



Contact List

General

Enquiry BC

Enquiry BC is a provincial call centre that provides services to all British Columbia residents, on behalf of provincial government ministries, Crown corporations and public agencies. Hours of operation for Enquiry BC are 7:30 a.m. to 5 p.m. -- Monday through Friday.

In Victoria call: 250 387-6121

In Vancouver call: 604 660-2421

Elsewhere in B.C. call: 1 800 663-7867

Outside B.C. call: 604 660-2421

E-mail address: EnquiryBC@gov.bc.ca

Family Justice Counsellors and Family Justice Centres

Family Justice Counsellors provide brief counselling services, mediation (including separate meetings), and can give you legal information. You can call Enquiry BC and ask the operator to connect you with a Family Justice Centre near you.

Victoria: (250) 387-6121

Lower Mainland: (604) 660-2421

Elsewhere in BC: 1-800-663-7867 (call no charge)

You can also call the Family Justice Centre directly.

Look in the blue pages of your telephone book

under "Provincial Government." Contact

information is also on their website:

www.ag.gov.bc.ca/family-justice/index.htm. Click

on "Family Justice Centres" on the right-hand side.

There is a lot of other helpful information available on the website too.

Family Justice Services Information Line

The Family Justice Services Information Line is a 24-hour automated phone service that provides information about family law and BC government services.

Lower Mainland: (604) 660-2192

Elsewhere in BC: 1-888-216-2211 (call no charge)

Legal Services Society

The Family Law in British Columbia website provides legal information and materials to help people resolve family law problems. It has publications about separation and divorce as well as information about where to get print copies for free. There are also videos available online.

Website: www.familylaw.lss.bc.ca

Family Maintenance Enforcement Program

FMEP monitors support payments and takes action to collect them if you are having problems doing so. For more information call the enrolment office at:

Victoria: (250) 220-4040

Elsewhere in BC: 1-800-663-3455 (call no charge)

Website: www.fmep.gov.bc.ca

BC Supreme Court Self-Help Information Centre

This centre provides free legal information, but not advice, to clients dealing with family or civil matters at the Supreme Court level only.

274 – 800 Hornby Street

Vancouver, BC V6Z 2C5

Hours: 9 am to 12 noon and 1:30 to 4 pm Monday to Friday.

Website: www.supremecourtselfhelp.bc.ca

BC Mediator Roster Society

A list of qualified family mediators in private practice and their hourly rates can be found at the society's website. Click on "Directory of Mediators" and follow the instructions to find information about mediators in your area. They also have a toll free number where you can speak directly to a person.

BC: 1- 888-713-0433 (call no charge)

Website: www.mediator-roster.bc.ca

Dial-A-Law

Dial-A-Law is a library of tapes providing information about law in BC. Some tapes are available in Chinese and Punjabi as well as English. This service is offered by telephone, and you can also hear the tapes and read transcripts at the website.

Lower Mainland: (604) 687-4680
Elsewhere in BC: 1-800-565-5297 (call no charge)
Website: www.dialalaw.org

Families Change

The Families Change website has information and resources designed to help children, pre-teens, and teens understand separation and divorce. It also has resources for parents and professionals and links to useful information at other websites.

Website: www.familieschange.ca

Child Support Guidelines

These guidelines are available at the Department of Justice website. A document called “The Federal Child Support Guidelines: Step-by-Step” is also available at the website address below.

Website: justice.gc.ca/eng/pi/sup-pen/grl/glp.html

Website for document: canada.justice.gc.ca/eng/pi/sup-pen/pub/guide/guide.pdf

Court Tips

This website contains a series of videos that provide information in everyday language on representing yourself in court.

Website: www.courtstips.ca

JP Boyd’s BC Family Law Resource

This website provides information in everyday language about separation, divorce, and related legal issues.

<http://www.bcfamilylawresource.com>

Counselling and Support Services

BC Association of Clinical Counsellors

This organization offers counselling services on a fee-for-service basis. The website provides a list of counsellors and workshops.

Website: www.bc-counsellors.org

Children Who Witness Abuse Counselling Information Contact List

These counsellors help children cope with, and heal from, the trauma of living in an abusive situation. Support is also provided to the parent who has been abused by their partner.

