

# WHERE TO GO FOR HELP – Table of Contents

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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><br/>1-800-282-1376; TTY: 819-994-6591<br/><a href="https://www.priv.gc.ca/en/">https://www.priv.gc.ca/en/</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>   |
| <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 &amp; Privacy Commissioner of Ontario</b><br/>1-800-387-0073 <a href="http://www.ipc.on.ca/">www.ipc.on.ca/</a></p> <p>The <b>Personal Health Information Protection Act (PHIPA)</b> contains the rules regarding your personal health information.</p> <p>View your privacy rights on their website:<br/><a href="https://www.ipc.on.ca/health-individuals/file-a-health-privacy-complaint/your-health-privacy-rights-in-ontario/">https://www.ipc.on.ca/health-individuals/file-a-health-privacy-complaint/your-health-privacy-rights-in-ontario/</a></p> <p>Read their FAQ sheet: <a href="https://www.ipc.on.ca/wp-content/uploads/2015/11/phipa-faq.pdf">https://www.ipc.on.ca/wp-content/uploads/2015/11/phipa-faq.pdf</a></p> <p><b>REGARDING THE ODSP DATA BREACH (Jan 2019):</b></p> <p><b>Class Action suit lawyers: Rochon Genova</b> (Toronto)<br/>Email: Jon Sloan <a href="mailto:jsloan@rochongenova.com">jsloan@rochongenova.com</a><br/>Phone: 1-416-363-1867, ext 299</p> <p>(They have a toll-free consultation #, maybe they can patch callers through to Mr. Sloan: 1-800-462-3864)<br/><a href="https://www.rochongenova.com/Current-Class-Action-Cases/ODSP-Data-Breach.shtml">https://www.rochongenova.com/Current-Class-Action-Cases/ODSP-Data-Breach.shtml</a> for more info</p> <p>You have the option of <u>opting out</u> of the <u>class action</u> and bringing your own tort action on the basis of breach of confidence, intrusion upon seclusion, or the new privacy tort of public disclosure of private facts. Damages could be higher in an individual civil suit, but not guaranteed. You would have to pay for your own lawyer.</p> <p>You can also <u>complain to the Information and Privacy Commissioner</u> (IPC) (noted above), but it's unclear what additional value this would have when ODSP has already reported itself. <b>Before making a complaint to IPC, you should get advice from the class actions lawyers</b> or a civil litigation lawyer about the potential impacts of an IPC complaint on a civil suit.</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><br/>Belleville: 613-968-8888 Kingston: 613-547-6969<br/><a href="https://providencecare.ca/community-services/community-brain-injury-services/">https://providencecare.ca/community-services/community-brain-injury-services/</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><br/>Belleville: 613-962-2541; Trenton: 613-394-4445<br/><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><br/>613-547-6969 or 1-800-871-8096<br/><a href="https://braininjuryhelp.ca/about-abi-system-navigator/">https://braininjuryhelp.ca/about-abi-system-navigator/</a></p>  |
|   | <ul style="list-style-type: none"> <li>Free legal services for people with acquired brain injury living on a low income</li> </ul>   | <p><b>I Decide Law Program</b><br/>416-860-7572 or <a href="mailto:info@pooranlaw.com">info@pooranlaw.com</a><br/><a href="https://pooranlaw.com/services/people/free-legal-services/">https://pooranlaw.com/services/people/free-legal-services/</a></p> <p>More info under the <a href="#">Disability Issues</a> section.</p>   |

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|--|--|--|
| <b>Adoption</b>  | <ul style="list-style-type: none"> <li>Information on process</li> </ul>   | <p><b>International Adoptions and the Immigration Process</b><br/>1-888-242-2100 TTY: 1-888-576-8502<br/><a href="http://www.canada.ca/en/immigration-refugees-citizenship/services/canadians/adopt-child-abroad.html">www.canada.ca/en/immigration-refugees-citizenship/services/canadians/adopt-child-abroad.html</a></p> <p><b>Ministry of Children and Youth Services</b><br/>1-866-821-7770 TTY: 1-800-387-5559<br/><a href="http://www.ontario.ca/page/ministry-children-community-and-social-services">www.ontario.ca/page/ministry-children-community-and-social-services</a></p> <p><b>Adoption Council of Canada</b><br/>1-888-542-3678<br/><a href="http://www.adoption.ca/">www.adoption.ca/</a></p> <p><b>Adoption Council of Ontario</b><br/>1-877-236-7820 Email: <a href="mailto:info@adoption.on.ca">info@adoption.on.ca</a><br/><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> |
|  | <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><br/>1-855-947-5255 / <a href="mailto:lrs@lso.ca">lrs@lso.ca</a> (Crisis/no access to internet)<br/><a href="http://www.findlegalhelp.ca">www.findlegalhelp.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><br/>1-800-668-8258; TTY: 1-800-855-0511<br/><a href="https://www.legalaid.on.ca/services/family-legal-issues/">https://www.legalaid.on.ca/services/family-legal-issues/</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>  |
| <b>Adult Protective Service Worker (APSW) – Applying for one</b> | <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><br/>1-855-237-6737 or 1-613-354-7977 (South East Region)<br/><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> <p><b>Report Abuse/Neglect of an adult with a Developmental Disability:</b><br/>1-800-575-2222, TTY: 1-844-309-1025, <a href="mailto:reportONdisability@ontario.ca">reportONdisability@ontario.ca</a><br/><a href="https://www.ontario.ca/page/report-abuse-and-neglect-adult-developmental-disability">https://www.ontario.ca/page/report-abuse-and-neglect-adult-developmental-disability</a></p>  |

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| <b>Affidavits/Statutory Declarations/Notarizing documents</b> | <ul style="list-style-type: none"> <li>Swearing of affidavits and declarations (commissioning) – Bring your ID with you</li> <li>These locations offer free (or lower fee) <b>swearing of affidavits</b> in limited circumstances. <b>Please call first</b> and tell them what kinds of documents you have to ask if they will swear them for you. (ALSO, MANY ARE BY APPOINTMENT ONLY). If it is not an area they will assist with, you will need to go to a private bar lawyer or notary public.</li> </ul> | <p><b>Community Advocacy &amp; Legal Centre</b><br/>613-966-8686 or 1-877-966-8686 (Specific areas of law only)<br/>(Both Notarizing and Commissioning available)<br/><a href="https://communitylegalcentre.ca/our-services/commissioning-and-notarizing/">https://communitylegalcentre.ca/our-services/commissioning-and-notarizing/</a></p> <p><b>Bancroft Town Hall</b> (\$10 for residents, \$25 non-res, walk-in ok)<br/>613-332-3331 (Clerk's Dept. page, scroll down to Commissioning)<br/><a href="https://www.bancroft.ca/town_hall/departments/clerk">https://www.bancroft.ca/town_hall/departments/clerk</a></p> <p><b>Belleville City Hall</b> (must be a resident of Belleville, \$30 fee)<br/>613-967-3228 <a href="https://www.belleville.ca/contact">https://www.belleville.ca/contact</a> (walk-in ok)</p> <p><b>Deseronto Town Hall</b> (\$10 for residents, walk-in ok)<br/>613-396-2440 <a href="http://deseronto.ca/">http://deseronto.ca/</a></p> <p><b>Flinton - Addington Highlands Town Hall</b> (free for residents)<br/>613-336-2286 <a href="http://www.addingtonhighlands.ca/">www.addingtonhighlands.ca/</a> (call for appt.)</p> <p><b>Lennox &amp; Addington County Admin. Bldg.</b> (free for residents)<br/>613-354-4883, x3224 Call for appointment.<br/><a href="https://lennox-addington.on.ca/government/administrative-services/commissioner-of-oath/">https://lennox-addington.on.ca/government/administrative-services/commissioner-of-oath/</a></p> <p><b>Queen's Legal Aid</b> (Lennox &amp; Addington residents)<br/>613-533-2102 <a href="https://queenslawclinics.ca/queens-legal-aid">https://queenslawclinics.ca/queens-legal-aid</a></p> <p><b>Madoc Township</b> (free for residents/non-res. depends on doc)<br/>613-473-2677 <a href="http://www.madoc.ca/">www.madoc.ca/</a> - walk-in ok</p> <p><b>MP, Bay of Quinte (Ryan Williams)</b> (Federal documents only)<br/>613-969-3300 (call ahead) <a href="https://ryanwilliamsmp.ca/">https://ryanwilliamsmp.ca/</a></p> <p><b>MP, Hastings-Lennox &amp; Addington (Shelby Kramp-Neuman)</b><br/>(Federal docs only, call ahead) <a href="http://shelbykrampneumanmp.ca/">http://shelbykrampneumanmp.ca/</a><br/>613-354-6886 (Napanee) or 613-473-0649 (Ivanhoe)</p> <p><b>MPP, Bay of Quinte (Incl. Belleville S of 401) (Tyler Allsopp)</b><br/>613-962-1144/1-877-536-6248 (anything provincial, no real estate)<br/><a href="https://tylerallsoppmpp.ca">https://tylerallsoppmpp.ca</a> (call ahead)</p> <p><b>MPP, Hastings-Lennox &amp; Addington (Ric Bresee)</b><br/>Madoc: 1-855-229-6676; Napanee: 613-354-3031<br/><a href="https://ricbreseempp.ca/">https://ricbreseempp.ca/</a> (call ahead, no fee, no appt. needed)</p> <p><b>Prince Edward County</b> (\$20 res/non-res., BY APPT.)<br/>613-476-2148 ext. 1020 or email at <a href="mailto:clerks@pecounty.on.ca">clerks@pecounty.on.ca</a><br/><a href="https://thecounty.ca/government/clerks-office/document-commissioning/">https://thecounty.ca/government/clerks-office/document-commissioning/</a></p> <p><b>ServiceOntario Centres</b> - Will swear affidavits for Land Transfer, Motor Vehicles. Follow link, enter location and issue, will prompt if service is provided. <a href="https://www.ontario.ca/locations/serviceontario">https://www.ontario.ca/locations/serviceontario</a></p> <p><b>Stirling-Rawdon Town Hall</b> (free for residents, \$5 for non-res.)<br/>613-395-3380 <a href="http://www.stirling-rawdon.com/">www.stirling-rawdon.com/</a> (walk-in ok)</p> <p><b>Trenton City Hall</b> (fee depends on document, res &amp; non-res)<br/>613-392-2841 <a href="https://quintewest.ca/">https://quintewest.ca/</a></p> <p><b>Tweed Town Hall</b> (\$10 for residents or non-residents)<br/>613-478-2535 <a href="https://tweed.ca/">https://tweed.ca/</a> (walk-in ok, call ahead preferred)</p> |
|   | <ul style="list-style-type: none"> <li>Notarizing Documents - Lawyers can notarize documents – these are links to help find a local one</li> </ul>  | <p><b>Law Society Referral Service</b><br/>1-855-947-5255 / <a href="mailto:lrs@lso.ca">lrs@lso.ca</a> (Crisis/no access to internet)<br/><a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a> - Up to 30 minutes of free consultation</p> <p><b>Hastings and Prince Edward Law Association</b><br/><a href="https://www.hastingscountylaw.com/find-a-lawyer">https://www.hastingscountylaw.com/find-a-lawyer</a></p>   |

## Where to Go For Help

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| Type of Problem  | Type of Help  | Resource & Contact Info   |
|--|---|---|
| <b>Alzheimer's – Help for Families</b>   | <ul style="list-style-type: none"> <li><i>First Link</i> is a program that gives persons with dementia, their care partners and family, a direct connection to a wide variety of services and supports offered through the Alzheimer Society and within the community.</li> </ul> | <p><b>Alzheimer Society - Hastings – Prince Edward</b><br/>           Belleville: 613-962-0892 or 1-800-361-8036<br/>           North Hastings: 613-332-4614<br/>           Prince Edward County: 613-476-2085<br/> <a href="https://alzheimer.ca/hpe/">https://alzheimer.ca/hpe/</a> or <a href="mailto:angela.meraw@alzheimerhpe.ca">angela.meraw@alzheimerhpe.ca</a></p> <p><b>First Link Program:</b> <a href="https://alzheimer.ca/hpe/en/help-support/programs-services/first-link">https://alzheimer.ca/hpe/en/help-support/programs-services/first-link</a> Online referral form (can be used by anyone). Contact: <a href="mailto:Shelley.haggarty@alzheimerhpe.ca">Shelley.haggarty@alzheimerhpe.ca</a></p> <p><b>Alzheimer Society - Kingston, Frontenac, Lennox &amp; Addington</b><br/>           1-800-266-7516 or email: <a href="mailto:reception@alzking.com">reception@alzking.com</a><br/> <a href="https://alzheimer.ca/kfla/">https://alzheimer.ca/kfla/</a></p> |
| <b>Animal Welfare</b><br>(reporting abuse or appealing a decision against an animal owner)   | <ul style="list-style-type: none"> <li>New system of reporting abuse – comes into force January 1, 2020</li> </ul>  | <p><b>Ontario Animal Protection Call Centre</b><br/>           1-833-9-ANIMAL (1-833-926-4625)<br/> <a href="https://www.ontario.ca/page/animal-welfare">https://www.ontario.ca/page/animal-welfare</a></p>   |
|  | <ul style="list-style-type: none"> <li>Animal owners appealing a decision/order</li> </ul>  | <p><b>Animal Care Review Board (ACRB)</b><br/>           1-888-444-0204; TTY: 1-800-855-0511; <a href="mailto:ACRB.registrar@ontario.ca">ACRB.registrar@ontario.ca</a><br/> <a href="https://tribunalsontario.ca/acrb/">https://tribunalsontario.ca/acrb/</a></p>   |
| <b>Birth Certificates (Ontario)</b><br><br>(Contact Registrar General for Change of Name information.)<br><br>See also:<br><a href="https://www.ontario.ca/page/change-name">https://www.ontario.ca/page/change-name</a> for info on how to change your name.) | <ul style="list-style-type: none"> <li>Contact Registrar General for applications &amp; information</li> </ul>  | <p><b>Registrar General</b><br/>           1-800-461-2156; TTY: 416-325-3408<br/> <a href="https://www.orgforms.gov.on.ca/IBR/start">https://www.orgforms.gov.on.ca/IBR/start</a></p>   |
|  | <ul style="list-style-type: none"> <li>Apply online at ServiceOntario Website</li> </ul>  | <p><b>ServiceOntario – Online Birth Certificate application</b><br/> <a href="http://www.ontario.ca/page/get-or-replace-ontario-birth-certificate">www.ontario.ca/page/get-or-replace-ontario-birth-certificate</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 (Incl. Belleville S of 401) (Tyler Allsopp)</b><br/>           613-962-1144 or 1-877-536-6248<br/> <a href="https://tylerallsoppmpp.ca">https://tylerallsoppmpp.ca</a></p> <p><b>MPP, Hastings-Lennox &amp; Addington (Ric Bresee)</b><br/>           Madoc: 1-855-229-6676; Napanee: 613-354-3031<br/> <a href="https://ricbreseempp.ca/">https://ricbreseempp.ca/</a></p>  |
|  | <ul style="list-style-type: none"> <li>For legal advice contact a private bar lawyer – free 30 minute consultation</li> </ul>   | <p><b>Law Society Referral Service</b> <a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a><br/>           1-855-947-5255 / <a href="mailto:lrs@lso.ca">lrs@lso.ca</a> (Crisis/no access to internet)</p> <p>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>Free legal help and advice</li> </ul>  | <p><b>Community Advocacy &amp; Legal Centre</b><br/>           613-966-8686 or 1-877-966-8686 or <a href="http://bit.ly/calc-help">http://bit.ly/calc-help</a></p> <p><b>Pro Bono Ontario (PBO)</b><br/>           1-855-255-7256 <a href="https://www.probonoontario.org/cerb/">https://www.probonoontario.org/cerb/</a></p> <p>PBO eligibility criteria: if you got a letter from CRA saying you were overpaid and you then asked for a review but original decision was confirmed and you must now pay benefits back. Call PBO if you want to request a second review or apply for judicial review. Apply for help with their online application form or email <a href="mailto:cerb@probonoontario.org">cerb@probonoontario.org</a>.</p>   |
| <b>CERB/CRB Overpayments</b><br>(Canada Emergency Response Benefit & Canada Recovery Benefit)  | <ul style="list-style-type: none"> <li>Free legal help</li> </ul>   | <p><b>Pro Bono Ontario (PBO)</b><br/>           1-855-255-7256 <a href="https://www.probonoontario.org/corporate/">https://www.probonoontario.org/corporate/</a></p>  |
|  | <ul style="list-style-type: none"> <li>Charity Start-up info</li> </ul>   | <p><b>Charity Central (based in Alberta)</b><br/>           1-780-822-7623 or Email: <a href="mailto:info@cplea.ca">info@cplea.ca</a><br/> <a href="http://www.charitycentral.ca">www.charitycentral.ca</a></p> <p>Does not provide legal advice. Links section has law-related info.</p>   |
| <b>Charities – Help with legal requirements for registered charities</b><br><br>(Cont'd next page)   | <ul style="list-style-type: none"> <li>What you need to know to comply with Income Tax Laws as a registered charity – online resources</li> </ul>   |   |



## Where to Go For Help

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

| Type of Problem  | Type of Help  | Resource & Contact Info   |
|--|---|---|
| See also:<br><a href="#">"Incorporation (for Non-Profits)"</a> | <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><br/>613-533-2102 or <a href="mailto:qblc@queensu.ca">qblc@queensu.ca</a>;<br/><a href="https://queenslawclinics.ca/business-law">https://queenslawclinics.ca/business-law</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>  |
| Children's issues  | <ul style="list-style-type: none"> <li>Lawyers to represent children</li> </ul>   | <p><b>Office of the Children's Lawyer</b><br/>416-314-8000; Email: <a href="mailto:OCL.Inquiries@ontario.ca">OCL.Inquiries@ontario.ca</a><br/><a href="https://www.ontario.ca/page/office-childrens-lawyer">https://www.ontario.ca/page/office-childrens-lawyer</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) for youth</li> </ul>   | <p><b>Justice for Children and Youth (JFCY)</b><br/>(416) 920-1633 or 1-866-999-5329 <a href="http://www.jfcy.org/">www.jfcy.org/</a></p> <p><b>Providing advice in:</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>The Ontario Ombudsman now investigates complaints about: <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, foster homes, group homes),</li> <li>secure treatment facilities,</li> <li>provincial and demonstration schools for the deaf &amp; blind</li> </ul> </li> </ul> | <p><b>Ontario Ombudsman – Children &amp; Youth Unit</b><br/>1-800-263-2841; TTY: 416-325-2648<br/><a href="http://www.ombudsman.on.ca/what-we-do/topics/children-youth">www.ombudsman.on.ca/what-we-do/topics/children-youth</a><br/>Email: <a href="mailto:cy-ej@ombudsman.on.ca">cy-ej@ombudsman.on.ca</a></p> <p>They handle complaints about Children's Aid Societies and children and youth in care. (Effective May 1, 2019, with the closure of Ontario's Child Advocate Office.)</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 Ombudsman to intervene on their behalf.</p>  |
| Commercial Tenancies   | <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><br/>1-800-729-4871 (automated information line)<br/><a href="https://www.ontario.ca/page/renting-commercial-property-ontario">https://www.ontario.ca/page/renting-commercial-property-ontario</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> (30 min. consultation)<br/>1-855-947-5255 / <a href="mailto:lrs@lso.ca">lrs@lso.ca</a> (Crisis/no access to internet)<br/><a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a></p> <p>Service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.</p>   |
| Complaints – Accountants                                       | <ul style="list-style-type: none"> <li>Accountants – Complain to the firm they work for first, if no action taken, call to report (breach of ethics only)</li> </ul>  | <p><b>Chartered Professional Accounts of Ontario (CPA)</b><br/>(Governing body for CGAs, CMAs, CAs)<br/>1-800-661-9675 (to report suspected fraud)<br/>Main site: <a href="https://www.cpacanada.ca/">https://www.cpacanada.ca/</a><br/>Fraud policy: <a href="https://www.cpacanada.ca/en/the-cpa-profession/about-cpa-canada/cpa-canada-fraud-policy">https://www.cpacanada.ca/en/the-cpa-profession/about-cpa-canada/cpa-canada-fraud-policy</a></p> <p><b>Ethics hotline:</b> <a href="https://cpa.confidenceline.com/CPA-Canada">https://cpa.confidenceline.com/CPA-Canada</a><br/>Deals with complaints regarding ethics and conduct. <u>They will not resolve disputes between members and clients.</u></p> <p><b>Complaints:</b> <a href="https://www.cpaontario.ca/protecting-the-public/complaints">https://www.cpaontario.ca/protecting-the-public/complaints</a><br/>Does not resolve fee/financial disputes.</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><br>1-800-993-9459<br><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, then contact the Ombudsman</li> </ul>                    | <b>Canada Post Customer Service</b><br>1-866-607-6301 – Use their <a href="#">Contact Us page</a> to select a specific problem & it will give you link/phone number for help<br><a href="https://www.canadapost-postescanada.ca/cpc/en/home.page">https://www.canadapost-postescanada.ca/cpc/en/home.page</a><br><a href="https://www.canadapost-postescanada.ca/cpc/en/support/kb/company-policies/feedback-comments">https://www.canadapost-postescanada.ca/cpc/en/support/kb/company-policies/feedback-comments</a> <-- Feedback page<br><br><b>Office of the Ombudsman at Canada Post</b><br>1-800-204-4198 <a href="https://www.canadapost-postescanada.ca/ombudsman/">https://www.canadapost-postescanada.ca/ombudsman/</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><br>1-800-267-0570, TTY: 613-962-1019 or 1-888-962-1019<br><a href="http://highlandshorescas.com/">http://highlandshorescas.com/</a> , <a href="mailto:info@highlandshorescas.com">info@highlandshorescas.com</a><br><br><b>Local Phone Numbers:</b><br>Belleville: 613-962-9291      Quinte West: 613-965-6261<br>North Hastings: 613-332-2425      Picton: 613-476-7957<br><br><b>Family &amp; Children’s Services of Frontenac, Lennox &amp; Addington</b><br>(613) 545-3227 or 1-855-445-3227 <a href="mailto:info@facsfla.ca">info@facsfla.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><br>(613) 545-0539 or 1-800-646-3209<br><a href="http://www.ontario.ca/page/regional-offices-ministry-children-community-and-social-services">www.ontario.ca/page/regional-offices-ministry-children-community-and-social-services</a><br><br><b>Information on Children’s Aid:</b><br><a href="http://www.ontario.ca/page/ministry-children-community-and-social-services">www.ontario.ca/page/ministry-children-community-and-social-services</a><br><br><b>Info about How to make a complaint about CAS:</b><br><a href="http://www.ontario.ca/page/submitting-complaint-about-child-welfare-services">www.ontario.ca/page/submitting-complaint-about-child-welfare-services</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><br>1-888-777-3616 <a href="https://tribunalsontario.ca/cfsrb/">https://tribunalsontario.ca/cfsrb/</a><br><br>A complaint can only be made to the Review Board after it has been reviewed through the CAS’s internal complaint review procedure.<br><br>Link to CFSRB complaint form for complaints about CAS:<br><a href="https://tribunalsontario.ca/cfsrb/complain-about-services-of-a-childrens-aid-society/">https://tribunalsontario.ca/cfsrb/complain-about-services-of-a-childrens-aid-society/</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<br><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)<br><br><b>Law Society Referral Service (free 30 min consultation)</b><br>1-855-947-5255 / <a href="mailto:lsrs@lso.ca">lsrs@lso.ca</a> (Crisis/no access to internet)<br><a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a> (consultation does not incl advice, 2 <sup>nd</sup> opinions)<br><br><b>Justice Net</b> - 1-866-919-3219 <a href="http://www.justicenet.ca/">www.justicenet.ca/</a>   |
| <b>Complaints - Chiropodists</b>                                  | <ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>  | <b>College of Chiropodists of Ontario</b><br>1-877-232-7653<br><a href="http://www.cocoo.on.ca">www.cocoo.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  |
|---|--|--|
| <b>Complaints – Chiropractors</b>                         | <ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>   | <b>College of Chiropractors of Ontario</b><br>1-416-922-6355, ext 103<br><a href="http://www.cco.on.ca/">www.cco.on.ca/</a>  |
| <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> | <b>Ontario Ombudsman</b><br>1-800-263-1830<br><a href="http://www.ombudsman.on.ca">www.ombudsman.on.ca</a><br><br>Ombudsman given oversight of Universities and School Boards as of September 1, 2015.<br><br>Make your complaint to the school directly FIRST. If not resolved, you can then contact the Ombudsman.   |
| <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>     | <b>Long-Term Care Action Line:</b> 1-866-434-0144<br><a href="https://www.patientombudsman.ca/Complaints/Make-a-complaint/Submit-Complaint">https://www.patientombudsman.ca/Complaints/Make-a-complaint/Submit-Complaint</a><br><br><b>Patient Ombudsman</b><br>1-888-321-0339 <a href="https://patientombudsman.ca">https://patientombudsman.ca</a><br><br>Effective July 1, 2016 – Will take complaints (in writing) about public hospitals, CCACs and long-term care facilities<br><br><b>Health Services Appeal and Review Board (HSARB)</b><br>1-866-282-2179 or <a href="mailto:hsarb@ontario.ca">hsarb@ontario.ca</a><br><a href="http://www.hsarb.on.ca/">www.hsarb.on.ca/</a><br><br>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).<br><br><b>Ontario Ombudsman</b><br>1-800-263-1830 <a href="http://www.ombudsman.on.ca">www.ombudsman.on.ca</a> |
| <b>Complaints – Correctional Facilities</b>               |  | See <b><a href="#">“Criminal Code - Prison Advocacy”</a></b>   |
| <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><br>1-800-268-2346<br><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><br>1-877-391-2386<br><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><br>(416) 961-6555 or 1-800-565-4591<br><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><br>1-888-236-4326<br><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><br>1-800-668-4990<br><a href="https://www.collegeofdietitians.org">https://www.collegeofdietitians.org</a>   |



