection Agencies, collection rules and making a complaint 	<p>Ministry of Government Services, Consumer Protection Branch 1-800-889-9768 http://www.sse.gov.on.ca/mcs/en/Pages/Information_Brochures.aspx</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/consumers/ITools/CreditCards/default.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>TransUnion Canada: 1-866-525-0262 www.tuc.ca</p> <p>Equifax Canada: 1-800-465-7166 www.equifax.ca</p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> • Bankruptcy information • Investigates complaints with respect to the insolvency process 	<p>Industry Canada, Office of the Superintendent of Bankruptcy (613) 995-2994 (Ottawa office) or (416) 973-6486 (Toronto) http://strategis.ic.gc.ca/eic/site/bsf-osb.nsf/eng/h_br01854.html</p>
<p>Dental care for low income children</p>	<ul style="list-style-type: none"> • Ottawa Public Health Clinics 	<p>West End 400-1580 Merivale Road 613 580 9631</p> <p>Central/Vanier 40 Cobourg St (Le Patro) 613 580 9633</p> <p>South/East 2525 ST. Laurent (nr. Conroy Road) 613 580 9632</p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
<p>Disability related Issues</p>	<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 ○ human rights ○ mental capacity ○ education ○ estate planning ○ tax ○ mental health ○ employment ○ disability supports ○ abuse ○ transportation ○ immigration ○ attendant services ○ home care ○ disability-specific funding • REACH mobilizes a network of more than 180 lawyers in the Ottawa region to help people with disabilities deal with problems related to issues such as wills, pensions and consumer services and products. • Reach refers clients to appropriate community support services. • Disability Works (Appletree) offers free work clothing to persons with disabilities as well as operating a thrift shop with clothing and household articles available to the general public <p>** Please Note: this is NOT Appletree Medical Group!**</p>	<p>ARCH Disability Law Centre Toll-free 1-866-482-2724 TTY: Toll-free 1-866-482-2728</p> <p>http://www.archdisabilitylaw.ca</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> <p>REACH Canada 400 Coventry Road Ottawa, ON K1K 2C7 Phone: 613 236 6636 TTY: 613 236 9478 Toll Free: 1 800 465 8898 Email: reach@reach.ca</p> <p>Website: http://www.reach.ca/</p> <p>Disability Works / Appletree</p> <p>Phone: 613 238 1209</p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
Domestic Violence (Women)	If you are in danger from violence and abuse and need emergency shelter or crisis support, the following Ottawa-based crisis lines are available 24 hours a day	<p>Chrysalis House: 613-591-5901</p> <p>Interval House: 613-234-5181</p> <p>La Présence: 613-241-8297</p> <p>Maison D'Amitié: 613-747-0020</p> <p>Nelson House: 613-225-3129</p> <p>Women's Crisis Line: 613-745-4818</p> <p>Distress Centre: 613-238-3311</p>
Drug Benefits	<ul style="list-style-type: none"> Application kits are available at your local pharmacy or by calling the Ministry of Health and Long Term Care INFOLine at 1-800-268-1154 (TTY 1-800-387-5559) 	<p>Trillium Drug Plan 1-800-575-5386 http://www.health.gov.on.ca/english/public/pub/drugs/trillium.html</p>
	<ul style="list-style-type: none"> For problems with Trillium, contact your MPP 	<p>MPP, Nepean-Carleton (Lisa MacLeod) 10 Green Street (613)823-2116</p> <p>MPP, Ottawa-Orleans (Phil McNeely) 6 – 110 Bearbrook Road (613)834-8679</p> <p>MPP, Ottawa-Vanier (Madeleine Meilleur) 237 Montreal Road (613)744-4484</p> <p>MPP, Ottawa-Centre (Yasir Naqvi) 204 - 411 Roosevelt Ave. (613)722-6414</p> <p>MPP, Ottawa South (Dalton McGuinty) 1795 Kilborn Ave. Ottawa, ON K1H 6N1 (613) 736-9573</p> <p>MPP, Ottawa West-Nepean (Bob Chiarelli) 10 Green St., Ground Floor Ottawa, ON K2J 3Z6 (613) 721-8075</p> <p>MPP, Carleton-Mississippi Mills (Norm Sterling) 240 Michael Cowpland Drive Ottawa, ON K2M 1P6 (613) 599-3000</p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
Education Law	<ul style="list-style-type: none"> • Advice on: <ul style="list-style-type: none"> ○ Suspensions ○ Expulsions • Students having trouble accessing Special Education Services • Suspensions/Expulsions • Denial of right to attend school • Students feeling unsafe at school 	<p>Lawyer Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=1146</p> <p>Justice for Children and Youth (JFCY) (416) 920-1633 or 1-866-999-5329 http://www.ifcy.org/</p> <p>Child Advocacy Project (volunteer lawyers from Pro Bono Law Ontario) 1-866-466-PBLO http://www.childadvocacy.ca/</p>
