

2016 Legal Services Guide



This publication is produced from KCR's Community Information Search Central Okanagan online database (www.kcr.ca), and is sponsored by Porter Ramsay, LLP, and United Way Central & South Okanagan Similkameen.

ADVOCACY

BC Human Rights Clinic

P: 1.604.622.1100
TF: 1.855.685.6222
E: infobchrc@clasbc.net
W: www.bchrc.net

Ste 300-1140 West Pender St
Vancouver, BC V6E 4G1

Application: By phone, email or online * please note phone help is only available on Mon, Wed, and Fri

- ✿ Provides free representation to complainants who have cases before the BC Human Rights Tribunal on a province-wide basis * if accepted, you will be assigned an Advocate who will advise you as to the Tribunal process, work with you to develop and prepare required documentation (including on any preliminary applications), deal with deadlines, and represent you at any settlement meetings * although most cases settle, should the matter not settle or be dismissed on a preliminary basis, a lawyer will be assigned to work with and represent you through all remaining stages of the proceedings, including with respect to preparation for and attendance at any hearing

Elizabeth Fry Society, Central Okanagan, Women's Community Justice Program

P: 250.763.4613
E: info.efry@empowerific.com
W: www.empowerific.com

Ste 280-1855 Kirschner Rd
Kelowna, BC V1Y 4N7

- ✿ Offers pre-charge to post incarceration support, advocacy, counselling, and group work for women at risk of criminalization * runs 3 times per year, with 10 participants per group

Ki-Low-Na Friendship Society, Legal Advocacy Services

P: 250.763.4905
W: www.kfs.bc.ca

442 Leon Ave
Kelowna, BC V1Y 6J3

Application: Please contact the Ki-Low-Na Friendship Receptionist to arrange an appointment

Hours: Mon-Fri, 8:30am - 4:30pm

- ✿ Offers a range of legal advocacy assistance * poverty law advocacy services include income assistance, disability services, employment insurance and WCB * family legal advocacy services include child or spousal support, guidance with divorce forms, separation agreements, and assistance with family court documents * does not provide services for criminal cases, but will offer referral to the Native Courtworker or Criminal Duty Counsel

CREDIT

Credit Counselling Society of BC, Kelowna Office

P: 1.888.527.8999 * 250.860.3000
E: info@nomoredebts.org
W: www.nomoredebts.org

Ste 230-1855 Kirschner Rd
Kelowna, BC V1Y 4N7

Application: Please call to arrange your appointment

Credit Counselling Society of BC, Kelowna Office, Con't.

- ✿ Provides free and confidential credit and debt counselling services, debt consolidation, repayment strategies, and settlement programs, money management education, bankruptcy trustee referral program, budgeting assistance, and information and referral services

ESTATES

Living Positive Resource Centre

P: 778.753.5830
E: info@lprc.ca
W: www.lprc.ca

168 Asher Rd
Kelowna, BC V1X 3H6

Hours: Mon to Fri, 8:30am - 4:30pm * closed 12pm - 1pm for lunch * Wed, open to 8pm

- ✿ Provides support services that include when necessary, assisting with forms and applications * provides assistance navigating the systems and various levels of government; referrals to housing and other community programs; linking individuals to appropriate health care * provides a variety of harm reduction materials for both safer sex (male and female condoms and lube) and substance use, and provides training for and assistance in obtaining naloxone, the drug used to reverse an opioid overdose * offers a Men's Health Initiative dedicated to the health care needs and concerns of gay, bi, two-spirited, non-self-identifying men * provides education to groups or individuals.

Nidus Personal Planning Resource Centre and Registry

P: 1.604.408.7414
TF: 1.877.267.5552
E: info@nidus.ca
W: www.nidus.ca

1440 West 12 Ave
Vancouver, BC V6H 1M8

Eligibility: Ages: 19 year(s) and up

- ✿ Provides resources for informing and assisting the public with personal planning tools, such as Representation Agreement, Power of Attorney, Health Care Consent, Advance Directive, Living Will, Personal Care, Adult Guardianship, Preventing Abuse, Estate Planning * offers self-help section * operates a Personal Planning Registry where documents such as a Living Will and Power of Attorney can be registered

FAMILY LAW

Kelowna Family Justice Services

P: 250.712.3636
TF: 1.888.227.7734
W: www.justicebc.ca/en/fam/index.html

Ste 119, 2nd Flr-565 Bernard Ave
Kelowna, BC V1Y 8R4


- ✿ Provides services to families going through separation or divorce * each Family Justice Centre is staffed by accredited Family Justice Counsellors, specially trained to help families with parenting arrangements, contact with a child, guardianship, and support issues * provides help to parents to resolve disagreements without going to court, provides short-term counselling, mediation, emergency and community referrals and other free services

