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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
Access to Information – Privacy (Federal)	- Access to government documents and files. - Complaints regarding inappropriate disclosure of information.	Office of the Privacy Commission of Canada 1-800-282-1376; TTY: 819-994-6591 https://www.priv.gc.ca/en/ If an organization refuses to give you a product or service unless you give your SIN #, complain to the Privacy Commissioner.
Access to Information – Privacy (Provincial)	- Access to government documents and files. - Complaints regarding inappropriate disclosure of information or being unable to get access to your personal health information.	Office of the Information & Privacy Commissioner of Ontario 1-800-387-0073 www.ipc.on.ca/ The Personal Health Information Protection Act (PHIPA) contains the rules regarding your personal health information. View your privacy rights on their website: https://www.ipc.on.ca/health-individuals/file-a-health-privacy-complaint/your-health-privacy-rights-in-ontario/ Read their FAQ sheet: https://www.ipc.on.ca/wp-content/uploads/2015/11/phipa-faq.pdf REGARDING THE ODSP DATA BREACH (Jan 2019): Class Action suit lawyers: Rochon Genova (Toronto) Email: Jon Sloan jsloan@rochongenova.com Phone: 1-416-363-1867, ext 299 (They have a toll-free consultation #, maybe they can patch callers through to Mr. Sloan: 1-800-462-3864) https://www.rochongenova.com/Current-Class-Action-Cases/ODSP-Data-Breach.shtml for more info You have the option of <u>opting out</u> of the class action 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. 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. Before making a complaint to IPC, you should get advice from the class actions lawyers or a civil litigation lawyer about the potential impacts of an IPC complaint on a civil suit.
Acquired Brain Injury (ABI) Information, Support and Referrals	Support and services such as skill training, advocacy, counselling	Providence Care, Regional Community Brain Injury Services Belleville: 613-968-8888 Kingston: 613-547-6969 https://providencecare.ca/community-services/community-brain-injury-services/
	24 hr supported homes, day programs, employment support	Pathways to Independence Belleville: 613-962-2541; Trenton: 613-394-4445 www.pathwaysind.com
	Support and referral services, information and advocacy	ABI System Navigation of Southeastern Ontario 613-547-6969 or 1-800-871-8096 https://braininjuryhelp.ca/about-abi-system-navigator/
	Free legal services for people with acquired brain injury living on a low income	I Decide Law Program 416-860-7572 or info@pooranlaw.com https://pooranlaw.com/services/people/free-legal-services/ More info under the Disability Issues section.

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Type of Problem	Type of Help	Resource & Contact Info
Adoption	Information on process	International Adoptions and the Immigration Process 1-888-242-2100 TTY: 1-888-576-8502 www.canada.ca/en/immigration-refugees-citizenship/services/canadians/adopt-child-abroad.html Ministry of Children and Youth Services 1-866-821-7770 TTY: 1-800-387-5559 www.ontario.ca/page/ministry-children-community-and-social-services Adoption Council of Ontario 1-877-236-7820 (1-877-ADOPT-20) Email: info@adoption.on.ca www.adoption.on.ca/ 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. Child and Youth Permanency Council of Canada (CYPCC) (replaces Adoption Council of Canada) Email: Info@permanency.ca https://www.permanency.ca/
	- For legal advice contact a private bar lawyer - Only available via online form, unless in crisis (i.e. in police custody)	Law Society Referral Service 1-855-947-5255 / lsrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca 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.
	Openness Agreements – Legal advice and/or representation (for those financially eligible)	Legal Aid Ontario 1-800-668-8258; TTY: 1-800-855-0511 https://www.legalaid.on.ca/services/family-legal-issues/ 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.
Adult Protective Service Worker (APSW) – Applying for one	- How to Apply - SE Region serves Hastings, Prince Edward, Lennox & Addington, Frontenac, Lanark, Leeds & Grenville	Developmental Services Ontario 1-855-237-6737 or 1-613-354-7977 (South East Region) www.dsontario.ca/ 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. Report Abuse/Neglect of an adult with a Developmental Disability: 1-800-575-2222, TTY: 1-844-309-1025, reportONdisability@ontario.ca https://www.ontario.ca/page/report-abuse-and-neglect-adult-developmental-disability

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
Affidavits/Statutory Declarations/Notarizing documents	- Swearing of affidavits and declarations (commissioning) – Bring your ID with you - These locations offer free (or lower fee) swearing of affidavits in limited circumstances. Please call first 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.	Community Advocacy & Legal Centre 613-966-8686 or 1-877-966-8686 (Specific areas of law only) (Both Notarizing and Commissioning available) https://communitylegalcentre.ca/our-services/commissioning-and-notarizing/ Bancroft Town Hall (\$10 for residents, \$25 non-res, walk-in ok) 613-332-3331 (Clerk's Dept. page, scroll down to Commissioning) https://www.bancroft.ca/town_hall/departments/clerk Belleville City Hall (must be a resident of Belleville, \$30 fee) 613-967-3228 https://www.belleville.ca/contact (walk-in ok) Deseronto Town Hall (\$10 for residents, walk-in ok) 613-396-2440 http://deseronto.ca/ Flinton - Addington Highlands Town Hall (free for residents) 613-336-2286 www.addingtonhighlands.ca/ (call for appt.) Lennox & Addington County Admin. Bldg. (free for residents) 613-354-4883, x3224 Call for appointment. https://lennox-addington.on.ca/government/administrative-services/commissioner-of-oath/ Queen's Legal Aid (Lennox & Addington residents) 613-533-2102 https://queenslawclinics.ca/queens-legal-aid Madoc Township (free for residents/non-res. depends on doc) 613-473-2677 www.madoc.ca/ - walk-in ok MP, Bay of Quinte (Chris Malette) (Federal documents only) 613-969-2121 (call ahead) https://chrismalette.libparl.ca/ MP, Hastings-Lennox & Addington (Shelby Kramp-Neuman) (Federal docs only, call ahead) http://shelbykrampneumanmp.ca/ 613-354-6886 (Napanee) or 613-473-0649 (Ivanhoe) MPP, Bay of Quinte (Incl. Belleville S of 401) (Tyler Allsopp) 613-962-1144/1-877-536-6248 (anything provincial, no real estate) https://tylerallsoppmpp.ca (call ahead) MPP, Hastings-Lennox & Addington (Ric Bresee) Madoc: 1-855-229-6676; Napanee: 613-354-3031 https://ricbreseempp.ca/ (call ahead, no fee, no appt. needed) Prince Edward County (\$20 res/non-res., BY APPT.) 613-476-2148 ext. 1020 or email at clerks@pecounty.on.ca https://thecounty.ca/government/clerks-office/document-commissioning/ ServiceOntario Centres - Will swear affidavits for Land Transfer, Motor Vehicles. Follow link, enter location and issue, will prompt if service is provided. https://www.ontario.ca/locations/serviceontario Stirling-Rawdon Town Hall (free for residents, \$5 for non-res.) 613-395-3380 www.stirling-rawdon.com/ (walk-in ok) Trenton City Hall (fee depends on document, res & non-res) 613-392-2841 https://quintewest.ca/ Tweed Town Hall (\$10 for residents or non-residents) 613-478-2535 https://tweed.ca/ (walk-in ok, call ahead preferred)
	Notarizing Documents - Lawyers can notarize documents – these are links to help find a local one	Law Society Referral Service 1-855-947-5255 / lrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca - Up to 30 minutes of free consultation Hastings and Prince Edward Law Association https://www.hastingscountylaw.com/find-a-lawyer

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
Alzheimer's – Help for Families	<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.	Alzheimer Society - Hastings – Prince Edward Belleville: 613-962-0892 or 1-800-361-8036 North Hastings: 613-332-4614 Prince Edward County: 613-476-2085 https://alzheimer.ca/hpe/ or angela.meraw@alzheimerhpe.ca First Link Program: https://alzheimer.ca/hpe/en/help-support/programs-services/first-link Online referral form (can be used by anyone). Contact: Shelley.haggarty@alzheimerhpe.ca Alzheimer Society - Kingston, Frontenac, Lennox & Addington 1-800-266-7516 or email: reception@alzking.com https://alzheimer.ca/kfla/
Animal Welfare (reporting abuse or appealing a decision against an animal owner)	New system of reporting abuse – comes into force January 1, 2020	Ontario Animal Protection Call Centre 1-833-9-ANIMAL (1-833-926-4625) https://www.ontario.ca/page/animal-welfare
	Animal owners appealing a decision/order	Animal Care Review Board (ACRB) 1-888-444-0204; TTY: 1-800-855-0511; ACRB.registrar@ontario.ca https://tribunalsontario.ca/acrb/
Birth Certificates (Ontario) (Contact Registrar General for Change of Name information. See also section on: Name Changes)	Contact Registrar General for applications & information	Registrar General 1-800-461-2156; TTY: 416-325-3408 https://www.orgforms.gov.on.ca/IBR/start
	Apply online at ServiceOntario Website	ServiceOntario – Online Birth Certificate application www.ontario.ca/page/get-or-replace-ontario-birth-certificate
	Contact MPP for assistance if you are having problems getting a birth certificate or need help with application forms	MPP, Bay of Quinte (Incl. Belleville S of 401) (Tyler Allsopp) 613-962-1144 or 1-877-536-6248 https://tylerallsoppmpp.ca MPP, Hastings-Lennox & Addington (Ric Bresee) Madoc: 1-855-229-6676; Napanee: 613-354-3031 https://ricbreseempp.ca/
CERB/CRB Overpayments (Canada Emergency Response Benefit & Canada Recovery Benefit)	For legal advice contact a private bar lawyer – free 30 minute consultation	Law Society Referral Service www.findlegalhelp.ca 1-855-947-5255 / lrs@lso.ca (Crisis/no access to internet) Service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.
	Free legal help and advice	Community Advocacy & Legal Centre 613-966-8686 or 1-877-966-8686 or http://bit.ly/calc-help Pro Bono Ontario (PBO) 1-855-255-7256 https://www.probonoontario.org/cerb/ 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 cerb@probonoontario.org.
Charities – Help with legal requirements for registered charities (Cont'd next page)	- Free legal help - Charity Start-up info	Pro Bono Ontario (PBO) 1-855-255-7256 https://www.probonoontario.org/corporate/
	What you need to know to comply with Income Tax Laws as a registered charity – online resources	Charity Central (based in Alberta) 1-780-822-7623 or Email: info@cplea.ca www.charitycentral.ca Does not provide legal advice. Links section has law-related info.

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
See also: "Incorporation (for Non-Profits)"	Small businesses and non-profits in Southeastern Ontario	Queen's Business Law Clinic (Kingston) 613-533-2102 or qblc@queensu.ca; https://queenslawclinics.ca/business-law Incorporations, shareholder agreements, business name and trademark work, compliance with general gov't regulations for start-up companies, drafting simple business contracts, etc.
Children's issues	Lawyers to represent children	Office of the Children's Lawyer 416-314-8000; Email: OCL.Inquiries@ontario.ca https://www.ontario.ca/page/office-childrens-lawyer Representation in various areas of law including child custody/access disputes, child protection proceedings, and civil litigation.
	Information, referrals and legal assistance (in select cases) for youth	Justice for Children and Youth (JFCY) (416) 920-1633 or 1-866-999-5329 www.jfcy.org/ Providing advice in: Child welfare; Consent to Treatment; Corrections Law; Custody & 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
	- The Ontario Ombudsman now investigates complaints about: - youth justice system, - children's mental health system, - child welfare system (children's aid societies, foster homes, group homes), - secure treatment facilities, - provincial and demonstration schools for the deaf & blind	Ontario Ombudsman – Children & Youth Unit 1-800-263-2841; TTY: 416-325-2648 www.ombudsman.on.ca/what-we-do/topics/children-youth Email: cy-ej@ombudsman.on.ca 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.) 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.
Commercial Tenancies	Information for renters of commercial space	Commercial Tenancy Information Line (Ministry of Municipal Affairs and Housing) 1-800-729-4871 (automated information line) https://www.ontario.ca/page/renting-commercial-property-ontario
	For legal advice, contact a private bar lawyer.	Law Society Referral Service (30 min. consultation) 1-855-947-5255 / lrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca Service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.
Complaints – Accountants	Accountants – Complain to the firm they work for first, if no action taken, call to report (breach of ethics only)	Chartered Professional Accounts of Ontario (CPA) (Governing body for CGAs, CMAs, CAs) 1-800-661-9675 (to report suspected fraud) Main site: https://www.cpacanada.ca/ Fraud policy: https://www.cpacanada.ca/en/the-cpa-profession/about-cpa-canada/cpa-canada-fraud-policy Ethics hotline: https://cpa.confidenceline.com/CPA-Canada Deals with complaints regarding ethics and conduct. <u>They will not resolve disputes between members and clients.</u> Complaints: (Does not resolve fee/financial disputes.) https://www.cpaontario.ca/protecting-the-public/complaints

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
Complaints – Audiologists and Speech Language Pathologists	Information/Intake for complaint investigation	College of Audiologists & Speech Language Pathologists of Ontario 1-800-993-9459 www.caslpo.com
Complaints – Canada Post	- Contact your Canada Post local office <u>first</u>, then customer service - If not resolved by customer service, then contact the Ombudsman	Canada Post Customer Service 1-866-607-6301 – Use their Contact Us page to select a specific problem & it will give you link/phone number for help https://www.canadapost-postescanada.ca/cpc/en/home.page https://www.canadapost-postescanada.ca/cpc/en/support/kb/company-policies/feedback-comments <-- Feedback page Office of the Ombudsman at Canada Post 1-800-204-4198 https://www.canadapost-postescanada.ca/ombudsman/
Complaints – Children’s Aid Society	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.	Highland Shores Children’s Aid Society (Hastings & Prince Edward County) 1-800-267-0570, TTY: 613-962-1019 or 1-888-962-1019 http://highlandshorescas.com/ , info@highlandshorescas.com Local Phone Numbers: Belleville: 613-962-9291 Quinte West: 613-965-6261 North Hastings: 613-332-2425 Picton: 613-476-7957 Family & Children’s Services of Frontenac, Lennox & Addington (613) 545-3227 or 1-855-445-3227 info@facsfla.ca
	- The Ministry’s regional offices monitor CAS’s in their region - The South East Region office serves Hastings, Lennox & Addington, Prince Edward Counties	Ministry of Children and Youth Services, South East Regional Office (Kingston) (613) 545-0539 or 1-800-646-3209 www.ontario.ca/page/regional-offices-ministry-children-community-and-social-services Information on Children’s Aid: www.ontario.ca/page/ministry-children-community-and-social-services Info about How to make a complaint about CAS: www.ontario.ca/page/submitting-complaint-about-child-welfare-services
	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	Child and Family Services Review Board 1-888-777-3616 https://tribunalsontario.ca/cfsrb/ A complaint can only be made to the Review Board after it has been reviewed through the CAS’s internal complaint review procedure. Link to CFSRB complaint form for complaints about CAS: https://tribunalsontario.ca/cfsrb/complain-about-services-of-a-childrens-aid-society/
	Legal Advice Financial eligibility required for Legal Aid & Justice Net (Justice Net provides reduced rates for those with household income under \$59000)	Legal Aid Ontario 1-800-668-8258 www.legalaidsoc.on.ca/en/about/downloads/factsheets/has-childrens-aid-contacted-you.pdf (CAS fact sheet) Law Society Referral Service (free 30 min consultation) 1-855-947-5255 / lsrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca (consultation does not incl advice, 2 nd opinions) Justice Net - 1-866-919-3219 www.justicenet.ca/
Complaints - Chiropodists	Information/Intake for complaint investigation	College of Chiropodists of Ontario 1-877-232-7653 www.cocoo.on.ca

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
Complaints – Chiropractors	Information/Intake for complaint investigation	College of Chiropractors of Ontario 1-416-922-6355, ext 103 www.cco.on.ca/
Complaints – Colleges, Universities, School Boards	Investigation of complaints about Ontario Colleges (incl. Loyalist) and Universities and school boards	Ontario Ombudsman 1-800-263-1830 www.ombudsman.on.ca Ombudsman given oversight of Universities and School Boards as of September 1, 2015. Make your complaint to the school directly FIRST. If not resolved, you can then contact the Ombudsman.
Complaints – Community Care Access Centres (CCAC)	Investigation of complaints about CCACs, Make initial complaint directly to CCAC care coordinator.	Long-Term Care Action Line: 1-866-434-0144 https://www.patientombudsman.ca/Complaints/Make-a-complaint/Submit-Complaint Patient Ombudsman 1-888-321-0339 https://patientombudsman.ca Effective July 1, 2016 – Will take complaints (in writing) about public hospitals, CCACs and long-term care facilities Health Services Appeal and Review Board (HSARB) 1-866-282-2179 or hsarb@ontario.ca www.hsarb.on.ca/ 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). Ontario Ombudsman 1-800-263-1830 www.ombudsman.on.ca
Complaints – Correctional Facilities		See " <u>Criminal Code - Prison Advocacy</u> "
Complaints – Dental Hygienists	Information/Intake for complaint investigation	College of Dental Hygienists of Ontario 1-800-268-2346 www.cdho.org
Complaints – Dental Technologists (RDT)	Information/Intake for complaint investigation	College of Dental Technologists 1-877-391-2386 www.cdto.ca or email: info@cdto.ca
Complaints - Dentists	Information/Intake for complaint investigation	Royal College of Dental Surgeons of Ontario (RCDSO) (416) 961-6555 or 1-800-565-4591 www.rcdso.org
Complaints - Denturists	Information/Intake for complaint investigation	College of Denturists 1-888-236-4326 www.denturists-cdo.com
Complaints - Dietitians	Information/Intake for complaint investigation	College of Dietitians of Ontario 1-800-668-4990 https://www.collegeofdietitians.org

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
Complaints - Doctors	Information/Intake for complaint investigation	College of Physicians & Surgeons of Ontario (CPSO) (416) 967-2615 or 1-800-268-7096 https://www.cpso.on.ca/en/Public/Services/Complaints-and-Concerns
	- Complaints against doctors regarding discrimination. - For contact information, see Human Rights section.	Human Rights Tribunal of Ontario (HRTO) The HRTO can now hear cases of discrimination by physicians. You can file at HRTO <u>in addition</u> to filing a complaint with the CPSO. The Human Rights Legal Support Centre , 1-866-625-5179 can help you with the application and may provide representation.
Complaints – Funeral Directors	The BAO is a government regulated authority administering provisions of the <i>Funeral, Burial and Cremation Services Act</i>, 2002	Bereavement Authority of Ontario (BAO) 647-483-2645; Email: info@thebao.ca https://thebao.ca/for-consumers/complaints/ 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. (Info on arranging/pre-arranging a funeral and funeral planning guide.)
Complaints – Health Professionals Appeal and Review Board	- 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 - 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.	Health Professionals Appeal and Review Board 1-866-282-2179; Email: hparb@ontario.ca ; www.hparb.on.ca/ 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. Read the Psychiatric Patient Advocate Office's guide, " Complaints about Health Professionals " for a listing of who to call regarding complaints against a variety of health professionals. This guide is available online at their site: https://www.ontario.ca/page/psychiatric-patient-advocate-office . Federation of Health Regulatory Colleges of Ontario 416-493-4076; Email: info@regulatedhealthprofessions.on.ca www.regulatedhealthprofessions.on.ca/ You can all the Federation and they will tell you if a health care professional is registered with a college.
Complaints – Hospitals	- Information/Intake for complaint investigation - Contact hospital directly, ask for the Patient Advocate. If there is none, ask for the President or Chief Executive of the hospital.	Ontario Ministry of Health and Long-Term Care 1-866-532-3161; TTY: 1-800-387-5559 https://www.ontario.ca/page/ontarios-public-hospitals#complaint Quinte Health Care Corporation (Belleville, Bancroft, Trenton and Picton hospitals) 613-969-7400, ext. 2033 - Manager, Quality Improvement https://quintehealth.ca/patients-visitors/patient-feedback/ Lennox & Addington County General Hospital 613-354-3301, ext. 0 – Ask for Supervisor https://web.lacgh.napanee.on.ca/visitors/feedback/ Kingston General Hospital 1-800-567-5722 (ext. 4158) – Patient Relations Email: PatientRelations@KingstonHSC.ca https://kingstonhsc.ca/visiting-or-attending-khsc/engage-us/patient-relations Patient Ombudsman 1-888-321-0339 https://patientombudsman.ca Will take complaints (in writing) about public hospitals, CCACs and long-term care facilities.

