

## WHERE ELSE TO GO FOR HELP – Table of Contents

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## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<b>Aboriginals – Estate Administration</b>	<ul style="list-style-type: none"> <li>Provides assistance in the administration of the estates of deceased Registered Indians who died and ordinarily lived on a reserve.</li> </ul>	<b>Indian and Northern Affairs Canada – Estates Program</b> 1-800-567-9604 <a href="http://www.ainc-inac.gc.ca/ps/lts/p11_index_e.html">http://www.ainc-inac.gc.ca/ps/lts/p11_index_e.html</a> <a href="http://www.servicecanada.gc.ca/en/goc/estates.shtml">http://www.servicecanada.gc.ca/en/goc/estates.shtml</a>
<b>Aboriginals – Indian Residential Schools claims</b>	<ul style="list-style-type: none"> <li>assists with out-of-court settlement of compensation claims made by former students of Indian residential schools (after Aug 20)</li> </ul>	<b>Indian Residential Schools Resolution Canada</b> 1-800-816-7293 <a href="http://www.residentialschoolsettlement.ca/english_index.html">http://www.residentialschoolsettlement.ca/english_index.html</a> Claim forms are available on this site after August 20, 2007.
<b>Access to Information – Privacy (Federal)</b>	<ul style="list-style-type: none"> <li>Access to government documents and files.</li> <li>Complaints regarding inappropriate disclosure of information.</li> </ul>	<b>Office of the Privacy Commission of Canada</b> 1-800-282-1376 <a href="http://www.privcom.gc.ca">http://www.privcom.gc.ca</a>  If an organization refuses to give you a product or service unless you give your SIN #, complain to the Privacy Commissioner.  (See their SIN Fact Sheet: <a href="http://www.priv.gc.ca/fs-fi/02_05_d_02_e.cfm">http://www.priv.gc.ca/fs-fi/02_05_d_02_e.cfm</a> )
<b>Access to Information – Privacy (Provincial)</b>	<ul style="list-style-type: none"> <li>Access to government documents and files.</li> <li>Complaints regarding inappropriate disclosure of information or being unable to get access to your personal health information.</li> </ul>	<b>Office of the Information and Privacy Commissioner of Ontario</b> 1-800-387-0073 <a href="http://www.ipc.on.ca/">http://www.ipc.on.ca/</a>  Read the Psychiatric Patient Advocate's Office Infoguide, " <b>Access to Your Personal Health Information</b> " available online at <a href="http://www.ppao.gov.on.ca/inf-acc.html">http://www.ppao.gov.on.ca/inf-acc.html</a> .

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Adoption	<ul style="list-style-type: none"> <li>Information on process</li> </ul>	<p><b>International Adoptions and the Immigration Process</b> 1-888-242-2100 TTY: 1-888-576-8502 <a href="http://www.cic.gc.ca/english/immigrate/adoption/index.asp">http://www.cic.gc.ca/english/immigrate/adoption/index.asp</a></p> <p><b>Ministry of Children and Youth Services</b> 1-866-821-7770 TTY: 1-800-387-5559 <a href="http://www.children.gov.on.ca/htdocs/English/topics/adoption/index.aspx">www.children.gov.on.ca/htdocs/English/topics/adoption/index.aspx</a></p> <p><b>Adoption Council of Canada</b> 1-888-542-3678 <a href="http://www.adoption.ca/">http://www.adoption.ca/</a></p> <p><b>Adoption Council of Ontario</b> 1-877-236-7820 Email: <a href="mailto:info@adoption.on.ca">info@adoption.on.ca</a> <a href="http://www.adoption.on.ca/">http://www.adoption.on.ca/</a></p> <p>Both the federal and provincial council sites have information and links for info/support for adoptive parents, those considering giving up a child for adoption and those interested in search and reunion.</p>
	<ul style="list-style-type: none"> <li>For legal advice contact a private bar lawyer</li> </ul>	<p><b>Lawyer Referral Service</b> 1-800-268-8326 <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a></p> <p>30 minutes of free legal advice.</p>

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<b>Affidavits/Statutory Declarations</b>	<ul style="list-style-type: none"> <li>Free swearing of affidavits and declarations</li> <li>These locations offer free (or lower fee) swearing of affidavits in limited circumstances. <u>Please call first</u> and tell them what kinds of documents you have to ask if they will swear them for you. If it is not an area they will assist with, you will need to go to a private bar lawyer or notary public.</li> <li>(Note: MP's offices do not have a Commission of Oaths, nor does the MPP for L&amp;A as he is rarely in the Napanee office.)</li> </ul>	<p><b>Bancroft Town Hall</b> (Free for residents, \$10 non-residents) 613-332-3331 <a href="http://www.town.bancroft.on.ca/">http://www.town.bancroft.on.ca/</a></p> <p><b>Belleville City Hall</b> (<u>must</u> be a resident of Belleville, \$30 fee) 613-967-3200 <a href="http://www.city.belleville.on.ca/contactus.htm">http://www.city.belleville.on.ca/contactus.htm</a></p> <p><b>Belleville ServiceOntario Centre</b> 1-800-267-8097 – 199 Front Street, 1<sup>st</sup> Floor (Century Place) They can swear affidavits for Land Transfer, Motor Vehicles.</p> <p><b>Deseronto Town Hall</b> (\$10 for residents) 613-396-2440 <a href="http://deseronto.ca/">http://deseronto.ca/</a></p> <p><b>Flinton - Addington Highlands Town Hall</b> (free for residents) 613-336-2286 <a href="http://www.addingtonhighlands.ca/">http://www.addingtonhighlands.ca/</a></p> <p><b>Lennox &amp; Addington County Admin. Bldg.</b> (free for residents) 613-354-4883 <a href="http://www.lennox-addington.on.ca/gov.html">http://www.lennox-addington.on.ca/gov.html</a></p> <p><b>Madoc Township</b> (free for residents, non-res. depends on doc) 613-473-2677 <a href="http://www.madoc.ca/">http://www.madoc.ca/</a></p> <p><b>MPP, Prince Edward-Hastings (Todd Smith)</b> 613-962-1144 or 1-877-536-6248 <a href="http://www.toddsmithmpp.ca">http://www.toddsmithmpp.ca</a> (free for anything provincial – no real estate)</p> <p><b>MPP, Quinte/Northumberland (Rob Milligan)</b> 613-392-3038 (no website yet) (Satellite office, call first to ensure someone will be there)</p> <p><b>Prince Edward County</b> (\$11.30 per doc, res/non-res.) 613-476-2148 (Shire Hall) <a href="http://www.pecounty.on.ca/">http://www.pecounty.on.ca/</a></p> <p><b>Stirling-Rawdon Town Hall</b> (free for residents, \$5 for non-res.) 613-395-3380 <a href="http://www.stirling-rawdon.com/">http://www.stirling-rawdon.com/</a></p> <p><b>Trenton City Hall</b> (fee depends on document, res and non-res) 613-392-2841 <a href="http://www.city.quintewest.on.ca/en/">http://www.city.quintewest.on.ca/en/</a></p> <p><b>Tweed Town Hall</b> (no fee for residents or non-residents) 613-478-2535 <a href="http://www.twp.tweed.on.ca/">http://www.twp.tweed.on.ca/</a></p>
	<ul style="list-style-type: none"> <li>Legal advice regarding affidavits</li> </ul>	<p><b>Lawyer Referral Service</b> 1-800-268-8326 <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a></p> <p>30 minutes of free advice from private bar lawyer</p>

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<b>Agent Orange exposure</b>	<ul style="list-style-type: none"> <li>If you feel you were exposed to toxic herbicides in Ontario during the 1950s, 1960s or 1970s.</li> </ul>	<p><b>Agent Orange Hotline (Ministry of Natural Resources)</b> 1-888-338-3364 <a href="http://www.mnr.gov.on.ca/en/About/2ColumnSubPage/STDPROD_082257.html">http://www.mnr.gov.on.ca/en/About/2ColumnSubPage/STDPROD_082257.html</a></p> <p><b>Agent Orange Association of Canada</b> 1-506-757-2266 (Email: <a href="mailto:carol@agentorangecanada.com">carol@agentorangecanada.com</a>) <a href="http://www.agentorangecanada.com">http://www.agentorangecanada.com</a></p>
<p><b>Birth Certificates (Ontario)</b></p> <p>(Contact Registrar General for Change of Name information also.)</p>	<ul style="list-style-type: none"> <li>Contact Registrar General for applications &amp; information</li> <li>Apply online at ServiceOntario Website</li> <li>Contact MPP for assistance if you are having problems getting a birth certificate or need help with application forms</li> </ul>	<p><b>Registrar General</b> 1-800-461-2156 <a href="http://www.ontario.ca/en/residents/119282.html">http://www.ontario.ca/en/residents/119282.html</a></p> <p><b>ServiceOntario – Online Birth Certificate application</b> <a href="http://www.ontario.ca/en/services_for_residents/121591.html">http://www.ontario.ca/en/services_for_residents/121591.html</a></p> <p><b>MPP, Prince Edward-Hastings (Todd Smith)</b> (613) 332-5850 or 613-962-1144 or 1-877-536-6248 <a href="http://toddsmithmpp.ca">http://toddsmithmpp.ca</a></p> <p><b>MPP, Lanark-Frontenac-Lennox &amp; Addington (Randy Hillier)</b> (613) 354-6332 (Napanee office) <a href="http://www.randyhillier.com">http://www.randyhillier.com</a></p> <p><b>MPP, Northumberland-Quinte West (Rob Milligan)</b> (613) 392-3038 (New MPP, no website yet)</p> <p><b>Lawyer Referral Service</b> 1-800-268-8326 <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a></p>
<b>Charities – Help with legal requirements for registered charities</b>	<ul style="list-style-type: none"> <li>What you need to know to comply with Income Tax Laws as a registered charity – lots of online resources</li> </ul>	<p><b>Charity Central (based in Alberta)</b> 1-780-822-7623 or Email: <a href="mailto:info@charitycentral.ca">info@charitycentral.ca</a> <a href="http://www.charitycentral.ca">http://www.charitycentral.ca</a></p> <p>Please note that the Legal Resource Centre and Charity Central do not provide legal advice, or answer specific legal questions. See the Links section for law-related information sources.</p>