Employment Standards	<ul style="list-style-type: none"> • Duty Counsel (brief service only) assistance in matters such as wrongful dismissal 	<p>Law Help Ontario Ottawa Court House – 161 Elgin Street http://www.lawhelpontario.org/visit/item.About_Us</p> <p>Employment Standards Board, Ministry of Labour (Ontario) http://www.labour.gov.on.ca/english/es/</p>
Environmental Law	<ul style="list-style-type: none"> • Information, referrals and legal assistance in select cases 	<p>Canadian Environmental Law Association (CELA) (416) 960-2284 http://www.cela.ca/</p> <p>uOttawa-Ecojustice Environmental Law Clinic University of Ottawa, Faculty of Law 107 – 35 Copernicus Street Ottawa, ON K1N 6N5 613-562-5800, ext. 3382 Fax: 613-562-5319 e-mail: Ottawa@ecojustice.ca</p>
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 	<p>Lawyer Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=1146</p> <p>Ministry of the Attorney General (FAQ on their website about estates) http://www.attorneygeneral.jus.gov.on.ca/english/estates/estates-FAQ.asp</p> <p>Office of the Public Guardian and Trustee (for persons without a will or when heirs are minors) 1-800-366-0335 http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/estateadmin.asp</p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
<p>Family Law - Separation, Divorce</p>	<ul style="list-style-type: none"> • Information and referrals • Mediation • MAG website with info and referral sources – phone service for legal information available in over 170 different languages. • Ontario Government site with Family Court forms 	<p>Family Law Information Centre (FLIC), Ottawa Ottawa Court House 161 Elgin Street, Ottawa, ON (613) 239-1274 http://www.attorneygeneral.jus.gov.on.ca/english/family/infoctr.asp</p> <p>Lawyer Referral Service 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=1146</p> <p>Justice Ontario 1-866-252-0104 http://www.attorneygeneral.jus.gov.on.ca/english/justice-ont/default.asp</p> <p>https://formsassistant.ontariocourtforms.on.ca/</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 • Information for women (multilingual/multicultural) • Woman's guide to money, relationships and Ontario law 	<p>Your Legal Rights Pamphlets (available online) http://yourlegalrights.on.ca/resource-legal-subtopic/68</p> <p>Ministry of Attorney General Family Justice Matters page on their website provides information (online publications) and links to court rules, procedures, forms, etc. http://www.attorneygeneral.jus.gov.on.ca/english/family/</p> <p>YourLegalRights http://yourlegalrights.on.ca/resource-legal-topic/10</p> <p>www.onefamilylaw.ca</p> <p>National Association of Women and the Law as created a new website (2012) to provide information about financial rights and responsibilities in relationships – also has a “where to get help” feature. www.nawl.ca/money</p>
<p>Family Responsibility Office (FRO)</p>	<ul style="list-style-type: none"> • Information about the program 	<p>Family Responsibility Office 24 hour automated information line: 1-800-267-7263 Customer Service Unit: 1-888-815-2757 Enforcement Call Centre: 1-800-267-4330 http://www.mcscs.gov.on.ca/en/mcscs/programs/familyResponsibility/index.aspx</p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> Problems with or complaints about the FRO program 	<p>MPP, Nepean-Carleton (Lisa MacLeod) 10 Green Street (613)823-2116</p> <p>MPP, Ottawa-Orleans (Phil McNeely) 6 – 110 Bearbrook Road (613)834-8679</p> <p>MPP, Ottawa-Vanier (Madeleine Meilleur) 237 Montreal Road (613)744-4484</p> <p>MPP, Ottawa-Centre (Yasir Naqvi) 204 - 411 Roosevelt Ave. (613)722-6414</p> <p>MPP, Ottawa South (Dalton McGuinty) 1795 Kilborn Ave. Ottawa, ON K1H 6N1 (613) 736-9573</p> <p>MPP, Ottawa West-Nepean (Bob Chiarelli) 10 Green St., Ground Floor Ottawa, ON K2J 3Z6 (613) 721-8075</p> <p>MPP, Carleton-Mississippi Mills (Norm Sterling) 240 Michael Cowpland Drive Ottawa, ON K2M 1P6 (613) 599-3000</p> <p>Ontario Ombudsman 1-800-263-1830 http://www.ombudsman.on.ca/</p>