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
Complaints - Judges	Information/Intake for complaint investigation	Ontario Judicial Council (Provincial court judges) 416-327-5672 or 1-800-806-5186 for more info TTY: use Bell Relay Service 1-800-855-0511 https://www.ontariocourts.ca/ocj/ojc/ (Complaint Brochure) Canadian Judicial Council (Federal court judges) 613-288-1566; Email: info@cjc-ccm.ca https://cjc-ccm.ca/en/resources-center/filing-complaint
Complaints - Lawyers (See: Complaints – Legal Aid Ontario for complaints about Legal Aid Lawyers)	Information/Intake for complaint investigation	Law Society of Ontario (LSO) 1-800-668-7380, TTY: 416-644-4886; Email: lawsociety@lso.ca https://lso.ca/protecting-the-public/complaints
	For legal advice, contact a private bar lawyer.	Law Society Referral Service (30 min. consultation) 1-855-947-5255 / lrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca Service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.
Complaints – Legal Aid Ontario (LAO)	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.	Legal Aid Ontario (LAO) Complaints Department 1-866-874-9786 or complaints@lao.on.ca https://www.legalaid.on.ca/making-a-complaint/ Anyone who is unhappy with Legal Aid Ontario services or a Legal Aid lawyer can make a complaint. You can file a complaint if you: - are a current or a former legal aid client; - have been refused services by Legal Aid Ontario; - are affected by Legal Aid Ontario services in any way. LAO will consider all complaints, whether you speak with LAO directly or put it in writing, and whether you tell LAO who you are or want to stay anonymous. Contact the Complaints Department (noted above) or the Durham-Frontenac District Office at 1-888-828-3827.
	Appeal a Legal Aid decision	Legal Aid Ontario https://www.legalaid.on.ca/were-you-told-you-do-not-qualify-for-legal-aid/ If you disagree with a decision Legal Aid has made, send a letter of appeal within 15 days of the decision to the Legal Aid office listed on your notice for consideration by the area committee. There is no hearing to attend, appeals are based on your written information. You will receive a decision in writing within 10 days. If you disagree with the area committee's decision you can then appeal to the provincial appeals department in Toronto by submitting a letter or notice of appeal. Information on where to send this appeal will be in your area committee decision notice.
Complaints – Legal Clinics (including CALC)	Notify your legal clinic directly about your complaint	Community Advocacy & Legal Centre 613-966-8686 or 1-877-966-8686 https://communitylegalcentre.ca/about-the-clinic/feedback-about-our-services/ Each clinic has internal procedures for resolving complaints. Check their websites.
Complaints – Massage Therapists	Information/Intake for complaint investigation	College of Massage Therapists of Ontario 1-800-465-1933; Email: cmto@cmto.caom www.cmto.com

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
Complaints – Medical Laboratory Technologists	- Information/Intake for complaint investigation - Online complaint form	College of Medical Laboratory Technologists of Ontario 1-800-323-9672 www.cmlto.com
Complaints – Medical Radiation Technologists	Information/Intake for complaint investigation	College of Medical Radiation Technologists of Ontario 1-800-563-5847 www.cmrtto.org or email: tlanglois@cmrtto.org
Complaints - Midwives	Information/Intake for complaint investigation	College of Midwives of Ontario 1-416-327-0874 www.cmo.on.ca
Complaints – Municipalities	Investigation into complaints about municipalities – make complaint to the municipality first, then if not resolved, call the Ombudsman.	Ontario Ombudsman 1-800-263-1830 https://www.ombudsman.on.ca/have-a-complaint 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.
Complaints – Nurses	Information/Intake for complaint investigation	College of Nurses of Ontario (CNO) 1-800-387-5526 https://www.cno.org/en/protect-public/making-a-complaint-public/
Complaints – Occupational Therapists	Information/Intake for complaint investigation	College of Occupational Therapists of Ontario 1-800-890-6570; email: investigations@coto.org www.coto.org/you-and-your-ot/questions-concerns-complaints
Complaints - Opticians	Information/Intake for complaint investigation. Website has online complaint form.	College of Opticians of Ontario 1-800-990-9793, ext 213; complaints@collegeofopticians.ca https://coptont.org/public/complaints-and-conduct/how-to-file-a-complaint Complaints must be in writing or on audio or video tape.
Complaints – Optometrists	Information/Intake for complaint investigation	College of Optometrists of Ontario (416) 962-4071 or 1-888-825-2554 https://collegeoptom.on.ca/public/complaints-and-concerns-about-an-optometrist/filing-a-complaint/
Complaints - Paralegals	Information/Intake for complaint investigation	Law Society of Ontario (LSO) (416) 947-3315 or 1-800-668-7380, TTY: 416-644-4886 https://lso.ca/protecting-the-public/complaints
	For legal advice, contact a private bar lawyer.	Law Society Referral Service (30 min. consultation) 1-855-947-5255 / lrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca Service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.
Complaints – Pharmacists	Information/Intake for complaint investigation. Formal complaints must be in writing.	Ontario College of Pharmacists 1-800-220-1921, ext 3800; concerns@ocpinfo.com www.ocpinfo.com/protecting-the-public/complaints-reports/
Complaints – Physiotherapists	Information/Intake for complaint investigation. Website lists names of suspended members.	College of Physiotherapists of Ontario 1-800-583-5885, ext 227; investigations@collegept.org https://www.collegept.org/patients/HowToMakeComplaint

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
Complaints – Police (municipal, regional and provincial (OPP))	- Complaint forms 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. - 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 lecacomplaints@ontario.ca	Law Enforcement Complaints Agency (LECA) https://leca.ca/ Email: leca@ontario.ca 1-877-411-4773 (TTY: 1-877-414-4773) Fax: 1-877-415-4773 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 Complaint process. 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 Inspector General of Policing (see next line below). If you need accommodation under the AODA, call or email LECA.Accommodation@ontario.ca to complete an accommodation request form.
	Complaints about inadequate or ineffective policing (OPP or municipal police) or misconduct by a member of a police services board	Inspectorate of Policing (Inspector General of Policing) 1-888-333-5078 or Email: iopinfo@ontario.ca https://www.iopontario.ca/en 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 IOPComplaints@ontario.ca.
	For complaints regarding discrimination by police.	Human Rights Tribunal of Ontario (HRTO) The HRTO can now hear cases of discrimination by police. You can file at HRTO <u>in addition</u> to filing a complaint with the OIPRD. The Human Rights Legal Support Centre can help you with the application and may provide representation. For contact information, see Human Rights section.
Complaints – Police – RCMP	- Complaints about conduct of the RCMP. - Civilian Review & Complaints Commission is an Independent agency, and not part of the RCMP	Civilian Review and Complaints Commission for the RCMP 1-800-665-6878 (TTY: 1-866-432-5837) (Making a Complaint) www.crcc-ccetp.gc.ca/en/make-complaint Anyone, including a non-citizen, who has a concern about the conduct of an RCMP member can make a complaint to any RCMP detachment (www.rcmp-grc.gc.ca/cont/faq-comp-plainte-eng.htm) or to the Civilian Review & Complaints Commission. 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.
	If unhappy with the way initial complaint handled, request a review.	Civilian Review and Complaints Commission for the RCMP 1-800-267-6637 (Requesting a Review) www.crcc-ccetp.gc.ca/en/request-review If you have made a complaint and are not satisfied with the way the RCMP handled your complaint, you can request a review.
Complaints – Psychologists	Investigates and addresses complaints - online complaint form.	College of Psychologists of Ontario 1-800-489-8388 www.cpo.on.ca/
Complaints – Real Estate Brokers, Salespeople	Enquiries or concerns related to real estate brokerages, brokers and salespersons	Real Estate Council of Ontario (RECO) 1-800-245-6910 www.reco.on.ca

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Type of Problem	Type of Help	Resource & Contact Info
Complaints – Respiratory Therapists	Information/Intake for complaint investigation	College of Respiratory Therapists of Ontario 1-800-261-0528, ext. 24 www.crto.on.ca or email bayliss@crto.on.ca
Complaints – Social Workers and Social Service Workers	Investigates written complaints against members – Complaints process brochure online	Ontario College of Social Workers and Social Service Workers 1-877-828-9380 www.ocswssw.org
Complaints - Veterinarians	Investigates written complaints against veterinarians	The College of Veterinarians of Ontario 1-800-424-2856 www.cvo.org/investigations-and-hearings/complaints-process
Consumer Complaints – Banks & Investment Firms (Each bank has its own ombudsman. You must try to resolve your issue at your local bank first <u>before</u> contacting OBSI.)	Bank Ombudsmen: TD: 1-888-361-0319 https://www.td.com/ca/en/about-td/customer-care/senior-customer-complaints-office CIBC: 1-800-308-6859 https://www.cibc.com/en/about-cibc/corporate-responsibility/service-commitment/resolving-your-complaints.html BMO: 1-800-371-2541 https://www.bmo.com/main/about-bmo/complaint-handling-process Royal Bank: 1-800-769-2542 www.rbc.com/customercare/index.html Scotiabank: www.scotiabank.com/ca/en/about/contact-us/customer-care/how-to-resolve-your-complaints.html	Ombudsman for Banking Services and Investments (OBSI) 1-888-451-4519 https://www.obsi.ca/en/consumer-complaint-process.aspx They have an online complaint form. Financial Consumer Agency of Canada (FCAC) 1-866-461-3222 https://www.canada.ca/en/financial-consumer-agency/services/complaints.html 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 search tool (type in the name of your institution). NOTE: FCAC does not provide redress or compensation and cannot get involved in individual disputes. Federally regulated financial institutions have certain legal obligations to consumers, ranging from account-opening requirements to information they must provide you. The FCAC investigates complaints that relate to a possible violation of these legal obligations.
Consumer Complaints - businesses (against businesses other than utility companies like Cable, Phone, Hydro, or Gas)	- Information/advice for complaint investigation and mediation with businesses or collection agencies (MGCS) - Legal advice - For court actions contact a private bar lawyer or paralegal.	Ministry of Government and Consumer Services (MGCS) Consumer Protection Ontario: 1-800-889-9768 https://www.ontario.ca/page/consumer-protection-ontario Better Business Bureau (Local BBB is Ottawa) 1-877-859-8566 (Can also email via website) https://www.bbb.org/ File a complaint: https://www.bbb.org/file-a-complaint Steps to Justice – online complaint letter tool https://stepstojustice.ca/resource/consumer-complaint-letter/ Helps you create a complaint letter online you can email to a business. Pro Bono Ontario 1-855-255-7256 https://www.probonoontario.org/consumer/ Free Ontario-wide legal advice line. Call from unblocked # only, or email info@probonoontario.org . Law Society Referral Service (30 min. consultation) 1-855-947-5255 / lrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca 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
Consumer Complaints – Cable/Satellite Broadcasting Services	Complaints about what you see or hear on TV or radio	Canadian Broadcast Standards Council 1-866-696-4718 www.cbsc.ca/english/complaint/index.php
	Complaint about your Cable/Satellite services (contact your local service provider first)	Canadian Radio-Television and Telecommunications Commission 1-877-249-2782 https://crtc.gc.ca/eng/home-accueil.htm How to File a Broadcasting Complaint www.crtc.gc.ca/eng/INFO_SHT/G8.HTM Complaints about accessibility re: Phone, TV, Internet https://crtc.gc.ca/eng/contact/question.htm#access
Consumer Complaints – Car Liens	Finding out if car has a lien prior to purchasing	ServiceOntario 1-800-387-3445 https://www.ontario.ca/page/serviceontario Visit their website to order a “Used Vehicle Information Package (UVIP).” This package (\$20) will give you the car’s history and any liens on record. The private seller of a used motor vehicle is required to purchase a UVIP and provide it to the buyer, for most types of sales. Visit ServiceOntario’s website for more details on the package at: https://www.ontario.ca/page/used-vehicle-information-package
	What to do if you’ve purchased a car and found a lien	Personal Property Security Registration, Ministry of Government Services 1-800-267-8847 For questions about lien registration issues.
	For legal advice, call a private bar lawyer.	Law Society Referral Service (30 min. consultation) 1-855-947-5255 / lrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca Service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal. Pro Bono Ontario 1-855-255-7256 https://www.probonoontario.org/consumer/ Free Ontario-wide legal advice line. Call from unblocked # only, or email info@probonoontario.org .
Consumer Complaints – Home Inspectors	- Investigates complaints regarding inspectors’ conduct and service - Only investigates members of OAH I –Registered members listed online.	Ontario Association of Home Inspectors (OAH I) 1-888-744-6244 www.oahi.com/ (Complaints page – with complaint form) The Committee does not mediate disputes, impose settlements, nor provide an opinion on the alleged negligence of a member suitable for other proceedings.
Consumer Complaints – Financial Services (Insurance (including Auto Insurance), Credit Unions, Pensions, etc.)	- The FSRA regulates Credit Unions, Co-ops, Insurance Companies, Loan and Trust Companies, Mortgage Brokers, Pensions - Call to find out how to make a complaint	Financial Services Regulatory Authority (FSRA) 1-800-668-0128; Email: contactcentre@fsrao.ca https://www.fsrao.ca/ How to resolve a complaint: https://www.fsrao.ca/submit-complaint-fsra (See our Insurance Law section for more details for complaints regarding Insurance companies.)

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
Consumer Complaints – Hydro or Gas bills	Information/Intake for complaint investigation (OEB)	Ontario Energy Board (OEB) 416-314-2455 or 1-877-632-2727 https://www.oeb.ca/ Ontario Electricity Support Program (OESP) - monthly credit to low-income customers. www.ontarioelectricitysupport.ca for more information or to apply. 1-855-831-8151, (TTY:1-800-855-1155) help@ontarioelectricitysupport.ca Hydro One Ombudsman 1-844-608-8756 www.hydrooneombudsman.com Ontario Ombudsman (Hydro One Complaints) 1-800-263-1830 or email: info@ombudsman.on.ca https://www.ombudsman.on.ca/have-a-complaint Measurement Canada (hydro/gas meter complaints) 1-877-325-3996 https://ised-isde.canada.ca/site/measurement-canada/en/file-complaint
	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)	
Consumer Complaints – Motor Vehicle Dealerships (new and used) (continued next page)	Questions or complaints about new or used car dealerships, Motor Vehicle Dealers Compensation Fund or to report a curbsider (illegal car sales)	Ontario Motor Vehicle Industry Council (OMVIC) 1-800-943-6002 www.omvic.on.ca 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.
	Mediates complaints between consumers and vehicle manufacturers	Canadian Motor Vehicle Arbitration Plan 1-800-207-0685 www.camvap.ca/ Program where disputes between consumers & vehicle manufacturers about alleged manufacturing defects or the manufacturers' new vehicle warranty can be put before a neutral arbitrator for resolution.
Consumer Complaints – Telephone, wireless phones, internet access services	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.	Commissioner for Complaints for Telecommunication Services (CCTS) 1-888-221-1687; TTY: 1-877-782-2384 https://www.ccts-cprst.ca/ Email: response@ccts-cprst.ca 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)
	If your service provider is <u>not</u> a member of CCTS, then it is still regulated by CRTC	Canadian Radio-Television and Telecommunications Commission (CRTC) 1-877-249-2782 https://crtc.gc.ca/eng/home-accueil.htm How to file a Complaint About Your Telephone Service https://crtc.gc.ca/eng/phone/plaint.htm
Consumer Complaints – Transportation (Air, Rail, Marine)	Resolves complaints with federal transportation services, i.e. rates, fees, baggage, etc., including accessibility issues for persons with disabilities	Canadian Transportation Agency (CTA) 1-888-222-2592 Email: info@otc-cta.gc.ca https://otc-cta.gc.ca/eng/complaint-and-dispute-resolution (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.

