



nelson
CARES
society



The Advocacy Centre

250.352.5777
fax: 250.352.5723

521 vernon st
nelson BC V1L 4E9

www.advocacycentre.org
advocacycentre@nelsoncares.ca

West Kootenay Referral information

Debt

Credit Counselling Society of BC 1-888-527-8999; www.nomoredebts.org

Can schedule half an hour of credit counselling for free

Online chat available

Consumer Protection BC www.consumerprotectionbc.ca 1-888-564-9963

Tips, rights and complaint procedures for consumers including debt collectors

Administers BC's Consumer Protection Act

Seniors including CPP, OAS, GIS

Seniors Resource Centre - 719 Vernon Street, Nelson; 250-352-6008

-Can help with forms

-Helps seniors and low-income people with tax forms

MP Wayne Stetski's office, 501-310 Ward St., Nelson, 250-354-2610 [for forms and questions]

MP Richard Cannings' office, 1695A Columbia Avenue, Castlegar 250-365-2792 [same]

Seniors Outreach & Support [Castlegar area] 250-365-2104, ext. 27

BC Centre for Elder Advocacy and Support 1-866-437-1940

CPP-Disability

MP Wayne Stetski's office 250-354-2610 [forms and questions]

BC Coalition of People with Disabilities 1-800-663-1278 [questions]

The Advocacy Centre, Nelson BC 1-877-352-5777

forms, questions and assistance with appeals if necessary

Landlord/Tenant issues

BC Residential Tenancy Office 1-800-665-8779; www2.gov.bc.ca/landlordtenant

Forms and fact sheets for tenancy issues

Information Officers will occasionally talk to landlords re: the law

Tenants Resource Advisory Centre 1-800-665-1185; www.tenants.bc.ca

Short tenant-related information and strategies over the phone

Fact sheets and information resources geared towards tenants

The Advocacy Centre, Nelson BC 1-877-352-5777

Information and help preparing for hearing (if necessary)

WorkSmart BC/WCB

Workers' Advisor 1-800-663-4261; First Floor, 333 Victoria Street, Nelson

Mental Health

Mental Health & Substance Use Consumer, Family & Peer Support Program
1-877-364-2326 ext. 242 or 250-364-2326 ext 242

Information about the mental health system and consumers' rights

Mental Health and Addictions

Nelson 250-505-7248; Trail 250-364-6262; Castlegar 250-304-1846

Grand Forks 250-442-0330

Crisis Line 250-364-1718; 1-800-515-6999

Health Care

Interior Health Quality Assurance 1-877-442-2001

For Interior Health facilities

BC College of Physicians and Surgeons 1-800-461-3008

Re: doctors outside of Interior Health facilities

Aboriginal Patient Navigator, Tues, Wed, Thurs 8:30-4:30, 250-304-5621

Abuse & Neglect of seniors reporting line (Interior Health) 1-844-870-4754

Victim Services

Victim Link 1-800-563-0808

Specialized Victim Services

Nelson 250-352-5777, Trail 250-364-1718, Kaslo 250-353-7691

Police-based victim assistance workers

Nelson - Nelson Police 250-505-5657; RCMP 354-5196

Trail 250-368-2184, Castlegar 250-365-7341, Cranbook 250-417-4225, Creston 250-428-9313

Grand Forks 250-442-5846, Nakusp 250-265-4834

Employment Standards Office 250 354-6550

Information about workers rights and some enforcement

Income tax preparation help

Nelson - Seniors Coordinating Society (for seniors and low-income people) 250-352-6008

Castlegar - Castlegar Community Services Society (during March and April only) 250-365-2104

Government agents

Service BC Nelson 250-354-6104 Trail 250-364-0591

Service Canada -

Nelson - Chahko Mika Mall;

Trail - 1101 Dewdney Avenue, Suite 101

Castlegar - Service Canada agent available the 2nd and 4th Friday of each month at

Kootenay Career Development Society, Suite B-1020 Columbia Avenue 1-877-365-6559

Elected officials

Federal - MP Wayne Stetski's office Suite 501-310 Ward St.; 250-354-2610

Federal - MP Richard Cannings' office, 1695A Columbia Avenue, Castlegar 250-365-2792

Provincial - Michelle Mungall 1-877-388-4498

Katrine Conroy 1-888-755-0556

Fairness and Rights

BC Ombudsperson 1-800-567-3247

for concerns about fair procedures used by the BC government and municipalities

BC Human Rights Coalition 1-877-689-8474

discussion of interpretation of and enforcement of the BC Human Rights Code

Legal Advice

Legal Services 1-866-577-2525

Financial screening done for services

Representation in court for

serious criminal charges with a likelihood of jail

mental health commitment hearings

serious family law problems

child protection matters

immigration problems

Access Pro Bono 1-877-762-6664

Speak to a lawyer for half an hour

Free if financial criteria are met

Clinics in Nelson (when volunteer lawyers available) and in Trail

Not a drop-in, must sign-up in advance

Lawyer Referral Service 1-800-663-1919

Talk to a lawyer for half an hour for \$25, Depends on the availability of lawyers in your area

Legal information

Website “portals” for a legal information on a variety of topics - written for the non-lawyers

www.clicklaw.bc.ca

mylawbc.com

Court registries

Nelson court registry 250-354-6165

Rossland court registry 250-362-7368

Courthouse libraries

Nelson 250-354-6178 (Hours - Tuesdays from 9:00 AM - 12:30 PM and 1:00 to 3:30 PM)

Rossland 250-362-7368 (Hours - Fourth Thursday of every month 9:00 AM - 3:30 PM)

Toll-free number for all BC government offices in the province

Enquiry BC 1-800-663-7867