Where Else to Go For Help

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>MPP, Nepean-Carleton (Lisa MacLeod) 10 Green Street (613)823-2116</p> <p>MPP, Ottawa-Orleans (Phil McNeely) 6 – 110 Bearbrook Road (613)834-8679</p> <p>MPP, Ottawa-Vanier (Madeleine Meilleur) 237 Montreal Road (613)744-4484</p> <p>MPP, Ottawa-Centre (Yasir Naqvi) 204 - 411 Roosevelt Ave. (613)722-6414</p> <p>MPP, Ottawa South (Dalton McGuinty) 1795 Kilborn Ave. Ottawa, ON K1H 6N1 (613) 736-9573</p> <p>MPP, Ottawa West-Nepean (Bob Chiarelli) 10 Green St., Ground Floor Ottawa, ON K2J 3Z6 (613) 721-8075</p> <p>MPP, Carleton-Mississippi Mills (Norm Sterling) 240 Michael Cowpland Drive Ottawa, ON K2M 1P6 (613) 599-3000</p> <p>Canada Benefits 1-800-277-9914 http://www.canadabenefits.gc.ca - Click "Benefits Finder" to see what government benefits you may be eligible for</p> <p>Child Tax Benefit 1-800-387-1193</p> <p>View Federal Legislation online at: Federal Laws website (statutes and regulations) http://laws.justice.gc.ca/en/title/A.html</p>
Food	<ul style="list-style-type: none"> • Food Banks, Food Programmes and Food Services are listed at <p style="text-align: center;">And at</p>	<p>http://www.spcottawa.on.ca/access_to_food_eng</p> <p>http://ottawa.ca/residents/health/living/nutrition/services/local_food_en.html</p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
Foreclosure	<ul style="list-style-type: none"> When a mortgagee defaults on their mortgage and home is taken over by the lender 	<p>Lawyer Referral Service (LRS) 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=1146</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 http://www.canadalegal.com/gosite.asp?s=1748</p>
Government Services (provincial)	<ul style="list-style-type: none"> Answers questions about government services, access to online services Free government publications, such as power of attorney kits, application forms, etc. 	<p>Service Ontario Centre (Ottawa) (613) 238-3630 1 800 268-8758 Toll free in 613 area TTY (613)566-2235 Toll free in Ontario 1 800 628-7095 http://www.serviceontario.ca/english/default.htm (Click on Service Ontario Centres on lower right side of page)</p>
Health Cards	<ul style="list-style-type: none"> Health Card registration services Health Card Information 	<p>Service Ontario Centre Ottawa City Hall, 110 Laurier Avenue W., Main Floor Ottawa K1P 1J1 8:30-5:00 (Mon-Fri) 613 238 3630</p> <p>Ontario Health Insurance Plan Office (Ottawa) Fuller Building 75 Albert Street K1P 5Y9 (corner of Albert Street and Elgin Street) 8:30 a.m. - 5:00 p.m. (Mon, Tues, Thur, Fri) 8:30 a.m. - 6:00 p.m. (Wed)</p> <p>Ontario Health Insurance Plan – Ministry of Health 1-888-Ministry INFOLine 1-866-532-3161 (Toll-free in Ontario only) TTY 1-800-387-5559 http://www.health.gov.on.ca/english/public/program/ohip/ohip_mn.html</p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
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 	<p>See Also: Seniors Issues</p> <p>Ministry of Health and Long Term Care 1-866-876-7658 (Long Term Care Action Line) 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/long-term_care_homes_-_introduction.php</p> <p>ARCH Disability Law Centre 1-866-482-2724 or TTY: 1-866-482-2728</p> <p>MPP, Nepean-Carleton (Lisa MacLeod) 10 Green Street (613)823-2116</p> <p>MPP, Ottawa-Orleans (Phil McNeely) 6 – 110 Bearbrook Road (613)834-8679</p> <p>MPP, Ottawa-Vanier (Madeleine Meilleur) 237 Montreal Road (613)744-4484</p> <p>MPP, Ottawa-Centre (Yasir Naqvi) 204 - 411 Roosevelt Ave. (613)722-6414</p> <p>MPP, Ottawa South (Dalton McGuinty) 1795 Kilborn Ave. Ottawa, ON K1H 6N1 (613) 736-9573</p> <p>MPP, Ottawa West-Nepean (Bob Chiarelli) 10 Green St., Ground Floor Ottawa, ON K2J 3Z6 (613) 721-8075</p> <p>MPP, Carleton-Mississippi Mills (Norm Sterling) 240 Michael Cowpland Drive Ottawa, ON K2M 1P6 (613) 599-3000</p>
Health Care – Retirement Homes	<ul style="list-style-type: none"> • Complaints about Retirement Homes 	<p>Ontario Retirement Communities Association 1-800-361-7254 (complaint response and information service) http://www.orca-homes.com/information.html</p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
Health Hazard Prevention and Management	<ul style="list-style-type: none"> City of Ottawa Health Dept can assist individuals who have experienced a loss or a sickness, are coping with bad living conditions such as bugs, garbage, rotting food, excessive clutter, hoarding or fire danger, or are at risk of losing their home 	<p>City of Ottawa Ottawa Public Health Information 613-580-6744 / Toll free 1-866-426-8885 http://www.ottawa.ca/residents/health/support/crisis_en.html</p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
Housing	Emergency Shelters Family Abused women Housing Issues Housing Listings Social Housing	Ottawa Emergency shelters <ul style="list-style-type: none"> • Emergency Housing, City of Ottawa, family shelters <ul style="list-style-type: none"> ○ 159 Forward Ave, (613) 722-9495 (24 hours) ○ 2980 Carling Avenue, (613) 820-9909 (24 hours) • Cornerstone, women's shelter, (613) 237-4669 (24 hrs) • Chrysalis House (abused women), Business Line – 613-591-5991 • Interval House 613 234 5181 • Maison D'Amitie 613 747 0020 • Nelson House of Ottawa-Carleton, (for abused women,) general number (613) 225-0533, and the Crisis Line (613) 225-3129 • Youth Services Bureau – Young Women's Emergency Shelter 613 789 8220 • Shepherds of Good Hope, 233 Murray Street, (613) 789-8210 • The Ottawa Mission, 35 Waller Street, (613) 234-1144 • Salvation Army, 171 George Street, (613) 241-1573 (24 hours) <p>Action Logement 261 Montreal Road, Ottawa 613-562-8219 http://www.action-logement.ca/</p> <p>Housing Help 502 – 309 Cooper Street 613 563 4532 http://www.housinghelp.on.ca/</p> <p>YMCA – Housing Referral Service (monthly housing referrals available – non-emergency) 180 Argyle Avenue, Ottawa 613 788 5063</p> <p>Social Housing – City of Ottawa http://ottawa.ca/residents/housing/social_housing/index_en.html</p> <p>Social Housing Registry of Ottawa http://housingregistry.ca/site/ Downloadable Social Housing Registry Application form: http://housingregistry.ca/site/images/stories/pdfs/subsidized_housingapp.pdf</p> <p>Ottawa Community Housing Corporation (contact information) http://www.och.ca/site/index.php?option=com_content&task=view&id=26&Itemid=41</p> <p>For Tenant Related Issues: Email: tenants@och.ca</p> <p>South Ottawa Community District Office: Central: 613-564-1235 East: 613-789-4305 South: 613-249-0458</p>