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
Consumer Complaints – Travel Agents	Call TICO for complaints against travel retailers (agents) or wholesalers	Travel Industry Council of Ontario (TICO) 1-888-451-8426 https://www.tico.ca/consumers/complaint-handling-process.html
Consumer Identity Theft & Online Fraud	- Checklists and fact sheets on what to do if you've been a victim of identity theft - 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. - Consumer Handbook www.consumerhandbook.ca/	First, file a report with your local police. Then report it to: Canadian Anti-Fraud Centre 1-888-495-8501 (Email: info@antifraudcentre.ca) www.antifraudcentre.ca You can also notify financial institutions, credit card companies, etc. through the online Fraud Reporting System: www.antifraudcentre-centreantifraude.ca/reportincident-signalerincident/index-eng.htm Ontario Government website – Report a Scam or Fraud https://www.ontario.ca/page/identify-scam-or-fraud How to spot common consumer or financial scams. How to report it and what to do if you've been scammed Information on Identity Theft and what to do found here: Consumer Handbook - Identity Theft https://www.consumerhandbook.ca/en/topics/consumer-protection/identity-theft/ Office of the Privacy Commissioner (Fact Sheets) https://www.priv.gc.ca/en/privacy-topics/#fs Get CyberSafe (Gov't of Canada site) www.getcybersafe.gc.ca (Tip Sheets, Info on cybercrime)
Contract Law - Small Claims Court Actions (See also: Employment (for Wrongful Dismissal claims))	For Legal advice for small claims court actions (under \$35,000).	Queen's Legal Aid (Residents of Kingston/Napanee area) 613-533-2102 https://queenslawclinics.ca/queens-legal-aid Legal advice and/or representation for low-income residents. Law Society Referral Service (30 min. consultation) 1-855-947-5255 / lrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca Service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.
	- Advice on forms/procedure (MAG, SCC) - See also "Lawsuits" for info on requesting Court Fee Waiver.	Small Claims Court, Ministry of the Attorney General (SCC) Belleville / Bancroft: (613) 962-9106 Napanee: (613) 354-3845 Pictou: (613) 476-6236 www.ontario.ca/page/suing-someone-small-claims-court www.ontario.ca/page/file-small-claims-court-documents-online Ministry of the Attorney General (MAG) (416) 326-2220 or 1-800-518-7901 www.ontario.ca/page/ministry-attorney-general

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info		
Criminal – Legal Information and advice (See also Criminal – Young Offenders) (Continued on next page)	• Free Legal Advice / representation • Legal Aid also has a smartphone app to check eligibility and customer service phone wait times. • Courthouse applications (“Justice on Target”) • Legal Aid Duty Counsel office list: https://www.legalaid.on.ca/duty-counsel-offices/	Legal Aid Ontario - Customer Service Centre 1-800-668-8258 https://www.legalaid.on.ca/services/criminal-legal-issues/ For those entering custody , 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. https://www.legalaid.on.ca/wp-content/uploads/Factsheet-Duty-counsel-services.pdf Find a Legal Aid Lawyer: https://www.legalaid.on.ca/finding-the-right-legal-aid-lawyer/ (to find up to 10 lawyers in your area who accept Legal Aid certificates) 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. Legal Aid Applications taken at Court houses: <table><tr><td><u>Belleville Criminal Court</u> 15 Bridge St. W. Thursdays 9:00am–1:00pm 613-969-8107</td><td><u>Napanee Court</u> 41 Dundas Street West Every Other Monday 9-11 (Youth) Tuesdays 9:30-11:30am 613-354-5450, ext 342</td></tr></table> https://www.legalaid.on.ca/duty-counsel/ Belleville Criminal Duty Counsel: 613-962-9106, ext 2750 Napanee Criminal Duty Counsel: 613-354-5774 <u>Picton Legal Aid Ontario Courthouse Office</u> (eff May 1/19) 67 King Street, Picton, ON 1 st and 3 rd Wednesday of each month, 9:00-11:00 am Legal Aid applications, services & referrals. First-come, first-served basis, priority to matters in criminal court that day. Barbara Schlifer Commemorative Clinic 416-323-9149, ext 234 https://www.schliferclinic.com/ 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> 15 Bridge St. W. Thursdays 9:00am–1:00pm 613-969-8107	<u>Napanee Court</u> 41 Dundas Street West Every Other Monday 9-11 (Youth) Tuesdays 9:30-11:30am 613-354-5450, ext 342
<u>Belleville Criminal Court</u> 15 Bridge St. W. Thursdays 9:00am–1:00pm 613-969-8107	<u>Napanee Court</u> 41 Dundas Street West Every Other Monday 9-11 (Youth) Tuesdays 9:30-11:30am 613-354-5450, ext 342			
	• Court Diversion due to mental health condition. For accused age 16 & up. Anyone can make a referral. No cost.	Court Diversion Program (those with Mental Health issues) 613-967-4734 https://cmhahpe.ca/programs-and-services/court-diversion-court-support/ Will assess eligibility for diversion from criminal charges because of mental health condition. See link for details.		
	• Free Legal Advice on HIV-related criminal charges (non-disclosure, biting/spitting, etc.)	HIV/AIDS Legal Clinic Ontario (HALCO) 1-888-705-8889 www.halco.org Does not practice criminal law, but works closely with defence counsel and provides related advice, like public health law.		
	• Free consultation up to 30 minutes – does not provide legal advice or 2nd opinions	Law Society Referral Service (free 30 min. consultation) 1-855-947-5255 / lrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca – Refers you to a lawyer for consultation.		

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

Type of Problem	Type of Help	Resource & Contact Info
	First Nations Justice Circle program – Adult Diversion Program. This is a pre/post charge option for eligible indigenous adults	https://mbq-tmt.org/tontakayerine-tyendinaga-justice-circle/ Call to see if you qualify. Adult Diversion: 613-438-6967 Tontakayè:ri'ne is an alternative to mainstream court intended for Indigenous people in conflict with the law. More contact information & phone numbers are on the website.
	Legal Information	Community Advocacy & Legal Centre – Criminal law links http://communitylegalcentre.ca/legal-info/criminal-law/ Steps to Justice https://stepstojustice.ca/legal-topic/criminal-law Community Legal Education Ontario (CLEO) https://www.cleo.on.ca/en/resources-and-publications/criminal-law CLEO Connect – Criminal Law page https://cleoconnect.ca/legal-topic/criminal-law/ Ministry of the Attorney General – Criminal Law Page https://www.ontario.ca/page/going-criminal-court Court Addresses https://www.ontario.ca/locations/courts Criminal Code laws-lois.justice.gc.ca/eng/acts/C-46/ Impaired Driving – Ministry of Transportation Info https://www.ontario.ca/page/impaired-driving
Criminal – DUI fines	Paying a DUI fine – info on how to pay it	Quinte Courthouse, Criminal Court Clerk 613-962-9106 – Press 1
Criminal – Prison advocacy	Prison advocacy for those currently in a facility	Queen's Legal Aid (Prison Law Clinic) (613) 546-1171 (advice for Kingston area prisons/Warkworth) https://queenslawclinics.ca/prison-law
	For legal advice, contact a private bar lawyer. Fees to be discussed with lawyer/paralegal.	Law Society Referral Service (30 min. consultation) 1-855-947-5255 / lrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca Service is not designed to provide legal advice or second opinions.
	Advocacy for youth in jail at youth centres or in detention	Justice for Children and Youth (JFCY) (416) 920-1633 or 1-866-999-5329 www.jfcy.org/
	Complaints about federal correctional facilities	Office of the Correctional Investigator (OCI) (an Ombudsman for federal offenders) 1-877-885-8848 www.oci-bec.gc.ca
	Complaints about provincial correctional facilities	Ontario Ombudsman (complaints about provincial institutions) 1-800-263-1830 www.ombudsman.on.ca/

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
Criminal – Record Suspensions (formerly called Pardons)	- Information and where to get pardon applications and free help completing the application - Ontario Works (OW) in Hastings County and Lennox & Addington will cover the costs of the pardon application for those on OW. Ask your worker about “Discretionary Benefits.”	Parole Board of Canada - National Office (PBC) (613) 954-7474 or 1-800-874-2652 https://www.canada.ca/en/parole-board.html Information about Record Suspensions https://www.canada.ca/en/parole-board/services/record-suspensions.html Guide/Forms at most MP/MPP offices or download from: https://www.canada.ca/en/parole-board/services/record-suspensions/official-pbc-application-guide-and-forms.html Ontario Works (Hastings County): Belleville: 613-966-1311 Trenton: 613-392-1387 Madoc: 613-473-5258 Bancroft: 613-332-3410 https://www.hastingscounty.com/communities/services/ontario-works Ontario Works (Prince Edward and Lennox & Addington) 613-354-0957 or 1-866-354-0957 www.pelass.org/ John Howard Society of Belleville and District (JHS) 613-968-6628 http://johnhoward.on.ca/belleville/ Call for an appointment. Community Advocacy & Legal Centre (CALC) 613-966-8686 or 1-877-966-8686 http://communitylegalcentre.ca/legal-info/employment-and-work-more-legal-information/ CALC Tip Sheet on Record Suspensions: http://communitylegalcentre.ca/tcdownloads/record-suspensions-tip-sheet/
Criminal – Young Offenders (Continued on next page)	- Legal information and advice for youth - 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. - The Youth Court Committee meets with first time minor offenders, their parents and victims to mediate an appropriate response to the crime.	Justice for Children and Youth (JFCY) (416) 920-1633 or 1-866-999-5329 www.jfcy.org/ Legal Aid: 1-800-668-8258 https://www.legalaid.on.ca/youth-criminal/ Legal Aid Ontario’s Young Person’s Diversion Hotline Hotline: 1-855-953-1427 (automated msg) 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. https://www.legalaid.on.ca/documents/young-persons-diversion-hotline/ Website for Youth Preparing for Court: http://courtprep.ca/ CLEO’s Youth Criminal Law Website (information for youth) https://stepstojustice.ca/youth-criminal-justice-steps-justice/ Law Society Referral Service 1-855-947-5255 / lsrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca (online form) Up to 30 minutes of free consultation either by phone or in-person. Consultation does not include legal advice or second opinions. Youth Diversion Program (Kingston) (613) 548-4535 www.youthdiversion.org/ Belleville Youth Justice Committee 613-966-7410 https://stleonardscspr.ca/program/diversion/ By participating, youth does not go through formal Youth Court System.

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Type of Problem	Type of Help	Resource & Contact Info
	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.	John Howard Society of Belleville and District - Community Support Worker for Youth Program (Serves Hastings and Prince Edward Counties) http://johnhoward.on.ca/belleville/ Referrals can be made by police, lawyers, the court, family members or the young person themselves by phone, fax, email, or in person. John Howard Society of Kingston (Lennox & Addington) www.johnhowardkingston.ca/ 613-542-7373 or email ed@johnhowardkingston.ca
	First Nations Justice Circle program – For youth involved with justice system.	Tontakayè:ri'ne Tyendinaga Justice Circle Alternative for Indigenous youth involved with the justice system https://mbq-tmt.org/tontakayerine-tyendinaga-justice-circle/ Webpage has contact numbers of Youth Justice Workers & Court Workers.
Debt Problems, including Collections, Bankruptcy, Pay Day Loans, Bank Garnishments (Continued next page)	- Information & legal advice for low-income residents - See CALC's Consumer and Debt - More Legal Information page for links to help with saving on energy bills	Community Advocacy & Legal Centre 613-966-8686 or 1-877-966-8686 http://communitylegalcentre.ca/legal-topic/consumer-debt/ Help with bank garnishments, pay day loans, energy contracts, student loans and other consumer issues. Pro Bono Ontario 1-855-255-7256 https://www.probonoontario.org/consumer/ Free Ontario-wide legal advice line. Call from unblocked # only, or email info@probonoontario.org.
	What do to about bills and debt	Resolve Counselling Services (613) 549-7850 or 1-800-379-5556 https://resolvecounselling.org/ Credit Counselling Society 1-888-527-8999 (remote services only, no local office) https://nomoredebts.org/canada-credit-counselling/ontario Info/advice about credit counselling, debt management/settlement/consolidation, bankruptcy, consumer proposals Financial Consumer Agency of Canada Debt & Borrowing: www.canada.ca/en/services/finance/debt.html Managing Your Money in a Changing World: www.canada.ca/en/financial-consumer-agency/campaigns/it-pays-to-know.html
	Dealing with Collection Agencies, collection rules and/or making a complaint	Consumer Protection Ontario Ministry of Government and Consumer Services 1-800-889-9768; TTY: 1-877-666-6545; consumer@ontario.ca https://www.ontario.ca/page/consumer-protection-ontario Steps to Justice https://stepstojustice.ca/legal-topic/debt-and-consumer-rights/collection-agencies/
	Advice on how to check your credit rating and fix problems found	Financial Consumer Agency of Canada - Publication: Understanding your Credit Report and Credit Score https://www.canada.ca/en/financial-consumer-agency.html
	Credit bureaus – they will provide a copy of your credit report by mail, free of charge. (Or view online.)	Equifax Canada: 1-800-465-7166 https://www.consumer.equifax.ca/personal/ TransUnion Canada: 1-866-525-0262 https://www.transunion.ca/

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Type of Problem	Type of Help	Resource & Contact Info
	Bankruptcy information – they will give you list of trustees participating in Bankruptcy Assistance Program	Industry Canada, Office of the Superintendent of Bankruptcy (613) 995-2994 (Ottawa office) or (416) 973-6486 (Toronto) http://strategis.ic.gc.ca/epic/internet/inbsf-osb.nsf/en/home Provides information and Investigates complaints with respect to the insolvency process.
Deaf Issues – Help for the Deaf, deafened or hard of hearing	Services for the Deaf from CHS include education & employment services, general support services, mental health counselling, and more	Canadian Hearing Society (CHS) Phone: 1-877-347-3427 or TTY: 1-877-216-7310 www.chs.ca Family Law Education for Women Watch ASL Videos on family law topics (Divorce, support etc) https://onefamilylaw.ca/ Community Advocacy & Legal Centre (website) List of links of interest to the Deaf: https://communitylegalcentre.ca/our-services/serving-the-deaf-community/
Disability related Issues (Continued on next page)	Free legal services for people with intellectual disabilities or acquired brain injury living on a low income – Ontario-wide service	I Decide Law Program 416-860-7572 or email info@pooranlaw.com. https://pooranlaw.com/services/people/free-legal-services/ 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.
	Information and to apply for provincial disability benefits from Ontario Disability Support Program (ODSP).	Ontario Disability Support Program (ODSP) Belleville Office: 613-962-9562 or 1-800-267-4355 Kingston Office: 613-545-4553 or 1-800-267-0236 https://www.ontario.ca/page/ontario-disability-support-program You can apply through your Ontario Works caseworker. If you are not on Ontario Works, you can apply online or call your local ODSP office.
	Information and applying for federal disability benefits from Canada Pension Disability (CPPD).	Canada Pension Plan Disability (CPPD) 1-800-277-9914 https://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-disability-benefit.html See also: CPP Disability Toolkit You can apply online or download the forms to mail in.
	- Appealing a denial of disability benefits (ODSP or CPPD, but not LTD) - Legal advice or representation for problems with ongoing benefits (cut-offs, overpayments, special diet, inheritance, etc.)	Community Advocacy & Legal Centre 613-966-8686 or 1-877-966-8686 www.communitylegalcentre.ca ODSP & CPPD Links: communitylegalcentre.ca/legal-info/income-assistance-odsp/ communitylegalcentre.ca/legal-info/income-assistance-canada-pension-plan-disability/ Legal advice/representation for low-income residents in our service area.
	Long-term disability (LTD) cut-offs or denials (private insurance benefits) – Call ASAP as there is a limitation period	Private Bar Lawyer – see Yellow Pages Justice Net - 1-866-919-3219 www.justicenet.ca/ (reduced fees for low-income callers) 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.

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Type of Problem	Type of Help	Resource & Contact Info
Disability related Issues (Continued from previous page)	- ARCH provides free, confidential, basic legal information as it relates to disability including: - Discrimination - mental capacity/trustees - education, employment - estate planning - immigration - disability supports, home care - abuse, transportation	ARCH Disability Law Centre Toll-free 1-866-482-2724 - TTY: Toll-free 1-866-482-2728 www.archdisabilitylaw.ca 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. ARCH's Clinic for Students with Disabilities Toll-free: 1-866-482-2724, ext 0; TTY: 1-866-482-2728 Email intake@arch.clcj.ca if you cannot use a phone https://archdisabilitylaw.ca/new-student-led-clinic-for-students-with-disabilities/ Law Student-led clinic for students or parents of students excluded from school because of a disability or disability-related behaviour. How to get accessible parking permit: https://www.ontario.ca/page/get-accessible-parking-permit
	Links to health care services for persons in SouthEast Ontario	Southeast Health Line: www.southeasthealthline.ca/ List of sources of funding for medical equipment/supplies ADP: https://www.ontario.ca/page/assistive-devices-program Medical Equipment – Donations https://www.southeasthealthline.ca/listServices.aspx?id=11361 Medical Equipment – Loans https://www.southeasthealthline.ca/listServices.aspx?id=10829
	Reporting abuse – anyone can make a report (victim, member of public, staff, etc.).	Report Abuse/Neglect of adult with Developmental Disability 1-800-575-2222, TTY: 1-844-309-1025 Email: reportONdisability@ontario.ca https://www.ontario.ca/page/report-abuse-and-neglect-adult-developmental-disability All confidential, you can also report anonymously.
	- Law reform initiatives - Making complaints about ODSP rates & service	ODSP Action Coalition 416-597-5820, ext. 5151 www.odspaction.ca Ontario Ombudsman 1-800-263-1830 or use the online complaint form or email www.ombudsman.on.ca/; info@ombudsman.on.ca MPP, Bay of Quinte (Incl. Belleville S of 401) 613-962-1144 or 1-877-536-6248 https://tylerallsoppmpp.ca Tyler Allsopp MPP, Hastings-Lennox & Addington Madoc: 1-855-229-6676; Napanee: 613-354-3031 https://ricbreseempp.ca/ Ric Bresee
	Helps people with disabilities get a job. Self or agency referral, you don't have to be on ODSP	Agilec Belleville (open as of April 1/18) Supported Employment Services for Persons with Disabilities 1-800-361-4642, ext 2101 or jketter@agilec.ca (Jennifer) https://agilec.ca/contact/belleville/
	Parent Support Group for parents of adult children with learning disabilities	Community Living, Belleville and Area 613-969-7407, ext 32 – Community Services Manager or 613-967-2229 – Family Action Community – helping adult children transition to their own home www.communitylivingbelleville.org

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Type of Problem	Type of Help	Resource & Contact Info
Disability Savings Plan (RDSP) Disability Tax Credit	- Information on the Registered Disability Savings Plan and the Disability Tax Credit – Who qualifies, how to apply - Call the CRA for information on opening an RDSP or the Disability Tax Credit	Community Advocacy & Legal Centre 613-966-8686 or 1-877-966-8686 communitylegalcentre.ca/legal-info/income-assistance-other-help/ Disability Tax Credit Tip Sheet: communitylegalcentre.ca/tcdownloads/disability-tax-credit-tip-sheet/ 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). Government of Canada – Information on RDSPs https://www.canada.ca/en/employment-social-development/programs/disability/savings.html Canada Revenue Agency (CRA) 1-800-959-8281; TTY: 1-800-665-0354 https://www.canada.ca/en/revenue-agency/services/tax/individuals/topics/registered-disability-savings-plan-rdsp.html Information, Fact Sheets and Forms available online.
	Help filling out the application forms or to open an RDSP account.	Scotia Bank: 1-877-929-4499 Bank of Montreal: 1-800-665-7700 CIBC: 1-800-465-3863; RBC Royal Bank: 1-800-463-3863 TD Waterhouse: 1-866-280-2022 List of organizations that offer RDSPs with links: https://www.canada.ca/en/employment-social-development/programs/disability/savings/apply.html https://www.rdsp.com/about/where-do-i-get-it/ Community Learning Alternatives (beside Dinkel's) 613-962-9615 Open: Mon-Thu 9am-3pm - 32 Bridge St. E. www.learnwithcla.ca; email: heather@cla-buildingskills.ca Call first. Has offices in Trenton, Madoc, Marmora and Deseronto. Helps with OESP forms, computer skills training, financial literacy, employment preparation (occupational courses), etc. Abigail's Learning Centre (Belleville) 613-961-1884 (Mon–Fri, 6:30am-5:30pm) http://abigailscentre.ca/ Prince Edward Learning Centre (sharing space with Loyola Learning Centre) 97 Main Street, Unit 1, Sobeys Plaza, Picton, ON K0K 2T0 Phone: 613-476-1811 or info@pelc.ca 9 am – 4 pm Mon-Fri http://www.princeedwardlearningcentre.com/ If you do not have a family doctor, you can contact Health Care Connect for assistance in getting a family doctor at 1-800-445-1822 or www.ontario.ca/healthcareconnect.
	Information on the RDSP and Canada Disability Savings Grant (includes ASL video). You must apply for the grant (it is not automatic).	Employment & Social Development Canada (ESDC) 1-800-622-6232 (1-800 O Canada); TTY: 1-800-926-9105 https://www.canada.ca/en/employment-social-development.html#financial 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.