<b>Children’s issues</b>	<ul style="list-style-type: none"> <li>Lawyers to represent children</li> </ul>	<p><b>Office of the Children’s Lawyer</b> 416-314-8000 <a href="http://www.attorneygeneral.jus.gov.on.ca/english/family/ocl/">http://www.attorneygeneral.jus.gov.on.ca/english/family/ocl/</a></p> <p>Representation in various areas of law including child custody/access disputes, child protection proceedings, and civil litigation.</p>

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

Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> <li>• Information, referrals and legal assistance (in select cases)</li> </ul>	<p><b>Justice for Children and Youth (JFCY)</b> (416) 920-1633 or 1-866-999-5329 <a href="http://www.jfcy.org/">http://www.jfcy.org/</a></p> <p><b>Providing advice in the following areas:</b> Child welfare; Consent to Treatment; Corrections Law; Custody &amp; Access (youth seeking access to siblings); Education Law; Immigration Law; Leaving Home; Mental Health Law; Social Assistance; Support (youth seeking financial support from parents); Victims of Crime; Young Offenders</p>
	<ul style="list-style-type: none"> <li>• Ontario's child advocate represents children and youth who are seeking or receiving services under the <i>Child and Family Services Act</i>, in:               <ul style="list-style-type: none"> <li>• youth justice system,</li> <li>• children's mental health system,</li> <li>• child welfare system (children's aid societies),</li> <li>• provincial and demonstration schools for the deaf and blind</li> </ul> </li> </ul>	<p><b>Office of the Provincial Advocate for Children and Youth</b> 1-800-263-2841 <a href="http://provincialadvocate.on.ca/">http://provincialadvocate.on.ca/</a></p> <p>They mediate complaints, negotiate with service providers or government officials.</p> <p>Children who live outside of their family's care, who feel that they are being abused or treated harshly and their rights violated, may call on the Provincial Advocate to intervene on their behalf.</p>
<b>Commercial Tenancies</b>	<ul style="list-style-type: none"> <li>• Information for renters of commercial space</li> </ul>	<p><b>Commercial Tenancy Information Line (Ministry of Municipal Affairs and Housing)</b> 1-800-729-4871 (automated information line) <a href="http://www.mah.gov.on.ca/Page2085.aspx">http://www.mah.gov.on.ca/Page2085.aspx</a></p> <p><b>Lawyer Referral Service</b> 1-800-268-8326 <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a></p>
<b>Complaints – Audiologists and Speech Language Pathologists</b>	<ul style="list-style-type: none"> <li>• Information/Intake for complaint investigation</li> </ul>	<p><b>College of Audiologists and Speech Language Pathologists of Ontario</b> 1-800-993-9459 <a href="http://www.caslpo.com">http://www.caslpo.com</a></p>
<b>Complaints – Canada Post</b>	<ul style="list-style-type: none"> <li>• Contact your Canada Post local office <u>first</u>, then customer service</li> <li>• If not resolved by customer service, contact the Ombudsman</li> </ul>	<p><b>Canada Post Customer Service</b> 1-800-267-1177 <a href="http://www.canadapost.ca/cpo/mc/aboutus/corporate/customerservice.jsf">http://www.canadapost.ca/cpo/mc/aboutus/corporate/customerservice.jsf</a></p> <p><b>Office of the Ombudsman at Canada Post</b> 1-800-204-4198 <a href="http://www.ombudsman.postescanadapost.ca/">http://www.ombudsman.postescanadapost.ca/</a></p>
<b>Complaints – Children's Aid Society</b>	<ul style="list-style-type: none"> <li>• Each agency is required by law to have a complaints procedure. You can either ask your worker for a copy or call the agency and ask to have a copy mailed to you.</li> </ul>	<p><b>Hastings Children's Aid Society</b> (613) 962-9291 or 1-800-267-0570 <a href="http://www.hastingscas.org/">http://www.hastingscas.org/</a></p> <p><b>Lennox-Addington Family &amp; Children's Services</b> (613) 354-9744 or 1-800-718-1797</p> <p><b>Prince Edward Children's Aid Society</b> (613) 476-7957 or 1-877-476-7957</p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
	<ul style="list-style-type: none"> <li>The Ministry's regional offices monitor CAS's in their region</li> <li>The South East Region office serves Hastings, Lennox &amp; Addington, Prince Edward Counties</li> </ul>	<p><b>Ministry of Children and Youth Services, South East Regional Office (Kingston)</b> (613) 545-0539 or 1-800-646-3209 <a href="http://www.children.gov.on.ca/htdocs/English/about/regionaloffices.aspx">www.children.gov.on.ca/htdocs/English/about/regionaloffices.aspx</a></p> <p>Information on Children's Aid: <a href="http://www.children.gov.on.ca/htdocs/English/topics/childrensaids/index.aspx">www.children.gov.on.ca/htdocs/English/topics/childrensaids/index.aspx</a></p> <p><b>Info about How to make a complaint about CAS:</b> <a href="http://www.children.gov.on.ca/htdocs/English/topics/childrensaids/childrensaidsocieties/ocascomplaint/ocascomplaint.aspx">http://www.children.gov.on.ca/htdocs/English/topics/childrensaids/childrensaidsocieties/ocascomplaint/ocascomplaint.aspx</a></p>
	<ul style="list-style-type: none"> <li>You can make a complaint to the Review Board if the local CAS refuses to hear your complaint or respond to it or give you reasons for their decision</li> </ul>	<p><b>Child and Family Services Review Board</b> 1-888-728-8823 <a href="http://www.cfsrb.ca/">http://www.cfsrb.ca/</a></p> <p>A complaint can only be made to the Review Board after it has been reviewed through the CAS's internal complaint review procedure.</p> <p>Link to CFSRB complaint form for complaints about CAS: <a href="http://www.cfsrb.ca/en/cfsrb/your-rights/scenario-two/how-to-apply">http://www.cfsrb.ca/en/cfsrb/your-rights/scenario-two/how-to-apply</a>.</p>
<b>Complaints - Chiroprodists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<p><b>College of Chiroprodists of Ontario</b> 1-877-232-7653 <a href="http://www.cocoo.on.ca">http://www.cocoo.on.ca</a></p>
<b>Complaints – Chiropractors</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<p><b>College of Chiropractors of Ontario</b> 1-416-922-6355, ext 103 <a href="http://www.cco.on.ca/">http://www.cco.on.ca/</a></p>
<b>Complaints - Colleges</b>	<ul style="list-style-type: none"> <li>Investigation of complaints about Ontario Colleges (incl. Loyalist)</li> </ul>	<p><b>Ontario Ombudsman</b> 1-800-263-1830 <a href="http://www.ombudsman.on.ca">http://www.ombudsman.on.ca</a></p>
<b>Complaints – Correctional Facilities</b>		<p>See "<a href="#"><u>Criminal Code - Prison Advocacy</u></a>"</p>
<b>Complaints – Dental Hygienists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<p><b>College of Dental Hygienists of Ontario</b> 1-800-268-2346 <a href="http://www.cdho.org">http://www.cdho.org</a></p>
<b>Complaints – Dental Technologists (RDT)</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<p><b>College of Dental Technologists</b> 1-877-391-2386 <a href="http://www.cdto.ca">http://www.cdto.ca</a> or email: <a href="mailto:info@cdto.ca">info@cdto.ca</a></p>
<b>Complaints - Dentists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<p><b>Royal College of Dental Surgeons of Ontario (RCDSO)</b> (416) 961-6555 or 1-800-565-4591 <a href="http://www.rcdso.org">http://www.rcdso.org</a></p>

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<b>Complaints - Denturists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<b>College of Denturists</b> 1-888-236-4326 <a href="http://www.denturists-cdo.com">http://www.denturists-cdo.com</a>
<b>Complaints - Dieticians</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<b>College of Dietitians of Ontario</b> 1-800-668-4990 <a href="http://www.cdo.on.ca">http://www.cdo.on.ca</a>
<b>Complaints - Doctors</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<b>College of Physicians &amp; Surgeons of Ontario (CPSO)</b> (416) 967-2615 or 1-800-268-7096 <a href="http://www.cpso.on.ca/Info_Public/factcomp.htm">http://www.cpso.on.ca/Info_Public/factcomp.htm</a>
<b>Complaints – Funeral Directors</b>	<ul style="list-style-type: none"> <li>The Board regulates the practices of funeral directors &amp; investigates complaints regarding the conduct or actions of any licensee</li> </ul>	<b>Board of Funeral Services</b> 1-800-387-4458 • Email: <a href="mailto:info@funeralboard.com">info@funeralboard.com</a> <a href="http://www.funeralboard.com/public/">http://www.funeralboard.com/public/</a>  (They also have brochures on arranging or pre-arranging a funeral and a funeral planning guide.)
<b>Complaints – Health Professionals Appeal and Review Board</b>	<ul style="list-style-type: none"> <li>The Board monitors the activities of the Colleges' Complaints Committees and Registration or Accreditation Committees, in order to ensure they fulfill their duties in the public interest and as mandated by legislation</li> <li>Most of the Board's work consists of reviewing decisions of the colleges' complaints committees. The Board's review is the final legislated venue for the review of such complaint matters.</li> </ul>	<b>Health Professionals Appeal and Review Board</b> 1-866-282-2179 <a href="http://www.hparb.on.ca/">http://www.hparb.on.ca/</a>  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 they have not made a decision within 120 days of receiving your complaint.  Read the Psychiatric Patient Advocate Office's guide, " <b>Complaints about Health Professionals</b> " for a listing of who to call regarding complaints against a variety of health professionals. This guide is available online at their site: <a href="http://www.ppao.gov.on.ca/inf-cmp.html">http://www.ppao.gov.on.ca/inf-cmp.html</a> .  <b>Federation of Health Regulatory Colleges of Ontario</b> 416-493-4076 <a href="http://www.regulatedhealthprofessions.on.ca/">http://www.regulatedhealthprofessions.on.ca/</a>  You can all the Federation and they will tell you if a health care professional is registered with a college.

