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## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Access to Information – Privacy (Federal)</b>	<ul style="list-style-type: none"> <li>• Access to government documents and files.</li> <li>• Complaints regarding inappropriate disclosure of information.</li> </ul>	<p><b>Office of the Privacy Commission of Canada</b> 1-800-282-1376 <a href="http://www.privcom.gc.ca">www.privcom.gc.ca</a></p> <p>If an organization refuses to give you a product or service unless you give your SIN #, complain to the Privacy Commissioner.</p> <p>(See their SIN Fact Sheet: <a href="http://www.priv.gc.ca/fs-fi/02_05_d_02_e.cfm">www.priv.gc.ca/fs-fi/02_05_d_02_e.cfm</a> )</p>
<b>Access to Information – Privacy (Provincial)</b>	<ul style="list-style-type: none"> <li>• Access to government documents and files.</li> <li>• Complaints regarding inappropriate disclosure of information or being unable to get access to your personal health information.</li> </ul>	<p><b>Office of the Information and Privacy Commissioner of Ontario</b> 1-800-387-0073 <a href="http://www.ipc.on.ca/">www.ipc.on.ca/</a></p> <p>Read the Psychiatric Patient Advocate’s Office Infoguide, “<b>Access to Your Personal Health Information</b>” available at: <a href="http://www.sse.gov.on.ca/mohltc/ppao/en/Pages/InfoGuides/PersonalHealthInformation_C.aspx?openMenu=smenu_PersonalHealth">www.sse.gov.on.ca/mohltc/ppao/en/Pages/InfoGuides/PersonalHealthInformation_C.aspx?openMenu=smenu_PersonalHealth</a></p>
<b>Acquired Brain Injury (ABI) Information, Support and Referrals</b>	<ul style="list-style-type: none"> <li>• Support and services such as skill training, advocacy, counselling</li> </ul>	<p><b>Providence Care, Regional Community Brain Injury Services</b> Belleville: 613-968-8888 or 1-800-871-8096 <a href="http://www.providencecare.ca">www.providencecare.ca</a></p>
	<ul style="list-style-type: none"> <li>• 24 hr supported homes, day programs, employment support</li> </ul>	<p><b>Pathways to Independence</b> Belleville: 613-962-2541; Trenton: 613-394-4445 <a href="http://www.pathwaysind.com">www.pathwaysind.com</a></p>
	<ul style="list-style-type: none"> <li>• Support and referral services, information and advocacy</li> </ul>	<p><b>ABI System Navigation of Southeastern Ontario</b> 613-547-6969 or 1-800-871-8096 <a href="http://www.braininjuryhelp.ca">www.braininjuryhelp.ca</a></p>
<b>Adoption</b>	<ul style="list-style-type: none"> <li>• Information on process</li> </ul>	<p><b>International Adoptions and the Immigration Process</b> 1-888-242-2100 TTY: 1-888-576-8502 <a href="http://www.cic.gc.ca/english/immigrate/adoption/index.asp">www.cic.gc.ca/english/immigrate/adoption/index.asp</a></p> <p><b>Ministry of Children and Youth Services</b> 1-866-821-7770 TTY: 1-800-387-5559 <a href="http://www.children.gov.on.ca/htdocs/English/topics/adoption/index.aspx">www.children.gov.on.ca/htdocs/English/topics/adoption/index.aspx</a></p> <p><b>Adoption Council of Canada</b> 1-888-542-3678 <a href="http://www.adoption.ca/">www.adoption.ca/</a></p> <p><b>Adoption Council of Ontario</b> 1-877-236-7820 Email: <a href="mailto:info@adoption.on.ca">info@adoption.on.ca</a> <a href="http://www.adoption.on.ca/">www.adoption.on.ca/</a></p> <p>Both the federal and provincial council sites have information and links for info/support for adoptive parents, those considering giving up a child for adoption and those interested in search and reunion.</p>

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(In Hastings, Prince Edward and Lennox & Addington Counties)

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	<ul style="list-style-type: none"> <li>For legal advice contact a private bar lawyer</li> <li>Only available via online form, unless in crisis (i.e. in police custody)</li> </ul>	<p><b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lrs@lsuc.on.ca">lrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a></p> <p>30 minutes of free consultation either by phone or in-person. The service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.</p>
	<ul style="list-style-type: none"> <li>Openness Agreements – Legal advice and/or representation (for those financially eligible)</li> </ul>	<p><b>Legal Aid Ontario</b> 1-800-668-8258 <a href="http://bit.ly/1TRSh2U">http://bit.ly/1TRSh2U</a></p> <p>Legal Aid Ontario may issue certificates to parents wishing to file an openness application and for legal representation at an openness hearing. An openness order, if made, would allow for some form of parental contact to continue after adoption.</p>
<p><b>Adult Protective Service Worker (APSW) – Applying for one</b></p>	<ul style="list-style-type: none"> <li>How to Apply</li> <li>SE Region serves Hastings, Prince Edward, Lennox &amp; Addington, Frontenac, Lanark, Leeds &amp; Grenville</li> </ul>	<p><b>Developmental Services Ontario</b> 1-855-237-6737 or 1-613-354-7977 (South East Region) <a href="http://www.dsontario.ca/">www.dsontario.ca/</a></p> <p>Call for information about services and connecting with MSCSS-funded developmental services and supports. Staff will help you or your caregiver complete the Application for Developmental Services and Supports.</p>

## Where to Go For Help

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Type of Problem	Type of Help	Resource & Contact Info
<b>Affidavits/Statutory Declarations/ Notarizing documents</b>	<ul style="list-style-type: none"> <li>Free swearing of affidavits and declarations</li> <li>These locations offer free (or lower fee) swearing of affidavits in limited circumstances. <u>Please call first</u> and tell them what kinds of documents you have to ask if they will swear them for you. If it is not an area they will assist with, you will need to go to a private bar lawyer or notary public.</li> <li>(Note: MP's offices do not have a Commission of Oaths)</li> </ul>	<p><b>Bancroft Town Hall</b> (Free for residents, \$10 non-residents) 613-332-3331 <a href="http://www.town.bancroft.on.ca/">www.town.bancroft.on.ca/</a></p> <p><b>Belleville City Hall</b> (<u>must</u> be a resident of Belleville, \$30 fee) 613-967-3200 <a href="http://www.city.belleville.on.ca/contactus.htm">www.city.belleville.on.ca/contactus.htm</a></p> <p><b>Belleville ServiceOntario Centre</b> 1-800-267-8097 – 199 Front Street, 1<sup>st</sup> Floor (Century Place) They can swear affidavits for Land Transfer, Motor Vehicles.</p> <p><b>Deseronto Town Hall</b> (\$10 for residents) 613-396-2440 <a href="http://deseronto.ca/">http://deseronto.ca/</a></p> <p><b>Flinton - Addington Highlands Town Hall</b> (free for residents) 613-336-2286 <a href="http://www.addingtonhighlands.ca/">www.addingtonhighlands.ca/</a></p> <p><b>Lennox &amp; Addington County Admin. Bldg.</b> (free for residents) 613-354-4883 <a href="http://www.lennox-addington.on.ca/gov.html">www.lennox-addington.on.ca/gov.html</a></p> <p><b>Queen's Legal Aid</b> (Lennox &amp; Addington residents) 613-533-2102 <a href="http://queenslawclinics.ca/queenslegalaid/">http://queenslawclinics.ca/queenslegalaid/</a></p> <p><b>Madoc Township</b> (free for residents, non-res. depends on doc) 613-473-2677 <a href="http://www.madoc.ca/">www.madoc.ca/</a></p> <p><b>MPP, Bay of Quinte (Todd Smith)</b> 613-962-1144/1-877-536-6248 (anything provincial, no real estate) <a href="https://www.ola.org/en/members/all/todd-smith">https://www.ola.org/en/members/all/todd-smith</a></p> <p><b>MPP, Hastings-Lennox &amp; Addington (Daryl Kramp)</b> Madoc: 1-855-229-6676; Napanee: 613-308-9625 <a href="https://www.ola.org/en/members/all/daryl-kramp">https://www.ola.org/en/members/all/daryl-kramp</a></p> <p><b>Prince Edward County</b> (\$11.30 per doc, res/non-res.) 613-476-2148 (Shire Hall) <a href="http://www.pecounty.on.ca/">www.pecounty.on.ca/</a></p> <p><b>Stirling-Rawdon Town Hall</b> (free for residents, \$5 for non-res.) 613-395-3380 <a href="http://www.stirling-rawdon.com/">www.stirling-rawdon.com/</a></p> <p><b>Trenton City Hall</b> (fee depends on document, res and non-res) 613-392-2841 <a href="http://www.city.quintewest.on.ca/en/">www.city.quintewest.on.ca/en/</a></p> <p><b>Tweed Town Hall</b> (no fee for residents or non-residents) 613-478-2535 <a href="http://www.twp.tweed.on.ca/">www.twp.tweed.on.ca/</a></p> <p><b>Community Advocacy &amp; Legal Centre</b> 613-966-8686 or 1-877-966-8686 (Specific areas of law only)</p>
	<ul style="list-style-type: none"> <li>Notarizing Docs – will do free for small donation</li> </ul>	<p><b>O'Flynn Weese Barristers and Solicitors</b> (Thursdays 2-3 pm) 613-966-5222 <a href="http://www.owtlaw.com">www.owtlaw.com</a>; <a href="mailto:info@owtlaw.com">info@owtlaw.com</a></p>
	<ul style="list-style-type: none"> <li>Legal information regarding affidavits</li> </ul>	<p><b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lrs@lsuc.on.ca">lrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a></p> <p>Up to 30 minutes of free consultation either by phone or in-person. The service is not designed to provide legal advice or second opinions.</p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

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<b>Agent Orange exposure</b>	<ul style="list-style-type: none"> <li>If you feel you were exposed to toxic herbicides in Ontario during the 1950s, 1960s or 1970s.</li> </ul>	<p><b>Agent Orange Hotline (Ministry of Natural Resources)</b> 1-888-338-3364 <a href="http://www.mnr.gov.on.ca/en/About/2ColumnSubPage/STDPROD_082257.html">www.mnr.gov.on.ca/en/About/2ColumnSubPage/STDPROD_082257.html</a></p> <p><b>Agent Orange Association of Canada</b> 1-506-757-2266 (Email: <a href="mailto:carol@agentorangecanada.com">carol@agentorangecanada.com</a>) <a href="http://www.agentorangecanada.com">www.agentorangecanada.com</a></p>
<b>Birth Certificates (Ontario)</b>  (Contact Registrar General for Change of Name information also.)	<ul style="list-style-type: none"> <li>Contact Registrar General for applications &amp; information</li> <li>Apply online at ServiceOntario Website</li> </ul>	<p><b>Registrar General</b> 1-800-461-2156 <a href="http://www.ontario.ca/en/residents/119282.html">www.ontario.ca/en/residents/119282.html</a></p> <p><b>ServiceOntario – Online Birth Certificate application</b> <a href="http://www.ontario.ca/government/birth-certificates">www.ontario.ca/government/birth-certificates</a></p>
	<ul style="list-style-type: none"> <li>Contact MPP for assistance if you are having problems getting a birth certificate or need help with application forms</li> </ul>	<p><b>MPP, Bay of Quinte (Todd Smith)</b> 613-962-1144 or 1-877-536-6248 <a href="https://www.ola.org/en/members/all/todd-smith">https://www.ola.org/en/members/all/todd-smith</a></p> <p><b>MPP, Hastings-Lennox &amp; Addington (Daryl Kramp)</b> Madoc: 1-855-229-6676; Napanee: 613-308-9625 <a href="https://www.ola.org/en/members/all/daryl-kramp">https://www.ola.org/en/members/all/daryl-kramp</a></p>
	<ul style="list-style-type: none"> <li>For legal advice contact a private bar lawyer.</li> </ul>	<p><b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lrs@lsuc.on.ca">lrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a></p> <p>Up to 30 minutes of free consultation either by phone or in-person. The service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.</p>
<b>Charities – Help with legal requirements for registered charities</b>  See also: <a href="#">“Incorporation (for Non-Profits)”</a>	<ul style="list-style-type: none"> <li>Free legal help</li> <li>Charity Start-up info</li> </ul>	<p><b>Pro Bono Ontario</b> 1-855-255-7256 <a href="https://www.probonoontario.org/corporateartistsnon-profits/">https://www.probonoontario.org/corporateartistsnon-profits/</a></p> <p>Charity Start-up ToolBox: <a href="https://www.probonoontario.org/corporateartistsnon-profits/charity-start-toolbox/">https://www.probonoontario.org/corporateartistsnon-profits/charity-start-toolbox/</a></p>
	<ul style="list-style-type: none"> <li>What you need to know to comply with Income Tax Laws as a registered charity – lots of online resources</li> </ul>	<p><b>Charity Central (based in Alberta)</b> 1-780-822-7623 or Email: <a href="mailto:info@charitycentral.ca">info@charitycentral.ca</a> <a href="http://www.charitycentral.ca">www.charitycentral.ca</a></p> <p>Charity Central does not provide legal advice, or answer legal questions. Their Links section has law-related information sources.</p>
	<ul style="list-style-type: none"> <li>Small businesses and non-profits in Southeastern Ontario</li> </ul>	<p><b>Queen’s Business Law Clinic (Kingston)</b> 613-533-2102 or <a href="mailto:qbhc@queensu.ca">qbhc@queensu.ca</a> <a href="http://queenslawclinics.ca/business/">http://queenslawclinics.ca/business/</a></p> <p>Incorporations, shareholder agreements, business name and trademark work, compliance with general gov’t regulations for start-up companies, drafting simple business contracts, etc.</p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

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<b>Children's issues</b>	<ul style="list-style-type: none"> <li>Lawyers to represent children</li> </ul>	<p><b>Office of the Children's Lawyer</b> 416-314-8000 <a href="http://www.attorneygeneral.jus.gov.on.ca/english/family/ocl/">www.attorneygeneral.jus.gov.on.ca/english/family/ocl/</a></p> <p>Representation in various areas of law including child custody/access disputes, child protection proceedings, and civil litigation.</p>
	<ul style="list-style-type: none"> <li>Information, referrals and legal assistance (in select cases)</li> </ul>	<p><b>Justice for Children and Youth (JFCY)</b> (416) 920-1633 or 1-866-999-5329 <a href="http://www.jfcy.org/">www.jfcy.org/</a></p> <p><b>Providing advice in the following areas:</b> Child welfare; Consent to Treatment; Corrections Law; Custody &amp; Access (youth seeking access to siblings); Education Law; Immigration Law; Leaving Home; Mental Health Law; Social Assistance; Support (youth seeking financial support from parents); Victims of Crime; Young Offenders</p>
	<ul style="list-style-type: none"> <li>Ontario's child advocate represents children and youth who are seeking or receiving services under the <i>Child and Family Services Act</i>, in:               <ul style="list-style-type: none"> <li>youth justice system,</li> <li>children's mental health system,</li> <li>child welfare system (children's aid societies),</li> <li>provincial and demonstration schools for the deaf &amp; blind</li> </ul> </li> </ul>	<p><b>Office of the Provincial Advocate for Children and Youth</b> 1-800-263-2841 <a href="http://provincialadvocate.on.ca/">http://provincialadvocate.on.ca/</a></p> <p>They mediate complaints, negotiate with service providers or government officials.</p> <p>Children who live outside of their family's care, who feel that they are being abused or treated harshly and their rights violated, may call on the Provincial Advocate to intervene on their behalf.</p>
<b>Commercial Tenancies</b>	<ul style="list-style-type: none"> <li>Information for renters of commercial space</li> </ul>	<p><b>Commercial Tenancy Information Line (Ministry of Municipal Affairs and Housing)</b> 1-800-729-4871 (automated information line) <a href="http://www.mah.gov.on.ca/Page4913.aspx">www.mah.gov.on.ca/Page4913.aspx</a> (FAQ page) <a href="http://www.mah.gov.on.ca/AssetFactory.aspx?did=4484">www.mah.gov.on.ca/AssetFactory.aspx?did=4484</a> (Brochure)</p>
	<ul style="list-style-type: none"> <li>For legal advice, contact a private bar lawyer.</li> </ul>	<p><b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lrs@lsuc.on.ca">lrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a></p> <p>Up to 30 minutes of free consultation either by phone or in-person. The service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.</p>
<b>Complaints - Accountants</b>	<ul style="list-style-type: none"> <li>Accountants – Complain to the firm they work for first, if no action taken, call the orgs listed here</li> </ul>	<p><b>Certified General Accountants of Ontario (CGA)</b> 1-800-668-1454, ext 8262 <a href="http://www.cga-ontario.org/">www.cga-ontario.org/</a> - Complaints page</p> <p><b>Chartered Accountants of Ontario</b> 416-962-1841 x 480 <a href="http://www.icao.on.ca/">www.icao.on.ca/</a></p> <p>Online complaint form available. They deal with complaints regarding ethics and conduct. They will not resolve disputes between members and clients.</p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Complaints – Audiologists and Speech Language Pathologists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<b>College of Audiologists &amp; Speech Language Pathologists of Ontario</b> 1-800-993-9459 <a href="http://www.caslpo.com">www.caslpo.com</a>
<b>Complaints – Canada Post</b>	<ul style="list-style-type: none"> <li>Contact your Canada Post local office <u>first</u>, then customer service</li> <li>If not resolved by customer service, contact the Ombudsman</li> </ul>	<b>Canada Post Customer Service</b> 1-800-267-1177 <a href="http://www.canadapost.ca/cpo/mc/aboutus/corporate/customerservice.jsf">www.canadapost.ca/cpo/mc/aboutus/corporate/customerservice.jsf</a>  <b>Office of the Ombudsman at Canada Post</b> 1-800-204-4198 <a href="http://www.ombudsman.postescanadapost.ca/">www.ombudsman.postescanadapost.ca/</a>
<b>Complaints – Children’s Aid Society</b>	<ul style="list-style-type: none"> <li>Each agency is required by law to have a complaints procedure. You can either ask your worker for a copy or call the agency and ask to have a copy mailed to you.</li> </ul>	<b>Highland Shores Children’s Aid Society (Hastings &amp; Prince Edward County)</b> 1-800-267-0570, TTY: 613-962-1019 or 1-888-962-1019 <a href="http://highlandshorescas.com/">http://highlandshorescas.com/</a> , <a href="mailto:info@highlandshorescas.com">info@highlandshorescas.com</a>  <b>Local Phone Numbers:</b> Belleville: 613-962-9291      Quinte West: 613-965-6261 North Hastings: 613-332-2425      Picton: 613-476-7957  <b>Family &amp; Children’s Services of Frontenac, Lennox &amp; Addington</b> (613) 545-3227 or 1-855-445-3227 <a href="mailto:info@facsfra.ca">info@facsfra.ca</a>
	<ul style="list-style-type: none"> <li>The Ministry’s regional offices monitor CAS’s in their region</li> <li>The South East Region office serves Hastings, Lennox &amp; Addington, Prince Edward Counties</li> </ul>	<b>Ministry of Children and Youth Services, South East Regional Office (Kingston)</b> (613) 545-0539 or 1-800-646-3209 <a href="http://www.children.gov.on.ca/htdocs/English/about/regionaloffices.aspx">www.children.gov.on.ca/htdocs/English/about/regionaloffices.aspx</a>  Information on Children’s Aid: <a href="http://www.children.gov.on.ca/htdocs/English/topics/childrenciaid/index.aspx">www.children.gov.on.ca/htdocs/English/topics/childrenciaid/index.aspx</a>  <b>Info about How to make a complaint about CAS:</b> <a href="http://www.children.gov.on.ca/htdocs/English/topics/childrenciaid/childrenciaidsocieties/ocascomplaint/ocascomplaint.aspx">www.children.gov.on.ca/htdocs/English/topics/childrenciaid/childrenciaidsocieties/ocascomplaint/ocascomplaint.aspx</a>
	<ul style="list-style-type: none"> <li>You can make a complaint to the Review Board if the local CAS refuses to hear your complaint or respond to it or give you reasons for their decision</li> </ul>	<b>Child and Family Services Review Board</b> 1-888-728-8823 <a href="http://www.cfsrb.ca/">www.cfsrb.ca/</a>  A complaint can only be made to the Review Board after it has been reviewed through the CAS’s internal complaint review procedure.  Link to CFSRB complaint form for complaints about CAS: <a href="http://www.cfsrb.ca/en/cfsrb/your-rights/scenario-two/how-to-apply">www.cfsrb.ca/en/cfsrb/your-rights/scenario-two/how-to-apply</a> .
<ul style="list-style-type: none"> <li>Legal Advice</li> </ul> <p>Financial eligibility required for Legal Aid &amp; Justice Net (Justice Net provides reduced rates for those with household income under \$59000)</p>	<b>Legal Aid Ontario</b> 1-800-668-8258 <a href="http://www.legalaid.on.ca/en/about/downloads/factsheets/has-childrens-aid-contacted-you.pdf">www.legalaid.on.ca/en/about/downloads/factsheets/has-childrens-aid-contacted-you.pdf</a> (CAS fact sheet)  <b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lsrs@lsuc.on.ca">lsrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a>  <b>Justice Net</b> - 1-866-919-3219 <a href="http://www.justicenet.ca/">www.justicenet.ca/</a>	

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Complaints - Chiropodists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<p><b>College of Chiropodists of Ontario</b> 1-877-232-7653 <a href="http://www.cocoo.on.ca">www.cocoo.on.ca</a></p>
<b>Complaints – Chiropractors</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<p><b>College of Chiropractors of Ontario</b> 1-416-922-6355, ext 103 <a href="http://www.cco.on.ca/">www.cco.on.ca/</a></p>
<b>Complaints – Colleges, Universities, School Boards</b>	<ul style="list-style-type: none"> <li>Investigation of complaints about Ontario Colleges (incl. Loyalist) and Universities and school boards</li> </ul>	<p><b>Ontario Ombudsman</b> 1-800-263-1830 <a href="http://www.ombudsman.on.ca">www.ombudsman.on.ca</a></p> <p>Ombudsman given oversight of Universities and School Boards as of September 1, 2015.</p> <p>Make your complaint to the school directly FIRST. If not resolved, you can then contact the Ombudsman.</p>
<b>Complaints – Community Care Access Centres (CCAC)</b>	<ul style="list-style-type: none"> <li>Investigation of complaints about CCACs, Make initial complaint directly to CCAC care coordinator.</li> </ul>	<p><b>Long-Term Care Action Line</b> 1-866-434-0144 <a href="http://www.health.gov.on.ca/en/public/contact/ccac/lc_actionline.aspx">www.health.gov.on.ca/en/public/contact/ccac/lc_actionline.aspx</a></p> <p>You can ask to speak with an Independent Complaints Facilitator.</p> <p><b>Health Services Appeal and Review Board (HSARB)</b> 1-866-282-2179 or <a href="mailto:hsarb@ontario.ca">hsarb@ontario.ca</a> <a href="http://www.hsarb.on.ca/">www.hsarb.on.ca/</a></p> <p>Complaints should initially be made to the CCAC directly first (Care Coordinator). If not resolved speak to the Manager. If still not resolved the manager will inform you how to proceed with a formal CCAC review. If still unsatisfied after the review you can appeal the review’s decision to the Health Services Appeal and Review Board (HSARB).</p> <p><b>Ontario Ombudsman</b> 1-800-263-1830 <a href="http://www.ombudsman.on.ca">www.ombudsman.on.ca</a></p> <p><b>Patient Ombudsman</b> 1-888-321-0339 <a href="https://patientombudsman.ca">https://patientombudsman.ca</a> Effective July 1, 2016 – Will take complaints (in writing) about public hospitals, CCACs and long-term care facilities</p>
<b>Complaints – Correctional Facilities</b>		<p>See “<a href="#">Criminal Code - Prison Advocacy</a>”</p>



## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Complaints – Dental Hygienists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<b>College of Dental Hygienists of Ontario</b> 1-800-268-2346 <a href="http://www.cdho.org">www.cdho.org</a>
<b>Complaints – Dental Technologists (RDT)</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<b>College of Dental Technologists</b> 1-877-391-2386 <a href="http://www.cdto.ca">www.cdto.ca</a> or email: <a href="mailto:info@cdto.ca">info@cdto.ca</a>
<b>Complaints - Dentists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<b>Royal College of Dental Surgeons of Ontario (RCDSO)</b> (416) 961-6555 or 1-800-565-4591 <a href="http://www.rcdso.org">www.rcdso.org</a>
<b>Complaints - Denturists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<b>College of Denturists</b> 1-888-236-4326 <a href="http://www.denturists-cdo.com">www.denturists-cdo.com</a>
<b>Complaints - Dietitians</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<b>College of Dietitians of Ontario</b> 1-800-668-4990 <a href="http://www.cdo.on.ca">www.cdo.on.ca</a>
<b>Complaints - Doctors</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<b>College of Physicians &amp; Surgeons of Ontario (CPSO)</b> (416) 967-2615 or 1-800-268-7096 <a href="http://www.cpso.on.ca/Info_Public/factcomp.htm">www.cpso.on.ca/Info_Public/factcomp.htm</a>
	<ul style="list-style-type: none"> <li>Complaints against doctors regarding discrimination.</li> </ul>	<b>Human Rights Tribunal of Ontario (HRTO)</b>  The HRTO can now hear cases of discrimination by physicians. You can file at HRTO <u>in addition</u> to filing a complaint with the CPSO. The <b>Human Rights Legal Support Centre</b> can help you with the application and may provide representation.  For contact information, see <a href="#">Human Rights</a> section.
<b>Complaints – Funeral Directors</b>	<ul style="list-style-type: none"> <li>The Board regulates the practices of funeral directors &amp; investigates complaints regarding the conduct or actions of any licensee</li> </ul>	<b>Board of Funeral Services</b> 1-800-387-4458 • Email: <a href="mailto:info@funeralboard.com">info@funeralboard.com</a> <a href="http://www.funeralboard.com/public/">www.funeralboard.com/public/</a>  (They also have brochures on arranging or pre-arranging a funeral and a funeral planning guide.)