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Type of Problem	Type of Help	Resource & Contact Info
	If application for Disability Tax Credit is denied	If denied the Disability Tax Credit you can file a formal objection. Send a completed form (available online) or a letter to the Chief of Appeals, Sudbury Tax Services Office. Contact Revenue Canada for details at 1-800-959-8281 or visit: https://www.canada.ca/en/revenue-agency/services/tax/individuals/segments/tax-credits-deductions-persons-disabilities/disability-tax-credit/review-decision-dtc.html
Domestic Violence	Legal Advice	Legal Aid Ontario 1-800-668-8258 (TTY: 1-866-641-8867) https://www.legalaid.on.ca/services/family-legal-issues/ 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).
	Legal Consultation	Law Society Referral Service (30 min. consultation) 1-855-947-5255 / lrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca Service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.
	Information and Emergency Legal Aid Certificates (Shelters also provide these)	Community Advocacy & Legal Centre 613-966-8686 or 1-877-966-8686 http://communitylegalcentre.ca/legal-topic/family/ We can prepare a 2-hour emergency Legal Aid certificate to take to a family lawyer immediately (must meet financial eligibility requirements).
	- Counselling and Shelter Information Family Law Resource Guide - Victim Services link (funds for emergency expenses, changing locks, etc.)	Community Advocacy & Legal Centre webpages (links) http://communitylegalcentre.ca/legal-info/are-you-experiencing-domestic-violence/ Victim services link and list of counselling, shelter, and crisis lines for Hastings, Prince Edward and Lennox & Addington County residents. http://communitylegalcentre.ca/legal-info/victims-of-crime-other-help/ has a list of links to services for victims of violent crime. Mulberry: https://www.mulberryfinder.ca/ Provides lists of gender-based violence services in Ontario. SafePet Program for women going into shelters Volunteers foster your pets while you are in the shelter. https://www.safepet.ca/
Drug Addiction	Professional help for mothers and pregnant women who have problems with opioids	Thrive (Belleville/Quinte and Lennox & Addington Counties) 1-877-766-1101 www.kchc.ca 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.
Drug Benefits	Information	Trillium Drug Plan 1-800-575-5386 https://www.ontario.ca/page/get-help-high-prescription-drug-costs Find applications at your local pharmacy or call Ministry of Health & Long Term Care: 1-800-268-1154 (TTY 1-800-387-5559)

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Type of Problem	Type of Help	Resource & Contact Info
	For problems with Trillium, contact your MPP	MPP, Bay of Quinte (incl. Belleville S of 401) (Tyler Allsopp) 613-962-1144 or 1-877-536-6248 https://tylerallsoppmpp.ca MPP, Hastings-Lennox & Addington (Ric Bresee) Madoc: 1-855-229-6676; Napanee: 613-354-3031 https://ricbreseempp.ca/
Education Law	- Legal advice on: - Special Education - Suspensions - Expulsions - For legal advice regarding students with a disability not being allowed to attend school or dismissed due to disability-related behaviour: see ARCH's Student-Led Clinic for Students with Disabilities	Justice for Children and Youth (JFCY) (416) 920-1633 or 1-866-999-5329 www.jfcy.org/ Specialty legal clinic for youth. Pamphlets available on their website. Pro Bono Ontario (volunteer lawyers) 1-855-255-7256 https://www.probonoontario.org/education/ Or apply online: https://www.probonoontario.org/elp-application/ They provide legal advice and some representation to qualified applicants. (Web page has links to many resources, including video with advocacy tips for parents.) Law Society Referral Service (30 min. consultation) 1-855-947-5255 / lrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca Service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.
	Complaints about School Boards (including busing, special ed services, suspensions/expulsions) or Universities (admissions, academic appeals, student services, financial aid)	Ontario Ombudsman 1-800-263-1830 or use online complaint form or email www.ombudsman.on.ca/; info@ombudsman.on.ca Complaints about the administrative actions and decisions of school boards or complaints about universities. (Go through the school's complaint or appeal process first.)
Elder Abuse	Hotlines to assist abused and at-risk seniors – provides information, referrals and support 24/7	Elder Abuse Prevention Ontario 1-833-916-6728 https://eapon.ca/ Seniors Safety Line (SSL): 1-866-299-1011 Provided by the Assaulted Women's Hotline. https://www.awhl.org/seniors Elder Abuse Prevention Support Line – Council on Aging 1-855-542-1336 (Toll free) or 613-542-1336 www.councilonagingkingston.org (Kingston)
	Report suspected abuse at a nursing home (long-term care home) or retirement home – Reporting abuse in these homes is mandatory	Ministry of Health and Long Term Care 1-866-434-0144 – to report abuse in long-term care homes https://www.ontario.ca/page/home-community-care Registrar of the Retirement Homes Regulatory Authority 1-855-275-7472 report abuse in retirement homes www.rhra.ca/
	Legal advice - They will accept calls from outside of Kingston.	Queen's Elder Law Clinic (Kingston) 613-533-2950 https://queenslawclinics.ca/elder-law 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.
	Legal advice, information & referrals on seniors' issues.	Advocacy Centre for the Elderly (ACE) 416-598-2656 or 1-855-598-2656 www.ancelaw.ca

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Type of Problem	Type of Help	Resource & Contact Info
	Create a safety plan, checklist of important info, next steps.	CLEO's Guided Pathway for Responding to Elder Abuse https://stepstojustice.ca/guided-pathways/guided-pathway-for-responding-to-elder-abuse/ (Free for all to use.)
	Victim Support Line for victims of crime	Victims of Crime – Victim Support Line 1-888-579-2888 (Multilingual) https://www.ontario.ca/page/get-help-if-you-are-experiencing-violence Referrals, criminal justice system info, info to registered clients about the status & scheduled release date of provincially incarcerated offenders.
Employment, Workers' Rights See also: Workers' Compensation (WSIB) See also: Human rights (Continued on next page)	- Legal Advice on: - Employment Insurance - Wrongful Dismissal - Employment Standards - Sexual harassment in the workplace - Unpaid wages, harassment, health and safety issues, etc. - Workplace injuries	Community Advocacy & Legal Centre 613-966-8686 or 1-877-966-8686 http://communitylegalcentre.ca/legal-topic/employment-and-work/ Free legal advice and representation for non-unionized, low-income workers who reside in our service area. Pro Bono Ontario 1-855-255-7256 https://www.probonoontario.org/work/ 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 info@probonoontario.org . Employment Insurance (EI) appeals https://sst-tss.gc.ca/en/your-appeal/employment-insurance-general-division-first-level-appeal#help Law Society Referral Service 1-855-947-5255 / lsrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca 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.
	Information	Community Advocacy & Legal Centre – Tip Sheets & Links http://communitylegalcentre.ca/legal-info/employment-and-work-more-legal-information/ Steps to Justice – Employment and Work page https://stepstojustice.ca/legal-topic/employment-and-work/ Ministry of Labour, Occupational Health & Safety Branch 1-800-268-8013 https://www.ontario.ca/page/workplace-health-and-safety Workers' Action Centre 416-531-0778 (workers' info line) www.workersactioncentre.org Steps to Justice – What can I do if my union won't help me? https://stepstojustice.ca/questions/employment-and-work/what-can-i-do-if-my-union-wont-help-me-0/
	Trouble getting your ROE (Record of Employment)?	See CALC's ROE Tipsheet: https://communitylegalcentre.ca/tcodownloads/roe-tip-sheet/ Steps to Justice – Getting Your ROE from Your Employer: https://stepstojustice.ca/steps/employment-and-work/1-get-your-record-employment-your-employer/ Contact Service Canada for assistance in getting your ROE Call Toll free #: 1-800-206-7218

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Type of Problem	Type of Help	Resource & Contact Info
		Access your ROE online via My Service Canada Account: https://www.canada.ca/en/employment-social-development/services/my-account.html
	Non-legal help	Workers' Help Centre 613-969-4357 (969-HELP) or workershelpcentre@yahoo.com 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. Service Canada 1-800-206-7218 (Find an office) https://www.canada.ca/en/services/benefits/ei.html 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). Ministry of Labour: Provincial Claims Centre 1-866-382-6274 - Check on the status of a claim Employment Standards Information Centre 1-800-531-5551 www.ontario.ca/page/ministry-labour-immigration-training-skills-development Information on ESA and making an ESA claim Health & Safety Contact Centre 1-877-202-0008 or TTY (Deaf): 1-855-653-9260 https://www.ontario.ca/page/reporting-workplace-incidents-and-illnesses Make a complaint about a health and safety violation. Ontario Labour Relations Board 1-877-339-3335 www.olrb.gov.on.ca Appeals from Employment Standards officer decisions Revenue Canada Info – Employee or Self-Employed 1-800-959-8281 https://www.canada.ca/en/revenue-agency/services/forms-publications/publications/rc4110.html For information on employee status and how to claim taxes Federal Labour Program 1-800-641-4049 https://www.canada.ca/en/employment-social-development/corporate/portfolio/labour.html Canada Labour Code complaints. Help finding a job - Indigenous people Kagita Mikam Aboriginal Employment & Training 613-962-3103 info@kagitamikam.org https://kagitamikam.com

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

Type of Problem	Type of Help	Resource & Contact Info
Environmental Law	Information, referrals and legal assistance in select cases	Canadian Environmental Law Association (CELA) (416) 960-2284 www.cela.ca/ 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.
	Government links	Ontario Government https://www.ontario.ca/page/environment-and-energy Environmental Bill of Rights https://www.energy.gov/sites/prod/files/2015/06/f22/OEBRG.pdf Federal Government https://www.canada.ca/en/services/environment.html
Epilepsy Services	Services provided in Quinte, Hastings and Prince Edward Counties and Lennox & Addington county	Epilepsy and Seizure Disorders Resource Centre (613) 542-6222 (Kingston office, call for appointment) www.epilepsyresource.org One-on-one or group support at Motion Specialties, 479 Dundas St. W., Belleville, 1 st & 3 rd 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.
Estates – administration <i>Also see “Wills” for making or contesting a will</i>	- Executors looking for information about their duties can be referred to these sources. - Administering an estate after someone dies if they have a will - What to do if the deceased did not have a will - For legal advice, contact a private bar lawyer.	Queen’s Elder Law Clinic 613-533-2102 https://queenslawclinics.ca/elder-law Can assist low-income people 55+ to complete court forms to be appointed estate trustee. Also assists with guardianship applications. Law Society Referral Service (30 min. consultation) 1-855-947-5255 / lrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca Service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal. Ministry of the Attorney General (FAQ about estates) https://www.ontario.ca/page/what-do-when-someone-dies https://www.ontario.ca/page/administering-estates https://www.ontario.ca/page/estate-administration-tax Office of the Public Guardian and Trustee (for people who die without a will or where the heirs are minors) 1-800-891-0504 or email OPGTEstatesAdmin@ontario.ca https://www.ontario.ca/page/office-public-guardian-and-trustee Community Advocacy & Legal Centre (Tip Sheets) http://communitylegalcentre.ca/legal-topic/wills-and-powers-of-attorney/ Steps to Justice – Wills and Estates https://stepstojustice.ca/legal-topic/wills-and-powers-of-attorney/wills/estate-trustee-without-will/all/
	Provides assistance in the administration of the estates of deceased First Nations people who died and ordinarily lived on a reserve.	Indigenous and Northern Affairs Canada – Estates Services for First Nations People 1-800-567-9604 https://www.sac-isc.gc.ca/eng/1100100032357/1581866877231

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
Family Law – Grandparents raising grandchildren (Cont'd next page)	- Financial Resources for Ontario Grandparents Raising their Grandchildren - Legal information & resources	NICE (National Initiative for the Care of the Elderly) Email: admin@nicenet.ca Web: https://www.nicenet.ca/ https://www.nicenet.ca/tools/financial-resources-for-ontario-grandparents-raising-their-grandchildren https://www.nicenet.ca/tools/legal-issues-and-costs-associated-with-becoming-a-custodial-grandparent Ministry of Children, Community and Social Services https://www.ontario.ca/page/become-foster-parent https://www.ontario.ca/page/adopt-stepchild-or-relative Contact your local Children's Aid Society .
Family Law – Grandparents raising grandchildren (Continued from previous page)	For legal advice, contact a private bar lawyer.	Law Society Referral Service (30 min. consultation) 1-855-947-5255 / lsrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca Service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal. Justice Net (lower fees for low- & moderate-income persons) 1-866-919-3219 www.justicenet.ca/
Family Law – Support, Decision-making Responsibility, Parenting Time, Separation, Divorce	- Legal Information - Legal Advice (low-income persons) - Mediation - Help with forms	Family Law Information Centres (FLIC) In-person advice at the Courthouses: Belleville: 15 Bridge St. W., Main Flr, Tuesdays 9-12 & 1-4 pm Napanee: 41 Dundas St W., 2 nd Flr, Wednesdays 10am-12pm Family Justice Centre – Virtual Legal Clinics (From Pro Bono Students Canada) 647-952-3354 www.probonostudents.ca/family-justice-centre 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. CALC's Family Law Resource Guide https://communitylegalcentre.ca/tcdownloads/hpela-family-law-resource-guide/ 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. See our website: https://communitylegalcentre.ca/legal-topic/family/
	Resources for Indigenous families	KFLA Children and Youth Services http://kflachildrenandyouthservices.ca/aboriginal-guide/ Guide to services for Indigenous families in Kingston, Tyendinaga, Deseronto, Bancroft, and Napanee.
Family Responsibility Office (FRO)	Information about the program	Family Responsibility Office (TTY:1-866-545-0083) 24 hour automated info line: 1-800-267-7263 Customer Service:1-888-815-2757; Enforcement:1-800-267-4330 https://www.ontario.ca/page/child-and-spousal-support
	Problems with or complaints about the FRO program	MPP, Bay of Quinte (incl. Belleville S of 401) (Tyler Allsopp) 613-962-1144 or 1-877-536-6248 https://tylerallsoppmpp.ca

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
		MPP, Hastings-Lennox & Addington (Ric Bresee) Madoc: 1-855-229-6676; Napanee: 613-354-3031 https://ricbreseempp.ca/ Ontario Ombudsman 1-800-263-1830 www.ombudsman.on.ca/
Foreclosure (When a mortgagee defaults on their mortgage and home is taken over by the lender)	For legal advice contact a private bar lawyer.	Law Society Referral Service (30 min. consultation) 1-855-947-5255 / lrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca Service does not provide legal advice or second opinions. Fees should be discussed with the lawyer or paralegal.
	Information	I can't pay my mortgage, what are my options? (from CMHC) https://www.cmhc-schl.gc.ca/en/professionals/industry-innovation-and-leadership/industry-expertise/resources-for-mortgage-professionals/i-cant-pay-my-mortgage
	Credit counselling	Resolve Credit Counselling 1-800-379-5556 or 613-549-7850 (Napanee/Kingston Offices) info@resolvecounselling.org https://resolvecounselling.org/
Francophone Legal Advice	Legal Advice in French (not for Family or Criminal law, call Legal Aid for those)	Community Legal Clinics – Francophone advice lines For Eastern Ontario: 1-877-500-4508, http://cscvanier.com/ (Vanier Community Service Centre)
	Legal Information in French	CliquezJustice.ca www.cliquezjustice.ca/ - online information on their website Ottawa Legal Information Centre 613-842-7462 (toll free: 1-844-343-7462) www.centreinfojuridique.ca/en/ - info@legalinfocentre.ca Information for anyone in Ontario regardless of income. No legal advice, only information & referrals.
French Language Services / Rights	Complaints about <u>government agencies</u> not offering service in French (taking this over from the French Language Services Commissioner position which was eliminated May 1, 2019)	Ontario Ombudsman – French Language Services Unit 1-866-246-5262; TTY: 416-640-0093 Email: sf-fls@ombudsman.on.ca ; www.ombudsman.on.ca 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. Steps to Justice (Legal Information) https://stepstojustice.ca/legal-topic/french-language-rights
Government Services (federal)	List of available services, benefits from the Federal Government	Government of Canada (Services, Departments) https://www.canada.ca/en.html Canada Benefits www.canadabenefits.gc.ca - Click "Benefits Finder" to see what government benefits you may be eligible for View the Legislation online at: Federal Laws website (statutes and regulations) https://laws-lois.justice.gc.ca/

