

## CCV Quick Step-by-Step Guide

### Booking Clients

- Always put your **initials** at the end of the description
- **Do not** release lawyer's name or contact information

### Answering calls:

- When the person picks up:
  - Hi this is Access Pro Bono returning your call."
  - This is Access Pro Bono returning a call for \_\_\_\_\_
- When you reach an answering machine/voicemail:
  - Hi this is Access Pro Bono returning your call. Sorry we couldn't get a hold of you. You can call us back at **(604) 878 7400** (if local) or toll free at **(877) 762-6664**. Thank you

### Entering client data:

- Before you enter information, let the client know that:
  - Access Pro Bono provides appointments for 30-minute legal advice sessions.
- Identify if the client qualifies for our services
  - Ask their current household income per month
  - **[Click here for up-to-date income requirements](#)**
- Ask where they are located and what the legal issue is
- Identify what area of law their concern relates to
  - Book 48 hours from today's date! (ie: on a Monday, we can book for Thursday. On a Friday, we can book for Wednesday. Add days for long weekends)
- Confirm that the time is OK for the client
- Fill out all the fields. If it is unknown whether the other party is represented by a lawyer/law firm, please enter "N/A"
  - Things to remember when writing a brief summary: *enter your initials at the end and if civil law, please indicate which area of civil law*
- Save appointment and give client the name of the clinic, address, date, time, and confirmation code. **DO NOT GIVE OUT LAWYER'S NAME OR PHONE #**
  - If client demands a phone number, give them Access Pro Bono's number – see above. We can help them with any questions/problems
- There is a 2-business day cancellation policy in place.

### Important information to remind clients about:

- Make sure you read the notes for each clinic
  - If notes say *do not book slots 3 or 4 for at least five days before the appointment*, do not book them
- If a client has an urgent deadline coming up, notify the Intake Coordinator
- Access Pro Bono gives legal advice, but cannot provide representation or prepare documents for clients in our Summary Legal Advice appointments.

## Access Pro Bono Programs

### **Civil Chambers Program**

- Provides legal assistance and representation services in Civil (non-Family) chambers litigation matters before the Supreme Court and the Court of Appeal in Vancouver
- Only available on Tuesdays and Thursdays in Downtown Vancouver
- Accepts clients based on low to modest income thresholds
  - Phone: **(604)-603-5797**

### **Roster Program**

- Provides representation services
- Accepts individual clients and non-profit organization based on an income threshold
- ALL Client applications are screened by APB staff and volunteers, and then sent to a number of lawyers for their consideration. If a lawyer responds to the particular case, they choose the scope of their services. Insurance is made available to roster lawyers.

### **Court of Appeals Program**

- Provides a variety of limited and extended litigation services to clients in appealing Civil, Criminal, and Family law decisions or in responding to appeals brought by opposing parties.
- Accepts client based on low-income threshold

### **Family Law Program**

- Provide assistance and potential representation in limited or “unbundled” tasks to clients in matters such as:
  - drafting and arguing applications, conducting trials, mediating disputes, drafting separation agreements, and securing consent orders.

### **Federal Court Of Appeal Program**

- The Federal Court of Appeal determines applications for judicial review of federal tribunal decisions and appeals concerning immigration, citizenship, admiralty, customs, intellectual property, tax, labour relations, transportation, communications, parole and penitentiary matters.
- Provide assistance and representation to clients in matters such as:
  - drafting of court documents (e.g. Notice of Appeal, appeal books), researching and preparing factums, and presenting legal arguments at hearings.

### **Judicial Review Program**

- Assists clients with appeals of decisions made by tribunals constituted under provincial legislation, including:

- the Residential Tenancy Act, the Employment and Assistance Act, the Employment and Assistance for Persons with Disabilities Act and the Workers Compensation Act.
- Provide assistance and representation to clients in matters such as:
  - drafting of court documents (e.g. petition, affidavits), researching and preparing written submissions, preparing chambers records and presenting legal arguments in court.