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<b>Complaints - Hospitals</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<p><b>Ontario Ministry of Health and Long-Term Care</b>  <a href="http://www.health.gov.on.ca/english/public/contact/hosp/hospfaq_dt.html#Q6">http://www.health.gov.on.ca/english/public/contact/hosp/hospfaq_dt.html#Q6</a></p> <p>Contact hospital directly, ask for the Patient Advocate. If there is none, ask for the President or Chief Executive of the hospital.</p> <p><b>Quinte Health Care Corporation (Belleville, Bancroft, Trenton and Picton hospitals)</b>            613-969-7400, ext. 2033 - Manager, Quality Improvement  <a href="http://www.qhc.on.ca/body.cfm?id=349">http://www.qhc.on.ca/body.cfm?id=349</a></p> <p><b>Lennox &amp; Addington County General Hospital</b>            613-354-3301, ext. 0 – Ask for Supervisor  <a href="http://www.lacgh.com/">http://www.lacgh.com/</a></p> <p><b>Kingston General Hospital</b>            (613) 549-6666 (ext. 4158 or ext.3959) – Patient Relations  <a href="http://www.kgh.on.ca/information/patient_relations.asp">http://www.kgh.on.ca/information/patient_relations.asp</a></p>
<b>Complaints - Judges</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<p><b>Ontario Judicial Council (Provincial court judges)</b>            (416) 327-5672 or 1-800-806-5186  <a href="http://www.ontariocourts.on.ca/ontario_judicial_council/complaint.htm">http://www.ontariocourts.on.ca/ontario_judicial_council/complaint.htm</a></p> <p><b>Canadian Judicial Council (Federal court judges)</b>            (613) 288-1566  <a href="http://www.cjc-ccm.gc.ca/">http://www.cjc-ccm.gc.ca/</a></p>
<b>Complaints - Lawyers</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<p><b>Law Society of Upper Canada (LSUC)</b>            (416) 947-3310 or 1-800-268-7568  <a href="http://www.lsuc.on.ca/public/a/complaints/">http://www.lsuc.on.ca/public/a/complaints/</a></p> <p><b>Lawyer Referral Service</b>            1-800-268-8326  <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a></p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<b>Complaints – Legal Aid Ontario (LAO)</b>	<ul style="list-style-type: none"> <li>For complaints about service, first take your complaint to the person serving you; ask to speak with the supervisor of the provincial office department such as LAO's toll-free services; or speak with the district area director of a district office.</li> </ul>	<p><b>Legal Aid Ontario Complaints Department</b> 1-866-874-9786 or <a href="mailto:complaints@lao.on.ca">complaints@lao.on.ca</a> <a href="http://www.legalaid.on.ca/en/getting/complaints.asp">http://www.legalaid.on.ca/en/getting/complaints.asp</a></p> <p>If you are unhappy with the department supervisor's handling of the complaint, you can have the Complaints Department review your file. If your issue is with the district area director, your complaint will be sent directly to the regional vice president.</p> <p>Complaints from current or former clients should be address in writing to the District Office.</p> <p><b>Durham-Frontenac District Office:</b> 1-888-828-3827</p>
	<ul style="list-style-type: none"> <li>Appeal a legal aid decision</li> </ul>	<p><b>Legal Aid Ontario</b> <a href="http://www.legalaid.on.ca/en/getting/appeal.asp">http://www.legalaid.on.ca/en/getting/appeal.asp</a></p> <p>If you disagree with a decision Legal Aid has made, send a letter of appeal within 15 days of the decision to the Legal Aid office listed on your notice for consideration by the area committee. There is no hearing to attend, appeals are based on your written information. You will receive a decision in writing within 10 days. If you disagree with the area committee's decision you can then appeal to the provincial appeals department in Toronto by submitting a letter or notice of appeal. Information on where to send this appeal will be in your area committee decision notice.</p>
<b>Complaints – Massage Therapists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<p><b>College of Massage Therapists of Ontario</b> 1-800-465-1933 <a href="http://www.cmto.com">http://www.cmto.com</a></p>
<b>Complaints – Medical Laboratory Technologists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> <li>Online complaint form</li> </ul>	<p><b>College of Medical Laboratory Technologists of Ontario</b> 1-800-323-9672 <a href="http://www.cmlto.com">http://www.cmlto.com</a></p>
<b>Complaints – Medical Radiation Technologists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<p><b>College of Medical Radiation Technologists of Ontario</b> 1-800-563-5847 <a href="http://www.cmrtto.org">http://www.cmrtto.org</a> or email: <a href="mailto:tlanglois@cmrtto.org">tlanglois@cmrtto.org</a></p>
<b>Complaints - Midwives</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<p><b>College of Midwives of Ontario</b> 1-416-327-0874 <a href="http://www.cmo.on.ca">http://www.cmo.on.ca</a></p>
<b>Complaints – Nurses</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<p><b>College of Nurses of Ontario (CNO)</b> 1-800-387-5526 <a href="http://www.cno.org/ih/complaints_intro.html">http://www.cno.org/ih/complaints_intro.html</a></p>
<b>Complaints – Occupational Therapists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<p><b>College of Occupational Therapists of Ontario</b> 1-800-890-6570 <a href="http://www.coto.org">http://www.coto.org</a>; email: <a href="mailto:investigations@coto.org">investigations@coto.org</a></p>
<b>Complaints - Opticians</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation. Website has online complaint form.</li> </ul>	<p><b>College of Opticians of Ontario</b> 1-800-990-9698 <a href="http://www.coptont.org">http://www.coptont.org</a></p> <p>Complaints must be in writing or on audio or video tape.</p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<b>Complaints – Optometrists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<p><b>College of Optometrists of Ontario</b> (416) 962-4071 or 1-888-825-2554 <a href="http://www.collegeoptom.on.ca/">http://www.collegeoptom.on.ca/</a></p>
<b>Complaints - Paralegals</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<p><b>Law Society of Upper Canada (LSUC)</b> (416) 947-3310 or 1-800-268-7568 <a href="http://www.lsuc.on.ca/public/a/complaints/">http://www.lsuc.on.ca/public/a/complaints/</a></p> <p><b>Lawyer Referral Service</b> 1-800-268-8326 <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a></p>
<b>Complaints – Pharmacists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation. Formal complaints must be in writing.</li> </ul>	<p><b>Ontario College of Pharmacists</b> 1-800-220-1921 <a href="http://www.ocpinfo.com">http://www.ocpinfo.com</a></p>
<b>Complaints – Physiotherapists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation. Website lists names of suspended members.</li> </ul>	<p><b>College of Physiotherapists of Ontario</b> 1-800-583-5885 <a href="http://www.collegept.org">http://www.collegept.org</a></p> <p>Complaints must be in writing, by mail, email, online form, or on audio or videotape.</p>
<b>Complaints - Police</b>	<ul style="list-style-type: none"> <li>Complaint investigation about services provided by a police service or conduct of an officer (<u>after</u> Oct 19/09)</li> <li>OIPRD complaint forms are available on their website, at all municipal, regional and provincial police services, and at all ServiceOntario locations. You can call OIPRD for help filling out the form.</li> </ul>	<p><b>Office of the Independent Police Review Director (OIPRD)</b> 1-877-411-4773 (TTY: 1-877-414-4773) Fax: 1-877-415-4773 <a href="https://www.oiprd.on.ca/CMS/Complaints.aspx">https://www.oiprd.on.ca/CMS/Complaints.aspx</a></p> <p>The OIPRD is an arms-length agency of the Ontario Ministry of the Attorney General, staffed entirely by civilians. Complaints can be done online, by mail, fax, or in person. Police stations must accept complaints when they are submitted. Complaints handed into police stations will be forwarded to OIPRD within 3 days. <a href="#">OIPRD booklet</a></p> <p>Complaints must be made within 6 months of the incident.</p> <p>The OIPRD will <u>only</u> accept complaints for incidents that occurred <u>after</u> Oct 19/09. For incidents prior to this date you can still file with the Ontario Civilian Police Commission (see below).</p>
	<ul style="list-style-type: none"> <li>Police complaints for incidents <u>prior</u> to Oct 19/09</li> <li>Hears appeals from the public or police officers from decisions made at police disciplinary hearings.</li> </ul>	<p><b>Ontario Civilian Police Commission (OCPC)</b> (416) 326-1189 or 1-888-515-5005 (Complaints line) <a href="http://www.ocpc.ca/">http://www.ocpc.ca/</a></p> <p><a href="http://www.ocpc.ca/english/Process/PublicComplaints/index.htm">http://www.ocpc.ca/english/Process/PublicComplaints/index.htm</a> (Link to info on OCPC complaints process and complaint form.)</p> <p>The OCPC continues to hear appeals from decisions made at police disciplinary hearings. View their brochure on appeals at: <a href="http://www.ocpc.ca/english/Process/DisciplinaryAppeals/index.htm">http://www.ocpc.ca/english/Process/DisciplinaryAppeals/index.htm</a></p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<b>Complaints – Police - RCMP</b>	<ul style="list-style-type: none"> <li>Anyone, including a non-citizen, who has a concern about the conduct of an RCMP member can make a complaint.</li> </ul>	<p><b>Commission for Public Complaints Against the RCMP (CPC)</b> 1-800-665-6878 <a href="http://www.cpc-cpp.gc.ca/">http://www.cpc-cpp.gc.ca/</a></p> <p>You can also make a complaint on behalf of someone else, or as a witness to an incident. There is an online complaint form or you can print off and mail in a form.</p>
<b>Complaints – Psychologists</b>	<ul style="list-style-type: none"> <li>Investigates and addresses complaints against its members - online complaint form.</li> </ul>	<p><b>College of Psychologists of Ontario</b> 1-800-489-8388 <a href="http://www.cpo.on.ca/">http://www.cpo.on.ca/</a></p>