Legal Services Society of BC, Family Duty Counsel

P: Duty Counsel Office: 250.763.8613
Legal Aid Society Applications: 1.866.577.2525
Legal Aid Society General Inquiries Only: 1.604.601.6000
W: www.legalaid.bc.ca

1355 Water St
Kelowna, BC V1Y 8N3

Hours: Kelowna Law Courts: Mon-Thu, 9am - 3:30pm * closed 11am - 1pm
Lawyer's Office: Mon-Fri, 9am - 3:30pm * closed 11am - 1pm

 Provides lawyer paid by Legal Aid who can help people with lower incomes with their family law, criminal law, or immigration law problems * Duty Counsel can give free legal advice, but can't take on whole case or represent you at trial

HOUSING

Ministry of Technology, Innovation and Citizen Services, ServiceBC - Kelowna Office

P: 250.861.7500
W: www.servicebc.gov.bc.ca/

Ste 305-478 Bernard Ave
Kelowna, BC V1Y 6N7

Hours: Mon-Fri, 8:30am - 4:30pm

 Provides access to various provincial government services through face-to-face, online and phone delivery including:

- Ambulance Payments
- Angling Licences
- BC Assessment Searches
- BCID Point of Service
- Child Care Subsidy Program
- Commissioner for Taking Affidavits (limited authority)
- Community Access Terminal
- Corporate Registry Searches and Registrations
- Consumer Taxation Payments and access to Forms
- Freedom of Information Act Applications
- Gaming Event Licences (class B and Class D)
- Hunting Licences
- Industry Trade Authority Exams
- Legal Change of Name Applications
- Licence and Resident Hunter Number Cards
- Liquor Licence Renewal Payments
- Logging Tax Payments
- Manufactured Home Registry
- Marriage Licences
- Medical Services Plan Registration and Billing Payments
- Mineral Titles Online
- OneStop Business Registration
- Permit Authorization and Service Bureau
- Personal Property Registry
- Pesticide Exams
- Provincial Court Fine Payments and Disputes
- Provincial Sales Tax Collections
- Provincial Voter Registration
- Residential Tenancy Applications/Pathfinding & Payment
- Rural Property Tax Information and Payments
- Vital Statistics Services
- Wills Notice and Wills Search Applications

Property Tax Deferment Program, Province of British Columbia

P: 1.800.663.7867 * ask to be transferred to 250.356.8121

E: TaxDeferment@gov.bc.ca

W: www2.gov.bc.ca/gov/content/taxes/property-taxes/annual-property-tax/pay/defer-taxes/regular-program

Application: To apply: <http://www2.gov.bc.ca/gov/content/taxes/property-taxes/annual-property-tax/pay/defer-taxes/regular-program/apply>

Please note: your property doesn't qualify for tax deferment if:

- it's a second residence like a cottage, summer home or rental home
- you pay the property taxes for the residence to a First Nation
- you are leasing the property from the registered owner
- the property title is entirely in the name of the executor/executrix, or the estate
- the property title is entirely in trust
- the property is registered solely in the name of a business
- it's a float home that doesn't have a property title registered with the Land Title Office
- it has a Caveat other than Public Guardian and Trustee
- it has a Certificate of Pending Litigation or an Injunction

Eligibility: Ages: 55 year(s) and up

To qualify for this program you must:

- be a Canadian citizen or permanent resident
- have been living in B.C. for at least one year
- be a registered owner of the property
- pay property taxes for the residence to a municipality or the province
- have and maintain a minimum equity of 25% of the property's assessed value
- have paid all previous years' property taxes, utility user fees, penalties and interest
- have current fire insurance for your home and all other improvements, otherwise you may be eligible based only on your land value

If you are:

- 55 years or older this year (only one spouse must qualify), or
- a surviving spouse of any age, or
- designated as a person with disabilities under the Employment and Assistance for Persons with Disabilities Act, or
- a person with disabilities and in the opinion of a physician, your severe mental or physical impairment:
 - is likely to continue for at least two years, and
 - directly and significantly restricts your ability to perform daily living activities, either continuously or periodically for extended periods, and
 - as a result of those restrictions, requires you to have an assistive device, the significant help or supervision of another person, or the services of an assistance animal to perform those activities

Property Tax Deferment Program, Province of British Columbia, Con't.

and your property must:

- be your principal residence
- be classified as residential (class 1) or residential and farm (class 1 and 9)

✿ Offers a low interest loan program to seniors that allows them to defer paying all or part of their property taxes on their principal residence

Tenant Resource & Advisory Centre

TF: Tenant Infoline: 1.800.665.1185 * Mon-Fri, 8am - 4pm
E: info@tenants.bc.ca
W: www.tenants.bc.ca

✿ Provides education and information through our Tenant Infoline, website, social media, multilingual resources and legal workshops * when appropriate, will provide direct advocacy to disadvantaged tenants by negotiating resolutions with problem landlords or providing representation at RTB dispute resolution hearings