## Where to Go For Help

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| Type of Problem  | Type of Help   | Resource & Contact Info   |
|--|--|---|
| <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><br>(416) 967-2615 or 1-800-268-7096<br><a href="https://www.cpso.on.ca/en/Public/Services/Complaints-and-Concerns">https://www.cpso.on.ca/en/Public/Services/Complaints-and-Concerns</a>  |
|  | <ul style="list-style-type: none"> <li>Complaints against doctors regarding discrimination.</li> <li>For contact information, see <a href="#">Human Rights</a> section.</li> </ul>   | <b>Human Rights Tribunal of Ontario (HRTO)</b><br>The HRTO can now hear cases of discrimination by physicians. You can file at HRTO in addition to filing a complaint with the CPSO. The <b>Human Rights Legal Support Centre</b> , 1-866-625-5179 can help you with the application and may provide representation.  |
| <b>Complaints – Funeral Directors</b>                            | <ul style="list-style-type: none"> <li>The BAO is a government regulated authority administering provisions of the <i>Funeral, Burial and Cremation Services Act</i>, 2002</li> </ul>  | <b>Bereavement Authority of Ontario (BAO)</b><br>647-483-2645; Email: <a href="mailto:info@thebao.ca">info@thebao.ca</a><br><a href="https://thebao.ca/for-consumers/complaints/">https://thebao.ca/for-consumers/complaints/</a><br>The BAO regulates, ensures compliance with the law, provides resources and services to licensed funeral directors and preplanners, cemetery operators and bereavement sector sales reps across Ontario.<br>(Info on arranging/pre-arranging a funeral and funeral planning guide.)   |
| <b>Complaints – Health Professionals Appeal and Review Board</b> | <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> | <b>Health Professionals Appeal and Review Board</b><br>1-866-282-2179; Email: <a href="mailto:hparb@ontario.ca">hparb@ontario.ca</a> ; <a href="http://www.hparb.on.ca/">www.hparb.on.ca/</a><br>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 there is no decision within 120 days of receiving your complaint.<br>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="https://www.ontario.ca/page/psychiatric-patient-advocate-office">https://www.ontario.ca/page/psychiatric-patient-advocate-office</a> .<br><b>Federation of Health Regulatory Colleges of Ontario</b><br>416-493-4076; Email: <a href="mailto:info@regulatedhealthprofessions.on.ca">info@regulatedhealthprofessions.on.ca</a><br><a href="http://www.regulatedhealthprofessions.on.ca/">www.regulatedhealthprofessions.on.ca/</a><br>You can all the Federation and they will tell you if a health care professional is registered with a college.   |
| <b>Complaints – Hospitals</b>                                    | <ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> <li>Contact hospital directly, ask for the Patient Advocate. If there is none, ask for the President or Chief Executive of the hospital.</li> </ul>   | <b>Ontario Ministry of Health and Long-Term Care</b><br>1-866-532-3161; TTY: 1-800-387-5559<br><a href="https://www.ontario.ca/page/ontarios-public-hospitals#complaint">https://www.ontario.ca/page/ontarios-public-hospitals#complaint</a><br><b>Quinte Health Care Corporation (Belleville, Bancroft, Trenton and Picton hospitals)</b><br>613-969-7400, ext. 2033 - Manager, Quality Improvement<br><a href="https://quintehealth.ca/patients-visitors/patient-feedback/">https://quintehealth.ca/patients-visitors/patient-feedback/</a><br><b>Lennox &amp; Addington County General Hospital</b><br>613-354-3301, ext. 0 – Ask for Supervisor<br><a href="https://web.lacgh.napanee.on.ca/visitors/feedback/">https://web.lacgh.napanee.on.ca/visitors/feedback/</a><br><b>Kingston General Hospital</b><br>1-800-567-5722 (ext. 4158) – Patient Relations<br><a href="https://kingstonhsc.ca/connect-us-share-your-feedback/opinion-patient-relations">https://kingstonhsc.ca/connect-us-share-your-feedback/opinion-patient-relations</a> Email: <a href="mailto:PatientRelations@KingstonHSC.ca">PatientRelations@KingstonHSC.ca</a><br><b>Patient Ombudsman</b><br>1-888-321-0339 <a href="https://patientombudsman.ca">https://patientombudsman.ca</a><br>Will take complaints (in writing) about public hospitals, CCACs and long-term care facilities. |

## Where to Go For Help

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| Type of Problem   | Type of Help   | Resource & Contact Info   |
|---|--|---|
| <b>Complaints - Judges</b>  | <ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>   | <p><b>Ontario Judicial Council (Provincial court judges)</b><br/>416-327-5672 or 1-800-806-5186 for more info<br/>TTY: use Bell Relay Service 1-800-855-0511<br/><a href="https://www.ontariocourts.ca/ocj/ojc/">https://www.ontariocourts.ca/ocj/ojc/</a> (<a href="#">Complaint Brochure</a>)</p> <p><b>Canadian Judicial Council (Federal court judges)</b><br/>613-288-1566; Email: <a href="mailto:info@cjc-ccm.ca">info@cjc-ccm.ca</a><br/><a href="https://cjc-ccm.ca/en/resources-center/filing-complaint">https://cjc-ccm.ca/en/resources-center/filing-complaint</a></p>  |
| <b>Complaints - Lawyers</b><br>(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>   | <p><b>Law Society of Ontario (LSO)</b><br/>1-800-668-7380, TTY: 416-644-4886; Email: <a href="mailto:lawsociety@lso.ca">lawsociety@lso.ca</a><br/><a href="https://lso.ca/protecting-the-public/complaints">https://lso.ca/protecting-the-public/complaints</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> (30 min. consultation)<br/>1-855-947-5255 / <a href="mailto:lrs@lso.ca">lrs@lso.ca</a> (Crisis/no access to internet)<br/><a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a></p> <p>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 – 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> | <p><b>Legal Aid Ontario (LAO) Complaints Department</b><br/>1-866-874-9786 or <a href="mailto:complaints@lao.on.ca">complaints@lao.on.ca</a><br/><a href="https://www.legalaid.on.ca/making-a-complaint/">https://www.legalaid.on.ca/making-a-complaint/</a></p> <p>Anyone who is unhappy with Legal Aid Ontario services or a Legal Aid lawyer can make a complaint.</p> <p>You can file a complaint if you:</p> <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> <p>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.</p> <p>Contact the Complaints Department (noted above) or the <b>Durham-Frontenac District Office</b> at 1-888-828-3827.</p> |
|   | <ul style="list-style-type: none"> <li>Appeal a Legal Aid decision</li> </ul>  | <p><b>Legal Aid Ontario</b><br/><a href="https://www.legalaid.on.ca/were-you-told-you-do-not-qualify-for-legal-aid/">https://www.legalaid.on.ca/were-you-told-you-do-not-qualify-for-legal-aid/</a></p> <p>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.</p> <p>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.</p>  |
| <b>Complaints – Legal Clinics</b> (including CALC)  | <ul style="list-style-type: none"> <li>Notify your legal clinic directly about your complaint</li> </ul>   | <p><b>Community Advocacy &amp; Legal Centre</b><br/>613-966-8686 or 1-877-966-8686<br/><a href="https://communitylegalcentre.ca/about-the-clinic/feedback-about-our-services/">https://communitylegalcentre.ca/about-the-clinic/feedback-about-our-services/</a></p> <p>Each clinic has internal procedures for resolving complaints. Check their websites.</p>   |
| <b>Complaints – Massage Therapists</b>  | <ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>   | <p><b>College of Massage Therapists of Ontario</b><br/>1-800-465-1933; Email: <a href="mailto:cmto@cmto.caom">cmto@cmto.caom</a><br/><a href="http://www.cmto.com">www.cmto.com</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 – 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><br>1-800-323-9672<br><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><br>1-800-563-5847<br><a href="http://www.cmrtto.org">www.cmrtto.org</a> or email: <a href="mailto:tlanglois@cmrtto.org">tlanglois@cmrtto.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><br>1-416-327-0874<br><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><br>1-800-263-1830<br><a href="https://www.ombudsman.on.ca/have-a-complaint">https://www.ombudsman.on.ca/have-a-complaint</a><br><br>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><br>1-800-387-5526<br><a href="https://www.cno.org/en/protect-public/making-a-complaint-public/">https://www.cno.org/en/protect-public/making-a-complaint-public/</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><br>1-800-890-6570; email: <a href="mailto:investigations@coto.org">investigations@coto.org</a><br><a href="http://www.coto.org/you-and-your-ot/questions-concerns-complaints">www.coto.org/you-and-your-ot/questions-concerns-complaints</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><br>1-800-990-9793, ext 213; <a href="mailto:complaints@collegeofopticians.ca">complaints@collegeofopticians.ca</a><br><a href="https://coptont.org/public/complaints-and-conduct/how-to-file-a-complaint">https://coptont.org/public/complaints-and-conduct/how-to-file-a-complaint</a><br><br>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><br>(416) 962-4071 or 1-888-825-2554<br><a href="https://collegeoptom.on.ca/public/complaints-and-concerns-about-an-optometrist/filing-a-complaint/">https://collegeoptom.on.ca/public/complaints-and-concerns-about-an-optometrist/filing-a-complaint/</a>  |
| <b>Complaints - Paralegals</b>                       | <ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>   | <b>Law Society of Ontario (LSO)</b><br>(416) 947-3315 or 1-800-668-7380, TTY: 416-644-4886<br><a href="https://lso.ca/protecting-the-public/complaints">https://lso.ca/protecting-the-public/complaints</a>   |
|  | <ul style="list-style-type: none"> <li>For legal advice, contact a private bar lawyer.</li> </ul>  | <b>Law Society Referral Service</b> (30 min. consultation)<br>1-855-947-5255 / <a href="mailto:lrs@lso.ca">lrs@lso.ca</a> (Crisis/no access to internet)<br><a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a><br><br>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><br>1-800-220-1921, ext 3800; <a href="mailto:concerns@ocpinfo.com">concerns@ocpinfo.com</a><br><a href="http://www.ocpinfo.com/protecting-the-public/complaints-reports/">www.ocpinfo.com/protecting-the-public/complaints-reports/</a>   |
| <b>Complaints – Physiotherapists</b>                 | <ul style="list-style-type: none"> <li>Information/Intake for complaint investigation. Website lists names of suspended members.</li> </ul>  | <b>College of Physiotherapists of Ontario</b><br>1-800-583-5885, ext 227; <a href="mailto:investigations@collegept.org">investigations@collegept.org</a><br><a href="https://www.collegept.org/patients/HowToMakeComplaint">https://www.collegept.org/patients/HowToMakeComplaint</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 – Police</b><br>(municipal, regional and provincial (OPP)) | <ul style="list-style-type: none"> <li>Complaint <a href="#">forms</a> are available on their website, or at <u>any</u> police station in Ontario or you can call LECA to have one mailed to you. You can call LECA for help with the form.</li> <li>Make a complaint online, fax or drop off a completed form to any police station in Ontario (does not have to be the one you have a complaint about). Or you can email completed forms to <a href="mailto:lecacomplaints@ontario.ca">lecacomplaints@ontario.ca</a></li> </ul> | <p><b>Law Enforcement Complaints Agency (LECA)</b><br/> <a href="https://leca.ca/">https://leca.ca/</a> Email: <a href="mailto:leca@ontario.ca">leca@ontario.ca</a><br/>           1-877-411-4773 (TTY: 1-877-414-4773) Fax: 1-877-415-4773</p> <p>The LECA is an independent civilian oversight agency. It deals with complaints about the conduct of all municipal, regional and provincial (OPP) police officers, special constables with Niagara Parks Commission and peace officers in the Legislative Protective Service. Read their <a href="#">Complaint process</a>.</p> <p>Complaints about a <u>member of a police services board</u>, the adequacy and effectiveness of policing provided by a police service, or the failure of a police services board to comply with the Community Safety and Policing Act, 2019 (CSPA) and its regulations should be made to the <a href="#">Inspector General of Policing</a> (see next line below).</p> <p>If you need accommodation under the AODA, call or email <a href="mailto:LECA.Accommodation@ontario.ca">LECA.Accommodation@ontario.ca</a> to complete an accommodation request form.</p> |
|  | <ul style="list-style-type: none"> <li>Complaints about inadequate or ineffective policing (OPP or municipal police) or misconduct by a member of a police services board</li> </ul>  | <p><b>Inspectorate of Policing (Inspector General of Policing)</b><br/>           1-888-333-5078 or Email: <a href="mailto:iopinfo@ontario.ca">iopinfo@ontario.ca</a><br/> <a href="https://www.iopontario.ca/en">https://www.iopontario.ca/en</a></p> <p>Make a complaint using the online form, or submit a form by mail or email. For questions about making a complaint, call them or email <a href="mailto:IOPComplaints@ontario.ca">IOPComplaints@ontario.ca</a>.</p>  |
|  | <ul style="list-style-type: none"> <li>For complaints regarding discrimination by police.</li> </ul>  | <p><b>Human Rights Tribunal of Ontario (HRTTO)</b></p> <p>The HRTTO can now hear cases of discrimination by police. You can file at HRTTO <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>  |
| <b>Complaints – Police – RCMP</b>  | <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><br/>           1-800-665-6878 (TTY: 1-866-432-5837) (Making a Complaint)<br/> <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. Use online complaint form or print off and mail in a form.</p>  |
|  | <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><br/>           1-800-267-6637 (Requesting a Review)<br/> <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 - online complaint form.</li> </ul>  | <p><b>College of Psychologists of Ontario</b><br/>           1-800-489-8388<br/> <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><br/>           1-800-245-6910<br/> <a href="http://www.reco.on.ca">www.reco.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>Complaints – Respiratory Therapists</b>   | <ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>   | <b>College of Respiratory Therapists of Ontario</b><br>1-800-261-0528, ext. 24<br><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>  |
| <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>   | <b>Ontario College of Social Workers and Social Service Workers</b><br>1-877-828-9380<br><a href="http://www.ocswssw.org">www.ocswssw.org</a>   |
| <b>Complaints - Veterinarians</b>  | <ul style="list-style-type: none"> <li>Investigates written complaints against veterinarians</li> </ul>  | <b>The College of Veterinarians of Ontario</b><br>1-800-424-2856<br><a href="http://www.cvo.org/investigations-and-hearings/complaints-process">www.cvo.org/investigations-and-hearings/complaints-process</a>  |
| <b>Consumer Complaints – Banks &amp; Investment Firms</b><br><br>(Each bank has its own ombudsman. You must try to resolve your issue at your local bank first <u>before</u> contacting OBSI.) | <b>Bank Ombudsmen:</b><br><br><b>TD:</b> 1-888-361-0319<br><a href="https://www.td.com/ca/en/about-td/customer-care/senior-customer-complaints-office">https://www.td.com/ca/en/about-td/customer-care/senior-customer-complaints-office</a><br><br><b>CIBC:</b> 1-800-308-6859<br><a href="https://www.cibc.com/en/about-cibc/corporate-responsibility/service-commitment/resolving-your-complaints.html">https://www.cibc.com/en/about-cibc/corporate-responsibility/service-commitment/resolving-your-complaints.html</a><br><br><b>BMO:</b> 1-800-371-2541<br><a href="https://www.bmo.com/main/about-bmo/complaint-handling-process">https://www.bmo.com/main/about-bmo/complaint-handling-process</a><br><br><b>Royal Bank:</b> 1-800-769-2542<br><a href="http://www.rbc.com/customercare/index.html">www.rbc.com/customercare/index.html</a><br><br><b>Scotiabank:</b><br><a href="http://www.scotiabank.com/ca/en/about/contact-us/customer-care/how-to-resolve-your-complaints.html">www.scotiabank.com/ca/en/about/contact-us/customer-care/how-to-resolve-your-complaints.html</a> | <b>Ombudsman for Banking Services and Investments (OBSI)</b><br>1-888-451-4519<br><a href="https://www.obsi.ca/en/consumer-complaint-process.aspx">https://www.obsi.ca/en/consumer-complaint-process.aspx</a><br>They have an online complaint form.<br><br><b>Financial Consumer Agency of Canada (FCAC)</b><br>1-866-461-3222<br><a href="https://www.canada.ca/en/financial-consumer-agency/services/complaints.html">https://www.canada.ca/en/financial-consumer-agency/services/complaints.html</a><br><br>If you don't know the complaint process at your bank, call the FCAC. All banks must by law have a complaint handling process. See the FCAC complaint-handling process <a href="#">search tool</a> (type in the name of your institution).<br><br><b>NOTE:</b> 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.  |
| <b>Consumer Complaints - businesses</b><br><br>(against businesses other than utility companies like Cable, Phone, Hydro, or Gas)  | <ul style="list-style-type: none"> <li>Information/advice for complaint investigation and mediation with businesses or collection agencies (MGCS)</li> <li>Legal advice</li> <li>For court actions contact a private bar lawyer or paralegal.</li> </ul>   | <b>Ministry of Government and Consumer Services (MGCS)</b><br>Consumer Protection Ontario: 1-800-889-9768<br><a href="https://www.ontario.ca/page/consumer-protection-ontario">https://www.ontario.ca/page/consumer-protection-ontario</a><br><br><b>Better Business Bureau (Local BBB is Ottawa)</b><br>1-877-859-8566 (Can also email via website)<br><a href="https://www.bbb.org/">https://www.bbb.org/</a><br>File a complaint: <a href="https://www.bbb.org/file-a-complaint">https://www.bbb.org/file-a-complaint</a><br><br><b>Steps to Justice – online complaint letter tool</b><br><a href="https://stepstojustice.ca/resource/consumer-complaint-letter/">https://stepstojustice.ca/resource/consumer-complaint-letter/</a><br>Helps you create a complaint letter online you can email to a business.<br><br><b>Pro Bono Ontario</b><br>1-855-255-7256 <a href="https://www.probonoontario.org/consumer/">https://www.probonoontario.org/consumer/</a><br>Free Ontario-wide legal advice line. Call from unblocked # only, or email <a href="mailto:info@probonoontario.org">info@probonoontario.org</a> .<br><br><b>Law Society Referral Service</b> (30 min. consultation)<br>1-855-947-5255 / <a href="mailto:lrs@lso.ca">lrs@lso.ca</a> (Crisis/no access to internet)<br><a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a><br>Service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal. |



## 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 – Cable/Satellite Broadcasting Services</b>   | <ul style="list-style-type: none"> <li>Complaints about what you see or hear on TV or radio</li> </ul>  | <b>Canadian Broadcast Standards Council</b><br>1-866-696-4718<br><a href="http://www.cbsc.ca/english/complaint/index.php">www.cbsc.ca/english/complaint/index.php</a>  |
|  | <ul style="list-style-type: none"> <li>Complaint about your Cable/Satellite services (contact your local service provider first)</li> </ul>   | <b>Canadian Radio-Television and Telecommunications Commission</b><br>1-877-249-2782<br><a href="https://crtc.gc.ca/eng/home-accueil.htm">https://crtc.gc.ca/eng/home-accueil.htm</a><br><br><b>How to File a Broadcasting Complaint</b><br><a href="http://www.crtc.gc.ca/eng/INFO_SHT/G8.HTM">www.crtc.gc.ca/eng/INFO_SHT/G8.HTM</a><br><br><b>Complaints about accessibility re: Phone, TV, Internet</b><br><a href="https://crtc.gc.ca/eng/contact/question.htm#access">https://crtc.gc.ca/eng/contact/question.htm#access</a>   |
| <b>Consumer Complaints – Car Liens</b>   | <ul style="list-style-type: none"> <li>Finding out if car has a lien prior to purchasing</li> </ul>   | <b>ServiceOntario</b><br>1-800-387-3445<br><a href="https://www.ontario.ca/page/serviceontario">https://www.ontario.ca/page/serviceontario</a><br><br>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.<br><br>Visit ServiceOntario’s website for more details on the package at:<br><a href="https://www.ontario.ca/page/used-vehicle-information-package">https://www.ontario.ca/page/used-vehicle-information-package</a>                |
|  | <ul style="list-style-type: none"> <li>What to do if you’ve purchased a car and found a lien</li> </ul>   | <b>Personal Property Security Registration, Ministry of Government Services</b><br>1-800-267-8847 For questions about lien registration issues.  |
|  | <ul style="list-style-type: none"> <li>For legal advice, call a private bar lawyer.</li> </ul>  | <b>Law Society Referral Service</b> (30 min. consultation)<br>1-855-947-5255 / <a href="mailto:lrs@lso.ca">lrs@lso.ca</a> (Crisis/no access to internet)<br><a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a><br><br>Service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.<br><br><b>Pro Bono Ontario</b><br>1-855-255-7256<br><a href="https://www.probonoontario.org/consumer/">https://www.probonoontario.org/consumer/</a><br><br>Free Ontario-wide legal advice line. Call from unblocked # only, or email <a href="mailto:info@probonoontario.org">info@probonoontario.org</a> . |
| <b>Consumer Complaints – Home Inspectors</b>   | <ul style="list-style-type: none"> <li>Investigates complaints regarding inspectors’ conduct and service</li> <li>Only investigates members of OAH –Registered members listed online.</li> </ul>                        | <b>Ontario Association of Home Inspectors (OAH)</b><br>1-888-744-6244<br><a href="http://www.oahi.com/">www.oahi.com/</a> ( <a href="#">Complaints page</a> – with complaint form)<br><br>The Committee does not mediate disputes, impose settlements, nor provide an opinion on the alleged negligence of a member suitable for other proceedings.  |
| <b>Consumer Complaints – Financial Services</b><br><br>(Insurance (including Auto Insurance), Credit Unions, Pensions, etc.) | <ul style="list-style-type: none"> <li>The FSRA regulates Credit Unions, Co-ops, Insurance Companies, Loan and Trust Companies, Mortgage Brokers, Pensions</li> <li>Call to find out how to make a complaint</li> </ul> | <b>Financial Services Regulatory Authority (FSRA)</b><br>1-800-668-0128; Email: <a href="mailto:contactcentre@fsrao.ca">contactcentre@fsrao.ca</a><br><a href="https://www.fsrao.ca/">https://www.fsrao.ca/</a><br><br>How to resolve a complaint:<br><a href="https://www.fsrao.ca/submit-complaint-fsra">https://www.fsrao.ca/submit-complaint-fsra</a><br><br><b>(See our <a href="#">Insurance Law section</a> for more details for complaints regarding Insurance companies.)</b>   |

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

| Type of Problem  | Type of Help  | Resource & Contact Info   |
|--|---|---|
| <b>Consumer Complaints – Hydro or Gas bills</b>  | <ul style="list-style-type: none"> <li>Information/Intake for complaint investigation (OEB)</li> </ul>  | <p><b>Ontario Energy Board (OEB)</b><br/>416-314-2455 or 1-877-632-2727<br/><a href="https://www.oeb.ca/">https://www.oeb.ca/</a></p> <p><b>Ontario Electricity Support Program (OESP)</b> - monthly credit to low-income customers. <a href="http://www.ontarioelectricitysupport.ca">www.ontarioelectricitysupport.ca</a> for more information or to apply. 1-855-831-8151, (TTY:1-800-855-1155)<br/><a href="mailto:help@ontarioelectricitysupport.ca">help@ontarioelectricitysupport.ca</a></p> <p><b>Hydro One Ombudsman</b><br/>1-844-608-8756 <a href="http://www.hydrooneombudsman.com">www.hydrooneombudsman.com</a></p> <p><b>Ontario Ombudsman</b> (Hydro One Complaints)<br/>1-800-263-1830 or email: <a href="mailto:info@ombudsman.on.ca">info@ombudsman.on.ca</a><br/><a href="https://www.ombudsman.on.ca/have-a-complaint">https://www.ombudsman.on.ca/have-a-complaint</a></p> <p><b>Measurement Canada</b> (hydro/gas meter complaints)<br/>1-877-325-3996<br/><a href="https://ised-isde.canada.ca/site/measurement-canada/en/file-complaint">https://ised-isde.canada.ca/site/measurement-canada/en/file-complaint</a></p> |
|  | <ul style="list-style-type: none"> <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> |   |
| <b>Consumer Complaints – Motor Vehicle Dealerships (new and used)</b><br><br>(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>                                       | <p><b>Ontario Motor Vehicle Industry Council (OMVIC)</b><br/>1-800-943-6002 <a href="http://www.omvic.on.ca">www.omvic.on.ca</a></p> <p>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.</p>  |
|  | <ul style="list-style-type: none"> <li>Mediates complaints between consumers and vehicle manufacturers</li> </ul>   | <p><b>Canadian Motor Vehicle Arbitration Plan</b><br/>1-800-207-0685 <a href="http://www.camvap.ca/">www.camvap.ca/</a></p> <p>Program where disputes between consumers &amp; vehicle manufacturers about alleged manufacturing defects or the manufacturers' new vehicle warranty can be put before a neutral arbitrator for resolution.</p>   |
| <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>               | <p><b>Commissioner for Complaints for Telecommunication Services (CCTS)</b><br/>1-888-221-1687; TTY: 1-877-782-2384<br/><a href="https://www.ccts-cprst.ca/">https://www.ccts-cprst.ca/</a> Email: <a href="mailto:response@ccts-cprst.ca">response@ccts-cprst.ca</a></p> <p>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)</p>  |
|  | <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 CRTC</li> </ul>   | <p><b>Canadian Radio-Television and Telecommunications Commission (CRTC)</b><br/>1-877-249-2782 <a href="https://crtc.gc.ca/eng/home-accueil.htm">https://crtc.gc.ca/eng/home-accueil.htm</a></p> <p><b>How to file a Complaint About Your Telephone Service</b><br/><a href="https://crtc.gc.ca/eng/phone/plaint.htm">https://crtc.gc.ca/eng/phone/plaint.htm</a></p>  |
| <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>                               | <p><b>Canadian Transportation Agency (CTA)</b><br/>1-888-222-2592 Email: <a href="mailto:info@otc-cta.gc.ca">info@otc-cta.gc.ca</a><br/><a href="https://otc-cta.gc.ca/eng/complaint-and-dispute-resolution">https://otc-cta.gc.ca/eng/complaint-and-dispute-resolution</a></p> <p>(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.</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 – 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><br>1-888-451-8426<br><a href="https://www.tico.ca/consumers/complaint-handling-process.html">https://www.tico.ca/consumers/complaint-handling-process.html</a>  |
| <b>Consumer Identity Theft &amp; Online Fraud</b>  | <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> <li>Consumer Handbook<br/><a href="http://www.consumerhandbook.ca/">www.consumerhandbook.ca/</a></li> </ul> | <p>First, file a report with your local police. Then report it to:<br/> <b>Canadian Anti-Fraud Centre</b><br/>           1-888-495-8501 (Email: <a href="mailto:info@antifraudcentre.ca">info@antifraudcentre.ca</a>)<br/> <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:<br/> <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>Ontario Government website – Report a Scam or Fraud</b><br/> <a href="https://www.ontario.ca/page/identify-scam-or-fraud">https://www.ontario.ca/page/identify-scam-or-fraud</a></p> <p>How to spot common consumer or financial scams. How to report it and what to do if you've been scammed</p> <p><b>Information on Identity Theft and what to do found here:</b></p> <p>Consumer Handbook - Identity Theft<br/> <a href="https://www.consumerhandbook.ca/en/topics/consumer-protection/identity-theft/">https://www.consumerhandbook.ca/en/topics/consumer-protection/identity-theft/</a></p> <p>Office of the Privacy Commissioner (Fact Sheets)<br/> <a href="https://www.priv.gc.ca/en/privacy-topics/#fs">https://www.priv.gc.ca/en/privacy-topics/#fs</a></p> <p>Get CyberSafe (Gov't of Canada site)<br/> <a href="http://www.getcybersafe.gc.ca">www.getcybersafe.gc.ca</a> (Tip Sheets, Info on cybercrime)</p> |
| <b>Contract Law - Small Claims Court Actions</b><br><br>(See also: <a href="#">Employment</a> (for Wrongful Dismissal claims)) | <ul style="list-style-type: none"> <li>For Legal advice for small claims court actions (under \$35,000).</li> </ul>  | <p><b>Queen's Legal Aid (Residents of Kingston/Napanee area)</b><br/>           613-533-2102 <a href="https://queenslawclinics.ca/queens-legal-aid">https://queenslawclinics.ca/queens-legal-aid</a><br/>           Legal advice and/or representation for low-income residents.</p> <p><b>Law Society Referral Service</b> (30 min. consultation)<br/>           1-855-947-5255 / <a href="mailto:lrs@lso.ca">lrs@lso.ca</a> (Crisis/no access to internet)<br/> <a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a></p> <p>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>Advice on forms/procedure (MAG, SCC)</li> <li>See also "<a href="#">Lawsuits</a>" for info on requesting Court Fee Waiver.</li> </ul>   | <p><b>Small Claims Court, Ministry of the Attorney General (SCC)</b></p> <p><b>Belleville / Bancroft:</b> (613) 962-9106<br/> <b>Napanee:</b> (613) 354-3845<br/> <b>Pictou:</b> (613) 476-6236</p> <p><a href="http://www.ontario.ca/page/suing-someone-small-claims-court">www.ontario.ca/page/suing-someone-small-claims-court</a><br/> <a href="http://www.ontario.ca/page/file-small-claims-court-documents-online">www.ontario.ca/page/file-small-claims-court-documents-online</a></p> <p><b>Ministry of the Attorney General (MAG)</b><br/>           (416) 326-2220 or 1-800-518-7901<br/> <a href="http://www.ontario.ca/page/ministry-attorney-general">www.ontario.ca/page/ministry-attorney-general</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 – Legal Information and advice</b><br><br>(See also <a href="#">Criminal – Young Offenders</a> )<br><br>(Continued on next page) | <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:<br/><a href="https://www.legalaid.on.ca/duty-counsel-offices/">https://www.legalaid.on.ca/duty-counsel-offices/</a></li></ul> | <b>Legal Aid Ontario - Customer Service Centre</b><br>1-800-668-8258<br><a href="https://www.legalaid.on.ca/services/criminal-legal-issues/">https://www.legalaid.on.ca/services/criminal-legal-issues/</a><br><br><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.<br><br><a href="https://www.legalaid.on.ca/wp-content/uploads/Factsheet-Duty-counsel-services.pdf">https://www.legalaid.on.ca/wp-content/uploads/Factsheet-Duty-counsel-services.pdf</a><br><br><b>Find a Legal Aid Lawyer:</b><br><a href="https://www.legalaid.on.ca/finding-the-right-legal-aid-lawyer/">https://www.legalaid.on.ca/finding-the-right-legal-aid-lawyer/</a><br>(to find up to 10 lawyers in your area who accept Legal Aid certificates)<br><br>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.<br><br><b>Legal Aid Applications taken at Court houses:</b><br><table><tr><td><u>Belleville Criminal Court</u><br/>15 Bridge St. W.<br/>Thursdays 9:00am–1:00pm<br/>613-969-8107</td><td><u>Napanee Court</u><br/>41 Dundas Street West<br/>Every Other Monday 9-11 (Youth)<br/>Tuesdays 9:30-11:30am<br/>613-354-5450, ext 342</td></tr></table><br><a href="https://www.legalaid.on.ca/duty-counsel/">https://www.legalaid.on.ca/duty-counsel/</a><br><br><b>Belleville Criminal Duty Counsel:</b> 613-962-9106, ext 2750<br><b>Napanee Criminal Duty Counsel:</b> 613-354-5774<br><br><u>Picton Legal Aid Ontario Courthouse Office</u> (eff May 1/19)<br>67 King Street, Picton, ON<br>1 <sup>st</sup> and 3 <sup>rd</sup> Wednesday of each month, 9:00-11:00 am<br><br>Legal Aid applications, services & referrals. First-come, first-served basis, priority to matters in criminal court that day.<br><br><b>Barbara Schlifer Commemorative Clinic</b><br>416-323-9149, ext 234 <a href="https://www.schliferclinic.com/">https://www.schliferclinic.com/</a><br>Provides free legal services in criminal law for survivors of violence who are a victim in the case AND for survivors who have been criminalized - particularly dual charging matters. | <u>Belleville Criminal Court</u><br>15 Bridge St. W.<br>Thursdays 9:00am–1:00pm<br>613-969-8107 | <u>Napanee Court</u><br>41 Dundas Street West<br>Every Other Monday 9-11 (Youth)<br>Tuesdays 9:30-11:30am<br>613-354-5450, ext 342 |
| <u>Belleville Criminal Court</u><br>15 Bridge St. W.<br>Thursdays 9:00am–1:00pm<br>613-969-8107  | <u>Napanee Court</u><br>41 Dundas Street West<br>Every Other Monday 9-11 (Youth)<br>Tuesdays 9:30-11:30am<br>613-354-5450, ext 342  |  |   |  |
|  | <ul style="list-style-type: none"><li>• <b>Court Diversion due to mental health condition.</b><br/>For accused age 16 &amp; up. Anyone can make a referral. No cost.</li></ul>  | <b>Court Diversion Program</b> (those with Mental Health issues)<br>613-967-4734<br><a href="https://cmhahpe.ca/programs-and-services/court-diversion-court-support/">https://cmhahpe.ca/programs-and-services/court-diversion-court-support/</a><br>Will assess eligibility for diversion from criminal charges because of mental health condition. See link for details.   |   |  |
|  | <ul style="list-style-type: none"><li>• <b>Free Legal Advice on HIV-related criminal charges</b> (non-disclosure, biting/spitting, etc.)</li></ul>  | <b>HIV/AIDS Legal Clinic Ontario (HALCO)</b><br>1-888-705-8889 <a href="http://www.halco.org">www.halco.org</a><br><br>Does not practice criminal law, but works closely with defence counsel and provides related advice, like public health law.   |   |  |
|  | <ul style="list-style-type: none"><li>• Free consultation up to 30 minutes – does not provide legal advice or 2<sup>nd</sup> opinions</li></ul>   | <b>Law Society Referral Service</b> (free 30 min. consultation)<br>1-855-947-5255 / <a href="mailto:lrs@lso.ca">lrs@lso.ca</a> (Crisis/no access to internet)<br><a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a> – Refers you to a lawyer for consultation.   |   |  |