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info						
	<i>ServiceCanada</i>: Answers questions about federal government services such as EI and CPP, access to online services <i>Local MP</i>: helps dealing with any federal department including EI, Passports, Revenue Canada, CPP, etc.	Service Canada (Belleville - 11 Station Street) 1 800 O-Canada (1-800-622-6232) - TTY: 1-800-926-9105 https://www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html Find an office: http://www.servicecanada.gc.ca/tbsc-fsco/sc-hme.jsp No internet access or need help with applications, etc.: 1-877-355-2657 MP Chris Malette (Bay of Quinte) 613-969-2121 https://chrismalette.libparl.ca/ MP Shelby Kramp-Neuman (Hastings-Lennox & Addington) 613-354-6886 or 613-473-0649 http://shelbykrampneumanmp.ca/						
Government Services (provincial)	List of available services	Government of Ontario https://www.ontario.ca/page/government-ontario						
	Complaints about provincial government services or orgs	Ombudsman Ontario 1-800-263-1830 www.ombudsman.on.ca						
	<i>ServiceOntario</i>: - Answers questions about government services, access to online services - File landlord and tenant applications - Free government publications: power of attorney kits, forms, etc. <i>Local MPP</i>: helps dealing with any provincial gov't services like WSIB, OW, etc.	ServiceOntario Centre (Belleville) 199 Front Street - 1-800-267-8097, TTY: 1-800-268-7095 https://www.ontario.ca/locations/serviceontario/front-and-bridge-belleville ServiceOntario Centre (Bancroft) 50 Monck Street - 1-800-267-8097, TTY: 1-800-268-7095 https://www.ontario.ca/locations/serviceontario/monck-bancroft Click this link to find location in your area: https://www.servicecanada.gc.ca/tbsc-fsco/sc-hme.jsp MPP (Bay of Quinte) Tyler Allsopp 613-962-1144 https://tylerallsoppmmp.ca MPP Ric Bresee (Hastings-Lennox & Addington) 613-473-1112 or 613-354-3031 https://ricbreseempp.ca/						
Health Cards (OHIP)	- General questions - To apply, visit your local ServiceOntario centre	Ontario Health Insurance Plan – Ministry of Health 1-888-376-5197 (ServiceOntario INFO Line) TTY 1-800-387-5559, Ministry INFO Line 1-800-664-8988, https://www.ontario.ca/page/apply-ohip-and-get-health-card ServiceOntario Centres <table><tr><td>Belleville – 199 Front Street</td><td>Bancroft – 50 Monck St.</td></tr><tr><td>Madoc – 26 St. Lawrence St. W.</td><td>Napanee – 7 Snow Road, #2</td></tr><tr><td>Picton – 1 Pitt Street</td><td>Trenton – 15 Dundas St. E.</td></tr></table>	Belleville – 199 Front Street	Bancroft – 50 Monck St.	Madoc – 26 St. Lawrence St. W.	Napanee – 7 Snow Road, #2	Picton – 1 Pitt Street	Trenton – 15 Dundas St. E.
	Belleville – 199 Front Street	Bancroft – 50 Monck St.						
Madoc – 26 St. Lawrence St. W.	Napanee – 7 Snow Road, #2							
Picton – 1 Pitt Street	Trenton – 15 Dundas St. E.							
	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.	OHIP Eligibility Review Committee - Ministry of Health and Long-Term Care Fax: (613) 548-6557 https://www.ontario.ca/page/apply-ohip-and-get-health-card#section-10 Health Services Appeal and Review Board (HSARB) 151 Bloor Street West, 9th Floor, Toronto, ON M5S 2T5 1-866-282-2179; TTY: 1-877-301-0889 www.hsarb.on.ca/ (Email: hsarb@ontario.ca) If not satisfied with OHIP's decision, write the HSARB.						

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
Health Care – Finding Low Cost Dental Care	Dental program to end of December 2019. Will take people from Belleville, Picton, and Brighton to Shannonville.	Belleville and Quinte West Community Health Centre 613-962-0000, ext. 263 or 1-855-252-2747 (Mon-Fr 8:30-4:30) 161 Bridge St. W., Belleville Services include: emergency pain relief, fillings, extractions, general dental care. For people with combined household income < \$35000.
	Free dental care for seniors over age 65	Ontario Seniors Dental Care Program https://www.ontario.ca/page/dental-care-low-income-seniors 1-833-207-4435 or TTY: 1-800-855-0511 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.
	- 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) - As it is a supervised student learning clinic, the average appointment time is 4 hours.	Trillium College Dental Hygiene Clinic 613-531-5138 https://www.trilliumcollege.ca/community/dental-clinic/ They have a location in Kingston . Can book appointment online. See their website for more details, including pricing. Clinic is supervised by qualified RDH's and DDS. ODSP & OW will pay transportation costs.
	- For residents of Central and North Hastings - This program has funding to end of Dec 2019 for basic hygienist services. Full dental program runs July–March 2015.	Gateway Community Health Centre (Central/North Hastings) 613-478-1211, ext 315 to book an appointment 1-888-478-9815 41 McClellan Street, Tweed https://www.gatewaychc.org/dental/ Dental services (urgent and preventative care) for low-income residents of Central and North Hastings (Stirling to Bancroft).
	For residents of North Hastings – Kids aged 0-17	Hastings & Prince Edward Counties Oral Health Clinic 1-800-267-2803 ext. 285 (Bancroft) 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)
	Run by the Canadian Foundation for the Advancement of Orthodontics – Online application form	Smiles 4 Canada (Orthodontic care) administration@smiles4canada.ca https://www.smiles4canada.ca/ Treatment by local participating orthodontist, pay only a small admin. fee, (around \$500), generally less than 10% of total treatment cost.
	- Where to go if you don't have a family doctor - Health Care Connect refers people without a family health care provider to doctors & nurse practitioners who are accepting new patients in their community. Local Walk-in Clinics list - Quinte Health “Know Where to Go” page (if you don't have a family doctor)	Health Care Connect 1-800-445-1822 https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner Health811 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. (TTY: 1-866-797-0007) Online chat available. https://health811.ontario.ca/static/guest/home https://health811.ontario.ca/static/guest/spotlight/when-to-call-811 VIRTUAL CARE OPTIONS (Not for emergencies): Telemed MD (Ontario) https://telemedmd.ca/ Telemed MD is nationwide (search for clinic near you). Helps you seek medical attention from home, get or renew prescriptions. Book online.

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
		MD Connected (Ontario, BC, Manitoba) https://www.mdconnected.ca/ https://portal.telememd.ca/ → Schedule an Appointment Prescription renewals, general consults, etc. Open 8am-midnight 7 days. Prince Edward Family Health Team Community Clinic (for residents of Prince Edward County without a family doctor) https://princeedwardfht.com/ (it is NOT a walk-in) Appointments are Tuesdays in Picton & Thursdays in Wellington. Call 613-827-8775 on Mon 1-4 or Tue 8:30-4 for an appointment. If you need a prescription renewed and don't have a family doctor, book appointment online: https://princeedwardfht.com/online-booking-portal/ Napanee Area Community Health Centre serves people who live in the Town of Greater Napanee, East to Hwy 6, Deseronto, south to Lake Ontario & north incl. all of Stone Mills. 613-354-8937. Telemedicine: https://kchc.ca/programs/ontario-telemedicine-network-otn/ DOCTORS TAKING NEW PATIENTS IN OUR SERVICE AREA: Belleville Quinte West Community Health Centre: 613-962-0000 Will take applications and triage them, has waiting list https://www.bqwhc.com/services/primary-health-care/need-a-healthcare-provider Belleville – Great Lakes Family Health Group 690 Sidney Street, Unit 5, Belleville - apply online to be a patient https://calendly.com/greatlakesfhg-telememd Belleville – Geen's Medical Clinic (Geen's Pharmacy, FreshCo Plaza) 305 North Front Street, Belleville 613-691-8037 Email: geens@verismohealth.com Web: https://geensclinic.com Bancroft Family Health Team – 613-332-1565 - can be put on their waiting list https://bcfht.org/join-our-waiting-list/ Quinte West – Docs by the Bay This office will not take phone calls or emails looking for family doctor 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. https://docsbythebay.ca/
Health Care – Finding help to get to medical appts.	Transportation for elderly and disabled patients to doctor appointments	See the Seniors Issues section (for transportation available for either the elderly or those who are disabled).
Health Care Fraud	Report fraud by a care provider or claimant	Preventing Fraud in Ontario's Health Care System 1-888-781-5556 to report fraud or reportohipfraud.moh@ontario.ca https://www.ontario.ca/page/preventing-fraud-within-ontarios-health-care-system
Health Care – Health Equipment Loan Program (HELP)	Loans medical equipment (wheelchairs, bath seats, walkers, etc.) on short-term basis to people recovering from injury, illness or surgery	Health Equipment Loan Program 613-966-0730 or easternontario-help@redcross.ca www.redcross.ca/help Equipment is provided, with a health care professional's recommendation, for 1-3 months, for a nominal rental fee.
Health Care – Purchasing Equipment – Assistive Devices Program (ADP)	Financial assistance to purchase medical equipment (including continuous glucose monitors)	Assistive Devices Program (ADP) Toll-free 1-800-268-6021; Toll Free TTY: 1-800-387-5559 Email: adp@ontario.ca https://www.ontario.ca/page/assistive-devices-program/ https://allontario.ca/ontario-assistive-devices-program/

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
Health Care – How to De-list with your family doctor (to get a new doctor)	When changing doctors you need to “de-list” from your current doctor first	There are 3 options for de-listing: 1) Tell your doctor you would like to de-list & they’ll start the process. 2) Call ServiceOntario 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. 3) Go to new doctor of choice & they can start process immediately.
Health Care – Long Term Care Homes	- Complaints about Long Term Care Homes - Long Term Care Action Line for complaints about Community Care Access Centres (CCAC) - 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 - Pamphlets on rights regarding home care received through a CCAC	Ministry of Health and Long Term Care 1-866-434-0144 (Action Line); TTY: 1-800-387-5559 https://www.ontario.ca/page/long-term-care-home-complaint-process#section-2 https://www.hqontario.ca/System-Performance/Long-Term-Care-Home-Performance - Reports Advocacy Centre for the Elderly (ACE) 1-855-598-2656 www.ancelaw.ca ARCH Disability Law Centre 1-866-482-2724 or TTY: 1-866-482-2728 https://archdisabilitylaw.ca/ Queen’s Elder Law Clinic (Kingston) 613-533-2950 https://queenslawclinics.ca/elder-law Patient Ombudsman 1-888-321-0339 https://patientombudsman.ca Takes complaints (in writing) about public hospitals, CCACs and long-term care facilities. Health Services Appeal and Review Board (HSARB) 1-866-282-2179, TTY: 1-877-301-0889 www.hsarb.on.ca MPP, Bay of Quinte (Incl. Belleville S of 401) Tyler Allsopp 613-962-1144 or 1-877-536-6248 https://tylerallsoppmpp.ca MPP, Hastings-Lennox & Addington (Ric Bresee) Madoc: 1-855-229-6676; Napanee: 613-354-3031 https://ricbreseempp.ca/ CLEO (Community Legal Education Ontario) <i>Home Care Bill of Rights; Home Care Complaints & Appeals</i> www.cleo.on.ca/en/resources-and-publications/health-and-disability
Health Care – Physiotherapy	- How to get OHIP-funded physiotherapy - Must be referred by Physician or Nurse Practitioner	Ministry of Health & Long Term Care http://www.ontario.ca/page/physiotherapy-clinics-ohip-funded Quinte & District Rehabilitation (Approved OHIP clinic) 1-800-829-7076 www.quinterehab.com Must be on OW or ODSP, under 19, over 65, or recently discharged from hospital. (Their Referral Form: http://bit.ly/1Os9YkT)
Health Care – Retirement Homes	Information about Retirement Homes and how to choose a home	Ontario Retirement Communities Association 1-888-263-5556 www.orcaretirement.com/ Ontario Seniors’ Secretariat 1-888-910-1999; TTY: 1-800-387-5559 https://www.ontario.ca/page/seniors-find-place-to-live

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
	File a report of harm or risk of harm to a resident in a retirement home or misuse of their money	Retirement Homes Regulatory Authority 1-855-275-7472 www.rhra.ca/
Help with forms (for those with low literacy skills)	If you (or someone you know) have low to no literacy skills and need help filling in forms	Belleville: Community Learning Alternatives (beside Dinkel's) 613-962-9615 Open: Mon-Thu 9am-3pm - 32 Bridge St. E. www.learnwithcla.ca ; email: heather@cla-buildingskills.ca Call first. Has offices in Trenton, Madoc, Marmora and Deseronto. Helps with OESP forms, computer skills training, financial literacy, employment preparation (occupational courses), etc. Deseronto: Community Care for South Hastings 613-396-6591 – Help with letters, forms completion, faxing, etc. https://www.ccsch.ca Picton: Prince Edward Learning Centre (sharing space with Loyola Learning Centre) 97 Main Street, Unit 1, Sobeys Plaza, Picton, ON K0K 2T0 Phone: 613-476-1811 or info@pelc.ca 9 am – 4 pm Mon-Fri http://www.princeedwardlearningcentre.com/
Hepatitis C Claims (if you contracted Hep C through the blood supply in Ontario before Jan 1/86 or between Jul 2/90-Sep 29/98)	- Hep C info, help with financial claims and class action settlement - Anyone infected with hepatitis C through the blood supply is eligible for a \$25,000 lump sum from OHCAP. - For legal advice, contact a private bar lawyer.	Ontario Hepatitis C Assistance Plan (OHCAP) (Ministry of Health) 1-877-222-4977 (TTY: 1-800-387-5559) Application forms and Links to other resources are on the ON Gov't website: https://www.ontario.ca/page/ontario-hepatitis-c-assistance-plan Hepatitis C Jan 1/86 – Jul 1/90 Class Actions Settlement 1-877-434-0944 (Info on class action settlement) https://www.hepcclassaction.ca/faq.html Law Society Referral Service (30 min. consultation) 1-855-947-5255 / lrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca Service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.
HIV and AIDS	- Free legal clinic for people living with HIV/AIDS (no financial eligibility requirement for advice services) - Information, counselling and education	HIV & AIDS Legal Clinic (Ontario) (HALCO) 1-888-705-8889 www.halco.org/ 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. 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. Canadian HIV/AIDS Legal Network 416-595-1666 or email: info@hivlegalnetwork.ca https://www.hivlegalnetwork.ca Advocacy org. promoting human rights for people living with HIV/AIDS. Many publications available on their website.

Where to Go For Help

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Type of Problem	Type of Help	Resource & Contact Info
		Sexual Health Information Line (Province-wide line) 1-800-668-2437 (free and anonymous, multi-language) https://www.toronto.ca/community-people/health-wellness-care/sexual-health-info-line-ontario/ HIV/AIDS Regional Services 1-800-565-2209 (Serves Kingston to Belleville to Sharbot Lake) https://trellishiv.ca/ Counselling, advocacy, free condoms, Needle Exchange, resource library.
Home Repair – Financial Assistance for Home Owners (Continued on next page)	Canada Mortgage and Housing Corporation (CMHC) offers several programs to address housing needs in First Nations communities	All On-Reserve Renovation Programs: https://www.cmhc-schl.gc.ca/professionals/project-funding-and-mortgage-financing/funding-programs/indigenous/repair-and-renewal/on-reserve CMHC Residential Rehabilitation Assistance Program (RRAP) - On-Reserve https://www.cmhc-schl.gc.ca/professionals/project-funding-and-mortgage-financing/funding-programs/all-funding-programs/residential-rehabilitation-assistance-program Financial assistance to First Nations on-reserve members for major repairs, emergency repairs and adaptations to improve health and safety. Contact the First Nation Specialist available in your area. Mohawks of the Bay of Quinte Housing Program/Revolving Mortgage Program https://mbq-tmt.org/housing-band-property-maintenance/housing-program/ Provides services and initiatives to applicants who require assistance to build, buy, renovate or rent a home on the Tyendinaga Mohawk Territory. Offers home renovation loans: Call 613-396-3424 Emergency Home repair: https://mbq-tmt.org/housing-band-property-maintenance/
	Other programs	Prince Edward-Lennox & Addington Social Services: Ontario Renovates Program ontariorenovates@lennox-addington.on.ca 613-354-0957 or 1-866-806-9680 https://www.quintenews.com/2022/08/29/291636/ Program for low and modest income households in Prince-Edward or Lennox & Addington Counties that provides funding for major repairs and rehabilitation to make a house safe, and modifications for accessibility. Eligible households must have a low income & own a home that is their sole/principal residence with market value at or below the average. 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. Canada Greener Homes Initiative https://natural-resources.canada.ca/energy-efficiency/homes/canada-greener-homes-initiative/24831 Federal grants or interest-free loans for various initiatives like retrofits to make your home more efficient or moving from oil to heat pump.

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
		March of Dimes Home & Vehicle Modification Program 1-877-369-4867 https://www.marchofdimes.ca/en-ca/programs/am/hvmp 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. Community Care Access Centres (CCAC) Belleville: 613-969-0130 Deseronto: 613-396-6591 Bancroft: 613-332-4700 Coe Hill: 613-337-5357 Madoc: 613-478-2224 Picton: 613-476-7493 CCAC's can refer you to additional support services, such as home maintenance and repair services. Free Heat Pumps for Low-Income Ont. Residents (LIEN Blog) www.lowincomeenergy.ca/eap-offers-free-heat-pumps-for-eligible-ontario-residents/ → See https://saveonenergy.ca/ for more info. For a full listing of available grants for renovations for Ontario homeowners see this website: https://showmethegreen.ca/home/home-improvement/ontario-renovation-grants-2018/ (watch what you click on, many ads on this site)
Home Schooling	Provincial homeschool group - support and info for homeschooling families	The Ontario Federation of Teaching Parents 1-800-704-0448 www.ontariohomeschool.org
Human Rights	Legal services for people who have experienced discrimination contrary to Ontario's Human Rights Code	Community Advocacy & Legal Centre 613-966-8686 or 1-877-966-8686 (TTY: 1-877-966-8714) http://communitylegalcentre.ca/legal-topic/human-rights/ Help with discrimination in employment or housing (tenants only). Human Rights Legal Support Centre 1-866-625-5179 (TTY: 1-866-612-8627) www.hrlsc.on.ca/ Information sheets & application forms available on their website. They can help fill out applications & may provide representation at hearings. Black Legal Action Centre (BLAC) For legal issues re: anti-Black racism, call 1-833-374-8904 https://www.blacklegalactioncentre.ca/ Muslim Legal Support Centre 416-350-2914; Email: info@muslimlegalcentre.ca https://muslimlegalcentre.ca/
	Information, fact sheets and guides	Ontario Human Rights Commission 1-800-387-9080 (Recorded information) www.ohrc.on.ca
	Rules of Procedure, Practice Directions, Forms, Legislation, etc.	Human Rights Tribunal of Ontario 1-866-598-0322; hrt.o.registrar@ontario.ca https://tribunalsontario.ca/hрто/ Information on how to file an application or response using online forms. They now hear cases of discrimination by police or physicians.