JUDICIAL

Central Okanagan RCMP Victim Services

P: 250.470.6242
TF: VictimLINK: 1.800.563.0808 * 24/7 * offers confidential, multilingual and TTY accessible services
W: www.regionaldistrict.com/your-services/police-services/victim-services.aspx

350 Doyle Ave
Kelowna, BC V1Y 6V7

Application: Self referrals welcome; please call our office

Hours: Office Hours: Mon-Sat, 8am - 5pm

✿ Provides services to victims of crime or trauma who may or may not have reported the crime to police or be involved with the criminal justice system * services provided include emotional support, practical assistance and support, accompaniment, justice related information, referral between victim service programs, police discretionary call outs, and public awareness and education

Please note: The services provided are confidential but it is our duty to report to RCMP any information regarding unreported violence in relationships, child abuse, or danger to self or others upon disclosure

Correctional Service Canada, Kelowna Parole Office

P: 250.470.5166

1863 Bredin Rd
Kelowna, BC V1Y 7S9

✿ Provides parole services under the Criminal Records Act and the Criminal Code of Canada, for the Kelowna area, as well as the South Okanagan (to Osoyoos)

John Howard Society of the Central and South Okanagan, Adult Restorative Justice

P: 250.763.1331* Accepts collect calls
E: adultrestorativejustice@jhscso.bc.ca
W: www.jhscso.bc.ca

1440 St. Paul St
Kelowna, BC V1Y 2E6

Application: Referrals are received from the RCMP and ICBC

Eligibility: Ages: 18 year(s) and up * First time offenders involved in a minor 'chargeable' offense

Hours: Mon-Fri, 8:30am - 4pm

- ✿ Provides an alternative for individuals 18+ years who are first time offenders involved in a minor 'chargeable' offense * utilizes community volunteers to assist where the intent to repair the cause harmed to relationships as a consequence of crime * achieves this through a formal meeting of all impacted parties and a negotiated agreement between the person who caused harm and victims * facilitates justice that heals and fulfills the obligations that exist * upon successful completion of the Resolution Agreement, the person who caused harm will not have a criminal record * unsuccessful or incomplete agreements are returned to the RCMP for appropriate action

Ministry of Justice, Criminal Justice Branch, Crown Counsel Regional Office, Kelowna

P: 250.470.6822
TF: 1.888.758.2888

1355 Water St
Kelowna, BC V1Y 9R3

- ✿ Crown Counsel lawyers act as prosecutor on behalf as society as a whole, but do not represent individual victims * ensures that the trial process is fair to all * upon receipt of a investigative report from police or investigative agencies, conduct a charge assessment and decide whether criminal charges will be laid * Crown Counsel prosecute all offences and appeals in BC that arise under Canada's Criminal Code and provincial regulatory offences

RCMP, Kelowna Detachment

Crisis: Police, fire or ambulance emergency: 911

P: Non-emergency: 250.762.3300 * 24/7
W: www.rcmp-grc.gc.ca

350 Doyle Ave
Kelowna, BC V1Y 6V7

- ✿ Provides policing services for City of Kelowna, Westside, Peachland, Lake Country and Big White * provides Community Policing Offices in Mission and Rutland

RCMP, Lake Country Detachment

Crisis: Police, fire or ambulance emergency: 911

P: Non-emergency: 250.766.2288
W: www.rcmp-grc.gc.ca

3231 Berry Rd
Lake Country, BC V4V 1T8

Hours: Office Hours: Mon-Fri, 8am - 4pm

- ✿ Provides policing services for the District of Lake Country * offers Crime Prevention Programs, Community Support Programs, and Police Information Checks

RCMP, West Kelowna Detachment

Crisis: Police, fire or ambulance emergency: 911

P: Non-emergency: 250.768.2880 * 24/7

W: www.rcmp-grc.gc.ca

2390 Dobbin Rd

West Kelowna, BC V4T 2H9

Hours: Detachment Business Hours: Mon-Fri, 7:30am - 4:30pm * Sat, Sun, holidays, closed

- ✿ Provides policing services for West Kelowna and Westside * an additional 25 provincial RCMP officers police Peachland, the Central Okanagan West Electoral Area, Hwy 97C/Okanagan Connector to Sunset Main, Okanagan Lake from Peachland to Lake Okanagan Resort, and rural areas on the east side of Okanagan Lake including Big White, Ellison and Joe Rich * three officers are dedicated to First Nations policing