<b>Complaints – Real Estate Brokers, Salespeople</b>	<ul style="list-style-type: none"> <li>Enquiries or concerns related to real estate brokerages, brokers and salespersons</li> </ul>	<p><b>Real Estate Council of Ontario (RECO)</b> 1-800-245-6910 <a href="http://www.reco.on.ca">http://www.reco.on.ca</a></p>
<b>Complaints – Respiratory Therapists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<p><b>College of Respiratory Therapists of Ontario</b> 1-800-261-0528, ext. 24 <a href="http://www.crto.on.ca">http://www.crto.on.ca</a> or email <a href="mailto:bayliss@crto.on.ca">bayliss@crto.on.ca</a></p>
<b>Complaints – Social Workers and Social Service Workers</b>	<ul style="list-style-type: none"> <li>Investigates written complaints against members – Complaints process brochure online</li> </ul>	<p><b>Ontario College of Social Workers and Social Service Workers</b> 1-877-828-9380 <a href="http://www.ocswssw.org">http://www.ocswssw.org</a></p>
<b>Consumer Complaints – Banks &amp; Investment Firms</b>	<ul style="list-style-type: none"> <li>Each bank has its own ombudsman. You must try to resolve your issue at your local bank first <u>before</u> contacting OBSI.</li> </ul> <p>Bank Ombudsmen:</p> <p>TD: 1-888-361-0319 <a href="http://www.td.com/ombudsman.jsp">http://www.td.com/ombudsman.jsp</a></p> <p>CIBC: 1-800-308-6859 <a href="http://www.cibc.com/ca/cibc-and-you/to-our-customers/service-commitment/resolving-complaints/ombudsman.html">http://www.cibc.com/ca/cibc-and-you/to-our-customers/service-commitment/resolving-complaints/ombudsman.html</a></p> <p>BMO: 1-800-371-2541 <a href="http://www.bmo.com/home/popups/global/resolving-a-complaint">http://www.bmo.com/home/popups/global/resolving-a-complaint</a></p> <p>Royal Bank: 1-800-769-2542 <a href="http://www.rbc.com/ombudsman">www.rbc.com/ombudsman</a></p>	<p><b>Ombudsman for Banking Services and Investments (OBSI)</b> 1-888-451-4519 <a href="http://www.obsi.ca">http://www.obsi.ca</a></p> <p>They have an online complaint form.</p> <p><b>Financial Consumer Agency of Canada (FCAC)</b> 1-866-461-3222 <a href="http://www.fcac-acfc.gc.ca/">http://www.fcac-acfc.gc.ca/</a></p> <p>If you don't know the complaint process at your bank, you can call the Financial Consumer Agency of Canada for help. All banks must by law have a complaint handling process. See the FCAC complaint-handling process search tool (you type in the name of your institution): <a href="http://www.fcac-acfc.gc.ca/eng/consumers/Complaints/CHPSearch-eng.asp">http://www.fcac-acfc.gc.ca/eng/consumers/Complaints/CHPSearch-eng.asp</a></p> <p>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.</p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<b>Consumer Complaints - businesses</b>  (against businesses other than utility companies like Cable, Phone, Hydro, or Gas)	<ul style="list-style-type: none"> <li>Information/advice for complaint investigation and mediation with businesses or collection agencies (MCS)</li> </ul>	<b>Ministry of Consumer Services (MCS)</b> Consumer Protection Branch: 1-800-889-9768 <a href="http://www.ontario.ca/consumerprotection">http://www.ontario.ca/consumerprotection</a>
	<ul style="list-style-type: none"> <li>Advice for small claims court actions</li> </ul>	<b>Lawyer Referral Service</b> 1-800-268-8326 <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a>
<b>Consumer Complaints – Cable/Satellite Broadcasting Services</b>	<ul style="list-style-type: none"> <li>Complaints about what you see or hear on TV or radio</li> </ul>	<b>Canadian Broadcast Standards Council</b> 1-866-696-4718 <a href="http://www.cbsc.ca/english/complaint/index.php">http://www.cbsc.ca/english/complaint/index.php</a>
	<ul style="list-style-type: none"> <li>Complaint about your Cable/Satellite services (contact your local service provider first)</li> </ul>	<b>Canadian Radio-Television and Telecommunications Commission</b> 1-877-249-2782 <a href="http://www.crtc.gc.ca/">http://www.crtc.gc.ca/</a>  <b>How to File a Broadcasting Complaint</b> <a href="http://www.crtc.gc.ca/eng/INFO_SHT/G8.HTM">http://www.crtc.gc.ca/eng/INFO_SHT/G8.HTM</a>
<b>Consumer Complaints – Car Liens</b>	<ul style="list-style-type: none"> <li>Finding out if car has a lien prior to purchasing</li> </ul>	<b>ServiceOntario</b> 1-800-387-3445 <a href="http://www.ontario.ca/en/services_for_residents/index.htm">http://www.ontario.ca/en/services_for_residents/index.htm</a>  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 FAQ page for more details on the package at: <a href="http://www.ontario.ca/en/services_for_residents/053408">http://www.ontario.ca/en/services_for_residents/053408</a>
	<ul style="list-style-type: none"> <li>What to do if you’ve purchased a car and found a lien</li> </ul>	<b>Personal Property Security Registration, Ministry of Government Services</b> 1-800-267-8847  Call the Ministry for questions about lien registration issues.  <b>For legal advice call: Lawyer Referral Service</b> 1-800-268-8326 <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a>
<b>Consumer Complaints – Home Inspectors</b>	<ul style="list-style-type: none"> <li>Investigates complaints regarding inspectors’ conduct and service</li> <li>They can only investigate members of OAHl – You can search online for registered members.</li> </ul>	<b>Ontario Association of Home Inspectors (OAHl)</b> 1-888-744-6244 <a href="http://www.oahi.com/">http://www.oahi.com/</a> ( <a href="#">Complaints page</a> – 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.

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<p><b>Consumer Complaints – Financial Services</b></p> <p><b>(Insurance (including Auto Insurance), Credit Unions, Pensions, etc.)</b></p>	<ul style="list-style-type: none"> <li>The FSCO regulates Credit Unions, Co-ops, Insurance Companies, Loan and Trust Companies, Mortgage Brokers, Pensions</li> <li>Call them to find out how to make a complaint</li> </ul>	<p><b>Financial Services Commission of Ontario (FSCO)</b> 1-800-668-0128; TTY: 1-800-387-0584 <a href="http://www.fSCO.gov.on.ca/">http://www.fSCO.gov.on.ca/</a></p> <p>How to resolve a complaint: <a href="http://www.fSCO.gov.on.ca/english/regulate/resolve_complaint.asp">http://www.fSCO.gov.on.ca/english/regulate/resolve_complaint.asp</a></p> <p><b>(See our <a href="#">Insurance Law section</a> for more details for complaints regarding Insurance companies.)</b></p>
<p><b>Consumer Complaints – Hydro or Gas bills</b></p>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation (OEB)</li> </ul>	<p><b>Ontario Energy Board (OEB)</b> (416) 314-2455 or 1-877-632-2727 <a href="http://www.oeb.gov.on.ca/">http://www.oeb.gov.on.ca/</a></p>
<p><b>Consumer Complaints – Motor Vehicle Dealerships (new and used)</b></p>	<ul style="list-style-type: none"> <li>Questions or complaints about new or used car dealerships, Motor Vehicle Dealers Compensation Fund or to report a curbsider (illegal car sales)</li> </ul>	<p><b>Ontario Motor Vehicle Industry Council (OMVIC)</b> 1-800-943-6002 <a href="http://www.omvic.on.ca">http://www.omvic.on.ca</a></p> <p>They have a compensation fund for consumers who suffer financial loss. To qualify you have to have purchased your vehicle from a registered dealer (no jurisdiction over private sales) and make your claim within 2 years of a dealer's refusal to reimburse you.</p>
	<ul style="list-style-type: none"> <li>Mediates complaints between consumers and vehicle manufacturers</li> </ul>	<p><b>Canadian Motor Vehicle Arbitration Plan</b> 1-800-207-0685 <a href="http://www.camvap.ca/">http://www.camvap.ca/</a></p> <p>This is a program where disputes between consumers and vehicle manufacturers about alleged manufacturing defects or implementation of the manufacturers' new vehicle warranty can be put before a neutral third party (arbitrator) for resolution.</p>
<p><b>Consumer Complaints – Telephone, wireless phones, internet access services</b></p>	<ul style="list-style-type: none"> <li>Complain to your local telephone / wireless / internet company <b>first</b>. If you are not satisfied with the response of your service provider, you can contact the CCTS.</li> </ul>	<p><b>Commissioner for Complaints for Telecommunication Services (CCTS)</b> 1-888-221-1687; TTY: 1-877-782-2384 <a href="http://www.ccts-cprst.ca/">http://www.ccts-cprst.ca/</a> Email: <a href="mailto:info@ccts-cprst.ca">info@ccts-cprst.ca</a></p> <p>Complaints must be in writing (mail, fax or online form). Check their website first to see if your provider is a member. (Members include: Bell Canada, Cogeco Cable, Rogers Communications, Telus)</p>
	<ul style="list-style-type: none"> <li>If your service provider is <b>not</b> a member of CCTS, then it is still regulated by the CRTC</li> </ul>	<p><b>Canadian Radio-Television and Telecommunications Commission (CRTC)</b> 1-877-249-2782 <a href="http://www.crtc.gc.ca/">http://www.crtc.gc.ca/</a></p> <p><b>How to file a Complaint About Your Telephone Service</b> <a href="http://www.crtc.gc.ca/eng/INFO_SHT/T12.htm">http://www.crtc.gc.ca/eng/INFO_SHT/T12.htm</a></p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<b>Consumer Complaints – Travel Agents</b>	<ul style="list-style-type: none"> <li>Call TICO for complaints against travel retailers (agents) or wholesalers</li> </ul>	<p><b>Travel Industry Council of Ontario (TICO)</b> 1-888-451-8426 <a href="http://www.tico.on.ca">http://www.tico.on.ca</a></p>