## 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><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://mbq-tmt.org/tontakayerine-tyendinaga-justice-circle/">https://mbq-tmt.org/tontakayerine-tyendinaga-justice-circle/</a><br/>Call to see if you qualify.<br/>Adult Diversion: 613-438-6967</p> <p>Tontakayè:ri'ne is an alternative to mainstream court intended for Indigenous people in conflict with the law.</p> <p>More contact information &amp; phone numbers are on the website.</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<br/><a href="http://communitylegalcentre.ca/legal-info/criminal-law/">http://communitylegalcentre.ca/legal-info/criminal-law/</a></p> <p><b>Steps to Justice</b> <a href="https://stepstojustice.ca/legal-topic/criminal-law">https://stepstojustice.ca/legal-topic/criminal-law</a></p> <p><b>Community Legal Education Ontario (CLEO)</b><br/><a href="https://www.cleo.on.ca/en/resources-and-publications/criminal-law">https://www.cleo.on.ca/en/resources-and-publications/criminal-law</a></p> <p><b>CLEO Connect – Criminal Law page</b><br/><a href="https://cleoconnect.ca/legal-topic/criminal-law/">https://cleoconnect.ca/legal-topic/criminal-law/</a></p> <p><b>Ministry of the Attorney General – Criminal Law Page</b><br/><a href="https://www.ontario.ca/page/going-criminal-court">https://www.ontario.ca/page/going-criminal-court</a></p> <p><b>Court Addresses</b><br/><a href="https://www.ontario.ca/locations/courts">https://www.ontario.ca/locations/courts</a></p> <p><b>Criminal Code</b> <a href="https://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 Info</b><br/><a href="https://www.ontario.ca/page/impaired-driving">https://www.ontario.ca/page/impaired-driving</a></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>  | <b>Quinte Courthouse, Criminal Court Clerk</b><br>613-962-9106 – Press 1  |
| <b>Criminal – Prison advocacy</b> | <ul style="list-style-type: none"> <li>Prison advocacy for those currently in a facility</li> </ul>  | <b>Queen's Legal Aid (Prison Law Clinic)</b><br>(613) 546-1171 (advice for Kingston area prisons/Warkworth)<br><a href="https://queenslawclinics.ca/prison-law">https://queenslawclinics.ca/prison-law</a>  |
|                                   | <ul style="list-style-type: none"> <li>For legal advice, contact a private bar lawyer. Fees to be discussed with lawyer/paralegal.</li> </ul>  | <b>Law Society Referral Service</b> (30 min. consultation)<br>1-855-947-5255 / <a href="mailto:lrs@lso.ca">lrs@lso.ca</a> (Crisis/no access to internet)<br><a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a><br>Service is not designed to provide legal advice or second opinions.   |
|                                   | <ul style="list-style-type: none"> <li>Advocacy for youth in jail at youth centres or in detention</li> </ul>  | <b>Justice for Children and Youth (JFCY)</b><br>(416) 920-1633 or 1-866-999-5329<br><a href="http://www.jfcy.org/">www.jfcy.org/</a>  |
|                                   | <ul style="list-style-type: none"> <li>Complaints about federal correctional facilities</li> </ul>   | <b>Office of the Correctional Investigator (OCI)</b><br>(an Ombudsman for federal offenders)<br>1-877-885-8848 <a href="http://www.oci-bec.gc.ca">www.oci-bec.gc.ca</a>   |
|                                   | <ul style="list-style-type: none"> <li>Complaints about provincial correctional facilities</li> </ul>  | <b>Ontario Ombudsman</b> (complaints about provincial institutions)<br>1-800-263-1830<br><a href="http://www.ombudsman.on.ca/">www.ombudsman.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   |
|---|---|---|
| <b>Criminal – Record Suspensions</b><br><br>(formerly called Pardons) | <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><br/>           (613) 954-7474 or 1-800-874-2652<br/> <a href="https://www.canada.ca/en/parole-board.html">https://www.canada.ca/en/parole-board.html</a></p> <p><b>Information about Record Suspensions</b><br/> <a href="https://www.canada.ca/en/parole-board/services/record-suspensions.html">https://www.canada.ca/en/parole-board/services/record-suspensions.html</a></p> <p><b>Guide/Forms</b> at most MP/MPP offices or download from:<br/> <a href="https://www.canada.ca/en/parole-board/services/record-suspensions/official-pbc-application-guide-and-forms.html">https://www.canada.ca/en/parole-board/services/record-suspensions/official-pbc-application-guide-and-forms.html</a></p> <p><b>Ontario Works (Hastings County):</b><br/> <b>Belleville:</b> 613-966-1311 <b>Trenton:</b> 613-392-1387<br/> <b>Madoc:</b> 613-473-5258 <b>Bancroft:</b> 613-332-3410<br/> <a href="https://www.hastingscounty.com/communities/services/ontario-works">https://www.hastingscounty.com/communities/services/ontario-works</a></p> <p><b>Ontario Works (Prince Edward and Lennox &amp; Addington)</b><br/>           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><br/>           613-968-6628 <a href="http://johnhoward.on.ca/belleville/">http://johnhoward.on.ca/belleville/</a><br/>           Call for an appointment.</p> <p><b>Community Advocacy &amp; Legal Centre (CALC)</b><br/>           613-966-8686 or 1-877-966-8686<br/> <a href="http://communitylegalcentre.ca/legal-info/employment-and-work-more-legal-information/">http://communitylegalcentre.ca/legal-info/employment-and-work-more-legal-information/</a></p> <p><b>CALC Tip Sheet on Record Suspensions:</b><br/> <a href="http://communitylegalcentre.ca/tcdownloads/record-suspensions-tip-sheet/">http://communitylegalcentre.ca/tcdownloads/record-suspensions-tip-sheet/</a></p> |
| <b>Criminal – Young Offenders</b><br><br>(Continued on next page)     | <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>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>Justice for Children and Youth (JFCY)</b><br/>           (416) 920-1633 or 1-866-999-5329 <a href="http://www.jfcy.org/">www.jfcy.org/</a></p> <p><b>Legal Aid:</b> 1-800-668-8258<br/> <a href="https://www.legalaid.on.ca/youth-criminal/">https://www.legalaid.on.ca/youth-criminal/</a></p> <p><b>Legal Aid Ontario’s Young Person’s Diversion Hotline</b><br/> <b>Hotline:</b> 1-855-953-1427 (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.<br/> <a href="https://www.legalaid.on.ca/documents/young-persons-diversion-hotline/">https://www.legalaid.on.ca/documents/young-persons-diversion-hotline/</a></p> <p><b>Website for Youth Preparing for Court:</b> <a href="http://courtprep.ca/">http://courtprep.ca/</a></p> <p><b>CLEO’s Youth Criminal Law Website</b> (information for youth)<br/> <a href="https://stepstojustice.ca/youth-criminal-justice-steps-justice/">https://stepstojustice.ca/youth-criminal-justice-steps-justice/</a></p> <p><b>Law Society Referral Service</b><br/>           1-855-947-5255 / <a href="mailto:lsrs@lso.ca">lsrs@lso.ca</a> (Crisis/no access to internet)<br/> <a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a> (online form)<br/>           Up to 30 minutes of free consultation either by phone or in-person. Consultation does not include legal advice or second opinions.</p> <p><b>Youth Diversion Program (Kingston)</b><br/>           (613) 548-4535 <a href="http://www.youthdiversion.org/">www.youthdiversion.org/</a></p> <p><b>Belleville Youth Justice Committee</b><br/>           613-966-7410 <a href="https://stleonardscspr.ca/program/diversion/">https://stleonardscspr.ca/program/diversion/</a><br/>           By participating, youth does not go through formal Youth Court System.</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>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><br/> <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><br/> <a href="http://www.johnhowardkingston.ca/">www.johnhowardkingston.ca/</a><br/>         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> </ul>  | <p><b>Tontakayè:ri'ne Tyendinaga Justice Circle</b><br/>         Alternative for Indigenous youth involved with the justice system<br/> <a href="https://mbq-tmt.org/tontakayerine-tyendinaga-justice-circle/">https://mbq-tmt.org/tontakayerine-tyendinaga-justice-circle/</a></p> <p>Webpage has contact numbers of Youth Justice Workers &amp; Court Workers.</p>  |
| <b>Debt Problems, including Collections, Bankruptcy, Pay Day Loans, Bank Garnishments</b><br><br>(Continued next page) | <ul style="list-style-type: none"> <li>Information &amp; legal advice for low-income residents</li> <li>See CALC's <a href="#">Consumer and Debt - More Legal Information page</a> for links to help with saving on energy bills</li> </ul> | <p><b>Community Advocacy &amp; Legal Centre</b><br/>         613-966-8686 or 1-877-966-8686<br/> <a href="http://communitylegalcentre.ca/legal-topic/consumer-debt/">http://communitylegalcentre.ca/legal-topic/consumer-debt/</a></p> <p>Help with bank garnishments, pay day loans, energy contracts, student loans and other consumer issues.</p> <p><b>Pro Bono Ontario</b><br/>         1-855-255-7256 <a href="https://www.probonoontario.org/consumer/">https://www.probonoontario.org/consumer/</a><br/>         Free Ontario-wide legal advice line. Call from unblocked # only, or email <a href="mailto:info@probonoontario.org">info@probonoontario.org</a>.</p>  |
|  | <ul style="list-style-type: none"> <li>What do to about bills and debt</li> </ul>   | <p><b>Resolve Counselling Services</b><br/>         (613) 549-7850 or 1-800-379-5556 <a href="https://resolvecounselling.org/">https://resolvecounselling.org/</a></p> <p><b>Credit Counselling Society</b><br/>         1-888-527-8999 (remote services only, no local office)<br/> <a href="https://nomoredebts.org/canada-credit-counselling/ontario">https://nomoredebts.org/canada-credit-counselling/ontario</a></p> <p>Info/advice about credit counselling, debt management/settlement/consolidation, bankruptcy, consumer proposals</p> <p><b>Financial Consumer Agency of Canada</b><br/>         Debt &amp; Borrowing: <a href="http://www.canada.ca/en/services/finance/debt.html">www.canada.ca/en/services/finance/debt.html</a><br/>         Managing Your Money in a Changing World: <a href="http://www.canada.ca/en/financial-consumer-agency/campaigns/it-pays-to-know.html">www.canada.ca/en/financial-consumer-agency/campaigns/it-pays-to-know.html</a></p> |
|  | <ul style="list-style-type: none"> <li>Dealing with Collection Agencies, collection rules and/or making a complaint</li> </ul>  | <p><b>Consumer Protection Ontario</b><br/> <b>Ministry of Government and Consumer Services</b><br/>         1-800-889-9768; TTY: 1-877-666-6545; <a href="mailto:consumer@ontario.ca">consumer@ontario.ca</a><br/> <a href="https://www.ontario.ca/page/consumer-protection-ontario">https://www.ontario.ca/page/consumer-protection-ontario</a></p> <p><b>Steps to Justice</b><br/> <a href="https://stepstojustice.ca/legal-topic/debt-and-consumer-rights/collection-agencies/">https://stepstojustice.ca/legal-topic/debt-and-consumer-rights/collection-agencies/</a></p>  |
|  | <ul style="list-style-type: none"> <li>Advice on how to check your credit rating and fix problems found</li> </ul>  | <p><b>Financial Consumer Agency of Canada - Publication: Understanding your Credit Report and Credit Score</b><br/> <a href="https://www.canada.ca/en/financial-consumer-agency.html">https://www.canada.ca/en/financial-consumer-agency.html</a></p>   |
|  | <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 online.)</li> </ul>  | <p><b>Equifax Canada:</b> 1-800-465-7166<br/> <a href="https://www.consumer.equifax.ca/personal/">https://www.consumer.equifax.ca/personal/</a></p> <p><b>TransUnion Canada:</b> 1-866-525-0262<br/> <a href="https://www.transunion.ca/">https://www.transunion.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>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><br/> (613) 995-2994 (Ottawa office) or (416) 973-6486 (Toronto)<br/> <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>  |
| <b>Deaf Issues</b> – Help for the Deaf, deafened or hard of hearing | <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><br/> Phone: 1-877-347-3427 or TTY: 1-877-216-7310<br/> <a href="http://www.chs.ca">www.chs.ca</a></p> <p><b>Family Law Education for Women</b><br/> Watch ASL Videos on family law topics (Divorce, support etc)<br/> <a href="https://onefamilylaw.ca/">https://onefamilylaw.ca/</a></p> <p><b>Community Advocacy &amp; Legal Centre (website)</b><br/> List of links of interest to the Deaf:<br/> <a href="https://communitylegalcentre.ca/our-services/serving-the-deaf-community/">https://communitylegalcentre.ca/our-services/serving-the-deaf-community/</a></p>   |
| <b>Disability related Issues</b><br><br>(Continued on next page)    | <ul style="list-style-type: none"> <li>Free legal services for people with intellectual disabilities or <a href="#">acquired brain injury</a> living on a low income – Ontario-wide service</li> </ul>   | <p><b>I Decide Law Program</b><br/> 416-860-7572 or email <a href="mailto:info@pooranlaw.com">info@pooranlaw.com</a>.<br/> <a href="https://pooranlaw.com/services/people/free-legal-services/">https://pooranlaw.com/services/people/free-legal-services/</a></p> <p>Help with things such as: Powers of Attorney, Wills, dealing with financial, sexual or physical abuse, challenging guardianship, consent for healthcare treatment, decision-making rights. Anyone living on a low income with an intellectual disability in Ontario can access services.</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<br/> <b>Kingston Office:</b> 613-545-4553 or 1-800-267-0236</p> <p><a href="https://www.ontario.ca/page/ontario-disability-support-program">https://www.ontario.ca/page/ontario-disability-support-program</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><br/> 1-800-277-9914<br/> <a href="https://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-disability-benefit.html">https://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-disability-benefit.html</a></p> <p>See also: <a href="#">CPP Disability Toolkit</a></p> <p>You can apply online or download the forms to mail in.</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><br/> 613-966-8686 or 1-877-966-8686<br/> <a href="http://www.communitylegalcentre.ca">www.communitylegalcentre.ca</a></p> <p>ODSP &amp; CPPD Links:</p> <ul style="list-style-type: none"> <li><a href="http://communitylegalcentre.ca/legal-info/income-assistance-odsp/">communitylegalcentre.ca/legal-info/income-assistance-odsp/</a></li> <li><a href="http://communitylegalcentre.ca/legal-info/income-assistance-canada-pension-plan-disability/">communitylegalcentre.ca/legal-info/income-assistance-canada-pension-plan-disability/</a></li> </ul> <p>Legal advice/representation for low-income residents in our service area.</p> |
|   | <ul style="list-style-type: none"> <li>Long-term disability (LTD) cut-offs or denials (private insurance benefits) – Call ASAP as there is a limitation period</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>   |

## Where to Go For Help

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

| Type of Problem  | Type of Help   | Resource & Contact Info   |
|--|--|---|
| <b>Disability related Issues</b><br><br>(Continued from previous page) | <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>disability supports, home care</li> <li>abuse, transportation</li> </ul> </li> </ul> | <p><b>ARCH Disability Law Centre</b><br/>           Toll-free 1-866-482-2724 - TTY: Toll-free 1-866-482-2728<br/> <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>ARCH's Clinic for Students with Disabilities</b><br/>           Toll-free: 1-866-482-2724, ext 0; TTY: 1-866-482-2728<br/>           Email <a href="mailto:intake@arch.clcj.ca">intake@arch.clcj.ca</a> if you cannot use a phone<br/> <a href="https://archdisabilitylaw.ca/new-student-led-clinic-for-students-with-disabilities/">https://archdisabilitylaw.ca/new-student-led-clinic-for-students-with-disabilities/</a><br/>           Law Student-led clinic for students or parents of students excluded from school because of a disability or disability-related behaviour.</p> <p><b>How to get accessible parking permit:</b><br/> <a href="https://www.ontario.ca/page/get-accessible-parking-permit">https://www.ontario.ca/page/get-accessible-parking-permit</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><br/>           ADP: <a href="https://www.ontario.ca/page/assistive-devices-program">https://www.ontario.ca/page/assistive-devices-program</a></p> <p>Medical Equipment – Donations<br/> <a href="https://www.southeasthealthline.ca/listServices.aspx?id=11361">https://www.southeasthealthline.ca/listServices.aspx?id=11361</a></p> <p>Medical Equipment – Loans<br/> <a href="https://www.southeasthealthline.ca/listServices.aspx?id=10829">https://www.southeasthealthline.ca/listServices.aspx?id=10829</a></p>   |
|  | <ul style="list-style-type: none"> <li>Reporting abuse – anyone can make a report (victim, member of public, staff, etc.).</li> </ul>  | <p><b>Report Abuse/Neglect of adult with Developmental Disability</b><br/>           1-800-575-2222, TTY: 1-844-309-1025<br/>           Email: <a href="mailto:reportONdisability@ontario.ca">reportONdisability@ontario.ca</a><br/> <a href="https://www.ontario.ca/page/report-abuse-and-neglect-adult-developmental-disability">https://www.ontario.ca/page/report-abuse-and-neglect-adult-developmental-disability</a></p> <p>All confidential, you can also report anonymously.</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><br/>           416-597-5820, ext. 5151 <a href="http://www.odspaction.ca">www.odspaction.ca</a></p> <p><b>Ontario Ombudsman</b><br/>           1-800-263-1830 or use the online complaint form or email<br/> <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>MPP, Bay of Quinte (Incl. Belleville S of 401)</b><br/>           613-962-1144 or 1-877-536-6248<br/> <a href="https://tylerallsoppmpp.ca">https://tylerallsoppmpp.ca</a> Tyler Allsopp</p> <p><b>MPP, Hastings-Lennox &amp; Addington</b><br/>           Madoc: 1-855-229-6676; Napanee: 613-354-3031<br/> <a href="https://ricbreseempp.ca/">https://ricbreseempp.ca/</a> Ric Bresee</p>  |
|  | <ul style="list-style-type: none"> <li>Helps people with disabilities get a job. Self or agency referral, you don't have to be on ODSP</li> </ul>  | <p><b>Agilec Belleville</b> (open as of April 1/18)<br/>           Supported Employment Services for Persons with Disabilities<br/>           1-800-361-4642, ext 2101 or <a href="mailto:jketter@agilec.ca">jketter@agilec.ca</a> (Jennifer)<br/> <a href="https://agilec.ca/contact/belleville/">https://agilec.ca/contact/belleville/</a></p>  |
|  | <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><br/>           613-969-7407, ext 32 – Community Services Manager<br/>           or 613-967-2229 – Family Action Community – helping adult children transition to their own home<br/> <a href="http://www.communitylivingbelleville.org">www.communitylivingbelleville.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>Disability Savings Plan (RDSP)</b><br><br><b>Disability Tax Credit</b> | <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><br/>613-966-8686 or 1-877-966-8686<br/><a href="http://communitylegalcentre.ca/legal-info/income-assistance-other-help/">communitylegalcentre.ca/legal-info/income-assistance-other-help/</a></p> <p>Disability Tax Credit Tip Sheet:<br/><a href="http://communitylegalcentre.ca/tcodownloads/disability-tax-credit-tip-sheet/">communitylegalcentre.ca/tcodownloads/disability-tax-credit-tip-sheet/</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>Government of Canada – Information on RDSPs</b><br/><a href="https://www.canada.ca/en/employment-social-development/programs/disability/savings.html">https://www.canada.ca/en/employment-social-development/programs/disability/savings.html</a></p> <p><b>Canada Revenue Agency (CRA)</b><br/>1-800-959-8281; TTY: 1-800-665-0354<br/><a href="https://www.canada.ca/en/revenue-agency/services/tax/individuals/topics/registered-disability-savings-plan-rdsp.html">https://www.canada.ca/en/revenue-agency/services/tax/individuals/topics/registered-disability-savings-plan-rdsp.html</a></p> <p>Information, Fact Sheets and Forms available online.</p> |
|   | <ul style="list-style-type: none"> <li>Help filling out the application forms or to open an RDSP account.</li> </ul>  | <p><b>Scotia Bank:</b> 1-877-929-4499<br/> <b>Bank of Montreal:</b> 1-800-665-7700<br/> <b>CIBC:</b> 1-800-465-3863;<br/> <b>RBC Royal Bank:</b> 1-800-463-3863<br/> <b>TD Waterhouse:</b> 1-866-280-2022</p> <p>List of organizations that offer RDSPs with links:</p> <ul style="list-style-type: none"> <li><a href="https://www.canada.ca/en/employment-social-development/programs/disability/savings/apply.html">https://www.canada.ca/en/employment-social-development/programs/disability/savings/apply.html</a></li> <li><a href="https://www.rdsp.com/about/where-do-i-get-it/">https://www.rdsp.com/about/where-do-i-get-it/</a></li> </ul>   |
|   | <ul style="list-style-type: none"> <li>Information on the <b>RDSP</b> and <b>Canada Disability Savings Grant</b> (includes ASL video). You must apply for the grant (it is not automatic).</li> </ul>   | <p><b>Employment &amp; Social Development Canada (ESDC)</b><br/>1-800-622-6232 (1-800 O Canada); TTY: 1-800-926-9105<br/><a href="https://www.canada.ca/en/employment-social-development.html#financial">https://www.canada.ca/en/employment-social-development.html#financial</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>  |
|   | <ul style="list-style-type: none"> <li>If application for Disability Tax Credit is denied</li> </ul>  | <p><b>If denied the Disability Tax Credit</b> you can file a formal objection.</p> <p>Send a completed form (available online) or a letter to the Chief of Appeals, Sudbury Tax Services Office.</p> <p>Contact <b>Revenue Canada</b> for details at 1-800-959-8281 or visit:<br/><a href="https://www.canada.ca/en/revenue-agency/services/tax/individuals/segments/tax-credits-deductions-persons-disabilities/disability-tax-credit/review-decision-dtc.html">https://www.canada.ca/en/revenue-agency/services/tax/individuals/segments/tax-credits-deductions-persons-disabilities/disability-tax-credit/review-decision-dtc.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>Domestic Violence</b> | <ul style="list-style-type: none"> <li>Legal Advice</li> </ul>  | <b>Legal Aid Ontario</b><br>1-800-668-8258 (TTY: 1-866-641-8867)<br><a href="https://www.legalaid.on.ca/services/family-legal-issues/">https://www.legalaid.on.ca/services/family-legal-issues/</a><br>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).  |
|                          | <ul style="list-style-type: none"> <li>Legal Consultation</li> </ul>  | <b>Law Society Referral Service</b> (30 min. consultation)<br>1-855-947-5255 / <a href="mailto:lrs@lso.ca">lrs@lso.ca</a> (Crisis/no access to internet)<br><a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a><br>Service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.  |
|                          | <ul style="list-style-type: none"> <li>Information and Emergency Legal Aid Certificates (Shelters also provide these)</li> </ul>  | <b>Community Advocacy &amp; Legal Centre</b><br>613-966-8686 or 1-877-966-8686<br><a href="http://communitylegalcentre.ca/legal-topic/family/">http://communitylegalcentre.ca/legal-topic/family/</a><br>We can prepare a 2-hour emergency Legal Aid certificate to take to a family lawyer immediately (must meet financial eligibility requirements).   |
|                          | <ul style="list-style-type: none"> <li>Counselling and Shelter Information</li> <li><a href="#">Family Law Resource Guide</a></li> <li>Victim Services link (funds for emergency expenses, changing locks, etc.)</li> </ul> | <b>Community Advocacy &amp; Legal Centre webpages (links)</b><br><a href="http://communitylegalcentre.ca/legal-info/are-you-experiencing-domestic-violence/">http://communitylegalcentre.ca/legal-info/are-you-experiencing-domestic-violence/</a><br>Victim services link and list of counselling, shelter, and crisis lines for Hastings, Prince Edward and Lennox & Addington County residents.<br><a href="http://communitylegalcentre.ca/legal-info/victims-of-crime-other-help/">http://communitylegalcentre.ca/legal-info/victims-of-crime-other-help/</a> has a list of links to services for victims of violent crime.<br><b>Mulberry:</b> <a href="https://www.mulberryfinder.ca/">https://www.mulberryfinder.ca/</a><br>Provides lists of gender-based violence services in Ontario.<br><b>SafePet Program for women going into shelters</b><br>Volunteers foster your pets while you are in the shelter.<br><a href="https://www.safepet.ca/">https://www.safepet.ca/</a> |
| <b>Drug Addiction</b>    | <ul style="list-style-type: none"> <li>Professional help for mothers and pregnant women who have problems with opioids</li> </ul>   | <b>Thrive (Belleville/Quinte and Lennox &amp; Addington Counties)</b><br>1-877-766-1101 <a href="http://www.kchc.ca">www.kchc.ca</a><br>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.   |
| <b>Drug Benefits</b>     | <ul style="list-style-type: none"> <li>Information</li> </ul>   | <b>Trillium Drug Plan</b><br>1-800-575-5386<br><a href="https://www.ontario.ca/page/get-help-high-prescription-drug-costs">https://www.ontario.ca/page/get-help-high-prescription-drug-costs</a><br>Find applications at your local pharmacy or call Ministry of Health & Long Term Care: 1-800-268-1154 (TTY 1-800-387-5559)   |
|                          | <ul style="list-style-type: none"> <li>For problems with Trillium, contact your MPP</li> </ul>  | <b>MPP, Bay of Quinte (incl. Belleville S of 401) (Tyler Allsopp)</b><br>613-962-1144 or 1-877-536-6248<br><a href="https://tylerallsoppmpp.ca">https://tylerallsoppmpp.ca</a><br><b>MPP, Hastings-Lennox &amp; Addington (Ric Bresee)</b><br>Madoc: 1-855-229-6676; Napanee: 613-354-3031<br><a href="https://ricbreseempp.ca/">https://ricbreseempp.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>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> <li>For legal advice regarding <b>students with a disability</b> not being allowed to attend school or dismissed due to disability-related behaviour: see <a href="#">ARCH's Student-Led Clinic for Students with Disabilities</a></li> </ul> | <p><b>Justice for Children and Youth (JFCY)</b><br/>(416) 920-1633 or 1-866-999-5329 <a href="http://www.jfcy.org/">www.jfcy.org/</a><br/>Specialty legal clinic for youth. Pamphlets available on their website.</p> <p><b>Pro Bono Ontario</b> (volunteer lawyers)<br/>1-855-255-7256 <a href="https://www.probonoontario.org/education/">https://www.probonoontario.org/education/</a><br/>Or apply online: <a href="https://www.probonoontario.org/elp-application/">https://www.probonoontario.org/elp-application/</a><br/>They provide legal advice and some representation to qualified applicants. (Web page has links to many resources, including <a href="#">video with advocacy tips for parents</a>.)</p> <p><b>Law Society Referral Service</b> (30 min. consultation)<br/>1-855-947-5255 / <a href="mailto:lrs@lso.ca">lrs@lso.ca</a> (Crisis/no access to internet)<br/><a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a><br/>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>Complaints about <b>School Boards</b> (including busing, special ed services, suspensions/expulsions) or <b>Universities</b> (admissions, academic appeals, student services, financial aid)</li> </ul>   | <p><b>Ontario Ombudsman</b><br/>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><br/>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>   | <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>Elder Abuse Prevention Ontario</b><br/>1-833-916-6728 <a href="https://eapon.ca/">https://eapon.ca/</a></p> <p><b>Seniors Safety Line (SSL): 1-866-299-1011</b> Provided by the Assaulted Women's Hotline. <a href="https://www.awhl.org/seniors">https://www.awhl.org/seniors</a></p> <p><b>Elder Abuse Prevention Support Line – Council on Aging</b><br/>1-855-542-1336 (Toll free) or 613-542-1336<br/><a href="http://www.councilonagingkingston.org">www.councilonagingkingston.org</a> (Kingston)</p>   |
|                      | <ul style="list-style-type: none"> <li>Report suspected abuse at a nursing home (long-term care home) or retirement home – Reporting abuse in these homes is mandatory</li> </ul>  | <p><b>Ministry of Health and Long Term Care</b><br/>1-866-434-0144 – to report abuse in long-term care homes<br/><a href="https://www.ontario.ca/page/home-community-care">https://www.ontario.ca/page/home-community-care</a></p> <p><b>Registrar of the Retirement Homes Regulatory Authority</b><br/>1-855-275-7472 report abuse in retirement homes <a href="http://www.rhra.ca/">www.rhra.ca/</a></p>   |
|                      | <ul style="list-style-type: none"> <li>Legal advice - They will accept calls from outside of Kingston.</li> </ul>  | <p><b>Queen's Elder Law Clinic (Kingston)</b><br/>613-533-2950 <a href="https://queenslawclinics.ca/elder-law">https://queenslawclinics.ca/elder-law</a><br/>Incapacity planning (drafting POAs, wills, etc.), financial exploitation (misuse of POAs), family violence/neglect, access to health care/long-term care and problems arising from discharge from hospitals.</p>  |
|                      | <ul style="list-style-type: none"> <li>Legal advice, information &amp; referrals on seniors' issues.</li> </ul>  | <p><b>Advocacy Centre for the Elderly (ACE)</b><br/>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>Create a safety plan, checklist of important info, next steps.</li> </ul>   | <p><b>CLEO's Guided Pathway for Responding to Elder Abuse</b><br/><a href="https://stepstojustice.ca/guided-pathways/guided-pathway-for-responding-to-elder-abuse/">https://stepstojustice.ca/guided-pathways/guided-pathway-for-responding-to-elder-abuse/</a> (Free for all to use.)</p>   |
|                      | <ul style="list-style-type: none"> <li>Victim Support Line for victims of crime</li> </ul>   | <p><b>Victims of Crime – Victim Support Line</b><br/>1-888-579-2888 (Multilingual)<br/><a href="https://www.ontario.ca/page/get-help-if-you-are-experiencing-violence">https://www.ontario.ca/page/get-help-if-you-are-experiencing-violence</a><br/>Referrals, criminal justice system info, info to registered clients about the status &amp; scheduled release date of provincially incarcerated offenders.</p>   |