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<p><b>Complaints – Health Professionals Appeal and Review Board</b></p>	<ul style="list-style-type: none"> <li>The Board monitors the activities of the Colleges' Complaints Committees and Registration or Accreditation Committees, in order to ensure they fulfill their duties in the public interest and as mandated by legislation</li> <li>Most of the Board's work consists of reviewing decisions of the colleges' complaints committees. The Board's review is the final legislated venue for the review of such complaint matters.</li> </ul>	<p><b>Health Professionals Appeal and Review Board</b> 1-866-282-2179 <a href="http://www.hparb.on.ca/">www.hparb.on.ca/</a></p> <p>Complaints must be made to individual professional colleges governing health professionals <u>before</u> they will be heard by the Appeal and Review Board. Appeal to the Board if you do not agree with a college's decision or if they have not made a decision within 120 days of receiving your complaint.</p> <p>Read the Psychiatric Patient Advocate Office's guide, "<b>Complaints about Health Professionals</b>" for a listing of who to call regarding complaints against a variety of health professionals. This guide is available online at their site: <a href="http://www.ppaoc.gov.on.ca/inf-cmp.html">www.ppaoc.gov.on.ca/inf-cmp.html</a>.</p> <p><b>Federation of Health Regulatory Colleges of Ontario</b> 416-493-4076 <a href="http://www.regulatedhealthprofessions.on.ca/">www.regulatedhealthprofessions.on.ca/</a></p> <p>You can all the Federation and they will tell you if a health care professional is registered with a college.</p>
<p><b>Complaints - Hospitals</b></p>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<p><b>Ontario Ministry of Health and Long-Term Care</b> <a href="http://health.gov.on.ca/en/common/system/services/hosp/faq.aspx#complaint">http://health.gov.on.ca/en/common/system/services/hosp/faq.aspx#complaint</a></p> <p>Contact hospital directly, ask for the Patient Advocate. If there is none, ask for the President or Chief Executive of the hospital.</p> <p><b>Quinte Health Care Corporation (Belleville, Bancroft, Trenton and Picton hospitals)</b> 613-969-7400, ext. 2033 - Manager, Quality Improvement <a href="http://www.qhc.on.ca/body.cfm?id=349">www.qhc.on.ca/body.cfm?id=349</a></p> <p><b>Lennox &amp; Addington County General Hospital</b> 613-354-3301, ext. 0 – Ask for Supervisor <a href="http://www.lacgh.com/">www.lacgh.com/</a></p> <p><b>Kingston General Hospital</b> (613) 549-6666 (ext. 4158 or ext.3959) – Patient Relations <a href="http://www.kgh.on.ca/information/patient_relations.asp">www.kgh.on.ca/information/patient_relations.asp</a></p> <p><b>Patient Ombudsman</b> 1-888-321-0339 <a href="https://patientombudsman.ca">https://patientombudsman.ca</a> Effective July 1, 2016 – Will take complaints (in writing) about public hospitals, CCACs and long-term care facilities.</p>
<p><b>Complaints - Judges</b></p>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<p><b>Ontario Judicial Council (Provincial court judges)</b> (416) 327-5672 or 1-800-806-5186 <a href="http://www.ontariocourts.on.ca/ontario_judicial_council/complaint.htm">www.ontariocourts.on.ca/ontario_judicial_council/complaint.htm</a></p> <p><b>Canadian Judicial Council (Federal court judges)</b> (613) 288-1566 <a href="http://www.cjc-ccm.gc.ca/">www.cjc-ccm.gc.ca/</a></p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Complaints - Lawyers</b>  (See: <a href="#">Complaints – Legal Aid Ontario</a> for complaints about Legal Aid Lawyers)	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<b>Law Society of Upper Canada (LSUC)</b> (416) 947-3310 or 1-800-268-7568 <a href="http://www.lsuc.on.ca/with.aspx?id=644">www.lsuc.on.ca/with.aspx?id=644</a>
	<ul style="list-style-type: none"> <li>For legal advice, contact a private bar lawyer.</li> </ul>	<b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lrs@lsuc.on.ca">lrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a>  Up to 30 minutes of free consultation either by phone or in-person. The service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.
<b>Complaints – Legal Aid Ontario (LAO)</b>	<ul style="list-style-type: none"> <li>For complaints about service, first take your complaint to the person serving you; ask to speak with the supervisor of the provincial office department such as LAO’s toll-free services; or speak with the district area director of a district office.</li> </ul>	<b>Legal Aid Ontario (LAO) Complaints Department</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">www.legalaid.on.ca/en/getting/complaints.asp</a>  Anyone who is unhappy with Legal Aid Ontario services or a Legal Aid lawyer can make a complaint.  You can file a complaint if you: <ul style="list-style-type: none"> <li>are a current or a former legal aid client;</li> <li>have been refused services by Legal Aid Ontario;</li> <li>are affected by Legal Aid Ontario services in any way.</li> </ul> LAO will consider all complaints, whether you speak with LAO directly or put it in writing, and whether you tell LAO who you are or want to stay anonymous.  Contact the Complaints Department (noted above) or the <b>Durham-Frontenac District Office at 1-888-828-3827</b> .
	<ul style="list-style-type: none"> <li>Appeal a legal aid decision</li> </ul>	<b>Legal Aid Ontario</b> <a href="http://www.legalaid.on.ca/en/getting/appeal.asp">www.legalaid.on.ca/en/getting/appeal.asp</a>  If you disagree with a decision Legal Aid has made, send a letter of appeal within 15 days of the decision to the Legal Aid office listed on your notice for consideration by the area committee. There is no hearing to attend, appeals are based on your written information.  You will receive a decision in writing within 10 days. If you disagree with the area committee’s decision you can then appeal to the provincial appeals department in Toronto by submitting a letter or notice of appeal. Information on where to send this appeal will be in your area committee decision notice.
<b>Complaints – Legal Clinics</b> (including CALC)	<ul style="list-style-type: none"> <li>Notify your legal clinic directly about your complaint</li> </ul>	<b>Community Advocacy &amp; Legal Centre</b> 613-966-8686 or 1-877-966-8686  Each clinic has internal procedures for resolving complaints.
<b>Complaints – Massage Therapists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<b>College of Massage Therapists of Ontario</b> 1-800-465-1933 <a href="http://www.cmta.com">www.cmta.com</a>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Complaints – Medical Laboratory Technologists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> <li>Online complaint form</li> </ul>	<b>College of Medical Laboratory Technologists of Ontario</b> 1-800-323-9672 <a href="http://www.cmlto.com">www.cmlto.com</a>
<b>Complaints – Medical Radiation Technologists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<b>College of Medical Radiation Technologists of Ontario</b> 1-800-563-5847 <a href="http://www.cmrto.org">www.cmrto.org</a> or email: <a href="mailto:tlanglois@cmrto.org">tlanglois@cmrto.org</a>
<b>Complaints - Midwives</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<b>College of Midwives of Ontario</b> 1-416-327-0874 <a href="http://www.cmo.on.ca">www.cmo.on.ca</a>
<b>Complaints – Municipalities</b>	<ul style="list-style-type: none"> <li>Investigation into complaints about municipalities – make complaint to the municipality first, then if not resolved, call the Ombudsman.</li> </ul>	<b>Ontario Ombudsman</b> 1-800-263-1830 <a href="http://www.ombudsman.on.ca">www.ombudsman.on.ca</a>  Ombudsman helps with concerns about municipal services (snow removal, parking, garbage collection), programs (recreation programs, housing, Ontario Works), administration of taxes, municipally-owned hydro utilities, conduct of council members, conflicts of interest.
<b>Complaints – Nurses</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<b>College of Nurses of Ontario (CNO)</b> 1-800-387-5526 <a href="http://www.cno.org/ih/complaints_intro.html">www.cno.org/ih/complaints_intro.html</a>
<b>Complaints – Occupational Therapists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<b>College of Occupational Therapists of Ontario</b> 1-800-890-6570 <a href="http://www.coto.org">www.coto.org</a> ; email: <a href="mailto:investigations@coto.org">investigations@coto.org</a>
<b>Complaints - Opticians</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation. Website has online complaint form.</li> </ul>	<b>College of Opticians of Ontario</b> 1-800-990-9698 <a href="http://www.coptont.org">www.coptont.org</a>  Complaints must be in writing or on audio or video tape.
<b>Complaints – Optometrists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<b>College of Optometrists of Ontario</b> (416) 962-4071 or 1-888-825-2554 <a href="http://www.collegeoptom.on.ca/">www.collegeoptom.on.ca/</a>
<b>Complaints - Paralegals</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<b>Law Society of Upper Canada (LSUC)</b> (416) 947-3310 or 1-800-268-7568 <a href="http://www.lsuc.on.ca/with.aspx?id=644">www.lsuc.on.ca/with.aspx?id=644</a>
	<ul style="list-style-type: none"> <li>For legal advice, contact a private bar lawyer.</li> </ul>	<b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lsrs@lsuc.on.ca">lsrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a>  Up to 30 minutes of free consultation either by phone or in-person. The service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.
<b>Complaints – Pharmacists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation. Formal complaints must be in writing.</li> </ul>	<b>Ontario College of Pharmacists</b> 1-800-220-1921 <a href="http://www.ocpinfo.com">www.ocpinfo.com</a>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Complaints – Physiotherapists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation. Website lists names of suspended members.</li> </ul>	<p><b>College of Physiotherapists of Ontario</b> 1-800-583-5885 <a href="http://www.collegept.org">www.collegept.org</a></p> <p>Complaints must be in writing, by mail, email, online form, or on audio or videotape.</p>
<b>Complaints – Police</b> (municipal, regional and provincial (OPP))	<ul style="list-style-type: none"> <li>Complaint investigation about services provided by a police service or conduct of an officer (<u>after</u> Oct 19/09)</li> <li>OIPRD complaint forms are available on their website, at all municipal, regional and provincial police services, and at all ServiceOntario locations. You can call OIPRD for help filling out the form.</li> </ul>	<p><b>Office of the Independent Police Review Director (OIPRD)</b> 1-877-411-4773 (TTY: 1-877-414-4773) Fax: 1-877-415-4773 <a href="https://www.oiprd.on.ca/CMS/Complaints.aspx">https://www.oiprd.on.ca/CMS/Complaints.aspx</a></p> <p>The OIPRD is an arms-length agency of the Ontario Ministry of the Attorney General, staffed entirely by civilians. Complaints can be done online, by mail, fax, or in person. Police stations must accept complaints when they are submitted. Complaints handed into police stations will be forwarded to OIPRD within 3 days. <a href="#">OIPRD booklet</a></p> <p>Complaints must be made <u>within 6 months</u> of the incident.</p> <p>The OIPRD will only accept complaints for incidents that occurred <u>after</u> Oct 19/09. For incidents prior to this date you can still file with the Ontario Civilian Police Commission (see below).</p>
	<ul style="list-style-type: none"> <li>For complaints regarding discrimination by police.</li> </ul>	<p><b>Human Rights Tribunal of Ontario (HRTO)</b></p> <p>The HRTO can now hear cases of discrimination by police. You can file at HRTO <u>in addition</u> to filing a complaint with the OIPRD. The <b>Human Rights Legal Support Centre</b> can help you with the application and may provide representation.</p> <p>For contact information, see <a href="#">Human Rights</a> section.</p>
	<ul style="list-style-type: none"> <li>Police complaints for incidents <u>prior</u> to Oct 19/09</li> <li>Also hears appeals from the public or police officers from decisions made at police disciplinary hearings.</li> </ul>	<p><b>Ontario Civilian Police Commission (OCPC)</b> (416) 326-1189 or 1-888-515-5005 (Complaints line) <a href="http://www.ocpc.ca/">www.ocpc.ca/</a></p> <p><a href="http://www.ocpc.ca/english/Process/PublicComplaints/PublicComplaints.html">www.ocpc.ca/english/Process/PublicComplaints/PublicComplaints.html</a> (Link to info on OCPC complaints process.)</p> <p>The OCPC continues to hear appeals from decisions made at police disciplinary hearings. View their brochure on appeals at: <a href="http://www.ocpc.ca/english/Process/DisciplinaryAppeals/DisciplinaryAppeals.html">www.ocpc.ca/english/Process/DisciplinaryAppeals/DisciplinaryAppeals.html</a></p>
<b>Complaints – Police – RCMP</b>  (Continued on next page)	<ul style="list-style-type: none"> <li>Complaints about conduct of the RCMP.</li> <li>Civilian Review &amp; Complaints Commission is an Independent agency, and not part of the RCMP</li> </ul>	<p><b>Civilian Review and Complaints Commission for the RCMP</b> 1-800-665-6878 (TTY: 1-866-432-5837) (Making a Complaint) <a href="http://www.crcc-ccetp.gc.ca/">www.crcc-ccetp.gc.ca/</a> <a href="http://www.crcc-ccetp.gc.ca/en/make-complaint">www.crcc-ccetp.gc.ca/en/make-complaint</a></p> <p>Anyone, including a non-citizen, who has a concern about the conduct of an RCMP member can make a complaint to any RCMP detachment (<a href="http://www.rcmp-grc.gc.ca/cont/faq-comp-plainte-eng.htm">www.rcmp-grc.gc.ca/cont/faq-comp-plainte-eng.htm</a>) or to the Civilian Review &amp; Complaints Commission.</p> <p>You can also make a complaint on behalf of someone else, or as a witness to an incident. There is an online complaint form or you can print off and mail in a form.</p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> <li>If unhappy with the way initial complaint handled, request a review.</li> </ul>	<p><b>Civilian Review and Complaints Commission for the RCMP</b> 1-800-267-6637 (Requesting a Review) <a href="http://www.crcc-ccetp.gc.ca/en/request-review">www.crcc-ccetp.gc.ca/en/request-review</a></p> <p>If you have made a complaint and are not satisfied with the way the RCMP handled your complaint, you can request a review.</p>
<b>Complaints – Psychologists</b>	<ul style="list-style-type: none"> <li>Investigates and addresses complaints against its members - online complaint form.</li> </ul>	<p><b>College of Psychologists of Ontario</b> 1-800-489-8388 <a href="http://www.cpo.on.ca/">www.cpo.on.ca/</a></p>
<b>Complaints – Real Estate Brokers, Salespeople</b>	<ul style="list-style-type: none"> <li>Enquiries or concerns related to real estate brokerages, brokers and salespersons</li> </ul>	<p><b>Real Estate Council of Ontario (RECO)</b> 1-800-245-6910 <a href="http://www.reco.on.ca">www.reco.on.ca</a></p>
<b>Complaints – Respiratory Therapists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<p><b>College of Respiratory Therapists of Ontario</b> 1-800-261-0528, ext. 24 <a href="http://www.crto.on.ca">www.crto.on.ca</a> or email <a href="mailto:bayliss@crto.on.ca">bayliss@crto.on.ca</a></p>
<b>Complaints – Social Workers and Social Service Workers</b>	<ul style="list-style-type: none"> <li>Investigates written complaints against members – Complaints process brochure online</li> </ul>	<p><b>Ontario College of Social Workers and Social Service Workers</b> 1-877-828-9380 <a href="http://www.ocswws.org">www.ocswws.org</a></p>
<b>Complaints - Veterinarians</b>	<ul style="list-style-type: none"> <li>Investigates written complaints against veterinarians</li> </ul>	<p><b>The College of Veterinarians of Ontario</b> 1-800-424-2856 <a href="http://www.cvo.org/regulat-complaints.cfm">www.cvo.org/regulat-complaints.cfm</a></p>
<b>Consumer Complaints – Banks &amp; Investment Firms</b>	<ul style="list-style-type: none"> <li>Each bank has its own ombudsman. You must try to resolve your issue at your local bank first <u>before</u> contacting OBSI.</li> </ul> <p><b>Bank Ombudsmen:</b></p> <p><b>TD:</b> 1-888-361-0319 <a href="http://www.td.com/ombudsman.jsp">www.td.com/ombudsman.jsp</a></p> <p><b>CIBC:</b> 1-800-308-6859 <a href="http://www.cibc.com/ca/cibc-and-you/to-our-customers/service-commitment/resolving-complaints/ombudsman.html">www.cibc.com/ca/cibc-and-you/to-our-customers/service-commitment/resolving-complaints/ombudsman.html</a></p> <p><b>BMO:</b> 1-800-371-2541 <a href="http://www.bmo.com/home/popups/global/resolving-a-complaint">www.bmo.com/home/popups/global/resolving-a-complaint</a></p> <p><b>Royal Bank:</b> 1-800-769-2542 <a href="http://www.rbc.com/ombudsman">www.rbc.com/ombudsman</a></p>	<p><b>Ombudsman for Banking Services and Investments (OBSI)</b> 1-888-451-4519 <a href="http://www.obsi.ca">www.obsi.ca</a></p> <p>They have an online complaint form.</p> <p><b>Financial Consumer Agency of Canada (FCAC)</b> 1-866-461-3222 <a href="http://www.fcac-acfc.gc.ca/">www.fcac-acfc.gc.ca/</a></p> <p>If you don't know the complaint process at your bank, you can call the Financial Consumer Agency of Canada for help. All banks must by law have a complaint handling process. See the FCAC complaint-handling process search tool (you type in the name of your institution): <a href="http://www.fcac-acfc.gc.ca/Eng/resources/lodgeComplaint/Pages/Complain-Outilder-0.aspx">www.fcac-acfc.gc.ca/Eng/resources/lodgeComplaint/Pages/Complain-Outilder-0.aspx</a></p> <p>NOTE: FCAC does not provide redress or compensation and cannot get involved in individual disputes. Federally regulated financial institutions have certain legal obligations to consumers, ranging from account-opening requirements to information they must provide you. The FCAC investigates complaints that relate to a possible violation of these legal obligations.</p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<p><b>Consumer Complaints - businesses</b></p> <p>(against businesses other than utility companies like Cable, Phone, Hydro, or Gas)</p>	<ul style="list-style-type: none"> <li>Information/advice for complaint investigation and mediation with businesses or collection agencies (MGCS)</li> </ul>	<p><b>Ministry of Government and Consumer Services (MGCS)</b> Consumer Protection Ontario: 1-800-889-9768 <a href="http://www.ontario.ca/consumerprotection">www.ontario.ca/consumerprotection</a></p>
	<ul style="list-style-type: none"> <li>Legal advice</li> <li>For court actions contact a private bar lawyer or paralegal.</li> </ul>	<p><b>Pro Bono Ontario</b> 1-855-255-7256 <a href="https://www.probonoontario.org/debt-and-money/">https://www.probonoontario.org/debt-and-money/</a></p> <p>Free Ontario-wide legal advice line.</p> <p><b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lsrs@lsuc.on.ca">lsrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a></p> <p>Up to 30 minutes of free consultation either by phone or in-person. The service does <u>not</u> provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.</p>
<p><b>Consumer Complaints – Cable/Satellite Broadcasting Services</b></p>	<ul style="list-style-type: none"> <li>Complaints about what you see or hear on TV or radio</li> </ul>	<p><b>Canadian Broadcast Standards Council</b> 1-866-696-4718 <a href="http://www.cbsc.ca/english/complaint/index.php">www.cbsc.ca/english/complaint/index.php</a></p>
	<ul style="list-style-type: none"> <li>Complaint about your Cable/Satellite services (contact your local service provider first)</li> </ul>	<p><b>Canadian Radio-Television and Telecommunications Commission</b> 1-877-249-2782 <a href="http://www.crtc.gc.ca/">www.crtc.gc.ca/</a></p> <p><b>How to File a Broadcasting Complaint</b> <a href="http://www.crtc.gc.ca/eng/INFO_SHT/G8.HTM">www.crtc.gc.ca/eng/INFO_SHT/G8.HTM</a></p>
<p><b>Consumer Complaints – Car Liens</b></p> <p>(Cont'd on next page)</p>	<ul style="list-style-type: none"> <li>Finding out if car has a lien prior to purchasing</li> </ul>	<p><b>ServiceOntario</b> 1-800-387-3445 <a href="http://www.ontario.ca/en/services_for_residents/index.htm">www.ontario.ca/en/services_for_residents/index.htm</a></p> <p>Visit their website to order a “Used Vehicle Information Package (UVIP).” This package (\$20) will give you the car’s history and any liens on record. The private seller of a used motor vehicle is required to purchase a UVIP and provide it to the buyer, for most types of sales. Visit ServiceOntario’s FAQ page for more details on the package at: <a href="http://www.ontario.ca/en/services_for_residents/053408">www.ontario.ca/en/services_for_residents/053408</a></p>
	<ul style="list-style-type: none"> <li>What to do if you’ve purchased a car and found a lien</li> </ul>	<p><b>Personal Property Security Registration, Ministry of Government Services</b> 1-800-267-8847 For questions about lien registration issues.</p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> <li>For legal advice, call a private bar lawyer.</li> </ul>	<p><b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lrs@lsuc.on.ca">lrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a></p> <p>Up to 30 minutes of free consultation either by phone or in-person. The service does not provide legal advice or second opinions. Fees should be discussed with the lawyer or paralegal.</p> <p><b>Pro Bono Ontario</b> 1-855-255-7256 <a href="https://www.probonoontario.org/debt-and-money/">https://www.probonoontario.org/debt-and-money/</a></p> <p>Free Ontario-wide legal advice line.</p>
<p><b>Consumer Complaints – Home Inspectors</b></p>	<ul style="list-style-type: none"> <li>Investigates complaints regarding inspectors' conduct and service</li> <li>They can only investigate members of OAHI – Registered members listed online.</li> </ul>	<p><b>Ontario Association of Home Inspectors (OAHI)</b> 1-888-744-6244 <a href="http://www.oahi.com/">www.oahi.com/</a> (<a href="#">Complaints page</a> – with complaint form)</p> <p>The Committee does not mediate disputes, impose settlements, nor provide an opinion on the alleged negligence of a member suitable for other proceedings.</p>
<p><b>Consumer Complaints – Financial Services</b></p> <p>(Insurance (including Auto Insurance), Credit Unions, Pensions, etc.)</p>	<ul style="list-style-type: none"> <li>The FSCO regulates Credit Unions, Co-ops, Insurance Companies, Loan and Trust Companies, Mortgage Brokers, Pensions</li> <li>Call them to find out how to make a complaint</li> </ul>	<p><b>Financial Services Commission of Ontario (FSCO)</b> 1-800-668-0128; TTY: 1-800-387-0584 <a href="http://www.fSCO.gov.on.ca/">www.fSCO.gov.on.ca/</a></p> <p>How to resolve a complaint: <a href="http://www.fSCO.gov.on.ca/english/regulate/resolve_complaint.asp">www.fSCO.gov.on.ca/english/regulate/resolve_complaint.asp</a></p> <p><b>(See our <a href="#">Insurance Law section</a> for more details for complaints regarding Insurance companies.)</b></p>
<p><b>Consumer Complaints – Hydro or Gas bills</b></p>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation (OEB)</li> <li>Eff. Feb 2014 – Ontario Ombudsman is investigating Hydro One and requesting input from the public</li> <li>Measurement Canada is where you complain if you feel the hydro or gas meters are not measuring usage correctly (you must have tried dealing directly with hydro or gas company first)</li> </ul>	<p><b>Ontario Energy Board (OEB)</b> (416) 314-2455 or 1-877-632-2727 <a href="http://www.ontarioenergyboard.ca/OEB/Consumers">www.ontarioenergyboard.ca/OEB/Consumers</a></p> <p><b>Ontario Electricity Support Program (OESP)</b> provides a monthly credit to low-income customers. <a href="http://www.ontarioelectricitysupport.ca">www.ontarioelectricitysupport.ca</a> for information or to apply. 1-855-831-8151, (TTY:1-800-855-1155) <a href="mailto:help@ontarioelectricitysupport.ca">help@ontarioelectricitysupport.ca</a></p> <p><b>Todd Smith, MPP (Belleville, Bay of Quinte residents)</b> 613-962-1144 or 1-877-536-6248 (Hydro One complaints) <a href="https://www.ola.org/en/members/all/todd-smith">https://www.ola.org/en/members/all/todd-smith</a></p> <p><b>Hydro One Ombudsman (Fiona Crean)</b> 1-844-608-8756 <a href="http://www.hydrooneombudsman.com">www.hydrooneombudsman.com</a></p> <p><b>Ontario Ombudsman (Hydro One Complaints)</b> 1-800-263-1830 or email: <a href="mailto:info@ombudsman.on.ca">info@ombudsman.on.ca</a> <a href="http://www.ombudsman.on.ca/Make-a-Complaint.aspx">www.ombudsman.on.ca/Make-a-Complaint.aspx</a></p> <p><b>Measurement Canada (hydro/gas meter complaints)</b> 1-877-325-3996 <a href="http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/h_lm00007.html">www.ic.gc.ca/eic/site/mc-mc.nsf/eng/h_lm00007.html</a></p>



## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Consumer Complaints – Motor Vehicle Dealerships (new and used)</b>  (continued next page)	<ul style="list-style-type: none"> <li>• Questions or complaints about new or used car dealerships, Motor Vehicle Dealers Compensation Fund or to report a curbsider (illegal car sales)</li> </ul>	<b>Ontario Motor Vehicle Industry Council (OMVIC)</b> 1-800-943-6002 <a href="http://www.omvic.on.ca">www.omvic.on.ca</a>  They have a compensation fund for consumers who suffer financial loss. To qualify you have to have purchased your vehicle from a registered dealer (no jurisdiction over private sales) and make your claim within 2 years of a dealer's refusal to reimburse you.
	<ul style="list-style-type: none"> <li>• Mediates complaints between consumers and vehicle manufacturers</li> </ul>	<b>Canadian Motor Vehicle Arbitration Plan</b> 1-800-207-0685 <a href="http://www.camvap.ca/">www.camvap.ca/</a>  Program where disputes between consumers & vehicle manufacturers about alleged manufacturing defects or the manufacturers' new vehicle warranty can be put before a neutral arbitrator for resolution.
<b>Consumer Complaints – Telephone, wireless phones, internet access services</b>	<ul style="list-style-type: none"> <li>• Complain to your local telephone / wireless / internet company <u>first</u>. If you are not satisfied with the response of your service provider, you can contact the CCTS.</li> </ul>	<b>Commissioner for Complaints for Telecommunication Services (CCTS)</b> 1-888-221-1687; TTY: 1-877-782-2384 <a href="http://www.ccts-cprst.ca/">www.ccts-cprst.ca/</a> Email: <a href="mailto:response@ccts-cprst.ca">response@ccts-cprst.ca</a>  Complaints must be in writing (mail, fax or online form). Check their website first to see if your provider is a member. (Members include: Bell Canada, Cogeco Cable, Rogers Communications, Telus)
	<ul style="list-style-type: none"> <li>• If your service provider is <u>not</u> a member of CCTS, then it is still regulated by the CRTC</li> </ul>	<b>Canadian Radio-Television and Telecommunications Commission (CRTC)</b> 1-877-249-2782 <a href="http://www.crtc.gc.ca/">www.crtc.gc.ca/</a>  <b>How to file a Complaint About Your Telephone Service</b> <a href="http://www.crtc.gc.ca/eng/INFO_SHT/T12.htm">www.crtc.gc.ca/eng/INFO_SHT/T12.htm</a>
<b>Consumer Complaints – Transportation (Air, Rail, Marine)</b>	<ul style="list-style-type: none"> <li>• Resolves complaints with federal transportation services, i.e. rates, fees, baggage, etc., including accessibility issues for persons with disabilities</li> </ul>	<b>Canadian Transportation Agency (CTA)</b> 1-888-222-2592 Email: <a href="mailto:info@otc-cta.gc.ca">info@otc-cta.gc.ca</a> <a href="https://www.otc-cta.gc.ca/eng/complaints">https://www.otc-cta.gc.ca/eng/complaints</a>  (CTA does <u>not</u> deal with customer service complaints such as attitude of staff.) Try to resolve dispute with the airline, rail or marine service <u>first</u> before making a complaint with the CTA. Online complaint forms.
<b>Consumer Complaints – Travel Agents</b>	<ul style="list-style-type: none"> <li>• Call TICO for complaints against travel retailers (agents) or wholesalers</li> </ul>	<b>Travel Industry Council of Ontario (TICO)</b> 1-888-451-8426 <a href="http://www.tico.on.ca">www.tico.on.ca</a>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<p><b>Consumer Identity Theft &amp; Online Fraud</b></p>	<ul style="list-style-type: none"> <li>• Checklists and fact sheets on what to do if you've been a victim of identity theft</li> <li>• Canadian Anti-Fraud Centre is the central agency in Canada that collects information on telemarketing, advanced fee fraud letters (Nigerian letters) and identity theft complaints. The information is disseminated to the appropriate law enforcement agencies.</li> </ul>	<p>First, file a report with your local police. Then report it to:  <b>Canadian Anti-Fraud Centre</b>            1-888-495-8501            (Email: <a href="mailto:info@antifraudcentre.ca">info@antifraudcentre.ca</a>)  <a href="http://www.antifraudcentre.ca">www.antifraudcentre.ca</a></p> <p>You can also notify financial institutions, credit card companies, etc. through the online Fraud Reporting System:  <a href="http://www.antifraudcentre-centreantifraude.ca/reportincident-signalerincident/index-eng.htm">www.antifraudcentre-centreantifraude.ca/reportincident-signalerincident/index-eng.htm</a></p> <p><b>Information on Identity Theft and what to do found here:</b>            Consumer Measure Committee (Consumer Identity Theft Kit)  <a href="http://cmcweb.ca/eic/site/cmc-cmc.nsf/eng/fe00084.html">cmcweb.ca/eic/site/cmc-cmc.nsf/eng/fe00084.html</a></p> <p>Office of the Privacy Commissioner (Fact Sheets)  <a href="https://www.priv.gc.ca/resource/topic-sujet/itf-vif/index_e.asp#fs">https://www.priv.gc.ca/resource/topic-sujet/itf-vif/index_e.asp#fs</a></p> <p>Get CyberSafe (Gov't of Canada site)  <a href="http://www.getcybersafe.gc.ca">www.getcybersafe.gc.ca</a> (Tip Sheets, Info on cybercrime)</p>
<p><b>Contract Law - Small Claims Court Actions</b></p> <p>(See also: <a href="#">Employment</a> (for Wrongful Dismissal claims))</p>	<ul style="list-style-type: none"> <li>• For Legal advice for small claims court actions (under \$25,000).</li> <li>• Advice on forms/procedure (MAG, SCC)</li> </ul>	<p><b>Queen's Legal Aid (Residents of Kingston/Napanee area)</b>            613-533-2102 <a href="http://queenslawclinics.ca/queenslegalaid/">queenslawclinics.ca/queenslegalaid/</a>            Legal advice and/or representation for low-income residents.</p> <p><b>Law Society Referral Service</b>            1-855-947-5255 / <a href="mailto:lsrs@lsuc.on.ca">lsrs@lsuc.on.ca</a> (Crisis/no access to internet)  <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a></p> <p>Referral to a lawyer/paralegal for a free consultation up to 30 minutes. The service is not designed to provide legal advice or second opinions, and any fees should be discussed.</p> <p><b>Small Claims Court, Ministry of the Attorney General (SCC)</b>  <b>Belleville / Bancroft:</b> (613) 962-9106  <b>Napanee:</b> (613) 354-3845  <b>Picton:</b> (613) 476-6236  <a href="http://www.attorneygeneral.jus.gov.on.ca/english/courts/scc/default.asp">www.attorneygeneral.jus.gov.on.ca/english/courts/scc/default.asp</a></p> <p><b>Ministry of the Attorney General (MAG)</b>            (416) 326-2220 or 1-800-518-7901  <a href="http://www.attorneygeneral.jus.gov.on.ca/english/about/pubs/">www.attorneygeneral.jus.gov.on.ca/english/about/pubs/</a></p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info		
<p><b>Criminal – Legal Information and advice</b></p> <p>(Continued on next page)</p> <p><b>(See also <a href="#">Criminal – Young Offenders</a>)</b></p>	<ul style="list-style-type: none"> <li>• <b>Free Legal Advice / representation</b></li> <li>• Legal Aid also has a smartphone app to check eligibility and customer service phone wait times.</li> <li>• Courthouse applications (“Justice on Target”)</li> <li>• Legal Aid Duty Counsel office list: <a href="http://www.legalaid.on.ca/en/contact/contact.asp?type=dc">www.legalaid.on.ca/en/contact/contact.asp?type=dc</a></li> </ul>	<p><b>Legal Aid Ontario - Customer Service Centre</b> 1-800-668-8258 <a href="http://legalaid.on.ca/en/getting/type_criminal.asp">legalaid.on.ca/en/getting/type_criminal.asp</a></p> <p><b>For those entering custody</b>, there is a “Brydges” hotline available 24/7 in any language, available to everyone (whether you qualify for legal aid or not). Let the police officer know you would like to speak to duty counsel. The officer will call the hotline and duty counsel will speak with you within 30 minutes. <a href="http://legalaid.on.ca/en/news/newsarchive/1306-07_brydgeshotline.asp">legalaid.on.ca/en/news/newsarchive/1306-07_brydgeshotline.asp</a></p> <p><a href="http://www.legalaid.on.ca/en/about/downloads/factsheets/Factsheet-Duty-counsel-services.pdf">www.legalaid.on.ca/en/about/downloads/factsheets/Factsheet-Duty-counsel-services.pdf</a></p> <p><b>Find a Legal Aid Lawyer:</b> <a href="http://www.legalaid.on.ca/en/getting/findingalawyer.asp">www.legalaid.on.ca/en/getting/findingalawyer.asp</a> (to find up to 10 lawyers in your area who accept Legal Aid certificates)</p> <p>Call the Customer Service Centre at 1-800-668-8258 for 20 minutes of legal advice from a criminal advice lawyer or to apply for a certificate to obtain a private bar lawyer to represent you. Financial eligibility will be assessed.</p> <p><b>Legal Aid Applications taken at Court houses</b></p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p><u>Belleville Criminal Court</u> 15 Bridge St. W. Thursdays 9:00am–1:00pm 613-969-8107</p> </td> <td style="width: 50%; vertical-align: top;"> <p><u>Napanee Court</u> 41 Dundas Street West Every Other Monday 9-11 (Youth) Tuesdays 9:30-11:30am 613-354-5450, ext 342</p> </td> </tr> </table> <p><a href="http://www.legalaid.on.ca/en/getting/dutycounsel_criminal.asp">www.legalaid.on.ca/en/getting/dutycounsel_criminal.asp</a></p> <p><b>Belleville Criminal Duty Counsel:</b> 613-962-9106, ext 2750 <b>Napanee Criminal Duty Counsel:</b> 613-354-5774</p>	<p><u>Belleville Criminal Court</u> 15 Bridge St. W. Thursdays 9:00am–1:00pm 613-969-8107</p>	<p><u>Napanee Court</u> 41 Dundas Street West Every Other Monday 9-11 (Youth) Tuesdays 9:30-11:30am 613-354-5450, ext 342</p>
<p><u>Belleville Criminal Court</u> 15 Bridge St. W. Thursdays 9:00am–1:00pm 613-969-8107</p>	<p><u>Napanee Court</u> 41 Dundas Street West Every Other Monday 9-11 (Youth) Tuesdays 9:30-11:30am 613-354-5450, ext 342</p>			
	<ul style="list-style-type: none"> <li>• <b>Court Diversion due to mental health condition.</b> For accused age 16 &amp; up. Anyone can make a referral. No cost.</li> </ul>	<p><b>Court Diversion Program</b> (those with Mental Health issues) 613-968-1111 <a href="http://www.mentalhealthhelpline.ca/Directory/Program/19068">http://www.mentalhealthhelpline.ca/Directory/Program/19068</a></p> <p>Will assess eligibility for diversion from criminal charges because of mental health condition. See link for details.</p>		
	<ul style="list-style-type: none"> <li>• Free Legal Advice on <b>HIV-related criminal charges</b> (non-disclosure, biting/spitting, etc.)</li> </ul>	<p><b>HIV/AIDS Legal Clinic Ontario (HALCO)</b> 1-888-705-8889 <a href="http://www.halco.org">www.halco.org</a></p> <p>Does not practice criminal law, but works closely with defence counsel and provides related advice, like public health law.</p>		
	<ul style="list-style-type: none"> <li>• Free consultation up to 30 minutes</li> </ul>	<p><b>Law Society Referral Service (LSRS)</b> 1-855-947-5255 / <a href="mailto:lsrs@lsuc.on.ca">lsrs@lsuc.on.ca</a> (Phone is for those in crisis/in-custody/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a></p> <p>Service is not designed to provide legal advice or second opinions. Any fees should be discussed with the lawyer/paralegal.</p>		

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Criminal</b>  (Continued)	<ul style="list-style-type: none"> <li>• <b>First Nations Justice Circle program – Adult Diversion Program.</b> This is a pre/post charge option for eligible indigenous adults</li> </ul>	<p><a href="https://fnti.net/justice-circle.php">https://fnti.net/justice-circle.php</a> Call to see if you qualify.</p> <p><b>Tontakaierine Tyendingaga Justice Circle</b> Co-ordinator Shannon Butcher 1-800-267-0637, ext 166 Cell: 613-848-4701 email: <a href="mailto:shannonb@fnti.net">shannonb@fnti.net</a></p> <p><b>Tontakaierine Tyendingaga Justice Circle</b> <b>First Nations-Metis-Inuit Courtworker</b> Mark Brinklow 1-800-267-0637, ext125 Cell: 613-827-5695 email: <a href="mailto:markb@fnti.net">markb@fnti.net</a></p> <p><b>Tontakaierine Tyendingaga Justice Circle,</b> <b>Gladue Case Manager</b> Yasmeen Peer Cell: 613-847-3711 email: <a href="mailto:yasmeenp@fnti.net">yasmeenp@fnti.net</a></p> <p><b>Tontakaierine Tyendingaga Justice Circle, Adult Diversion Worker</b> Michael Ferrante Cell: 613-438-2040 email: <a href="mailto:michaelf@fnti.net">michaelf@fnti.net</a></p>
	<ul style="list-style-type: none"> <li>• <b>Legal Information</b></li> </ul>	<p><b>Community Advocacy &amp; Legal Centre</b> – Criminal law links <a href="http://www.communitylegalcentre.ca/referrals/Criminal-Law.htm">www.communitylegalcentre.ca/referrals/Criminal-Law.htm</a></p> <p><b>Law Facts</b> (Legal information resource from Legal Aid Ontario) <a href="http://www.lawfacts.ca/">www.lawfacts.ca/</a></p> <p><b>Your Legal Rights – Criminal Law page</b> <a href="http://yourlegalrights.on.ca/legal-topic/criminal-law">yourlegalrights.on.ca/legal-topic/criminal-law</a></p> <p><b>Community Legal Education Ontario (CLEO)</b> <a href="http://www.cleo.on.ca/english/pub/onpub/subject/criminal.htm">www.cleo.on.ca/english/pub/onpub/subject/criminal.htm</a></p> <p><b>Ministry of the Attorney General – Criminal Law Page</b> <a href="http://www.attorneygeneral.jus.gov.on.ca/english/justice-ont/criminal_law.asp">www.attorneygeneral.jus.gov.on.ca/english/justice-ont/criminal_law.asp</a></p> <p><b>Court Addresses</b> <a href="http://www.attorneygeneral.jus.gov.on.ca/english/courts/Court_Addresses/">www.attorneygeneral.jus.gov.on.ca/english/courts/Court_Addresses/</a></p> <p><b>Criminal Code</b> <a href="http://laws-lois.justice.gc.ca/eng/acts/C-46/">laws-lois.justice.gc.ca/eng/acts/C-46/</a></p> <p><b>Impaired Driving – Ministry of Transportation Fact Sheet</b> <a href="http://www.mto.gov.on.ca/english/safety/impaired/fact-sheet.shtml">www.mto.gov.on.ca/english/safety/impaired/fact-sheet.shtml</a></p>
	<ul style="list-style-type: none"> <li>• Pamphlets from the Legal Services Society in B.C.</li> </ul>	<p>See: <a href="http://www.lss.bc.ca/publications/subject.php?sub=9">www.lss.bc.ca/publications/subject.php?sub=9</a> (Some content relevant only to British Columbia)</p>
<b>Criminal – DUI fines</b>	<ul style="list-style-type: none"> <li>• Paying a DUI fine – info on how to pay it</li> </ul>	<p><b>Quinte Courthouse, Criminal Court Clerk</b> 613-962-9106 – Press 1</p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<p><b>Criminal – Prison advocacy</b></p> <p>(See next page for advocacy for youth and complaints about facilities)</p>	<ul style="list-style-type: none"> <li>Prison advocacy for those currently in a facility</li> </ul>	<p><b>Queen’s Legal Aid (Prison Law Clinic)</b> (613) 546-1171 (advice for Kingston area prisons/Warkworth) <a href="http://queenslawclinics.ca/prison/">http://queenslawclinics.ca/prison/</a></p>
	<ul style="list-style-type: none"> <li>For legal advice, contact a private bar lawyer. Fees to be discussed with lawyer/paralegal.</li> </ul>	<p><b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lsrs@lsuc.on.ca">lsrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a></p> <p>Up to 30 minutes of free consultation either by phone or in-person. The service is not designed to provide legal advice or second opinions.</p>
	<ul style="list-style-type: none"> <li>Advocacy for youth in jail at youth centres or in detention</li> </ul>	<p><b>Justice for Children and Youth (JFCY)</b> (416) 920-1633 or 1-866-999-5329 <a href="http://www.jfcy.org/">www.jfcy.org/</a></p>
	<ul style="list-style-type: none"> <li>Complaints about federal correctional facilities</li> </ul>	<p><b>Office of the Correctional Investigator (OCI)</b> (an Ombudsman for federal offenders) 1-877-885-8848 <a href="http://www.oci-bec.gc.ca">www.oci-bec.gc.ca</a></p>
	<ul style="list-style-type: none"> <li>Complaints about provincial correctional facilities</li> </ul>	<p><b>Ontario Ombudsman</b> (complaints about provincial institutions) 1-800-263-1830 <a href="http://www.ombudsman.on.ca/">www.ombudsman.on.ca/</a></p>
<p><b>Criminal – Record Suspensions</b></p> <p>(formerly called Pardons)</p>	<ul style="list-style-type: none"> <li>Information and where to get pardon applications and free help completing the application</li> <li>Ontario Works (OW) in Hastings County and Lennox &amp; Addington will cover the costs of the pardon application for those on OW. Ask your worker about “Discretionary Benefits.”</li> </ul>	<p><b>Parole Board of Canada - National Office (PBC)</b> (613) 954-7474 or 1-800-874-2652 <a href="http://www.pbc-clcc.gc.ca/prdons/servic-eng.shtml">www.pbc-clcc.gc.ca/prdons/servic-eng.shtml</a></p> <p>Guide/Forms at most MP/MPP offices or download from <a href="http://www.recordsuspension.gc.ca">www.recordsuspension.gc.ca</a></p> <p><b>Ontario Works (Hastings County):</b></p> <p><b>Belleville:</b> (613) 966-1311, <b>Trenton:</b> (613) 392-1387 <b>Madoc:</b> (613) 473-5258, <b>Bancroft:</b> (613) 332-3410 <a href="http://www.hastingscounty.com/services/social-services/ontario-works">www.hastingscounty.com/services/social-services/ontario-works</a></p> <p><b>Ontario Works (Prince Edward and Lennox &amp; Addington)</b> (613) 354-0957 or 1-866-354-0957 <a href="http://www.pelass.org/">www.pelass.org/</a></p> <p><b>John Howard Society of Belleville and District (JHS)</b> (613) 968-6628 <a href="http://johnhoward.on.ca/belleville/">http://johnhoward.on.ca/belleville/</a></p> <p>They hold workshops every Wed. at 11:00 am in Belleville at the John Howard Society at 19-21 Wallbridge Crescent, next to Gleaners Food Bank. Call for an appointment.</p> <p><b>Community Advocacy &amp; Legal Centre (CALC)</b> 613-966-8686 or 1-877-966-8686 <a href="http://www.communitylegalcentre.ca/legal_information/wr/ES/Links.htm">www.communitylegalcentre.ca/legal_information/wr/ES/Links.htm</a></p> <p><b>CALC Tip Sheet on Record Suspensions:</b> <a href="http://www.communitylegalcentre.ca/legal_information/Tips/WR/Record-Suspensions.pdf">www.communitylegalcentre.ca/legal_information/Tips/WR/Record-Suspensions.pdf</a></p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<p><b>Criminal – Young Offenders</b></p> <p>(Continued on next page)</p>	<ul style="list-style-type: none"> <li>Legal information and advice for youth</li> <li>The Legal Aid Hotline is an automated message providing information on how criminal justice system works for people under 18, including what to expect and what to do when you have to go to court, how you can have charges dropped if you comply with terms of “extra-judicial sanctions” such as community work, written apology, training/treatment etc.</li> <li>Teen Legal Helpline is free and anonymous</li> </ul>	<p><b>Justice for Children and Youth (JFCY)</b> (416) 920-1633 or 1-866-999-5329 <a href="http://www.jfcy.org/">www.jfcy.org/</a></p> <p><b>Legal Aid Ontario’s Young Person’s Duty Counsel Hotline</b> <b>Hotline:</b> 1-800-265-0451 or 1-800-561-2561 (automated msg)</p> <p>Legal info for first time, under 18 offenders, accused of non-violent crime. Leave a message for Legal Aid duty counsel, who will return the call and provide 20 minutes of free summary legal advice. <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> <p><b>Website for Youth Preparing for Court:</b> <a href="http://courtprep.ca/">http://courtprep.ca/</a></p> <p><b>Teen Legal Helpline:</b> <a href="http://www.teenlegalhelpline.org">www.teenlegalhelpline.org</a></p> <p><b>CLEO’s Youth Criminal Law Website</b> <a href="http://youth.cleo.on.ca/">http://youth.cleo.on.ca/</a> (Information for youth)</p> <p><b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lsrs@lsuc.on.ca">lsrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a> (online form)</p> <p>Up to 30 minutes of free consultation either by phone or in-person.</p> <p><b>LEARN LAW Column on Shop Lifting Demand Letters:</b> <a href="http://www.communitylegalcentre.ca/legal_information/LEARNLAW/LEARNLAW-25-ShopliftingDemandLetters.pdf">http://www.communitylegalcentre.ca/legal_information/LEARNLAW/LEARNLAW-25-ShopliftingDemandLetters.pdf</a></p>
	<ul style="list-style-type: none"> <li>The Youth Court Committee meets with first time minor offenders, their parents and victims to mediate an appropriate response to the crime.</li> </ul>	<p><b>Youth Diversion Program (Kingston)</b> (613) 548-4535 <a href="http://www.youthdiversion.org/">www.youthdiversion.org/</a></p> <p><b>Belleville Youth Justice Committee</b> 613-966-7410 <a href="http://www.cosp.ca/index.php/our-programs/belleville-district-youth-justice-committee/">www.cosp.ca/index.php/our-programs/belleville-district-youth-justice-committee/</a></p> <p>By participating, youth does not go through formal Youth Court System.</p>
	<ul style="list-style-type: none"> <li>Youth Support Worker Program is intervention for youth 12-17 who do not have a probation officer. The agency provides intake, assessment, referrals, counselling, and advocacy.</li> </ul>	<p><b>John Howard Society of Belleville and District - Community Support Worker for Youth Program (Serves Hastings and Prince Edward Counties)</b> <a href="http://johnhoward.on.ca/belleville/">http://johnhoward.on.ca/belleville/</a></p> <p>Referrals can be made by police, lawyers, the court, family members or the young person themselves by phone, fax, email, or in person.</p> <p><b>John Howard Society of Kingston (Lennox &amp; Addington)</b> <a href="http://www.johnhowardkingston.ca/">www.johnhowardkingston.ca/</a> 613-542-7373 or email <a href="mailto:ed@johnhowardkingston.ca">ed@johnhowardkingston.ca</a></p>
	<ul style="list-style-type: none"> <li>First Nations Justice Circle program – For youth involved with justice system.</li> <li>Call to see if you qualify.</li> </ul>	<p><b>Tontakaierine Tyendingaga Justice Circle Coordinator – Shannon Butcher</b> (<a href="mailto:shannonb@fnti.net">shannonb@fnti.net</a>) 613-396-2122, ext 166 or 1-800-267-0637, ext 166</p> <p><b>Mark Brinklow, First Nations/Metis/Inuit Court Worker</b> 613-396-2122, ext 125 (<a href="mailto:markb@fnti.net">markb@fnti.net</a>) <a href="http://www.fnti.net">www.fnti.net</a></p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Criminal Injuries Compensation</b>  (Compensation for victims of violent crime – See also <a href="#">`Victims of Crime`</a> )	<ul style="list-style-type: none"> <li>Information on making a claim and the hearing process, claim forms.</li> </ul>	<b>Criminal Injuries Compensation Board</b> 1-800-372-7463 <a href="http://www.sjto.gov.on.ca/cicb">www.sjto.gov.on.ca/cicb</a> (Claim forms and videos are available on the site)
	<ul style="list-style-type: none"> <li>Legal advice and representation at hearing (for low-income applicants)</li> </ul>	<b>Community Advocacy &amp; Legal Centre</b> 613-966-8686 or 1-877-966-8686 <a href="http://www.communitylegalcentre.ca/legal_information/CICB.htm">www.communitylegalcentre.ca/legal_information/CICB.htm</a>  <b>Queen’s Legal Aid (Residents of Kingston/Napanee area)</b> 613-533-2102 <a href="http://queenslawclinics.ca/queenslegalaid/">http://queenslawclinics.ca/queenslegalaid/</a>
<b>Debt Problems, including Collections, Bankruptcy, Pay Day Loans, Bank Garnishments</b>  (Continued next page)	<ul style="list-style-type: none"> <li>Information &amp; legal advice for low-income residents</li> </ul>	<b>Community Advocacy &amp; Legal Centre</b> 613-966-8686 or 1-877-966-8686 <a href="http://www.communitylegalcentre.ca/legal_information/Consumer_and_Debt.htm">www.communitylegalcentre.ca/legal_information/Consumer_and_Debt.htm</a> Help with bank garnishments, pay day loans, energy contracts, student loans and other consumer issues.  <b>Pro Bono Ontario</b> 1-855-255-7256 <a href="https://www.probonoontario.org/debt-and-money/">https://www.probonoontario.org/debt-and-money/</a>  Free Ontario-wide legal advice line.
	<ul style="list-style-type: none"> <li>What do to about bills and debt</li> </ul>	<b>Resolve Counselling Services (Belleville/Madoc Offices)</b> (613) 966-3556 or 1-800-379-5556 <a href="https://resolvecounselling.org/">https://resolvecounselling.org/</a>  <b>Resolve Counselling Services (Kingston/Napanee Offices)</b> (613) 549-7850 or 1-800-379-5556  <b>Financial Literacy Services</b> <a href="http://www.itpaystoknow.gc.ca/flm">www.itpaystoknow.gc.ca/flm</a>
	<ul style="list-style-type: none"> <li>Dealing with Collection Agencies, collection rules and/or making a complaint</li> </ul>	<b>Consumer Protection Ontario</b> <b>Ministry of Government and Consumer Services</b> 1-800-889-9768; TTY:1-877-666-6545; <a href="mailto:consumer@ontario.ca">consumer@ontario.ca</a> <a href="https://www.ontario.ca/page/consumer-protection-ontario">https://www.ontario.ca/page/consumer-protection-ontario</a>  <b>Your Legal Rights</b> <a href="http://yourlegalrights.on.ca/legal-topic/consumer-law/collection-agencies">http://yourlegalrights.on.ca/legal-topic/consumer-law/collection-agencies</a>
	<ul style="list-style-type: none"> <li>Advice on how to check your credit rating and fix problems found</li> </ul>	<b>Financial Consumer Agency of Canada - Publication: Understanding your Credit Report and Credit Score</b> <a href="http://www.fcac-acfc.gc.ca/Eng/resources/publications/creditLoans/Pages/Understand-Comprehend.aspx">www.fcac-acfc.gc.ca/Eng/resources/publications/creditLoans/Pages/Understand-Comprehend.aspx</a>
	<ul style="list-style-type: none"> <li>Credit bureaus – they will provide a copy of your credit report by mail, free of charge. (Or view it online for a fee.)</li> </ul>	<b>Equifax Canada:</b> 1-800-465-7166 <a href="http://www.equifax.ca">www.equifax.ca</a>  <b>TransUnion Canada:</b> 1-866-525-0262 <a href="http://www.tuc.ca">www.tuc.ca</a>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> <li>Bankruptcy information – they will give you list of trustees participating in Bankruptcy Assistance Program</li> </ul>	<p><b>Industry Canada, Office of the Superintendent of Bankruptcy</b> (613) 995-2994 (Ottawa office) or (416) 973-6486 (Toronto) <a href="http://strategis.ic.gc.ca/epic/internet/inbsf-osb.nsf/en/home">http://strategis.ic.gc.ca/epic/internet/inbsf-osb.nsf/en/home</a></p> <p>Provides information and Investigates complaints with respect to the insolvency process.</p>
<p><b>Deaf Issues</b> – Help for the Deaf, deafened or hard of hearing</p>	<ul style="list-style-type: none"> <li>Services for the Deaf from CHS include education &amp; employment services, general support services, mental health counselling, and more</li> </ul>	<p><b>Canadian Hearing Society (CHS)</b> Phone: 1-877-347-3427 or TTY: 1-877-216-7310 <a href="http://www.chs.ca">www.chs.ca</a></p> <p><b>Family Law Education for Women</b> Watch ASL Videos on family law topics (Divorce, support etc) <a href="http://www.onefamilylaw.ca/en/asl">www.onefamilylaw.ca/en/asl</a></p> <p><b>Community Advocacy &amp; Legal Centre (website)</b> List of links of interest to the Deaf: <a href="http://www.communitylegalcentre.ca/services/Deaf/Links_for_the_Deaf.htm">www.communitylegalcentre.ca/services/Deaf/Links_for_the_Deaf.htm</a></p>
<p><b>Disability related Issues</b>  (Continued on next page)</p>	<ul style="list-style-type: none"> <li>Information and to apply for provincial disability benefits from Ontario Disability Support Program (ODSP).</li> </ul>	<p><b>Ontario Disability Support Program (ODSP)</b></p> <p><b>Belleville Office:</b> 613-962-9562 or 1-800-267-4355</p> <p><b>Kingston Office:</b> 613-545-4553 or 1-800-267-0236</p> <p><a href="http://www.mcass.gov.on.ca/en/mcass/programs/social/odsp/index.aspx">www.mcass.gov.on.ca/en/mcass/programs/social/odsp/index.aspx</a></p> <p>You can apply through your Ontario Works caseworker. If you are not on Ontario Works, you can apply online or call your <a href="#">local ODSP office</a>.</p>
	<ul style="list-style-type: none"> <li>Information and applying for federal disability benefits from Canada Pension Disability (CPPD).</li> </ul>	<p><b>Canada Pension Plan Disability (CPPD)</b> 1-800-277-9914 <a href="http://www.servicecanada.gc.ca/eng/services/pensions/cpp/disability/benefit/index.shtml">www.servicecanada.gc.ca/eng/services/pensions/cpp/disability/benefit/index.shtml</a></p> <p>Application kit is available online, or call to have one mailed to you.</p> <p>To have income tax deducted from your CPPD cheque, fill out the form found here: <a href="http://servicecanada.gc.ca/cgi-bin/search/eforms/index.cgi?app=prfl&amp;frm=isp3520cpp&amp;ln=eng">http://servicecanada.gc.ca/cgi-bin/search/eforms/index.cgi?app=prfl&amp;frm=isp3520cpp&amp;ln=eng</a></p>
	<ul style="list-style-type: none"> <li>Appealing a denial of disability benefits (ODSP or CPPD, but not LTD)</li> <li>Legal advice or representation for problems with ongoing benefits (cut-offs, overpayments, special diet, inheritance, etc.)</li> </ul>	<p><b>Community Advocacy &amp; Legal Centre</b> 613-966-8686 or 1-877-966-8686 <a href="http://www.communitylegalcentre.ca">www.communitylegalcentre.ca</a></p> <p>ODSP &amp; CPPD Links: <a href="http://www.communitylegalcentre.ca/legal_information/IM/ODSP/Links.htm">www.communitylegalcentre.ca/legal_information/IM/ODSP/Links.htm</a> <a href="http://www.communitylegalcentre.ca/legal_information/IM/CPP-D/Links.htm">www.communitylegalcentre.ca/legal_information/IM/CPP-D/Links.htm</a></p> <p>Legal advice and representation for low-income residents within our service area.</p>



## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<p><b>Disability related issues</b></p> <p>(continued from previous page)</p>	<ul style="list-style-type: none"> <li>• Long-term disability (LTD) cut-offs or denials (private insurance benefits)</li> </ul>	<p><b>Private Bar Lawyer</b> – see Yellow Pages</p> <p><b>Justice Net</b> - 1-866-919-3219 <a href="http://www.justicenet.ca/">www.justicenet.ca/</a> (reduced fees for low-income callers)</p> <p>If cut off/denied long-term disability (private insurance or employment benefits) consult a private bar lawyer. Many will work on contingency basis and not ask for payment unless they recover funds for you.</p>
	<ul style="list-style-type: none"> <li>• ARCH provides free, confidential, basic legal information as it relates to disability including:               <ul style="list-style-type: none"> <li>○ Discrimination</li> <li>○ mental capacity/trustees</li> <li>○ education, employment</li> <li>○ estate planning</li> <li>○ immigration</li> <li>○ mental health</li> <li>○ disability supports</li> <li>○ abuse, home care</li> <li>○ transportation</li> </ul> </li> </ul>	<p><b>ARCH Disability Law Centre</b> Toll-free 1-866-482-2724 - TTY: Toll-free 1-866-482-2728 <a href="http://www.archdisabilitylaw.ca">www.archdisabilitylaw.ca</a></p> <p>Gives legal advice to people with disabilities on POAs, problems with trustees, etc., and may also represent on cases re: findings of incapacity or abuse by a guardian or POA.</p> <p><b>How to get accessible parking permit:</b> <a href="http://www.ontario.ca/driving-and-roads/accessible-parking-permits-and-motorcycle-decals">www.ontario.ca/driving-and-roads/accessible-parking-permits-and-motorcycle-decals</a></p>
	<ul style="list-style-type: none"> <li>• Links to health care services for persons in SouthEast Ontario</li> </ul>	<p><b>Southeast Health Line</b> <a href="http://www.southeasthealthline.ca/">www.southeasthealthline.ca/</a></p> <p><b>List of sources of funding for medical equipment/supplies</b> <a href="http://bit.ly/2fZTBCA">http://bit.ly/2fZTBCA</a> (prepared by the CCAC)</p>
	<ul style="list-style-type: none"> <li>• Law reform initiatives</li> <li>• Making complaints about ODSP rates &amp; service</li> </ul>	<p><b>ODSP Action Coalition</b> 416-597-5820, ext. 5151 <a href="http://www.odspaction.ca">www.odspaction.ca</a> You can also send a message via their contact page.</p> <p><b>Ontario Ombudsman</b> 1-800-263-1830 or use the online complaint form or email <a href="http://www.ombudsman.on.ca/">www.ombudsman.on.ca/</a>; <a href="mailto:info@ombudsman.on.ca">info@ombudsman.on.ca</a></p> <p><b>Poverty Roundtable</b> 613-779-7477 <a href="http://povertyroundtablehpe.ca/">http://povertyroundtablehpe.ca/</a></p> <p><b>Your MPP:</b></p> <p><b>MPP, Bay of Quinte: Todd Smith</b> 613-962-1144 or 1-877-536-6248 <a href="https://www.ola.org/en/members/all/todd-smith">https://www.ola.org/en/members/all/todd-smith</a></p> <p><b>MPP, Hastings-Lennox &amp; Addington: Daryl Kramp</b> Madoc: 1-855-229-6676; Napanee: 613-308-9625 <a href="https://www.ola.org/en/members/all/daryl-kramp">https://www.ola.org/en/members/all/daryl-kramp</a></p>
	<ul style="list-style-type: none"> <li>• Helps people with disabilities get a job. Self-referral or agency referral, and you do not have to be on ODSP</li> </ul>	<p><b>Agilec Belleville</b> (open as of April 1/18) Supported Employment Services for Persons with Disabilities 1-800-361-4642, ext 2101 or <a href="mailto:iketner@agilec.ca">iketner@agilec.ca</a> (Jennifer) <a href="https://agilec.ca/contact/belleville/">https://agilec.ca/contact/belleville/</a></p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> <li>Parent Support Group for parents of adult children with learning disabilities</li> </ul>	<p><b>Community Living, Belleville and Area</b> 613-969-7407, ext 32 – Community Services Manager or 613-967-2229 – Family Action Community – helping adult children transition to their own home <a href="http://www.communitylivingbelleville.org">www.communitylivingbelleville.org</a></p>
<p><b>Disability Savings Plan (RDSP)</b></p> <p><b>Disability Tax Credit</b></p>	<ul style="list-style-type: none"> <li>Information on the Registered Disability Savings Plan and the Disability Tax Credit – Who qualifies, how to apply</li> <li>Call the CRA for information on opening an RDSP or the Disability Tax Credit</li> </ul>	<p><b>Community Advocacy &amp; Legal Centre</b> 613-966-8686 or 1-877-966-8686 <a href="http://www.communitylegalcentre.ca/legal_information/Consumer/DisabilityTaxCredits.htm">www.communitylegalcentre.ca/legal_information/Consumer/DisabilityTaxCredits.htm</a></p> <p>Information on how to apply or appeal a decision. Call us if you need to get out of a contract with a company who does the application for you (and takes a large portion of any benefits received).</p> <p><b>Canada Revenue Agency (CRA)</b> 1-800-959-8281; TTY: 1-800-665-0354 <a href="http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/rdsp-reei/menu-eng.html">www.cra-arc.gc.ca/tx/ndvdl/tpcs/rdsp-reei/menu-eng.html</a></p> <p>Information, Fact Sheets and Forms available online.</p>
<p><b>Domestic Violence</b></p> <p>(continued on next page)</p>	<ul style="list-style-type: none"> <li>Legal Advice</li> </ul>	<p><b>Scotia Bank:</b> 1-877-929-4499 <b>Bank of Montreal:</b> 1-800-665-7700 <b>CIBC:</b> 1-800-465-3863; <b>RBC Royal Bank:</b> 1-800-463-3863 <b>TD Waterhouse:</b> 1-866-280-2022</p> <p>List of organizations that offer RDSPs with links: <a href="http://www.esdc.gc.ca/eng/disability/savings/rdsp.shtml#financial">www.esdc.gc.ca/eng/disability/savings/rdsp.shtml#financial</a></p> <p><b>Employment &amp; Social Development Canada (ESDC)</b> 1-800-622-6232 (1-800 O Canada); TTY: 1-800-926-9105 <a href="http://www.disabilitysavings.gc.ca">www.disabilitysavings.gc.ca</a></p> <p>Information, links and an RDSP calculator available online. Call for information on applying for the grant (a matching grant that the Government will deposit into your RDSP to help you save, up to \$3,500 yearly maximum) and a list of participating financial organizations.</p> <p>If denied the Disability Tax Credit you can file a formal objection. Send a completed form (available online) or a letter to the Chief of Appeals, Sudbury Tax Services Office.</p> <p>Contact Revenue Canada for details at 1-800-959-8281 or visit: <a href="http://www.cra-arc.gc.ca/tx/ndvdl/sgmnts/dsblts/dtc/ptr-eng.html">www.cra-arc.gc.ca/tx/ndvdl/sgmnts/dsblts/dtc/ptr-eng.html</a></p> <p>Pamphlet about appeal rights: <a href="http://www.cra-arc.gc.ca/E/pub/tg/p148/p148-14e.pdf">www.cra-arc.gc.ca/E/pub/tg/p148/p148-14e.pdf</a></p> <p><b>Legal Aid Ontario</b> 1-800-668-8258 (TTY: 1-866-641-8867) <a href="http://www.legalaid.on.ca/en/getting/type_family.asp">www.legalaid.on.ca/en/getting/type_family.asp</a></p> <p>Up to 20 minutes of information/advice over the phone. Can apply for a Legal Aid Certificate to take to a lawyer for further advice and/or representation (must meet financial eligibility requirements).</p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> <li>Legal Consultation</li> </ul>	<p><b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lrs@lsuc.on.ca">lrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a></p> <p>Up to 30 minutes of free consultation. They do not provide legal advice or second opinions. Fees to be discussed with the lawyer/ paralegal.</p>
	<ul style="list-style-type: none"> <li>Information and Emergency Legal Aid Certificates (Shelters also provide these)</li> </ul>	<p><b>Community Advocacy &amp; Legal Centre</b> 613-966-8686 or 1-877-966-8686 <a href="http://www.communitylegalcentre.ca/referrals/Family_Law.htm">www.communitylegalcentre.ca/referrals/Family_Law.htm</a></p> <p>We can prepare a 2-hour emergency Legal Aid certificate to take to a family lawyer immediately (must meet financial eligibility requirements).</p>
	<ul style="list-style-type: none"> <li>Counselling and Shelter Information</li> <li>Family Law Resource Guide</li> <li>Victim Services link (funds for emergency expenses, changing locks, etc.)</li> </ul>	<p><b>Community Advocacy &amp; Legal Centre webpages (links)</b> <a href="http://www.communitylegalcentre.ca/legal_information/HSG/Homelessness_and_Emergencies.htm#DV">www.communitylegalcentre.ca/legal_information/HSG/Homelessness_and_Emergencies.htm#DV</a></p> <p>Victim services link and list of counselling, shelter, and crisis lines for Hastings, Prince Edward and Lennox &amp; Addington County residents.</p> <p>Also: <a href="http://www.communitylegalcentre.ca/legal_information/CICB/Links.htm">www.communitylegalcentre.ca/legal_information/CICB/Links.htm</a> For a list of links to services for victims of violent crime.</p> <p><b>SafePet Program for women going into shelters</b> – volunteers foster your pets while you are in the shelter. See link for details: <a href="https://www.ovma.org/pet-owners/safepet-program/">https://www.ovma.org/pet-owners/safepet-program/</a></p>
<p><b>Drug Addiction</b></p>	<ul style="list-style-type: none"> <li>Professional help for mothers and pregnant women who have problems with opioids</li> </ul>	<p><b>Thrive (Belleville/Quinte and Lennox &amp; Addington Counties)</b> 1-877-766-1101 <a href="http://www.kchc.ca">www.kchc.ca</a></p> <p>Regional program providing social and practical support services to pregnant and parenting women struggling with opioids – includes counselling, in-hospital and in-home support visits, education.</p>
<p><b>Drug Benefits</b></p>	<ul style="list-style-type: none"> <li>Information</li> </ul>	<p><b>Trillium Drug Plan</b> 1-800-575-5386 <a href="http://www.health.gov.on.ca/english/public/pub/drugs/trillium.html">www.health.gov.on.ca/english/public/pub/drugs/trillium.html</a></p> <p>Applications at your local pharmacy or call Ministry of Health &amp; Long Term Care: 1-800-268-1154 (TTY 1-800-387-5559)</p>
	<ul style="list-style-type: none"> <li>For problems with Trillium, contact your MPP</li> </ul>	<p><b>MPP, Bay of Quinte (Todd Smith)</b> 613-962-1144 or 1-877-536-6248 <a href="https://www.ola.org/en/members/all/todd-smith">https://www.ola.org/en/members/all/todd-smith</a></p> <p><b>MPP, Hastings-Lennox &amp; Addington (Daryl Kramp)</b> Madoc: 1-855-229-6676; Napanee: 613-308-9625 <a href="https://www.ola.org/en/members/all/daryl-kramp">https://www.ola.org/en/members/all/daryl-kramp</a></p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Education Law</b>	<ul style="list-style-type: none"> <li>• Legal advice on:               <ul style="list-style-type: none"> <li>○ Special Education</li> <li>○ Suspensions</li> <li>○ Expulsions</li> </ul> </li> </ul>	<p><b>Community Advocacy &amp; Legal Centre</b> 613-966-8686 or 1-877-966-8686 <a href="http://www.communitylegalcentre.ca/legal_information/Education.htm">www.communitylegalcentre.ca/legal_information/Education.htm</a></p> <p>Legal advice on special education, suspension or expulsions (for low-income residents in our service area).</p> <p><b>Justice for Children and Youth (JFCY)</b> (416) 920-1633 or 1-866-999-5329 <a href="http://www.jfcy.org/">www.jfcy.org/</a></p> <p>Specialty legal clinic for youth. Pamphlets available on their website.</p> <p><b>Pro Bono Ontario</b> (volunteer lawyers) 1-855-255-7256 or <a href="mailto:nicole@pblo.org">nicole@pblo.org</a> (online application form): <a href="https://www.probonoontario.org/education_law/">https://www.probonoontario.org/education_law/</a></p> <p>They provide legal advice and some representation to qualified applicants. (They also have <a href="#">online videos for parents.</a>)</p> <p><b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lrs@lsuc.on.ca">lrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a></p> <p>Up to 30 minutes of free consultation by phone or in-person. Will not provide legal advice or second opinions. Fees to be discussed.</p>
	<ul style="list-style-type: none"> <li>• Complaints about <b>School Boards</b> (including busing, special ed services, suspensions/expulsions) or <b>Universities</b> (admissions processes, academic appeals, student services, financial aid)</li> </ul>	<p><b>Ontario Ombudsman</b> 1-800-263-1830 or use online complaint form or email <a href="http://www.ombudsman.on.ca/">www.ombudsman.on.ca/</a>; <a href="mailto:info@ombudsman.on.ca">info@ombudsman.on.ca</a></p> <p>Complaints about the administrative actions and decisions of school boards or complaints about universities . (Go through the school's complaint or appeal process first.)</p>
<b>Elder Abuse</b>  (continued on next page)	<ul style="list-style-type: none"> <li>• Hotlines to assist abused and at-risk seniors – provides information, referrals and support 24/7</li> </ul>	<p><b>Ontario Network for the Prevention of Elder Abuse</b> 1-866-299-1011 – Senior's Safety Line <a href="http://www.onpea.org/">www.onpea.org/</a> <a href="http://www.seniors.gov.on.ca/en/elderabuse/index.php">www.seniors.gov.on.ca/en/elderabuse/index.php</a></p> <p><b>Elder Abuse Prevention Support Line – Council on Aging</b> 1-855-542-1336 (Toll free) <a href="http://www.councilonagingkingston.org/elder-abuse.php">www.councilonagingkingston.org/elder-abuse.php</a></p>
	<ul style="list-style-type: none"> <li>• Report suspected abuse at a nursing home (long-term care home) or retirement home – Note: reporting abuse in these homes is mandatory</li> </ul>	<p><b>Ministry of Health and Long Term Care</b> 1-866-434-0144 – to report abuse in nursing homes <a href="http://www.health.gov.on.ca/en/public/programs/ltc/26_reporting.aspx">www.health.gov.on.ca/en/public/programs/ltc/26_reporting.aspx</a></p> <p><b>Registrar of the Retirement Homes Regulatory Authority</b> 1-855-275-7472 – to report abuse in retirement homes <a href="http://www.rhra.ca/">www.rhra.ca/</a></p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> <li>They will accept calls from outside of Kingston.</li> </ul>	<p><b>Queen's Elder Law Clinic (Kingston)</b> 613-533-2950 <a href="http://queenslawclinics.ca/elder/">http://queenslawclinics.ca/elder/</a></p> <p>Incapacity planning (drafting POAs, wills, etc), financial exploitation through misuse of POAs, family violence or neglect, access to health care/long-term care and problems arising from discharge from hospitals into inappropriate facilities.</p>
	<ul style="list-style-type: none"> <li>Information &amp; referrals on seniors' law issues incl. nursing homes, health care, elder abuse, etc.</li> </ul>	<p><b>Advocacy Centre for the Elderly (ACE)</b> 416-598-2656 or 1-855-598-2656 <a href="http://www.ancelaw.ca">www.ancelaw.ca</a></p>
	<ul style="list-style-type: none"> <li>Victim Support Line for victims of crime</li> </ul>	<p><b>Office for Victims of Crime – Victim Support Line</b> 1-888-579-2888 <a href="http://www.ovc.gov.on.ca/english/FAQ/faq.html">www.ovc.gov.on.ca/english/FAQ/faq.html</a></p> <p>Call for referrals to community agencies, info on the criminal justice system &amp; info to registered clients about the status and scheduled release date of provincially incarcerated offenders.</p>
<p><b>Employment, Workers' Rights</b></p> <p>See also: <a href="#">Workers' Compensation</a> (WSIB)</p> <p>See also: <a href="#">Human rights</a></p> <p>(Continued on next page)</p>	<ul style="list-style-type: none"> <li>Legal Advice on:             <ul style="list-style-type: none"> <li>Employment Insurance</li> <li>Wrongful Dismissal</li> <li>Employment Standards</li> <li>Unpaid wages, harassment, health and safety issues, etc.</li> <li>Workplace injuries</li> </ul> </li> </ul>	<p><b>Community Advocacy &amp; Legal Centre</b> 613-966-8686 or 1-877-966-8686 <a href="http://www.communitylegalcentre.ca/legal_information/Workers_Rights.htm">www.communitylegalcentre.ca/legal_information/Workers_Rights.htm</a></p> <p>Free legal advice and representation for non-unionized, low-income workers who reside in our service area.</p> <p><b>Pro Bono Ontario</b> 1-855-255-7256 <a href="https://www.probonoontario.org/work/">https://www.probonoontario.org/work/</a></p> <p>Free legal advice related to any work-related issue in a non-unionized workplace, via a province-wide, toll-free advice line.</p> <p><b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lrs@lsuc.on.ca">lrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a></p> <p>Up to 30 minutes of free consultation either by phone or in-person. The service does not provide legal advice or second opinions. Fees should be discussed with the lawyer or paralegal.</p>
	<ul style="list-style-type: none"> <li>Information</li> </ul>	<p><b>Community Advocacy &amp; Legal Centre – Tip Sheets &amp; Links</b> <a href="http://www.communitylegalcentre.ca/legal_information/WR/ES/FAQ.htm">www.communitylegalcentre.ca/legal_information/WR/ES/FAQ.htm</a> <a href="http://www.communitylegalcentre.ca/legal_information/WR/ES/Links.htm">www.communitylegalcentre.ca/legal_information/WR/ES/Links.htm</a></p> <p><b>Your Legal Rights – Employment and Work page</b> <a href="http://yourlegallrights.on.ca/legal-topic/employment-and-work">http://yourlegallrights.on.ca/legal-topic/employment-and-work</a></p> <p><b>Ministry of Labour, Occupational Health &amp; Safety Branch</b> 1-800-268-8013 <a href="http://www.labour.gov.on.ca/english/hs/index.php">www.labour.gov.on.ca/english/hs/index.php</a></p> <p><b>Workers' Action Centre</b> 416-531-0778 (workers' info line) <a href="http://www.workersactioncentre.org">www.workersactioncentre.org</a></p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> <li>Non-legal help</li> </ul>	<p><b>Workers' Help Centre</b> 613-969-4357 (969-HELP)</p> <p>Help for unionized and non-unionized employees with many employment issues including EI or WSIB claims. Help with forms. Open Mon-Thu 11-3 <b>by appointment only</b>. This is a volunteer organization.</p> <p><b>Service Canada</b> 1-800-206-7218 <a href="http://www.servicecanada.gc.ca/cgi-bin/sc-srch.cgi?app=hme&amp;ln=eng">www.servicecanada.gc.ca/cgi-bin/sc-srch.cgi?app=hme&amp;ln=eng</a></p> <p>Call for a location near you. Get your Record of Employment or information on status of your claim for benefits.</p> <p><b>Ministry of Labour:</b></p> <p><b>Provincial Claims Centre</b> 1-866-382-6274 Check on the status of a claim</p> <p><b>Employment Standards Information Centre</b> 1-800-531-5551 <a href="http://www.labour.gov.on.ca/english/feedback/">www.labour.gov.on.ca/english/feedback/</a> Information on ESA and making an ESA claim</p> <p><b>Health &amp; Safety Contact Centre</b> 1-877-202-0008 or TTY (Deaf): 1-855-653-9260 <a href="http://www.labour.gov.on.ca/english/hs/incident.php">www.labour.gov.on.ca/english/hs/incident.php</a> Make a complaint about a health and safety violation.</p> <p><b>Ontario Labour Relations Board</b> 1-877-339-3335 <a href="http://www.olrb.gov.on.ca">www.olrb.gov.on.ca</a> Appeals from Employment Standards officer decisions</p> <p><b>Revenue Canada</b> 1-800-959-8281 <a href="http://www.canada.ca/en/revenue-agency/services/forms-publications/publications/rc4110-employee-self-employed.html">www.canada.ca/en/revenue-agency/services/forms-publications/publications/rc4110-employee-self-employed.html</a> For information on employee status and how to claim taxes</p> <p><b>Federal Labour Program</b> 1-800-641-4049 <a href="http://www.labour.gc.ca/eng/home.shtml">www.labour.gc.ca/eng/home.shtml</a></p> <p>Canada Labour Code complaints.</p> <p><b>Help finding a job - Indigenous people</b></p> <p><b>Kagita Mikam Aboriginal Employment &amp; Training</b> 613-962-3103 <a href="mailto:info@kagitamikam.org">info@kagitamikam.org</a> <a href="http://www.kagitamikam.org/">www.kagitamikam.org/</a></p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Environmental Law</b>	<ul style="list-style-type: none"> <li>Information, referrals and legal assistance in select cases</li> </ul>	<b>Canadian Environmental Law Association (CELA)</b> (416) 960-2284 <a href="http://www.cela.ca/">www.cela.ca/</a>
	<ul style="list-style-type: none"> <li>Environmental watchdog for Ontario – learn about your rights, where/how to report problems</li> </ul>	<b>Environmental Commissioner of Ontario</b> 1-800-701-6454 (Public information line) <a href="https://eco.on.ca/your-rights/what-you-need-to-know/">https://eco.on.ca/your-rights/what-you-need-to-know/</a>  Provides info on how to request an investigation if you think someone is breaking an environmental law.
<b>Epilepsy Services</b>	<ul style="list-style-type: none"> <li>Services provided in Quinte, Hastings and Prince Edward Counties and Lennox &amp; Addington county</li> </ul>	<b>Epilepsy and Seizure Disorders Resource Centre</b> (613) 542-6222 (Kingston office, call for appointment) <a href="http://www.epilepsyresource.org">www.epilepsyresource.org</a>  They provide one-on-one or group support at Motion Specialties, 479 Dundas St. West, Belleville, on the 1 <sup>st</sup> and 3 <sup>rd</sup> Wednesday of each month from 9am-3pm. Also located at Armoury Mall, lower level, in Picton, last Friday of each month from 9am-3pm. Walk-ins welcome. They do educational presentations to community groups.
<b>Estates – administration</b>  <i>Also see “Wills” for making or contesting a will</i>	<ul style="list-style-type: none"> <li>Executors looking for information about their duties can be referred to these sources.</li> <li>Administering an estate after someone dies if they have a will</li> <li>What to do if the deceased did not have a will</li> <li>For legal advice, contact a private bar lawyer.</li> </ul>	<b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lrs@lsuc.on.ca">lrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a>  Up to 30 minutes of free consultation either by phone or in-person. The service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.  <b>Ministry of the Attorney General</b> (FAQ on their website about estates) <a href="http://www.attorneygeneral.jus.gov.on.ca/english/estates/estates-FAQ.asp">www.attorneygeneral.jus.gov.on.ca/english/estates/estates-FAQ.asp</a>  <b>Office of the Public Guardian and Trustee</b> (for people who die without a will or where the heirs are minors) 1-800-366-0335 <a href="http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/estateadmin.asp">www.attorneygeneral.jus.gov.on.ca/english/family/pgt/estateadmin.asp</a>  <b>Justice Ontario (Ministry of the Attorney General)</b> 1-866-252-0104 <a href="http://www.ontario.ca/justiceontario">www.ontario.ca/justiceontario</a> (see Wills and Estates section)  <b>Community Advocacy &amp; Legal Centre</b> (Tip Sheets) <a href="http://www.communitylegalcentre.ca/referrals/poa.htm">www.communitylegalcentre.ca/referrals/poa.htm</a>
<ul style="list-style-type: none"> <li>Provides assistance in the administration of the estates of deceased First Nations people who died and ordinarily lived on a reserve.</li> </ul>	<b>Indigenous and Northern Affairs Canada – Estates Services for First Nations People</b> 1-800-567-9604 <a href="https://www.aadnc-aandc.gc.ca/eng/1100100032357/1100100032361">https://www.aadnc-aandc.gc.ca/eng/1100100032357/1100100032361</a>	

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Family Law – Grandparents raising grandchildren</b>	<ul style="list-style-type: none"> <li>Support group for grandparents – they have a legal FAQ's page and other resources</li> </ul>	<p><b>Cangrands National Kinship Support</b> 613-334-4236 Belleville chapter: 613-966-9427 or 1-800-952-2279 <a href="http://www.cangrands.com/">www.cangrands.com/</a></p>
	<ul style="list-style-type: none"> <li>For legal advice, contact a private bar lawyer.</li> </ul>	<p><b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lrs@lsuc.on.ca">lrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a> – online request form</p> <p>Free 30 minute consultation (does not provide legal advice or second opinions). Fees to be discussed with the lawyer/paralegal.</p>
<b>Family Law – Support, Custody, Separation, Divorce</b>  See next page for links to pamphlets and legal information	<ul style="list-style-type: none"> <li>Legal Advice (low-income persons)</li> <li><b>Legal Aid Family Duty Counsel:</b>  Belleville: 613-962-4422 Napanee: 613-354-5774</li> <li>Mediation</li> <li>Legal help for <b>uncontested divorce</b> is available in Durham-Frontenac District (includes Hastings and Lennox &amp; Addington Counties). Some conditions apply, see <a href="http://www.legalaid.on.ca/en/newsarchive/1508-28_simple-divorce.asp">www.legalaid.on.ca/en/newsarchive/1508-28_simple-divorce.asp</a>.</li> <li>Try Legal Aid's smartphone app to check eligibility and customer service phone line wait times.</li> </ul>	<p><b>Legal Aid Ontario (LAO)</b> 1-800-668-8258 <a href="http://www.legalaid.on.ca/en/getting/type_family.asp">www.legalaid.on.ca/en/getting/type_family.asp</a> <a href="http://www.legalaid.on.ca/en/getting/findingalawyer.asp">www.legalaid.on.ca/en/getting/findingalawyer.asp</a> (to find up to 10 lawyers in your area who accept LAO certificates)</p> <p>Call to see if you qualify for a certificate to get representation by a lawyer, or to speak to their advice lawyer on the phone.</p> <p>Assistance may be available for court document preparation, in some cases. A Legal Aid Worker and staff lawyer may be available to assist with completing your documents. Financial eligibility will be assessed.</p> <p><b>Drop-in clinics, Family Law Advice lawyer:</b></p> <p><b>Family Law Information Centre (FLIC), Belleville</b> Quinte Courthouse, First Floor, (Enter courthouse and turn left, then left again to end of hall) Tues. 12:30p.m. – 4:30p.m. / Fri. 9a.m. – 1p.m. <a href="http://www.attorneygeneral.jus.gov.on.ca/english/family/infoctr.asp">www.attorneygeneral.jus.gov.on.ca/english/family/infoctr.asp</a></p> <p><b>Family Law Information Centre (FLIC), Napanee</b> 41 Dundas St. W., Wed. 10-12:30 <a href="http://www.attorneygeneral.jus.gov.on.ca/english/family/infoctr.asp">www.attorneygeneral.jus.gov.on.ca/english/family/infoctr.asp</a></p> <p><b>Queen's Legal Aid Family Law Clinic (Kingston)</b> 613-533-2102 or <a href="mailto:QFLC@queensu.ca">QFLC@queensu.ca</a> <a href="http://queenslawclinics.ca/family/">http://queenslawclinics.ca/family/</a></p> <p>Accepts Lennox &amp; Addington residents who can get to Kingston.</p>
	<ul style="list-style-type: none"> <li>Legal Advice (Private Bar)</li> </ul>	<p><b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lrs@lsuc.on.ca">lrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a></p> <p>30 minute free consultation either by phone or in-person. Not designed to provide legal advice or second opinions. Discuss fees with lawyer.</p> <p><b>Justice Net</b> (lower fees for low- &amp; moderate-income persons) 1-866-919-3219 <a href="http://www.justicenet.ca/">www.justicenet.ca/</a></p>



## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<p><b>Family Law</b></p> <p>(Continued from previous page)</p>	<ul style="list-style-type: none"> <li>• Pamphlets and other printed information on:               <ul style="list-style-type: none"> <li>○ Child support</li> <li>○ Custody &amp; access</li> <li>○ Family law resources in Ontario</li> <li>○ Getting divorced</li> <li>○ Common-law relationships</li> </ul> </li> <li>• <b>Steps to Justice</b> (<a href="https://stepstojustice.ca/category/legal-topic/family-law">https://stepstojustice.ca/category/legal-topic/family-law</a>) Step-by-step, practical legal information</li> <li>• <b>Help with forms</b> – for divorces <u>not</u> involving custody or support matters, try this online “Guided Pathway to Divorce Forms” <a href="https://stepstojustice.ca/guided-pathways-divorce-forms">https://stepstojustice.ca/guided-pathways-divorce-forms</a></li> </ul>	<p><b>Community Advocacy &amp; Legal Centre</b> – Family law links, including our Family Law Resource Guides <a href="http://www.communitylegalcentre.ca/referrals/Family_Law.htm">www.communitylegalcentre.ca/referrals/Family_Law.htm</a></p> <p><b>YourLegalRights Website</b> – Family Law Page <a href="http://yourlegalrights.on.ca/resource-legal-topic/10">http://yourlegalrights.on.ca/resource-legal-topic/10</a></p> <p><b>Family Law Information Program (FLIP)</b> (videos) <a href="http://www.legalaid.on.ca/en/getting/flip.asp">www.legalaid.on.ca/en/getting/flip.asp</a></p> <p><b>Family Law Education for Women</b> – Info in multiple languages <a href="http://onefamilylaw.ca/">http://onefamilylaw.ca/</a></p> <p><b>CLEO Pamphlets</b> (available online) <a href="http://www.cleo.on.ca/english/pub/onpub/subject/family.htm">www.cleo.on.ca/english/pub/onpub/subject/family.htm</a></p> <p><b>Ministry of Attorney General</b> – Info, links to court rules/forms <a href="http://www.attorneygeneral.jus.gov.on.ca/english/family/">www.attorneygeneral.jus.gov.on.ca/english/family/</a></p> <p><b>Justice Ontario (Ministry of the Attorney General)</b> 1-866-252-0104 <a href="http://www.ontario.ca/justiceontario">www.ontario.ca/justiceontario</a></p> <p><b>Ontario Court of Justice – Representing Yourself at Trial</b> <a href="http://www.ontariocourts.ca/ocj/self-represented-parties/guide-for-self-represented-litigants-in-family-court-trials/guide/">www.ontariocourts.ca/ocj/self-represented-parties/guide-for-self-represented-litigants-in-family-court-trials/guide/</a></p> <p><b>Superior Court of Justice – Guide to Process</b> <a href="http://www.ontariocourts.ca/scj/files/pubs/guide-family-cases-EN.pdf">www.ontariocourts.ca/scj/files/pubs/guide-family-cases-EN.pdf</a></p> <p><b>My Support Calculator</b> - Online basic support calculator <a href="http://www.MySupportCalculator.ca">www.MySupportCalculator.ca</a></p>
<p><b>Family Responsibility Office (FRO)</b></p>	<ul style="list-style-type: none"> <li>• Resources for Indigenous families</li> <li>• Information about the program</li> <li>• Problems with or complaints about the FRO program</li> </ul>	<p><b>KFLA Children and Youth Services</b> <a href="http://kflachildrenandyouthservices.ca/aboriginal-guide/">http://kflachildrenandyouthservices.ca/aboriginal-guide/</a></p> <p>Guide to services for Indigenous families in Kingston, Tyendinaga, Deseronto, Bancroft, and Napanee.</p> <p><b>Family Responsibility Office</b> (TTY:1-866-545-0083) 24 hour automated info line: 1-800-267-7263 Customer Service: 1-888-815-2757 Enforcement: 1-800-267-4330 <a href="http://www.ontario.ca/FRO">www.ontario.ca/FRO</a></p> <p><b>MPP, Bay of Quinte (Todd Smith)</b> 613-962-1144 or 1-877-536-6248 <a href="https://www.ola.org/en/members/all/todd-smith">https://www.ola.org/en/members/all/todd-smith</a></p> <p><b>MPP, Hastings-Lennox &amp; Addington (Daryl Kramp)</b> Madoc: 1-855-229-6676; Napanee: 613-308-9625 <a href="https://www.ola.org/en/members/all/daryl-kramp">https://www.ola.org/en/members/all/daryl-kramp</a></p> <p><b>Ontario Ombudsman</b> 1-800-263-1830 <a href="http://www.ombudsman.on.ca/">www.ombudsman.on.ca/</a></p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Federal Services, Laws, Programs and agencies</b>	<ul style="list-style-type: none"> <li>• Information and referrals</li> <li>• Non-legal assistance with the following:               <ul style="list-style-type: none"> <li>○ Canada Pension Plan (CPP)</li> <li>○ Employment Insurance (EI)</li> <li>○ Old Age Security (OAS)</li> <li>○ Guaranteed Income Supplement (GIS)</li> <li>○ National Child Benefit</li> <li>○ Passport applications</li> </ul> </li> </ul>	<p><b>MP, Bay of Quinte</b> (Quinte West, Belleville (south of 401), and Prince Edward County) 613-969-3300 <a href="https://neilellis.liberal.ca/">https://neilellis.liberal.ca/</a></p> <p><b>MP, Hastings (North of 401)-Lennox &amp; Addington</b> 613-354-0909 <a href="http://mikebossio.ca/">http://mikebossio.ca/</a></p> <p><b>Canada Benefits</b> <a href="http://www.canadabenefits.gc.ca">www.canadabenefits.gc.ca</a> - Click "Benefits Finder" to see what government benefits you may be eligible for</p> <p><b>View the Legislation online at:</b> Federal Laws website (statutes and regulations) <a href="http://laws.justice.gc.ca/en/title/A.html">http://laws.justice.gc.ca/en/title/A.html</a></p>
<b>Foreclosure</b>  (When a mortgagee defaults on their mortgage and home is taken over by the lender)	<ul style="list-style-type: none"> <li>• For legal advice contact a private bar lawyer.</li> </ul>	<p><b>Pro Bono Ontario</b> (if unable to pay mortgage) 1-855-255-7256 – free legal advice <a href="https://www.probonoontario.org/housing/">https://www.probonoontario.org/housing/</a></p> <p><b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lsrs@lsuc.on.ca">lsrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a></p> <p>Up to 30 minutes of free consultation either by phone or in-person. Not for legal advice or second opinions.</p>
	<ul style="list-style-type: none"> <li>• Information</li> </ul>	<p><b>YourLegalRights.on.ca</b> – “Avoiding Foreclosure” Pamphlet <a href="http://www.yourlegalrights.on.ca/resource/76673?tid_ref=79">www.yourlegalrights.on.ca/resource/76673?tid_ref=79</a></p> <p><b>How to Deal with Mortgage Payment Difficulties (from CMHC)</b> <a href="http://www.cmhc-schl.gc.ca/en/co/co_005.cfm">www.cmhc-schl.gc.ca/en/co/co_005.cfm</a></p> <p><b>Canadian Mortgage Advisor</b> <a href="http://www.canadianmortgageadvisor.ca/resources/foreclosure-or-power-of-sale.html">www.canadianmortgageadvisor.ca/resources/foreclosure-or-power-of-sale.html</a></p>
<b>Francophone Legal Advice</b>	<ul style="list-style-type: none"> <li>• Legal Advice in French (not offered for Family or Criminal law, call <a href="#">Legal Aid</a> for those)</li> </ul>	<p><b>Community Legal Clinics – Francophone advice lines</b> For Eastern Ontario: 1-877-500-4508, <a href="http://cscvanier.com/">http://cscvanier.com/</a> (Vanier Community Service Centre) List of all locations: <a href="http://www.legalaid.on.ca/en/contact/flapp.asp">www.legalaid.on.ca/en/contact/flapp.asp</a></p>
	<ul style="list-style-type: none"> <li>• Legal Information in French</li> </ul>	<p><b>CliquezJustice.ca</b> <a href="http://www.cliquezjustice.ca/">www.cliquezjustice.ca/</a> - online information on their website</p> <p><b>Ottawa Legal Information Centre</b> 613-842-7462 (toll free: 1-844-343-7462) <a href="http://www.centreinfojuridique.ca/en/">www.centreinfojuridique.ca/en/</a> - <a href="mailto:info@legalinfocentre.ca">info@legalinfocentre.ca</a></p> <p>Information available to anyone in Ontario regardless of income. They do not provide legal advice, but offer information and referrals. Open Mon 1-5 pm, Tue-Thu 9-5; Fri 9-12.</p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Government Services (provincial)</b>	<ul style="list-style-type: none"> <li>Answers questions about government services, access to online services</li> <li>File landlord and tenant applications</li> <li>Free government publications, such as power of attorney kits, application forms, etc.</li> </ul>	<p><b>ServiceOntario Centre (Belleville)</b> 199 Front Street 1-800-267-8097, TTY: 1-800-268-7095 <a href="https://www.services.gov.on.ca/services/allLocations.do?action=details&amp;id=12101">https://www.services.gov.on.ca/services/allLocations.do?action=details&amp;id=12101</a></p> <p><b>ServiceOntario Centre (Bancroft)</b> 50 Monck Street 1-800-267-8097, TTY: 1-800-268-7095 <a href="https://www.services.gov.on.ca/services/allLocations.do?action=details&amp;id=12100">https://www.services.gov.on.ca/services/allLocations.do?action=details&amp;id=12100</a></p> <p>Click this link to find location in your area: <a href="https://www.services.gov.on.ca/services/start.do?action=locations&amp;locale=EN">https://www.services.gov.on.ca/services/start.do?action=locations&amp;locale=EN</a></p>
<b>Health Cards (OHIP)</b>	<ul style="list-style-type: none"> <li>General questions</li> <li>To apply, visit your local ServiceOntario centre</li> </ul>	<p><b>Ontario Health Insurance Plan – Ministry of Health</b> 1-888-376-5197 (ServiceOntario INFO Line) TTY 1-800-387-5559, Ministry INFOLine 1-800-664-8988, <a href="http://www.health.gov.on.ca/en/public/programs/ohip/ohipfaq_mn.aspx">www.health.gov.on.ca/en/public/programs/ohip/ohipfaq_mn.aspx</a></p> <p><b>ServiceOntario Centres</b> Belleville – 199 Front Street; Bancroft – 50 Monck St. Madoc – 26 St. Lawrence St W; Napanee – 7 Snow Road, #2; Picton – 1 Pitt Street; Trenton – 15 Dundas St. E;</p>
	<ul style="list-style-type: none"> <li>To appeal an OHIP decision, write a letter (within 15 days of receiving the decision) to the OHIP Eligibility Review Committee. Include a copy of the decision and why you feel it was wrong.</li> </ul>	<p><b>OHIP Eligibility Review Committee - Ministry of Health and Long-Term Care</b> Fax: (613) 548-6557 <a href="http://www.health.gov.on.ca/en/public/publications/ohip/review.aspx">www.health.gov.on.ca/en/public/publications/ohip/review.aspx</a></p> <p><b>Health Services Appeal and Review Board</b> 151 Bloor Street West, 9<sup>th</sup> Floor, Toronto, ON M5S 2T5 1-866-282-2179; TTY: 1-877-301-0889 <a href="http://www.hsarb.on.ca/">www.hsarb.on.ca/</a> (Email: <a href="mailto:hsarb@ontario.ca">hsarb@ontario.ca</a>)</p> <p>If not satisfied with OHIP's decision, write the Health Services Appeal &amp; Review Board.</p>
<b>Health Care – Finding Low Cost Dental Care</b>  (Continued on next page)	<ul style="list-style-type: none"> <li>Dental program to end of <b>December 2019</b>. Will take people from Belleville, Picton, and Brighton to Shannonville.</li> <li>Low cost dental services provided to anyone, regardless of where you live (i.e. you don't have to be a Kingston resident to get service)</li> <li>As it is a supervised student learning clinic, the average appointment time is 4 hours.</li> </ul>	<p><b>Belleville and Quinte West Community Health Centre</b> 613-962-0000, ext. 263 or 1-855-252-2747 (Mon-Fr 8:30-4:30) 161 Bridge St. W., Belleville</p> <p>Services include: emergency pain relief, fillings, extractions, general dental care. For people with combined household income &lt; \$35000.</p> <p><b>Trillium College Dental Hygiene Clinic</b> 613-531-5138 or email Paola <a href="mailto:mendezpao@hotmail.com">mendezpao@hotmail.com</a></p> <p>They are in <b>Frontenac Mall, 1300 Bath Road, Kingston</b> (across from Chit Chat Café in the mall). During Sept &amp; Apr ONLY.</p> <p><u>Prices:</u> Adults \$25; Seniors (65+) and Youth (14-17) \$10 Children (5-13) are free (no children under 5). Prices are for cleaning/scaling/polishing/x-rays/pit and fissure sealant. Bleaching is \$75. Clinic is supervised by qualified RDH's and DDS.</p> <p>ODSP &amp; OW will pay transportation costs.</p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> <li>• For residents of Central and North Hastings</li> <li>• This program has funding to end of <b>Dec 2019</b> for basic hygienist services. Full dental program runs July–March 2015.</li> </ul>	<p><b>Gateway Community Health Centre (Central/North Hastings)</b> 613-478-1211, ext 315 to book an appointment 41 McClellan Street, Tweed <a href="https://www.gatewaychc.org/health-promotion-programs/oral-health-program">https://www.gatewaychc.org/health-promotion-programs/oral-health-program</a></p> <p>Dental services (urgent and preventative care) for low-income residents of Central and North Hastings (Stirling to Bancroft).</p>
	<ul style="list-style-type: none"> <li>• For residents of North Hastings – Kids aged 0-17</li> </ul>	<p><b>Hastings &amp; Prince Edward Counties Oral Health Clinic</b> 1-800-267-2803 ext. 285 (Bancroft)</p> <p>Oral Health Clinic by the Health Unit on the first Tuesday of the month, at the Professional Bldg., 1 Manor Lane, Unit 1 (10:30-2:30)</p>
	<ul style="list-style-type: none"> <li>• Run by the Canadian Foundation for the Advancement of Orthodontics – Online application form</li> </ul>	<p><b>Smiles 4 Canada</b> (Orthodontic care) <a href="mailto:administration@smiles4canada.ca">administration@smiles4canada.ca</a> <a href="http://smiles4canada.yourmileourspecialty.ca/">http://smiles4canada.yourmileourspecialty.ca/</a></p> <p>Treatment by local participating orthodontist, pay only a small admin. fee, (around \$500), generally less than 10% of total treatment cost.</p>
<p><b>Health Care – Finding a Family Doctor</b></p> <p>(See next page for <a href="#">How to Delist with Your Doctor</a> – when switching to a new doctor)</p>	<ul style="list-style-type: none"> <li>• Where to go if you don't have a family doctor</li> <li>• Health Care Connect refers people without a regular family health care provider to physicians and nurse practitioners who are accepting new patients in their community.</li> </ul>	<p><b>Health Care Connect</b> 1-800-445-1822 <a href="http://www.ontario.ca/healthcareconnect">www.ontario.ca/healthcareconnect</a> OR <a href="http://healthcareathome.ca/centraleast/en/Getting-Care/Getting-a-Family-Doctor">http://healthcareathome.ca/centraleast/en/Getting-Care/Getting-a-Family-Doctor</a></p> <p><b>Prince Edward Family Health Team</b> (has both doctors and Nurse Practitioners) 613-471-1161 <a href="http://www.pefht.ca">www.pefht.ca</a></p> <p><b>Doctors taking new patients in our service area:</b></p> <p><b>Belleville:</b> Belleville Nurse Practitioner Led Clinic is taking new patients. They also take patients from outside Belleville. 613-779-7304, ext 201 <a href="http://www.bnplc.ca">www.bnplc.ca</a></p> <p><b>Bancroft:</b> Bancroft Family Health Team, Dr. Laura Lawson Fill out new patient request form (as of Nov 2015): <a href="http://bancroftfht.com/announcement-dr-laura-lawson/">http://bancroftfht.com/announcement-dr-laura-lawson/</a></p> <p><b>Napanee:</b> Napanee Area Community Health Centre. They have a doctor, nurse practitioner, social worker, community dietician and physiotherapist and serve people who live in the Town of Greater Napanee, East to Hwy 6, Deseronto, south to Lake Ontario &amp; north incl. all of Stone Mills. 613-354-8937.</p>
<p><b>Health Care – Finding Transportation to medical appts.</b></p>	<ul style="list-style-type: none"> <li>• Transportation for elderly and disabled patients to doctor appointments</li> </ul>	<p>See the <a href="#">Seniors Issues</a> section (for transportation available for both the elderly or those who are disabled).</p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Health Care Fraud</b>	<ul style="list-style-type: none"> <li>Report fraud by a health care provider or a claimant (online form)</li> </ul>	<p><b>Canadian Health Care Anti-Fraud Association</b> 1-866-962-4222 <a href="http://www.chcaa.org/">www.chcaa.org/</a></p>
<b>Health Care – Health Equipment Loan Program (HELP)</b>	<ul style="list-style-type: none"> <li>Loans medical equipment (wheelchairs, bath seats, walkers, etc.) on short-term basis to people recovering from injury, illness or surgery</li> </ul>	<p><b>Health Equipment Loan Program</b> 613-966-0730 or <a href="mailto:easternontario-help@redcross.ca">easternontario-help@redcross.ca</a> <a href="http://www.redcross.ca/help">www.redcross.ca/help</a></p> <p>Equipment is provided, with a health care professional's recommendation, for 1-3 months, for a nominal rental fee.</p>
<b>Health Care – How to De-list with your family doctor (to get a new doctor)</b>	<ul style="list-style-type: none"> <li>When changing doctors you need to “de-list” from your current doctor first</li> </ul>	<p><b>There are 3 options for de-listing:</b></p> <ol style="list-style-type: none"> <li>1) Tell your current doctor that you would like to de-list and they can start the process.</li> <li>2) Call <b>ServiceOntario</b> at 1-866-532-3161, Mon-Fri 8:30-4:30. You will need to have the name of your doctor and your health card number. It will take about 10 days and you will receive a letter in the mail.</li> <li>3) Go to the new doctor of your choice and they can start the process immediately.</li> </ol>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<p><b>Health Care – Long Term Care Homes</b></p>	<ul style="list-style-type: none"> <li>Complaints about Long Term Care Homes (Nursing Homes)</li> <li>The Long Term Care Action Line can also be used for complaints about <a href="#">Community Care Access Centres</a></li> <li>The HSARB deals with decisions of agencies under the <i>Long Term Care Act</i> respecting eligibility for service; decisions of the Director with respect to licensing under the <i>Nursing Homes Act</i>, and decisions of the Ontario Health Insurance Plan (OHIP) respecting eligibility and payment</li> </ul>	<p><b>Ministry of Health and Long Term Care</b> 1-866-434-0144 (Action Line) TTY: 1-800-387-5559 <a href="http://www.health.gov.on.ca/en/public/contact/ccac/ltc_actionline.aspx">www.health.gov.on.ca/en/public/contact/ccac/ltc_actionline.aspx</a> <a href="http://www.health.gov.on.ca/en/public/programs/ltc/26_reporting.aspx">www.health.gov.on.ca/en/public/programs/ltc/26_reporting.aspx</a></p> <p><b>Advocacy Centre for the Elderly (ACE)</b> 1-855-598-2656 <a href="http://www.ancelaw.ca">www.ancelaw.ca</a></p> <p><b>ARCH Disability Law Centre</b> 1-866-482-2724 or TTY: 1-866-482-2728 <a href="http://www.archdisabilitylaw.ca/index.asp">www.archdisabilitylaw.ca/index.asp</a></p> <p><b>Queen’s Elder Law Clinic (Kingston)</b> 613-533-2950 <a href="http://queenslawclinics.ca/elder/">http://queenslawclinics.ca/elder/</a></p> <p><b>Patient Ombudsman</b> 1-888-321-0339 <a href="https://patientombudsman.ca">https://patientombudsman.ca</a> Effective July 1, 2016 – Will take complaints (in writing) about public hospitals, CCACs and long-term care facilities</p> <p><b>MPP, Bay of Quinte (Todd Smith)</b> 613-962-1144 or 1-877-536-6248 <a href="https://www.ola.org/en/members/all/todd-smith">https://www.ola.org/en/members/all/todd-smith</a></p> <p><b>MPP, Hastings-Lennox &amp; Addington (Daryl Kramp)</b> Madoc: 1-855-229-6676; Napanee: 613-308-9625 <a href="https://www.ola.org/en/members/all/daryl-kramp">https://www.ola.org/en/members/all/daryl-kramp</a></p> <p><b>Health Services Appeal and Review Board (HSARB)</b> 1-866-282-2179, TTY: 1-877-301-0889 <a href="http://www.hsarb.on.ca">www.hsarb.on.ca</a></p>
<p><b>Health Care – Physiotherapy</b></p>	<ul style="list-style-type: none"> <li>How to get OHIP-funded physiotherapy</li> <li>Must be referred by Physician or Nurse Practitioner</li> </ul>	<p><b>Ministry of Health &amp; Long Term Care</b> <a href="http://www.ontario.ca/page/physiotherapy-clinics-ohip-funded">www.ontario.ca/page/physiotherapy-clinics-ohip-funded</a></p> <p><b>Quinte &amp; District Rehabilitation</b> (Approved OHIP clinic) 1-800-829-7076 <a href="http://www.quinterehab.com">www.quinterehab.com</a> Must be on OW or ODSP, under 19, over 65, or recently discharged from hospital. (Their Referral Form: <a href="http://bit.ly/1Os9YkT">http://bit.ly/1Os9YkT</a>)</p>
<p><b>Health Care – Retirement Homes</b></p>	<ul style="list-style-type: none"> <li>Information about Retirement Homes and how to choose a home</li> </ul>	<p><b>Ontario Retirement Communities Association</b> 1-888-263-5556 <a href="http://www.orcaretirement.com/">www.orcaretirement.com/</a></p> <p><b>Ontario Seniors’ Secretariat</b> 1-888-910-1999; TTY: 1-800-387-5559 <a href="http://www.ontario.ca/retirementhomes">www.ontario.ca/retirementhomes</a></p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> <li>To file a report of harm or risk of harm to a resident in a retirement home or misuse of their money</li> </ul>	<p><b>Retirement Homes Regulatory Authority</b> 1-855-275-7472 <a href="http://www.rhra.ca/">www.rhra.ca/</a></p>
<p><b>Hepatitis C Claims</b></p>	<ul style="list-style-type: none"> <li>Hep C info, assistance with financial compensation claims and class action settlement</li> <li>*Each person infected with hepatitis C through the blood system can now expect assistance of \$25,000 - based on Ontario's estimated share for the 1986-1990 Settlement Agreement.</li> <li>For legal advice, contact a private bar lawyer.</li> </ul>	<p><b>Ontario Hepatitis C Assistance Plan* (Ministry of Health)</b> 1-877-222-4977 (TTY: 1-800-387-5559) (Application forms) <a href="http://www.health.gov.on.ca/english/public/program/hepc/hepc_assistplan.html">www.health.gov.on.ca/english/public/program/hepc/hepc_assistplan.html</a></p> <p><b>Hep C Ontario.ca (Ministry of Health &amp; Long Term Care)</b> 1-877-234-4343 (TTY: 1-800-387-5559) (Information) <a href="http://www.hepcontario.ca/en/blood.html">www.hepcontario.ca/en/blood.html</a></p> <p><b>Hepatitis C Jan 1/86 – Jul 1/90 Class Actions Settlement</b> 1-877-434-0944 (Info on class action settlement) <a href="http://www.hepc8690.com">www.hepc8690.com</a></p> <p><b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lsrs@lsuc.on.ca">lsrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a> (Free 30 minute consultation only, no free advice or 2<sup>nd</sup> opinion.)</p>
<p><b>HIV and AIDS</b></p> <p>(see next page for information, counselling and education)</p>	<ul style="list-style-type: none"> <li>Free legal clinic for people living with HIV/AIDS (no financial eligibility requirement for advice services)</li> </ul>	<p><b>HIV &amp; AIDS Legal Clinic (Ontario) (HALCO)</b> 1-888-705-8889 <a href="http://www.halco.org/">www.halco.org/</a></p> <p>Free legal advice and referrals about legal issues including government income maintenance (Ontario Works, Ontario Disability Support Program, Canada Pension Plan, etc.), immigration/refugee matters, human rights, tenancy, HIV disclosure/privacy, HIV criminalization, access to treatment/medications, health law, health professions complaints, some private insurance matters, HIV-related prison matters, and substitute decision-making.</p> <p>May provide legal representation. Intake for new inquiries Mon/Tue/Thu/Fri 9 am - 5 pm. Can access interpreters, including telephone interpretation.</p> <p>Also provides public legal education workshops and publications.</p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> <li>Information, counselling and education</li> </ul>	<p><b>Canadian HIV/AIDS Legal Network</b> 416-595-1666 or email: <a href="mailto:info@aidslaw.ca">info@aidslaw.ca</a> <a href="http://www.aidslaw.ca">www.aidslaw.ca</a></p> <p>Advocacy org. promoting human rights for people living with HIV/AIDS. Many publications available on their website.</p> <p><b>AIDS and Sexual Health Info Line</b> (Province-wide line) 1-800-668-2437 (free and anonymous, multi-language) <a href="http://www.toronto.ca/health/ai_index.htm">www.toronto.ca/health/ai_index.htm</a></p> <p><b>HIV/AIDS Regional Services</b> 1-800-565-2209 (Serves Kingston to Belleville to Sharbot Lake) <a href="http://hars.ca/">http://hars.ca/</a></p> <p>Counselling, advocacy, free condoms, Needle Exchange, resource library.</p>
<p><b>Home Repair – Financial Assistance for Home Owners and Landlords</b></p> <p>(continued on next page)</p>	<ul style="list-style-type: none"> <li>Canada Mortgage and Housing Corporation (CMHC) offers several programs to address housing needs in <b>First Nations</b> communities</li> <li>Refundable Tax Credits (seniors)</li> </ul>	<p><b>CMHC Residential Rehabilitation Assistance Program (RRAP) - On-Reserve</b> 1-800-668-2642 <a href="http://www.cmhc-schl.gc.ca/en/ab/hoprfras/hoprfras_007.cfm">www.cmhc-schl.gc.ca/en/ab/hoprfras/hoprfras_007.cfm</a></p> <p>Financial assistance to First Nations members to repair homes.</p> <p><b>CMHC Residential Rehabilitation Assistance Program for Persons with Disabilities (RRAP-D) – On Reserve</b> <a href="http://www.cmhc-schl.gc.ca/en/ab/hoprfras/hoprfras_011.cfm">www.cmhc-schl.gc.ca/en/ab/hoprfras/hoprfras_011.cfm</a></p> <p>Financial assistance to <u>disabled</u> First Nations members to modify homes.</p> <p><b>CMHC Home Adaptation for Seniors’ Independence (HASI) Program – On-Reserve</b> <a href="https://www.cmhc-schl.gc.ca/en/first-nation/financial-assistance/renovation-programs/home-adaptations-seniors.cfm">https://www.cmhc-schl.gc.ca/en/first-nation/financial-assistance/renovation-programs/home-adaptations-seniors.cfm</a></p> <p>Call 1-800-668-2642 (for either program) for more information, or call your band council.</p> <p><b>Renovation Programs available for First Nations People</b> <a href="http://www.cmhc-schl.gc.ca/en/first-nation/financial-assistance/renovation-programs/index.cfm">www.cmhc-schl.gc.ca/en/first-nation/financial-assistance/renovation-programs/index.cfm</a></p> <p><b>Mohawks of the Bay of Quinte Market Based Housing Program/Revolving Mortgage program</b> <a href="http://www.mbg-tmt.org/administration-and-services/housing-sustainable-development/housing-programs">http://www.mbg-tmt.org/administration-and-services/housing-sustainable-development/housing-programs</a></p> <p><b>Healthy Homes Renovation Tax Credit (Seniors)</b> 1-866-668-8297 <a href="https://www.ontario.ca/page/healthy-homes-renovation-tax-credit">https://www.ontario.ca/page/healthy-homes-renovation-tax-credit</a></p> <p>Refundable tax credit for seniors to claim up to \$10,000 worth of eligible home improvements on your tax return. You get about 15% of the eligible expenses back.</p>



## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> <li>Other programs</li> </ul>	<p><b>Prince Edward-Lennox &amp; Addington Social Services: Ontario Renovates Program</b> 613-354-0957 or 1-866-806-9680 <a href="https://www.lennox-addington.on.ca/social-services/public-notice-ontario-renovates">https://www.lennox-addington.on.ca/social-services/public-notice-ontario-renovates</a></p> <p>A program for low and modest income households in Prince-Edward or Lennox &amp; Addington Counties that provides funding for major repairs and rehabilitation required to make a house safe, and housing modifications to increase accessibility.</p> <p>Eligible households must:</p> <ul style="list-style-type: none"> <li>Have a low income.</li> <li>Own a home that is their sole and principal residence with a market value at or below the average market value.</li> </ul> <p>Target client groups include but are not limited to seniors and persons with disabilities, victims of family violence, Aboriginal people living off-reserve, low to moderate income singles and families, residents of remote communities.</p> <p>You need to call to apply.</p> <p><b>March of Dimes Home &amp; Vehicle Modification Program</b> 1-877-369-4867 <a href="http://www.marchofdimes.ca/EN/programs/hvmp/Pages/HomeandVehicle.aspx">http://www.marchofdimes.ca/EN/programs/hvmp/Pages/HomeandVehicle.aspx</a></p> <p>Funding for basic home/vehicle modifications for disabled people in Ontario – up to \$15000 lifetime maximum for home modification and up to \$15000 every 10 years for vehicle modifications. To apply download the form and mail, fax or email it to March of Dimes.</p> <p><b>Community Care Access Centres (CCAC)</b> <a href="tel:613-969-0130">Belleville: 613-969-0130</a>    <a href="tel:613-396-6591">Deseronto: 613-396-6591</a> <a href="tel:613-332-4700">Bancroft: 613-332-4700</a>    <a href="tel:613-337-5357">Coe Hill: 613-337-5357</a> <a href="tel:613-473-5255">Madoc: 613-473-5255</a>    <a href="tel:613-476-7493">Picton: 613-476-7493</a></p> <p>CCAC's can refer you to additional support services, such as home maintenance and repair services.</p> <p><b>For a full listing of available grants for renovations for Ontario homeowners see this website:</b> <a href="https://showmethethegreen.ca/home/home-improvement/ontario-renovation-grants-2018/">https://showmethethegreen.ca/home/home-improvement/ontario-renovation-grants-2018/</a></p>
<p><b>Home Schooling</b></p>	<ul style="list-style-type: none"> <li>Provincial homeschool group providing support and information to homeschooling families</li> </ul>	<p><b>The Ontario Federation of Teaching Parents</b> 1-800-704-0448 <a href="http://www.ontariohomeschool.org">www.ontariohomeschool.org</a></p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Human Rights</b>	<ul style="list-style-type: none"> <li>Legal services for people who have experienced discrimination contrary to Ontario's Human Rights Code</li> </ul>	<p><b>Community Advocacy &amp; Legal Centre</b> 613-966-8686 or 1-877-966-8686 (TTY: 1-877-966-8714) <a href="http://www.communitylegalcentre.ca/legal_information/Human_Rights.htm">www.communitylegalcentre.ca/legal_information/Human_Rights.htm</a></p> <p>Legal advice and representation for low-income people living in Hastings/Prince Edward/Lennox &amp; Addington Counties or Tyendinaga Mohawk Territory in matters of discrimination in employment or housing (tenants only).</p> <p><b>Human Rights Legal Support Centre</b> 1-866-625-5179 (TTY: 1-866-612-8627) <a href="http://www.hrlsc.on.ca/">www.hrlsc.on.ca/</a></p> <p>They have information sheets and application forms available on their website. They can help fill out the application and may also provide representation at hearings.</p> <p><b>Black Legal Action Centre (BLAC)</b> (opens Aug 2018) For legal issues re: anti-Black racism, call 1-833-374-8904 <a href="https://www.blacklegalactioncentre.ca/">https://www.blacklegalactioncentre.ca/</a></p>
	<ul style="list-style-type: none"> <li>Information, fact sheets and guides</li> </ul>	<p><b>Ontario Human Rights Commission</b> 1-800-387-9080 (Recorded information) <a href="http://www.ohrc.on.ca">www.ohrc.on.ca</a></p>
	<ul style="list-style-type: none"> <li>Rules of Procedure, Practice Directions, Forms, Legislation, etc.</li> </ul>	<p><b>Human Rights Tribunal of Ontario</b> 1-866-598-0322 (General Enquiries) <a href="http://www.hrto.ca">www.hrto.ca</a></p> <p>Information on how to file an application or response using online forms. They now hear cases of discrimination by police or physicians.</p>
<b>Incorporation (businesses)</b>	<ul style="list-style-type: none"> <li>General Information for businesses on incorporation, Director's liability, etc.</li> </ul>	<p><b>Ontario Government Business InfoLine (One-Source for Business)</b> 1-888-745-8888 or TTY: 1-800-268-7095 <a href="http://www.serviceontario.ca/business">www.serviceontario.ca/business</a></p>
	<ul style="list-style-type: none"> <li>Legal advice</li> </ul>	<p><b>Queen's Business Law Clinic (Kingston)</b> 613-533-2102 <a href="http://queenslawclinics.ca/business/">http://queenslawclinics.ca/business/</a></p> <p>Legal assistance to start-ups, entrepreneurs, businesses and not-for-profit organizations in southeastern Ontario.</p> <p><b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lrs@lsuc.on.ca">lrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a></p> <p>Up to 30 minutes of free consultation either by phone or in-person. The service does not provide legal advice or second opinions.</p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Incorporation (for Non-Profits)</b>	<ul style="list-style-type: none"> <li>Legal advice and support.</li> </ul>	<p><b>Pro Bono Ontario</b> 1-855-255-7256 <a href="https://www.probonoontario.org/corporateartistsnon-profits/">https://www.probonoontario.org/corporateartistsnon-profits/</a></p> <p>Free legal help to eligible charitable and non-profit organizations, small businesses, immigrant entrepreneurs or arts organizations in Ontario.</p> <p>See their online charity tool box: <a href="https://www.probonoontario.org/corporateartistsnon-profits/charity-start-toolbox/">https://www.probonoontario.org/corporateartistsnon-profits/charity-start-toolbox/</a></p> <p><b>Queen’s Business Law Clinic (Kingston)</b> 613-533-2102 <a href="http://queenslawclinics.ca/business/">http://queenslawclinics.ca/business/</a></p> <p>Legal assistance to not-for-profit organizations in southeastern Ontario.</p>
	<ul style="list-style-type: none"> <li>Information</li> </ul>	<p><b>Ontario Government Business Services InfoLine</b> 1-888-745-8888 or TTY: 1-800-268-7095 <a href="https://www.ontario.ca/page/business-and-economy">https://www.ontario.ca/page/business-and-economy</a></p> <p><b>Not-For-Profit Incorporator’s Handbook</b> (from the Ministry of the Attorney General website) <a href="http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/nfpinc/">www.attorneygeneral.jus.gov.on.ca/english/family/pgt/nfpinc/</a></p>
<b>Immigration Issues</b>  (Continued on next page)	<ul style="list-style-type: none"> <li>General questions about Citizenship and Immigration services and program or applications in process (only applications processed <u>inside</u> Canada).</li> </ul>	<p><b>Citizenship and Immigration Canada</b> (Federal site) 1-888-242-2100 M-F, 8:00-4:00 (after hours is recorded info) TTY: 1-888-576-8502 (8:00-4:00) <a href="http://www.cic.gc.ca/english/index.asp">www.cic.gc.ca/english/index.asp</a></p> <p>Government website - information, application forms &amp; guides.</p> <p><b>Ministry of Citizenship and Immigration</b> (Provincial site) <a href="http://www.citizenship.gov.on.ca/english/index.shtml">www.citizenship.gov.on.ca/english/index.shtml</a></p> <p>Information about citizenship and immigration in Ontario</p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> <li>Refugee Claims - Legal Aid will provide certificates for eligible refugee claims.</li> </ul>	<p><b>Legal Aid Ontario</b> 1-800-668-8258 <a href="http://www.legalaid.on.ca/en/getting/type_immigration.asp">www.legalaid.on.ca/en/getting/type_immigration.asp</a></p> <p><b>Refugee Law Office (RLO) (Legal Aid)</b> 416-977-8111 <a href="http://www.legalaid.on.ca/en/contact/contact.asp?type=refugee">www.legalaid.on.ca/en/contact/contact.asp?type=refugee</a></p> <p>They assist with refugee claims and other risk assessment applications, detention reviews, appeals of deportation orders and Federal Court hearings, including stays of removal. <u>You must be eligible for legal aid to qualify for these services.</u> RLO also provides legal information to lawyers &amp; community groups.</p> <p><b>Refugee Rights in Ontario</b> <a href="http://refugee.cleo.on.ca">http://refugee.cleo.on.ca</a> Online information for front-line workers.</p>
	<ul style="list-style-type: none"> <li>An independent tribunal that is responsible for hearing refugee claims and appeals.</li> </ul>	<p><b>Immigration and Refugee Board</b> 1-613-943-8630 Ottawa Regional Office <a href="http://www.irb-cisr.gc.ca/Pages/index.htm">www.irb-cisr.gc.ca/Pages/index.htm</a></p> <p>Guides, including Claimant's Guide, forms, are on their website.</p>
	<ul style="list-style-type: none"> <li>Settlement services - helping people through the immigration process, sponsoring family members and obtaining citizenship.</li> </ul>	<p><b>Quinte United Immigrant Services</b> 613-968-7723 <a href="http://www.quis-immigration.org/">www.quis-immigration.org/</a></p> <p>They also assist immigrants in locating affordable housing, furnishings, etc., getting social &amp; health insurance, driver's licences, schooling, etc.</p> <p><b>Settlement.Org</b> <a href="http://www.settlement.org">www.settlement.org</a></p> <p>Website with information for newcomers, in 11 languages.</p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<p><b>Immigration Issues</b></p> <p>(Continued from previous page)</p>	<ul style="list-style-type: none"> <li>• Legal Advice – many community legal clinics provide legal advice on immigration</li> <li>• Visit Legal Aid’s website: <a href="http://www.legalaid.on.ca/en/contact/contact.asp?type=cl">www.legalaid.on.ca/en/contact/contact.asp?type=cl</a>, to find your local clinic and see if they practice immigration law</li> </ul>	<p><b>Centre for Spanish-Speaking Peoples</b> 416-533-8545 <a href="http://www.spanishservices.org">www.spanishservices.org</a></p> <p>Serves low-income members of the spanish-speaking community across Ontario.</p> <p><b>Chinese &amp; Southeast Asian Legal Clinic (CSALC)</b> 1-844-971-9674 <a href="http://www.csalc.ca">www.csalc.ca</a></p> <p>Serves low-income, non-English-speaking members of Chinese, Vietnamese, Cambodian &amp; Laotian communities living anywhere in Ontario. (Their website is in multiple languages.)</p> <p><b>South Asian Legal Clinic</b> 416-487-6371 <a href="http://www.salc.on.ca">www.salc.on.ca</a></p> <p>Serves Greater Toronto Area. On-site languages: English, Hindi, Urdu, Tamil, Bengali, Punjabi and Kannada and Kashmiri</p>
	<ul style="list-style-type: none"> <li>• General information</li> </ul>	<p><b>In My Language</b> <a href="http://www.inmylanguage.org/index_en.html">www.inmylanguage.org/index_en.html</a></p> <p>Information in 11 languages for newcomers to Ontario.</p> <p><b>Know Your Rights</b> <a href="http://toronto.nooneisillegal.org/knowyourrights">http://toronto.nooneisillegal.org/knowyourrights</a></p> <p>A guide to immigration arrest, detention and deportation and your rights at home, on the streets and at work – for people without immigration status.</p> <p><b>CLEO Website</b> – Immigration Pamphlets <a href="http://www.cleo.on.ca">www.cleo.on.ca</a></p> <p><b>Your Legal Rights Website</b> – Immigration Page <a href="http://yourlegalrights.on.ca/legal-topic/immigration-and-refugee-law">http://yourlegalrights.on.ca/legal-topic/immigration-and-refugee-law</a></p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<p><b>Income Security</b></p> <p>(Ontario Works, Ontario Disability, Canada Pension Disability)</p>	<ul style="list-style-type: none"> <li>Legal Advice and representation (re: denial of benefits, benefits cut off or suspended, overpayments, etc.)</li> </ul>	<p><b>Community Advocacy &amp; Legal Centre</b> 613-966-8686 or 1-877-966-8686 (TTY: 1-877-966-8714) <a href="http://www.communitylegalcentre.ca/legal_information/Income_Maintenance.htm">www.communitylegalcentre.ca/legal_information/Income_Maintenance.htm</a></p> <p>Free legal advice for low-income residents of Hastings, Prince Edward or Lennox &amp; Addington Counties.</p>
	<ul style="list-style-type: none"> <li>Information on Ontario Works (OW) and Ontario Disability (ODSP)</li> </ul>	<p><b>Your Legal Rights</b> – Social Assistance and Pensions page <a href="http://yourlegalrights.on.ca/legal-topic/social-assistance-and-pensions">http://yourlegalrights.on.ca/legal-topic/social-assistance-and-pensions</a></p> <p><b>Community Legal Education Ontario (CLEO)</b> <a href="http://www.cleo.on.ca">www.cleo.on.ca</a></p> <p>Pamphlets on Internal Reviews and Appeals, how to apply, etc.</p> <p><b>Income Security Advocacy Centre</b> 1-866-245-4072 <a href="http://www.incomesecurity.org/">www.incomesecurity.org/</a>; Email: <a href="mailto:isac@lao.on.ca">isac@lao.on.ca</a></p> <p><b>Hastings County Community and Services</b> 613-966-1311 or 1-800-510-3306 <a href="http://www.hastingscounty.com/services/community-and-human-services">www.hastingscounty.com/services/community-and-human-services</a></p> <p><b>Prince Edward, Lennox &amp; Addington Social Services</b> <a href="http://www.lennox-addington.on.ca/pelass-overview/ontario-works.html">www.lennox-addington.on.ca/pelass-overview/ontario-works.html</a></p> <p><b>Ministry of Community and Social Services (ODSP)</b> <a href="http://www.mcscs.gov.on.ca/en/mcss/programs/social/odsp/index.aspx">www.mcscs.gov.on.ca/en/mcss/programs/social/odsp/index.aspx</a></p> <p><b>Social Benefits Tribunal</b> 1-800-753-3895 <a href="http://www.sjto.gov.on.ca/sbt/">www.sjto.gov.on.ca/sbt/</a></p>
	<ul style="list-style-type: none"> <li>Information on Canada Pension Disability (CPPD)</li> </ul>	<p><b>Canada Pension Plan Disability Benefits (Gov't site)</b> <a href="http://www.servicecanada.gc.ca/eng/services/pensions/cpp/disability/benefit/index.shtml">www.servicecanada.gc.ca/eng/services/pensions/cpp/disability/benefit/index.shtml</a></p> <p><b>Your Legal Rights</b> – Canada Pension page <a href="http://yourlegalrights.on.ca/legal-topic/social-assistance-and-pensions/canada-pension-plan">http://yourlegalrights.on.ca/legal-topic/social-assistance-and-pensions/canada-pension-plan</a></p> <p><b>Social Security Tribunal</b> 1-877-227-8577 <a href="http://www.canada.ca/en/sst/">www.canada.ca/en/sst/</a></p>
	<ul style="list-style-type: none"> <li>Information on Canada Pension (retirement) and Old Age Security (OAS) including how to apply</li> </ul>	<p><b>ServiceCanada (CPP and OAS)</b> <a href="https://www.canada.ca/en/services/benefits/publicpensions.html">https://www.canada.ca/en/services/benefits/publicpensions.html</a></p> <p><b>Your Legal Rights</b> – Social Assistance and Pensions page <a href="http://yourlegalrights.on.ca/legal-topic/social-assistance-and-pensions">http://yourlegalrights.on.ca/legal-topic/social-assistance-and-pensions</a></p>
	<ul style="list-style-type: none"> <li>Complaints about Ontario Works, Ontario Disability</li> </ul>	<p><b>Ontario Ombudsman</b> 1-800-263-1830 <a href="http://www.ombudsman.on.ca">www.ombudsman.on.ca</a></p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<p><b>Income Tax</b></p> <p>(see next page for more help, including <a href="#">FREE filing by phone</a> for those on a low or fixed income, free software and legal advice)</p>	<ul style="list-style-type: none"> <li>Find a volunteer in your area (tax prep)</li> </ul>	<p><b>Community Volunteer Income Tax Program</b> 1-800-959-8281 (click link below to find volunteers in your area) <a href="http://www.cra-arc.gc.ca/tx/ndvdl/vlntr/clncs/on-eng.html">www.cra-arc.gc.ca/tx/ndvdl/vlntr/clncs/on-eng.html</a></p>
	<ul style="list-style-type: none"> <li>More details on these agencies are found at the CRA link above</li> <li>Volunteers serving Hastings, Prince Edward and Lennox &amp; Addington Counties</li> <li>Free help for disabled or low income persons to prepare their income tax forms (during tax season unless specified) – <b>see next page for info on filing by phone for free</b></li> </ul>	<p><b>Community Care North Hastings (Bancroft)</b> (613) 332-4700, ext 1 (Mar 14-Apr 30) <a href="https://carenorthhastings.org/">https://carenorthhastings.org/</a></p> <p><b>Canadian Hearing Society</b> (for the Deaf only) 613-966-8995 or TTY: 1-877-872-0586 <a href="http://www.chs.ca/">www.chs.ca/</a></p> <p><b>Community Learning Alternatives (Belleville)</b> 613-962-9615 (Year-round, prior &amp; current year)</p> <p><b>Loyalist College Accounting Students (Belleville), 55+ only</b> 613-967-3200, ext 3266 or <a href="mailto:taxclinic@loyalistc.on.ca">taxclinic@loyalistc.on.ca</a> 8:30-12:30 every Tue in March 2015 – Drop off papers by 10am Quinte Sports &amp; Wellness Centre, 265 Cannifton Rd.</p> <p><b>Pensioners Concerned (Belleville) (Bayview Mall)</b> (613) 962-6657 (Year Round) Prior &amp; Current Years taxes. <a href="http://www.pensionersconcerned.ca/">www.pensionersconcerned.ca/</a></p> <p><b>Quinte United Immigrant Services (Belleville) (newcomers)</b> 613-968-7723, ext. 27 (Mar 1 – Apr 30) <a href="http://www.quis-immigration.org/">www.quis-immigration.org/</a></p> <p><b>CVITP Tyendingaga (Deseronto)</b> 613-391-2619 (Mar 16 &amp; 18, Apr 1, 6, 8, 20, 27 – walk-ins ok)</p> <p><b>Central Hastings Support Network (Madoc)</b> 613-473-5255, ext 203 (Year-round) Back taxes as well. <a href="http://chsninc.ca/">http://chsninc.ca/</a></p> <p><b>Morningstar Relief Mission (Napanee)</b> 613-354-6355 (Year round) (Prior &amp; current years)</p> <p><b>Senior’s Outreach Services (Napanee)</b> – Seniors only, 55+ 613-354-6668 (Mar 1-Apr 30/15, M-W-F 9:00–3:00) <a href="http://www.cra-arc.gc.ca/tx/ndvdl/vlntr/clncs/napanee-on-eng.html">www.cra-arc.gc.ca/tx/ndvdl/vlntr/clncs/napanee-on-eng.html</a></p> <p><b>Prince Edward County Community Care for Seniors Assoc.</b> 613-476-7493 (Year-round) <a href="http://communitycareforseniors.org/">http://communitycareforseniors.org/</a></p> <p><b>Prince Edward Learning Centre (Picton)</b> 613-476-1811 (Prior and current year)</p> <p><b>Royal Canadian Legion (Trenton)</b> 613-392-0331 (Mar 1 – Apr 30)</p> <p><b>Gateway Community Health Centre (Tweed)</b> 613-478-1211, ext. 285 (Mar 1 – Dec 31) <a href="http://www.gatewaychc.org/">www.gatewaychc.org/</a></p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Income Tax</b>	<ul style="list-style-type: none"> <li>Free tax prep. by phone Phone line opens Feb 26, 2018, open 6am-3am, 7 days/week until April 30.</li> </ul>	<b>File My Return (new in 2018 for low/fixed-income filers)</b> File by phone for free, <u>no forms to fill out</u> Those eligible will get an invitation letter in mid-February 2018. <a href="https://www.canada.ca/en/revenue-agency/campaigns/file-my-return.html">https://www.canada.ca/en/revenue-agency/campaigns/file-my-return.html</a>
	<ul style="list-style-type: none"> <li>Free tax software (either online or downloadable) to prepare simple income tax forms</li> </ul>	<b>StudioTax.ca</b> – free software for personal income tax preparation, regardless of income <a href="http://www.studiotax.ca/">www.studiotax.ca/</a>  <b>webtax4u.ca</b> – simple returns free with no income limit <a href="http://www.webtax4u.ca/">www.webtax4u.ca/</a>  <b>TurboTax</b> – simple returns free, regardless of income <a href="http://turbotax.intuit.ca/personal-tax-software/free-online.jsp">http://turbotax.intuit.ca/personal-tax-software/free-online.jsp</a>  <b>H&amp;R Block</b> – free software for incomes of \$20,000 or less. <a href="http://www.hrblock.ca/tax-software.asp">www.hrblock.ca/tax-software.asp</a> .  <b>UFile.ca</b> - total family income must be \$20,000 or less <a href="http://www.ufile.ca/WhyUFile/SaveYourMoney.asp#2">www.ufile.ca/WhyUFile/SaveYourMoney.asp#2</a>  <b>TaxTron</b> – downloadable free software – must have individual income of <\$31,000 <a href="http://www.taxtron.ca/products/#individual">www.taxtron.ca/products/#individual</a>
	<ul style="list-style-type: none"> <li>If you disagree with your assessment, first file an objection. If you then disagree with decision from the objection, you can file an appeal to the Tax Court of Canada under the informal or general procedure.</li> </ul>	<b>Revenue Canada</b> 1-800-959-8281 <a href="http://www.cra-arc.gc.ca/gncy/prgrms_srvcs/dsgr/menu-eng.html">www.cra-arc.gc.ca/gncy/prgrms_srvcs/dsgr/menu-eng.html</a> & <a href="http://www.cra-arc.gc.ca/gncy/prgrms_srvcs/dsgr/ncm_tx-eng.html">www.cra-arc.gc.ca/gncy/prgrms_srvcs/dsgr/ncm_tx-eng.html</a>  Information on Objections and Appeal Rights: <a href="http://www.cra-arc.gc.ca/E/pub/tg/p148/README.html">www.cra-arc.gc.ca/E/pub/tg/p148/README.html</a>  Your right to a formal review: <a href="http://www.cra-arc.gc.ca/gncy/prgrms_srvcs/dsgr/yr_rght-eng.html">www.cra-arc.gc.ca/gncy/prgrms_srvcs/dsgr/yr_rght-eng.html</a>
	<ul style="list-style-type: none"> <li>General Income Tax Information</li> </ul>	<b>Revenue Canada</b> 1-800-959-8281; TTY: 1-800-665-0354 <a href="http://www.cra-arc.gc.ca/cntct/phn-eng.html">http://www.cra-arc.gc.ca/cntct/phn-eng.html</a>  <b>Revenue Canada, Benefit Enquiries Line</b> 1-800-387-1193 (Child Tax Benefits, GST, etc.)
	<ul style="list-style-type: none"> <li>Help dealing with Revenue Canada</li> <li><u>Note:</u> Ombudsman only deals with service complaints, not appeals of decisions by CRA. Make complaint to CRA directly <u>first</u>, then if no help, call Ombudsman.</li> </ul>	<b>MP, Bay of Quinte</b> (Quinte West, Belleville (south of 401), and Prince Edward County) 613-969-3300 <a href="https://neilellis.liberal.ca/">https://neilellis.liberal.ca/</a>  <b>MP, Hastings (North of 401)-Lennox &amp; Addington</b> 613-354-0909 <a href="http://mikebossio.ca/">http://mikebossio.ca/</a>  <b>Office of the Taxpayers' Ombudsman</b> 1-866-586-3839 <a href="http://www.taxpayersrights.gc.ca">www.taxpayersrights.gc.ca</a>  Takes complaints about way taxpayers are treated by the CRA.
<ul style="list-style-type: none"> <li>Legal advice</li> <li>Does not provide legal advice or second opinions.</li> </ul>	<b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lrs@lsuc.on.ca">lrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a>  Up to 30 minutes of free consultation either by phone or in-person.	



## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Insurance Law</b>	<ul style="list-style-type: none"> <li>• Information</li> <li>• Complaint investigation</li> <li>• You must <u>first</u> complain to your insurance company (contact the company's Consumer Complaint Officer – if you don't have the number call the FSCO)</li> <li>• If you cannot resolve the complaint with the company, write to the appropriate Ombuds Service (both have online complaint forms)</li> </ul>	<p><b>Financial Services Commission of Ontario (FSCO)</b> 1-800-668-0128; TTY: 1-800-387-0584 <a href="http://www.fSCO.gov.on.ca/">www.fSCO.gov.on.ca/</a></p> <p>How to resolve an insurance complaint <a href="http://www.fSCO.gov.on.ca/english/insurance/resolvecomplaint-insurance.asp">www.fSCO.gov.on.ca/english/insurance/resolvecomplaint-insurance.asp</a></p> <p>They will explain how to make a complaint.</p> <p>They may not inquire into a complaint that has not been submitted to the insurance company and has not gone through the insurer's complaint process; or is being or has been dealt with by a court or an alternative dispute resolution process.</p> <p><b>OmbudService for Life and Health Insurance</b> (for life, disability, employee health &amp; travel insurance &amp; insurance investment products such as annuities &amp; segregated funds) 1-888-295-8112 <a href="http://www.olhi.ca/">www.olhi.ca/</a></p> <p><b>General Insurance OmbudService (GIO)</b> (for car, home &amp; business insurance complaints against GIO member insurance companies – their site lists members) 1-877-225-0446 <a href="http://www.giocanada.org/">www.giocanada.org/</a></p>
	<ul style="list-style-type: none"> <li>• Legal advice</li> </ul>	<p><b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lrs@lsuc.on.ca">lrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a></p> <p>Up to 30 minutes of free consultation either by phone or in-person. The service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.</p>
<b>Insurance Law – Long Term Disability (LTD)</b>	<ul style="list-style-type: none"> <li>• Disputing Long Term disability cut offs or other problems with private disability insurance</li> </ul>	<p><b>Private bar</b> Please refer to your local yellow pages for a lawyer who deals with long term disability insurance law.</p> <p><b>NOTE:</b> LTD has a short limitation period and you need to seek legal advice ASAP.</p>
<b>Junk Mail</b>	<ul style="list-style-type: none"> <li>• How to stop receiving junk mail</li> </ul>	<p><b>Red Dot Campaign</b> <a href="http://www.reddotcampaign.ca/">www.reddotcampaign.ca/</a> email: <a href="mailto:info@reddotcampaign.ca">info@reddotcampaign.ca</a></p> <p><b>Canada Post</b> 1-866-607-6301 <a href="http://www.canadapost.ca/cpo/mc/personal/support/helpcentre/receiving/choice_opt_in.jsf">www.canadapost.ca/cpo/mc/personal/support/helpcentre/receiving/choice_opt_in.jsf</a></p> <p>The Red Dot website has instructions on posting a No Junk Mail sign and a draft letter to give to your carrier. If this still doesn't work, contact your local Canada Post office or call the toll free line above.</p> <p>Note that if you advise Canada Post that you do not want to get unaddressed admail, you will not receive municipal service notices either (changes in garbage pick up, town hall meetings, etc.)</p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Landlords – problems with tenants</b>	<ul style="list-style-type: none"> <li>Information and referrals</li> </ul>	<p><b>Community Legal Education Ontario (CLEO)</b> (online pamphlets) (416) 408-4420 <a href="http://www.cleo.on.ca/english/pub/onpub/subject/landlord.htm">www.cleo.on.ca/english/pub/onpub/subject/landlord.htm</a></p> <p><b>Landlord and Tenant Board (LTB)</b> 1-888-332-3234 (facts sheets available online) <a href="http://www.sjto.gov.on.ca/ltb/">http://www.sjto.gov.on.ca/ltb/</a></p> <p><b>Community Advocacy &amp; Legal Centre</b> (referrals only) <a href="http://www.communitylegalcentre.ca/legal_information/Tip_Sheet_List.htm">www.communitylegalcentre.ca/legal_information/Tip_Sheet_List.htm</a></p> <p>View <i>Residential Tenancies Act</i> (RTA) online at: <a href="http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_06r17_e.htm">www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_06r17_e.htm</a></p> <p><b>Government Book Store (Publications Ontario)</b> 1-800-668-9938 (TTY: 1-800-268-7095) (Order copy of RTA) <a href="http://www.e-laws.gov.on.ca/index.html">www.e-laws.gov.on.ca/index.html</a> (Click on “Order”) OR <a href="http://www.publications.serviceontario.ca/ecom/">www.publications.serviceontario.ca/ecom/</a> (Order online)</p>
	<ul style="list-style-type: none"> <li>Legal advice</li> </ul>	<p><b>Landlord Self Help Centre (LSHC)</b> (416) 504-5190 or 1-800-730-3218 <a href="http://www.landlordselfhelp.com">www.landlordselfhelp.com</a></p> <p><b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lsrs@lsuc.on.ca">lsrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a></p> <p>Up to 30 minutes of free consultation either by phone or in-person. The service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.</p>
<b>Lawsuits</b>	<ul style="list-style-type: none"> <li>Legal information</li> </ul>	<p><b>Steps to Justice</b> <a href="http://stepstojustice.ca/category/legal-topic/courts-and-tribunals/small-claims-court">http://stepstojustice.ca/category/legal-topic/courts-and-tribunals/small-claims-court</a></p> <p><b>Justice Ontario (Ministry of the Attorney General)</b> 1-866-252-0104 <a href="http://www.ontario.ca/justiceontario">www.ontario.ca/justiceontario</a> (see Lawsuits &amp; disputes section)</p> <p><b>Ontario Bar Association – YouTube Videos</b> Hosts a series of videos on Small Claims Court procedures <a href="http://www.youtube.com/user/ALERTOBA">www.youtube.com/user/ALERTOBA</a></p>
	<ul style="list-style-type: none"> <li>Schedule 1 Class Action <i>Clegg v Ontario</i>: approved settlement on an action regarding facilities where people with disabilities were neglected/abused</li> </ul>	<p><b>ARCH Disability Law Centre</b> 1-866-482-2724 <a href="http://archdisabilitylaw.ca/node/1131">http://archdisabilitylaw.ca/node/1131</a> - info <a href="http://archdisabilitylaw.ca/node/1138">http://archdisabilitylaw.ca/node/1138</a> - locations for help</p> <p>ARCH will assist people across Ontario to file a claim to receive money from the settlement. A claim <u>must</u> be filed by February 28, 2017.</p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> <li>• Legal advice</li> <li>• Justice Net is a not-for-profit service. Lawyers offer services at reduced fees for those who don't qualify for Legal Aid. Net family income must be under \$59,000.</li> <li>• Queen's Legal Aid also has financial eligibility requirements</li> </ul>	<p><b>Justice Net</b> (not-for-profit, reduced legal fees) 1-866-919-3219 <a href="http://www.justicenet.ca">www.justicenet.ca</a></p> <p><b>Pro Bono Ontario</b> 1-855-255-7256 <a href="https://www.probonoontario.org/lawsuits-and-disputes/">https://www.probonoontario.org/lawsuits-and-disputes/</a></p> <p>They will give legal advice &amp; help completing forms by phone if you live &gt;40 km away from their walk-in centres (in Toronto &amp; Ottawa).</p> <p><b>Queen's Legal Aid</b> (Lennox &amp; Addington Residents only) 613-533-2102 <a href="http://queenslawclinics.ca/queenslegalaid/">http://queenslawclinics.ca/queenslegalaid/</a> Will assist with Small Claims Court matters only. In Kingston, but come to Napanee once a week (Tues, by appt.).</p> <p><b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lsrs@lsuc.on.ca">lsrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a></p> <p>Up to 30 minutes of free consultation either by phone or in-person. Not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.</p>
<p><b>LGBTQ+ Issues</b></p> <p>(For discrimination issues, see <a href="#">Human Rights</a> section)</p>	<ul style="list-style-type: none"> <li>• Offers access to trans-competent primary health care and counselling services, social workers</li> </ul>	<p><b>Belleville and Quinte West Community Health Centres</b> Belleville: 613-962-0000 Trenton: 613-965-0698 Mohawks of the Bay of Quinte: 613-967-3603 <a href="http://www.bqwchc.com/">www.bqwchc.com/</a></p>
	<ul style="list-style-type: none"> <li>• LGBTQ+ Health and counselling resources</li> </ul>	<p><b>Rainbow Health Ontario</b> 416-324-4100 or email <a href="mailto:info@rainbowhealthontario.ca">info@rainbowhealthontario.ca</a> <a href="http://www.rainbowhealthontario.ca">www.rainbowhealthontario.ca</a> (website) <a href="http://bit.ly/1S1xJUJ">http://bit.ly/1S1xJUJ</a> (brochure)</p> <p>Provides access and links to services, including counselling and support groups, and promotes health of LGBTQ+ community.</p>
	<ul style="list-style-type: none"> <li>• Weekly support and education group for trans-identified persons and their allies</li> </ul>	<p><b>TRANSforum Quinte</b> 613-689-4447 <a href="http://www.transforumquinte.ca/">www.transforumquinte.ca/</a></p> <p>Confidential, free support and recreational group for transgender individuals, questioning or in transition.</p>
	<ul style="list-style-type: none"> <li>• Advocacy group, equity initiatives</li> </ul>	<p><b>Trans Lobby Group</b> 416-760-2280 or <a href="mailto:info@translobbygroup.ca">info@translobbygroup.ca</a> <a href="https://www.facebook.com/TransLobbyGroup/">https://www.facebook.com/TransLobbyGroup/</a></p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> <li>Peer support for youth. Website has database of referral resources for youth in Ontario.</li> </ul>	<p><b>Youthline</b> (Ontario-wide service) Phone: 1-800-268-9688; Text: 647-694-4275 <a href="http://www.youthline.ca">www.youthline.ca</a></p> <p>Chat online, phone, text - confidential peer-support for youth.</p>
<b>Marijuana – Laws and Resources</b>	<ul style="list-style-type: none"> <li>Information about current laws</li> </ul>	<p><b>Government of Canada Website</b> <a href="https://www.canada.ca/en/services/policing/justice/legalization-regulation-marijuana.html">https://www.canada.ca/en/services/policing/justice/legalization-regulation-marijuana.html</a></p> <p><b>Health Canada – Task Force on Cannabis Legalization and Regulation</b> <a href="http://healthycanadians.gc.ca/task-force-marijuana-groupe-etude/index-eng.php">http://healthycanadians.gc.ca/task-force-marijuana-groupe-etude/index-eng.php</a></p>
	<ul style="list-style-type: none"> <li>Legal advice if you've been arrested</li> <li>LSRS offers up to 30 min of free consultation</li> </ul>	<p><b>Legal Aid Ontario</b> 1-800-668-8258 <a href="http://www.legalaid.on.ca">www.legalaid.on.ca</a></p> <p><b>Law Society Referral Service (LSRS)</b> 1-855-947-5255 / <a href="mailto:lrs@lsuc.on.ca">lrs@lsuc.on.ca</a> (Crisis/In custody/No internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a></p>
<b>Mental Health - Adults</b>	<ul style="list-style-type: none"> <li>Mental Health Counselling/Services</li> <li>Crisis lines open 24/7</li> <li>To request mental health services: 310-OPEN (open 24/7)</li> </ul>	<p><b>Canadian Mental Health Association (CMHA)</b> 613-969-8874 (Belleville) After hours: 1-877-528-9514 <a href="http://www.hastings-cmha.org/">www.hastings-cmha.org/</a> <a href="http://www.cmha.ca/get-involved/find-your-cmha/">www.cmha.ca/get-involved/find-your-cmha/</a> - to find local CMHA</p> <p><b>Addictions and Mental Health Services – Hastings Prince Edward</b> Crisis line: 969-5511</p> <p>Belleville: 613-967-4734 Bancroft: 613-332-3826 Trenton: 613-394-1655 Madoc: 613-473-9914 Picton: 613-476-2990 Court Diversion: 613-968-1111 <a href="http://www.amhs-hpe.ca/">www.amhs-hpe.ca/</a></p> <p><b>Addictions and Mental Health Services – Kingston Frontenac Lennox &amp; Addington</b> Crisis Line: 1-800-267-7877</p> <p>Napanee: 613-354-7521 Kingston: 613-544-1356 <a href="http://www.amhs-kfla.ca/">www.amhs-kfla.ca/</a> (<a href="mailto:info@amhs-kfla.ca">info@amhs-kfla.ca</a>)</p>
	<ul style="list-style-type: none"> <li>One-on-One Peer Support – less formal support system</li> </ul>	<p><b>Peer Support South East Ontario</b> 613-969-0122 for information <a href="http://psseo.ca/peer-support-centres/">http://psseo.ca/peer-support-centres/</a> for contact info for their many locations (includes Bancroft, Belleville, Madoc, Napanee, Picton, Trenton and Kingston)</p> <p>You can self-refer by sending an email to Patricia at <a href="mailto:hpecoordinator@psseo.ca">hpecoordinator@psseo.ca</a>.</p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Mental Health – Children</b>	<ul style="list-style-type: none"> <li>• Counselling – Walk-in clinic – no appointment necessary, counsellors help identify issues and develop strategies</li> <li>• Free of charge, no referral necessary</li> </ul>	<p><b>Children’s Mental Health Services</b> Walk-in counselling available Wednesdays 12-6 pm (last appointment starts at 4:30)</p> <p>3 Applewood Drive, 3<sup>rd</sup> Floor, Belleville, Ontario Some same-day reserved spots are available: <b>613-966-3100</b></p> <p>Immediate access to mental health services available for children &lt;18, parents &amp; families. Users can use the walk-in clinic more than once. Examples of issues are youth behaviour, self-harm, family conflict, struggle with peers, school related issues, other parenting challenges.</p>
	<ul style="list-style-type: none"> <li>• A “Transitional Connector” coordinates transitions/services for mental health,addictions, education, employment, living situation, etc. to improve emotional well-being of youth.</li> </ul>	<p><b>Transitional Aged Youth (TAY) (Youthab) - youth 16-24</b> <b>Belleville:</b> 613-969-0830 <b>Lennox &amp; Addington:</b> 613-544-9175, Transitional Connector (Brochures: <a href="#">Hastings/Prince Edward</a>; <a href="#">L&amp;A</a>) <a href="http://www.youthab.ca/transitional-aged-youth">www.youthab.ca/transitional-aged-youth</a> Email: <a href="mailto:questions@youthab.ca">questions@youthab.ca</a></p> <p>Call to make a referral (after age 16) or for more info regarding transitioning from services for children to services for adults.</p>
<b>Mental Health – Contesting a Capacity Assessment</b>	<ul style="list-style-type: none"> <li>• Fighting an assessment of incapacity</li> <li>• The Consent and Capacity Board has a number of information sheets online</li> <li>• Legal Aid Ontario has a duty to arrange legal representation for persons alleged to be incapable in proceedings under the <i>Health Care Consent Act, 1996</i> before the Consent and Capacity Board where so ordered by the Board. See <a href="#">Mental Health – Psychiatric Patients in Hospitals</a> if you are a hospital patient and need a patient advocate.</li> </ul>	<p><b>Ministry of Health Info-Line</b> 1-800-461-2036</p> <p><b>Consent and Capacity Board</b> 1-866-777-7391 or TTY: 1-877-301-0889 <a href="http://www.ccboard.on.ca">www.ccboard.on.ca</a> <a href="http://www.ccboard.on.ca/scripts/english/publications/infosheets.asp">www.ccboard.on.ca/scripts/english/publications/infosheets.asp</a></p> <p>A person who has been assessed as incapable has the right to have the assessment independently reviewed by the <a href="#">Consent and Capacity Board</a>, a tribunal operated by the Ministry of Health.</p> <p>For more information about contesting an assessment visit the Ministry of the Attorney General’s website at: <a href="http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/incapacity/capacity_assessment.asp#contesting">www.attorneygeneral.jus.gov.on.ca/english/family/pgt/incapacity/capacity_assessment.asp#contesting</a></p> <p><b>ARCH Disability Law Centre</b> Toll-free 1-866-482-2724 - TTY: Toll-free 1-866-482-2728 <a href="http://www.archdisabilitylaw.ca">www.archdisabilitylaw.ca</a></p> <p>ARCH provides legal advice to people with disabilities and may also represent on cases re: findings of incapacity or abuse by a guardian or POA.</p> <p><b>Advocacy Centre for the Elderly (ACE)</b> 1-855-598-2656 <a href="http://www.ancelaw.ca">www.ancelaw.ca</a></p> <p><b>Legal Aid Ontario</b> 1-800-668-8258 <a href="http://www.legalaid.on.ca">www.legalaid.on.ca</a></p> <p>Legal Aid’s Mental Health Duty Counsel <a href="http://www.legalaid.on.ca/en/getting/dutycounsel_mentalhealth.asp">www.legalaid.on.ca/en/getting/dutycounsel_mentalhealth.asp</a></p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<p><b>Mental Health – Counselling Resources (Social Worker)</b></p> <p>(See also <a href="#">Mental Health – Adults</a> or <a href="#">Mental Health – Children</a>)</p>	<ul style="list-style-type: none"> <li>Help from a social worker, including counselling</li> </ul>	<p><b>Belleville and Quinte West Community Health Centre</b> 613-962-0000 (Belleville) <a href="http://www.bqwchc.com/">www.bqwchc.com/</a> 613-965-0698 (Trenton)</p> <p><b>North Hastings Family Health Team</b> 613-332-5692 <a href="http://www.northhastingsfht.ca">www.northhastingsfht.ca</a> <a href="http://www.southeasthealthline.ca/displayservice.aspx?id=73269">www.southeasthealthline.ca/displayservice.aspx?id=73269</a></p> <p><b>Bancroft Family Health Team</b> 613-332-1565, ext 233 or 220 for appointment.</p> <p><b>Napanee Area Community Health Centre</b> 613-354-8937 <a href="http://www.kchc.ca/index.cfm/napanee-area-chc/">www.kchc.ca/index.cfm/napanee-area-chc/</a></p> <p>For all the above: Social workers accept self-referrals.</p> <p><b>Queen’s Family Health Team (Kingston)</b> 613-533-9303 <b>Queen’s Family Health Team (Belleville)</b> 613-771-1910,x133 <b>Belleville Nurse Practitioner-Led Clinic</b> 613-779-7301,x201 Must be an existing patient.</p>
<p><b>Mental Health – Declaring Someone Incapable</b></p>	<ul style="list-style-type: none"> <li>If you know of an adult who appears to be mentally incapable and at serious risk, contact the Office of the Public Guardian and Trustee (OPGT).</li> </ul>	<p><b>Office of the Public Guardian and Trustee (OPGT)</b> 1-800-366-0335 <a href="http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/contact.asp">www.attorneygeneral.jus.gov.on.ca/english/family/pgt/contact.asp</a></p> <p>If a person appears mentally incapable and at risk of harm, the OPGT will conduct an investigation if no alternative solution can be found.</p> <p><b>It is important to note that this is not an immediate, emergency crisis response service.</b> If you are in a crisis or can't wait for an appointment, go to the emergency department of a nearby hospital. The OPGT has no authority to make decisions for the person during an investigation or while the matter is before the courts.</p>
<p><b>Mental Health – psychiatric patients in hospitals (including those being held against their will)</b></p> <p>(See next page for Pamphlets on Patients Rights)</p>	<ul style="list-style-type: none"> <li>Psychiatric Patient Advocate Office (PPAO) protects the civil and legal rights of inpatients in the Ontario provincial psychiatric hospitals.</li> </ul> <p>(Their website provides a series of “infoguides” on a variety of topics, including accessing clinical records, Ontario review board appeals, involuntary patients, restraints, self-advocacy and more)</p>	<p><b>Psychiatric Patient Advocate Office (PPAO) - Head Office</b> 1-866-851-1212 (Toronto) <a href="http://www.ppaio.gov.on.ca/">www.ppaio.gov.on.ca/</a></p> <p>A Belleville General or Quinte Health Care Patient can speak to a Patient Advocate from Toronto who will advise them of their rights. Call the Toronto PPAO # above. They will refer you to a Rights Advisor if necessary.</p> <p>If patient wants a review hearing, the Rights Advisor will complete and fax an application form to Legal Aid. Legal Aid (Belleville) will issue a certificate and call a local lawyer to see the client and attend at a review hearing.</p> <p><b>Legal Aid Ontario</b> 1-800-668-8258 <a href="http://www.legalaid.on.ca">www.legalaid.on.ca</a></p> <p>Legal Aid’s Mental Health Duty Counsel <a href="http://www.legalaid.on.ca/en/getting/dutycounsel_mentalhealth.asp">www.legalaid.on.ca/en/getting/dutycounsel_mentalhealth.asp</a></p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> <li>Pamphlets on Patients' Rights</li> </ul>	<p><b>CLEO (Community Legal Education Ontario)</b>  <a href="http://www.cleo.on.ca/english/pub/onpub/subject/health.htm">www.cleo.on.ca/english/pub/onpub/subject/health.htm</a></p> <p>The Health and Disability page of their website has pamphlet on:  <b>Patient Rights: Form 1 - Are you in hospital for a psychiatric assessment?</b></p>
<p><b>Ontario Photo ID Card</b></p>	<ul style="list-style-type: none"> <li>Acceptable photo ID for those who don't drive</li> </ul>	<p><b>Ontario Photo Card</b>            1-800-267-8097 (ServiceOntario) (TTY: 1-800-268-7095)  <a href="https://www.ontario.ca/government/ontario-photo-card">https://www.ontario.ca/government/ontario-photo-card</a></p>
<p><b>Passports</b></p>	<ul style="list-style-type: none"> <li>Complaints must first be directed to Passport Canada. If they cannot be solved, then the Ombudsman's office hears the complaint and offers mediation</li> </ul>	<p><b>Passport Canada</b>            1-800-567-6868 or TTY: 1-800-255-7655  <a href="http://www.pptc.gc.ca/">www.pptc.gc.ca/</a></p> <p><b>Passport Canada Ombudsman</b>            819-934-1971  <a href="http://www.pptc.gc.ca/ombudsman/index.aspx?lang=e">www.pptc.gc.ca/ombudsman/index.aspx?lang=e</a></p>
<p><b>Power of Attorney (POA)</b></p> <p>(CALC offers Powers of Attorney in its <b>Wills Program</b>. See <a href="#">Wills</a> for more details.)</p> <p>See next page for General Information on Powers of Attorney.</p>	<ul style="list-style-type: none"> <li>Where to obtain power of attorney kits, some general information</li> <li>Online forms/kits to download:  <a href="http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poakit.asp">www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poakit.asp</a></li> <li>Legal Advice</li> <li><b>Queen's Elder Law Clinic</b> will provide services to those aged 50 or over only (income tested)</li> <li><b>Northumberland Community Legal Clinic</b> prepares POAs for people living in Northumberland County 1-800-850-7882</li> </ul>	<p><b>Public Guardian and Trustee, Ministry of the Attorney General (PGT)</b> - 1-800-366-0335  <a href="http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poa.asp">www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poa.asp</a></p> <p><b>MPP's offices:</b></p> <p><b>Bay of Quinte (Todd Smith)</b>            613-962-1144 or 1-877-536-6248  <a href="https://www.ola.org/en/members/all/todd-smith">https://www.ola.org/en/members/all/todd-smith</a></p> <p><b>Hastings-Lennox &amp; Addington (Daryl Kramp)</b>            Madoc: 1-855-229-6676; Napanee: 613-308-9625  <a href="https://www.ola.org/en/members/all/daryl-kramp">https://www.ola.org/en/members/all/daryl-kramp</a></p> <p><b>Power of Attorney Kits also available at ServiceOntario:</b></p> <p><b>Belleville:</b> 199 Front St.      <b>Bancroft:</b> 50 Monck St.            613-968-3769 / 1-800-268-8758      613-332-5573 / 1-800-746-5520            TTY: 1-800-268-7095      TTY: 1-800-268-7095</p> <p><b>Tweed:</b> 255 Metcalf Street (Mondays only)</p> <p><b>SOUTHERN LENNOX &amp; ADDINGTON RESIDENTS:</b>  <b>Queen's Elder Law Clinic</b> - 613-533-2950 (for those over 50)  <a href="http://law.queensu.ca/clinics/elder-law-clinic">http://law.queensu.ca/clinics/elder-law-clinic</a></p> <p><b>NORTHERN LENNOX &amp; ADDINGTON RESIDENTS:</b>  <b>The Legal Clinic</b> – 613-279-3252 or 1-800-597-4529  <a href="http://www.legalclinic.ca">www.legalclinic.ca</a> (must meet financial eligibility requirements)</p> <p><b>Pro Bono Ontario</b>            1-855-255-7256 <a href="https://www.probonoontario.org/hotline/">https://www.probonoontario.org/hotline/</a>            Will prepare Powers of Attorney for low and middle income</p> <p><b>Law Society Referral Service</b>            1-855-947-5255 / <a href="mailto:lrs@lsuc.on.ca">lrs@lsuc.on.ca</a> (Crisis/no access to internet)  <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a></p> <p>Up to 30 minutes of free consultation either by phone or in-person.</p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> <li>General Information on Power of Attorney</li> </ul>	<p><b>Justice Ontario (Ministry of the Attorney General)</b> 1-866-252-0104 <a href="http://www.ontario.ca/justiceontario">www.ontario.ca/justiceontario</a> (see Wills and Estates section)</p> <p><b>CLEO (Community Legal Education Ontario)</b> <a href="http://www.cleo.on.ca/english/pub/onpub/subject/health.htm">www.cleo.on.ca/english/pub/onpub/subject/health.htm</a></p> <p>Health and Disability page of the CLEO website has pamphlets on: <i>Continuing Power of Attorney for Property</i> <i>Power of Attorney for Personal Care</i></p> <p><b>Advocacy Centre for the Elderly</b> (<a href="http://www.ancelaw.ca">www.ancelaw.ca</a>) Click "Powers of Attorney" on menu Phone: 1-855-598-2656</p> <p><b>HIV and AIDS Legal Clinic Ontario</b> (<a href="http://www.halco.org">www.halco.org</a>) Click "Powers of Attorney &amp; Wills" from Area of Law menu</p> <p><b>Your Legal Rights</b> website (<a href="http://www.yourlegalrights.on.ca">www.yourlegalrights.on.ca</a>) Click Wills &amp; Estates, then Powers of Attorney.</p>
<p><b>Provincial Offences – (Highway Traffic Act, etc.)</b></p>	<ul style="list-style-type: none"> <li>Legal information</li> </ul>	<p><b>Justice Ontario (Ministry of the Attorney General)</b> 1-866-252-0104 <a href="http://www.ontario.ca/justiceontario">www.ontario.ca/justiceontario</a> (see Tickets and Fines section)</p> <p><b>Ontario Court of Justice</b> <b>Guide for Defendants in Provincial Offences Cases</b> <a href="http://www.ontariocourts.ca/ocj/files/guides/guide-provincial-offences.pdf">www.ontariocourts.ca/ocj/files/guides/guide-provincial-offences.pdf</a></p>
	<ul style="list-style-type: none"> <li>Legal advice</li> </ul>	<p><b>Legal Aid Ontario</b> 1-800-668-8258 <a href="http://www.legalaid.on.ca">www.legalaid.on.ca</a> Legal Aid will only give a certificate if you are facing possible jail time. You can also visit the criminal court in your area to speak to duty counsel there.</p> <p><b>Queen’s Legal Aid (For Lennox &amp; Addington Residents only)</b> 613-533-2102 <a href="http://queenslawclinics.ca/queenslegalaid/">http://queenslawclinics.ca/queenslegalaid/</a> Will assist with Small Claims Court matters only. In Kingston, but come to Napanee once a week (Tues, by appt.)</p> <p><b>Justice Net</b> 1-866-919-3219 <a href="http://www.justicenet.ca">www.justicenet.ca</a></p> <p>Justice Net is a not-for-profit service. Lawyers offer services at reduced fees for those who don't qualify for Legal Aid. Net family income must be under \$59,000.</p> <p><b>Law Society Referral Service</b> 1-855-947-5255 / <a href="mailto:lsrs@lsuc.on.ca">lsrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a></p> <p>Up to 30 minutes of free consultation either by phone or in-person. The service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.</p>



## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Provincial Services, Laws, Programs and agencies</b>	<ul style="list-style-type: none"> <li>• Information and referrals</li> <li>• Non-legal help with:               <ul style="list-style-type: none"> <li>• Ontario Works/Disability</li> <li>• Trillium Drug program</li> <li>• Health care cards</li> <li>• Family Responsibility Office</li> <li>• OSAP</li> <li>• Birth, death, marriage certificates</li> </ul> </li> </ul>	<p><b>MPP, Bay of Quinte (Todd Smith)</b> 613-962-1144 or 1-877-536-6248 <a href="https://www.ola.org/en/members/all/todd-smith">https://www.ola.org/en/members/all/todd-smith</a></p> <p><b>MPP, Hastings-Lennox &amp; Addington (Daryl Kramp)</b> Madoc: 1-855-229-6676; Napanee: 613-308-9625 <a href="https://www.ola.org/en/members/all/daryl-kramp">https://www.ola.org/en/members/all/daryl-kramp</a></p>
	<ul style="list-style-type: none"> <li>• Complaints about provincial government services or orgs</li> </ul>	<p><b>Ombudsman Ontario</b> 1-800-263-1830 <a href="http://www.ombudsman.on.ca">www.ombudsman.on.ca</a></p>
<b>Retirement Planning</b> (for Canadians with low incomes)	<ul style="list-style-type: none"> <li>• Information provided by the Open Policy website</li> </ul>	<p><b>Retirement Income for Canadians with Low Incomes</b> <a href="http://openpolicyontario.com/retiring-on-a-low-income-3/">http://openpolicyontario.com/retiring-on-a-low-income-3/</a></p> <p>Download a complete set of advice modules, tools and a paper on Maximizing GIS all in one document. (Sep 2012)</p>
<p><b>Seniors Issues</b></p> <p>For complaints regarding nursing homes see <a href="#">Health Care – Long Term Care Homes</a></p> <p>For complaints regarding retirement homes see <a href="#">Health Care – Retirement Homes</a></p> <p>See also section on <a href="#">Elder Abuse</a></p> <p><b>Are you a Senior in Need or know of one?</b> The Seniors In Need website connects seniors who need help with supportive donors in their community. Visit <a href="http://www.seniorsinneed.ca">www.seniorsinneed.ca</a>.</p> <p><b>More resources listed on the next page.</b></p>	<ul style="list-style-type: none"> <li>• Information &amp; referrals on seniors' law issues incl. nursing homes, health care, elder abuse, etc.</li> <li>• Elder Law Clinic will take calls outside of Kingston</li> </ul>	<p><b>Advocacy Centre for the Elderly (ACE)</b> 1-855-598-2656 <a href="http://www.ancelaw.ca">www.ancelaw.ca</a> For more info on Elder Abuse, see the <a href="#">Elder Abuse</a> section above.</p> <p><b>Queen's Elder Law Clinic (Kingston)</b> 613-533-2950 <a href="http://queenslawclinics.ca/elder/">http://queenslawclinics.ca/elder/</a></p>
	<ul style="list-style-type: none"> <li>• Assistance, home care, foot care, friendly visiting, etc. (Offers transportation to appts. for a small fee – for elderly/disabled)</li> <li>• <b>Centre Hastings</b> arranges rides to/from medical appts &amp; social functions (small fee). The Comm. Care wheelchair accessible van services Stirling, Marmora, Madoc and Tweed. The van can go as far away as Toronto or Ottawa</li> <li>• <b>Prince Edward</b> offers help (for seniors) with paperwork for OAS, GIS, etc., in addition to income tax. (Appt. required)</li> </ul>	<p><b>Community Care for South Hastings</b> 613-969-0130 (Belleville) or 613-396-6591 (Deseronto) <a href="https://ccsh.ca/services/">https://ccsh.ca/services/</a></p> <p>Nominal cost applies - Volunteer drivers provide long distance &amp; local transportation to medical, dental &amp; therapy appts, for those who qualify.</p> <p>They also have a <b>CRISIS INTERVENTION AND SUPPORT PROGRAM</b> for seniors at risk of becoming homeless (including where hoarding exists) or experiencing isolation or abuse.</p> <p><b>Community Care for Centre Hastings</b> 613-473-9009 or Toll Free 1-800-554-1564 <a href="http://www.cch.ca/transportation.html">www.cch.ca/transportation.html</a></p> <p><b>Pensioners Concerned (Belleville) (Bayview Mall)</b> (613) 962-6657 (help with forms, taxes, home visits, etc) <a href="http://www.pensionersconcerned.ca/">www.pensionersconcerned.ca/</a></p> <p><b>Community Care for North Hastings</b> (613) 332-4700 <a href="http://comcarenh.org/">http://comcarenh.org/</a></p> <p>Non-profit price for VIP Driving Service – door to door service from screened volunteer drivers (local and out-of-town trips).</p> <p><b>Prince Edward County Community Care for Seniors Assn</b> (613) 476-7493 <a href="http://communitycareforseniors.org">http://communitycareforseniors.org</a></p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> <li>Possible dementia, medication issues or seniors at risk</li> </ul>	<p><b>Quinte LinkAGE</b> 613-969-7400 <a href="http://www.ghc.on.ca/seniors.php">www.ghc.on.ca/seniors.php</a></p> <p>This is an Outpatient Team at Belleville General Hospital. They will complete an assessment and link the senior with community supports.</p>
	<ul style="list-style-type: none"> <li>Public transit – also picks seniors up at home to take them to appts. or shopping</li> </ul>	<p><b>TROUT (The Rural Overland Utility Transit)</b> (formerly Seniors Handi-Bus) (North Hastings residents) (613) 332-4700, ext 3</p>
	<ul style="list-style-type: none"> <li>Health Van (for medical appointments) must have at least 2 people using it to run.</li> </ul>	<p><b>SE LHIN Health Van Program (operated by VON)</b> 613-392-4181, Ext. 5344 or 1-888-279-4866</p> <p>Fee for vans is 26 cents per km. Two are wheelchair accessible. VON also offers Meals on Wheels, Home Help Program &amp; Volunteer visiting.</p>
	<ul style="list-style-type: none"> <li>Seniors Housing – Geared to Income units available</li> </ul>	<p><b>Social Housing - Hastings</b> 613-968-3465 <a href="http://www.hastingscounty.com/services/social-services/social-housing">www.hastingscounty.com/services/social-services/social-housing</a></p>
	<ul style="list-style-type: none"> <li>Pamphlets</li> </ul>	<p><b>CLEO (Community Legal Education Ontario)</b> Pamphlets on Elder Abuse, Bill of Rights for Long Term Care <a href="http://www.cleo.on.ca/english/pub/onpub/subject/seniors.htm">www.cleo.on.ca/english/pub/onpub/subject/seniors.htm</a></p>
<b>ServiceCanada Complaints</b>	<ul style="list-style-type: none"> <li>Hears complaints/ feedback about services provided by Service Canada (including slow EI claims processing)</li> </ul>	<p><b>Office of Client Satisfaction (OCS)</b> 1-866-506-6806; TTY: 1-866-506-6803 <a href="http://www.servicecanada.gc.ca/eng/ocs/">www.servicecanada.gc.ca/eng/ocs/</a></p> <p>The OCS confirms receipt of all feedback within 24 hours and replies and/or resolves the issue within 7 working days. They also have an online feedback form.</p>
<b>Social Insurance Number (SIN)</b>	<ul style="list-style-type: none"> <li>How to obtain a SIN or replacement SIN card</li> </ul>	<p><b>Service Canada</b> (<a href="#">Search for Office Near You</a>) Belleville (613) 969-3350 (<a href="#">Belleville office</a>) Napanee (613) 354-3367 (<a href="#">Napanee office</a>)</p> <p><b>HRSDC website – How to Apply</b> <a href="http://www.hrsdc.gc.ca/asp/gateway.asp?hr=en/cs/sin/0200/0200_010.shtml&amp;hs=sxn">www.hrsdc.gc.ca/asp/gateway.asp?hr=en/cs/sin/0200/0200_010.shtml&amp;hs=sxn</a></p>
	<ul style="list-style-type: none"> <li>For problems with your SIN card, see your MP</li> </ul>	<p><b>MP, Bay of Quinte</b> (Quinte West, Belleville (south of 401), and Prince Edward County) 613-969-3300 <a href="https://neilellis.liberal.ca/">https://neilellis.liberal.ca/</a></p> <p><b>MP, Hastings (North of 401)-Lennox &amp; Addington</b> 613-354-0909 <a href="http://mikebossio.ca/">http://mikebossio.ca/</a></p> <p><b>Office of the Privacy Commission of Canada</b> 1-800-282-1376 <a href="http://www.privcom.gc.ca">www.privcom.gc.ca</a></p> <p>If an organization refuses to give you a product or service unless you give your SIN #, complain to the Privacy Commissioner. (See their SIN Fact Sheet: <a href="http://www.priv.gc.ca/fs-fi/02_05_d_02_e.cfm">www.priv.gc.ca/fs-fi/02_05_d_02_e.cfm</a> )</p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Student Loans</b>	<ul style="list-style-type: none"> <li>Info about maintaining or repaying a student loan or to apply for the Permanent Disability Benefit or Tax Relief</li> </ul>	<p><b>Community Advocacy &amp; Legal Centre</b> 613-966-8686 or 1-877-966-8686 (TTY: 1-877-966-8714) <a href="http://www.communitylegalcentre.ca">www.communitylegalcentre.ca</a></p> <p><b>National Student Loans Service Centre</b> 1-888-815-4556</p> <p>(If you have a Canada Student Loan negotiated on or after August 1, 2000, an Ontario Student Loan negotiated on or after August 1, 2001 or a Canada-Ontario Integrated Student Loan negotiated after November 17, 2001)</p> <p>For Canada Student Loan negotiated before August 1, 2000 or Ontario Student Loan negotiated before August 1, 2001 contact the lender holding your loan.</p>
	<ul style="list-style-type: none"> <li>Other help with student loans</li> </ul> <p>(You cannot avoid repaying your Canada Student Loan, Ontario Student Loan and/or Canada-Ontario Integrated Student Loan through bankruptcy for a period of 10 years following completion of your studies.)</p>	<p><b>MP, Bay of Quinte</b> (Quinte West, Belleville (south of 401), and Prince Edward County) 613-969-3300 <a href="https://neilellis.liberal.ca/">https://neilellis.liberal.ca/</a></p> <p><b>MP, Hastings (North of 401)-Lennox &amp; Addington</b> 613-354-0909 <a href="http://mikebossio.ca/">http://mikebossio.ca/</a></p>
<b>Tenant Rights</b>  (See next page for Tenant Rights information resources)	<ul style="list-style-type: none"> <li>Free Legal Advice to low-income tenants in our service area</li> </ul>	<p><b>Community Advocacy &amp; Legal Centre</b> 613-966-8686 or 1-877-966-8686 (TTY: 613-966-8714) <a href="http://www.communitylegalcentre.ca/legal_information/HSG/Tenants.htm">www.communitylegalcentre.ca/legal_information/HSG/Tenants.htm</a></p>
	<ul style="list-style-type: none"> <li>Free Legal Advice – but only on appealing or enforcing an order (they do not do Landlord &amp; Tenant Board matters)</li> </ul>	<p><b>Pro Bono Ontario</b> 1-855-255-7256 <a href="https://www.probonoontario.org/housing/">https://www.probonoontario.org/housing/</a></p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> <li>• Legal information</li> <li>• See CALC's website, <a href="#">Homelessness and Emergencies page</a> for links to local food banks as well as shelters, etc.</li> <li>• <b>Homeless?</b> Contact your local Ontario Works office during business hours. <u>After hours</u> (4:30pm-8:30am Mon-Fri or all day weekends and holidays), call the <a href="#">CMHA at: 1-877-528-9514</a>.</li> </ul>	<p><b>Community Advocacy &amp; Legal Centre website</b></p> <p>Tenant Links page <a href="http://www.communitylegalcentre.ca/legal_information/HSG/Tenants/Links.htm">www.communitylegalcentre.ca/legal_information/HSG/Tenants/Links.htm</a></p> <p>Emergency Financial Assistance for Tenants links: <a href="http://www.communitylegalcentre.ca/legal_information/Tips/HSG/Financial-Resources-for-Tenants.pdf">www.communitylegalcentre.ca/legal_information/Tips/HSG/Financial-Resources-for-Tenants.pdf</a></p> <p>Homelessness and Emergencies Page (includes food banks): <a href="http://www.communitylegalcentre.ca/legal_information/HSG/Homelessness_and_Emergencies.htm">www.communitylegalcentre.ca/legal_information/HSG/Homelessness_and_Emergencies.htm</a></p> <p><b>Community Legal Education Ontario (CLEO)</b> <a href="http://www.cleo.on.ca/">www.cleo.on.ca/</a> (Legal information pamphlets)</p> <p><b>Your Legal Rights – Housing law page</b> <a href="http://yourlegalrights.on.ca/legal-topic/housing-law">http://yourlegalrights.on.ca/legal-topic/housing-law</a></p> <p><b>Steps to Justice</b> (step-by-step, practical legal information) <a href="https://stepstojustice.ca/category/legal-topic/housing-law">https://stepstojustice.ca/category/legal-topic/housing-law</a></p> <p><b>Advocacy Centre for Tenants Ontario (ACTO)</b> <a href="http://www.acto.ca/en/tenant-info.html">www.acto.ca/en/tenant-info.html</a> (Tip Sheets)</p> <p><b>Hastings Housing Resource Centre</b> (links to finding housing, local food banks, shelters, etc.) <a href="https://www.hastingshousing.com/emergency.htm">https://www.hastingshousing.com/emergency.htm</a></p> <p><b>Indigenous Housing:</b></p> <p><b>Mohawks of the Bay of Quinte - Housing Office</b> 613-396-3424, Lori Maracle or email <a href="mailto:lorim@mbq-tmt.org">lorim@mbq-tmt.org</a> <a href="http://www.mbq-tmt.org/administration-and-services/housing-sustainable-development/housing-programs">www.mbq-tmt.org/administration-and-services/housing-sustainable-development/housing-programs</a></p> <p><b>Ontario Aboriginal Housing Services</b> Apply online: <a href="http://www.ontarioaboriginalhousing.ca/rental-housing/">www.ontarioaboriginalhousing.ca/rental-housing/</a></p> <p><b>Centre for Equality Rights in Accommodation</b> <a href="http://www.equalityrights.org/cera/">www.equalityrights.org/cera/</a> (discrimination in housing)</p> <p><b>Landlord and Tenant Board</b> 1-888-332-3234 <a href="http://www.sjto.gov.on.ca/lrb/">http://www.sjto.gov.on.ca/lrb/</a> (information and forms)</p> <p><b>Ministry of Municipal Affairs and Housing</b> <a href="http://www.mah.gov.on.ca/Page11.aspx">www.mah.gov.on.ca/Page11.aspx</a></p>
<p><b>Traffic Offences</b></p>		<p>See “<a href="#">Provincial Offences</a>”</p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Travel</b>	<ul style="list-style-type: none"> <li>Children and travel, especially where parents are separated and custody is at issue</li> <li>Country information, incl. travel reports/warnings</li> </ul>	<p><b>Government of Canada</b></p> <p><a href="http://travel.gc.ca/travelling/advisories">http://travel.gc.ca/travelling/advisories</a> Travel advisories for different countries</p> <p><a href="http://travel.gc.ca/travelling/publications/travelling-with-children">http://travel.gc.ca/travelling/publications/travelling-with-children</a> <a href="http://travel.gc.ca/travelling/children/consent-letter">http://travel.gc.ca/travelling/children/consent-letter</a> Sample consent letter for travel with children outside of Canada.</p>
<b>Veteran's Affairs</b>	<ul style="list-style-type: none"> <li>Info on programs for veterans</li> </ul>	<p><b>Veteran Affairs Canada - Veteran's Services</b> 1-866-522-2122 <a href="http://www.vac-acc.gc.ca/clients/sub.cfm?source=services">www.vac-acc.gc.ca/clients/sub.cfm?source=services</a></p>
	<ul style="list-style-type: none"> <li>Where to appeal decisions of the Minister of Veterans Affairs</li> </ul>	<p><b>Veteran's Review and Appeal Board</b> 1-800-450-8006 or Email: VRAB_TACRA@vac-acc.gc.ca <a href="http://www.vrab-tacra.gc.ca/">www.vrab-tacra.gc.ca/</a></p>
	<ul style="list-style-type: none"> <li>Free legal advice, services and representation to people who want to appeal a decision or assessment that has been awarded</li> </ul>	<p><b>Bureau of the Pensions Advocates</b> 1-877-228-2250 <a href="http://www.vac-acc.gc.ca/clients/sub.cfm?source=department/organization/bpa1">www.vac-acc.gc.ca/clients/sub.cfm?source=department/organization/bpa1</a></p>
	<ul style="list-style-type: none"> <li>Upholds the Veterans Bill of Rights; receives and reviews complaints stemming from programs and services provided or administered by Veterans Affairs or pertaining to the Bill of Rights.</li> </ul>	<p><b>Veteran's Ombudsman</b> 1-877-330-4343 <a href="http://www.ombudsman-veterans.gc.ca/">www.ombudsman-veterans.gc.ca/</a></p> <p>Independent officer - reports directly to Minister of Veterans Affairs. <b>Note:</b> The ombudsman will <u>not</u> review decisions made by the Veterans Review and Appeal Board or decisions made by Veterans Affairs that can be appealed to the Board nor review court decisions and legal advice provided by the Bureau of Pension Advocates.</p>
	<ul style="list-style-type: none"> <li>Pensions and benefits information for veterans who are seniors</li> </ul>	<p><b>Pensions and Benefits for Veterans</b> <a href="https://www.ontario.ca/page/seniors-manage-your-finances#section-2">https://www.ontario.ca/page/seniors-manage-your-finances#section-2</a></p>
<p><b>Veterinary Bills</b> (and other pet costs)</p> <p>See <a href="#">Domestic Violence</a> section about volunteers who foster pets for women who must go into a shelter</p>	<ul style="list-style-type: none"> <li>Financial assistance to pay vet bills for pets</li> <li>Vets must apply (not owners) – application forms are on OVMA website</li> </ul>	<p><b>The Farley Foundation</b> 1-888-262-9811 (Veterinarians can call for information) <a href="http://www.farleyfoundation.org">www.farleyfoundation.org</a> or <a href="http://www.ovma.org/farley_foundation">www.ovma.org/farley_foundation</a></p> <p>Funding limited to \$1000 per pet owner per year. Veterinarians, who must be members of OVMA, apply for funds on behalf of low-income clients. <b>Owners cannot apply directly.</b> See website for eligibility rules or ask your vet.</p>
	<ul style="list-style-type: none"> <li>Pet Food Bank (mostly dog and cat food, occasionally, rabbit food – may also have collars, leashes, litter boxes, etc. depending on donations)</li> </ul>	<p><b>Tweed Pet Food Bank</b> 224 Metcalf Street, Tweed</p> <p>Open 12:00-2:00 pm every Wednesday (and you don't need to be a resident of Tweed).</p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Victims of Crime</b>	<ul style="list-style-type: none"> <li>Support lines for victims of crime or those calling on their behalf with information and referrals to services across Ontario</li> <li>Victim Services provides funding for counselling, emergency expenses and changing locks, etc.</li> </ul>	<p><b>Victim Support Line</b> 1-888-579-2888 Toll-free, 24/7/365 multilingual <a href="http://www.ontario.ca/victimservices">www.ontario.ca/victimservices</a></p> <p><b>Victim Services (Hastings, Prince Edward, Lennox &amp; Addington Counties)</b> Belleville: 1-866-680-9972 Napanee: 1-877-354-4151 Quinte West: 613-392-3561 <a href="http://www.victimservicesquinte.ca/programs.html">www.victimservicesquinte.ca/programs.html</a></p> <p><b>Sexual Assault Centre for Quinte and District</b> 1-877-544-6424 Toll Free Crisis Line, 24/7 <a href="http://www.sacqd.com">www.sacqd.com</a></p> <p><b>Ontario Human Trafficking Helpline</b> 1-833-999-9211; TTY: 1-888-340-1001 <a href="https://www.attorneygeneral.jus.gov.on.ca/english/ovss/human-trafficking.php">https://www.attorneygeneral.jus.gov.on.ca/english/ovss/human-trafficking.php</a> Confidential helpline to find help and free legal advice. Parents and guardians of child victims also eligible.</p> <p><b>Male Survivors of Sexual Abuse – Prov. Crisis/Support Line</b> 1-866-887-0015 <a href="http://www.findhelp.ca">www.findhelp.ca</a> or <a href="http://www.attorneygeneral.jus.gov.on.ca/english/ovss/male_support_services/default.asp">www.attorneygeneral.jus.gov.on.ca/english/ovss/male_support_services/default.asp</a> Live-answer, 24/7/365 multilingual service.</p> <p><b>Federal Ombudsman for victims of Crime</b> 1-866-481-8429 <a href="http://www.victimfirst.gc.ca/">www.victimfirst.gc.ca/</a> Learn about your rights and services available to you.</p> <p><b>S.O.S. Femmes</b> <a href="http://www.sosfemmes.com">www.sosfemmes.com</a> Provincial emergency line for francophone women in Ontario.</p> <p><b>The Victim/Witness Assistance Program (VWAP)</b> <a href="http://www.attorneygeneral.jus.gov.on.ca/english/ovss/programs.asp#vwap">www.attorneygeneral.jus.gov.on.ca/english/ovss/programs.asp#vwap</a> VWAP Brochure: <a href="http://www.attorneygeneral.jus.gov.on.ca/english/ovss/VWAP-English.pdf">www.attorneygeneral.jus.gov.on.ca/english/ovss/VWAP-English.pdf</a></p>
	<ul style="list-style-type: none"> <li>Victims of violent crime can make a claim for compensation (up to \$25,000 per claim)</li> </ul>	<p><b>Criminal Injuries Compensation Board</b> 1-800-372-7463 <a href="http://www.sjto.gov.on.ca/cicb">www.sjto.gov.on.ca/cicb</a> Claims must be made within 2 years of the crime or within 2 years of turning 18 if it happened when under 18. Extensions can be requested.</p>
	<ul style="list-style-type: none"> <li>Legal Advice - for claims to the Criminal Injuries Compensation Board - helps low-income residents with claims, including representation at hearings</li> </ul>	<p><b>Community Advocacy &amp; Legal Centre</b> 613-966-8686 or 1-877-966-8686 (TTY: 613-966-8714) <a href="http://www.communitylegalcentre.ca/legal_information/CICB.htm">www.communitylegalcentre.ca/legal_information/CICB.htm</a></p> <p><b>Queen's Legal Aid</b> (Residents of Kingston/Napanee area) 613-533-2102 <a href="http://queenslawclinics.ca/queenslegalaid/">http://queenslawclinics.ca/queenslegalaid/</a></p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Wills and Estates</b>	<ul style="list-style-type: none"> <li>Legal information</li> </ul>	<p><b>Justice Ontario (Ministry of the Attorney General)</b> 1-866-252-0104 <a href="http://www.ontario.ca/justiceontario">www.ontario.ca/justiceontario</a> (see Wills and Estates section)</p> <p><b>Advocacy Centre for the Elderly</b> – page on Wills 1-855-598-2656 <a href="http://www.ancelaw.ca/estates_-_introduction.php">www.ancelaw.ca/estates_-_introduction.php</a></p> <p><b>Community Advocacy &amp; Legal Centre (Tip Sheet)</b> <a href="http://www.communitylegalcentre.ca/referrals/poa.htm">www.communitylegalcentre.ca/referrals/poa.htm</a></p> <p><b>Your Legal Rights</b> – Wills and Estates Page <a href="http://yourlegalrights.on.ca/legal-topic/wills-and-estates">http://yourlegalrights.on.ca/legal-topic/wills-and-estates</a></p> <p><b>Wills and Small Claims Video</b> <a href="http://yourlegalrights.on.ca/resource/legal-information-wills-and-small-claims">http://yourlegalrights.on.ca/resource/legal-information-wills-and-small-claims</a></p>
	<ul style="list-style-type: none"> <li>Legal advice, Will and Power of Attorney preparation</li> <li>Pro Bono Ontario (<a href="https://www.probonoontario.org/261-2/">https://www.probonoontario.org/261-2/</a>) will be offering Will services soon – check their website in the fall</li> </ul>	<p><b>Community Advocacy &amp; Legal Centre</b> 613-966-8686 or 1-877-966-8686 (TTY: 1-877-966-8714) <a href="http://www.communitylegalcentre.ca/referrals/POA.htm">www.communitylegalcentre.ca/referrals/POA.htm</a></p> <p>Offers free Wills &amp; Powers of Attorney to qualified low-income applicants. Certain criteria apply.</p> <p><b>Queen’s Elder Law Clinic (Kingston)</b> 613-533-2950 <a href="http://queenslawclinics.ca/elder/">http://queenslawclinics.ca/elder/</a></p> <p>Serves low-income residents of Southern Lennox &amp; Addington County and Kingston who are 50 years of age or over.</p> <p><b>The Legal Clinic (Perth)</b> 613-279-3252 or 1-800-597-4529 <a href="http://www.legalclinic.ca">www.legalclinic.ca</a></p> <p>Serves low-income residents of Northern Lennox &amp; Addington County.</p> <p><b>Northumberland Community Legal Centre</b> 1-800-850-7882 <a href="http://thehelpandlegalcentre.ca/legal/">http://thehelpandlegalcentre.ca/legal/</a></p> <p>Offers Powers of Attorney to low-income residents of Northumberland County.</p> <p><b>Pro Bono Ontario</b> 1-855-255-7256 <a href="https://www.probonoontario.org/hotline/">https://www.probonoontario.org/hotline/</a></p> <p>Will prepare Powers of Attorney for low and middle income residents of Ontario. (May provide Wills in the future.)</p> <p><b>Lawyer, Private Bar</b> Check yellow pages or visit the <b>Law Society of Upper Canada</b> website, <b>Lawyer and Paralegal Directory</b> – enter city and check off Wills, Estates under Main Area of Law to generate list <a href="http://www.lsuc.on.ca/find-a-lawyer-or-paralegal/">www.lsuc.on.ca/find-a-lawyer-or-paralegal/</a></p> <p><b>Hastings County Law Association</b> website (find a lawyer): <a href="http://www.communitylegalcentre.ca/hcla/find-a-lawyer.html">www.communitylegalcentre.ca/hcla/find-a-lawyer.html</a></p>

## Where to Go For Help

(In Hastings, Prince Edward and Lennox & Addington Counties)

Type of Problem	Type of Help	Resource & Contact Info
<b>Workplace Safety &amp; Insurance Board</b>	<ul style="list-style-type: none"> <li>Legal Advice</li> </ul>	<p><b>Community Advocacy &amp; Legal Centre</b> 613-966-8686 or 1-877-966-8686 (TTY : 613-966-8714) <a href="http://www.communitylegalcentre.ca/legal_information/WR/WSIB.htm">www.communitylegalcentre.ca/legal_information/WR/WSIB.htm</a></p> <p>Free legal advice and representation for low-income residents of our service area (non-unionized employees only).</p> <p><b>Office of the Worker Advisor (OWA)</b> <a href="http://www.owa.gov.on.ca/Pages/default.aspx">www.owa.gov.on.ca/Pages/default.aspx</a> Workplace Insurance: 1-800-435-8980 (TTY: 1-866-445-3092) Health &amp; Safety Reprisals: 1-855-659-7744</p> <p>Independent agency of Ontario Ministry of Labour. Free, confidential services to non-unionized injured workers.</p> <p><b>Industrial Accident Victims Group of Ontario (IAVGO)</b> 1-877-230-6311 <a href="http://iavgo.org/">http://iavgo.org/</a></p>
	<ul style="list-style-type: none"> <li>Legal Consultation and advice (for a fee)</li> </ul>	<p><b>Law Society Referral Service (LSRS)</b> 1-855-947-5255 / <a href="mailto:lrs@lsuc.on.ca">lrs@lsuc.on.ca</a> (Crisis/no access to internet) <a href="http://www.lawsocietyreferralservice.ca">www.lawsocietyreferralservice.ca</a></p> <p>Up to 30 minutes of free consultation either by phone or in-person. Not designed to provide legal advice or second opinions. Fees should be discussed with lawyer or paralegal.</p>
	<ul style="list-style-type: none"> <li>Information</li> </ul>	<p><b>Community Legal Education Ontario (CLEO)</b> <a href="http://www.cleo.on.ca">www.cleo.on.ca</a> Pamphlets such as how to make a claim, manual for workers' advocates and your right to appeal.</p> <p><b>Your Legal Rights</b> – page on Workplace Safety <a href="http://yourlegalrights.on.ca/legal-topic/employment-and-work/workplace-safety">http://yourlegalrights.on.ca/legal-topic/employment-and-work/workplace-safety</a></p> <p><b>Workplace Safety and Insurance Board (WSIB)</b> 1-800-387-0750 <a href="http://www.wsib.on.ca/">www.wsib.on.ca/</a></p> <p><b>Workplace Safety and Insurance Appeals Tribunal</b> <a href="http://www.wsiat.on.ca/">www.wsiat.on.ca/</a> Hears appeals of decisions of the WSIB</p> <p><b>Injured Workers Online</b> <a href="http://www.injuredworkersonline.org">www.injuredworkersonline.org</a></p> <p><b>Injured Workers' Consultants (IWC)</b> 416-461-2411 <a href="http://www.injuredworkersonline.org/Organizations/iwc.html">www.injuredworkersonline.org/Organizations/iwc.html</a></p> <p><b>WorkSmartOntario</b> <a href="http://www.worksmartontario.gov.on.ca/scripts/default.asp">www.worksmartontario.gov.on.ca/scripts/default.asp</a> Info for young and/or new workers.</p>