<b>Consumer Identity Theft</b>	<ul style="list-style-type: none"> <li>Checklists and fact sheets on what to do if you've been a victim of identity theft</li> <li>PhoneBusters is the central agency in Canada that collects information on telemarketing, advanced fee fraud letters (Nigerian letters) and identity theft complaints. The information is disseminated to the appropriate law enforcement agencies.</li> </ul>	<p>First, file a report with your local police. Then report it to: <b>Phonebusters (Canadian Anti-Fraud Call Centre)</b> 1-888-495-8501 (Email: <a href="mailto:info@phonebusters.com">info@phonebusters.com</a>)</p> <p>Use their "Identity Theft Statement" to notify financial institutions, credit card companies, etc.: <a href="http://www.phonebusters.com/images/IDTheftStatement.pdf">http://www.phonebusters.com/images/IDTheftStatement.pdf</a></p> <p><b>Q&amp;A's on Identity Theft and what to do can be found here:</b></p> <p>Consumer Measure Committee (Consumer Identity Theft Kit) <a href="http://cmcweb.ca/eic/site/cmc-cmc.nsf/eng/fe00084.html">http://cmcweb.ca/eic/site/cmc-cmc.nsf/eng/fe00084.html</a></p> <p>Consumer Information Gateway (List of resources) <a href="http://consumerinformation.ca/app/oca/ccig/html.do?page=focuson2&amp;language=eng">http://consumerinformation.ca/app/oca/ccig/html.do?page=focuson2&amp;language=eng</a></p> <p>Consumer Protection Branch (What if I am a victim?) <a href="http://www.gov.on.ca/MGS/en/ConsProt/STEL02_045996.html">http://www.gov.on.ca/MGS/en/ConsProt/STEL02_045996.html</a></p> <p>Office of the Privacy Commissioner (Fact Sheet) <a href="http://www.privcom.gc.ca/fs-fi/02_05_d_10_e.asp">http://www.privcom.gc.ca/fs-fi/02_05_d_10_e.asp</a></p> <p>Public Safety Canada – Advice for Consumers <a href="http://www.publicsafety.gc.ca/prg/le/bs/consumers-eng.aspx">http://www.publicsafety.gc.ca/prg/le/bs/consumers-eng.aspx</a></p> <p>Safe Canada (Q&amp;A) <a href="http://www.safecanada.ca/identitytheft_e.asp">http://www.safecanada.ca/identitytheft_e.asp</a></p>
<b>Contract Law - Small Claims Court Actions</b>	<ul style="list-style-type: none"> <li>Legal advice for small claims court actions (LRS)</li> </ul>	<p><b>Lawyer Referral Service</b> 1-800-268-8326 <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a></p>
	<ul style="list-style-type: none"> <li>Advice on forms/procedure (MAG, SCC)</li> </ul>	<p><b>Small Claims Court, Ministry of the Attorney General (SCC)</b> <b>Belleville / Bancroft:</b> (613) 962-9106 <b>Napanee:</b> (613) 354-3845     <b>Picton:</b> (613) 476-6236 <a href="http://www.attorneygeneral.jus.gov.on.ca/english/courts/scc/default.asp">http://www.attorneygeneral.jus.gov.on.ca/english/courts/scc/default.asp</a></p> <p><b>Ministry of the Attorney General (MAG)</b> (416) 326-2220 or 1-800-518-7901 <a href="http://www.attorneygeneral.jus.gov.on.ca/english/about/pubs/">http://www.attorneygeneral.jus.gov.on.ca/english/about/pubs/</a></p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<b>Criminal Code – Pardons</b>	<ul style="list-style-type: none"> <li>Where to get pardon applications and free help completing the application</li> <li>Ontario Works (OW) in Hastings County and Lennox &amp; Addington will cover the costs of the pardon application for those on OW. Ask your worker about “Discretionary Benefits.”</li> </ul>	<p><b>Parole Board of Canada - National Office (PBC)</b> (613) 954-7474 or 1-800-874-2652 <a href="http://www.pbc-clcc.gc.ca/index-eng.shtml">http://www.pbc-clcc.gc.ca/index-eng.shtml</a></p> <p>The Pardon Application is also available at most MP or MPP offices or download one online at: <a href="http://www.pbc-clcc.gc.ca/prdons/pardon-eng.shtml">http://www.pbc-clcc.gc.ca/prdons/pardon-eng.shtml</a></p> <p><b>Ontario Works (Hastings County):</b>  <b>Belleville:</b> (613) 966-8032, <b>Trenton:</b> (613) 392-1387  <b>Madoc:</b> (613) 473-5258, <b>Bancroft:</b> (613) 332-3410  <a href="http://www.hastingscounty.com/siteengine/activepage.asp?PageID=31">http://www.hastingscounty.com/siteengine/activepage.asp?PageID=31</a></p> <p><b>Ontario Works (Prince Edward and Lennox &amp; Addington)</b> (613) 354-0957 or 1-866-354-0957 <a href="http://www.pelass.org/">http://www.pelass.org/</a></p> <p><b>John Howard Society of Belleville and District (JHS)</b> (613) 968-6628</p> <p>They hold pardon workshops every Wed. at 11:00 am in Belleville at the John Howard Society at 19-21 Wallbridge Crescent, next to Gleaners Food Bank. Call for an appointment.</p>
<b>Criminal Code – Prison advocacy</b>	<ul style="list-style-type: none"> <li>Prison advocacy for those currently in a facility</li> <li>Advocacy for youth in jail at youth centres or in detention</li> <li>Complaints about federal correctional facilities</li> <li>Complaints about provincial correctional facilities</li> </ul>	<p><b>Lawyer Referral Service</b> 1-800-268-8326 <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a></p> <p><b>Correctional Law Project – Queen’s Legal Aid</b> (613) 546-1171 (advice for federal offenders) <a href="http://kingston.cioc.ca/details.asp?RSN=13573&amp;Number=21">http://kingston.cioc.ca/details.asp?RSN=13573&amp;Number=21</a></p> <p><b>Justice for Children and Youth (JFCY)</b> (416) 920-1633 or 1-866-999-5329 <a href="http://www.jfcy.org/">http://www.jfcy.org/</a></p> <p><b>Office of the Correctional Investigator (OCI)</b> (an Ombudsman for federal offenders) 1-877-885-8848 <a href="http://www.oci-bec.gc.ca">http://www.oci-bec.gc.ca</a></p> <p><b>Ontario Ombudsman</b> (complaints about provincial institutions) 1-800-263-1830 <a href="http://www.ombudsman.on.ca/">http://www.ombudsman.on.ca/</a></p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<b>Criminal – Young Offenders Act</b>	<ul style="list-style-type: none"> <li>Legal advice for youth</li> </ul>	<p><b>Justice for Children and Youth (JFCY)</b> (416) 920-1633 or 1-866-999-5329 <a href="http://www.jfcy.org/">http://www.jfcy.org/</a></p> <p><b>Lawyer Referral Service</b> 1-800-268-8326 <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a></p>
	<ul style="list-style-type: none"> <li>The Youth Court Committee meets with first time minor offenders, their parents and victims to mediate an appropriate response to the crime.</li> </ul>	<p><b>Youth Diversion Program (Kingston)</b> (613) 548-4535 <a href="http://www.youthdiversion.org/">http://www.youthdiversion.org/</a></p> <p><b>Belleville Youth Justice Committee</b> 613-966-7410 <a href="http://www.yjcontario.ca/belleville.html">http://www.yjcontario.ca/belleville.html</a></p> <p>By participating, youth does not go through formal Youth Court System.</p>
	<ul style="list-style-type: none"> <li>Youth Support Worker Program is intervention for youth 12-17 who do not have a probation officer. The agency provides intake, assessment, referrals, counselling, and advocacy.</li> <li>Bail Supervision is a program for youth 12-17 unable to obtain a surety. It assists the court in considering and selecting suitable candidates for bail and bail supervision.</li> </ul>	<p><b>John Howard Society of Belleville and District - Community Support Worker for Youth Program (Serves Hastings and Prince Edward Counties)</b></p> <p><b>John Howard Society of Belleville - Bail Supervision</b></p> <p><a href="http://quinte.cioc.ca/details.asp?RSN=21895">http://quinte.cioc.ca/details.asp?RSN=21895</a> <a href="http://www.johnhoward.ca/directory/ont/Jhsont.htm">http://www.johnhoward.ca/directory/ont/Jhsont.htm</a> (613) 968-6628 or (613) 922-9355 (Youth/Parent Helpline) <a href="mailto:jhs@bellnet.ca">jhs@bellnet.ca</a></p> <p>For more information, visit: <a href="http://www.communitylegalcentre.ca/Other_Resources.htm#Youth">http://www.communitylegalcentre.ca/Other_Resources.htm#Youth</a></p> <p>Referrals for both programs can be made by police, lawyers, the court, family members or the young person themselves by phone, fax, email or in person.</p> <p><b>John Howard Society of Kingston (serving Lennox &amp; Addington County)</b></p> <p><a href="http://www.johnhowardkingston.ca/">http://www.johnhowardkingston.ca/</a> <a href="http://www.johnhoward.ca/directory/ont/Jhsont2.htm">http://www.johnhoward.ca/directory/ont/Jhsont2.htm</a> 1-888-325-7930 or email <a href="mailto:jhskingston@cogeco.net">jhskingston@cogeco.net</a></p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<b>Debt Problems, including Collections, Bankruptcy</b>	<ul style="list-style-type: none"> <li>• What do to about bills and debt</li> </ul>	<p><b>K3C Community Counselling Centres (Belleville Office)</b> (613) 966-3556 <a href="http://k3ccreditcounselling.org/">http://k3ccreditcounselling.org/</a></p> <p><b>K3C Community Credit Counselling (Kingston Office)</b> (613) 549-7850 or 1-800-379-5556 (Napanee satellite office)</p> <p><b>CLEO Pamphlet “Is a Collection Agency Harassing You?”</b> 416-408-4420 <a href="http://www.cleo.on.ca/english/pub/onpub/subject/consumer.htm">http://www.cleo.on.ca/english/pub/onpub/subject/consumer.htm</a></p>
	<ul style="list-style-type: none"> <li>• Dealing with Collection Agencies, collection rules and making a complaint</li> </ul>	<p><b>Ministry of Consumer Services</b> 1-800-889-9768 <a href="http://www.sse.gov.on.ca/mcs/en/Pages/Personal_Finance_Collection_Agencies.aspx">http://www.sse.gov.on.ca/mcs/en/Pages/Personal_Finance_Collection_Agencies.aspx</a> or <a href="http://www.ontario.ca/consumerprotection">http://www.ontario.ca/consumerprotection</a></p>
	<ul style="list-style-type: none"> <li>• Advice on how to check your credit rating and fix problems found</li> </ul>	<p><b>Financial Consumer Agency of Canada - Publication: Understanding your Credit Report and Credit Score</b> <a href="http://www.fcac-acfc.gc.ca/eng/publications/CreditReportScore/CreditReportScoreTOC_e.asp">http://www.fcac-acfc.gc.ca/eng/publications/CreditReportScore/CreditReportScoreTOC_e.asp</a></p>
	<ul style="list-style-type: none"> <li>• Credit bureaus – they will provide a copy of your credit report by mail, free of charge. (Or view it online for a fee.)</li> </ul>	<p><b>Equifax Canada:</b> 1-800-465-7166 <a href="http://www.equifax.ca">www.equifax.ca</a></p> <p><b>TransUnion Canada:</b> 1-866-525-0262 <a href="http://www.tuc.ca">www.tuc.ca</a></p>
