

Legal Aid Ontario (LAO) Information For Hastings, Prince Edward and Lennox & Addington Counties

What you need	Who to call / Where to go	What they do
<p>Legal Advice (Family and Criminal Law Only)</p> <p>For other areas of law, see last page for clinic information.</p>	<p>Family Law Information Centres (FLIC) http://www.attorneygeneral.jus.gov.on.ca/english/family/infoctr.asp</p> <p>Belleville: Quinte Consolidated Courthouse, 15 Bridge St W, Suite 1306 Tuesdays: 12:30-4:30pm & Fridays: 9:00am-1:00 pm</p> <p>Napanee: Court House, 41 Dundas Street West Wednesdays & Fridays, 10:00 am to 12:30 pm</p> <p>Legal Aid Client Service Centre line (CSC) 1-800-668-8258; TTY (for the Deaf): 1-866-641-8867 http://www.legalaid.on.ca/en/getting/callus.asp Monday to Friday, 8:00 am to 5:00 pm LAO has a smartphone app, to check eligibility & CSC wait times.</p> <p>Legal Aid Young Person's Diversion Program Hotline (For first time, under 18 offenders accused of non-violent crime) 1-800-265-0451 or 1-800-561-2561 (automated message) http://legalaid.on.ca/en/news/newsarchive/1308-22_youngpersonshotline.asp</p> <p>See Duty Counsel (family or criminal court) http://www.legalaid.on.ca/en/getting/helpinthecourtroom.asp</p> <p>Duty counsel are private bar or Legal Aid staff lawyers who can give immediate legal assistance to low-income people who appear in court without a lawyer. They are available in every courthouse in Ontario.</p> <p>In some cases, at the Belleville court location, a Legal Aid Worker and Staff Lawyer maybe available to assist with <u>completing court documents</u>. Financial eligibility will be assessed. Mon-Fri by appointment only.</p> <p>Belleville Family Duty Counsel: 613-962-4422 (Sarah) Belleville Criminal Duty Counsel: 613-962-9106, ext 2750 (Tara) Napanee Family or Criminal Duty Counsel: 613-354-5774</p> <p>Queen's Legal Aid (residents of Lennox & Addington only) 613-533-2102 - http://queenslawclinics.ca/queenslegalaid/</p> <p>Queen's University 303 Bagot Street, Suite 500, Kingston, Ontario Monday – Thursday: 8:30am – 4:30pm, Friday: 1 – 4:30 pm Napanee: 116 John St., 3rd Flr, Tuesdays 1-3 pm (by appt only)</p> <p>Queen's Family Law Clinic - http://queenslawclinics.ca/family/ Monday – Friday 8:30 am – 4:30 pm 613-533-2102 - QFLC@queensu.ca Same address as above</p>	<ul style="list-style-type: none"> • Drop in centre, first come, first serve • Speak to family law lawyer for summary advice • You can bring in papers to be reviewed, ask for advice • You can get advice from an advice lawyer over the phone on either family or criminal matters • Provides information – Can leave a message to receive callback and 20 min advice • See duty counsel for advice <u>before</u> your court appearance that day – they will assist you this day only • Duty counsel cannot assist with trials. • Ok to call Duty Counsel if you are having trouble getting through on the CSC lines • Advice for criminal summary conviction, small claims court, consumer and debt matters, tenant rights, criminal injuries claims, employment issues, human rights complaints • Affidavits, Notary Public • Family Law Clinic (Kingston – will take L&A clients who can get to Kingston)
<p>Legal Information (Family Law)</p>	<p>Legal Aid website: www.legalaid.on.ca/en/getting/type_family.asp</p> <p>Legal Aid Ontario's Family Law Information Program www.legalaid.on.ca/en/getting/flip.asp</p> <p>Family Law Education for Women (FLEW) http://onefamilylaw.ca/</p> <p>Ministry of Attorney General – Family Law page www.attorneygeneral.jus.gov.on.ca/english/family/</p>	<ul style="list-style-type: none"> • General legal information • (Full list of links available on CALC website at www.communitylegalcentre.ca/referrals/Family_Law.htm)

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<p>To Apply for a Legal Aid Certificate</p> <p>(take this certificate to a private bar lawyer who accepts certificates to represent you)</p>	<p>Legal Aid Client Service Centre 1-800-668-8258; TTY (for the Deaf): 1-866-641-8867 Monday to Friday, 8:00 am to 5:00 pm</p> <p>Call before 11:00 a.m. or after 3:00 p.m. to reduce wait time.</p> <p>After applying, you will receive a written notice within 2 weeks. You can also ask the Service Centre to email the documents to you. (If refused, the notice will state if you have the right to appeal and where to send your appeal. See next page for how to appeal.)</p> <p>Find a Legal Aid Lawyer: www.legalaid.on.ca/en/getting/findingalawyer.asp (to find up to 10 lawyers in your area who accept Legal Aid certificates)</p>	<ul style="list-style-type: none"> • Applications will be taken over the phone • You can also call this number for a reassessment if you were refused due to income and your income has now gone down
	<p>Legal Aid at the Courthouse – Criminal Court Matters</p> <p>Belleville: Belleville Criminal Court, 15 Bridge St. W. Thursdays 9:00 am – 1:00 pm 613-969-8107</p> <p>(You need to be there before 12:00 pm as sign-up sheet for LAO application is pulled at 12:00)</p> <p>Napanee: Napanee Court, 41 Dundas Street West Every other Monday (or whenever Youth Court is there) from 9:00 am – 11:00 am Tuesdays 9:00 am – 11:30 am 613-354-5450, ext 342</p> <p>Kingston: Kingston Criminal Court 279 Wellington Street East Tuesdays & Thursdays, 8:30 – 11:30 am 613-548-6988</p> <p>Cobourg: Northumberland County Court 860 William Street Every other Monday (Youth Court) from 8:45 am – 3:00 pm Wednesdays 8:45 am – 3:00 pm 905-373-1498</p> <p>Picton: Picton Courthouse 67 King Street Wed 9 am – 11 am</p>	<ul style="list-style-type: none"> • Applications are taken at the courthouse (criminal matters only) • Clients will be able to access information on legal aid services, receive referrals and application services. As with all Justice on Target offices, service will be provided on a first-come, first-serve basis, with priority to clients who have matters in criminal court that day. • This service expansion will also include assisting duty counsel, where appropriate, to triage clients, including the administration of the financial eligibility test for duty counsel services. LAO staff will also provide an overview to the duty counsel of the client's legal matter, assist with surety interviews and provide referrals to other community agencies.
	<p>High Needs Clients or Clients without a phone</p> <p>The clinic or a service provider will call the Napanee Legal Aid Office (ask for Cindy Bruinsma) or email Cindy Bruinsma to make an appointment for a local assessment officer to see them.</p> <p>Napanee: 1-866-294-0658, open 9:00 am - 4:30 pm Deaf Clients: TTY: 1-866-641-8867</p>	<ul style="list-style-type: none"> • An assessment officer will meet with you in person to complete the application.