## Where to Go For Help

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

| Type of Problem  | Type of Help   | Resource & Contact Info  |
|--|--|--|
| <b>Employment, Workers' Rights</b><br><br>See also: <a href="#">Workers' Compensation</a> (WSIB)<br><br>See also: <a href="#">Human rights</a><br><br>(Continued on next page) | <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>Sexual harassment in the workplace</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><br/>           613-966-8686 or 1-877-966-8686<br/> <a href="http://communitylegalcentre.ca/legal-topic/employment-and-work/">http://communitylegalcentre.ca/legal-topic/employment-and-work/</a><br/>           Free legal advice and representation for non-unionized, low-income workers who reside in our service area.</p> <p><b>Pro Bono Ontario</b><br/>           1-855-255-7256 <a href="https://www.probonoontario.org/work/">https://www.probonoontario.org/work/</a><br/>           Free legal advice related to any work-related issue in a non-unionized workplace, via a province-wide, toll-free advice line. Call from unblocked number only or email <a href="mailto:info@probonoontario.org">info@probonoontario.org</a>.</p> <p><b>Employment Insurance (EI) appeals</b><br/> <a href="https://sst-tss.gc.ca/en/your-appeal/employment-insurance-general-division-first-level-appeal#help">https://sst-tss.gc.ca/en/your-appeal/employment-insurance-general-division-first-level-appeal#help</a></p> <p><b>Law Society Referral Service</b><br/>           1-855-947-5255 / <a href="mailto:lrs@lso.ca">lrs@lso.ca</a> (Crisis/no access to internet)<br/> <a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a><br/>           Up to 30 minutes of free consultation by phone or in-person, no legal advice or second opinions. Discuss fees 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><br/> <a href="http://communitylegalcentre.ca/legal-info/employment-and-work-more-legal-information/">http://communitylegalcentre.ca/legal-info/employment-and-work-more-legal-information/</a></p> <p><b>Steps to Justice – Employment and Work page</b><br/> <a href="https://stepstojustice.ca/legal-topic/employment-and-work/">https://stepstojustice.ca/legal-topic/employment-and-work/</a></p> <p><b>Ministry of Labour, Occupational Health &amp; Safety Branch</b><br/>           1-800-268-8013<br/> <a href="https://www.ontario.ca/page/workplace-health-and-safety">https://www.ontario.ca/page/workplace-health-and-safety</a></p> <p><b>Workers' Action Centre</b><br/>           416-531-0778 (workers' info line) <a href="http://www.workersactioncentre.org">www.workersactioncentre.org</a></p>   |
|  | <ul style="list-style-type: none"> <li>Trouble getting your ROE (Record of Employment)?</li> </ul>   | <p><b>See CALC's ROE Tipsheet:</b><br/> <a href="https://communitylegalcentre.ca/tcdownloads/roe-tip-sheet/">https://communitylegalcentre.ca/tcdownloads/roe-tip-sheet/</a></p> <p><b>Steps to Justice – Getting Your ROE from Your Employer:</b><br/> <a href="https://stepstojustice.ca/steps/employment-and-work/1-get-your-record-employment-your-employer/">https://stepstojustice.ca/steps/employment-and-work/1-get-your-record-employment-your-employer/</a></p> <p><b>Contact Service Canada</b> for assistance in getting your ROE<br/>           Call Toll free #: 1-800-206-7218</p> <p><b>Access your ROE online</b> via My Service Canada Account:<br/> <a href="https://www.canada.ca/en/employment-social-development/services/my-account.html">https://www.canada.ca/en/employment-social-development/services/my-account.html</a></p>  |
|  | <ul style="list-style-type: none"> <li>Non-legal help<br/><br/>(Continued next page)</li> </ul>  | <p><b>Workers' Help Centre</b><br/>           613-969-4357 (969-HELP) or <a href="mailto:workershelpcentre@yahoo.com">workershelpcentre@yahoo.com</a><br/>           Help for unionized and non-unionized employees with many employment issues including EI or WSIB claims. Help with forms. Open Tue-Fri 11-3 by appointment only. This is a volunteer organization.</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>Service Canada</b><br/> 1-800-206-7218 (<a href="#">Find an office</a>)<br/> <a href="https://www.canada.ca/en/services/benefits/ei.html">https://www.canada.ca/en/services/benefits/ei.html</a><br/> Call for a location near you. Get your Record of Employment or status of your claim for benefits. Those with no internet or who need extra support with applications, can call 1-877-355-2657 (Mon-Fri, 8:30-4:00).</p> <p><b>Ministry of Labour:</b></p> <p><b>Provincial Claims Centre</b><br/> 1-866-382-6274 - Check on the status of a claim</p> <p><b>Employment Standards Information Centre</b><br/> 1-800-531-5551<br/> <a href="http://www.ontario.ca/page/ministry-labour-immigration-training-skills-development">www.ontario.ca/page/ministry-labour-immigration-training-skills-development</a><br/> Information on ESA and making an ESA claim</p> <p><b>Health &amp; Safety Contact Centre</b><br/> 1-877-202-0008 or TTY (Deaf): 1-855-653-9260<br/> <a href="https://www.ontario.ca/page/reporting-workplace-incidents-and-illnesses">https://www.ontario.ca/page/reporting-workplace-incidents-and-illnesses</a><br/> Make a complaint about a health and safety violation.</p> <p><b>Ontario Labour Relations Board</b><br/> 1-877-339-3335<br/> <a href="http://www.olrb.gov.on.ca">www.olrb.gov.on.ca</a><br/> Appeals from Employment Standards officer decisions</p> <p><b>Revenue Canada Info – Employee or Self-Employed</b><br/> 1-800-959-8281<br/> <a href="https://www.canada.ca/en/revenue-agency/services/forms-publications/publications/rc4110.html">https://www.canada.ca/en/revenue-agency/services/forms-publications/publications/rc4110.html</a><br/> For information on employee status and how to claim taxes</p> <p><b>Federal Labour Program</b><br/> 1-800-641-4049<br/> <a href="https://www.canada.ca/en/employment-social-development/corporate/portfolio/labour.html">https://www.canada.ca/en/employment-social-development/corporate/portfolio/labour.html</a><br/> Canada Labour Code complaints.</p> <p><b>Help finding a job - Indigenous people</b></p> <p><b>Kagita Mikam Aboriginal Employment &amp; Training</b><br/> 613-962-3103 <a href="mailto:info@kagitamikam.org">info@kagitamikam.org</a><br/> <a href="https://kagitamikam.com">https://kagitamikam.com</a></p> |
| <b>Environmental Law</b><br>(Continued on next page) | <ul style="list-style-type: none"> <li>Information, referrals and legal assistance in select cases</li> </ul> | <p><b>Canadian Environmental Law Association (CELA)</b><br/> (416) 960-2284 <a href="http://www.cela.ca/">www.cela.ca/</a></p> <p>Free legal services relating to environmental justice in Ontario, including representing qualifying low-income and vulnerable or disadvantaged communities in litigation. CELA also works on environmental legal education and reform initiatives.</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>Government links</li> </ul>  | <p><b>Ontario Government</b><br/> <a href="https://www.ontario.ca/page/environment-and-energy">https://www.ontario.ca/page/environment-and-energy</a></p> <p><b>Environmental Bill of Rights</b><br/> <a href="https://www.energy.gov/sites/prod/files/2015/06/f22/OEBRG.pdf">https://www.energy.gov/sites/prod/files/2015/06/f22/OEBRG.pdf</a></p> <p><b>Federal Government</b><br/> <a href="https://www.canada.ca/en/services/environment.html">https://www.canada.ca/en/services/environment.html</a></p>  |
| <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>  | <p><b>Epilepsy and Seizure Disorders Resource Centre</b><br/>         (613) 542-6222 (Kingston office, call for appointment)<br/> <a href="http://www.epilepsyresource.org">www.epilepsyresource.org</a></p> <p>One-on-one or group support at Motion Specialties, 479 Dundas St. W., Belleville, 1<sup>st</sup> &amp; 3<sup>rd</sup> Wed each month 9am-3pm. Also located at Armoury Mall, lower level, in Picton, last Friday of each month 9am-3pm. Walk-ins welcome. They do educational presentations to community groups.</p>  |
| <p><b>Estates – administration</b></p> <p><i>Also see “Wills” for making or contesting a will</i></p> | <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> | <p><b>Queen’s Elder Law Clinic</b><br/>         613-533-2102 <a href="https://queenslawclinics.ca/elder-law">https://queenslawclinics.ca/elder-law</a><br/>         Can assist low-income people 55+ to complete court forms to be appointed estate trustee. Also assists with guardianship applications.</p> <p><b>Law Society Referral Service</b> (30 min. consultation)<br/>         1-855-947-5255 / <a href="mailto:lsrs@lso.ca">lsrs@lso.ca</a> (Crisis/no access to internet)<br/> <a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a><br/>         Service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.</p> <p><b>Ministry of the Attorney General</b> (FAQ about estates)<br/> <a href="https://www.ontario.ca/page/what-do-when-someone-dies">https://www.ontario.ca/page/what-do-when-someone-dies</a><br/> <a href="https://www.ontario.ca/page/administering-estates">https://www.ontario.ca/page/administering-estates</a><br/> <a href="https://www.ontario.ca/page/estate-administration-tax">https://www.ontario.ca/page/estate-administration-tax</a></p> <p><b>Office of the Public Guardian and Trustee</b> (for people who die without a will or where the heirs are minors)<br/>         1-800-891-0504 or email <a href="mailto:OPGTEstatesAdmin@ontario.ca">OPGTEstatesAdmin@ontario.ca</a><br/> <a href="https://www.ontario.ca/page/office-public-guardian-and-trustee">https://www.ontario.ca/page/office-public-guardian-and-trustee</a></p> <p><b>Community Advocacy &amp; Legal Centre</b> (Tip Sheets)<br/> <a href="http://communitylegalcentre.ca/legal-topic/wills-and-powers-of-attorney/">http://communitylegalcentre.ca/legal-topic/wills-and-powers-of-attorney/</a></p> <p><b>Steps to Justice – Wills and Estates</b><br/> <a href="https://stepstojustice.ca/legal-topic/wills-and-powers-of-attorney/wills/estate-trustee-without-will/all/">https://stepstojustice.ca/legal-topic/wills-and-powers-of-attorney/wills/estate-trustee-without-will/all/</a></p> |
|   | <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>   | <p><b>Indigenous and Northern Affairs Canada – Estates Services for First Nations People</b><br/>         1-800-567-9604<br/> <a href="https://www.sac-isc.gc.ca/eng/1100100032357/1581866877231">https://www.sac-isc.gc.ca/eng/1100100032357/1581866877231</a></p>  |
| <p><b>Family Law – Grandparents raising grandchildren</b></p> <p>(Cont’d next page)</p>               | <ul style="list-style-type: none"> <li>Financial Resources for Ontario Grandparents Raising their Grandchildren</li> <li>Legal information &amp; resources</li> </ul>   | <p><b>NICE (National Initiative for the Care of the Elderly)</b><br/>         Email: <a href="mailto:admin@nicenet.ca">admin@nicenet.ca</a> Web: <a href="https://www.nicenet.ca/">https://www.nicenet.ca/</a></p> <ul style="list-style-type: none"> <li><a href="https://www.nicenet.ca/tools/financial-resources-for-ontario-grandparents-raising-their-grandchildren">https://www.nicenet.ca/tools/financial-resources-for-ontario-grandparents-raising-their-grandchildren</a></li> <li><a href="https://www.nicenet.ca/tools/legal-issues-and-costs-associated-with-becoming-a-custodial-grandparent">https://www.nicenet.ca/tools/legal-issues-and-costs-associated-with-becoming-a-custodial-grandparent</a></li> </ul>  |



## 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><br><br>(Continued)                        |  | <b>Ministry of Children, Community and Social Services</b><br><a href="https://www.ontario.ca/page/become-foster-parent">https://www.ontario.ca/page/become-foster-parent</a><br><a href="https://www.ontario.ca/page/adopt-stepchild-or-relative">https://www.ontario.ca/page/adopt-stepchild-or-relative</a><br><br>Contact your <a href="#">local Children's Aid Society</a> .   |
|  | <ul style="list-style-type: none"> <li>For legal advice, contact a private bar lawyer.</li> </ul>  | <b>Law Society Referral Service</b> (30 min. consultation)<br>1-855-947-5255 / <a href="mailto:lrs@lso.ca">lrs@lso.ca</a> (Crisis/no access to internet)<br><a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a><br><br>Service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.<br><br><b>Justice Net</b> (lower fees for low- & moderate-income persons)<br>1-866-919-3219 <a href="http://www.justicenet.ca/">www.justicenet.ca/</a>   |
| <b>Family Law – Support, Decision-making Responsibility, Parenting Time, Separation, Divorce</b> | <ul style="list-style-type: none"> <li>Legal Information</li> <li>Legal Advice (low-income persons)</li> <li>Mediation</li> <li>Help with forms</li> </ul> | <b>Family Law Information Centres (FLIC)</b><br>In-person advice at the Courthouses:<br><br><b>Belleville:</b> 15 Bridge St. W., Main Flr, Tuesdays 9-12 & 1-4 pm<br><b>Napanee:</b> 41 Dundas St W., 2 <sup>nd</sup> Flr, Wednesdays 10am-12pm<br><br><b>Family Justice Centre – Virtual Legal Clinics</b><br>(From Pro Bono Students Canada)<br>647-952-3354<br><a href="http://www.probonostudents.ca/family-justice-centre">www.probonostudents.ca/family-justice-centre</a><br><br>Free legal services to self-represented litigants in Ontario. Private Bar family lawyers supervise law students in the delivery of unbundled legal services including summary advice and some court form drafting.<br><br><b>CALC's Family Law Resource Guide</b><br><a href="https://communitylegalcentre.ca/tcodownloads/hpela-family-law-resource-guide/">https://communitylegalcentre.ca/tcodownloads/hpela-family-law-resource-guide/</a><br><br>This guide, from CALC, provides a comprehensive list of resources for family law issues. Most links are specific to Hastings, Prince Edward and Lennox & Addington Counties, although some links are province-wide.<br><br>See our website: <a href="https://communitylegalcentre.ca/legal-topic/family/">https://communitylegalcentre.ca/legal-topic/family/</a> |
|  | <ul style="list-style-type: none"> <li>Resources for Indigenous families</li> </ul>  | <b>KFLA Children and Youth Services</b><br><a href="http://kflchildrenandyouthservices.ca/aboriginal-guide/">http://kflchildrenandyouthservices.ca/aboriginal-guide/</a><br><br>Guide to services for Indigenous families in Kingston, Tyendinaga, Deseronto, Bancroft, and Napanee.  |
| <b>Family Responsibility Office (FRO)</b>  | <ul style="list-style-type: none"> <li>Information about the program</li> </ul>  | <b>Family Responsibility Office</b> (TTY:1-866-545-0083)<br>24 hour automated info line: 1-800-267-7263<br>Customer Service:1-888-815-2757; Enforcement:1-800-267-4330<br><a href="https://www.ontario.ca/page/child-and-spousal-support">https://www.ontario.ca/page/child-and-spousal-support</a>   |
|  | <ul style="list-style-type: none"> <li>Problems with or complaints about the FRO program</li> </ul>  | <b>MPP, Bay of Quinte (incl. Belleville S of 401) (Tyler Allsopp)</b><br>613-962-1144 or 1-877-536-6248 <a href="https://tylerallsoppmpp.ca">https://tylerallsoppmpp.ca</a><br><br><b>MPP, Hastings-Lennox &amp; Addington (Ric Bresee)</b><br>Madoc: 1-855-229-6676; Napanee: 613-354-3031<br><a href="https://ricbreseempp.ca/">https://ricbreseempp.ca/</a><br><br><b>Ontario Ombudsman</b><br>1-800-263-1830 <a href="http://www.ombudsman.on.ca/">www.ombudsman.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  |
|--|--|--|
| <b>Foreclosure</b><br><br>(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>   | <b>Law Society Referral Service</b> (30 min. consultation)<br>1-855-947-5255 / <a href="mailto:lrs@lso.ca">lrs@lso.ca</a> (Crisis/no access to internet)<br><a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a><br>Service does not provide legal advice or second opinions. Fees should be discussed with the lawyer or paralegal.   |
|  | <ul style="list-style-type: none"> <li>Information</li> </ul>  | <b>I can't pay my mortgage, what are my options?</b> (from CMHC)<br><a href="https://www.cmhc-schl.gc.ca/en/professionals/industry-innovation-and-leadership/industry-expertise/resources-for-mortgage-professionals/i-cant-pay-my-mortgage">https://www.cmhc-schl.gc.ca/en/professionals/industry-innovation-and-leadership/industry-expertise/resources-for-mortgage-professionals/i-cant-pay-my-mortgage</a>  |
|  | <ul style="list-style-type: none"> <li>Credit counselling</li> </ul>   | <b>Resolve Credit Counselling</b><br>1-800-379-5556 or 613-549-7850 (Napanee/Kingston Offices)<br><a href="mailto:info@resolvecounselling.org">info@resolvecounselling.org</a> <a href="https://resolvecounselling.org/">https://resolvecounselling.org/</a>   |
| <b>Francophone Legal Advice</b>  | <ul style="list-style-type: none"> <li>Legal Advice in French (not for Family or Criminal law, call <a href="#">Legal Aid</a> for those)</li> </ul>  | <b>Community Legal Clinics – Francophone advice lines</b><br>For Eastern Ontario: 1-877-500-4508, <a href="http://cscvanier.com/">http://cscvanier.com/</a><br>(Vanier Community Service Centre)   |
|  | <ul style="list-style-type: none"> <li>Legal Information in French</li> </ul>  | <b>CliquezJustice.ca</b><br><a href="http://www.cliquezjustice.ca/">www.cliquezjustice.ca/</a> - online information on their website<br><br><b>Ottawa Legal Information Centre</b><br>613-842-7462 (toll free: 1-844-343-7462)<br><a href="http://www.centreinfojuridique.ca/en/">www.centreinfojuridique.ca/en/</a> - <a href="mailto:info@legalinfocentre.ca">info@legalinfocentre.ca</a><br>Information for anyone in Ontario regardless of income. No legal advice, only information & referrals.  |
| <b>French Language Services / Rights</b>   | <ul style="list-style-type: none"> <li>Complaints about government agencies not offering service in French (taking this over from the French Language Services Commissioner position which was eliminated May 1, 2019)</li> </ul>  | <b>Ontario Ombudsman – French Language Services Unit</b><br>1-866-246-5262; TTY: 416-640-0093<br>Email: <a href="mailto:sf-fls@ombudsman.on.ca">sf-fls@ombudsman.on.ca</a> ; <a href="http://www.ombudsman.on.ca">www.ombudsman.on.ca</a><br><br>Reviews/investigates unresolved complaints/systemic issues, reports publicly & makes recommendations to the gov't on French language services, promotes compliance with the <i>French Language Services Act</i> . They CANNOT take complaints about private companies or individuals, overturn decisions of elected officials or direct them on public policy.<br><br><b>Steps to Justice</b> (Legal Information)<br><a href="https://stepstojustice.ca/legal-topic/french-language-rights">https://stepstojustice.ca/legal-topic/french-language-rights</a>  |
| <b>Government Services (federal)</b>   | <ul style="list-style-type: none"> <li>List of available services, benefits from the Federal Government</li> </ul>   | <b>Government of Canada (Services, Departments)</b><br><a href="https://www.canada.ca/en.html">https://www.canada.ca/en.html</a><br><br><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<br><br><b>View the Legislation online at:</b> Federal Laws website (statutes and regulations) <a href="https://laws-lois.justice.gc.ca/">https://laws-lois.justice.gc.ca/</a>  |
|  | <ul style="list-style-type: none"> <li><i>ServiceCanada</i>: Answers questions about federal government services such as EI and CPP, access to online services</li> <li><i>Local MP</i>: helps dealing with any federal department including EI, Passports, Revenue Canada, CPP, etc.</li> </ul> | <b>Service Canada</b> ( <a href="#">Belleville</a> - 11 Station Street)<br>1 800 O-Canada (1-800-622-6232) - TTY: 1-800-926-9105<br><a href="https://www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html">https://www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html</a><br><b>Find an office:</b> <a href="http://www.servicecanada.gc.ca/tbsc-fsco/sc-hme.jsp">http://www.servicecanada.gc.ca/tbsc-fsco/sc-hme.jsp</a><br>No internet access or need help with applications, etc.: 1-877-355-2657<br><br><b>MP Ryan Williams (Bay of Quinte)</b><br>613-969-3300 <a href="https://ryanwilliamsmp.ca/">https://ryanwilliamsmp.ca/</a><br><br><b>MP Shelby Kramp-Neuman (Hastings-Lennox &amp; Addington)</b><br>613-354-6886 or 613-473-0649 <a href="http://shelbykrampneumanmp.ca/">http://shelbykrampneumanmp.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>Government Services (provincial)</b>   | <ul style="list-style-type: none"> <li>List of available services</li> </ul>   | <b>Government of Ontario</b><br><a href="https://www.ontario.ca/page/government-ontario">https://www.ontario.ca/page/government-ontario</a>   |
|   | <ul style="list-style-type: none"> <li>Complaints about provincial government services or orgs</li> </ul>  | <b>Ombudsman Ontario</b><br>1-800-263-1830<br><a href="http://www.ombudsman.on.ca">www.ombudsman.on.ca</a>  |
|   | <i>ServiceOntario:</i> <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: power of attorney kits, forms, etc.</li> </ul> <i>Local MPP:</i> helps dealing with any provincial gov't services like WSIB, OW, etc. | <b>ServiceOntario Centre (Belleville)</b><br>199 Front Street - 1-800-267-8097, TTY: 1-800-268-7095<br><a href="https://www.ontario.ca/locations/serviceontario/front-and-bridge-belleville">https://www.ontario.ca/locations/serviceontario/front-and-bridge-belleville</a><br><br><b>ServiceOntario Centre (Bancroft)</b><br>50 Monck Street - 1-800-267-8097, TTY: 1-800-268-7095<br><a href="https://www.ontario.ca/locations/serviceontario/monck-bancroft">https://www.ontario.ca/locations/serviceontario/monck-bancroft</a><br><br>Click this link to find location in your area:<br><a href="https://www.servicecanada.gc.ca/tbsc-fsco/sc-hme.jsp">https://www.servicecanada.gc.ca/tbsc-fsco/sc-hme.jsp</a><br><br><b>MPP (Bay of Quinte) Tyler Allsopp</b><br>613-962-1144 <a href="https://tylerallsoppmpp.ca">https://tylerallsoppmpp.ca</a><br><br><b>MPP Ric Bresee (Hastings-Lennox &amp; Addington)</b><br>613-473-1112 or 613-354-3031 <a href="https://ricbreseeempp.ca/">https://ricbreseeempp.ca/</a> |
| <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>  | <b>Ontario Health Insurance Plan – Ministry of Health</b><br>1-888-376-5197 (ServiceOntario INFO Line)<br>TTY 1-800-387-5559, Ministry INFOLine 1-800-664-8988,<br><a href="https://www.ontario.ca/page/apply-ohip-and-get-health-card">https://www.ontario.ca/page/apply-ohip-and-get-health-card</a><br><br><b>ServiceOntario Centres</b><br>Belleville – 199 Front Street      Bancroft – 50 Monck St.<br>Madoc – 26 St. Lawrence St. W.      Napanee – 7 Snow Road, #2<br>Picton – 1 Pitt Street      Trenton – 15 Dundas St. E.  |
|   | <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>  | <b>OHIP Eligibility Review Committee - Ministry of Health and Long-Term Care</b> Fax: (613) 548-6557<br><a href="https://www.ontario.ca/page/apply-ohip-and-get-health-card#section-10">https://www.ontario.ca/page/apply-ohip-and-get-health-card#section-10</a><br><br><b>Health Services Appeal and Review Board (HSARB)</b><br>151 Bloor Street West, 9 <sup>th</sup> Floor, Toronto, ON M5S 2T5<br>1-866-282-2179; TTY: 1-877-301-0889<br><a href="http://www.hsarb.on.ca/">www.hsarb.on.ca/</a> (Email: <a href="mailto:hsarb@ontario.ca">hsarb@ontario.ca</a> )<br><br>If not satisfied with OHIP's decision, write the HSARB.   |
| <b>Health Care – Finding Low Cost Dental Care</b><br><br>(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> </ul>   | <b>Belleville and Quinte West Community Health Centre</b><br>613-962-0000, ext. 263 or 1-855-252-2747 (Mon-Fr 8:30-4:30)<br>161 Bridge St. W., Belleville<br><br>Services include: emergency pain relief, fillings, extractions, general dental care. For people with combined household income < \$35000.  |
|   | <ul style="list-style-type: none"> <li>Free dental care for seniors over age 65</li> </ul>   | <b>Ontario Seniors Dental Care Program</b><br><a href="https://www.ontario.ca/page/dental-care-low-income-seniors">https://www.ontario.ca/page/dental-care-low-income-seniors</a><br>1-833-207-4435 or TTY: 1-800-855-0511<br><br>Free routine dental care for low-income seniors, age 65 or over. See website for details & application form. Your local public health unit also have application forms and can help you apply.  |

