

## Legal Aid Information For Hastings, Prince Edward and Lennox & Addington Counties

What you need	Who to call / Where to go	What they do
<p><b>Legal Advice</b> <b>(Family and Criminal Law Only)</b></p> <p>For other areas of law, see last page for clinic information.</p>	<p><b>Family Law Information Centres (FLIC)</b> <a href="http://www.attorneygeneral.jus.gov.on.ca/english/family/infoctr.asp">http://www.attorneygeneral.jus.gov.on.ca/english/family/infoctr.asp</a></p> <p><b>Belleville:</b> Quinte Consolidated Courthouse 15 Bridge Street West, Suite 1306 Tuesdays: 12:30-4:30pm; Fridays: 9:00am-1:00pm</p> <p><b>Napanee:</b> Court House, 41 Dundas Street West Wednesdays &amp; Fridays, 10:00 am to 12:30 pm</p>	<ul style="list-style-type: none"> <li>• Drop in centre, first come, first serve</li> <li>• Speak to family law lawyer for summary advice</li> <li>• You can bring in papers to be reviewed, ask for advice</li> </ul>
	<p><b>Legal Aid Client Service Centre line</b> 1-800-668-8258: TTY (for the Deaf): 1-866-641-8867 <a href="http://www.legalaid.on.ca/en/getting/callus.asp">http://www.legalaid.on.ca/en/getting/callus.asp</a> Monday to Friday, 8:00 am to 5:00 pm</p>	<ul style="list-style-type: none"> <li>• You can get advice from an advice lawyer over the phone on either family or criminal matters</li> </ul>
	<p><b>Legal Aid Young Person's Diversion Program Hotline</b> (For first time, under 18 offenders accused of non-violent crime) 1-800-265-0451 or 1-800-561-2561 (automated message) <a href="http://legalaid.on.ca/en/news/newsarchive/1308-22_youngpersonshotline.asp">http://legalaid.on.ca/en/news/newsarchive/1308-22_youngpersonshotline.asp</a></p>	<ul style="list-style-type: none"> <li>• Provides information – Can leave a message to receive callback and 20 min advice</li> </ul>
	<p><b>Legal Aid Advice Clinic (Napanee Legal Aid Office)</b> 1-866-294-0658 or 613-354-4773, TTY: 1-866-641-8867</p> <p>116 John Street, 3<sup>rd</sup> Floor Every Wednesday 2:30-4:00pm. Drop-in, first come, first serve.</p>	<ul style="list-style-type: none"> <li>• See advice lawyer on general, family or criminal matters</li> <li>• Bring paperwork for review</li> </ul>
	<p><b>See Duty Counsel (family or criminal court)</b> <a href="http://www.legalaid.on.ca/en/getting/helpinthecourtroom.asp">http://www.legalaid.on.ca/en/getting/helpinthecourtroom.asp</a></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>	<ul style="list-style-type: none"> <li>• See duty counsel for advice <u>before</u> your court appearance that day – they will assist you this day only</li> <li>• Duty counsel cannot assist with trials.</li> </ul>
	<p><b>Queen's Legal Aid (residents of Lennox &amp; Addington only)</b> 613-533-2102 - <a href="http://queenslawclinics.ca/queenslegalaid/">http://queenslawclinics.ca/queenslegalaid/</a></p> <p>Queen's University, Room 406, MacDonald Hall 128 Union Street, Kingston Monday – Thursday 8:30 am – 4:30 pm Wednesday 7:00 – 9:00 pm; Friday 1:00 – 4:30 pm</p> <p>Napanee: 116 John St., 3<sup>rd</sup> Flr, Tuesdays 1-3 pm (by appt only)</p>	<ul style="list-style-type: none"> <li>• Advice for criminal summary conviction, small claims court and consumer and debt matters</li> <li>• Affidavits, Notary Public</li> <li>• Family Law Clinic (Kingston – will take L&amp;A clients who can get to Kingston)</li> </ul>
	<p><b>Criminal Law Information Centre (CLIC)</b></p> <p><b>Belleville:</b> Quinte Consolidated Courthouse 15 Bridge Street West, Suite 1306 Wednesdays: 1:00 pm - 4:00 pm</p>	<ul style="list-style-type: none"> <li>• Drop in centre, first come, first serve - Speak to criminal law lawyer for summary advice</li> </ul>
	<p><b>Legal Information</b> <b>(Family Law)</b></p>	<p><b>Legal Aid website page on Family Law Resources:</b> <a href="http://www.legalaid.on.ca/en/getting/type_family.asp">http://www.legalaid.on.ca/en/getting/type_family.asp</a></p> <p><b>Legal Aid Ontario's Family Law Information Program</b> <a href="http://www.legalaid.on.ca/en/getting/flip.asp">http://www.legalaid.on.ca/en/getting/flip.asp</a></p> <p><b>Family Law Education for Women (FLEW)</b> <a href="http://onefamilylaw.ca/">http://onefamilylaw.ca/</a></p> <p><b>Ministry of Attorney General – Family Law page</b> <a href="http://www.attorneygeneral.jus.gov.on.ca/english/family/">http://www.attorneygeneral.jus.gov.on.ca/english/family/</a></p>