Updated: January, 2009

South Ottawa Community District Office:

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
Human Rights	Human Rights Legal Support Centre website with publications and links to helpful information	http://www.hrlsc.on.ca/ Toll Free: 1-866-625-5179 TTY Toll Free: 1-866 612-8627
Income Tax Preparation	<ul style="list-style-type: none"> • Free help for disabled or low income persons to complete their income tax forms (during tax season) <p style="margin-top: 20px;">If you disagree with your assessment</p> <p style="margin-top: 20px;">General Information</p>	<p>Entraide Budgetaire (year round) 300 Olmstead St. 2nd floor Ottawa, Ontario K1L 7K1 (613)746-0400 http://www.ebottawa.org/</p> <p>List of Community-Based Free Income Tax Clinics for Low-Income can be found on the Community Information Centre's website http://ottawa.cioc.ca/bresults.asp?UseCICVw=13&STerms=Income+tax+clinics&SType=A&CMType=L&GHID= (usually posted mid-February to mid-March)</p> <p>Free Online Tax Preparation:</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>Revenue Canada Community Volunteer Income Tax Programme 1-800-959-8281 http://www.cra-arc.gc.ca/tx/ndvdls/vlntr/menu-eng.html</p> <p>Revenue Canada http://www.cra-arc.gc.ca/qncy/prgrms_srvcs/dsgr/menu-eng.html</p> <p>Revenue Canada 1-800-924-0622 http://www.cra-arc.gc.ca/menu-e.html</p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
<p>Incorporation (businesses)</p>	<ul style="list-style-type: none"> • General Information for businesses on incorporation, Director's liability, etc. • Queen's Business Law Clinic Incorporations (of commercial and not-for-profit organizations)C Charitable applications Corporate governance Shareholder agreements Partnership agreements Business name registration Trademark work (including applications) Compliance with general government regulations Drafting and reviewing of simple business contracts, including distribution and sales agreements, non-disclosure agreements and non-competition agreements Drafting and reviewing leases Drafting and reviewing employment contracts Drafting and reviewing contracts relating to copyright Drafting and reviewing waivers Presentations to groups about general legal issues associated with start-up companies, small businesses, not-for-profits, charities or other specific legal issues affecting your group 	<p>Ministry of Government Services (MGS) 1-800-889-9768 http://www.ontario.ca/ontprodconsume/groups/content/@onca/@bundles/@cppsb/documents/document/stel02_167482.htm</p> <p>Lawyer Referral Service (LRS) 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=1146</p> <p>Queen's Business Law Clinic <u>Faculty of Law</u> <u>Queen's University</u> Macdonald Hall 128 Union Street, Rm. 103 Kingston, ON K7L 3N6 Tel: 613-533-6000 x78625 Email: qblc@queensu.ca</p> <p>Website: http://qblc.queensu.ca</p> <p>Blog: http://qblc.law.queensu.ca</p> <p>Office Hours: Mondays - Thursdays: 11:30am - 4:30pm Fridays by appointment</p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
<p>Incorporation (for Non-Profits)</p>	<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. • Clinique Juridique Francophone de l'est d'Ottawa will assist in some cases • Queen's Business Law Clinic Incorporations (of commercial and not-for-profit organizations) Charitable applications Corporate governance Shareholder agreements Partnership agreements Business name registration Trademark work (including applications) Compliance with general government regulations Drafting and reviewing of simple business contracts, including distribution and sales agreements, non-disclosure agreements and non-competition agreements Drafting and reviewing leases Drafting and reviewing employment contracts Drafting and reviewing contracts relating to copyright Drafting and reviewing waivers Presentations to groups about general legal issues associated with start-up companies, small businesses, not-for-profits, charities or other specific legal issues affecting your group 	<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</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> <p>Phone: 613 744 2892 290 rue Dupuis Ottawa, ON K1L 1A2</p> <p>Queen's Business Law Clinic Faculty of Law Queen's University Macdonald Hall 128 Union Street, Rm. 103 Kingston, ON K7L 3N6 Tel: 613-533-6000 x78625 Email: qblc@queensu.ca Website: http://qblc.queensu.ca Blog: http://qblc.law.queensu.ca</p> <p>Office Hours: Mondays - Thursdays: 11:30am - 4:30pm Fridays by appointment</p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
Insurance Law	<ul style="list-style-type: none"> • Information • Complaint investigation 	<p>Lawyer Referral Service (LRS) 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=1146</p> <p>Financial Services Commission of Ontario (FSCO) (416) 250-7250 or 1-800-668-0128 http://www.fsco.gov.on.ca/english/insurance/resolvecomplaint-insurance.asp</p>