## 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>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>Trillium College Dental Hygiene Clinic</b><br/>613-531-5138<br/><a href="https://www.trilliumcollege.ca/community/dental-clinic/">https://www.trilliumcollege.ca/community/dental-clinic/</a><br/>They have a location in <b>Kingston</b>. Can book appointment online. See their website for more details, including pricing.<br/><br/>Clinic is supervised by qualified RDH's and DDS.<br/><br/>ODSP &amp; OW will pay transportation costs.</p>   |
|  | <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><br/>613-478-1211, ext 315 to book an appointment<br/>1-888-478-9815<br/><br/>41 McClellan Street, Tweed<br/><a href="https://www.gatewaychc.org/dental/">https://www.gatewaychc.org/dental/</a><br/><br/>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><br/>1-800-267-2803 ext. 285 (Bancroft)<br/><br/>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)<br/><a href="mailto:administration@smiles4canada.ca">administration@smiles4canada.ca</a><br/><a href="https://www.smiles4canada.ca/">https://www.smiles4canada.ca/</a><br/><br/>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>(Continued on next page)</p> <p>(Also, see next page <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> <li><a href="#">Local Walk-in Clinics list</a></li> <li>Quinte Health “<a href="#">Know Where to Go</a>” page (if you don't have a family doctor)</li> </ul> | <p><b>Health Care Connect</b><br/>1-800-445-1822<br/><a href="https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner">https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner</a></p> <p><b>Health811</b><br/>Call 811 to speak to a registered nurse 24/7/365. Get health advice or where to find services in your area. Free and confidential.<br/>(TTY: 1-866-797-0007) Online chat available.<br/><a href="https://health811.ontario.ca/static/guest/home">https://health811.ontario.ca/static/guest/home</a><br/><a href="https://health811.ontario.ca/static/guest/spotlight/when-to-call-811">https://health811.ontario.ca/static/guest/spotlight/when-to-call-811</a></p> <p><b>VIRTUAL CARE OPTIONS (Not for emergencies):</b></p> <p><b>Telemed MD (Ontario)</b><br/><a href="https://telemedmd.ca/">https://telemedmd.ca/</a><br/>Telemed MD is nationwide (search for clinic near you). Helps you seek medical attention from home, get or renew prescriptions. Book online.</p> <p><b>MD Connected (Ontario, BC, Manitoba)</b><br/><a href="https://www.mdconnected.ca/">https://www.mdconnected.ca/</a><br/><a href="https://portal.telemedmd.ca/">https://portal.telemedmd.ca/</a> → Schedule an Appointment<br/>Prescription renewals, general consults, etc. Open 8am-midnight 7 days.</p> <p><b>Prince Edward Family Health Team Community Clinic</b><br/>(for residents of Prince Edward County without a family doctor)<br/><a href="https://princeedwardfht.com/">https://princeedwardfht.com/</a> (it is NOT a walk-in)<br/>Appointments are Tuesdays in Picton &amp; Thursdays in Wellington.<br/>Call 613-827-8775 on Mon 1-4 or Tue 8:30-4 for an appointment.<br/>If you need a prescription renewed and don't have a family doctor, book appointment online: <a href="https://princeedwardfht.com/online-booking-portal/">https://princeedwardfht.com/online-booking-portal/</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>Napanee Area <a href="#">Community Health Centre</a></b> serves 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.<br/>Telemedicine: <a href="https://kchc.ca/programs/ontario-telemedicine-network-otn/">https://kchc.ca/programs/ontario-telemedicine-network-otn/</a></p> <p><b>DOCTORS TAKING NEW PATIENTS IN OUR SERVICE AREA:</b></p> <p><b>Belleville Quinte West Community Health Centre:</b> 613-962-0000<br/>Will take applications and triage them, has waiting list<br/><a href="https://www.bqwhc.com/services/primary-health-care/need-a-healthcare-provider">https://www.bqwhc.com/services/primary-health-care/need-a-healthcare-provider</a></p> <p><b>Belleville – Great Lakes Family Health Group</b><br/>690 Sidney Street, Unit 5, Belleville - apply online to be a patient<br/><a href="https://calendly.com/greatlakesfhg-telemedmd">https://calendly.com/greatlakesfhg-telemedmd</a></p> <p><b>Belleville – Geen's Medical Clinic</b> (Geen's Pharmacy, FreshCo Plaza)<br/>305 North Front Street, Belleville 613-691-8037<br/>Email: <a href="mailto:geens@verismohealth.com">geens@verismohealth.com</a> Web: <a href="https://geensclinic.com">https://geensclinic.com</a></p> <p><b>Bancroft Family Health Team</b> – 613-332-1565 - can be put on their waiting list <a href="https://bcfht.org/join-our-waiting-list/">https://bcfht.org/join-our-waiting-list/</a></p> <p><b>Quinte West – Docs by the Bay</b><br/><u>This office will not take phone calls or emails looking for family doctor</u><br/>Residents of Quinte West and Brighton without a primary care provider may complete a registration form in person at the Trenton–Brighton Medical Clinic at 260 Dundas St.E., Trenton or 22 Dundas St., Brighton.<br/><a href="https://docsbythebay.ca/">https://docsbythebay.ca/</a></p> |
| <b>Health Care – Finding help to get to medical appts.</b>                        | <ul style="list-style-type: none"> <li>Transportation for elderly and disabled patients to doctor appointments</li> </ul>   | See the <a href="#">Seniors Issues</a> section (for transportation available for either the elderly or those who are disabled).   |
| <b>Health Care Fraud</b>  | <ul style="list-style-type: none"> <li>Report fraud by a care provider or claimant</li> </ul>   | <p><b>Preventing Fraud in Ontario's Health Care System</b><br/>1-888-781-5556 to report fraud or <a href="mailto:reportohipfraud.moh@ontario.ca">reportohipfraud.moh@ontario.ca</a><br/><a href="https://www.ontario.ca/page/preventing-fraud-within-ontarios-health-care-system">https://www.ontario.ca/page/preventing-fraud-within-ontarios-health-care-system</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><br/>613-966-0730 or <a href="mailto:easternontario-help@redcross.ca">easternontario-help@redcross.ca</a><br/><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 – Purchasing Equipment – Assistive Devices Program (ADP)</b>       | <ul style="list-style-type: none"> <li>Financial assistance to purchase medical equipment (including continuous glucose monitors)</li> </ul>  | <p><b>Assistive Devices Program (ADP)</b><br/>Toll-free 1-800-268-6021; Toll Free TTY: 1-800-387-5559<br/>Email: <a href="mailto:adp@ontario.ca">adp@ontario.ca</a><br/><a href="https://www.ontario.ca/page/assistive-devices-program/">https://www.ontario.ca/page/assistive-devices-program/</a><br/><a href="https://allontario.ca/ontario-assistive-devices-program/">https://allontario.ca/ontario-assistive-devices-program/</a></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 doctor you would like to de-list &amp; they'll start the process.</li> <li>2) Call <b>ServiceOntario</b> at 1-866-532-3161, Mon-Fri 8:30-4:30. You need the name of your doctor and your health card number. Takes about 10 days, you will receive a letter in the mail.</li> <li>3) Go to new doctor of choice &amp; they can start process immediately.</li> </ol>  |
| <b>Health Care – Long Term Care Homes</b><br><br>(Continued next page)            | <ul style="list-style-type: none"> <li>Complaints about Long Term Care Homes</li> <li>Long Term Care Action Line for complaints about <a href="#">Community Care Access Centres</a> (CCAC)</li> </ul> | <p><b>Ministry of Health and Long Term Care</b><br/>1-866-434-0144 (Action Line); TTY: 1-800-387-5559<br/><a href="https://www.ontario.ca/page/long-term-care-home-complaint-process#section-2">https://www.ontario.ca/page/long-term-care-home-complaint-process#section-2</a><br/><a href="https://www.hqontario.ca/System-Performance/Long-Term-Care-Home-Performance">https://www.hqontario.ca/System-Performance/Long-Term-Care-Home-Performance</a> - Reports</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>Advocacy Centre for the Elderly (ACE)</b><br/>1-855-598-2656 <a href="http://www.ancelaw.ca">www.ancelaw.ca</a></p> <p><b>ARCH Disability Law Centre</b><br/>1-866-482-2724 or TTY: 1-866-482-2728<br/><a href="https://archdisabilitylaw.ca/">https://archdisabilitylaw.ca/</a></p> <p><b>Queen's Elder Law Clinic (Kingston)</b><br/>613-533-2950 <a href="https://queenslawclinics.ca/elder-law">https://queenslawclinics.ca/elder-law</a></p> <p><b>Patient Ombudsman</b><br/>1-888-321-0339 <a href="https://patientombudsman.ca">https://patientombudsman.ca</a><br/>Takes complaints (in writing) about public hospitals, CCACs and long-term care facilities.</p> <p><b>Health Services Appeal and Review Board (HSARB)</b><br/>1-866-282-2179, TTY: 1-877-301-0889 <a href="http://www.hsarb.on.ca">www.hsarb.on.ca</a></p> <p><b>MPP, Bay of Quinte (Incl. Belleville S of 401)</b> Tyler Allsopp<br/>613-962-1144 or 1-877-536-6248 <a href="https://tylerallsoppmmp.ca">https://tylerallsoppmmp.ca</a></p> <p><b>MPP, Hastings-Lennox &amp; Addington (Ric Bresee)</b><br/>Madoc: 1-855-229-6676; Napanee: 613-354-3031<br/><a href="https://ricbreseempp.ca/">https://ricbreseempp.ca/</a></p> |
|                                       | <ul style="list-style-type: none"> <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 OHIP (the Ontario Health Insurance Plan) respecting eligibility and payment</li> <li>Pamphlets on rights regarding home care received through a CCAC</li> </ul> | <p><b>CLEO (Community Legal Education Ontario)</b><br/><i>Home Care Bill of Rights; Home Care Complaints &amp; Appeals</i><br/><a href="http://www.cleo.on.ca/en/resources-and-publications/health-and-disability">www.cleo.on.ca/en/resources-and-publications/health-and-disability</a></p>   |
| <b>Health Care – Physiotherapy</b>    | <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><br/><a href="http://www.ontario.ca/page/physiotherapy-clinics-ohip-funded">http://www.ontario.ca/page/physiotherapy-clinics-ohip-funded</a></p> <p><b>Quinte &amp; District Rehabilitation</b> (Approved OHIP clinic)<br/>1-800-829-7076 <a href="http://www.quinterehab.com">www.quinterehab.com</a><br/>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>  |
| <b>Health Care – Retirement Homes</b> | <ul style="list-style-type: none"> <li>Information about Retirement Homes and how to choose a home</li> <li>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>Ontario Retirement Communities Association</b><br/>1-888-263-5556 <a href="http://www.orcaretirement.com/">www.orcaretirement.com/</a></p> <p><b>Ontario Seniors' Secretariat</b><br/>1-888-910-1999; TTY: 1-800-387-5559<br/><a href="https://www.ontario.ca/page/seniors-find-place-to-live">https://www.ontario.ca/page/seniors-find-place-to-live</a></p> <p><b>Retirement Homes Regulatory Authority</b><br/>1-855-275-7472<br/><a href="http://www.rhra.ca/">www.rhra.ca/</a></p>   |

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| Type of Problem  | Type of Help   | Resource & Contact Info  |
|--|--|--|
| <b>Help with forms</b><br>(for those with low literacy skills)   | <ul style="list-style-type: none"> <li>If you (or someone you know) have low to no literacy skills and need help filling in forms</li> </ul>   | <p><b>Belleville: Community Learning Alternatives</b> (beside Dinkel's)<br/>613-962-9615 Open: Mon-Thu 9am-3pm - 32 Bridge St. E.<br/><a href="http://www.learnwithcla.ca">www.learnwithcla.ca</a>; email: <a href="mailto:heather@cla-buildingskills.ca">heather@cla-buildingskills.ca</a></p> <p>Call first. Has offices in Trenton, Madoc, Marmora and Deseronto. Helps with OESP forms, computer skills training, financial literacy, employment preparation (occupational courses), etc.</p> <p><b>Picton: Prince Edward Learning Centre</b><br/>(sharing space with Loyola Learning Centre)<br/>97 Main Street, Unit 1, Sobeys Plaza, Picton, ON K0K 2T0<br/>Phone: 613-476-1811 or <a href="mailto:info@pelc.ca">info@pelc.ca</a> 9 am – 4 pm Mon-Fri<br/><a href="http://www.princeedwardlearningcentre.com/">http://www.princeedwardlearningcentre.com/</a></p>   |
| <b>Hepatitis C Claims</b><br>(if you contracted Hep C through the blood supply in Ontario before Jan 1/86 or between Jul 2/90-Sep 29/98) | <ul style="list-style-type: none"> <li>Hep C info, help with financial claims and class action settlement</li> <li>Anyone infected with hepatitis C through the blood supply is eligible for a \$25,000 lump sum from OHCAP.</li> <li>For legal advice, contact a private bar lawyer.</li> </ul> | <p><b>Ontario Hepatitis C Assistance Plan (OHCAP) (Ministry of Health)</b><br/>1-877-222-4977 (TTY: 1-800-387-5559) Application forms and Links to other resources are on the ON Gov't website:<br/><a href="https://www.ontario.ca/page/ontario-hepatitis-c-assistance-plan">https://www.ontario.ca/page/ontario-hepatitis-c-assistance-plan</a></p> <p><b>Hepatitis C Jan 1/86 – Jul 1/90 Class Actions Settlement</b><br/>1-877-434-0944 (Info on class action settlement)<br/><a href="https://www.hepcclassaction.ca/faq.html">https://www.hepcclassaction.ca/faq.html</a></p> <p><b>Law Society Referral Service</b> (30 min. consultation)<br/>1-855-947-5255 / <a href="mailto:lrs@lso.ca">lrs@lso.ca</a> (Crisis/no access to internet)<br/><a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a></p> <p>Service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.</p>  |
| <b>HIV and AIDS</b>  | <ul style="list-style-type: none"> <li>Free legal clinic for people living with HIV/AIDS (no financial eligibility requirement for advice services)</li> <li>Information, counselling and education</li> </ul>   | <p><b>HIV &amp; AIDS Legal Clinic (Ontario) (HALCO)</b><br/>1-888-705-8889 <a href="http://www.halco.org/">www.halco.org/</a></p> <p>Free legal advice/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, incl over phone. Also provides public legal education workshops and publications.</p> <p><b>Canadian HIV/AIDS Legal Network</b><br/>416-595-1666 or email: <a href="mailto:info@hivlegalnetwork.ca">info@hivlegalnetwork.ca</a><br/><a href="https://www.hivlegalnetwork.ca">https://www.hivlegalnetwork.ca</a></p> <p>Advocacy org. promoting human rights for people living with HIV/AIDS. Many publications available on their website.</p> <p><b>Sexual Health Information Line</b> (Province-wide line)<br/>1-800-668-2437 (free and anonymous, multi-language)<br/><a href="https://www.toronto.ca/community-people/health-wellness-care/sexual-health-infoline-ontario/">https://www.toronto.ca/community-people/health-wellness-care/sexual-health-infoline-ontario/</a></p> <p><b>HIV/AIDS Regional Services</b><br/>1-800-565-2209 (Serves Kingston to Belleville to Sharbot Lake)<br/><a href="https://trellishiv.ca/">https://trellishiv.ca/</a></p> <p>Counselling, advocacy, free condoms, Needle Exchange, resource library.</p> |

