

North Park Manor Society 250-383-7611
875 North Park Street
Victoria, BC V8W 3B8

Oak Bay Kiwanis Co-operative
1430 Newport Avenue
Victoria, BC V8S 5E9
Apply by mail to Membership Committee.

St. John's Court Society 250-385-9934
207-1613 Quadra Street
Victoria, BC V8W 2L5

Western Community Seniors' Low-Cost Housing 250-474-6133
741 Station Avenue
Langford, BC V9B 2S1

Relocation, Downsizing and Declutter Services

The following agencies offer fee-based services. These services may include moving, downsizing, decluttering, space planning, packing, unpacking, dispersal of unwanted items, setup and cleanup.

Act Together Moving 778-351-3888
www.acttogethermoving.com

Changing Places 250-721-4490
www.victoriamoves.com

See advertisement on page 56.

Downsizing Diva 250-634-3207
www.downsizingdiva.com

Home Again 250-984-4044
www.seniorshomeagain.ca

Relocating Made Easy 250-361-6106



Legal Resources

Federal/Provincial/Territorial Ministers Responsible for Seniors Forum was established to discuss new and emerging issues related to seniors. For comprehensive information on what every older Canadian should know about future planning go to: www.seniors.gc.ca/eng/working/fptf/index.shtml

Advance Directives and Representation Agreements

The Ministry of Health has developed an Advance Care Planning Guide called “My Voice” that provides information and the forms to allow a person to express his/her wishes for future health care treatment. The Advance Directive is the written instructions for health care, and the Representation Agreement appoints the person you choose to act on your behalf. “My Voice – Expressing my wishes for future health care treatment” is available at:

www.gov.bc.ca/advancecare

Nidus Personal Planning Resource Centre & Registry 604-408-7414
1-877-267-5552

1440 West 12th Avenue
Vancouver, BC V6H 1M8

Provides information on representation agreements, enduring powers of attorney, advance directives, and other aspects of personal planning. Also operates the Personal Planning Registry at www.nidus.ca/registry.

Consumer Protection

Better Business Bureau 250-386-6348

220-1175 Cook Street

Victoria, BC V8V 4A1

Provides a communication link between businesses and consumers.

www.bbb.org/vancouver-island

Consumer

Protection BC

1-888-564-9963

Oversees business practices and consumer protection in British Columbia. Delivers consumer protection services, promotes fairness and understanding in the marketplace, and administers in the public interest any delegated Act.

www.consumerprotectionbc.ca

Vehicle Sales

Authority

1-877-294-9889

An independent agency created by the British Columbia government to license and regulate motor dealers and salespeople, and to serve the interests of consumers.

www.vehiclesalesauthority.com

Phone-Busters

1-888-495-8501

Provides a central source for complaints against telemarketing fraud in Canada. Phone the number above to report your complaint.

Discrimination and Human Rights

BC Human Rights Tribunal

1-888-440-8844

1170-605 Robson Street

Vancouver, BC V6B 5J3

The Tribunal deals with human rights complaints that arise in British Columbia and are covered by the Human Rights Code. The Tribunal cannot deal with any other type of discrimination. Services are free.

www.bchrt.bc.ca

Dispute Resolution

Communications: Dialogue and Resolution Services

250-383-4412

102-2220 Sooke Road

Victoria, BC V9B 0G9

Offers Elder Mediation services for seniors. This program is designed to provide a forum for collaborative conversations and dispute resolution strategies related to issues of importance to seniors. All services are accessible and affordable.

www.communicabc.org

Victoria Justice Access Centre

250-356-7012

225-850 Burdett Avenue

Victoria, BC V8W 0C7

Provides dispute resolution and mediation. Please note this resource does not support small claims, criminal law or Court of Appeal Matters. See page 33 for more information.

www.justiceaccesscentre.bc.ca

Funeral Planning

BC Funeral Association 250-592-3213
211-2187 Oak Bay Avenue 1-800-665-3899
Victoria, BC V8R 1G1

The BCFA assists the funeral profession attain the highest possible standards of ethics, service and proficiency. Provides a province wide toll-free line for information and referral. A major source of information for the public on death and bereavement.

www.bcfunerals.com

Lawyers

Lawyer Referral Services 1-800-663-1919

A service offered by the Canadian Bar Association. Provides the name of a lawyer who practices in the field in which you are having a problem. The first consultation up to 30 minutes is \$25.00.