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<p><b>To Apply for a Legal Aid Certificate</b></p> <p>(take this certificate to a private bar lawyer who accepts certificates to represent you)</p>	<p><b>Legal Aid Client Service Centre</b>            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. (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>	<ul style="list-style-type: none"> <li>• Applications will be taken over the phone</li> <li>• You can also call this number for a reassessment if you were refused due to income and your income has now gone down</li> </ul>
	<p><b>Justice on Target (Court Based Services) – Criminal Court Matters</b></p> <p><b>Belleville:</b> 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><b>Napanee:</b> Napanee Court, 41 Dundas Street West            Every other Monday (Youth Court) from 9:00 am – 11:00 am            Tuesdays 9:30 am – 11:30 am            613-354-5450, ext 342</p> <p><b>Kingston:</b> Kingston Criminal Court            279 Wellington Street East            Mondays &amp; Tuesdays, 8:30 – 11:30 am            613-548-6988</p> <p><b>Cobourg:</b> 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><b>Picton:</b> Picton Courthouse            67 King Street            Wed 9 am – 11 am</p>	<ul style="list-style-type: none"> <li>• Applications are taken at the court house</li> <li>• Family law applications may also be taken – depending on volume</li> <li>• 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.</li> <li>• 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.</li> </ul>
	<p><b>High Needs Clients or Clients without a phone</b></p> <p>The clinic or a service provider will call the Napanee Legal Aid Office or the Peterborough District Office to make an appointment for a local assessment officer to see them.</p> <p>Napanee: 1-866-294-0658, open 9:00-4:30            Peterborough: 1-888-828-3827, open 8:00-4:00            Deaf Clients: TTY: 1-866-641-8867</p>	<ul style="list-style-type: none"> <li>• An assessment officer will meet with you in person to complete the application.</li> </ul>

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<p><b>To Appeal a Legal Aid decision</b></p> <p>(refused a legal aid certificate, disagree with terms of a contribution agreement, object to cancellation of a certificate).</p>	<p><b>Legal Aid Ontario Area Committee</b>  <a href="http://www.legalaid.on.ca/en/getting/appeal.asp">http://www.legalaid.on.ca/en/getting/appeal.asp</a></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"> <li>• Your name</li> <li>• Your client number – at the top of the decision notice</li> <li>• Your current mailing address and phone number</li> <li>• The reasons for your appeal</li> </ul> <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"> <li>• Appeals are based on your written information. You cannot attend a hearing in person.</li> <li>• Appeals will <u>not</u> be considered if received by Legal Aid <b>more than 15 days</b> from date of the notice of refusal or cancellation you received.</li> <li>• 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.</li> </ul>
<p><b>Appeal a Legal Aid Area Committee Decision</b></p>	<p><b>Legal Aid Ontario Provincial Appeals Department</b>  <a href="http://www.legalaid.on.ca/en/getting/appeal.asp">http://www.legalaid.on.ca/en/getting/appeal.asp</a></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"> <li>• The director of appeals reviews your letter or notice and all information considered by the area committee before making a decision.</li> <li>• The director of appeals then assesses the case and sends a written decision by mail, usually within 2 weeks of receiving complete information.</li> <li>• The decision of the director of appeals is final, with no further right of appeal.</li> </ul>

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<p><b>Complain about Legal Aid's service</b></p>	<p><b>Legal Aid Ontario Complaints Department – 1<sup>st</sup> stage</b>            1-866-874-9786 or <a href="mailto:complaints@lao.on.ca">complaints@lao.on.ca</a>  <a href="http://www.legalaid.on.ca/en/getting/complaints.asp">http://www.legalaid.on.ca/en/getting/complaints.asp</a></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.</p> <p>Contact the Complaints Department if you would like to file a written complaint or leave a message about your complaint.</p> <p>Complaints made on behalf of a current or former client should be addressed in writing to the attention of the Legal Aid District Office.</p> <p>There is a downloadable complaint form online at:  <a href="http://www.legalaid.on.ca/en/getting/downloads/complaint_form.pdf">http://www.legalaid.on.ca/en/getting/downloads/complaint_form.pdf</a></p> <p><b>Durham-Frontenac District Office</b>  <b>Attention: Wendy Bird, District Area Director</b>            384 Water Street, Peterborough            1-888-828-3827 or 705-743-5430            Open Monday to Friday, from 8:00 am – 4:00 pm.</p>	<p><b>District Office Complaints:</b></p> <ul style="list-style-type: none"> <li>Legal Aid will first try to resolve complaints at the district office where the issue occurred, meaning the district area director is responsible for finding a solution. If the client's issue is with the director, the complaint will be sent directly to the regional vice president.</li> </ul>
	<p><b>Legal Aid Ontario Complaints Department – 2<sup>nd</sup> Stage</b>            1-866-874-9786 or <a href="mailto:complaints@lao.on.ca">complaints@lao.on.ca</a>  <a href="http://www.legalaid.on.ca/en/getting/complaints.asp">http://www.legalaid.on.ca/en/getting/complaints.asp</a></p> <p>If you are unhappy with the decision of the district area director, you can have the Complaints Department review your file.</p>	<ul style="list-style-type: none"> <li>The Complaints Department will look at how the issue was initially handled and collect any necessary additional information.</li> <li>If the matter has not been resolved within one month, the complainant will receive a status letter.</li> </ul>
<p><b>Legal Advice on other areas of law</b></p>	<p><b>Community Advocacy &amp; Legal Centre</b>            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 Bancroft, Madoc, Napanee, Picton &amp; Trenton.</p>	<ul style="list-style-type: none"> <li>Tenant Rights</li> <li>Employment Rights</li> <li>Workplace Safety &amp; Insurance</li> <li>Social Assistance</li> <li>Criminal Injuries Compensation</li> <li>Canada Pension Plan Disability</li> <li>Special Education</li> <li>Human Rights</li> </ul>