Landlords – problems with tenants	<ul style="list-style-type: none"> • Information and referrals for landlords 	<p>Your Legal Rights (online pamphlets) (416) 408-4420 http://yourlegalrights.on.ca/resource/76634?tid_ref=20</p> <p>Residential Tenancies Board (LTB) 1-888-332-3234 (facts sheets and Act available online) http://www.ltb.gov.on.ca/en/index.htm</p>
	<ul style="list-style-type: none"> • Legal advice for landlords 	<p>Landlord Self Help Centre (LSHC) (416) 504-5190 or 1-800-730-3218 www.landlordselfhelp.com</p> <p>Lawyer Referral Service (LRS) 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=1146</p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
<p>Legal Aid Alternatives</p>	<ul style="list-style-type: none"> <li data-bbox="383 324 702 772">• Financial ineligibility for Legal Aid certificate: JusticeNet offers reduced rates to eligible clients whose total family income does not exceed \$59,000. Refer to their website for details. Lawyers participate on a voluntary basis and agree to JusticeNet's Standard Rate Fee Schedule (also on website) <li data-bbox="383 806 702 1579">• Pro Bono Law Ontario (PBLO) is a charity with a mandate to enhance access to justice for low-income Ontarians by providing opportunities for lawyers to provide pro bono services. One of their projects, known as Law Help Ontario, operates court-based help centres for the clientele described above. Law Help Ontario centre in Ottawa now operates full time at the 161 Elgin Street Courthouse and focuses on civil, non-family matters, and on clients who cannot afford representation but do not qualify for Legal Aid. <p data-bbox="383 1612 702 2027">Their Ottawa centre is open Monday to Friday from 9:30 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m. It is staffed by two bilingual project coordinators. Eligible clients are able to receive general legal information, form completion assistance, brief summary advice from volunteer duty counsel and, occasionally, representation in court.</p>	<p data-bbox="734 324 1037 392">JusticeNet (Reduced Fee Program)</p> <p data-bbox="734 414 965 448"><u>www.justicenet.ca</u></p> <p data-bbox="734 470 1420 537">Call Centre available for those with no internet access: 1-416-479-0552</p> <p data-bbox="734 795 957 828">Law Help Ontario</p> <p data-bbox="734 828 1268 929">Ottawa Court House – 161 Elgin Street <u>http://www.lawhelpontario.org/visit/item.1492-Law_Help_Ontario_at_Small_Claims_Court</u></p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
Mediation Services	<p>Trained volunteers provide mediation services for:</p> <ul style="list-style-type: none"> • Neighbourhood relationships, boundaries and fences, noise, harassment, pets, parking, property maintenance, garbage and trees • Student disputes involving roommates or projects • Tenant to tenant disputes: roommates, common area disputes • Landlord/tenant issues • Parent/teen or any intra-family dispute: financial, living arrangements, curfews <p>Disputes Not Covered:</p> <p><i>Domestic Violence</i> <i>Mental Health Issues</i> <i>Custody Disputes</i> <i>Money Matters</i> <i>Divorce</i></p>	<p>Catholic Centre for Immigrants Contact any Settlement Counsellor by calling: 613 232 9634 ext 342 Or email to: mediation@cic.ca</p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
<p>Mental Health – ***psychiatric patients calling from hospitals (See also: Crisis Lines)</p>	<ul style="list-style-type: none"> • Investigates and assists in resolving in- and out-patient complaints (from patients and/or family members) • Psychiatric Patient Advocate Office (PPAO) protects the civil and legal rights of inpatients in the Ontario provincial psychiatric hospitals. (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>Patient Representative Royal Ottawa Mental Health Centre 613 722 6521, Ext. 6710</p> <p>Psychiatric Patient Advocate Office (PPAO) - Head Office 1-800-578-2343 (Toronto) http://www.ppao.gov.on.ca/</p> <p>Legal Aid Ontario (613) 238-7931 http://www.legalaid.on.ca</p>
<p>Municipal (Ottawa)</p>	<p>For municipal services:</p> <p>How to contact the Mayor of Ottawa</p> <p>City of Ottawa Councillors – listed individually at:</p> <p>City of Ottawa Bylaws - most frequently referenced are indexed at:</p>	<p>3 1 1</p> <p>http://www.ottawa.ca/city_hall/mayor_council/mayor/index_en.html</p> <p><i>Phone</i> 613-580-2496 <i>Fax</i> 613-580-2509 <i>Address</i> 110 Laurier Avenue West Ottawa, Ontario K1P 1J1 <i>E-mail</i> : Jim.watson@ottawa.ca</p> <p>http://ottawa.ca/city_hall/mayor_council/councillors/index_en.html</p> <p>http://ottawa.ca/residents/bylaw/index_en.html All by-laws can be obtained at the following locations: City Archives 111 Sussex Drive 613-580-2424, ext. 13333 Ottawa Public Library 120 Metcalfe, Ottawa Room 613-580-2945</p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
ODSP	<p>Centre 454 ODSP Application Support Worker Project</p> <ul style="list-style-type: none"> Assist individuals with serious mental health issues, cognitive impairments and other complex issues to access ODSP. Partnered with CMHA. 	<p>Centre 454 216 Murray Street, Ottawa K1N 5N1 613-235-4351 www.centre454.ca/specialProjectsServices.html</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