LEGAL ASSISTANCE

Access Pro Bono Society of British Columbia

P: 1.877.762.6664

E: help@accessprobono.ca

W: www.accessprobono.ca

Ste 300-845 Cambie St

Vancouver, BC V6B 4Z9

- ✿ Offers several programs serving the critical legal needs of BC's individuals and non-profit organizations of limited means, ranging from summary legal advice clinics to full legal representation services * programs include Summary Legal Advice Program * Civil Chambers Program * Roster Program * Solicitor's Program Paralegal Program * Wills Clinic Project * Mental Health Program

Community Legal Assistance Society (CLAS)

P: 1.604.685.3425

TF: 1.888.685.6222

W: www.clasbc.net

Ste 300-1140 West Pender St

Vancouver, BC V6E 4G1

- ✿ Provides legal assistance in the key areas of housing security, human rights and equality, income security, issues that impact people experiencing mental illness, and workers' rights * extensive resources and suggestions on seeking help listed on website * available to Kelowna residents

Legal Services Society of BC, Legal Aid

P: 250.763.8613

TF: Call Centre: 1.866.577.2525

W: www.legalaid.bc.ca

Ste 210-347 Leon Ave

Kelowna, BC V1Y 8C7

Application: Apply in person to the Legal Aid Office in Kelowna or phone the Call Centre

Hours: - 210-347 Leon Ave Office: Mon-Fri, 9am - 11am and 1pm - 3:30pm

- Kelowna Law Courts, 251-1355 Water St: Mon-Thu, 9am -11am and 1pm - 3:30pm

- ✿ Offers a range of free services * gives priority to people with low incomes, but many services are available to all residents of BC * information provided by: our Aboriginal website, Family Law In BC website, intake assistants, publications, and in some communities, legal information outreach workers and Aboriginal community legal workers

Legal Services Society of BC, Legal Aid, Con't.

* offers advice from duty counsel lawyers, or family advice lawyers * offers representation if you qualify and have serious family problems, child protection matters, some immigration, mental health and prison law issues * offers mediation services for family law matters through Mediation Referral pilot program


The Canadian Bar Association, BC Branch, Lawyer Referral Service

P: 1.800.663.1919

W: www.lrsbc.org

Application: Operates by telephone * once the type of law is determined the operator provides the contact information for a lawyer in your geographical area * out of province/out of country requests can email: lawyerreferral@cbabc.org

Hours: Mon-Fri, 8:30am - 4:30pm


 Refers the public to the right lawyer * individuals arrange an appointment with the lawyer they are referred to and are entitled an initial consultation of up to 30 minutes for a fee of \$25 plus taxes * if an individual knows they have a legal problem and need to hire a lawyer, the Lawyer Referral Service can help them find a lawyer at the lawyer's regular rate

ONLINE INFORMATION

Courthouse Libraries BC, Clicklaw


E: editor@clicklaw.bc.ca

W: www.clicklaw.bc.ca

 Provides a website that features legal information and education designed for the public * offers variety of ways to connect with legal information and resources in the Solve Problems, Learn & Teach, Reform & Research and HelpMap tabs * available in many other languages

Families Change, Guide To Separation and Divorce


W: www.familieschange.ca

 Provides interactive, online information on separation and divorce in easy to navigate sections: children, teens, Changeville interactive game, parents/professionals, parenting after separation: finances, and parenting after separation * offers Guides and Workbooks to help families and youth better cope with divorce or separation

Legal Services Society of BC, Family Law in BC

E: familylawinquiries@lss.bc.ca

W: www.familylaw.lss.bc.ca

 Provides on-line information to help families understand how to use the law in matters of separation, divorce, child and spousal support, parenting, guardianship, contact with a child, custody, access, child protection/removal, division of family property and debt, and adoption * limited information is available on related matters such as family violence if children aren't affected, income assistance, and immigration issues such as sponsorship breakdown

MOSAIC, Multilingual Legal Publications

P: 1.604.254.9626
W: www.multilingolegal.ca

2nd Flr-1720 Grant St
Vancouver, BC V5L 2Y7

- ✿ Provides comprehensive and critical legal information to Canadian newcomers and community workers * promotes legal education through increasing public awareness of the law and justice systems in BC * helps improve accessibility and use of legal and law-related materials to both the legal profession and the public * helps community workers and settlement practitioners in BC provide essential basic legal information to new Canadians with limited knowledge of English * ensures relevance of available materials through periodic consultation with community groups and the advisory committee * enhances broadcasting of legal education and information produced in languages other than English

The Canadian Bar Association, BC Branch, Dial-A-Law

P: 1.604.687.4680
TF: 1.800.565.5297
W: www.dialalaw.org

Hours: Mon-Sun, 24 hours

- ✿ Offers a library of scripts prepared by lawyers to provide general information only (but not legal advice) on a variety of topics on law in BC * transcripts are accessible by telephone and online and available in English, Chinese, and Punjabi (web only)

This publication is produced from KCR's online database of community resources, www.kcr.ca | Community Search Information Okanagan, which is sponsored by:



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Central & South
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