### **Wills & Estates Program**

- For non-litigious estate matters, such as:
  - drafting wills, powers of attorney, committee agreements, and representation agreements.
    - Phone: **(604)-893-8932 ext 1505**
    - Email: [mquigg@accessprobono.ca](mailto:mquigg@accessprobono.ca)

### **Solicitors' Program**

- Facilitates pro bono legal services to charitable and non-profit community organizations of limited means.
- Provide legal advice and assistance to community organizations in all areas of non-profit law, including:
  - By-laws, registrations for charitable status, employment matters, contracts and lease agreements.
    - Phone: **(604)-893-8932 ext 1505**
    - Email: [mquigg@accessprobono.ca](mailto:mquigg@accessprobono.ca)

### **Paralegal Program**

- Draft documents for self-represented litigants who need assistance in preparing court documents. (Supreme Court ONLY both Civil and Family)
- The Program operates on Wednesday evenings from 5:30pm to 7:30pm at the Vancouver Justice Access Centre at the downtown Vancouver courthouse Room 290- 800 Hornby St.
- Must book appointments with the Vancouver Justice Access Centre or through the Intake Coordinator
  - Phone: **(604)-660-2084** (Justice Access Centre)
  - Phone: **(604)-482-3195 ext 1502** (Intake Coordinator)

### **Wills Clinic Project**

- Provides assistance by drafting and executing simple Wills and Representation Agreements
- Accepts clients who are low-income seniors (age 55+) and people with terminal illness
- Operates each Wednesday from 11:30am to 1:30pm at the Justice Access Centre at the Vancouver Courthouse at 800 Hornby Street
- Must book appointment with Wills Clinic
  - Phone: **(604)-424-9600**
  - Email: [willsclinic@accessprobono.ca](mailto:willsclinic@accessprobono.ca)

### **Commercial Trial Assistance Project**

- Reduced fee legal services for low to moderate income clients who have a scheduled trial within a few months time
- Refer clients to CTAP Manager through the Intake Coordinator. If appropriate, the Intake Coordinator can email CTAP for a referral
  - Email: [ctap@accessprobono.ca](mailto:ctap@accessprobono.ca)

### **Artists Legal Outreach**

- Provides 30 minutes of legal advice
- Donations are welcome
- Serves artists and arts organization with questions regarding:
  - Art, Entertainment, Business, Intellectual Property, Contracts, Incorporation, Copyright, Defamation law and Society Act and Society Act Regulations
- DOES NOT assist with:
  - Family, Tax, Criminal or any other questions unrelated to artistic practice
- Clients must complete an Online Intake Form on the Artist Legal Outreach website in order to make an appointment
- Clients can only be booked by the Intake Coordinator
  - Phone: **(604)-482-3195 ext 1502** (Intake Coordinator)
  - Website: <http://artistslegaloutreach.ca>

## **External Resources**

### **Representation and Legal Advice**

#### **Legal Services Society of BC (Legal Aid)**

- Accept clients based on income and asset thresholds
- Provides comprehensive legal services including representations in the following area:
  - Criminal
    - If you anticipate jail time, face a conditional sentence that would severely limit your liberty, face an immigration proceeding that could lead to deportation, causes you to lose your way of earning a living
    - If you have a condition that makes it impossible for you to represent yourself such as physical condition, disability (mental or emotional illness)
    - If you face prison issues for which Charter of Rights and Freedoms provides the right to a lawyer
  - Mental Health
    - If you face a Mental Health Review Panel or a BC Review Board Hearing
  - Family
    - If a child is in immediate danger to their safety and well-being

- If a parent threatens to remove child from province or denies other parent access to guardianship
- Child Protection Matters
  - If the Ministry of Children and Family Development has taken or threatened to take your child
  - If there are guardianship, custody or access issues related to a child in the care of the Ministry of Children and Family Development
- Immigration
  - If you face possible deportation
  - If you wish to claim refugee status
    - Phone: **(604)-408-2172** (Lower Mainland)
    - Toll-Free: **1-866-577-2525** (outside Lower Mainland)