Type of Problem	Type of Help	Resource & Contact Info
Power of Attorney	<ul style="list-style-type: none"> • Ministry of the Attorney General – POA kit online • Your Legal Rights resources on powers of attorney can be found online 	<p>http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poakit.asp</p> <p>http://yourlegalrights.on.ca/resource-legal-subtopic/117</p> <p>MPP, Nepean-Carleton (Lisa MacLeod) 10 Green Street (613)823-2116</p> <p>MPP, Ottawa-Orleans (Phil McNeely) 6 – 110 Bearbrook Road (613)834-8679</p> <p>MPP, Ottawa-Vanier (Madeleine Meilleur) 237 Montreal Road (613)744-4484</p> <p>MPP, Ottawa-Centre (Yasir Naqvi) 204 - 411 Roosevelt Ave. (613)722-6414</p> <p>MPP, Ottawa South (Dalton McGuinty) 1795 Kilborn Ave. Ottawa, ON K1H 6N1 (613) 736-9573</p> <p>MPP, Ottawa West-Nepean (Bob Chiarelli) 10 Green St., Ground Floor Ottawa, ON K2J 3Z6 (613) 721-8075</p> <p>MPP, Carleton-Mississippi Mills (Norm Sterling) 240 Michael Cowpland Drive Ottawa, ON K2M 1P6 (613) 599-3000</p>
	<ul style="list-style-type: none"> • Legal advice on giving someone power of attorney 	<p>Lawyer Referral Service (LRS) 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=1146</p>
Privacy – complaints, access to files		<p>See <u>#AccessToInformation PrivacyFederal</u></p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
Provincial Offences – (Highway Traffic Act, etc.)	<ul style="list-style-type: none"> • Legal advice • Provincial driving offences (driving without insurance; driving while suspended) 	<p>Lawyer Referral Service (LRS) 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=1146</p> <p>University of Ottawa Community Legal Clinic – Criminal Division (613) 562-5600 17 Copernicus Street Ottawa, ON K1N 7N9</p>
Provincial Services, Laws, Programs and agencies	<ul style="list-style-type: none"> • Information and referrals • Non-legal assistance with: <ul style="list-style-type: none"> ○ Ontario Works ○ Ontario Disability ○ Trillium Drug program ○ Health care cards ○ Family Responsibility Office ○ OSAP ○ Birth, death, marriage certificates Service Ontario 	<p>MPP, Nepean-Carleton (Lisa MacLeod) 10 Green Street (613)823-2116</p> <p>MPP, Ottawa-Orleans (Phil McNeely) 6 – 110 Bearbrook Road (613)834-8679</p> <p>MPP, Ottawa-Vanier (Madeleine Meilleur) 237 Montreal Road (613)744-4484</p> <p>MPP, Ottawa-Centre (Yasir Naqvi) 204 - 411 Roosevelt Ave. (613)722-6414</p> <p>MPP, Ottawa South (Dalton McGuinty) 1795 Kilborn Ave. Ottawa, ON K1H 6N1 (613) 736-9573</p> <p>MPP, Ottawa West-Nepean (Bob Chiarelli) 10 Green St., Ground Floor Ottawa, ON K2J 3Z6 (613) 721-8075</p> <p>MPP, Carleton-Mississippi Mills (Norm Sterling) 240 Michael Cowpland Drive Ottawa, ON K2M 1P6 (613) 599-3000</p> <p>1-800-268-8758 www.gov.on.ca</p>
	<ul style="list-style-type: none"> • Complaints about provincial government services or organizations 	<p>Ombudsman Ontario 1-800-263-1830 http://www.ombudsman.on.ca</p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
<p>Seniors Issues</p>	<ul style="list-style-type: none"> • Elder Abuse reports and online information and links to services • Information on Seniors' issues including Elder Abuse, Health care and Fraud • If you or someone close to you has been victimized by a family member, spouse, partner, friend, caregiver, neighbour, telemarketer, or anyone else and EARRS can be the first point of contact for service providers struggling with a case of elder abuse. The coordinator of the Elder Abuse program can provide guidance on how to proceed with difficult cases and/or accept referrals • Trained senior volunteers answer a wide variety of questions of concern to seniors and refer callers to the proper agencies or services. • Information and referrals on many seniors' law issues including nursing homes, health care, elder abuse, etc. (ACE) 	<p>Elder Abuse Investigator Ottawa Police Service 613-236-1222 http://www.ottawapolice.ca/en/servingottawa/sectionsandunits/elder_abuse.aspx</p> <p>Council on Aging Tel: 613-789-3577 Fax: 613-789-4406 E-mail: coa@coaottawa.ca Website: www.coaottawa.ca</p> <p>Elder Abuse Response and Referral Service: 613.596.5626 (Nepean, Rideau and Osgoode Community Resource Centre) http://www.nrocr.org/index.php?unique=100</p> <p>Seniors Council 250 City Centre Avenue, Suite 302, Ottawa, ON K1R 6K7 613-234-8044 http://www.seniorcouncil.org/index_files/page0001.htm</p> <p>Advocacy Centre for the Elderly (ACE) (416) 598-2656 http://www.ancelaw.ca/elder_abuse_-_introduction.php</p> <p>Your Legal Rights (416) 408-4420 http://yourlegalrights.on.ca/resource-legal-subtopic/32</p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