Legal Assistance

Dial - A - Law 1-800-565-5297

Operated by the BC Branch of the Canadian Bar Association. Offers pre-recorded messages prepared by lawyers. Gives information only, does not give legal advice.

www.dialalaw.org

**Law Centre
Clinical Law Program** 250-385-1221

225-850 Burdett Avenue
Victoria, BC V8W 0C7

Provides free advice and representation for those persons who qualify for legal assistance. Assistance by appointment only.

www.thelawcentre.ca

Legal Services Society 250-388-4516
218-852 Fort Street

Victoria, BC V8W 1H8

Applications for Legal Aid are taken each weekday. Intake hours are 9 a.m. to 12 noon only. If you qualify for Legal Aid, a lawyer will be appointed to assist you. If you don't qualify, information on legal resources and services will be provided.

www.lss.bc.ca

**Victoria Justice Access
Centre** 250-356-7012

225-850 Burdett Avenue

Victoria, BC V8W 0C7

Assistance with family and civil law issues such as separation or divorce, income security, employment, housing or debt. Provides information about legal and related issues and refers to services including: self-help and information services, dispute resolution and mediation options, legal advice services and community resources and agencies. Some services at the Centre are available to everyone and some are available only to people with low incomes. Please note this resource does not support small claims, criminal law or Court of Appeal Matters.

www.justiceaccesscentre.bc.ca

Notaries

BC Notaries 1-800-663-0343

Notaries can assist with wills, power of attorney, representation agreements and estate planning. Call to find a Notary in your area.

www.notaries.bc.ca

Ombudsperson

Office of the Ombudsperson **250-387-5855**
1-800-567-3247

PO Box 9039 STN Prov Govt
Victoria, BC V8W 9A5

If you think a provincial government ministry, public agency, or local government has treated you unfairly, the Office of the Ombudsperson may be able to help. An independent statutory office of the provincial legislature, the Office of the Ombudsperson impartially investigates individual complaints about unfair administrative actions of more than 2800 B.C. public authorities. In addition to resolving individual problems, the investigation of any one complaint can lead to systemic improvements that benefit many people. These services are provided free of charge.

www.bcombudsperson.ca

Public Guardian

Public Guardian and Trustee of British Columbia (PGT) **250-356-8160**

1215 Broad Street
Victoria, BC V8W 9J2

PGT is a corporation established under the Public Guardian and Trustee Act with a unique statutory role to protect the interest of British Columbians who lack legal capacity to protect their own interests. The mandate of the PGT is: to protect the legal and financial interests of children under the age of 19 years protect the legal, financial, personal and health care interests of adults who require assistance in decision making and administer the estates of deceased and missing persons.

www.trustee.bc.ca

Tenant/Landlord Dispute Resolution

Residential Tenancy Branch **250-387-1602**

Provides information to tenants and landlords about their responsibilities and rights. This BC Government branch also helps to resolve disputes.
www.gov.bc.ca/landlordtenant

Tenant Resource and Advisory Centre (TRAC) **1-800-665-1185**

Tenants' Rights Action Coalition provides information for tenants.
www.tenants.bc.ca

Together Against Poverty Society **250-361-3521**

302-895 Fort Street
Victoria, BC V8W 1H7

Provides free face-to-face legal advocacy for people with income assistance, provincial disability benefits, employment standards and tenancy issues. Provides income tax preparation on Thursdays. Community Public Legal Education sessions available upon request.

www.tapsbc.ca