## Where to Go For Help

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

| Type of Problem   | Type of Help  | Resource & Contact Info   |
|---|---|---|
| <b>Home Repair – Financial Assistance for Home Owners</b><br><br>(Continued on next page) | <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> </ul> | <p><b>All On-Reserve Renovation Programs:</b><br/> <a href="https://www.cmhc-schl.gc.ca/professionals/project-funding-and-mortgage-financing/funding-programs/indigenous/repair-and-renewal/on-reserve">https://www.cmhc-schl.gc.ca/professionals/project-funding-and-mortgage-financing/funding-programs/indigenous/repair-and-renewal/on-reserve</a></p> <p><b>CMHC Residential Rehabilitation Assistance Program (RRAP) - On-Reserve</b><br/> <a href="https://www.cmhc-schl.gc.ca/professionals/project-funding-and-mortgage-financing/funding-programs/all-funding-programs/residential-rehabilitation-assistance-program">https://www.cmhc-schl.gc.ca/professionals/project-funding-and-mortgage-financing/funding-programs/all-funding-programs/residential-rehabilitation-assistance-program</a></p> <p>Financial assistance to First Nations on-reserve members for major repairs, emergency repairs and adaptations to improve health and safety. Contact the <a href="#">First Nation Specialist</a> available in your area.</p> <p><b>Mohawks of the Bay of Quinte Housing Program/Revolving Mortgage Program</b><br/> <a href="https://mbq-tmt.org/housing-band-property-maintenance/housing-program/">https://mbq-tmt.org/housing-band-property-maintenance/housing-program/</a></p> <p>Provides services and initiatives to applicants who require assistance to build, buy, renovate or rent a home on the Tyendinaga Mohawk Territory.</p> <p>Offers home renovation loans: Call 613-396-3424</p> <p>Emergency Home repair: <a href="https://mbq-tmt.org/housing-band-property-maintenance/">https://mbq-tmt.org/housing-band-property-maintenance/</a></p>  |
|   | <ul style="list-style-type: none"> <li>Other programs</li> </ul>  | <p><b>Prince Edward-Lennox &amp; Addington Social Services: Ontario Renovates Program</b> <a href="mailto:ontariorenovates@lennox-addington.on.ca">ontariorenovates@lennox-addington.on.ca</a><br/>           613-354-0957 or 1-866-806-9680<br/> <a href="https://www.quintenews.com/2022/08/29/291636/">https://www.quintenews.com/2022/08/29/291636/</a></p> <p>Program for low and modest income households in Prince-Edward or Lennox &amp; Addington Counties that provides funding for major repairs and rehabilitation to make a house safe, and modifications for accessibility.</p> <p>Eligible households must have a low income &amp; own a home that is their sole/principal residence with market value at or below the average.</p> <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. Call to apply.</p> <p><b>Canada Greener Homes Initiative</b><br/> <a href="https://natural-resources.canada.ca/energy-efficiency/homes/canada-greener-homes-initiative/24831">https://natural-resources.canada.ca/energy-efficiency/homes/canada-greener-homes-initiative/24831</a></p> <p>Federal grants or interest-free loans for various initiatives like retrofits to make your home more efficient or moving from oil to heat pump.</p> <p><b>March of Dimes Home &amp; Vehicle Modification Program</b><br/>           1-877-369-4867<br/> <a href="https://www.marchofdimes.ca/en-ca/programs/am/hvmp">https://www.marchofdimes.ca/en-ca/programs/am/hvmp</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.</p> <p><b>Community Care Access Centres (CCAC)</b><br/> <a href="#">Belleville</a>: 613-969-0130      Deseronto: 613-396-6591<br/> <a href="#">Bancroft</a>: 613-332-4700      Coe Hill: 613-337-5357<br/> <a href="#">Madoc</a>: 613-478-2224      <a href="#">Picton</a>: 613-476-7493</p> <p>CCAC's can refer you to additional support services, such as home maintenance and repair services.</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>Free Heat Pumps for Low-Income Ont. Residents (LIEN Blog)</b><br/> <a href="http://www.lowincomeenergy.ca/eap-offers-free-heat-pumps-for-eligible-ontario-residents/">www.lowincomeenergy.ca/eap-offers-free-heat-pumps-for-eligible-ontario-residents/</a> → See <a href="https://saveonenergy.ca/">https://saveonenergy.ca/</a> for more info.</p> <p><b>For a full listing of available grants for renovations for Ontario homeowners see this website:</b><br/> <a href="https://showmethegreen.ca/home/home-improvement/ontario-renovation-grants-2018/">https://showmethegreen.ca/home/home-improvement/ontario-renovation-grants-2018/</a> (watch what you click on, many ads on this site)</p>  |
| Home Schooling                                 | <ul style="list-style-type: none"> <li>Provincial homeschool group - support and info for homeschooling families</li> </ul>   | <p><b>The Ontario Federation of Teaching Parents</b><br/> 1-800-704-0448<br/> <a href="http://www.ontariohomeschool.org">www.ontariohomeschool.org</a></p>  |
| Human Rights                                   | <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><br/> 613-966-8686 or 1-877-966-8686 (TTY: 1-877-966-8714)<br/> <a href="http://communitylegalcentre.ca/legal-topic/human-rights/">http://communitylegalcentre.ca/legal-topic/human-rights/</a><br/> Help with discrimination in employment or housing (tenants only).</p> <p><b>Human Rights Legal Support Centre</b><br/> 1-866-625-5179 (TTY: 1-866-612-8627) <a href="http://www.hrlsc.on.ca/">www.hrlsc.on.ca/</a><br/> Information sheets &amp; application forms available on their website. They can help fill out applications &amp; may provide representation at hearings.</p> <p><b>Black Legal Action Centre (BLAC)</b><br/> For legal issues re: anti-Black racism, call 1-833-374-8904<br/> <a href="https://www.blacklegalactioncentre.ca/">https://www.blacklegalactioncentre.ca/</a></p> <p><b>Muslim Legal Support Centre</b><br/> 416-350-2914; Email: <a href="mailto:info@muslimlegalcentre.ca">info@muslimlegalcentre.ca</a><br/> <a href="https://muslimlegalcentre.ca/">https://muslimlegalcentre.ca/</a></p> |
|  | <ul style="list-style-type: none"> <li>Information, fact sheets and guides</li> </ul>   | <p><b>Ontario Human Rights Commission</b><br/> 1-800-387-9080 (Recorded information)<br/> <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><br/> 1-866-598-0322; <a href="mailto:hrt.registrar@ontario.ca">hrt.registrar@ontario.ca</a><br/> <a href="https://tribunalsontario.ca/hрто/">https://tribunalsontario.ca/hрто/</a><br/> Information on how to file an application or response using online forms. They now hear cases of discrimination by police or physicians.</p>   |
| Immigration Issues<br>(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>Immigration and Citizenship (Federal site)</b><br/> 1-888-242-2100 (after hours is recorded info) TTY: 1-888-576-8502<br/> <a href="https://www.canada.ca/en/services/immigration-citizenship.html">https://www.canada.ca/en/services/immigration-citizenship.html</a><br/> Government website - information, application forms &amp; guides.</p> <p><b>Permanent Residence Portal:</b> <a href="https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/how-to-apply-online.html">https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/how-to-apply-online.html</a></p> <p><b>Ministry of Citizenship and Immigration (Provincial site)</b><br/> <a href="https://www.ontario.ca/page/immigrate-to-ontario">https://www.ontario.ca/page/immigrate-to-ontario</a><br/> Information about citizenship and immigration in Ontario</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 Immigration Services</b><br/> 613-968-7723 <a href="http://www.quinteimmigration.ca/">http://www.quinteimmigration.ca/</a><br/> Also help immigrants find affordable housing, furnishings, etc., get social/health insurance, driver's licences, schooling, etc.</p> <p><b>Settlement.Org</b> - <a href="http://www.settlement.org">www.settlement.org</a><br/> Website with information for newcomers, in <a href="#">over 30 languages</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>Immigration Issues</b><br><br>(Continued from previous page) | <ul style="list-style-type: none"> <li>Refugee Claims - Legal Aid may provide certificates for eligible refugee claimants for preparing documents and/or representation at hearings</li> </ul>  | <p><b>Legal Aid Ontario</b><br/>1-800-668-8258<br/><a href="https://www.legalaid.on.ca/services-for-refugee-claimants/">https://www.legalaid.on.ca/services-for-refugee-claimants/</a></p> <p><b>Toronto Refugee Law Office (RLO) (Legal Aid)</b><br/>416-977-8111<br/><a href="http://www.legalaid.on.ca/more/corporate/contact-legal-aid-ontario/refugee-law-office/">www.legalaid.on.ca/more/corporate/contact-legal-aid-ontario/refugee-law-office/</a></p> <p>They assist with refugee Basis of Claim forms. <u>You must be eligible for legal aid to qualify for these services.</u></p> <p><b>Refugee Rights in Ontario</b><br/><a href="https://stepstojustice.ca/legal-topic/refugee-law/">https://stepstojustice.ca/legal-topic/refugee-law/</a></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 of Canada</b><br/>1-613-943-8630 Ottawa Regional Office<br/><a href="https://irb.gc.ca/en/Pages/index.aspx">https://irb.gc.ca/en/Pages/index.aspx</a></p> <p>Guides, including Claimant's Guide, forms, are on their website.</p>  |
|   | <ul style="list-style-type: none"> <li><b>Legal Advice</b> – Legal Aid and many community legal clinics provide legal advice on immigration</li> </ul> <p>Visit Legal Aid's website: <a href="http://www.legalaid.on.ca/legal-clinics/">www.legalaid.on.ca/legal-clinics/</a>, to find your local clinic and see if they practice immigration law</p> | <p><b>Legal Aid Ontario</b><br/>1-800-668-8258<br/><a href="http://www.legalaid.on.ca/services/help-with-immigration-or-refugee-problems/">www.legalaid.on.ca/services/help-with-immigration-or-refugee-problems/</a></p> <p><b>Barbara Schlifer Commemorative Clinic</b><br/>416-323-9149, ext 234 <a href="https://www.schliferclinic.com/">https://www.schliferclinic.com/</a><br/>Provides free legal services in immigration/refugee law to women victims who have experienced violence or abuse.</p> <p><b>Pro Bono Ontario (Legal Support for Ukrainians)</b><br/>1-877-873-7875<br/><a href="http://www.probonoontario.org/hotline/canadian-legal-support-for-ukrainians/">www.probonoontario.org/hotline/canadian-legal-support-for-ukrainians/</a><br/><a href="https://www.probonoontario.org/clsu-faq-en/">https://www.probonoontario.org/clsu-faq-en/</a> (Legal Info/FAQ page)</p> <p>Help available in Ukrainian, English and French.</p> <p><b>Centre for Spanish-Speaking Peoples</b><br/>416-533-8545 <a href="http://www.spanishservices.org">www.spanishservices.org</a><br/>Serves low-income Spanish-speaking community across Ontario.</p> <p><b>Chinese &amp; Southeast Asian Legal Clinic (CSALC)</b><br/>1-844-971-9674 <a href="http://www.csalc.ca">www.csalc.ca</a><br/>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><br/>416-487-6371 <a href="http://www.salc.on.ca">www.salc.on.ca</a><br/>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>Community Advocacy &amp; Legal Centre Immigration page</b><br/>(links to other resources only)<br/><a href="https://communitylegalcentre.ca/legal-info/immigration-and-refugee-other-help/">https://communitylegalcentre.ca/legal-info/immigration-and-refugee-other-help/</a></p> <p><b>Migrants - Know Your Rights Brochure</b><br/>A guide to your rights facing immigration arrest, detentatio and deportation (Feb 2021).</p> <p><b>CLEO Website</b> – Immigration Pamphlets<br/><a href="http://www.cleo.on.ca/en/resources-and-publications/immigration-and-refugee">www.cleo.on.ca/en/resources-and-publications/immigration-and-refugee</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>Steps To Justice</b><br/> Immigration: <a href="https://stepstojustice.ca/legal-topic/immigration/">https://stepstojustice.ca/legal-topic/immigration/</a><br/> Refugee: <a href="https://stepstojustice.ca/legal-topic/refugee-law/">https://stepstojustice.ca/legal-topic/refugee-law/</a><br/> <a href="https://stepstojustice.ca/questions/immigration/where-can-i-get-legal-advice-and-help-problem-about-immigration-status-canada">https://stepstojustice.ca/questions/immigration/where-can-i-get-legal-advice-and-help-problem-about-immigration-status-canada</a></p> <p><b>Your Legal Rights Website (CLEO Connect)</b><br/> <a href="https://cleoconnect.ca/legal-topic/immigration-and-refugee-law/">https://cleoconnect.ca/legal-topic/immigration-and-refugee-law/</a></p> <p><b>Migrant Rights Network</b><br/> <a href="https://migrantrights.ca/">https://migrantrights.ca/</a><br/> Alliance of self-organized groups of refugees and migrants and allies</p>  |
| <b>Income Security</b><br>(Ontario Works, Ontario Disability, Canada Pension Disability) | <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><br/> 613-966-8686 or 1-877-966-8686 (TTY: 1-877-966-8714)<br/> <a href="http://communitylegalcentre.ca/legal-topic/income-assistance/">http://communitylegalcentre.ca/legal-topic/income-assistance/</a><br/> 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> <li><b>For information on your case</b> (including case status, payment details, overpayment balances and general OW or ODSP information) or to report income, use the <b>Interactive Voice Response line at 1-800-808-2268</b>.</li> </ul> <p>See the reference guide on how to use it at:<br/> <a href="https://www.ontario.ca/page/interactive-voice-response-ivr-system-social-assistance-clients">https://www.ontario.ca/page/interactive-voice-response-ivr-system-social-assistance-clients</a></p> | <p><b>Steps to Justice</b> – Income Assistance page<br/> <a href="https://stepstojustice.ca/legal-topic/income-assistance">https://stepstojustice.ca/legal-topic/income-assistance</a></p> <p><b>Community Legal Education Ontario (CLEO)</b><br/> <a href="http://www.cleo.on.ca">www.cleo.on.ca</a> (click Income Assistance)<br/> Pamphlets on Internal Reviews and Appeals, how to apply, etc.</p> <p><b>Income Security Advocacy Centre</b><br/> 1-866-245-4072 Email: <a href="mailto:isac@lao.on.ca">isac@lao.on.ca</a><br/> <a href="http://www.incomesecurity.org/">www.incomesecurity.org/</a></p> <p><b>Hastings County Community and Human Services</b><br/> 613-966-1311 or 1-800-510-3306<br/> <a href="https://hastingscounty.com/communities/services/community-and-human-services">https://hastingscounty.com/communities/services/community-and-human-services</a> (links to <a href="#">2024 Community Services booklet</a>)</p> <p><b>Prince Edward, Lennox &amp; Addington Social Services</b><br/> <a href="https://www.lennox-addington.on.ca/social-services">https://www.lennox-addington.on.ca/social-services</a></p> <p><b>Ministry of Community and Social Services (ODSP)</b><br/> <a href="https://www.ontario.ca/page/ontario-disability-support-program">https://www.ontario.ca/page/ontario-disability-support-program</a></p> <p><b>Social Benefits Tribunal</b><br/> 1-800-753-3895 <a href="https://tribunalsontario.ca/sbt/">https://tribunalsontario.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><br/> <a href="https://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-disability-benefit.html">https://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-disability-benefit.html</a></p> <p><b>Steps to Justice</b> – Canada Pension page<br/> <a href="https://stepstojustice.ca/legal-topic/income-assistance/canada-pension-plan">https://stepstojustice.ca/legal-topic/income-assistance/canada-pension-plan</a></p> <p><b>Social Security Tribunal</b><br/> 1-877-227-8577 <a href="https://sst-tss.gc.ca/en">https://sst-tss.gc.ca/en</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>Service Canada (CPP and OAS)</b><br/> <a href="https://www.canada.ca/en/services/benefits/publicpensions.html">https://www.canada.ca/en/services/benefits/publicpensions.html</a><br/> No internet/need extra support call 1-877-355-2657 (Mon-Fri, 8:30-4:00).</p> <p><b>Steps to Justice</b> – Income Assistance page<br/> <a href="https://stepstojustice.ca/legal-topic/income-assistance">https://stepstojustice.ca/legal-topic/income-assistance</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>Complaints about Ontario Works, Ontario Disability</li> </ul>   | <b>Ontario Ombudsman</b><br>1-800-263-1830 <a href="http://www.ombudsman.on.ca">www.ombudsman.on.ca</a>   |
| <b>Income Tax</b><br>(see next page for more help, including: <ul style="list-style-type: none"> <li><b>FREE filing by phone</b> for those on a low or fixed income</li> <li>Free tax software</li> <li>legal advice</li> </ul> | <ul style="list-style-type: none"> <li>Find a volunteer in your area (tax prep)</li> </ul>   | <b>Community Volunteer Income Tax Program (CVITP)</b><br>1-800-959-8281 (click link below to find volunteers in your area)<br><a href="https://www.canada.ca/taxes-help">https://www.canada.ca/taxes-help</a>   |
|   | <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> </ul> | <b>Abigail's Learning Centre (Belleville)</b><br>613-961-1884 (Mon–Fri, 6:30am-5:30pm)<br><a href="http://abigailscentre.ca/">http://abigailscentre.ca/</a><br><br><b>Community Care North Hastings (Bancroft)</b><br>(613) 332-4700, ext 1 (Mar 14-Apr 30)<br><a href="https://www.carenorthhastings.org/form-assistance-and-income-tax-preparation">https://www.carenorthhastings.org/form-assistance-and-income-tax-preparation</a><br><br><b>Canadian Hearing Services</b> (for the Deaf only)<br>1-866-518-0000 or TTY: 1-877-215-9530<br><a href="http://www.chs.ca/">www.chs.ca/</a> - Income Taxes done through virtual platforms<br><br><b>Community Learning Alternatives (Belleville)</b><br>613-962-9615 (Year-round, prior & current year)<br>Financial training including preparing and filing your tax return.<br><a href="https://learnwithcla.ca/financial-literacy/">https://learnwithcla.ca/financial-literacy/</a><br><br><b>Pensioners Concerned (Belleville) (Bayview Mall)</b><br>(613) 962-6657 (Year Round) Prior & Current Years taxes.<br><b>Mid-Feb-Apr 30:</b> 9am-3pm Mon-Fri, excluding public holidays<br><b>May-mid-Feb:</b> Please contact us for an appointment<br><a href="http://www.pensionersconcerned.ca/">www.pensionersconcerned.ca/</a><br><br><b>Quinte Immigration Services (Belleville) (newcomers)</b><br>613-968-7723, ext. 27 (Mar 1 – Apr 30)<br><a href="http://www.quinteimmigration.ca">www.quinteimmigration.ca</a><br><br><b>CVITP Tyendinaga (Deseronto)</b><br>Mohawks of the Bay of Quinte: 613-391-2619<br><br><b>Central Hastings Support Network (Madoc)</b><br>613-473-5255, ext 203 (Year-round) Back taxes as well.<br><a href="https://chsn.support/contact/">https://chsn.support/contact/</a><br><br><b>Morningstar Relief Mission (Napanee)</b><br>613-354-6355 (Year round) (Prior & current years)<br><a href="https://morningstarmission.ca/income-tax-program/">https://morningstarmission.ca/income-tax-program/</a><br><br><b>Prince Edward County Community Care for Seniors Assoc.</b><br>613-476-7493 (Year-round)<br><a href="http://communitycareforseniors.org/">http://communitycareforseniors.org/</a><br><br><b>Prince Edward Learning Centre (Picton)</b><br>613-476-1811, ext 111 (Year round)<br><a href="https://pelc.ca/programs/financial-help/">https://pelc.ca/programs/financial-help/</a><br><br><b>Royal Canadian Legion (Trenton)</b><br>613-392-0331 (Mar 1 – Apr 30) – Call them directly.<br><br><b>Gateway Community Health Centre (Tweed)</b><br>613-478-1906, ext. 254 (Year round)<br><a href="https://www.gatewaychc.org/program/income-tax-program/">https://www.gatewaychc.org/program/income-tax-program/</a> |

## 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><br><br>(Continued from previous page) | <ul style="list-style-type: none"> <li>Free tax prep. by phone</li> </ul>  | <b>File My Return (low/fixed-income filers – by invitation only)</b><br>File by phone for free, <u>no forms to fill out</u><br>Those eligible will get an invitation letter in mid-February.<br><b>Questions?</b> Call 1-800-959-8281<br><a href="https://www.canada.ca/en/revenue-agency/campaigns/simplefile-by-phone.html">https://www.canada.ca/en/revenue-agency/campaigns/simplefile-by-phone.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 if total income < \$20000 (<\$40000 total for 2 linked returns) and \$17.50 for everyone else - <a href="http://www.studiotax.ca/">www.studiotax.ca/</a><br><br><b>webtax4u.ca</b> – simple returns free with no income limit<br><a href="https://secure.macront.com/WebTax4U.ca/">https://secure.macront.com/WebTax4U.ca/</a><br><br><b>TurboTax</b> – simple returns free, regardless of income<br><a href="https://turbotax.intuit.ca/tax/filing/free">https://turbotax.intuit.ca/tax/filing/free</a><br><br><b>H&amp;R Block</b> – free software for incomes of \$20,000 or less.<br><a href="https://www.hrblock.ca/online-tax-software">https://www.hrblock.ca/online-tax-software</a><br><br><b>UFile.ca</b> - total family income must be \$20,000 or less<br><a href="https://www.ufile.ca/tips-and-tools/file-for-free">https://www.ufile.ca/tips-and-tools/file-for-free</a><br><br><b>TaxTron</b> – downloadable free software – must have individual income of <\$31000 <a href="https://www.taxtron.ca/buy-online/pc/taxtron-individual/">https://www.taxtron.ca/buy-online/pc/taxtron-individual/</a> |
|   | <ul style="list-style-type: none"> <li>Disagree with your assessment? First file an objection. If you disagree with the decision from the objection, 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<br><a href="https://www.canada.ca/en/revenue-agency/services/about-canada-revenue-agency-cra/complaints-disputes.html">https://www.canada.ca/en/revenue-agency/services/about-canada-revenue-agency-cra/complaints-disputes.html</a><br><br>Information on Objections:<br><a href="https://www.canada.ca/en/revenue-agency/services/about-canada-revenue-agency-cra/complaints-disputes/file-objection-cppei-appeal-minister.html">https://www.canada.ca/en/revenue-agency/services/about-canada-revenue-agency-cra/complaints-disputes/file-objection-cppei-appeal-minister.html</a><br><br>Information on Appeals:<br><a href="https://www.canada.ca/en/revenue-agency/services/about-canada-revenue-agency-cra/complaints-disputes/file-appeal-in-court.html">https://www.canada.ca/en/revenue-agency/services/about-canada-revenue-agency-cra/complaints-disputes/file-appeal-in-court.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<br><a href="https://www.canada.ca/en/services/taxes/income-tax.html">https://www.canada.ca/en/services/taxes/income-tax.html</a><br><br><b>Revenue Canada, Benefit Enquiries Line</b><br>1-800-387-1193 (Child Tax Benefits, GST, etc.)  |
|   | <ul style="list-style-type: none"> <li>Help dealing with Revenue Canada</li> <li><b>Note:</b> Ombudsman only deals with <u>service</u> 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 (Ryan Williams)<br><a href="https://ryanwilliamsmp.ca/">https://ryanwilliamsmp.ca/</a><br><br><b>MP, Hastings (North of 401)-Lennox &amp; Addington</b><br>1-866-471-3800 (Shelby Kramp-Neuman)<br><a href="http://shelbykrampneumanmp.ca">http://shelbykrampneumanmp.ca</a><br><br><b>Office of the Taxpayers' Ombudsman</b><br>1-866-586-3839<br><a href="https://www.canada.ca/en/taxpayers-ombudsperson.html">https://www.canada.ca/en/taxpayers-ombudsperson.html</a><br>Takes complaints about way taxpayers are treated by the CRA.  |
|   | <ul style="list-style-type: none"> <li>Legal advice</li> <li>Consultation does not provide legal advice or second opinions.</li> </ul>   | <b>Law Society Referral Service</b> (Free 30 min. consultation)<br>1-855-947-5255 / <a href="mailto:lrs@lso.ca">lrs@lso.ca</a> (Crisis/no access to internet)<br><a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a><br>Any fees should be discussed with the lawyer or paralegal.  |

## Where to Go For Help

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

| Type of Problem                        | Type of Help  | Resource & Contact Info   |
|--|---|---|
| <b>Incorporation (businesses)</b>      | <ul style="list-style-type: none"> <li>General Information for businesses on incorporation, Director's liability, etc.</li> </ul> | <b>Ontario Government Business InfoLine (ONe-Source for Business)</b><br>1-888-745-8888 or TTY: 1-800-268-7095<br><a href="http://www.serviceontario.ca/business">www.serviceontario.ca/business</a>  |
|  | <ul style="list-style-type: none"> <li>Legal advice</li> </ul>  | <b>Queen's Business Law Clinic (Kingston)</b><br>613-533-2102<br><a href="https://queenslawclinics.ca/business-law">https://queenslawclinics.ca/business-law</a><br>Legal assistance to start-ups, entrepreneurs, businesses and not-for-profit organizations in southeastern Ontario.<br><br><b>Pro Bono Ontario</b><br>1-855-255-7256 <a href="https://www.probonoontario.org/corporate/">https://www.probonoontario.org/corporate/</a><br>Free legal help to eligible small businesses in Ontario.<br><br><b>Law Society Referral Service</b><br>1-855-947-5255 / <a href="mailto:lsrs@lso.ca">lsrs@lso.ca</a> (Crisis/no access to internet)<br><a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a><br>Up to 30 minutes of free consultation either by phone or in-person. The service does not provide legal advice or second opinions. |
| <b>Incorporation (for Non-Profits)</b> | <ul style="list-style-type: none"> <li>Legal advice and support.</li> </ul>   | <b>Pro Bono Ontario</b><br>1-855-255-7256<br><a href="https://www.probonoontario.org/corporate/">https://www.probonoontario.org/corporate/</a><br>Free legal help to eligible charitable and non-profit organizations, small businesses, immigrant entrepreneurs or arts organizations in Ontario.<br><br><b>Queen's Business Law Clinic (Kingston)</b><br>613-533-2102 <a href="https://queenslawclinics.ca/business-law">https://queenslawclinics.ca/business-law</a><br>Legal assistance to not-for-profit organizations in southeastern Ontario.  |
|  | <ul style="list-style-type: none"> <li>Information</li> </ul>   | <b>Nonprofit Law Ontario (from CLEO)</b><br><a href="https://nonprofitlaw.cleo.on.ca/">https://nonprofitlaw.cleo.on.ca/</a><br>Legal information on starting and running a non-profit.<br><br><b>Steps to Justice Guided Pathway</b> (to develop set of by-laws)<br><a href="https://stepstojustice.ca/guided-pathways/nonprofit-bylaws/">https://stepstojustice.ca/guided-pathways/nonprofit-bylaws/</a><br><br><b>Ontario Government Business Services InfoLine</b><br>1-888-745-8888 or TTY: 1-800-268-7095<br><a href="https://www.ontario.ca/page/business-and-economy">https://www.ontario.ca/page/business-and-economy</a><br><br><b>Not-For-Profit Incorporator's Handbook</b><br>(from the Ministry of the Attorney General website)<br><a href="https://www.publications.gov.on.ca/301543">https://www.publications.gov.on.ca/301543</a>      |
| <b>Indigenous Rights</b>               | <ul style="list-style-type: none"> <li>Information and help with rights for Indigenous peoples</li> </ul>                         | <b>Indigenous Rights (CALC Website)</b><br><a href="https://communitylegalcentre.ca/legal-topic/indigenous-rights/">https://communitylegalcentre.ca/legal-topic/indigenous-rights/</a><br>Many links to various resources (see "more legal information" page) and legal advice ("other help" page)<br><br><b>Sixties Scoop Settlement</b><br>1-844-287-4270 (Call Centre)<br><a href="https://sixtiesscoopsettlement.info/">https://sixtiesscoopsettlement.info/</a>  |