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<p>To Appeal a Legal Aid decision</p> <p>(refused a legal aid certificate, disagree with terms of a contribution agreement, object to cancellation of a certificate).</p>	<p>Legal Aid Ontario Area Committee http://www.legalaid.on.ca/en/getting/appeal.asp</p> <p>If you disagree with a decision Legal Aid has made, submit a letter of appeal to the area committee at the District Office. Your notice of decision should tell you where to send your appeal.</p> <p>You must include the following information in your letter:</p> <ul style="list-style-type: none"> • Your name • Your client number – at the top of the decision notice • Your current mailing address and phone number • The reasons for your appeal <p>If you need more information about what to submit with your appeal, call the office listed on the notice or call Legal Aid at 1-800-668-8258. Fax or mail your letter to the office on your notice.</p>	<ul style="list-style-type: none"> • Appeals are based on your written information. You cannot attend a hearing in person. • Appeals will <u>not</u> be considered if received by Legal Aid more than 15 days from date of the notice of refusal or cancellation you received. • You will receive the outcome in writing. If you do not receive written notice of the decision within 10 days, call Legal Aid at 1-800-668-8258.
<p>Appeal a Legal Aid Area Committee Decision</p>	<p>Legal Aid Ontario Provincial Appeals Department http://www.legalaid.on.ca/en/getting/appeal.asp</p> <p>If you disagree with an area committee decision, you can appeal to the provincial appeals department in Toronto.</p> <p>Submit a letter or notice of appeal, giving all reasons for the appeal. Information about where to appeal is included in the decision of the area committee.</p>	<ul style="list-style-type: none"> • The director of appeals reviews your letter or notice and all information considered by the area committee before making a decision. • The director of appeals then assesses the case and sends a written decision by mail, usually within 2 weeks of receiving complete information. • The decision of the director of appeals is final, with no further right of appeal.

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<p>Complain about Legal Aid's service</p>	<p>Legal Aid Ontario Complaints Department – Stage I 1-866-874-9786 or complaints@lao.on.ca http://www.legalaid.on.ca/en/getting/complaints.asp</p> <p>If you are unhappy with the service received from Legal Aid Ontario or a legal aid lawyer, you have the right to complain. First, attempt to resolve the complaint in your area of the province.</p> <p>There is a downloadable complaint form online at: http://www.legalaid.on.ca/en/getting/downloads/complaint_form.pdf</p> <p>Full LAO Complaints Policy: www.legalaid.on.ca/en/getting/policy-LAO-complaints.asp</p>	<ul style="list-style-type: none"> The Complaints Department will refer you to the LAO organization in your area responsible for your issue. This could be your community legal clinic, your Student Legal Aid Society (SLASS), your local district office, or the LAO provincial department.
	<p>Legal Aid Ontario Complaints Department – Stage II 1-866-874-9786 or complaints@lao.on.ca http://www.legalaid.on.ca/en/getting/complaints.asp</p> <p>If you are unhappy with the decision of the district office or provincial department (Stage I decision), you can ask the Complaints Department to help resolve the complaint.</p>	<ul style="list-style-type: none"> The Complaints Department will look at how the issue was initially handled and collect any necessary additional information.
	<p>Legal Aid Ontario Complaints Department – Stage III</p> <p>If you are unhappy with the Stage II resolution, you can request that LAO's General Counsel's office review the complaint.</p> <p>The General Counsel is the most senior lawyer at LAO. His or her office reviews Stage I and Stage II resolutions and collects additional information, if necessary, then provides you with a written resolution</p>	<ul style="list-style-type: none"> The decision of the General Counsel's office is final. There is no appeal or further review
<p>Legal Advice on other areas of law</p>	<p>Community Advocacy & Legal Centre 158 George Street, Level 1 Belleville, ON K8N 3H2</p> <p>Phone: 613-966-8686 or 1-877-966-8686 TTY for the Deaf: 613-966-8714 or 1-877-966-8714</p> <p>We provide referrals, legal advice, and legal representation. We also act as Tenant Duty Counsel at Landlord and Tenant Board.</p> <p>We also have satellite offices in Amherstview, Bancroft, Madoc, Napanee, Picton & Trenton.</p>	<ul style="list-style-type: none"> Tenant Rights Employment Rights Consumer & Debt Workplace Safety & Insurance Social Assistance Criminal Injuries Compensation Canada Pension Plan Disability Special Education Human Rights POAWills