	<ul style="list-style-type: none"> <li>• Bankruptcy information – they will give you list of trustees participating in Bankruptcy Assistance Program</li> </ul>	<p><b>Industry Canada, Office of the Superintendent of Bankruptcy</b> (613) 995-2994 (Ottawa office) or (416) 973-6486 (Toronto) <a href="http://strategis.ic.gc.ca/epic/internet/inbsf-osb.nsf/en/home">http://strategis.ic.gc.ca/epic/internet/inbsf-osb.nsf/en/home</a></p> <p>Provides information and Investigates complaints with respect to the insolvency process.</p>
<b>Disability related Issues</b>	<ul style="list-style-type: none"> <li>• ARCH provides free, confidential, basic legal information as it relates to disability including: <ul style="list-style-type: none"> <li>○ discrimination</li> <li>○ human rights</li> <li>○ mental capacity</li> <li>○ education, employment</li> <li>○ estate planning</li> <li>○ immigration</li> <li>○ mental health</li> <li>○ disability supports</li> <li>○ abuse, home care</li> <li>○ transportation</li> <li>○ disability-specific funding</li> </ul> </li> </ul>	<p><b>ARCH Disability Law Centre</b> Toll-free 1-866-482-2724 - TTY: Toll-free 1-866-482-2728 <a href="http://www.archdisabilitylaw.ca">http://www.archdisabilitylaw.ca</a></p> <p>Please call your local community legal clinic for assistance with ODSP or CPP disability, landlord/tenant disputes, or Workers Compensation claims.</p> <p>ARCH can refer you to lawyers in private practices, where possible, for assistance with: personal injuries, family law, medical malpractice, criminal law, powers of attorney, wills</p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<p><b>Disability Savings Plan (RDSP)</b></p> <p><b>Disability Tax Credit</b></p>	<ul style="list-style-type: none"> <li>Information on the Registered Disability Savings Plan and the Disability Tax Credit – Who qualifies, how to apply</li> </ul>	<p><b>Northern Lights Canada</b> 1-800-361-4642; TTY: 905-576-3129 <a href="http://www.northernlightscanada.ca">http://www.northernlightscanada.ca</a></p> <p>Call to learn more about RDSPs or attend an information session.</p> <p><b>Canada Revenue Agency</b> 1-800-959-8281; TTY: 1-800-665-0354 <a href="http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/rdsp-reei/menu-eng.html">http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/rdsp-reei/menu-eng.html</a></p> <p>Information, Fact Sheets and Forms available online. Call for information on opening an RDSP or the Disability Tax Credit.</p>
	<ul style="list-style-type: none"> <li>Help filling out the application forms or to open an RDSP account.</li> </ul>	<p><b>Scotia Bank's Wealthy Management Contact Centre</b> 1-877-929-4499</p> <p><b>Bank of Montreal:</b> 1-800-665-7700 <b>CIBC:</b> 1-800-465-3863; <b>RBC Royal Bank:</b> 1-800-463-3863 <b>TD Waterhouse:</b> 1-866-280-2022</p> <p>List of organizations that offer RDSPs and links to the websites: <a href="http://www.hrsdc.gc.ca/eng/disability_issues/disability_savings/financ_org.shtml">www.hrsdc.gc.ca/eng/disability_issues/disability_savings/financ_org.shtml</a></p>
	<ul style="list-style-type: none"> <li>Information on the Canada Disability Savings Grant. You must apply for the grant (it is not automatic).</li> </ul>	<p><b>Human Resources &amp; Skills Development Canada (HRSDC)</b> 1-800-622-6232 (1-800 O Canada); TTY: 1-800-926-9105 <a href="http://www.disabilitysavings.gc.ca">http://www.disabilitysavings.gc.ca</a></p> <p>Information, links and an RDSP calculator available online. Call for information on applying for the grant (a matching grant that the Government will deposit into your RDSP to help you save, up to \$3,500 yearly maximum) and a list of participating financial organizations.</p>
	<ul style="list-style-type: none"> <li>If application for Disability Tax Credit is denied</li> </ul>	<p>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.</p> <p>Contact Revenue Canada for details at 1-800-959-8281 or go online: <a href="http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/Ins300-350/316/dnd-eng.html">http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/Ins300-350/316/dnd-eng.html</a></p> <p>Pamphlet about appeal rights: <a href="http://www.cra-arc.gc.ca/E/pub/tg/p148/p148-09e.pdf">http://www.cra-arc.gc.ca/E/pub/tg/p148/p148-09e.pdf</a></p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<b>Drug Benefits</b>	<ul style="list-style-type: none"> <li>Information</li> </ul>	<p><b>Trillium Drug Plan</b> 1-800-575-5386 <a href="http://www.health.gov.on.ca/english/public/pub/drugs/trillium.html">http://www.health.gov.on.ca/english/public/pub/drugs/trillium.html</a></p> <p>Application kits available at your local pharmacy or call the Ministry of Health &amp; Long Term Care INFOline: 1-800-268-1154 (TTY 1-800-387-5559)</p>
	<ul style="list-style-type: none"> <li>For problems with Trillium, contact your MPP</li> </ul>	<p><b>MPP, Prince Edward-Hastings (Todd Smith)</b> (613) 332-5850 or 613-962-1144 or 1-877-536-6248 <a href="http://toddsmithmpp.ca">http://toddsmithmpp.ca</a></p> <p><b>MPP, Lanark-Frontenac-Lennox &amp; Addington (Randy Hillier)</b> (613) 354-6332 (Napanee office) <a href="http://www.randyhillier.com">http://www.randyhillier.com</a></p> <p><b>MPP, Northumberland-Quinte West (Rob Milligan)</b> (613) 392-3038 (New MPP, no website yet)</p>
<b>Education Law</b>	<ul style="list-style-type: none"> <li>Advice on:               <ul style="list-style-type: none"> <li>Suspensions</li> <li>Expulsions</li> </ul> </li> </ul>	<p><b>Lawyer Referral Service</b> 1-800-268-8326 <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a></p> <p><b>Justice for Children and Youth (JFCY)</b> (416) 920-1633 or 1-866-999-5329 <a href="http://www.jfcy.org/">http://www.jfcy.org/</a></p> <p><b>Child Advocacy Project</b> (volunteer lawyers from Pro Bono Law Ontario) 1-866-466-PBLO <a href="http://www.childadvocacy.ca/">http://www.childadvocacy.ca/</a></p>
<b>Elder Abuse</b>	<ul style="list-style-type: none"> <li>Hotline to assist abused and at-risk seniors – provides information, referrals and support 24/7</li> </ul>	<p><b>Ontario Network for the Prevention of Elder Abuse</b> 1-866-299-1011 – Senior's Safety Line <a href="http://www.onpea.org/">http://www.onpea.org/</a> <a href="http://www.culture.gov.on.ca/seniors/english/programs/elderabuse/">http://www.culture.gov.on.ca/seniors/english/programs/elderabuse/</a></p>
	<ul style="list-style-type: none"> <li>Victim Support Line for victims of crime</li> </ul>	<p><b>Office for Victims of Crime – Victim Support Line</b> 1-888-579-2888 <a href="http://www.ovc.gov.on.ca/english/FAQ/faq.html">http://www.ovc.gov.on.ca/english/FAQ/faq.html</a></p> <p>Call for referrals to community agencies, information on the criminal justice system and information to registered clients about the status and scheduled release date of provincially incarcerated offenders.</p>
	<ul style="list-style-type: none"> <li>Information &amp; referrals on seniors' law issues incl. nursing homes, health care, elder abuse, etc.</li> </ul>	<p><b>Advocacy Centre for the Elderly (ACE)</b> (416) 598-2656 <a href="http://www.ancelaw.ca">http://www.ancelaw.ca</a></p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<b>Environmental Law</b>	<ul style="list-style-type: none"> <li>Information, referrals and legal assistance in select cases</li> </ul>	<p><b>Canadian Environmental Law Association (CELA)</b> (416) 960-2284 <a href="http://www.cela.ca/">http://www.cela.ca/</a></p>
<b>Epilepsy Services</b>	<ul style="list-style-type: none"> <li>Services provided in Quinte, Hastings and Prince Edward Counties and Lennox &amp; Addington county</li> </ul>	<p><b>Epilepsy and Seizure Disorders Resource Centre</b> (613) 542-6222 (Kingston office, call for appointment) <a href="http://www.epilepsyresource.org">http://www.epilepsyresource.org</a></p> <p>They provide one-on-one or group support at Motion Specialties, 479 Dundas St. West, Belleville, on the 1<sup>st</sup> and 3<sup>rd</sup> Wednesday of each month from 9am-3pm. They are also located at the Armoury Mall on the lower level in Picton on the last Friday of each month from 9am-3pm. Walk-ins are welcome. They also do educational presentations to community groups.</p>
<p><b>Estates – administration</b></p> <p><i>Also see “<a href="#">Wills</a>” for making or contesting a will</i></p>	<ul style="list-style-type: none"> <li>Administering an estate after someone dies if they have a will</li> <li>What to do if the deceased did not have a will</li> </ul>	<p><b>Lawyer Referral Service</b> 1-800-268-8326 <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a></p> <p><b>Ministry of the Attorney General</b> (FAQ on their website about estates) <a href="http://www.attorneygeneral.jus.gov.on.ca/english/estates/estates-FAQ.asp">http://www.attorneygeneral.jus.gov.on.ca/english/estates/estates-FAQ.asp</a></p> <p><b>Office of the Public Guardian and Trustee (for persons without a will or heirs are minors)</b> 1-800-366-0335 <a href="http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/estateadmin.asp">http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/estateadmin.asp</a></p> <p><b>Justice Ontario (Ministry of the Attorney General)</b> 1-866-252-0104 <a href="http://www.ontario.ca/justiceontario">www.ontario.ca/justiceontario</a> (see Wills and Estates section)</p>
<b>Family Law – Grandparents raising grandchildren</b>	<ul style="list-style-type: none"> <li>Support group for grandparents – they have a legal FAQ’s page and other resources</li> </ul>	<p><b>Cangrands National Kinship Support</b> 613-474-0035 <a href="http://www.cangrands.com/">http://www.cangrands.com/</a></p> <p>Belleville chapter: 613-966-9427 or 1-800-952-2279</p> <p><b>Lawyer Referral Service</b> 1-800-268-8326 <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a></p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<b>Family Law - Separation, Divorce</b>	<ul style="list-style-type: none"> <li>• Information and referrals</li> <li>• Mediation</li> </ul> <p><b>NOTE:</b> If you have a custody or support issue, call <b>Legal Aid Ontario</b> to see if you qualify for a certificate to get representation by a lawyer, or to speak to their advice lawyer on the phone. Call 1-800-668-8258.</p>	<p><b>Family Law Information Centre (FLIC), Belleville</b> (613) 968-6759 – Drop-in clinic Advice lawyer at 199 Front Street, 4<sup>th</sup> Floor, 9-1 Fridays <a href="http://www.attorneygeneral.jus.gov.on.ca/english/family/infoctr.asp">http://www.attorneygeneral.jus.gov.on.ca/english/family/infoctr.asp</a></p> <p><b>Family Law Information Centre (FLIC), Napanee</b> (613) 354-3845 – Drop-in clinic Advice lawyer at 41 Dundas St. W., 10-12:30 Wed/Fri <a href="http://www.attorneygeneral.jus.gov.on.ca/english/family/infoctr.asp">http://www.attorneygeneral.jus.gov.on.ca/english/family/infoctr.asp</a></p> <p><b>Lawyer Referral Service</b> 1-800-268-8326 <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a></p>