## 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 Regulatory Commission of Ontario (FSRA)</b><br/> 1-800-668-0128; TTY: 1-800-387-0584<br/> <a href="https://www.fsrao.ca/">https://www.fsrao.ca/</a></p> <p>How to make a complaint<br/> <a href="https://www.fsrao.ca/submit-complaint-fsra">https://www.fsrao.ca/submit-complaint-fsra</a></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><br/> (for life, disability, employee health &amp; travel insurance &amp; insurance investment products such as annuities &amp; segregated funds)<br/> 1-888-295-8112<br/> <a href="http://www.olhi.ca/">www.olhi.ca/</a></p> <p><b>General Insurance OmbudService (GIO)</b><br/> (for car, home &amp; business insurance complaints against GIO member insurance companies – their site lists members)<br/> 1-877-225-0446<br/> <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> (30 min. consultation)<br/> 1-855-947-5255 / <a href="mailto:lrs@lso.ca">lrs@lso.ca</a> (Crisis/no access to internet)<br/> <a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a></p> <p>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><br/> Please refer to your local yellow pages for a lawyer who deals with long-term disability (LTD) 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><br/> <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><br/> 1-866-607-6301 (TTY: 1-800-267-2797)<br/> <a href="https://www.canadapost-postescanada.ca/cpc/en/personal/consumers-choice.page">https://www.canadapost-postescanada.ca/cpc/en/personal/consumers-choice.page</a></p> <p>(Call 1-800-267-1177 to restart delivery of advertising mail.)</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: if you advise Canada Post that you do not want to get unaddressed airmail, you will continue to receive unaddressed items such as community newspapers, mailings from governments and band councils, materials related to elections, and addressed mail including advertising.</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>Landlord and Tenant Board (LTB)</b><br/>1-888-332-3234 (facts sheets &amp; forms available online)<br/><a href="https://tribunalsontario.ca/lrb/">https://tribunalsontario.ca/lrb/</a></p> <p><b>Community Advocacy &amp; Legal Centre</b> (referrals only)<br/><a href="http://communitylegalcentre.ca/legal-info/housing-help-for-landlords/">http://communitylegalcentre.ca/legal-info/housing-help-for-landlords/</a></p> <p>View <i>Residential Tenancies Act</i> (RTA) online at:<br/><a href="https://www.ontario.ca/laws/statute/06r17">https://www.ontario.ca/laws/statute/06r17</a></p>   |
|  | <ul style="list-style-type: none"> <li>Legal advice</li> <li>The PBO Hotline does not accept calls from Blocked, Anonymous or No Caller ID accounts. You must unblock your number to get through. If you can't do this, contact <a href="mailto:info@probonoontario.org">info@probonoontario.org</a> for instructions.</li> </ul> | <p><b>Landlord Self Help Centre (LSHC)</b><br/>(416) 504-5190 or 1-800-730-3218 <a href="http://www.landlordselfhelp.com">www.landlordselfhelp.com</a></p> <p><b>Pro Bono Ontario (PBO)</b><br/>1-855-255-7256 <a href="https://www.probonoontario.org/housing/">https://www.probonoontario.org/housing/</a></p> <p><b>Law Society Referral Service</b> (30 min. consultation)<br/>1-855-947-5255 / <a href="mailto:lrs@lso.ca">lrs@lso.ca</a> (Crisis/no access to internet)<br/><a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a></p> <p>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 (S2J)</b><br/><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>S2J's Guided Pathway to requesting a Court Fee Waiver</b><br/><a href="https://stepstojustice.ca/guided-pathways/family-law-requesting-a-fee-waiver/">https://stepstojustice.ca/guided-pathways/family-law-requesting-a-fee-waiver/</a></p> <p><b>Ministry of the Attorney General</b><br/>1-866-252-0104<br/><a href="https://www.ontario.ca/page/civil-claims-suing-and-being-sued">https://www.ontario.ca/page/civil-claims-suing-and-being-sued</a></p> <p><b>Small Claims Court (Ministry of the Attorney General)</b><br/><a href="https://www.ontario.ca/page/suing-someone-small-claims-court">https://www.ontario.ca/page/suing-someone-small-claims-court</a></p> <p><b>Vaccine Injury Support</b><br/>1-833-489-0839 or <a href="mailto:info@vaccineinjurysupport.ca">info@vaccineinjurysupport.ca</a><br/><a href="https://vaccineinjurysupport.ca/en">https://vaccineinjurysupport.ca/en</a></p> <p>If you have a serious and permanent injury as a result of receiving a Health Canada authorized vaccine, you can claim for compensation.</p>                         |
|  | <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>Pro Bono Ontario</b><br/>1-855-255-7256 (calls from unblocked # only, or <a href="mailto:info@probonoontario.org">info@probonoontario.org</a>)<br/><a href="https://www.probonoontario.org/lawsuits-and-disputes/">https://www.probonoontario.org/lawsuits-and-disputes/</a><br/><a href="https://www.probonoontario.org/appeals/">https://www.probonoontario.org/appeals/</a> (civil appeals)<br/>They will give legal advice &amp; help completing forms by phone.</p> <p><b>Queen's Legal Aid</b> (Lennox &amp; Addington Residents only)<br/>613-533-2102 <a href="https://queenslawclinics.ca/queens-legal-aid">https://queenslawclinics.ca/queens-legal-aid</a><br/>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> (30 min. consultation)<br/>1-855-947-5255 / <a href="mailto:lrs@lso.ca">lrs@lso.ca</a> (Crisis/no access to internet)<br/><a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a></p> <p>Service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.</p> <p><b>Justice Net</b> (not-for-profit, reduced legal fees)<br/>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  |
|---|---|--|
| <b>LGBTQ+ Issues</b><br><br>(For discrimination issues, see <a href="#">Human Rights</a> section) | <ul style="list-style-type: none"> <li>Offers access to trans-competent primary health care, counselling services, social workers</li> </ul>                                      | <b>Belleville and Quinte West Community Health Centres</b><br>Belleville: 613-962-0000; Trenton: 613-965-0698<br><a href="http://www.bqwchc.com/">www.bqwchc.com/</a><br><br>Mohawks of the Bay of Quinte: 613-967-3603  |
|   | <ul style="list-style-type: none"> <li>LGBTQ+ Health and counselling resources</li> </ul>   | <b>Rainbow Health Ontario</b><br>416-324-4100 or email <a href="mailto:info@rainbowhealthontario.ca">info@rainbowhealthontario.ca</a><br><a href="http://www.rainbowhealthontario.ca">www.rainbowhealthontario.ca</a> (website)<br><a href="http://bit.ly/1S1xJU1">http://bit.ly/1S1xJU1</a> (brochure)<br><br>A website that provides information and promotes the health of 2SLGBTQ community.   |
|   | <ul style="list-style-type: none"> <li>Weekly support and education group for trans-identified persons and their allies</li> </ul>  | <b>TRANSforum Quinte</b><br>705-313-5124 – Stacey Love OR online contact form<br><a href="http://www.transforumquinte.ca/">www.transforumquinte.ca/</a><br>Confidential, free support and recreational group for transgender individuals, questioning or in transition.  |
|   | <ul style="list-style-type: none"> <li><b>Crisis Hotline</b> – run by trans people for trans/questioning callers</li> </ul>   | <b>Trans Lifeline</b><br>1-877-330-6366 <a href="https://www.translifeline.org">https://www.translifeline.org</a><br>Open 24/7 – also offers help to get legal name change/updated ID  |
|   | <ul style="list-style-type: none"> <li>Advocacy group, equity initiatives</li> </ul>  | <b>Trans Lobby Group</b><br>416-760-2280 or <a href="mailto:info@translobbygroup.ca">info@translobbygroup.ca</a><br><a href="https://www.facebook.com/TransLobbyGroup/">https://www.facebook.com/TransLobbyGroup/</a>  |
|   | <ul style="list-style-type: none"> <li><b>Legal Advice</b> - Free over-the-phone and video-based summary advice – and other services for the LGBTQ2S community</li> </ul>         | <b>The 519 Legal Clinic</b><br>416-392-6874 or email <a href="mailto:LegalClinic@The519.org">LegalClinic@The519.org</a><br><a href="http://www.the519.org/programs/legal-clinic">www.the519.org/programs/legal-clinic</a><br>Areas of law they help with incl. employment, housing, family, criminal, immigration (see their website for <a href="#">full list of services</a> )<br><i>Trans ID Clinic:</i> <a href="http://www.the519.org/programs/virtual-trans-id-clinic">www.the519.org/programs/virtual-trans-id-clinic</a> |
|   | <ul style="list-style-type: none"> <li>Peer support for youth. Website has database of referral resources for youth in Ontario.</li> </ul>  | <b>Youthline</b> (Ontario-wide service)<br>Phone: 1-800-268-9688; Text: 647-694-4275<br><a href="http://www.youthline.ca">www.youthline.ca</a><br>Chat online, phone, text - confidential peer-support for youth.  |
| <b>Marijuana – Laws and Resources</b>   | <ul style="list-style-type: none"> <li>Information about current laws</li> </ul>  | <b>Government of Canada Website</b><br><a href="https://www.canada.ca/en/health-canada/services/drugs-medication/cannabis/laws-regulations.html">https://www.canada.ca/en/health-canada/services/drugs-medication/cannabis/laws-regulations.html</a><br><br><b>Steps to Justice</b> - <a href="https://stepstojustice.ca/questions/criminal-law/what-are-rules-about-medicinal-cannabis">https://stepstojustice.ca/questions/criminal-law/what-are-rules-about-medicinal-cannabis</a>  |
|   | <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 (no legal advice or second opinion)</li> </ul> | <b>Legal Aid Ontario</b><br>1-800-668-8258 (you can also apply online.)<br><a href="http://www.legalaid.on.ca">www.legalaid.on.ca</a> Phone line open Mon-Fri, 8 am – 7:30 pm<br><br><b>Law Society Referral Service (LSRS)</b><br>1-855-947-5255 / <a href="mailto:lrs@lso.ca">lrs@lso.ca</a> (Crisis/In custody/No internet)<br><a href="http://www.findlegalhelp.ca">www.findlegalhelp.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>Mental Health – Adults</b><br><br>(See also counselling for <a href="#">Residential School Survivors</a> ) | <ul style="list-style-type: none"> <li>Mental Health Counselling/Services</li> <li>Crisis lines open 24/7</li> <li><b>CALC's list of all Counselling Resources:</b><br/> <a href="https://communitylegalcentre.ca/tcodownloads/counselling-referral-resources/">https://communitylegalcentre.ca/tcodownloads/counselling-referral-resources/</a> </li> </ul> <p><b>FOR FEE SERVICES:</b></p> <p><b>AbilitiCBT</b> (online service)<br/> <a href="https://app.myicbt.com/myicbt/home">https://app.myicbt.com/myicbt/home</a><br/>           Internet-based cognitive behavioral therapy program – REQUIRES PAYMENT OR INSURANCE COVERAGE</p> <p><b>MindBeacon</b><br/> <a href="https://www.mindbeacon.com/">https://www.mindbeacon.com/</a><br/>           Internet-based cognitive behaviour therapy – REQUIRES PAYMENT OR INSURANCE COVERAGE</p> | <p><b>Enrichment Ctr for Mental Health – Hastings Prince Edward</b><br/>           Mental Health Crisis: 1-888-757-7766<br/> <a href="https://enrichmentcentre.ca/">https://enrichmentcentre.ca/</a></p> <p><b>Canadian Mental Health Assoc. – Hastings Prince Edward</b><br/>           Belleville: 613-967-4734    Bancroft: 613-332-3826<br/>           Trenton: 613-394-1655    Madoc: 613-473-9914<br/>           Picton: 613-476-2990    Court Diversion: 613-968-1111<br/> <a href="https://cmhahpe.ca/">https://cmhahpe.ca/</a></p> <p><b>Addictions and Mental Health Services – Kingston Frontenac Lennox &amp; Addington</b>    Crisis Line: 1-800-267-7877<br/>           Napanee: 613-354-7521    Kingston: 613-544-1356<br/> <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> <p><b>Crisis Intervention Centre (QHC)</b><br/>           Crisis line: 969-7400, ext 2753 or Toll-Free 1-888-757-7766<br/> <a href="https://hpepublichealth.ca/wp-content/uploads/2020/04/Crisis-Intervention-QHC.pdf">https://hpepublichealth.ca/wp-content/uploads/2020/04/Crisis-Intervention-QHC.pdf</a></p> <p><b>Suicide Crisis Helpline</b><br/>           Call or text 988 - open 24/7/365 - <a href="https://988.ca/">https://988.ca/</a></p> <p><b>Mental Health Support Resources in Ontario</b><br/> <a href="https://www.ontario.ca/page/find-mental-health-support">https://www.ontario.ca/page/find-mental-health-support</a></p> <p><b>Gov't of Canada – Find Mental Health Support</b><br/> <a href="https://www.canada.ca/en/public-health/services/mental-health-services/mental-health-get-help.html">https://www.canada.ca/en/public-health/services/mental-health-services/mental-health-get-help.html</a></p> <p><b>Hope for Wellness (for all Indigenous people in Canada)</b><br/>           1-855-242-3310    <a href="https://www.hopeforwellness.ca/">https://www.hopeforwellness.ca/</a><br/>           Open 24/7 – by phone or online chat – several languages</p> <p><b>BounceBack Ontario</b><br/>           1-866-345-0224    <a href="https://bouncebackontario.ca/">https://bouncebackontario.ca/</a><br/>           Free skill-building program managed by the Canadian Mental Health Association. Delivered over the phone with a coach &amp; online videos</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><br/>           613-969-1772 Belleville<br/> <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). Self-refer by email: <a href="mailto:hpecoordinator@psseo.ca">hpecoordinator@psseo.ca</a></p>   |
| <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><br/>           Walk-in counselling available Wednesdays 12-6 pm<br/>           3 Applewood Drive, 3<sup>rd</sup> Floor, Belleville, Ontario<br/>           Some same-day reserved spots are available: <b>613-966-3100</b><br/><br/>           Immediate access to mental health services available for children &lt;18, parents &amp; families. Can use 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><br/> <b>Belleville:</b> 613-969-0830    Email: <a href="mailto:questions@youthab.ca">questions@youthab.ca</a><br/> <b>Lennox &amp; Addington:</b> 613-544-9175, Transitional Connector (Brochures: <a href="#">Hastings/Prince Edward</a>; <a href="#">L&amp;A</a>)<br/> <a href="https://www.youthab.ca/transitional-aged-youth/professionals">https://www.youthab.ca/transitional-aged-youth/professionals</a><br/><br/>           Call to make a referral (after age 16) or for more info regarding transitioning from services for children to services for adults.</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 – 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><br/>1-800-461-2036</p> <p><b>Consent and Capacity Board</b><br/>1-866-777-7391 or TTY: 1-877-301-0889<br/><a href="http://www.ccboard.on.ca">www.ccboard.on.ca</a><br/><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 Ontario Government website at: <a href="https://www.ontario.ca/page/mental-capacity">https://www.ontario.ca/page/mental-capacity</a></p> <p><b>ARCH Disability Law Centre</b><br/>Toll-free 1-866-482-2724 - TTY: Toll-free 1-866-482-2728<br/><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><br/>1-855-598-2656<br/><a href="http://www.ancelaw.ca">www.ancelaw.ca</a></p> <p><b>Legal Aid Ontario</b><br/>1-800-668-8258<br/>(You can apply online also.)<br/><a href="http://www.legalaid.on.ca">www.legalaid.on.ca</a></p> <p><b>Legal Aid's Services - Mental Health Issues</b><br/><a href="https://www.legalaid.on.ca/services/mental-health-legal-issues/">https://www.legalaid.on.ca/services/mental-health-legal-issues/</a></p> |
| <b>Mental Health – Counselling Resources (Social Worker)</b><br><br>(See also <a href="#">Mental Health – Adults</a> or <a href="#">Mental Health – Children</a> for other counselling resources) | <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><br/>613-962-0000 (Belleville)<br/>613-965-0698 (Trenton)<br/><a href="http://www.bqwchc.com/">www.bqwchc.com/</a></p> <p><b>Bancroft Community Family Health Team</b><br/>Oak and Billa Street Sites: 613-332-1565, ext 265<br/>Manor Lane Site: 613-332-5692<br/><a href="https://bcfht.org/">https://bcfht.org/</a> - by appointment only</p> <p><b>Napanee Area Community Health Centre</b><br/>613-354-8937, ext 7111<br/><a href="https://kchc.ca/napanee/napanee-area-community-health-centre/">https://kchc.ca/napanee/napanee-area-community-health-centre/</a></p> <p>For all the referrals above: Social workers accept self-referrals.</p> <p><b>Queen's Family Health Team (Kingston)</b> 613-533-9303<br/><b>Queen's Family Health Team (Belleville)</b> 613-771-1910,x133<br/><b>Belleville Nurse Practitioner-Led Clinic</b> 613-779-7301,x201<br/>Must be an existing patient.</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 – Declaring Someone Incapable</b>   | <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><br/>1-800-366-0335<br/><a href="https://www.ontario.ca/page/office-public-guardian-and-trustee">https://www.ontario.ca/page/office-public-guardian-and-trustee</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>   |
| <b>Mental Health – psychiatric patients in hospitals (including those being held against their will)</b> | <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><br/>1-800-578-2343 or <a href="mailto:ppao.moh@ontario.ca">ppao.moh@ontario.ca</a><br/><a href="https://www.ontario.ca/page/psychiatric-patient-advocate-office">https://www.ontario.ca/page/psychiatric-patient-advocate-office</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 Toronto PPAO # above. They will refer you to a Rights Advisor.</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, call a local lawyer to see the client &amp; attend review hearing.</p> <p><b>Legal Aid Ontario</b><br/>1-800-668-8258<br/><a href="http://www.legalaid.on.ca">www.legalaid.on.ca</a></p> <p><b>Legal Aid's Services - Mental Health Issues</b><br/><a href="https://www.legalaid.on.ca/services/mental-health-legal-issues/">https://www.legalaid.on.ca/services/mental-health-legal-issues/</a></p> |
|  | <ul style="list-style-type: none"> <li>Information on Patients' Rights and what to do if rights are violated</li> </ul>   | <p><b>Steps to Justice: What are my rights as a psychiatric patient?</b><br/><a href="https://stepstojustice.ca/questions/health-and-disability/what-are-my-rights-psychiatric-patient/">https://stepstojustice.ca/questions/health-and-disability/what-are-my-rights-psychiatric-patient/</a></p>  |
| <b>Mental Health – Students (Post-Secondary)</b>   | <ul style="list-style-type: none"> <li>Resources, information for post-secondary students (no counselling)</li> </ul>   | <p><b>Centre for Innovation in Campus Mental Health</b><br/>Crisis line: 1-866-925-5454 or <a href="https://good2talk.ca/">https://good2talk.ca/</a><br/><a href="https://campusmentalhealth.ca/">https://campusmentalhealth.ca/</a></p> <p>Resources on student mental health, incl Covid-19</p>   |
| <b>Military Families – Legal Advice Clinic &amp; other support services</b>                              | <ul style="list-style-type: none"> <li>Free 30 min legal advice consultation in English or French for military members and their families</li> <li>Crisis support</li> </ul>  | <p><b>Canadian Forces Morale &amp; Welfare Services Legal Advice Clinic</b><br/>Thursdays, by Appointment – Virtual only. Open to CAF members &amp; their families living in Kingston and area only. Book online at: <a href="https://cfmws.ca/kingston/events-activities/activities/legal-advice-clinic">https://cfmws.ca/kingston/events-activities/activities/legal-advice-clinic</a></p> <p>See also: Family Information Line (24/7): 1-800-866-4546<br/>Kingston Military Family Resource Centre: 613-541-5010, x5195</p>  |
| <b>Ontario Photo ID Card</b>   | <ul style="list-style-type: none"> <li>Acceptable photo ID for those who don't drive</li> </ul>   | <p><b>Ontario Photo Card</b><br/>1-800-267-8097 (ServiceOntario) (TTY: 1-800-268-7095)<br/><a href="https://www.ontario.ca/page/ontario-photo-card">https://www.ontario.ca/page/ontario-photo-card</a></p>  |
| <b>Passports</b>   | <ul style="list-style-type: none"> <li>Complaints go first to Passport Program, as a Level 1 Complaint. If not resolved, resubmit same form as a Level 2.</li> </ul>  | <p><b>Government of Canada Passport Program</b><br/>1-800-567-6868 or TTY: 1-800-255-7655<br/>Info: <a href="http://www.canada.ca/en/immigration-refugees-citizenship/services/canadian-passports.html">www.canada.ca/en/immigration-refugees-citizenship/services/canadian-passports.html</a>.</p> <p>Make a <a href="#">Complaint Online</a> or fax it to 819-654-8817 or mail it in to Passport Program, Gatineau QC K1A 0G3.</p>  |



## Where to Go For Help

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

| Type of Problem  | Type of Help   | Resource & Contact Info  |
|--|--|--|
| <b>Power of Attorney (POA)</b><br><br>(CALC offers Powers of Attorney in its <b>Wills Program</b> . See <a href="#">Wills</a> for more details.) | <ul style="list-style-type: none"> <li>Where to obtain power of attorney kits, some general information</li> <li>Online forms/kits to download:<br/><a href="https://www.publications.gov.on.ca/300652">https://www.publications.gov.on.ca/300652</a></li> <li><b>Steps to Justice</b> has a “guided pathway” to complete a POA online:<br/><a href="https://stepstojustice.ca/guidedpathways/POA">https://stepstojustice.ca/guidedpathways/POA</a></li> </ul> | <b>Ministry of the Attorney General – POA kits &amp; information</b><br>Call 1-800-668-9938 to order a free kit<br><a href="https://www.ontario.ca/page/make-power-attorney">https://www.ontario.ca/page/make-power-attorney</a><br><br><b>MPP’s offices:</b><br><b>Bay of Quinte (TBA) (Includes Belleville S of 401)</b><br>613-962-1144 or 1-877-536-6248<br><a href="https://tylerallsoppmpp.ca">https://tylerallsoppmpp.ca</a> - Tyler Allsopp<br><b>Hastings-Lennox &amp; Addington (Ric Bresee)</b><br>Madoc: 1-855-229-6676; Napanee: 613-354-3031<br><a href="https://ricbreseeempp.ca/">https://ricbreseeempp.ca/</a><br><br><b>Power of Attorney Kits also available at ServiceOntario:</b><br><b>Belleville:</b> 199 Front St. <b>Bancroft:</b> 50 Monck St.<br>613-968-3769 / 1-800-268-8758      613-332-5573 / 1-800-746-5520<br>TTY: 1-800-268-7095      TTY: 1-800-268-7095<br><b>Tweed:</b> 255 Metcalf Street (Mondays only)  |
|  | <ul style="list-style-type: none"> <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>  | <b>SOUTHERN LENNOX &amp; ADDINGTON RESIDENTS:</b><br><b>Queen’s Elder Law Clinic</b> - 613-533-2950 (for those over 50)<br><a href="https://queenslawclinics.ca/elder-law">https://queenslawclinics.ca/elder-law</a><br><br><b>NORTHERN LENNOX &amp; ADDINGTON RESIDENTS:</b><br><b>The Legal Clinic</b> – 613-279-3252 or 1-800-597-4529<br><a href="http://www.legalclinic.ca">www.legalclinic.ca</a> (must meet financial eligibility requirements)<br><br><b>Pro Bono Ontario</b><br>1-855-255-7256 <a href="https://www.probonoontario.org/wills-and-estates/">https://www.probonoontario.org/wills-and-estates/</a><br>Will prepare Powers of Attorney for low and middle income. Call from unblocked # only or email <a href="mailto:info@probonoontario.org">info@probonoontario.org</a> .<br><br><b>Law Society Referral Service</b><br>1-855-947-5255 / <a href="mailto:lsrs@lso.ca">lsrs@lso.ca</a> (Crisis/no access to internet)<br><a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a><br><br>Up to 30 minutes of free consultation either by phone or in-person (does not provide legal advice or second opinions during the consultation).<br><br><b>I Decide Law Program:</b> Call if you have an intellectual disability or acquired brain injury and need a POA or Will. |
|  | <ul style="list-style-type: none"> <li>General Information on Power of Attorney</li> </ul>   | <b>Community Advocacy &amp; Legal Centre</b><br><a href="http://communitylegalcentre.ca/legal-topic/wills-and-powers-of-attorney/">communitylegalcentre.ca/legal-topic/wills-and-powers-of-attorney/</a><br><br><b>Steps to Justice</b><br><a href="https://stepstojustice.ca/legal-topic/wills-and-powers-of-attorney">https://stepstojustice.ca/legal-topic/wills-and-powers-of-attorney</a><br><br><b>CLEO (Community Legal Education Ontario)</b><br><a href="https://www.cleo.on.ca/en/resources-and-publications/wills-and-powers-of-attorney">https://www.cleo.on.ca/en/resources-and-publications/wills-and-powers-of-attorney</a> - POAs: <a href="#">For Property</a> & <a href="#">For Personal Care</a><br><br><b>Advocacy Centre for the Elderly</b><br>1-855-598-2656<br><a href="https://www.ancelaw.ca/legal-topic/powers-of-attorney/">https://www.ancelaw.ca/legal-topic/powers-of-attorney/</a><br><br><b>HIV and AIDS Legal Clinic Ontario</b><br><a href="https://www.halco.org/areas-of-law/powers-of-attorney-wills">https://www.halco.org/areas-of-law/powers-of-attorney-wills</a>  |
| <b>Property Tax help</b>   | <ul style="list-style-type: none"> <li>Programs to help low-income homeowners with paying property taxes</li> </ul>  | See <b>CALC’s website</b> under <b>Consumer &amp; Debt, Other Help</b> page for programs available in our 3 counties:<br><a href="https://communitylegalcentre.ca/legal-info/consumer-and-debt-other-help/">https://communitylegalcentre.ca/legal-info/consumer-and-debt-other-help/</a>   |

## Where to Go For Help

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

| Type of Problem  | Type of Help   | Resource & Contact Info  |
|--|--|--|
| <b>Provincial Offences – (Highway Traffic Act, etc.)</b>           | <ul style="list-style-type: none"> <li>Legal information</li> </ul>  | <p><b>Ministry of the Attorney General</b><br/>1-866-518-7901<br/><a href="https://www.ontario.ca/page/check-status-traffic-tickets-and-fines-online-or-request-meeting-resolve-your-case/">https://www.ontario.ca/page/check-status-traffic-tickets-and-fines-online-or-request-meeting-resolve-your-case/</a></p> <p><b>Ontario Court of Justice</b><br/><b>Guide for Defendants in Provincial Offences Cases</b><br/><a href="https://www.ontariocourts.ca/ocj/self-represented-parties/guide-for-defendants-in-provincial-offences-cases/guide/">https://www.ontariocourts.ca/ocj/self-represented-parties/guide-for-defendants-in-provincial-offences-cases/guide/</a></p>  |
|  | <ul style="list-style-type: none"> <li>Legal advice</li> </ul>   | <p><b>Legal Aid Ontario</b><br/>1-800-668-8258 (As of May 17/21 you can now apply online.)<br/><a href="http://www.legalaid.on.ca">www.legalaid.on.ca</a></p> <p>Legal Aid will only give a certificate if you are facing possible jail time. You can also visit criminal court in your area to speak to duty counsel.</p> <p><b>Queen's Legal Aid (For Lennox &amp; Addington Residents only)</b><br/>613-533-2102 <a href="https://queenslawclinics.ca/queens-legal-aid">https://queenslawclinics.ca/queens-legal-aid</a></p> <p>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><br/>1-866-919-3219 <a href="http://www.justicenet.ca">www.justicenet.ca</a></p> <p>Justice Net is not-for-profit. Lawyers offer services at reduced fees for those who don't qualify for Legal Aid (net family income under \$59,000)</p> <p><b>Law Society Referral Service</b><br/>1-855-947-5255 / <a href="mailto:lsrs@lso.ca">lsrs@lso.ca</a> (Crisis/no access to internet)<br/><a href="http://www.findlegalhelp.ca">www.findlegalhelp.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>Representing Yourself in Court</b><br>(family, civil, criminal) | <ul style="list-style-type: none"> <li>Resources for people representing themselves in court</li> <li>See also "<a href="#">Lawsuits</a>" for info on requesting <b>Court Fee Waiver</b>.</li> </ul> | <p><b>Steps to Justice - Family Law Guided Pathways</b><br/><a href="https://stepstojustice.ca/family-law-guided-pathways/about">https://stepstojustice.ca/family-law-guided-pathways/about</a><br/>Step-by-step, detailed information on filling out many family law forms.</p> <p><b>Ontario Court of Justice</b><br/><a href="https://www.ontariocourts.ca/ocj/notices/guide-self-represented-appearances/">https://www.ontariocourts.ca/ocj/notices/guide-self-represented-appearances/</a><br/>A Guide For Self-Represented Family Litigants.</p> <p><b>The National Self-Represented Litigants Project (NSRLP)</b><br/><a href="https://representingyourselfcanada.com/our-srl-resources/">https://representingyourselfcanada.com/our-srl-resources/</a><br/>Resources/guides for self-represented litigants in family or civil court.</p> <p><b>The Canadian Judicial Council</b><br/><a href="https://cjc-ccm.ca/en/what-we-do/initiatives/representing-yourself-court">https://cjc-ccm.ca/en/what-we-do/initiatives/representing-yourself-court</a><br/>Offers 3 handbooks (family, civil and criminal law) to help people who are without a lawyer prepare and present their legal case.</p> <p><b>Pro Bono Ontario (PBO)</b><br/>1-855-255-7256 (Civil only, no family or criminal)<br/><a href="https://www.probonoontario.org/lawsuits-and-disputes/">https://www.probonoontario.org/lawsuits-and-disputes/</a><br/>Assistance to self-represented litigants. Call from unblocked # only.</p> |

## Where to Go For Help

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

| Type of Problem  | Type of Help   | Resource & Contact Info  |
|--|--|--|
| <b>Residential School Survivors</b>  | <ul style="list-style-type: none"> <li>Crisis Line is open 24/7</li> </ul>   | <p><b>Indian Residential School Survivors Society (B.C.)</b><br/>1-800-721-0066 or <a href="mailto:reception@irsss.ca">reception@irsss.ca</a> (BC residents)</p> <p><b>National Residential School Crisis Line:</b> 1-866-925-4419 (available across Canada)<br/><a href="https://chiefs-of-ontario.org/priorities/irs-resources/">https://chiefs-of-ontario.org/priorities/irs-resources/</a><br/>Provides support for former students and those affected.</p> <p><b>Indian Residential Schools Resolution Health Support Program</b><br/><a href="https://www.sac-isc.gc.ca/eng/1581971225188/1581971250953">https://www.sac-isc.gc.ca/eng/1581971225188/1581971250953</a></p>   |
| <b>Retirement Planning</b><br>(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><br/><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 <a href="#">Alzheimer's resources</a></p> <p>See also section on <a href="#">Elder Abuse</a></p> <p><b>More resources listed on the next page.</b></p> | <ul style="list-style-type: none"> <li>Legal advice, information &amp; referrals on seniors' law issues e.g. 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><br/>1-855-598-2656<br/><a href="https://acelaw.ca/">https://acelaw.ca/</a><br/>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><br/>613-533-2950 <a href="https://queenslawclinics.ca/elder-law">https://queenslawclinics.ca/elder-law</a></p>   |
|  | <ul style="list-style-type: none"> <li>Legal Information</li> </ul>  | <p><b>CLEO (Community Legal Education Ontario)</b><br/>Health &amp; Disability Page:<br/><a href="http://www.cleo.on.ca/en/resources-and-publications/health-and-disability">www.cleo.on.ca/en/resources-and-publications/health-and-disability</a></p> <p>Rights if you live in Long-Term Care, Rights of those receiving Home and Community Care, Complaints and Appeals about Home and Community Care Services.</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., as well as income tax. (By appointment)</li> </ul> | <p><b>Community Care for South Hastings</b><br/>613-969-0130 (Belleville) or 613-396-6591 (Deseronto)<br/><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><br/>613-473-9009 or Toll Free 1-800-554-1564<br/><a href="https://ccch.ca/transportation">https://ccch.ca/transportation</a></p> <p><b>Pensioners Concerned (Belleville) (Bayview Mall)</b><br/>(613) 962-6657 (help with forms, taxes, home visits, etc)<br/><a href="http://www.pensionersconcerned.ca/">www.pensionersconcerned.ca/</a></p> <p><b>Community Care for North Hastings</b><br/>(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><br/>(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>Government guide to seniors programs</li> </ul>  | <b>Guide to Programs and Services for Seniors in Ontario</b><br><a href="https://www.ontario.ca/document/guide-programs-and-services-seniors">https://www.ontario.ca/document/guide-programs-and-services-seniors</a><br><br><a href="https://www.ontario.ca/page/ministry-seniors-accessibility">https://www.ontario.ca/page/ministry-seniors-accessibility</a>  |
|   | <ul style="list-style-type: none"> <li>Public transit – also picks seniors up at home to take to appts/shopping</li> </ul>  | <b>TROUT (The Rural Overland Utility Transit)</b><br>(formerly Seniors Handi-Bus) (North Hastings residents)<br>613-332-4700 (for those over 55)  |
|   | <ul style="list-style-type: none"> <li>Transportation for seniors age 60 and over for medical appointments, errands.</li> </ul>   | <b>Volunteer Transportation Program (operated by VON)</b><br>613-392-4181, Ext. 5331 or 1-888-279-4866<br><a href="https://von.ca/en/von-care/transportation">https://von.ca/en/von-care/transportation</a><br><a href="https://211north.ca/record/68986096/">https://211north.ca/record/68986096/</a><br><br>Fee for vans is per km. Two are wheelchair accessible. VON also offers Meals on Wheels, Home Help Program & Volunteer visiting.   |
|   | <ul style="list-style-type: none"> <li>Seniors Housing – Geared to Income units available</li> </ul>  | <b>Social Housing - Hastings</b><br>613-968-3465<br><a href="https://hastingscounty.com/communities/services/housing-services/housing-available-hastings-county">https://hastingscounty.com/communities/services/housing-services/housing-available-hastings-county</a>   |
|   | <ul style="list-style-type: none"> <li>Advocacy groups for seniors</li> </ul>   | <b>Canadian Association of Retired People (CARP)</b><br>Greater Bay of Quinte Chapter: 613-743-9365<br><a href="https://www.carp.ca/">https://www.carp.ca/</a> Email: <a href="mailto:bbq@carp.ca">bbq@carp.ca</a> Has discount program.<br><br><b>CanAge</b><br><a href="https://www.canage.ca/resources">https://www.canage.ca/resources</a> , email: <a href="mailto:info@canage.ca">info@canage.ca</a><br>Independent nonprofit advocacy organization which educates people on seniors' issues. Has many resources on their website.<br><br><b>Nice – National Initiative for the Care of the Elderly</b><br><a href="https://www.nicenet.ca/">https://www.nicenet.ca/</a> - Information Tools on many topics |
| <b>Service Canada 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>  | <b>Office for Client Satisfaction (OCS)</b><br>1-866-506-6806; TTY: 1-866-506-6803<br><a href="https://www.canada.ca/en/employment-social-development/corporate/service-canada/client-satisfaction.html">https://www.canada.ca/en/employment-social-development/corporate/service-canada/client-satisfaction.html</a><br><br>Confirms receipt of all feedback within 24 hours and replies and/or resolves the issue within 7 working days. Online feedback form also.   |
| <b>Sexual Harassment in the Workplace</b><br><br>(see also <a href="#">Employment Law</a> or <a href="#">Human Rights</a> ) | <ul style="list-style-type: none"> <li>Legal advice</li> <li>Any <a href="#">legal clinic</a> (incl. CALC) that is part of the <a href="#">Department of Justice project</a> offers free advice <b>regardless of your income</b></li> </ul> | <b>Community Advocacy &amp; Legal Centre</b><br>613-966-8686 or 1-877-966-8686<br><a href="https://communitylegalcentre.ca/legal-info/sexual-harassment-at-work/">https://communitylegalcentre.ca/legal-info/sexual-harassment-at-work/</a><br><br><b>Pro Bono Ontario – Employment Hotline</b><br>1-855-255-7256<br><a href="https://www.probonoontario.org/work/">https://www.probonoontario.org/work/</a><br><br><b>Sexual Harassment and Violence: Pursuing a Claim at the Human Rights Tribunal of Ontario</b><br><a href="https://hrlsc.on.ca/faq/sexual-harassment/">https://hrlsc.on.ca/faq/sexual-harassment/</a>  |