Small Claims Court	<ul style="list-style-type: none"> • Ontario Government site with Small Claims Court forms • 	<p>https://formsassistant.ontariocourtforms.on.ca/</p> <p>University of Ottawa Community Legal Clinic</p> <p>(613) 562-5600 17 Copernicus Street Ottawa, ON K1N 7N9</p>
Social Insurance Number (SIN)	<ul style="list-style-type: none"> • How to obtain a SIN or replacement SIN card and to download an application online • Application forms can be obtained, completed and submitted, at • For problems with your SIN card, see your MP 	<p>www.servicecanada.gc.ca/en/sc/sin/index.shtml</p> <p>Service Canada Centres (Ottawa locations below):</p> <p>L'Esplanade Laurier, Floor 2 300 Laurier Avenue West Ottawa, ON K1A 0J6 613 990 5100 8:30 a.m. – 4:00 p.m. (Mon-Fri)</p> <p>Beacon Hill Shopping Centre 2339 Ogilvie Road Ottawa, ON K1J 8M6 613 990 5100 8:30 a.m. – 4:00 p.m. (Mon-Fri)</p> <p>Lincoln Heights Galleria, Floor 1 25255 Carling Avenue Ottawa, ON K2B 7Z2 613 990 5100 8:30 – 4:00 (Mon, Tues, Wed, Fri) 8:30 – 7:00 p.m. (Thur) 9:30 – 2:00 p.m. (Sat)</p> <p>MPP, Nepean-Carleton (613)823-2116</p> <p>MPP, Ottawa South (613)736-9573</p> <p>MPP, Ottawa-Orleans (613)834-8679</p> <p>MPP, Ottawa-Vanier (613)744-4484</p> <p>MPP, Ottawa-Centre (613)722-6414</p> <p>MPP, Ottawa West-Nepean (613)721-8075</p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
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 (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>(Note: 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>MPP, Nepean-Carleton (Lisa MacLeod) 10 Green Street (613)823-2116</p> <p>MPP, Ottawa-Orleans (Phil McNeely) 6 – 110 Bearbrook Road (613)834-8679</p> <p>MPP, Ottawa-Vanier (Madeleine Meilleur) 237 Montreal Road (613)744-4484</p> <p>MPP, Ottawa-Centre (Yasir Naqvi) 204 - 411 Roosevelt Ave. (613)722-6414</p> <p>MPP, Ottawa South (Dalton McGuinty) 1795 Kilborn Ave. Ottawa, ON K1H 6N1 (613) 736-9573</p> <p>MPP, Ottawa West-Nepean (Bob Chiarelli) 10 Green St., Ground Floor Ottawa, ON K2J 3Z6 (613) 721-8075</p> <p>MPP, Carleton-Mississippi Mills (Norm Sterling) 240 Michael Cowpland Drive Ottawa, ON K2M 1P6 (613) 599-3000</p>
Summary Legal Advice for Francophones outside Ottawa	<ul style="list-style-type: none"> • Francophone callers outside the City of Ottawa may call the toll free line for assistance and appropriate referrals 	<p>CSCV – Clinique Juridique Francophone de l'est d'Ottawa Toll free : 1-877-500-4508</p>
Tenant to Tenant		<p>Lawyer Referral Service (LRS) 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=1146</p> <p>See Also: <u>Mediation Services</u></p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
Traffic Offences	<ul style="list-style-type: none"> • 	<p>See <u>#Prov Offences</u></p>
Veterans Affairs	<ul style="list-style-type: none"> • Info on programs for veterans • Veteran's Review and Appeal Board is an independent Board that hears appeals from the decisions of the Minister of Veterans Affairs. 	<p>Veteran Affairs Canada - Veteran's Services 1-866-522-2122 http://www.vac-acc.gc.ca/clients/sub.cfm?source=services</p> <p>Veteran's review and appeal board website: http://www.vrab-tacra.gc.ca/</p>
	<ul style="list-style-type: none"> • The Bureau of Pensions Advocates offers free legal advice, representation and services to people who apply to the Department for a disability pension and want to appeal the decision or assessment that has been awarded 	<p>Bureau of the Pensions Advocates 1-877-228-2250 http://www.vac-acc.gc.ca/clients/sub.cfm?source=salute/spring2003/bpa</p>
Wills	<ul style="list-style-type: none"> • Advice on making a will or contesting a will • Ministry of the Attorney General (Ontario) • Lawyer referrals available for disabled for wills/estates. <p>Self Help information for preparing a simple will can be found at Along with articles on issues relating to wills and estates</p>	<p>Lawyer Referral Service (LRS) 1-800-268-8326 http://www.lsuc.on.ca/faq.aspx?id=1146</p> <p>http://www.attorneygeneral.jus.gov.on.ca/english/justice-ont/default.asp</p> <p>REACH Canada 400 Coventry Road Ottawa, ON K1K 2C7 Phone: 613 236 6636 TTY: 613 236 9478 Toll Free: 1 800 465 8898 Email: reach@reach.ca Website: http://www.reach.ca/</p> <p>http://yourlegalrights.on.ca/resource-legal-subtopic/122</p>