	<ul style="list-style-type: none"> <li>• Pamphlets and other printed information on: <ul style="list-style-type: none"> <li>○ Child support</li> <li>○ Custody &amp; access</li> <li>○ Family law resources in Ontario</li> <li>○ Getting divorced</li> <li>○ Common-law relationships</li> </ul> </li> </ul>	<p><b>Community Advocacy &amp; Legal Centre – Family law links</b> <a href="http://www.communitylegalcentre.ca/referrals/Family_Law.htm">http://www.communitylegalcentre.ca/referrals/Family_Law.htm</a></p> <p><b>YourLegalRights Website – Family Law Page</b> <a href="http://yourlegalrights.on.ca/resource-legal-topic/10">http://yourlegalrights.on.ca/resource-legal-topic/10</a></p> <p><b>Family Law Information Program (FLIP) (videos)</b> <a href="http://www.legalaid.on.ca/en/getting/flip.asp">http://www.legalaid.on.ca/en/getting/flip.asp</a></p> <p><b>CLEO Pamphlets</b> (available online) <a href="http://www.cleo.on.ca/english/pub/onpub/subject/family.htm">http://www.cleo.on.ca/english/pub/onpub/subject/family.htm</a></p> <p><b>Ministry of Attorney General</b> – Info, links to court rules/forms <a href="http://www.attorneygeneral.jus.gov.on.ca/english/family/">http://www.attorneygeneral.jus.gov.on.ca/english/family/</a></p> <p><b>Justice Ontario (Ministry of the Attorney General)</b> 1-866-252-0104 <a href="http://www.ontario.ca/justiceontario">www.ontario.ca/justiceontario</a></p> <p><b>Family Law Education for Women</b> – Info in 11 languages <a href="http://onefamilylaw.ca/">http://onefamilylaw.ca/</a></p> <p><b>My Support Calculator</b> - Online basic support calculator <a href="http://www.MySupportCalculator.ca">www.MySupportCalculator.ca</a></p>
<b>Family Responsibility Office (FRO)</b>	<ul style="list-style-type: none"> <li>• Information about the program</li> </ul>	<p><b>Family Responsibility Office</b> (TTY:1-866-545-0083) 24 hour automated info line: 1-800-267-7263 Customer Service Unit: 1-888-815-2757 Enforcement Call Centre: 1-800-267-4330 <a href="http://www.ontario.ca/FRO">http://www.ontario.ca/FRO</a></p>
	<ul style="list-style-type: none"> <li>• Problems with or complaints about the FRO program</li> </ul>	<p><b>MPP, Prince Edward-Hastings (Todd Smith)</b> 613-332-5850 or 613-962-1144 or 1-877-536-6248 <a href="http://toddsmithmpp.ca">http://toddsmithmpp.ca</a></p> <p><b>MPP, Lanark-Frontenac-Lennox &amp; Addington (Randy Hillier)</b> 613-354-6332 (Napanee office) <a href="http://www.randyhillier.com">http://www.randyhillier.com</a></p> <p><b>MPP, Northumberland-Quinte West (Rob Milligan)</b> 613-392-3038 (New MPP, no website yet)</p> <p><b>Ontario Ombudsman</b> 1-800-263-1830 <a href="http://www.ombudsman.on.ca/">http://www.ombudsman.on.ca/</a></p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<p><b>Federal Services, Laws, Programs and agencies</b></p>	<ul style="list-style-type: none"> <li>• Information and referrals</li> <li>• Non-legal assistance with the following:               <ul style="list-style-type: none"> <li>○ Canada Pension Plan (CPP)</li> <li>○ Employment Insurance (EI)</li> <li>○ Old Age Security (OAS)</li> <li>○ Guaranteed Income Supplement (GIS)</li> <li>○ National Child Benefit</li> <li>○ Passport applications</li> </ul> </li> </ul>	<p><b>MP, Northumberland/Quinte West</b> (613) 392-3382 <a href="http://www.ricknorlock.ca/">http://www.ricknorlock.ca/</a></p> <p><b>MP, Prince Edward-Hastings</b> (613) 969-3800 or 1-866-471-3800 <a href="http://www.darylkramp.ca/">http://www.darylkramp.ca/</a></p> <p><b>MP, Lanark, Frontenac, Lennox &amp; Addington</b> (613) 354-1948 or 1-866-929-0092 <a href="http://www.scottreid.ca/">http://www.scottreid.ca/</a></p> <p><b>Canada Benefits</b> <a href="http://www.canadabenefits.gc.ca">http://www.canadabenefits.gc.ca</a> - Click "Benefits Finder" to see what government benefits you may be eligible for</p> <p><b>View the Legislation online at:</b> Federal Laws website (statutes and regulations) <a href="http://laws.justice.gc.ca/en/title/A.html">http://laws.justice.gc.ca/en/title/A.html</a></p>
<p><b>Foreclosure</b></p>	<ul style="list-style-type: none"> <li>• When a mortgagee defaults on their mortgage and home is taken over by the lender</li> </ul>	<p><b>Lawyer Referral Service</b> 1-800-268-8326 <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a></p> <p><b>Information:</b></p> <p><b>YourLegalRights.on.ca</b> – "Avoiding Foreclosure" Pamphlet <a href="http://www.yourlegalrights.on.ca/resource/76673?tid_ref=79">www.yourlegalrights.on.ca/resource/76673?tid_ref=79</a></p> <p><b>Power of Sale Tip Sheet</b> (created by Community Legal Clinic – Simcoe, Haliburton, Kawartha Lakes) <a href="http://www.communitylegalclinic.ca/content.aspx?pID=298">http://www.communitylegalclinic.ca/content.aspx?pID=298</a></p> <p><b>Mortgages Act</b> <a href="http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90m40_e.htm">www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90m40_e.htm</a></p> <p><b>How to Deal with Mortgage Payment Difficulties (from CMHC)</b> <a href="http://www.cmhc-schl.gc.ca/en/co/co_005.cfm">http://www.cmhc-schl.gc.ca/en/co/co_005.cfm</a></p>
<p><b>Government Services (provincial)</b></p>	<ul style="list-style-type: none"> <li>• Answers questions about government services, access to online services</li> <li>• File landlord and tenant applications</li> <li>• Free government publications, such as power of attorney kits, application forms, etc.</li> </ul>	<p><b>ServiceOntario Centre (Belleville)</b> 199 Front Street 1-800-267-8097, TTY: 1-800-268-7095 <a href="https://www.services.gov.on.ca/services/allLocations.do?action=details&amp;id=12101">https://www.services.gov.on.ca/services/allLocations.do?action=details&amp;id=12101</a></p> <p><b>ServiceOntario Centre (Bancroft)</b> 50 Monck Street 1-800-267-8097, TTY: 1-800-268-7095 <a href="https://www.services.gov.on.ca/services/allLocations.do?action=details&amp;id=12100">https://www.services.gov.on.ca/services/allLocations.do?action=details&amp;id=12100</a></p> <p>Click this link to find location in your area: <a href="https://www.services.gov.on.ca/services/start.do?action=location&amp;locale=EN">https://www.services.gov.on.ca/services/start.do?action=location&amp;locale=EN</a></p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<b>Health Cards (OHIP)</b>	<ul style="list-style-type: none"> <li>• General questions</li> </ul>	<p><b>Ontario Health Insurance Plan – Ministry of Health</b> 1-888-376-5197 (local number) Ministry INFOLine 1-800-664-8988, TTY 1-800-387-5559 <a href="http://www.health.gov.on.ca/english/public/program/ohip/ohip_mn.html">http://www.health.gov.on.ca/english/public/program/ohip/ohip_mn.html</a></p>
	<ul style="list-style-type: none"> <li>• To appeal a decision by OHIP</li> </ul>	<p><b>OHIP Eligibility Review Committee</b> <b>Ministry of Health and Long-Term Care</b> 2<sup>nd</sup> Floor, 49 Place d'Armes, Kingston, ON K7L 5J3 Fax: (613) 548-6557 <a href="http://www.health.gov.on.ca/en/public/publications/ohip/review.aspx">http://www.health.gov.on.ca/en/public/publications/ohip/review.aspx</a></p> <p>Write a letter (within 15 days of receiving OHIP's decision) to the OHIP Eligibility Review Committee. Include a copy of the decision and why you believe it was wrong.</p> <p><b>Health Services Appeal and Review Board</b> 151 Bloor Street West, 9<sup>th</sup> Floor, Toronto, ON M5S 2T5 1-866-282-2179; TTY: 1-877-301-0889 <a href="http://www.hsarb.on.ca/">http://www.hsarb.on.ca/</a> (Email: <a href="mailto:hsarb@ontario.ca">hsarb@ontario.ca</a>)</p> <p>If not satisfied with their decision, write the Health Services Appeal &amp; Review Board.</p>
<b>Health Care – Finding Low Cost Dental Care</b>	<ul style="list-style-type: none"> <li>• low cost dental services provided to anyone, regardless of where you live (i.e. you don't have to be a Kingston resident to get service)</li> <li>• Because this is a supervised student learning clinic, the average appointment time is 4 hours.</li> <li>• ODSP &amp; OW will pay transportation costs</li> </ul>	<p><b>Trillium College Dental Hygiene Clinic</b> 613-531-5138 (talk to Kelly) or email Paola at <a href="mailto:mendezpao@hotmail.com">mendezpao@hotmail.com</a></p> <p>They are in <b>Frontenac Mall, 1300 Bath Road, Kingston</b> (directly across from Chit Chat Café in the mall)</p> <p>Kelly will take your telephone number and have a student call back with an appointment time.</p> <p><u>Prices:</u> Adults \$25; Seniors (65+) and Youth (14-17) \$10 Children (5-13) are free (no children under 5)</p> <p>Prices are for cleaning/scaling/polishing/x-rays/pit and fissure sealant. Bleaching is \$75. Clinic is supervised by qualified RDH's and DDS.</p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<p><b>Health Care – Finding a Family Doctor</b></p> <p>(See next page for <a href="#">How to Delist with Your Doctor</a> – when switching to a new doctor)</p>	<ul style="list-style-type: none"> <li>• Where to go if you don't have a family doctor</li> <li>• Health Care Connect refers people without a regular family health care provider to physicians and nurse practitioners who are accepting new patients in their community.