



## 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.html](http://www.seniors.gc.ca/eng/working/fptf/index.html)*

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### **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](http://www.gov.bc.ca/advancecare)

**Nidus Personal Planning Resource Centre & Registry**      **604-408-7414**  
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](http://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](http://www.bbb.org/vancouver-island)

**Consumer Protection BC**      **1-888-564-9963**  
PO Box 9244  
Victoria, BC V8W 9J2  
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](http://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](http://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 B.C. Human Rights Tribunal is an independent, quasi-judicial body created by the B.C. Human Rights Code. The Tribunal is responsible for accepting, screening, mediating, and adjudicating human rights complaints. The Tribunal offers the parties to a complaint the opportunity to try to resolve the complaint through mediation. Respondents have an opportunity to respond to a complaint and to apply to dismiss a complaint without a hearing. If the parties do not resolve a complaint and the complaint is not dismissed, the Tribunal holds a hearing.

[www.bchrt.bc.ca](http://www.bchrt.bc.ca)

### **Dispute Resolution**

#### **DRS 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. Also offers a six part workshop series called “Assertiveness for Seniors” which includes modules on interests versus positions, boundaries, assertion, active listening, self-advocacy, putting it all together. All services are accessible and affordable.

[www.dialogueandresolutionservices.ca](http://www.dialogueandresolutionservices.ca)

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

225-850 Burdett Avenue  
Victoria, BC V8W 1B4

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](http://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](http://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](http://www.dialalaw.org)

## **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](http://www.lss.bc.ca)

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

225-850 Burdett Avenue

Victoria, BC V8W 1B4

The Centre can help with family dispute resolution, family law/related mediation, limited civil law and local resources. Provides a Self Help Resource Room with computers that clients can access to print off various legal forms; within the room there are staff available to assist people. Please note this resource does not support small claims, criminal law or Court of Appeal Matters. Also operates the Law Centre which provides on-site legal advice for family, criminal, civil and human rights issues, for low income clients only.

[www.justiceaccesscentre.bc.ca](http://www.justiceaccesscentre.bc.ca)

## **Medical Assistance in Dying**

### **MAiD      250-727-4382**

Medical assistance in dying (MAiD) occurs when an authorized health care provider provides or administers medication that intentionally brings about a person's death, at that person's request. This procedure is only available to eligible patients.

[www.islandhealth.ca/maid](http://www.islandhealth.ca/maid)

## **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](http://www.notaries.bc.ca)

## **Ombudsperson**

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

947 Fort Street, 2nd Floor

Victoria, BC V8V 3K3

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](http://www.bcombudsperson.ca)

## **Public Guardian**

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

1215 Broad Street

Victoria, BC V8W 2A4

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](http://www.trustee.bc.ca)