#### **Family Law Line (Legal Aid)**

- Accept clients based on income threshold
- Lawyers give brief "next step" advice over the phone about family law matters such as:
  - Guardianship, Custody and Parenting Time or Access Issues
  - Child and Spousal Support
  - Property Division and Family Agreements
  - Court Procedures
- Ask for "Family Law Line"
  - Phone: **(604)-408-2172** (Lower Mainland)
  - Toll-Free: **1-866-577-2525** (outside Lower Mainland)

#### **Immigration Line (Legal Aid)**

- Accept clients based on income threshold
- You may seek representation
  - If you face possible deportation
  - If you wish to claim refugee status
- If you wish to claim refugee status and you qualify, you can get a lawyer to:
  - Help you fill out forms
  - Help you prepare for a refugee claim hearing
  - Represent you at your hearing
    - Phone: **(604)-601-6076** (Lower Mainland)
    - Toll-Free: **1-888-601-6076** (outside Lower Mainland)

#### **Lawyer Referral Service**

- If client needs to see a lawyer in their community faster than can be provided by Access Pro Bono
- Has a list of ALL the lawyers available in BC
- If client exceeds Access Pro Bono income threshold

- 30 minute consultation will cost \$25 + tax
- After which if client chooses to hire that lawyer, lawyer's rates apply
  - Phone: **(604)-687-3221** (Lower Mainland)
  - Toll-Free: **1-800-663-1919** (outside Lower Mainland)
  - Website: [www.cbc.org](http://www.cbc.org)

### **Law Student's Legal Advice Program (LSLAP)**

- UBC Law students provide:
  - Small claims representation
  - Drafting of legal documents such as Demand Letters, Wills, Powers of Attorney, Representation Agreements and Living Wills and Notice of Claims and Replies
  - Representation in criminal matters for first time offenders only
- UBC Law students CANNOT PROVIDE assistance in:
  - Family, Business and Commercial, Personal Injury, Strata Issues, Union Issues, Driving Under the Influence, Complaints against Lawyers and Doctors, Jail Sentence Matters (Criminal) and Supreme Court matters
- LSLAP is NOT in session:
  - 3rd week November - 2nd week January
  - 2nd week April - 2nd week May
  - 3rd week August - 3rd week September
  - Phone: **(604)-822-5791**
  - Website: <http://www.lslap.bc.ca>

### **Justice Access Centre**

- Credit Counseling Society of B.C., Family Duty Counsel, Mediate B.C. and Self-Help Centre
- Provides services for self-represented clients with Supreme Court, Civil or Family matter:
  - drafting of wills, dispute resolution, family counseling, parenting arrangements
- DOES NOT assist with:
  - Criminal cases or small claims Civil cases
  - Phone: **(604)-660-2084**
  - Toll-Free: **1-800-663-7867**

### **The BC Human Right Coalition**

- Accepts clients based on financials and nature of complaint
- Provides initial information and advice as well as
  - Assistance in Making or Responding to a Formal Complaint
  - Case Work and Client Representation
  - Judicial Review
  - Short Service Legal Advice Clinic
  - Phone number: **(604) 689-8474**
  - Toll Free: **1-877-689-8474**

- Website: <http://www.bchrcoalition.org/>

### **BC Civil Liberties Association**

- Preserves, defends, maintains, and extends civil liberties and human rights in BC through its advocacy in action, policy and community education programs
  - Phone: **(604)-687-2919**
  - Toll-Free: **1-866-731-7507**
  - Website: [www.bccla.org](http://www.bccla.org)