## Where to Go For Help

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

| Type of Problem                             | Type of Help  | Resource & Contact Info   |
|---|---|---|
| <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>)</p> <p>Belleville (613) 969-3350 (<a href="#">Belleville office</a>)<br/> Trenton (<a href="#">Trenton office</a>) (Napanee office now closed)</p> <p><b>HRSDC website – How to Apply</b><br/> <a href="https://www.canada.ca/en/employment-social-development.html">https://www.canada.ca/en/employment-social-development.html</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 (Ryan Williams)<br/> <a href="https://www.ourcommons.ca/Members/en/ryan-williams(110330)">https://www.ourcommons.ca/Members/en/ryan-williams(110330)</a></p> <p><b>MP, Hastings (North of 401)-Lennox &amp; Addington</b><br/> 1-866-471-3800 (<a href="#">Shelby Kramp-Newman</a>)</p> <p><b>Office of the Privacy Commission of Canada</b><br/> 1-800-282-1376 <a href="https://www.priv.gc.ca">https://www.priv.gc.ca</a><br/> Make a complaint if refused product or service unless you give SIN #.</p> <p><b>Employment and Social Development Canada (ESDC)</b><br/> Tips on Protecting your SIN and who can ask for it:<br/> <a href="https://www.canada.ca/en/employment-social-development/programs/sin/protect.html">https://www.canada.ca/en/employment-social-development/programs/sin/protect.html</a></p> |
| <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><br/> 613-966-8686 or 1-877-966-8686<br/> <a href="http://www.communitylegalcentre.ca">www.communitylegalcentre.ca</a></p> <p><b>National Student Loans Service Centre</b><br/> 1-888-815-4556</p> <p>(For Canada Student Loans negotiated on or after Aug 1, 2000, Ontario Student Loans negotiated on or after Aug 1, 2001 or a Canada-Ontario Integrated Student Loans negotiated after Nov 17, 2001)</p> <p>For Canada Student Loan negotiated before Aug 1/00 or Ontario Student Loan negotiated before Aug 1/01 contact the lender holding your loan.</p>  |
|   | <ul style="list-style-type: none"> <li>Other help with student loans<br/> (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.)</li> </ul> | <p><b>MP, Bay of Quinte (Ryan Williams)</b><br/> (Quinte West, Belleville (south of 401), and Prince Edward County)<br/> 613-969-3300<br/> <a href="https://ryanwilliamsmp.ca/">https://ryanwilliamsmp.ca/</a></p> <p><b>MP, Hastings (Shelby Kramp-Neuman)</b><br/> 1-866-471-3800 (North of 401 - Lennox &amp; Addington)<br/> <a href="http://shelbykrampneumanmp.ca/">http://shelbykrampneumanmp.ca/</a></p>  |
| <b>Tenant Rights</b><br>(More on next page) | <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><br/> 613-966-8686 or 1-877-966-8686 or <a href="https://bit.ly/calc-help">https://bit.ly/calc-help</a> (email)<br/> <a href="http://communitylegalcentre.ca/legal-topic/housing-law/">http://communitylegalcentre.ca/legal-topic/housing-law/</a></p>   |
|   | <ul style="list-style-type: none"> <li>Free Legal Advice for tenants province-wide</li> </ul>   | <p><b>Pro Bono Ontario</b><br/> 1-855-255-7256 <a href="https://www.probonoontario.org/housing/">https://www.probonoontario.org/housing/</a><br/> Must call from unblocked # only, or email <a href="mailto:info@probonoontario.org">info@probonoontario.org</a>.</p>   |
|   | <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, shelters</li> </ul>  | <p><b>Community Advocacy &amp; Legal Centre website</b></p> <p>Legal Information for Tenants page<br/> <a href="http://communitylegalcentre.ca/legal-info/housing-more-legal-information/">http://communitylegalcentre.ca/legal-info/housing-more-legal-information/</a></p> <p>Emergency Financial Assistance for Tenants links:<br/> <a href="http://communitylegalcentre.ca/tcdownloads/financial-resources-for-tenants/">communitylegalcentre.ca/tcdownloads/financial-resources-for-tenants/</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>• <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 toll-free <a href="tel:1-877-528-9514">1-877-528-9514</a>.</li> <li>• <b>John Howard</b> in Belleville offers a <b>warm room</b> on Mon, Wed &amp; Fri (9am-1pm) and <b>showers</b> on Tue &amp; Thu from 9am-1pm (soap, shampoo, towels provided) at 19-21 Wallbridge Cres, Belleville – they also have some clothing, laundry, hygiene supplies and free wifi in parking lot and access to a phone – until Mar 2021.</li> </ul> | <p>Homelessness and Emergencies Page (includes food banks): <a href="http://communitylegalcentre.ca/legal-info/emergencies-are-you-homeless-or-about-to-become-homeless/">http://communitylegalcentre.ca/legal-info/emergencies-are-you-homeless-or-about-to-become-homeless/</a></p> <p><b>Rent Connect (to find housing)</b> Search listings at: <a href="http://www.arcgis.com/apps/dashboards/81bb5525e95c4831ace0784f73f25858">www.arcgis.com/apps/dashboards/81bb5525e95c4831ace0784f73f25858</a></p> <p><b>For an in-person appointment with a Rent Connect Agent</b>, call:</p> <p style="margin-left: 40px;">Belleville: 613-966-1311, ext 2508<br/>         Quinte West: 613-392-1387, ext 2216<br/>         Madoc: 613-473-5258, ext. 344<br/>         Bancroft: 613-332-3410, ext 6329</p> <p><b>Next Step Housing Connection (NSHC)</b><br/>         Belleville: 613-969-1748; Quinte West: 613-392-8317<br/>         Picton: 613-476-6456; Napanee: 613-354-0425<br/> <a href="https://nextstephousing.ca/">https://nextstephousing.ca/</a></p> <p>NSHC has a program that helps those who are homeless or will be homeless within 2 weeks. Eligibility criteria is on their website. (Services throughout Hastings and Prince Edward County plus a Housing &amp; Landlord Liaison to help people locate housing in Lennox &amp; Addington.)</p> <p><b>Sustainable Tenancy Outreach Program (STOP)</b><br/>         (for Residents of Lennox &amp; Addington with mental health issues)<br/>         613-483-5216 Terri Lynn, STOP Program Coordinator</p> <p>Short-term community outreach worker provided to identify needs of people at risk of losing housing and connect them with community services and referrals for support for unmet social needs.</p> <p><b>Indigenous Housing:</b></p> <p><b>Mohawks of the Bay of Quinte - Housing Office</b><br/>         613-396-3424<br/> <a href="https://mbq-tmt.org/housing-band-property-maintenance/">https://mbq-tmt.org/housing-band-property-maintenance/</a></p> <p><b>Ontario Aboriginal Housing Services</b><br/>         Apply online: <a href="http://www.ontarioaboriginalhousing.ca/rental-housing/">www.ontarioaboriginalhousing.ca/rental-housing/</a></p> <p><b>Advocacy Centre for Tenants Ontario (ACTO)</b><br/> <a href="https://www.acto.ca/for-tenants/tip-sheets/">https://www.acto.ca/for-tenants/tip-sheets/</a> (Tip Sheets)<br/> <a href="https://www.acto.ca/tenant-tips-for-your-digital-landlord-and-tenant-board-hearing-pt-1/">https://www.acto.ca/tenant-tips-for-your-digital-landlord-and-tenant-board-hearing-pt-1/</a> (digital hearing tips)</p> <p><b>Landlord and Tenant Board</b> (information and forms)<br/>         1-888-332-3234 <a href="https://tribunalsontario.ca/lrb/">https://tribunalsontario.ca/lrb/</a></p> <p><b>Community Legal Education Ontario (CLEO)</b><br/> <a href="http://www.cleo.on.ca/en/resources-and-publications/housing-law">www.cleo.on.ca/en/resources-and-publications/housing-law</a></p> <p><b>CLEOConnect – Housing law page</b><br/> <a href="https://cleoconnect.ca/legal-topic/housing-law/">https://cleoconnect.ca/legal-topic/housing-law/</a></p> <p><b>Steps to Justice</b> (step-by-step, practical legal information)<br/> <a href="https://stepstojustice.ca/category/legal-topic/housing-law">https://stepstojustice.ca/category/legal-topic/housing-law</a></p> <p><b>Steps to Justice Guided Pathway on filling out T6 Form</b> (getting your Landlord to do maintenance/repairs)<br/> <a href="https://stepstojustice.ca/housing-guided-pathways/T6">https://stepstojustice.ca/housing-guided-pathways/T6</a></p> <p><b>Centre for Equality Rights in Accommodation</b><br/> <a href="http://www.equalityrights.org/cera/">www.equalityrights.org/cera/</a> (discrimination in housing)</p> <p><b>Ministry of Municipal Affairs and Housing</b><br/> <a href="https://www.ontario.ca/page/ministry-municipal-affairs-housing">https://www.ontario.ca/page/ministry-municipal-affairs-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   |
|---|---|---|
| <b>Traffic Offences</b>   |   | See " <a href="#"><u>Provincial Offences</u></a> "  |
| <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>                             | <b>Government of Canada</b><br><a href="http://travel.gc.ca/travelling/advisories">http://travel.gc.ca/travelling/advisories</a><br>Travel advisories for different countries<br><br><a href="https://travel.gc.ca/travelling/children">https://travel.gc.ca/travelling/children</a><br><a href="http://travel.gc.ca/travelling/children/consent-letter">http://travel.gc.ca/travelling/children/consent-letter</a><br>Sample consent letter for travel with children outside of Canada.  |
| <b>Veteran's Affairs</b><br>(See also "Military Families – Legal Advice")   | <ul style="list-style-type: none"> <li>Info on programs for veterans</li> </ul>   | <b>Veteran Affairs Canada - Veteran's Services</b><br>1-866-522-2122 <a href="https://www.veterans.gc.ca/eng/services">https://www.veterans.gc.ca/eng/services</a>  |
|   | <ul style="list-style-type: none"> <li>Where to appeal decisions of the Minister of Veterans Affairs</li> </ul>   | <b>Veteran's Review and Appeal Board</b><br>1-800-450-8006 or Email: <a href="mailto:VRAB_TACRA@vac-acc.gc.ca">VRAB_TACRA@vac-acc.gc.ca</a><br><a href="http://www.vrab-tacra.gc.ca/">www.vrab-tacra.gc.ca/</a>   |
|   | <ul style="list-style-type: none"> <li>Free legal advice &amp; services to people who want to appeal a decision or an assessment awarded</li> </ul>   | <b>Bureau of the Pensions Advocates</b><br>1-877-228-2250<br><a href="https://www.veterans.gc.ca/eng/veterans-rights/how-to-appeal/bureau-pensions-advocates">https://www.veterans.gc.ca/eng/veterans-rights/how-to-appeal/bureau-pensions-advocates</a>  |
|   | <ul style="list-style-type: none"> <li>Upholds the Veterans Bill of Rights; receives and reviews complaints about programs and services provided/administered by Veterans Affairs or regarding the Bill of Rights.</li> </ul> | <b>Veteran's Ombudsman</b><br>1-877-330-4343 <a href="http://www.ombudsman-veterans.gc.ca/">www.ombudsman-veterans.gc.ca/</a><br><br>Independent officer - reports directly to Minister of Veterans Affairs.<br><b>Note:</b> 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.  |
|   | <ul style="list-style-type: none"> <li>Pensions and benefits info for veterans who are seniors</li> </ul>   | <b>Pensions and Benefits for Veterans</b><br><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>  |
| <b>Veterinary Bills</b><br>(and other pet costs – continued next page)<br><br>See <a href="#"><u>Domestic Violence</u></a> section re volunteers who foster pets for women who must go to a shelter | <ul style="list-style-type: none"> <li>Financial assistance to pay vet bills for pets</li> </ul>  | <b>The Farley Foundation</b><br>1-888-262-9811 (Veterinarians can call for information)<br><a href="https://www.farleyfoundation.org/">https://www.farleyfoundation.org/</a><br><br>Funding limited to \$1000 per pet owner per year. Veterinarians apply for funds on behalf of low-income clients & must be members of OVMA.<br><b>Owners cannot apply directly.</b> See eligibility rules online or ask your vet.  |
|   | <ul style="list-style-type: none"> <li>Pet Food Bank (mostly dog &amp; cat food, occasionally, rabbits – may have collars, leashes, litter boxes, etc. depending on donations)</li> </ul>                                     | <b>Tweed Pet Food Bank</b><br>224 Metcalf Street, Tweed<br><br>Open 12:00-2:00 pm every Wednesday (and you don't need to be a resident of Tweed).   |
|   | <ul style="list-style-type: none"> <li>Low Cost Rabies Shots</li> </ul>   | <b>Hastings Prince Edward Health Unit</b><br>613-966-5500<br><a href="http://www.hpepublichealth.ca/clinic/low-cost-rabies-vaccination-clinics/">www.hpepublichealth.ca/clinic/low-cost-rabies-vaccination-clinics/</a>   |
| <b>Victims of Crime</b><br>(see next page for <a href="#"><u>getting legal advice</u></a> and info for Victims of Crime with respect to Property)   | <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> </ul>   | <b>Victim Services in Ontario</b><br><a href="https://www.ontario.ca/page/victim-services-ontario">https://www.ontario.ca/page/victim-services-ontario</a><br><br><b>Victim Support Line</b><br>1-888-579-2888 Toll-free, 24/7/365 multilingual<br><a href="http://www.ontario.ca/page/get-help-if-you-are-experiencing-violence">www.ontario.ca/page/get-help-if-you-are-experiencing-violence</a><br><br><b>The Victim/Witness Assistance Program (VWAP)</b><br><a href="https://www.ontario.ca/page/victimwitness-assistance-program">https://www.ontario.ca/page/victimwitness-assistance-program</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>Victim Services, VQRP+ and Indigenous Victim Services provide funding for counselling, emergency expenses and changing locks, etc.</li> </ul> | <p><b>Victim Services (Hastings, Prince Edward, Lennox &amp; Addington Counties)</b></p> <p><b>Belleville:</b> 1-866-680-9972 <b>Napanee:</b> 1-877-354-4151<br/> <b>Quinte West:</b> 613-392-3561<br/> <a href="https://www.victimserviceshpela.com/">https://www.victimserviceshpela.com/</a></p> <p><b>Victim Quick Response Program+ (VQRP+)</b><br/> 1-866-680-9772<br/> <a href="https://www.victimserviceshpela.com/victim-quick-response-program-vqrp">https://www.victimserviceshpela.com/victim-quick-response-program-vqrp</a></p> <p><b>Sexual Assault Centre for Quinte and District</b><br/> 1-877-544-6424 - Toll-Free Crisis Line, 24/7<br/> TTY users, call Bell Relay: 1-800-268-9242<br/> Office line: Tel: 613-967-6300 or TTY: 613-967-5902<br/> Email: <a href="mailto:sacqd@lks.net">sacqd@lks.net</a>; website: <a href="http://www.sacqd.com">www.sacqd.com</a></p> <p><b>Sexual Assault Centre – Kingston (covers Napanee)</b><br/> 1-877-544-6424 - Toll-Free Crisis Line, 24/7<br/> TTY users, call Bell Relay: 1-800-268-9242<br/> Office line: 613-545-0762<br/> Email: <a href="mailto:sack@sackingston.com">sack@sackingston.com</a>; website: <a href="http://sackingston.com/">http://sackingston.com/</a></p> <p><b>Indigenous Victim Services – Call or Text</b><br/> Emergency: 1-343-363-0318; Non-Emergency: 613-438-3517<br/> <a href="https://mbq-tmt.org/social-services/indigenous-victim-services/">https://mbq-tmt.org/social-services/indigenous-victim-services/</a></p> <p><b>Ontario Human Trafficking Helpline (24/7)</b><br/> 1-833-900-1010; email: <a href="mailto:hotline@cchteht.ca">hotline@cchteht.ca</a>,<br/> <a href="https://www.canadianhumantraffickinghelpline.ca/">https://www.canadianhumantraffickinghelpline.ca/</a> (chat avail.)<br/> Confidential helpline to find help and free legal advice. Parents and guardians of child victims also eligible.</p> <p><b>Ontario Women’s Justice Network (OWJN)</b> <a href="https://owjn.org">https://owjn.org</a><br/> Legal information website about the law and legal processes in situations of violence between intimate partners</p> <p><b>Male Survivors of Sexual Abuse – Prov. Crisis/Support Line</b><br/> 1-866-887-0015 - Live-answer, 24/7/365 multilingual service.<br/> <a href="https://www.ontario.ca/page/get-help-if-you-are-experiencing-violence">https://www.ontario.ca/page/get-help-if-you-are-experiencing-violence</a></p> <p><b>Federal Ombudsman for victims of Crime</b><br/> 1-866-481-8429 <a href="http://www.victimfirst.gc.ca/">www.victimfirst.gc.ca/</a><br/> 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><br/> Provincial emergency line for francophone women in Ontario.</p> |
|                 | <ul style="list-style-type: none"> <li>Legal Advice</li> </ul> <p>(Continued next page)</p>  | <p><b>Community Advocacy &amp; Legal Centre (CALC)</b><br/> 613-966-8686 or 1-877-966-8686<br/> <a href="http://communitylegalcentre.ca/legal-info/victims-of-crime/">http://communitylegalcentre.ca/legal-info/victims-of-crime/</a></p> <p><b>Queen’s Legal Aid</b> (Residents of Kingston/Napanee area)<br/> 613-533-2102 <a href="https://queenslawclinics.ca/queens-legal-aid">https://queenslawclinics.ca/queens-legal-aid</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>Barbara Schlifer Commemorative Clinic</b><br/>416-323-9149, ext 234 <a href="https://www.schliferclinic.com/">https://www.schliferclinic.com/</a></p> <p>Free legal services in criminal law (survivors of violence who are a victim AND survivors who have been criminalized - particularly dual charging matters), family law, and immigration/refugee law to women victims of violence/abuse</p> <p><b>Luke's Place Virtual Legal Clinic</b> (family law advice)<br/>1-866-516-3116<br/><a href="https://lukesplace.ca/for-women/lukes-place-virtual-legal-clinic/">https://lukesplace.ca/for-women/lukes-place-virtual-legal-clinic/</a></p> <p>Provides family law services and FREE legal advice in <b>family law</b> to women <b>anywhere in Ontario</b> who have been subjected to intimate partner violence.</p> <p><b>Ontario's Independent Legal Advice Line for Sexual Assault Victims</b><br/>1-855-226-3904 (for more info)<br/><a href="http://www.ontario.ca/page/independent-legal-advice-sexual-assault-victims">www.ontario.ca/page/independent-legal-advice-sexual-assault-victims</a></p> <p>(Complete online voucher request form to apply. Must be 16+, live in Ontario, and assault occurred in Ontario. Up to 4 hours of free legal advice by phone or video)</p> <p><b>Private Bar</b> (Civil lawsuits against offender)<br/>Contact a private bar lawyer for help with civil law suits<br/>Call CALC (613-966-8686) for referrals to local lawyers in our area</p> |
|   | <ul style="list-style-type: none"> <li>Resources, including basic <b>free</b> legal advice, for Ontarians who've had sensitive/intimate images shared/published without their consent.</li> </ul> | <p><b>Reclaim Probono</b><br/>506-234-5678 or Email: <a href="mailto:reclaim@spark.law">reclaim@spark.law</a><br/><a href="http://www.reclaimprobono.org/">http://www.reclaimprobono.org/</a></p> <p>Request a consultation form:<br/><a href="https://reclaimprobono.org/advice/">https://reclaimprobono.org/advice/</a></p>   |
|   | <ul style="list-style-type: none"> <li>Compensation for Victims of an offence that <u>led to the forfeiture of property</u> – How to File a Claim</li> </ul>                                      | <p><b>Compensation for Victims (Civil Forfeiture Program)</b><br/>1-888-246-5359 or <a href="mailto:CAFP@ontario.ca">CAFP@ontario.ca</a><br/>(See webpage for list of cases the government is accepting claims for)<br/><a href="https://www.ontario.ca/page/compensation-victims">https://www.ontario.ca/page/compensation-victims</a></p>   |
| <p><b>Wills and Estates</b></p> <p>See also "<a href="#">Power of Attorney</a>" section for where to get kits, do on your own</p> | <ul style="list-style-type: none"> <li>Legal information<br/>(See also "<a href="#">estate administration</a>")</li> </ul>  | <p><b>Steps to Justice - Wills and Powers of Attorney page</b><br/><a href="https://stepstojustice.ca/legal-topic/wills-and-powers-of-attorney">https://stepstojustice.ca/legal-topic/wills-and-powers-of-attorney</a></p> <ul style="list-style-type: none"> <li>See their "Guided Pathways" to lead you through creating your own simple will or power of attorney:<br/><a href="https://stepstojustice.ca/guidedpathways/estate-guided-pathways">https://stepstojustice.ca/guidedpathways/estate-guided-pathways</a></li> </ul> <p><b>Ontario Government – Law &amp; Safety</b><br/><a href="https://www.ontario.ca/page/seniors-plan-for-the-future">https://www.ontario.ca/page/seniors-plan-for-the-future</a></p> <p><b>Advocacy Centre for the Elderly</b> – page on Wills<br/>1-855-598-2656 <a href="https://www.ancelaw.ca/legal-topic/wills/">https://www.ancelaw.ca/legal-topic/wills/</a></p> <p><b>Community Advocacy &amp; Legal Centre</b><br/><a href="http://communitylegalcentre.ca/legal-topic/wills-and-powers-of-attorney">communitylegalcentre.ca/legal-topic/wills-and-powers-of-attorney</a></p>  |
|   | <ul style="list-style-type: none"> <li>Legal advice - Will and Power of Attorney preparation<br/>(Continued on next page)</li> </ul>  | <p><b>Community Advocacy &amp; Legal Centre</b><br/>613-966-8686 or 1-877-966-8686<br/><a href="http://communitylegalcentre.ca/legal-topic/wills-and-powers-of-attorney/">http://communitylegalcentre.ca/legal-topic/wills-and-powers-of-attorney/</a></p> <p>Offers free Wills &amp; Powers of Attorney to qualified low-income applicants. Certain criteria apply.</p>  |

## Where to Go For Help

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

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|---|--|---|
|   |  | <p><b>Queen's Elder Law Clinic (Kingston)</b><br/>613-533-2950 <a href="https://queenslawclinics.ca/elder-law">https://queenslawclinics.ca/elder-law</a><br/>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><br/>613-279-3252 or 1-800-597-4529 <a href="http://www.legalclinic.ca">www.legalclinic.ca</a><br/>Serves low-income residents of Northern Lennox &amp; Addington County.</p> <p><b>Northumberland Community Legal Centre</b><br/>1-800-850-7882 <a href="http://thehelpandlegalcentre.ca/legal/">http://thehelpandlegalcentre.ca/legal/</a><br/>Powers of Attorney for low-income residents of Northumberland County</p> <p><b>Pro Bono Ontario (PBO)</b><br/>1-855-255-7256<br/><a href="https://www.probonoontario.org/wills-and-estates/">https://www.probonoontario.org/wills-and-estates/</a><br/>Will prepare Powers of Attorney for low- and middle-income residents of Ontario. (May provide Wills in the future.) Takes calls from unblocked #s only, or email <a href="mailto:info@probonoontario.org">info@probonoontario.org</a>.</p> <p><b>I Decide Law Program</b> - 416-860-7572<br/>Call if you have an intellectual disability or acquired brain injury and need a Power of Attorney or Will (reduced rate).</p> <p><b>Lawyer, Private Bar</b><br/><a href="http://www.iso.on.ca/find-a-lawyer-or-paralegal/">www.iso.on.ca/find-a-lawyer-or-paralegal/</a><br/>Check yellow pages or visit the <b>Law Society of Ontario</b> website, <b>Lawyer and Paralegal Directory</b> – enter city and check off Wills, Estates under Main Area of Law to generate list</p> <p><b>Hastings County Law Association</b> website (find a lawyer)<br/><a href="http://www.hastingscountylaw.com/find-a-lawyer">http://www.hastingscountylaw.com/find-a-lawyer</a></p> |
| <b>Workplace Safety &amp; Insurance Board</b><br><br>(Continued on next page) | <ul style="list-style-type: none"> <li>Legal Advice</li> </ul>                                     | <p><b>Community Advocacy &amp; Legal Centre</b><br/>613-966-8686 or 1-877-966-8686<br/><a href="http://communitylegalcentre.ca/legal-info/workplace-safety-insurance-board/">http://communitylegalcentre.ca/legal-info/workplace-safety-insurance-board/</a><br/>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><br/>Workplace Insurance: 1-800-435-8980 (TTY: 1-866-445-3092)<br/>Health &amp; Safety Reprisals: 1-855-659-7744<br/><a href="https://www.owa.gov.on.ca/en/welcome/">https://www.owa.gov.on.ca/en/welcome/</a><br/>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><br/>1-877-230-6311<br/><a href="https://www.iavgo.ca/">https://www.iavgo.ca/</a></p>   |
|   | <ul style="list-style-type: none"> <li>Legal Consultation (free) and advice (for a fee)</li> </ul> | <p><b>Law Society Referral Service (LSRS)</b><br/>1-855-947-5255 / <a href="mailto:lrs@iso.ca">lrs@iso.ca</a> (Crisis/no access to internet)<br/><a href="http://www.findlegalhelp.ca">www.findlegalhelp.ca</a><br/>Up to 30 minutes of free consultation either by phone or in-person. No legal advice or second opinions. Discuss fees with lawyer or paralegal.</p>  |



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|-----------------|---|--|
|                 | <ul style="list-style-type: none"> <li>Information</li> </ul> | <p><b>Community Legal Education Ontario (CLEO)</b><br/> <a href="http://www.cleo.on.ca">www.cleo.on.ca</a></p> <p>Pamphlets such as how to make a claim, manual for workers' advocates and your right to appeal.</p> <p><b>Steps to Justice – injured at work</b><br/> <a href="https://stepstojustice.ca/legal-topic/employment-and-work/injured-work/">https://stepstojustice.ca/legal-topic/employment-and-work/injured-work/</a></p> <p><b>Workplace Safety and Insurance Board (WSIB)</b><br/>           1-800-387-0750<br/> <a href="https://www.wsib.ca/en">https://www.wsib.ca/en</a></p> <p><b>Workplace Safety and Insurance Appeals Tribunal</b><br/> <a href="https://wsiat.on.ca/">https://wsiat.on.ca/</a><br/>           Hears appeals of decisions of the WSIB</p> <p><b>Injured Workers Online</b><br/> <a href="http://www.injuredworkersonline.org">www.injuredworkersonline.org</a></p> <p><b>Injured Workers' Community Legal Clinic (IWC)</b><br/>           416-461-2411<br/> <a href="https://www.crwdp.ca/en/partners/injured-workers-consultants-iwc-community-legal-clinic">https://www.crwdp.ca/en/partners/injured-workers-consultants-iwc-community-legal-clinic</a></p> <p><b>Ministry of Labour - Young Workers</b><br/> <a href="https://www.labour.gov.on.ca/english/atwork/youngworkers.php">https://www.labour.gov.on.ca/english/atwork/youngworkers.php</a><br/>           Info for young and/or new workers.</p> |