Website: www.cserv.gov.bc.ca/women/contacts/cwwa.htm

CounsellingBC.com

This is a website committed to providing individuals, couples, and families in BC with the counselling assistance they need and has information about resources that promote healing and recovery. Counselling is provided on a fee-for-service basis.

BC Parenting Coordination

This is a service provided for a fee by professionals who use a dispute resolution process that focuses on children. There is also a lot of related information on the website.

Website: www.bcparentingcoordinators.com

Family Services of Greater Vancouver

This is a community-based not-for-profit organization providing free support and counselling services to children, youth, adults, and families across Vancouver, Richmond, Burnaby, New Westminster, and Surrey.

Website: www.fsgv.ca

BC Partners for Mental Health and Addictions Information

This website is devoted to issues around mental health and addictions and has information about supports and services for people experiencing problems in these areas and their family members.

Website: www.heretohelp.bc.ca

VictimLINK

VictimLINK staff provide information, support, and referrals to services or contacts in your community 24 hours a day. Interpretation services are available for all major languages spoken in BC.

Throughout BC: 1-800-563-0808 (call no charge)

If you are deaf or hard of hearing:

TTY service: (604) 875-0885 (collect calls accepted)

Text-message: (604) 836-6381

Website: www.vcn.bc.ca/isv/victims.htm

Lawyer services

Lawyer Referral Service

This service provides names of lawyers who will have an initial meeting with you for a half-hour for \$25. After that the lawyer's regular fees apply.

Lower Mainland: (604) 687-3221

Elsewhere in BC: 1-800-663-1919 (call no charge)

Website: www.cba.org/BC/Public_Media/main/lawyer_referral.aspx

Legal Aid

The Legal Services Society (LSS) provides legal aid to people who have serious legal problems and cannot afford to pay a lawyer.

Lower Mainland: (604) 408-2172

Elsewhere in BC: 1-866-577-2525 (call no charge)

Website: www.lss.bc.ca

Pro Bono Law of BC

If you do not qualify for legal aid, you may still qualify for free legal advice and assistance from a legal advice pro bono program. (Pro bono means the service is free.) There are several programs that may be able to assist you listed on the website.

Telephone: (604) 893-8932

Website: probononet.bc.ca/public.php

Family Advice Lawyers

This service provides up to three hours of legal advice at no charge for low-income people going through separation or divorce in Kamloops, Kelowna, Prince George, Surrey, Vancouver, and Victoria. A Family Justice Counsellor or child support officer makes referrals to the program.

Website: www.familylaw.lss.bc.ca/help/who_AdviceLawyers.asp

Services for Children

Kids Help Phone

Free, national, bilingual, confidential and anonymous, 24-hour telephone and online counselling service for kids and teens.

Toll free: 1-800-668-6868

Website: www.kidshelpphone.ca

SafeKidsBC

Everyone who has a reason to believe that a child has been or is likely to be physically harmed, sexually abused, or needs protection is legally responsible to report the matter to a child protection worker. Report to a child protection worker in either a Ministry for Children and Families office, or a First Nations child welfare agency that provides child protection services.

The Helpline for Children in BC

(no area code needed) 310-1234

Website: www.safekidsbc.ca

Community Living BC

Delivers support and services to people with developmental disabilities, children with special needs and their families in British Columbia.

Phone: 604-664-0101

Toll free: 1-877-660-2522

Fax: 604-664-0765

Email: info@communitylivingbc.ca

Website: www.communitylivingbc.ca/

Healthy Kids Program

This program helps middle and low income families with the costs of basic dental care and prescription eyewear for their children. Eligible clients include dependent children under 19 years of age who receive Medical Services Plan (MSP) premium assistance through the Ministry of Health Services.

Toll free: 1-800-748-1144

www.eia.gov.bc.ca/publicat/bcea/Healthykids.htm

Honoring Life Network

Aboriginal youth suicide prevention network

Website: www.honouringlife.ca/

BC Aboriginal Child Care Society

Provincial organization serving Aboriginal early childhood programs throughout British Columbia.

Phone: 604.913.9128

Fax: 604.913.9129

Website: www.acc-society.bc.ca