### Bankruptcy, Foreclosure and Employment

### **Community Legal Assistance Society (CLAS)**

- Provide services for people who are physically, mentally, socially, economically, or otherwise disadvantaged or whose human rights need protection in the following areas:
  - Housing, Income Assistance, CPP, Old Age Security, Employment Insurance, WCB, Debt Issues, Access to Public Services and BC Human Rights
  - Mental Health Law Program
    - Representation at BC Review Board Hearings
    - Representation at Review Panel hearings for persons who have been involuntarily detained under the BC Mental Health Act
      - Phone: **(604) 685-3425** (Lower Mainland)
      - Toll-Free: **1-888-685-6222** (outside Lower Mainland)
      - Website: [clasbc.org](http://clasbc.org)

### **Tenant Resource & Advisory Centre**

- Provides tenants with legal education and information about residential tenancy law via:
  - Tenant Infoline, Multilingual Publications and Workshops
    - Phone: **(604) 255-0546**
    - Toll-Free: **1-800-665-1185**
    - Website: [www.tenants.bc.ca](http://www.tenants.bc.ca)

### **Credit Counseling Society BC**

- Provides “next step” advice including some brief legal advice
- Provides free counseling and referrals for:
  - Bankruptcy, Foreclosure, Collections and Repayment and Settlement Programs
    - Phone: **1-888-527-8999**
    - Website: <http://www.nomoredebts.org>

### **St. Paul’s Anglican Church Advocacy**

- Provides free information, support and some representation in legal matters such as:

- Reconsiderations for social assistance and disability applications, assistance at tribunal levels and landlord and tenancy issues
- Provides some representation and assistance in limited CPP and Employment Insurance issues
- DOES NOT provide assistance in: WCB and Judicial Reviews
  - Phone: **(604)-683-4287**

#### **BC Coalition of People with Disabilities**

- Provides support, information and advocacy for people with all disabilities
  - BC Disability Benefits Advocacy Program
    - Help obtaining PWD (Persons with Disabilities) and PPMB (Persons with Persistent and Multiple Barriers to Employment) benefits
    - Help clients complete applications for BC Housing
  - CPP Disability Benefits Advocacy Program
    - Helps clients primarily with Reconsiderations and Appeals
      - Phone: **(604)-872-1278** (Lower Mainland)
      - Toll-Free: **1-800-663-1278** (outside Lower Mainland)
      - Website: <http://www.bccpd.bc.ca/>

#### **BC Centre for Elder Advocacy & Support**

- Provides services to people age 55 and over who are not able to access legal help elsewhere
- Provide services to people age 55 and over experiencing elder abuse
- Will not provide assistance with:
  - Criminal law, Family law, Real Estate, Estate Administration, Preparing of Wills or Powers of Attorney
  - Unable to assist seniors while hospitalized
    - Phone: **(604) 437-1940**
    - Phone: **1-866-437-1940**
    - <http://www.bcceas.ca/>

#### Family

##### **Family Maintenance Enforcement Program**

- Provides services regarding child and spousal support payments
- Can act as a 3rd party in child support transactions
- May take action to ensure payments are made/received by the opposing party
- Anybody can enroll
  - Phone: **(250)-220-4040**
  - Phone: **1-800-663-3455**
  - Website: [www.fmep.gov.bc.ca](http://www.fmep.gov.bc.ca)

#### **Comprehensive Child Support Service in Kelowna**



- Provides legal advice and representation for Child Support matters
  - Phone: **(250)-712-3636** (in Kelowna)
  - Toll-Free: **1-888-227-7734** (outside Kelowna)

### **Battered Women's Support Services**

- Assist women suffering from physical, mental or emotional abuse
- There is NO income threshold
- Assist with family law only through:
  - accompaniment to courts
  - lawyer referrals
  - legal advice through a legal advocate
    - Phone: **(604)-687-1867**
    - Toll-Free: **1-855-687-1868** (outside Lower Mainland)
    - Website: [www.bwss.org](http://www.bwss.org)