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
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ADVICE AND/OR REPRESENTATION
CLIENT MUST PHONE FIRST AS PER GEOGRAPHIC AREA

ODSP, Social Assistance EI (Appeals), CPP and OAS, Workers' Comp., Immigration, Landlord and Tenant (Advising Tenants)	COMMUNITY LEGAL SERVICES OTTAWA CENTRE 1 Nicholas St., Suite 422, Ottawa, ON K1N 7B7 (CENTRAL)	613-241-7008
ODSP, Social Assistance, EI(appeals), Tenant and Housing Law, CPP Workers Comp. Immigration Appeals and Summary Advice	SOUTH OTTAWA COMMUNITY LEGAL SERVICES 1355 Bank St. Suite 406, Ottawa, ON K1G 8K7 (SOUTH-EAST)	613-733-0140
ODSP, Social Assistance, EI, Tenant, Workers' Comp., Immigration (Refugee Claims Only) CPP (Disability Only)	WEST END LEGAL SERVICES 1301 Richmond Rd., Ottawa, ON K2B 7Y4 (WEST OTTAWA, KANATA, NEPEAN)	613-596-1641
ODSP, Social Assistance, Workers' Comp., EI, Tenant, CPP, Immigration, Power Attorney, Incorporation of Non-Profit Organization, Human Rights, CICB	CLINIQUE FRANCOPHONE D'OTTAWA 290 Dupuis St., Vanier, ON K1L 1A2 (FRANCOPHONE ONLY)	613-744-2892

ADVICE ONLY CLIENTS MUST GO IN PERSON

CIVIL <ul style="list-style-type: none"> ▪ SMALL CLAIMS ▪ CO-TENANT ▪ CONSUMER 	CENTRETOWN COMMUNITY HEALTH CENTRE 420 Cooper St., Tuesday 3pm-7pm Wednesday 9am-2pm <hr/> GLOUCESTER COMMUNITY RESOURCE CENTRE 2339 Ogilvie Rd. Tuesday 4pm-7pm
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Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
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Where Else to Go For Help

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University of Ottawa 17 Copernicus Street Ottawa, ON K1N 6N5		(613) 562-5600
Aboriginal Legal Services Division: Staffed by Aboriginal lawyer and Aboriginal articling student.		Handle: criminal charges, tenant and consumer rights, Criminal Injuries Compensation applications and Indian Residential Schools applications.
Criminal Division		Deals with most Criminal Code offences where the Crown elects to proceed by way of summary conviction. Examples: Theft under \$5000. Mischief under \$5000 Fraud under \$5000 Assault Uttering threats Personation Matters under the Youth Criminal Justice Act
Provincial Driving Offences		eg: driving without insurance; driving while suspended
Tenant Division		Evictions Repairs Arrears / abatements Small Claims Court and Rental Tenancy Board
Women's Division		Criminal Injuries Compensation Board (domestic abuse, childhood sexual assault, or assaults/violence)

Where Else to Go For Help

Type of Problem	Type of Help	Resource & Contact Info
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FREQUENTLY REQUESTED GOVERNMENT PHONE NUMBERS / WEBSITES

Service Ontario	1 800 268 8758	www.gov.on.ca
Child Tax Benefit	1 800 387 1193	www.cra-arc.gc.ca/bnfts/menu-eng.html
Ottawa Citizenship Court	1 888 242 2100	www.cic.gc.ca
Service Canada	1 800 622 6232	www.servicecanada.gc.ca/
Canada Border Services Agency	1 800 461 9999	www.cbsa-asfc.gc.ca
Employment Insurance	1 800 206 7218	http://www.hrsdc.gc.ca/eng/employment/ei/index_shtml
House of Commons Public Information	613 992 4793	www.parl.gc.ca
Human Resources and Skills Development Canada	1 800 366 3005	www.hrsdc.gc.ca
Citizenship and Immigration	1 800 242 2100	www.cic.gc.ca
Canada Benefits	1 800 277 9914	www.canadabenefits.gc.ca
Passport Office	1 800 567 6868	www.ppt.gc.ca
Revenue Canada	1 800 267 6999	www.ccr-aadrc.gc.ca
Telehealth Ontario	1 866 797 0000	www.health.gov.on.ca/english/public/program/telehealth/telehealth_mn.html
Veterans Affairs Canada	1 866 522 2122	www.vac-acc.gc.ca

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