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
Immigration Issues (Continued on next page)	General questions about Citizenship and Immigration services and program or applications in process (only applications processed <u>inside</u> Canada).	Immigration and Citizenship (Federal site) 1-888-242-2100 (after hours is recorded info) TTY: 1-888-576-8502 https://www.canada.ca/en/services/immigration-citizenship.html Government website - information, application forms & guides. Permanent Residence Portal: https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/how-to-apply-online.html Ministry of Citizenship and Immigration (Provincial site) https://www.ontario.ca/page/immigrate-to-ontario Information about citizenship and immigration in Ontario
	Settlement services - helping people through the immigration process, sponsoring family members and obtaining citizenship.	Quinte Immigration Services 613-968-7723 http://www.quinteimmigration.ca/ Also help immigrants find affordable housing, furnishings, etc., get social/health insurance, driver's licences, schooling, etc. Settlement.Org - www.settlement.org Website with information for newcomers, in over 30 languages .
	Refugee Claims - Legal Aid may provide certificates for eligible refugee claimants for preparing documents and/or representation at hearings	Legal Aid Ontario 1-800-668-8258 https://www.legalaid.on.ca/services-for-refugee-claimants/ Toronto Refugee Law Office (RLO) (Legal Aid) 416-977-8111 www.legalaid.on.ca/more/corporate/contact-legal-aid-ontario/refugee-law-office/ They assist with refugee Basis of Claim forms. <u>You must be eligible for legal aid to qualify for these services.</u> Refugee Rights in Ontario https://stepstojustice.ca/legal-topic/refugee-law/
	An independent tribunal that is responsible for hearing refugee claims and appeals.	Immigration and Refugee Board of Canada 1-613-943-8630 Ottawa Regional Office https://irb.gc.ca/en/Pages/index.aspx Guides, including Claimant's Guide, forms, are on their website.
	Legal Advice – Legal Aid and many community legal clinics provide legal advice on immigration Visit Legal Aid's website: www.legalaid.on.ca/legal-clinics/, to find your local clinic and see if they practice immigration law	Legal Aid Ontario 1-800-668-8258 www.legalaid.on.ca/services/help-with-immigration-or-refugee-problems/ Barbara Schlifer Commemorative Clinic 416-323-9149, ext 234 https://www.schliferclinic.com/ Provides free legal services in immigration/refugee law to women victims who have experienced violence or abuse. Pro Bono Ontario (Legal Support for Ukrainians) 1-877-873-7875 www.probonoontario.org/hotline/canadian-legal-support-for-ukrainians/ https://www.probonoontario.org/clsu-faq-en/ (Legal Info/FAQ page) Help available in Ukrainian, English and French. Centre for Spanish-Speaking Peoples 416-533-8545 www.spanishservices.org Serves low-income Spanish-speaking community across Ontario. Chinese & Southeast Asian Legal Clinic (CSALC) 1-844-971-9674 www.csalc.ca Serves low-income, non-English-speaking members of Chinese, Vietnamese, Cambodian & Laotian communities living anywhere in Ontario. (Their website is in multiple languages.)

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
		South Asian Legal Clinic 416-487-6371 www.salc.on.ca Serves Greater Toronto Area. On-site languages: English, Hindi, Urdu, Tamil, Bengali, Punjabi and Kannada and Kashmiri
	General information	Community Advocacy & Legal Centre Immigration page (links to other resources only) https://communitylegalcentre.ca/legal-info/immigration-and-refugee-other-help/ Migrants - Know Your Rights Brochure A guide to your rights facing immigration arrest, detention and deportation (Feb 2021). CLEO Website – Immigration Pamphlets www.cleo.on.ca/en/resources-and-publications/immigration-and-refugee Steps To Justice Immigration: https://stepstojustice.ca/legal-topic/immigration/ Refugee: https://stepstojustice.ca/legal-topic/refugee-law/ https://stepstojustice.ca/questions/immigration/where-can-i-get-legal-advice-and-help-problem-about-immigration-status-canada Your Legal Rights Website (CLEO Connect) https://cleoconnect.ca/legal-topic/immigration-and-refugee-law/ Migrant Rights Network https://migrantrights.ca/ Alliance of self-organized groups of refugees and migrants and allies
Income Security (Ontario Works, Ontario Disability, Canada Pension Disability)	Legal Advice and representation (re: denial of benefits, benefits cut off or suspended, overpayments, etc.)	Community Advocacy & Legal Centre 613-966-8686 or 1-877-966-8686 (TTY: 1-877-966-8714) http://communitylegalcentre.ca/legal-topic/income-assistance/ Free legal advice for low-income residents of Hastings, Prince Edward or Lennox & Addington Counties.
	- Information on Ontario Works (OW) and Ontario Disability (ODSP) For information on your case (including case status, payment details, overpayment balances and general OW or ODSP information) or to report income, use the Interactive Voice Response line at 1-800-808-2268. See the reference guide on how to use it at: https://www.ontario.ca/page/interactive-voice-response-ivr-system-social-assistance-clients	Steps to Justice – Income Assistance page https://stepstojustice.ca/legal-topic/income-assistance Community Legal Education Ontario (CLEO) www.cleo.on.ca (click Income Assistance) Pamphlets on Internal Reviews and Appeals, how to apply, etc. Income Security Advocacy Centre 1-866-245-4072 Email: isac@lao.on.ca www.incomesecurity.org/ Hastings County Community and Human Services 613-966-1311 or 1-800-510-3306 https://hastingscounty.com/communities/services/community-and-human-services (links to 2024 Community Services booklet) Prince Edward, Lennox & Addington Social Services https://www.lennox-addington.on.ca/social-services Ministry of Community and Social Services (ODSP) https://www.ontario.ca/page/ontario-disability-support-program Social Benefits Tribunal 1-800-753-3895 https://tribunalsontario.ca/sbt/

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
	Information on Canada Pension Disability (CPPD)	Canada Pension Plan Disability Benefits (Gov't site) https://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-disability-benefit.html Steps to Justice – Canada Pension page https://stepstojustice.ca/legal-topic/income-assistance/canada-pension-plan Social Security Tribunal 1-877-227-8577 https://sst-tss.gc.ca/en
	Information on Canada Pension (retirement) and Old Age Security (OAS) including how to apply	Service Canada (CPP and OAS) https://www.canada.ca/en/services/benefits/publicpensions.html No internet/need extra support call 1-877-355-2657 (Mon-Fri, 8:30-4:00). Steps to Justice – Income Assistance page https://stepstojustice.ca/legal-topic/income-assistance
	Complaints about Ontario Works, Ontario Disability	Ontario Ombudsman 1-800-263-1830 www.ombudsman.on.ca
Income Tax (see next page for more help, including: FREE filing by phone for those on a low or fixed income - Free tax software - legal advice	Find a volunteer in your area (tax prep)	Community Volunteer Income Tax Program (CVITP) 1-800-959-8281 (click link below to find volunteers in your area) https://www.canada.ca/taxes-help
	- More details on these agencies are found at the CRA link above - Volunteers serving Hastings, Prince Edward and Lennox & Addington Counties	Abigail's Learning Centre (Belleville) 613-961-1884 (Mon–Fri, 6:30am-5:30pm) http://abigailscentre.ca/ Community Care North Hastings (Bancroft) (613) 332-4700, ext 1 (Mar 14-Apr 30) https://www.carenorthhastings.org/form-assistance-and-income-tax-preparation Canadian Hearing Services (for the Deaf only) 1-866-518-0000 or TTY: 1-877-215-9530 www.chs.ca/ - Income Taxes done through virtual platforms Community Learning Alternatives (Belleville) 613-962-9615 (Year-round, prior & current year) Financial training including preparing and filing your tax return. https://learnwithcla.ca/financial-literacy/ Pensioners Concerned (Belleville) (Bayview Mall) (613) 962-6657 (Year Round) Prior & Current Years taxes. Mid-Feb-Apr 30: 9am-3pm Mon-Fri, excluding public holidays May-mid-Feb: Please contact us for an appointment www.pensionersconcerned.ca/ Quinte Immigration Services (Belleville) (newcomers) 613-968-7723, ext. 27 (Mar 1 – Apr 30) www.quinteimmigration.ca CVITP Tyendinaga (Deseronto) Mohawks of the Bay of Quinte: 613-391-2619 Central Hastings Support Network (Madoc) 613-473-5255, ext 203 (Year-round) Back taxes as well. https://chsn.support/contact/

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
		Morningstar Relief Mission (Napanee) 613-354-6355 (Year round) (Prior & current years) https://morningstarmission.ca/income-tax-program/ Prince Edward County Community Care for Seniors Assoc. 613-476-7493 (Year-round) http://communitycareforseniors.org/ Prince Edward Learning Centre (Picton) 613-476-1811, ext 111 (Year round) https://pelc.ca/programs/financial-help/ Royal Canadian Legion (Trenton) 613-392-0331 (Mar 1 – Apr 30) – Call them directly. Gateway Community Health Centre (Tweed) 613-478-1906, ext. 254 (Year round) https://www.gatewaychc.org/program/income-tax-program/
Income Tax	Free tax prep. by phone	File My Return (low/fixed-income filers – by invitation only) File by phone for free, no forms to fill out Those eligible will get an invitation letter in mid-February. Questions? Call 1-800-959-8281 https://www.canada.ca/en/revenue-agency/campaigns/simplefile-by-phone.html
	Free tax software (either online or downloadable) to prepare simple income tax forms	StudioTax.ca – free software for personal income tax preparation if total income < \$20000 (<\$40000 total for 2 linked returns) and \$17.50 for everyone else - www.studiotax.ca/ webtax4u.ca – simple returns free with no income limit https://secure.macront.com/WebTax4U.ca/ TurboTax – simple returns free, regardless of income https://turbotax.intuit.ca/tax/filing/free H&R Block – free software for incomes of \$20,000 or less. https://www.hrblock.ca/online-tax-software UFile.ca - total family income must be \$20,000 or less https://www.ufile.ca/tips-and-tools/file-for-free TaxTron – downloadable free software – must have individual income of <\$31000 https://www.taxtron.ca/buy-online/pc/taxtron-individual/
	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.	Revenue Canada 1-800-959-8281 https://www.canada.ca/en/revenue-agency/services/about-canada-revenue-agency-cra/complaints-disputes.html Information on Objections: https://www.canada.ca/en/revenue-agency/services/about-canada-revenue-agency-cra/complaints-disputes/file-objection-cppei-appeal-minister.html Information on Appeals: https://www.canada.ca/en/revenue-agency/services/about-canada-revenue-agency-cra/complaints-disputes/file-appeal-in-court.html
	General Income Tax Information	Revenue Canada 1-800-959-8281; TTY: 1-800-665-0354 https://www.canada.ca/en/services/taxes/income-tax.html

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
		Revenue Canada, Benefit Enquiries Line 1-800-387-1193 (Child Tax Benefits, GST, etc.)
	- Help dealing with Revenue Canada Note: 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.	MP, Bay of Quinte (Quinte West, Belleville (south of 401), and Prince Edward County) 613-969-2121 (Chris Malette) https://chrismalette.libparl.ca/ MP, Hastings (North of 401)-Lennox & Addington 1-866-471-3800 (Shelby Kramp-Neuman) http://shelbykrampneumanmp.ca Office of the Taxpayers' Ombudsman 1-866-586-3839 https://www.canada.ca/en/taxpayers-ombudsperson.html Takes complaints about way taxpayers are treated by the CRA.
	- Legal advice - Consultation does not provide legal advice or second opinions.	Law Society Referral Service (Free 30 min. consultation) 1-855-947-5255 / lrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca Any fees should be discussed with the lawyer or paralegal.
Incorporation (businesses)	General Information for businesses on incorporation, Director's liability, etc.	Ontario Government Business InfoLine (ONe-Source for Business) 1-888-745-8888 or TTY: 1-800-268-7095 www.serviceontario.ca/business
	Legal advice	Queen's Business Law Clinic (Kingston) 613-533-2102 https://queenslawclinics.ca/business-law Legal assistance to start-ups, entrepreneurs, businesses and not-for-profit organizations in southeastern Ontario. Pro Bono Ontario 1-855-255-7256 https://www.probonoontario.org/corporate/ Free legal help to eligible small businesses in Ontario. Law Society Referral Service 1-855-947-5255 / lrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca Up to 30 minutes of free consultation either by phone or in-person. The service does not provide legal advice or second opinions.
Incorporation (for Non-Profits)	Legal advice and support.	Pro Bono Ontario 1-855-255-7256 https://www.probonoontario.org/corporate/ Free legal help to eligible charitable and non-profit organizations, small businesses, immigrant entrepreneurs or arts organizations in Ontario. Queen's Business Law Clinic (Kingston) 613-533-2102 https://queenslawclinics.ca/business-law Legal assistance to not-for-profit organizations in southeastern Ontario.
	Information	Nonprofit Law Ontario (from CLEO) https://nonprofitlaw.cleo.on.ca/ Legal information on starting and running a non-profit.

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
		Steps to Justice Guided Pathway (to develop set of by-laws) https://stepstojustice.ca/guided-pathways/nonprofit-bylaws/ Ontario Government Business Services InfoLine 1-888-745-8888 or TTY: 1-800-268-7095 https://www.ontario.ca/page/business-and-economy Not-For-Profit Incorporator's Handbook (from the Ministry of the Attorney General website) https://www.publications.gov.on.ca/301543
Indigenous Rights	Information and help with rights for Indigenous peoples	Indigenous Rights (CALC Website) https://communitylegalcentre.ca/legal-topic/indigenous-rights/ Many links to various resources (see "more legal information" page) and legal advice ("other help" page) Sixties Scoop Settlement 1-844-287-4270 (Call Centre) https://sixtiesscoopsettlement.info/
Insurance Law	- Information - Complaint investigation - 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) - If you cannot resolve the complaint with the company, write to the appropriate Ombuds Service (both have online complaint forms)	Financial Services Regulatory Commission of Ontario (FSRA) 1-800-668-0128; TTY: 1-800-387-0584 https://www.fsrao.ca/ How to make a complaint https://www.fsrao.ca/submit-complaint-fsra 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. OmbudService for Life and Health Insurance (for life, disability, employee health & travel insurance & insurance investment products such as annuities & segregated funds) 1-888-295-8112 www.olhi.ca/ General Insurance OmbudService (GIO) (for car, home & business insurance complaints against GIO member insurance companies – their site lists members) 1-877-225-0446 www.giocanada.org/
	Legal advice	Law Society Referral Service (30 min. consultation) 1-855-947-5255 / lrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca Service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.
Insurance Law – Long Term Disability (LTD)	Disputing Long Term disability cut offs or other problems with private disability insurance	Private bar Please refer to your local yellow pages for a lawyer who deals with long-term disability (LTD) insurance law. NOTE: LTD has a short limitation period and you need to seek legal advice ASAP.

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
Junk Mail	How to stop receiving junk mail	Red Dot Campaign www.reddotcampaign.ca/ email: info@reddotcampaign.ca Canada Post 1-866-607-6301 (TTY: 1-800-267-2797) https://www.canadapost-postescanada.ca/cpc/en/personal/consumers-choice.page (Call 1-800-267-1177 to restart delivery of advertising mail.) 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. Note: if you advise Canada Post that you do not want to get unaddressed admail, 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.
Landlords – problems with tenants	Information and referrals	Landlord and Tenant Board (LTB) 1-888-332-3234 (facts sheets & forms available online) https://tribunalsontario.ca/lrb/ Community Advocacy & Legal Centre (referrals only) http://communitylegalcentre.ca/legal-info/housing-help-for-landlords/ View <i>Residential Tenancies Act</i> (RTA) online at: https://www.ontario.ca/laws/statute/06r17
	- Legal advice - 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 info@probonoontario.org for instructions.	Landlord Self Help Centre (LSHC) (416) 504-5190 or 1-800-730-3218 www.landlordselfhelp.com Pro Bono Ontario (PBO) 1-855-255-7256 https://www.probonoontario.org/housing/ Law Society Referral Service (30 min. consultation) 1-855-947-5255 / lrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca Service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal.
Lawsuits (Continued on next page)	Legal information	Steps to Justice (S2J) http://stepstojustice.ca/category/legal-topic/courts-and-tribunals/small-claims-court S2J's Guided Pathway to requesting a Court Fee Waiver https://stepstojustice.ca/guided-pathways/family-law-requesting-a-fee-waiver/ Ministry of the Attorney General 1-866-252-0104 https://www.ontario.ca/page/civil-claims-suing-and-being-sued Small Claims Court (Ministry of the Attorney General) https://www.ontario.ca/page/suing-someone-small-claims-court Vaccine Injury Support 1-833-489-0839 or info@vaccineinjurysupport.ca https://vaccineinjurysupport.ca/en If you have a serious and permanent injury as a result of receiving a Health Canada authorized vaccine, you can claim for compensation.