### **Atira Women's Resource Society**

- Supports ALL women and children impacted by violence
  - Provides housing and shelter
  - Violence Counseling
  - Provides legal advocacy at legal advice clinics but NOT representation
    - Phone: **(604)-331-1407**
    - Website: [www.atira.bc.ca](http://www.atira.bc.ca)

### **Mediate BC Society**

- Provides mediation services for
  - Court mediation
  - Family mediation
  - Child Protection mediation
    - Phone: **(604)-684-1300**
    - Website: [info@mediatebc.com](mailto:info@mediatebc.com)

### **Collaborative Family Law Group**

- Provides assistance to individuals wanting to resolve disputes and settle their divorce or separation issues without going to court
  - Phone: **(604)-878-1493**
  - Website: [www.nocourt.net](http://www.nocourt.net)

### **BC Men's Resource Centre**

- Provides assistance, counseling and support to men through various workshops and information guides

- Phone: **(604)-878-9033**
- Website: [www.menbc.webs.com](http://www.menbc.webs.com)

#### **BC Family Justice Services Info Line**

- Provides information regarding Family law situations through their Info Line
  - Phone: **(604)-660-2192**
  - Toll-Free: **1-888-216-2211**

#### Immigration

##### **West Coast Domestic Workers Association**

- Must be temporary foreign worker, nanny or caregiver
- Provides information, referral, summary advice and full representation primarily in areas of Immigration and Employment law
  - Toll-Free: **1-888-669-4482**
  - Website: [www.wcdwa.ca](http://www.wcdwa.ca)

##### **MOSAIC**

- Multilingual non-profit organization dedicated to addressing issues that affect immigrants and refugees in the course of their settlement and integration into Canadian society
  - Phone: **(604) 254-9626**
  - Email: [mosaic@mosaicbc.com](mailto:mosaic@mosaicbc.com)
  - Website: [www.mosaicbc.com](http://www.mosaicbc.com)

#### Legal Rights and Facts

##### **The Law Society of BC**

- Regulates BC lawyers and legal services, provides information to the public and publishes and distributes professional manuals and materials
  - Phone: **(604)-669-2533**
  - Toll-Free: **1-800-903-5300**
  - Website: [www.lawsociety.bc.ca](http://www.lawsociety.bc.ca)

##### **Dial-A-Law**

- A free 24-hour-a-day service which provides access to a library of pre-recorded messages on general legal information (ie. the justice system, personal rights, etc.)
  - Phone: **(604)-687-4680**
  - Toll-Free: **1-800-565-5297**
  - Website: [www.dialalaw.org](http://www.dialalaw.org)

### **ClickLaw**

- Is a comprehensive website that provides legal information and factsheets with regards to a variety of commonly asked legal questions
  - Website: [clicklaw.bc.ca](http://clicklaw.bc.ca)

### **The People's Law School**

- Provides reliable information about people's rights and responsibilities under the law by:
  - legal education
  - comprehensive website
  - publications, brochures and pamphlets.
    - these are sent out to individuals for free
- DOES NOT provide:
  - legal advice
  - representation
    - Phone: **(604)-331-5400**
    - Website: [www.publiclegaled.bc.ca](http://www.publiclegaled.bc.ca)

### **PovNet**

- Provides ONLINE tools for communication and access to legal information on poverty-related issues in BC
- Includes a map ONLINE for locating local community advocates
  - Website: [www.povnet.ca](http://www.povnet.ca)

### Mental Health

If a client self-identifies as having a mental illness, we may be able to refer them to additional appropriate resources:

### **The Kettle Friendship Society**

- Supports people living with mental illness
- Provide assistance in landlord tenant issues, housing, employment and support services
- Provides information and representation in the following:
  - Income, Housing, Residential Tenancy, Family and Child Protection matters
    - Phone: **(604)-251-2801**