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
	- Legal advice - 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. - Queen's Legal Aid also has financial eligibility requirements	Pro Bono Ontario 1-855-255-7256 (calls from unblocked # only, or info@probonoontario.org) https://www.probonoontario.org/lawsuits-and-disputes/ https://www.probonoontario.org/appeals/ (civil appeals) They will give legal advice & help completing forms by phone. Queen's Legal Aid (Lennox & Addington Residents only) 613-533-2102 https://queenslawclinics.ca/queens-legal-aid Will assist with Small Claims Court matters only. In Kingston, but come to Napanee once a week (Tues, by appt.). Law Society Referral Service (30 min. consultation) 1-855-947-5255 / lrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca Service is not designed to provide legal advice or second opinions, and any fees should be discussed with the lawyer or paralegal. Justice Net (not-for-profit, reduced legal fees) 1-866-919-3219 www.justicenet.ca
LGBTQ+ Issues (For discrimination issues, see Human Rights section)	Offers access to trans-competent primary health care, counselling services, social workers	Belleville and Quinte West Community Health Centres Belleville: 613-962-0000; Trenton: 613-965-0698 www.bqwhc.com/ Mohawks of the Bay of Quinte: 613-967-3603
	LGBTQ+ Health and counselling resources	Rainbow Health Ontario 416-324-4100 or email info@rainbowhealthontario.ca www.rainbowhealthontario.ca (website) http://bit.ly/1S1xJUJ (brochure) A website that provides information and promotes the health of 2SLGBTQ community.
	Weekly support and education group for trans-identified persons and their allies	TRANSforum Quinte 705-313-5124 – Stacey Love OR online contact form www.transforumquinte.ca/ Confidential, free support and recreational group for transgender individuals, questioning or in transition.
	Crisis Hotline – run by trans people for trans/questioning callers	Trans Lifeline 1-877-330-6366 https://www.translifeline.org Open 24/7 – also offers help to get legal name change/updated ID
	Advocacy group, equity initiatives	Trans Lobby Group 416-760-2280 or info@translobbygroup.ca https://www.facebook.com/TransLobbyGroup/
	Legal Advice - Free over-the-phone and video-based summary advice – and other services for the LGBTQ2S community	The 519 Legal Clinic 416-392-6874 or email LegalClinic@The519.org www.the519.org/programs/legal-clinic Areas of law they help with incl. employment, housing, family, criminal, immigration (see their website for full list of services) <i>Trans ID Clinic:</i> www.the519.org/programs/virtual-trans-id-clinic

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
	Peer support for youth. Website has database of referral resources for youth in Ontario.	Youthline (Ontario-wide service) Phone: 1-800-268-9688; Text: 647-694-4275 www.youthline.ca Chat online, phone, text - confidential peer-support for youth.
Marijuana – Laws and Resources	Information about current laws	Government of Canada Website https://www.canada.ca/en/health-canada/services/drugs-medication/cannabis/laws-regulations.html Steps to Justice - https://stepstojustice.ca/questions/criminal-law/what-are-rules-about-medicinal-cannabis
	- Legal advice if you've been arrested - LSRS offers up to 30 min of free consultation (no legal advice or second opinion)	Legal Aid Ontario 1-800-668-8258 (you can also apply online.) www.legalaid.on.ca Phone line open Mon-Fri, 8 am – 7:30 pm Law Society Referral Service (LSRS) 1-855-947-5255 / lsrs@lso.ca (Crisis/In custody/No internet) www.findlegalhelp.ca
Mental Health – Adults (See also counselling for Residential School Survivors)	- Mental Health Counselling/Services - Crisis lines open 24/7 CALC's list of all Counselling Resources: https://communitylegalcentre.ca/tcodownloads/counselling-referral-resources/ FOR FEE SERVICES: AbilitiCBT (online service) https://app.myicbt.com/myicbt/home Internet-based cognitive behavioral therapy program – REQUIRES PAYMENT OR INSURANCE COVERAGE MindBeacon https://www.mindbeacon.com/ Internet-based cognitive behaviour therapy – REQUIRES PAYMENT OR INSURANCE COVERAGE	Enrichment Ctr for Mental Health – Hastings Prince Edward Mental Health Crisis: 1-888-757-7766 https://enrichmentcentre.ca/ Canadian Mental Health Assoc. – Hastings Prince Edward Belleville: 613-967-4734 Bancroft: 613-332-3826 Trenton: 613-394-1655 Madoc: 613-473-9914 Picton: 613-476-2990 Court Diversion: 613-968-1111 https://cmhahpe.ca/ Addictions and Mental Health Services – Kingston Frontenac Lennox & Addington Crisis Line: 1-800-267-7877 Napanee: 613-354-7521 Kingston: 613-544-1356 www.amhs-kfla.ca/ (info@amhs-kfla.ca) Crisis Intervention Centre (QHC) Crisis line: 969-7400, ext 2753 or Toll-Free 1-888-757-7766 https://hpepublichealth.ca/wp-content/uploads/2020/04/Crisis-Intervention-QHC.pdf Suicide Crisis Helpline Call or text 988 - open 24/7/365 - https://988.ca/ Mental Health Support Resources in Ontario https://www.ontario.ca/page/find-mental-health-support Gov't of Canada – Find Mental Health Support https://www.canada.ca/en/public-health/services/mental-health-services/mental-health-get-help.html Hope for Wellness (for all Indigenous people in Canada) 1-855-242-3310 https://www.hopeforwellness.ca/ Open 24/7 – by phone or online chat – several languages BounceBack Ontario 1-866-345-0224 https://bouncebackontario.ca/ Free skill-building program managed by the Canadian Mental Health Association. Delivered over the phone with a coach & online videos

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
	One-on-One Peer Support – less formal support system	Peer Support South East Ontario 613-969-1772 Belleville http://psseo.ca/peer-support-centres/ for contact info for their many locations (includes Bancroft, Belleville, Madoc, Napanee, Picton, Trenton and Kingston). Self-refer by email: hpecoordinator@psseo.ca
Mental Health – Children	- Counselling – Walk-in clinic – no appointment necessary, counsellors help identify issues and develop strategies - Free of charge, no referral necessary	Children's Mental Health Services Walk-in counselling available Wednesdays 12-6 pm 3 Applewood Drive, 3 rd Floor, Belleville, Ontario Some same-day reserved spots are available: 613-966-3100 Immediate access to mental health services available for children <18, parents & 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.
	A "Transitional Connector" coordinates transitions/ services for mental health, addictions, education, employment, living situation, etc. to improve emotional well-being of youth.	Transitional Aged Youth (TAY) (Youthab) - youth 16-24 Belleville: 613-969-0830 Email: questions@youthab.ca Lennox & Addington: 613-544-9175, Transitional Connector (Brochures: Hastings/Prince Edward ; L&A) https://www.youthab.ca/transitional-aged-youth/professionals Call to make a referral (after age 16) or for more info regarding transitioning from services for children to services for adults.
Mental Health – Contesting a Capacity Assessment	- Fighting an assessment of incapacity - The Consent and Capacity Board has a number of information sheets online - 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 Mental Health – Psychiatric Patients in Hospitals if you are a hospital patient and need a patient advocate.	Ministry of Health Info-Line 1-800-461-2036 Consent and Capacity Board 1-866-777-7391 or TTY: 1-877-301-0889 www.ccboard.on.ca www.ccboard.on.ca/scripts/english/publications/infosheets.asp A person who has been assessed as incapable has the right to have the assessment independently reviewed by the Consent and Capacity Board , a tribunal operated by the Ministry of Health. For more information about contesting an assessment visit the Ontario Government website at: https://www.ontario.ca/page/mental-capacity ARCH Disability Law Centre Toll-free 1-866-482-2724 - TTY: Toll-free 1-866-482-2728 www.archdisabilitylaw.ca 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. Advocacy Centre for the Elderly (ACE) 1-855-598-2656 www.ancelaw.ca Legal Aid Ontario 1-800-668-8258 (You can apply online also.) www.legalaid.on.ca Legal Aid's Services - Mental Health Issues https://www.legalaid.on.ca/services/mental-health-legal-issues/

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
Mental Health – Counselling Resources (Social Worker) (See also Mental Health – Adults or Mental Health – Children for other counselling resources)	Help from a social worker, including counselling	Belleville and Quinte West Community Health Centre 613-962-0000 (Belleville) 613-965-0698 (Trenton) www.bqwchc.com/ Bancroft Community Family Health Team Oak and Billa Street Sites: 613-332-1565, ext 265 Manor Lane Site: 613-332-5692 https://bcfht.org/ - by appointment only Napanee Area Community Health Centre 613-354-8937, ext 7111 https://kchc.ca/napanee/napanee-area-community-health-centre/ For all the referrals above: Social workers accept self-referrals. Queen’s Family Health Team (Kingston) 613-533-9303 Queen’s Family Health Team (Belleville) 613-771-1910,x133 Belleville Nurse Practitioner-Led Clinic 613-779-7301,x201 Must be an existing patient.
Mental Health – Declaring Someone Incapable	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).	Office of the Public Guardian and Trustee (OPGT) 1-800-366-0335 https://www.ontario.ca/page/office-public-guardian-and-trustee If a person appears mentally incapable and at risk of harm, the OPGT will conduct an investigation if no alternative solution can be found. It is important to note that this is not an immediate, emergency crisis response service. 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.
Mental Health – psychiatric patients in hospitals (including those being held against their will)	- Psychiatric Patient Advocate Office (PPAO) protects the civil and legal rights of inpatients in the Ontario provincial psychiatric hospitals. (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) - Information on Patients’ Rights and what to do if rights are violated	Psychiatric Patient Advocate Office (PPAO) - Head Office 1-800-578-2343 or ppao.moh@ontario.ca https://www.ontario.ca/page/psychiatric-patient-advocate-office 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. 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 & attend review hearing. Legal Aid Ontario 1-800-668-8258 www.legalaid.on.ca Legal Aid’s Services - Mental Health Issues https://www.legalaid.on.ca/services/mental-health-legal-issues/ Steps to Justice: What are my rights as a psychiatric patient? https://stepstojustice.ca/questions/health-and-disability/what-are-my-rights-psychiatric-patient/

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
Mental Health – Students (Post-Secondary)	Resources, information for post-secondary students (no counselling)	Centre for Innovation in Campus Mental Health Crisis line: 1-866-925-5454 or https://good2talk.ca/ https://campusmentalhealth.ca/ Resources on student mental health, incl Covid-19
Military Families – Legal Advice Clinic & other support services	- Free 30 min legal advice consultation in English or French for military members and their families - Crisis support	Canadian Forces Morale & Welfare Services Legal Advice Clinic Thursdays, by Appointment – Virtual only. Open to CAF members & their families living in Kingston and area only. Book online at: https://cfmws.ca/kingston/events-activities/activities/legal-advice-clinic See also: Family Information Line (24/7): 1-800-866-4546 Kingston Military Family Resource Centre: 613-541-5010, x5195
Name Changes	- Info on changing your name in Ontario - Online tool to help you complete the forms	Government of Ontario https://www.ontario.ca/page/change-name Information on how to change your name. Justice for Children and Youth https://jfcy.org/en/name-change-tool/ (for anyone over 16) Interactive form which generates a PDF of name change paperwork. Includes Forms 11155E, 11320E and a cover letter as well as a checklist of next steps once forms are completed.
Ontario Photo ID Card	Acceptable photo ID for those who don't drive	Ontario Photo Card 1-800-267-8097 (ServiceOntario) (TTY: 1-800-268-7095) https://www.ontario.ca/page/ontario-photo-card
Passports	Complaints go first to Passport Program, as a Level 1 Complaint. If not resolved, resubmit same form as a Level 2.	Government of Canada Passport Program 1-800-567-6868 or TTY: 1-800-255-7655 Info: www.canada.ca/en/immigration-refugees-citizenship/services/canadian-passports.html . Make a Complaint Online or fax it to 819-654-8817 or mail it in to Passport Program, Gatineau QC K1A 0G3.
Power of Attorney (POA) (CALC offers Powers of Attorney in its Wills Program . See Wills for more details.) Continued on next page	- Where to obtain power of attorney kits, some general information - Online forms/kits to download: https://www.publications.gov.on.ca/300652 Steps to Justice has a “guided pathway” to complete a POA online: https://stepstojustice.ca/guidedpathways/POA	Ministry of the Attorney General – POA kits & information Call 1-800-668-9938 to order a free kit https://www.ontario.ca/page/make-power-attorney MPP's offices: Bay of Quinte (Tyler Allsopp) (Includes Belleville S of 401) 613-962-1144 or 1-877-536-6248 https://tylerallsoppmpp.ca - Tyler Allsopp Hastings-Lennox & Addington (Ric Bresee) Madoc: 1-855-229-6676; Napanee: 613-354-3031 https://ricbreseempp.ca/ Power of Attorney Kits also available at ServiceOntario: Belleville: 199 Front St. 613-968-3769 / 1-800-268-8758 Bancroft: 50 Monck St. 613-332-5573 / 1-800-746-5520 TTY: 1-800-268-7095 TTY: 1-800-268-7095 Tweed: 255 Metcalf Street (Mondays only)
	- Legal Advice Queen's Elder Law Clinic will provide services to those aged 50 or over only (income tested)	SOUTHERN LENNOX & ADDINGTON RESIDENTS: Queen's Elder Law Clinic - 613-533-2950 (for those over 50) https://queenslawclinics.ca/elder-law NORTHERN LENNOX & ADDINGTON RESIDENTS: The Legal Clinic – 613-279-3252 or 1-800-597-4529 www.legalclinic.ca (must meet financial eligibility requirements)

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
	Northumberland Community Legal Clinic prepares POAs for people living in Northumberland County 1-800-850-7882	Pro Bono Ontario 1-855-255-7256 https://www.probonoontario.org/wills-and-estates/ Will prepare Powers of Attorney for low and middle income. Call from unblocked # only or email info@probonoontario.org. Law Society Referral Service 1-855-947-5255 / lsrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca Up to 30 minutes of free consultation either by phone or in-person (does not provide legal advice or second opinions during the consultation). I Decide Law Program: Call if you have an intellectual disability or acquired brain injury and need a POA or Will.
	General Information on Power of Attorney	Community Advocacy & Legal Centre communitylegalcentre.ca/legal-topic/wills-and-powers-of-attorney/ Steps to Justice https://stepstojustice.ca/legal-topic/wills-and-powers-of-attorney CLEO (Community Legal Education Ontario) https://www.cleo.on.ca/en/resources-and-publications/wills-and-powers-of-attorney - POAs: For Property & For Personal Care Advocacy Centre for the Elderly 1-855-598-2656 https://www.ancelaw.ca/legal-topic/powers-of-attorney/ HIV and AIDS Legal Clinic Ontario https://www.halco.org/areas-of-law/powers-of-attorney-wills
Property Tax help	Programs to help low-income homeowners with paying property taxes	See CALC's website under Consumer & Debt, Other Help page for programs available in our 3 counties: https://communitylegalcentre.ca/legal-info/consumer-and-debt-other-help/
Provincial Offences – (Highway Traffic Act, etc.)	Legal information	Ministry of the Attorney General 1-866-518-7901 https://www.ontario.ca/page/check-status-traffic-tickets-and-fines-online-or-request-meeting-resolve-your-case/ Ontario Court of Justice Guide for Defendants in Provincial Offences Cases https://www.ontariocourts.ca/ocj/self-represented-parties/guide-for-defendants-in-provincial-offences-cases/guide/
	Legal advice	Legal Aid Ontario 1-800-668-8258 (You can also apply online.) www.legalaid.on.ca 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. Queen's Legal Aid (For Lennox & Addington Residents only) 613-533-2102 https://queenslawclinics.ca/queens-legal-aid Will assist with Small Claims Court matters only. In Kingston, but come to Napanee once a week (Tues, by appt.) Justice Net 1-866-919-3219 www.justicenet.ca 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)

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
		Law Society Referral Service 1-855-947-5255 / lrs@lso.ca (Crisis/no access to internet) www.findlegalhelp.ca 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.
Representing Yourself in Court (family, civil, criminal)	- Resources for people representing themselves in court - See also "Lawsuits" for info on requesting Court Fee Waiver.	Steps to Justice - Family Law Guided Pathways https://stepstojustice.ca/family-law-guided-pathways/about Step-by-step, detailed information on filling out many family law forms. Ontario Court of Justice https://www.ontariocourts.ca/ocj/notices/guide-self-represented-appearances/ A Guide For Self-Represented Family Litigants. The National Self-Represented Litigants Project (NSRLP) https://representyourselfcanada.com/our-srl-resources/ Resources/guides for self-represented litigants in family or civil court. The Canadian Judicial Council https://cjc-ccm.ca/en/what-we-do/initiatives/representing-yourself-court Offers 3 handbooks (family, civil and criminal law) to help people who are without a lawyer prepare and present their legal case. Pro Bono Ontario (PBO) 1-855-255-7256 (Civil only, no family or criminal) https://www.probonoontario.org/lawsuits-and-disputes/ Assistance to self-represented litigants. Call from unblocked # only.
Residential School Survivors	Crisis Line is open 24/7	Indian Residential School Survivors Society (B.C.) 1-800-721-0066 or reception@irsss.ca (BC residents) National Residential School Crisis Line: 1-866-925-4419 (available across Canada) https://chiefs-of-ontario.org/priorities/irs-resources/ Provides support for former students and those affected. Indian Residential Schools Resolution Health Support Program https://www.sac-isc.gc.ca/eng/1581971225188/1581971250953
Retirement Planning (for Canadians with low incomes)	Information provided by the Open Policy website	Retirement Income for Canadians with Low Incomes http://openpolicyontario.com/retiring-on-a-low-income-3/ Download a complete set of advice modules, tools and a paper on Maximizing GIS all in one document. (Sep 2012)
Seniors Issues For complaints regarding nursing homes see Health Care – Long Term Care Homes Continued next page	- Legal advice, information & referrals on seniors' law issues e.g. nursing homes, health care, elder abuse, etc - Elder Law Clinic will take calls outside of Kingston	Advocacy Centre for the Elderly (ACE) 1-855-598-2656 https://acelaw.ca/ For more info on Elder Abuse, see the Elder Abuse section above. Queen's Elder Law Clinic (Kingston) 613-533-2950 https://queenslawclinics.ca/elder-law

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
For complaints regarding retirement homes see Health Care – Retirement Homes See also Alzheimer's resources See also Elder Abuse Continued on next page	Legal Information	CLEO (Community Legal Education Ontario) Health & Disability Page: www.cleo.on.ca/en/resources-and-publications/health-and-disability 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.
	Assistance, home care, foot care, friendly visiting, etc. (Offers transportation to appts. for a small fee – for elderly/disabled)	Community Care for South Hastings 613-969-0130 (Belleville) or 613-396-6591 (Deseronto) https://ccsh.ca/services/ Nominal cost applies - Volunteer drivers provide long distance & local transportation to medical, dental & therapy appts, for those who qualify. They also have a CRISIS INTERVENTION AND SUPPORT PROGRAM for seniors at risk of becoming homeless (including where hoarding exists) or experiencing isolation or abuse.
	Centre Hastings arranges rides to/from medical appts & 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	Community Care for Centre Hastings 613-473-9009 or Toll Free 1-800-554-1564 https://ccch.ca/transportation
	Prince Edward offers help for seniors with paperwork for OAS, GIS, etc., as well as income tax. (By appointment)	Pensioners Concerned (Belleville) (Bayview Mall) (613) 962-6657 (help with forms, taxes, home visits, etc) www.pensionersconcerned.ca/ Community Care for North Hastings (613) 332-4700 http://comcarenh.org/ Non-profit price for VIP Driving Service – door to door service from screened volunteer drivers (local and out-of-town trips). Prince Edward County Community Care for Seniors Assn (613) 476-7493 http://communitycareforseniors.org
	Government guide to seniors programs	Guide to Programs and Services for Seniors in Ontario https://www.ontario.ca/document/guide-programs-and-services-seniors https://www.ontario.ca/page/ministry-seniors-accessibility
	Public transit – also picks seniors up at home to take to appts/shopping	TROUT (The Rural Overland Utility Transit) (formerly Seniors Handi-Bus) (North Hastings residents) 613-332-4700 (for those over 55)
	Transportation for seniors age 60 and over for medical appointments, errands.	Volunteer Transportation Program (operated by VON) 613-392-4181, Ext. 5331 or 1-888-279-4866 https://von.ca/en/von-care/transportation https://211north.ca/record/68986096/ Fee for vans is per km. Two are wheelchair accessible. VON also offers Meals on Wheels, Home Help Program & Volunteer visiting.
	Seniors Housing – Geared to Income units available	Social Housing - Hastings 613-968-3465 https://hastingscounty.com/communities/services/housing-services/housing-available-hastings-county

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Type of Problem	Type of Help	Resource & Contact Info
	Advocacy groups for seniors	Canadian Association of Retired People (CARP) Greater Bay of Quinte Chapter: 613-743-9365 https://www.carp.ca/ Email: bbq@carp.ca Has discount program. CanAge https://www.canage.ca/resources, email: info@canage.ca Independent nonprofit advocacy organization which educates people on seniors' issues. Has many resources on their website. Nice – National Initiative for the Care of the Elderly https://www.nicenet.ca/ - Information Tools on many topics
Service Canada Complaints	Hears complaints/ feedback about services provided by Service Canada (including slow EI claims processing)	Office for Client Satisfaction (OCS) 1-866-506-6806; TTY: 1-866-506-6803 https://www.canada.ca/en/employment-social-development/corporate/service-canada/client-satisfaction.html Confirms receipt of all feedback within 24 hours and replies and/or resolves the issue within 7 working days. Online feedback form also.
Sexual Harassment in the Workplace (see also Employment Law or Human Rights)	- Legal advice - Any legal clinic (incl. CALC) that is part of the Department of Justice project offers free advice regardless of your income	Community Advocacy & Legal Centre 613-966-8686 or 1-877-966-8686 https://communitylegalcentre.ca/legal-info/sexual-harassment-at-work/ Pro Bono Ontario – Employment Hotline 1-855-255-7256 https://www.probonoontario.org/work/ Sexual Harassment and Violence: Pursuing a Claim at the Human Rights Tribunal of Ontario https://hrlsc.on.ca/faq/sexual-harassment/
Social Insurance Number (SIN)	How to obtain a SIN or replacement SIN card	Service Canada (Search for Office Near You) Belleville (613) 969-3350 (Belleville office) Trenton (Trenton office) (Napanee office now closed) HRSDC website – How to Apply https://www.canada.ca/en/employment-social-development.html
	For problems with your SIN card, see your MP	MP, Bay of Quinte (Quinte West, Belleville (south of 401), and Prince Edward County) 613-969-2121 (Chris Malette) MP, Hastings (North of 401)-Lennox & Addington 1-866-471-3800 (Shelby Kramp-Newman) Office of the Privacy Commission of Canada 1-800-282-1376 https://www.priv.gc.ca Make a complaint if refused product or service unless you give SIN #. Employment and Social Development Canada (ESDC) Tips on Protecting your SIN and who can ask for it: https://www.canada.ca/en/employment-social-development/programs/sin/protect.html

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
Student Loans	Info about maintaining or repaying a student loan or to apply for the Permanent Disability Benefit or Tax Relief	Community Advocacy & Legal Centre 613-966-8686 or 1-877-966-8686 www.communitylegalcentre.ca National Student Loans Service Centre 1-888-815-4556 (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) For Canada Student Loan negotiated before Aug 1/00 or Ontario Student Loan negotiated before Aug 1/01 contact the lender holding your loan.
	Other help with student loans (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.)	MP, Bay of Quinte (Chris Malette) (Quinte West, Belleville (south of 401), and Prince Edward County) 613-969-2121 https://chrismalette.libparl.ca/ MP, Hastings (Shelby Kramp-Neuman) 1-866-471-3800 (North of 401 - Lennox & Addington) http://shelbykrampneumanmp.ca/
Tenant Rights (More on next page)	Free Legal Advice to low-income tenants in our service area	Community Advocacy & Legal Centre 613-966-8686 or 1-877-966-8686 or https://bit.ly/calc-help (email) http://communitylegalcentre.ca/legal-topic/housing-law/
	Free Legal Advice for tenants province-wide	Pro Bono Ontario 1-855-255-7256 https://www.probonoontario.org/housing/ Must call from unblocked # only, or email info@probonoontario.org.
	- Legal information - See CALC's website, Homelessness and Emergencies page for links to local food banks, shelters Homeless? 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 1-877-528-9514. John Howard in Belleville offers a warm room on Mon, Wed & Fri (9am-1pm) and showers on Tue & 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.	Community Advocacy & Legal Centre website Legal Information for Tenants page http://communitylegalcentre.ca/legal-info/housing-more-legal-information/ Emergency Financial Assistance for Tenants links: communitylegalcentre.ca/tcodownloads/financial-resources-for-tenants/ Homelessness and Emergencies Page (includes food banks): http://communitylegalcentre.ca/legal-info/emergencies-are-you-homeless-or-about-to-become-homeless/ Rent Connect (to find housing) Search listings at: www.arcgis.com/apps/dashboards/81bb5525e95c4831ace0784f73f25858 For an in-person appointment with a Rent Connect Agent, call: Belleville: 613-966-1311, ext 2508 Quinte West: 613-392-1387, ext 2216 Madoc: 613-473-5258, ext. 344 Bancroft: 613-332-3410, ext 6329 Next Step Housing Connection (NSHC) Belleville: 613-969-1748; Quinte West: 613-392-8317 Picton: 613-476-6456; Napanee: 613-354-0425 https://nextstephousing.ca/ 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 & Landlord Liaison to help people locate housing in Lennox & Addington.)

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

Type of Problem	Type of Help	Resource & Contact Info
		Sustainable Tenancy Outreach Program (STOP) (for Residents of Lennox & Addington with mental health issues) 613-483-5216 Terri Lynn, STOP Program Coordinator 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. Indigenous Housing: Mohawks of the Bay of Quinte - Housing Office 613-396-3424 https://mbq-tmt.org/housing-band-property-maintenance/ Ontario Aboriginal Housing Services Apply online: www.ontarioaboriginalhousing.ca/rental-housing/ Advocacy Centre for Tenants Ontario (ACTO) https://www.acto.ca/for-tenants/tip-sheets/ (Tip Sheets) https://www.acto.ca/tenant-tips-for-your-digital-landlord-and-tenant-board-hearing-pt-1/ (digital hearing tips) Landlord and Tenant Board (information and forms) 1-888-332-3234 https://tribunalsontario.ca/lrb/ Community Legal Education Ontario (CLEO) www.cleo.on.ca/en/resources-and-publications/housing-law CLEOConnect – Housing law page https://cleoconnect.ca/legal-topic/housing-law/ Steps to Justice (step-by-step, practical legal information) https://stepstojustice.ca/category/legal-topic/housing-law Steps to Justice Guided Pathway on filling out T6 Form (getting your Landlord to do maintenance/repairs) https://stepstojustice.ca/housing-guided-pathways/T6 Centre for Equality Rights in Accommodation www.equalityrights.org/cera/ (discrimination in housing) Ministry of Municipal Affairs and Housing https://www.ontario.ca/page/ministry-municipal-affairs-housing
Traffic Offences		See “ <u>Provincial Offences</u> ”
Travel	- Children and travel, especially where parents are separated and custody is at issue - Country information, incl. travel reports/warnings	Government of Canada http://travel.gc.ca/travelling/advisories Travel advisories for different countries https://travel.gc.ca/travelling/children http://travel.gc.ca/travelling/children/consent-letter Sample consent letter for travel with children outside of Canada.
Veteran's Affairs (See also “Military Families – Legal Advice”) Continued next page	- Info on programs for veterans - Where to appeal decisions of the Minister of Veterans Affairs	Veteran Affairs Canada - Veteran's Services 1-866-522-2122 https://www.veterans.gc.ca/eng/services Veteran's Review and Appeal Board 1-800-450-8006 or Email: VRAB_TACRA@vac-acc.gc.ca www.vrab-tacra.gc.ca/

Where to Go For Help

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Type of Problem	Type of Help	Resource & Contact Info
	Free legal advice & services to people who want to appeal a decision or an assessment awarded	Bureau of the Pensions Advocates 1-877-228-2250 https://www.veterans.gc.ca/eng/veterans-rights/how-to-appeal/bureau-pensions-advocates
	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.	Veteran's Ombudsman 1-877-330-4343 www.ombudsman-veterans.gc.ca/ Independent officer - reports directly to Minister of Veterans Affairs. Note: 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.
	Pensions and benefits info for veterans who are seniors	Pensions and Benefits for Veterans https://www.ontario.ca/page/seniors-manage-your-finances#section-2
Veterinary Bills (and other pet costs) See Domestic Violence section re volunteers who foster pets for women who must go to a shelter	Financial assistance to pay vet bills for pets	The Farley Foundation 1-888-262-9811 (Veterinarians can call for information) https://www.farleyfoundation.org/ Funding limited to \$1000 per pet owner per year. Veterinarians apply for funds on behalf of low-income clients & must be members of OVMA. Owners cannot apply directly. See eligibility rules online or ask your vet.
	Vets must apply (not owners) – application forms are on OVMA website	
	Pet Food Bank (mostly dog & cat food, occasionally, rabbits – may have collars, leashes, litter boxes, etc. depending on donations)	Tweed Pet Food Bank 224 Metcalf Street, Tweed Open 12:00-2:00 pm every Wednesday (and you don't need to be a resident of Tweed).
	Low Cost Rabies Shots	Hastings Prince Edward Health Unit 613-966-5500 www.hpepublichealth.ca/clinic/low-cost-rabies-vaccination-clinics/
Victims of Crime (see next page for getting legal advice and info for Victims of Crime with respect to Property)	Support lines for victims of crime or those calling on their behalf with information and referrals to services across Ontario	Victim Services in Ontario https://www.ontario.ca/page/victim-services-ontario Victim Support Line 1-888-579-2888 Toll-free, 24/7/365 multilingual www.ontario.ca/page/get-help-if-you-are-experiencing-violence The Victim/Witness Assistance Program (VWAP) https://www.ontario.ca/page/victimwitness-assistance-program
	Victim Services, VQRP+ and Indigenous Victim Services provide funding for counselling, emergency expenses and changing locks, etc.	Victim Services (Hastings, Prince Edward, Lennox & Addington Counties) Belleville: 1-866-680-9972 Napanee: 1-877-354-4151 Quinte West: 613-392-3561 https://www.victimserviceshpela.com/ Victim Quick Response Program+ (VQRP+) 1-866-680-9772 https://www.victimserviceshpela.com/victim-quick-response-program-vqrp

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
		Sexual Assault Centre for Quinte and District 1-877-544-6424 - Toll-Free Crisis Line, 24/7 TTY users, call Bell Relay: 1-800-268-9242 Office line: Tel: 613-967-6300 or TTY: 613-967-5902 Email: sacqd@lks.net; website: www.sacqd.com Sexual Assault Centre – Kingston (covers Napanee) 1-877-544-6424 - Toll-Free Crisis Line, 24/7 TTY users, call Bell Relay: 1-800-268-9242 Office line: 613-545-0762 Email: sack@sackingston.com; website: http://sackingston.com/ Indigenous Victim Services – Call or Text Emergency: 1-343-363-0318; Non-Emergency: 613-438-3517 https://mbq-tmt.org/social-services/indigenous-victim-services/ Ontario Human Trafficking Helpline (24/7) 1-833-900-1010; email: hotline@cchteh.ca, https://www.canadianhumantraffickinghelpline.ca/ (chat avail.) Confidential helpline to find help and free legal advice. Parents and guardians of child victims also eligible. Ontario Women’s Justice Network (OWJN) https://owjn.org Legal information website about the law and legal processes in situations of violence between intimate partners Male Survivors of Sexual Abuse – Prov. Crisis/Support Line 1-866-887-0015 - Live-answer, 24/7/365 multilingual service. https://www.ontario.ca/page/get-help-if-you-are-experiencing-violence Federal Ombudsman for victims of Crime 1-866-481-8429 www.victimfirst.gc.ca/ Learn about your rights and services available to you. S.O.S. Femmes www.sosfemmes.com Provincial emergency line for francophone women in Ontario.
	Legal Advice (Continued next page)	Community Advocacy & Legal Centre (CALC) 613-966-8686 or 1-877-966-8686 http://communitylegalcentre.ca/legal-info/victims-of-crime/ Queen’s Legal Aid (Residents of Kingston/Napanee area) 613-533-2102 https://queenslawclinics.ca/queens-legal-aid Barbara Schlifer Commemorative Clinic 416-323-9149, ext 234 https://www.schliferclinic.com/ 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 Luke’s Place Virtual Legal Clinic (family law advice) 1-866-516-3116 https://lukesplace.ca/for-women/lukes-place-virtual-legal-clinic/ Provides family law services and FREE legal advice in family law to women anywhere in Ontario who have been subjected to intimate partner violence.

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
		Ontario's Independent Legal Advice Line for Sexual Assault Victims 1-855-226-3904 (for more info) www.ontario.ca/page/independent-legal-advice-sexual-assault-victims (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) Private Bar (Civil lawsuits against offender) Contact a private bar lawyer for help with civil law suits Call CALC (613-966-8686) for referrals to local lawyers in our area
	Resources, including basic free legal advice, for Ontarians who've had sensitive/intimate images shared/published without their consent.	Reclaim Probono 506-234-5678 or Email: reclaim@spark.law http://www.reclaimprobono.org/ Request a consultation form: https://reclaimprobono.org/advice/
	Compensation for Victims of an offence that <u>led to the forfeiture of property</u> – How to File a Claim	Compensation for Victims (Civil Forfeiture Program) 1-888-246-5359 or CAFP@ontario.ca (See webpage for list of cases the government is accepting claims for) https://www.ontario.ca/page/compensation-victims
Wills and Estates See also " Power of Attorney " section for where to get kits, do on your own	Legal information (See also "estate administration")	Steps to Justice - Wills and Powers of Attorney page https://stepstojustice.ca/legal-topic/wills-and-powers-of-attorney See their "Guided Pathways" to lead you through creating your own simple will or power of attorney: https://stepstojustice.ca/guidedpathways/estate-guided-pathways Ontario Government – Law & Safety https://www.ontario.ca/page/seniors-plan-for-the-future Advocacy Centre for the Elderly – page on Wills 1-855-598-2656 https://www.ancelaw.ca/legal-topic/wills/ Community Advocacy & Legal Centre communitylegalcentre.ca/legal-topic/wills-and-powers-of-attorney
	Legal advice - Will and Power of Attorney preparation (Continued on next page)	Community Advocacy & Legal Centre 613-966-8686 or 1-877-966-8686 http://communitylegalcentre.ca/legal-topic/wills-and-powers-of-attorney/ Offers free Wills & Powers of Attorney to qualified low-income applicants. Certain criteria apply. Queen's Elder Law Clinic (Kingston) 613-533-2950 https://queenslawclinics.ca/elder-law Serves low-income residents of Southern Lennox & Addington County and Kingston who are 50 years of age or over. The Legal Clinic (Perth) 613-279-3252 or 1-800-597-4529 www.legalclinic.ca Serves low-income residents of Northern Lennox & Addington County. Northumberland Community Legal Centre 1-800-850-7882 http://thehelpandlegalcentre.ca/legal/ Powers of Attorney for low-income residents of Northumberland County

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
		Pro Bono Ontario (PBO) 1-855-255-7256 https://www.probonoontario.org/wills-and-estates/ 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 info@probonoontario.org. I Decide Law Program - 416-860-7572 Call if you have an intellectual disability or acquired brain injury and need a Power of Attorney or Will (reduced rate). Lawyer, Private Bar www.iso.on.ca/find-a-lawyer-or-paralegal/ Check yellow pages or visit the Law Society of Ontario website, Lawyer and Paralegal Directory – enter city and check off Wills, Estates under Main Area of Law to generate list Hastings County Law Association website (find a lawyer) http://www.hastingscountylaw.com/find-a-lawyer
Workplace Safety & Insurance Board (Continued on next page)	Legal Advice	Community Advocacy & Legal Centre 613-966-8686 or 1-877-966-8686 http://communitylegalcentre.ca/legal-info/workplace-safety-insurance-board/ Free legal advice and representation for low-income residents of our service area (non-unionized employees only). Office of the Worker Advisor (OWA) Workplace Insurance: 1-800-435-8980 (TTY: 1-866-445-3092) Health & Safety Reprisals: 1-855-659-7744 https://www.owa.gov.on.ca/en/welcome/ Independent agency of Ontario Ministry of Labour. Free, confidential services to non-unionized injured workers. Industrial Accident Victims Group of Ontario (IAVGO) 1-877-230-6311 https://www.iavgo.ca/
	Legal Consultation (free) and advice (for a fee)	Law Society Referral Service (LSRS) 1-855-947-5255 / lsrs@iso.ca (Crisis/no access to internet) www.findlegalhelp.ca 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.
	Information	Community Legal Education Ontario (CLEO) www.cleo.on.ca Pamphlets such as how to make a claim, manual for workers' advocates and your right to appeal. Steps to Justice – injured at work https://stepstojustice.ca/legal-topic/employment-and-work/injured-work/ Workplace Safety and Insurance Board (WSIB) 1-800-387-0750 https://www.wsib.ca/en

Where to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
		Workplace Safety and Insurance Appeals Tribunal https://wsiat.on.ca/ Hears appeals of decisions of the WSIB Injured Workers Online www.injuredworkersonline.org Injured Workers' Community Legal Clinic (IWC) 416-461-2411 https://www.crwdp.ca/en/partners/injured-workers-consultants-iwc-community-legal-clinic Ministry of Labour - Young Workers https://www.labour.gov.on.ca/english/atwork/youngworkers.php Info for young and/or new workers.