### **Raincity Housing**

- Provide housing for people living with mental illness and addictions especially for those who do not qualify for more conventional housing programs (that have requirements linked to mental stability, treatment services, ability to self-administer medications, and have minimal levels of challenging behaviour)
- DOES NOT provide legal services

- Phone: (604) 662-7023
- Email: [info@raincityhousing.org](mailto:info@raincityhousing.org)
- Website: [www.raincityhousing.org](http://www.raincityhousing.org)

### **Coast Mental Health**

- Vancouver Coastal Health
  - Mental Health Intake Line: Provides a single point of entry for screening, assessment, and referrals to mental health and addiction programs in the Vancouver Coastal Health region
    - Phone: **604-675-3997** (Adults) **604-675-3895** (Children and Youth) **604-709-6785** (Older Adults)
    - Website: [http://vch.ca/find\\_services/find\\_services/?&program\\_id=14127](http://vch.ca/find_services/find_services/?&program_id=14127)

### **MPA Society – Vancouver Mental Health and Society Services**

- Provide Friend of the Court services to clients with mental illness and addiction issues. Such services provide the court with information that bears on the case from an agent who speaks on behalf of the client.
  - Phone: **604 482 3700**
  - Toll Free: **1 877 536 4327**
  - Email: [info@mpa-society.org](mailto:info@mpa-society.org)

## **Additional Niche Resources Available Online**

### **Indigent Status**

- Access Pro Bono Civil Chambers Clinic can assist in acquiring “Indigent” status for unrepresented low-income client who can travel to Downtown Vancouver
- Upon acceptance of application, self-represented clients can have some or all of their court fees waived
- Applications are made at the client’s local court registry
- The following is a link to contact local court registries:
  - <http://www.clicklaw.bc.ca/helpmap/service/1014>

### **Duty Counsel**

- Attached to Court Houses that can give clients advice on the day of their court appearance and can act as the client’s agent during the court appearance
- Duty Counsels exist for the following areas of law:

### **Contact Information:**

- Family (Supreme Court) [http://legalaid.bc.ca/legal\\_aid/whereSupremeCourtDutyCounsel.php](http://legalaid.bc.ca/legal_aid/whereSupremeCourtDutyCounsel.php)

- Family (Provincial Court) [http://legalaids.bc.ca/legal\\_aid/whereProvincialCourtDutyCounsel.php](http://legalaids.bc.ca/legal_aid/whereProvincialCourtDutyCounsel.php)
- Criminal <http://www.provincialcourt.bc.ca/locations-contacts>
- Family Duty Counsel (Vancouver- Provincial and Supreme): **(604)-660-1508**

#### **Native Courtworker and Counseling Association BC**

- Provides culturally appropriate services to aboriginal people and communities consistent with their needs through access to counseling, advocacy services, referral services for substance abuse as well as assistance at some levels of court
  - Website: [www.nccabc.ca](http://www.nccabc.ca)

#### **Pardon Services Canada**

- Assists individuals wanting to have their criminal record set aside
  - Phone: **1-866-972-7366**

#### **Prisoner's Legal Services**

- Provides legal services to federal and provincial prisoners in BC, as well as to parolees. They assist in transfers, segregation, disciplinary charges, parole matters and sentence calculations. Referrals must be made from the legal aid call centre
  - Phone: **1-888-839-8889**

#### **UVIC Business Law Clinic**

- Provides free legal advice to clients starting new businesses or not-for-profit organizations that are seeking information about business law issues
  - Phone: **(250)-472-4522**
  - Website: [www.law.uvic.ca/blc](http://www.law.uvic.ca/blc)

#### **Vancouver MS Society Volunteer Legal Advocacy Program**

- Provides advocacy services for clients with multiple sclerosis
  - Phone: **1-800-268-7582**
  - Website: [www.mssociety.ca/bc/vlap.htm](http://www.mssociety.ca/bc/vlap.htm)

#### **Public Guardian and Trustee Complaint Line**

- Phone: **(604)-660-0343**