</li> </ul>	<p><b>Health Care Connect</b> 1-800-445-1822    <a href="http://www.ontario.ca/healthcareconnect">http://www.ontario.ca/healthcareconnect</a></p> <p><b>Belleville Nurse Practitioner-Led Clinic</b> 613-779-7304 or email: <a href="mailto:bellevillenplc@hotmail.com">bellevillenplc@hotmail.com</a></p> <p>In order to be seen at the clinic, you must first be registered. To register: call and tell Kelly Sexsmith (receptionist) you wish to register, fax them at 613-779-6960, or walk in and register at 231 Front Street, Belleville (downtown beside Roluf's cameras)</p> <p>They hope to eventually offer a Rapid Care Program, but are not yet equipped to handle walk-ins who are not registered. They're planning to hire full-time social worker, part-time dietician &amp; part-time pharmacist.</p> <p><b>Prince Edward Family Health Team</b> (has both doctors and Nurse Practitioners) 613-471-1161    <a href="http://www.pefht.ca">http://www.pefht.ca</a></p> <p><b><u>Doctors taking new patients in our service area (July 2011):</u></b></p> <p><b>Belleville:</b> Belleville Queen University, Family Medicine Centre 145 Station Street, 613-771-1910 (15 doctors)</p> <p>Bayview Medical Clinic, Dr. Peter Gray 613-966-4045</p> <p>Loyalist Family Practice, 150 Sidney Street (must call Health Care Connect to get put on list for doctors at this location – Dr. Seltham, Dr. Weatherall, Dr. Smith and Dr. McPhail).</p> <p><b>Trenton:</b> Quinte West Medical Ctr, Dr. Elena Dyachuk 613-394-0770 (Accepting applications, but currently has 1 year waiting list)</p> <p><b>Napanee:</b> Napanee Area Community Health Centre, 613-354-8937. They have a doctor, nurse practitioner, social worker, community dietician and physiotherapist and serve people who live in the Town of Greater Napanee, East to Hwy 6, Deseronto, south to Lake Ontario &amp; north incl. all of Stone Mills. (Accepting applications, currently has 7 month waiting list)</p> <p><b>Belleville and Quinte West Community Health Centre</b> 613-965-0698 (Trenton) 613-962-0000 (Belleville) <a href="http://www.bqwchc.com/">http://www.bqwchc.com/</a></p> <p>Trenton: 70 Murphy Street; Belleville: 161 Bridge St. W.</p> <p>Application form to get a doctor available online: <a href="http://www.bqwchc.com/services/primary-health-care/need-doctor">http://www.bqwchc.com/services/primary-health-care/need-doctor</a> Fill it out &amp; mail it or drop it off to the Trenton location.</p>
<p><b>Health Care – Finding Transportation to medical appts.</b></p>	<ul style="list-style-type: none"> <li>• Transportation for elderly and disabled patients to doctor appointments</li> </ul>	<p>See the <a href="#">Seniors Issues</a> section (for transportation available for both the elderly or those who are disabled).</p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<p><b>Health Care – How to De-list with your family doctor (to get a new doctor)</b></p>	<ul style="list-style-type: none"> <li>When changing doctors you need to “de-list” from your current doctor first</li> </ul>	<p><b>There are 3 options for de-listing:</b></p> <ol style="list-style-type: none"> <li>1) Tell your current doctor that you would like to de-list and they can start the process. The length of time it takes depends on when your doctor’s office would start the paperwork.</li> <li>2) Call <b>ServiceOntario</b> at 1-866-532-3161, Mon-Fri 8:30-4:30. You will need to have the name of your doctor and your health card number. They will take the information and it will take about 10 days and you will receive a letter in the mail.</li> <li>3) Go to the new doctor of your choice and they can start the process immediately.</li> </ol>
<p><b>Health Care – Long Term Care Homes</b></p>	<ul style="list-style-type: none"> <li>Complaints about Long Term Care Homes (Nursing Homes)</li> <li>The Long Term Care Action Line can also be used for complaints about Community Care Access Centres</li> <li>The HSARB deals with decisions of agencies under the <i>Long Term Care Act</i> respecting eligibility for service; decisions of the Director with respect to licensing under the <i>Nursing Homes Act</i>, and decisions of the Ontario Health Insurance Plan (OHIP) respecting eligibility and payment</li> </ul>	<p><b>Ministry of Health and Long Term Care</b> 1-866-876-7658 (Long Term Care Action Line–Access Centres) 1-866-434-0144 (Action Line – for Long Term Care Homes) TTY: 1-800-387-5559 <a href="http://www.health.gov.on.ca/english/public/program/ltc/25_standards.html#5">http://www.health.gov.on.ca/english/public/program/ltc/25_standards.html#5</a> <a href="http://www.health.gov.on.ca/english/public/contact/ccac/ltc_actionline.html">http://www.health.gov.on.ca/english/public/contact/ccac/ltc_actionline.html</a></p> <p><b>Advocacy Centre for the Elderly (ACE)</b> (416) 598-2656 <a href="http://www.ancelaw.ca">http://www.ancelaw.ca</a></p> <p><b>ARCH Disability Law Centre</b> 1-866-482-2724 or TTY: 1-866-482-2728 <a href="http://www.archdisabilitylaw.ca/index.asp">http://www.archdisabilitylaw.ca/index.asp</a></p> <p><b>MPP, Prince Edward-Hastings (Todd Smith)</b> 613-332-5850 or 613-962-1144 or 1-877-536-6248 <a href="http://toddsmithmpp.ca">http://toddsmithmpp.ca</a></p> <p><b>MPP, Lanark-Frontenac-Lennox &amp; Addington (Randy Hillier)</b> 613-354-6332 (Napanee office) <a href="http://www.randyhillier.com">http://www.randyhillier.com</a></p> <p><b>MPP, Northumberland-Quinte West (Rob Milligan)</b> 613-392-3038 (New MPP, no website yet)</p> <p><b>Health Services Appeal and Review Board (HSARB)</b> 1-866-282-2179, TTY: 1-877-301-0889 <a href="http://www.hsarb.on.ca">http://www.hsarb.on.ca</a></p>
<p><b>Health Care – Retirement Homes</b></p>	<ul style="list-style-type: none"> <li>Complaints about Retirement Homes</li> </ul>	<p><b>Ontario Retirement Communities Association</b> 1-800-361-7254 (complaint response and information service) <a href="http://www.orca-homes.com/information.html">http://www.orca-homes.com/information.html</a></p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<p><b>Hepatitis C Claims</b></p>	<ul style="list-style-type: none"> <li>Hep C info, assistance with financial compensation claims and class action settlement</li> </ul>	<p><b>Ontario Hepatitis C Assistance Plan (Ministry of Health)</b> 1-877-222-4977 (TTY: 1-800-387-5559) (Application forms) <a href="http://www.health.gov.on.ca/english/public/program/hepc/hepc_assistplan.html">http://www.health.gov.on.ca/english/public/program/hepc/hepc_assistplan.html</a></p> <p>Each person infected with hepatitis C through the blood system can now expect assistance of \$25,000. This is based on Ontario's estimated share for the 1986-1990 Settlement Agreement.</p> <p><b>Hep C Ontario.ca (Ministry of Health &amp; Long Term Care)</b> 1-877-234-4343 (TTY: 1-800-387-5559) (Information) <a href="http://www.hepcontario.ca/en/blood.html">http://www.hepcontario.ca/en/blood.html</a></p> <p><b>Hepatitis C Jan 1/86 – Jul 1/90 Class Actions Settlement</b> 1-877-434-0944 (Info on class action settlement) <a href="http://www.hepc8690.com">http://www.hepc8690.com</a></p> <p><b>Lawyer Referral Service</b> 1-800-268-8326 <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a></p>
<p><b>HIV and AIDS</b></p>	<ul style="list-style-type: none"> <li>Free legal clinic for people living with or affected by HIV/AIDS</li> </ul>	<p><b>HIV &amp; AIDS Legal Clinic (Ontario)</b> 1-888-705-8889 (TTY: 1-866-513-9883) <a href="http://www.halco.org/">http://www.halco.org/</a></p> <p>They offer advice on a number of issues, including some immigration matters, health professions complaints, some private insurance matters, HIV-related prison matters, and substitute decision-making.</p>
	<ul style="list-style-type: none"> <li>Information, counselling and education</li> </ul>	<p><b>Canadian HIV/AIDS Legal Network</b> 416-595-1666 or email: <a href="mailto:info@aidslaw.ca">info@aidslaw.ca</a> <a href="http://www.aidslaw.ca">http://www.aidslaw.ca</a></p> <p>Advocacy organization that promotes human rights for people living with HIV/AIDS. They have many publications on their website with information.</p> <p><b>AIDS and Sexual Health Info Line (Province-wide line)</b> 1-800-668-2437 (free and anonymous, multi-language) <a href="http://www.toronto.ca/health/ai_index.htm">http://www.toronto.ca/health/ai_index.htm</a></p> <p><b>HIV/AIDS Regional Services</b> 1-800-565-2209 (Serves Kingston to Belleville to Sharbot Lake) <a href="http://hars.ca/">http://hars.ca/</a></p> <p>Services include counselling, advocacy, access to free condoms, a Needle Exchange and an extensive resource library.</p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<b>Home Repair – Financial Assistance for Home Owners and Landlords</b>	<ul style="list-style-type: none"> <li>Programs for financial assistance from the Canada Mortgage and Housing Corporation to homeowners who are low income, seniors or those who have a disability, as well as multi-unit properties</li> <li>CMHC also offers several programs to address housing needs in First Nations communities</li> </ul>	<p><b>Canada Mortgage and Housing Corporation (CMHC)</b> 1-800-668-2642 (for all programs below except First Nations) <a href="http://www.cmhc-schl.gc.ca/en/co/prfinas/">http://www.cmhc-schl.gc.ca/en/co/prfinas/</a> (Page listing all programs available through CMHC)</p> <p><b>Programs include:</b></p> <p><b>Homeowner Residential Rehabilitation Assistance Program (Homeowner RRAP)</b> <a href="http://www.cmhc-schl.gc.ca/en/co/prfinas/prfinas_001.cfm">http://www.cmhc-schl.gc.ca/en/co/prfinas/prfinas_001.cfm</a></p> <p><b>Residential Rehabilitation Assistance Program for Persons with Disabilities (RRAP – Disabilities)</b> <a href="http://www.cmhc-schl.gc.ca/en/co/prfinas/prfinas_003.cfm">http://www.cmhc-schl.gc.ca/en/co/prfinas/prfinas_003.cfm</a> (Owners/landlords can apply to make property more accessible).</p> <p><b>Emergency Repair Program</b> <a href="http://www.cmhc-schl.gc.ca/en/co/prfinas/prfinas_005.cfm">http://www.cmhc-schl.gc.ca/en/co/prfinas/prfinas_005.cfm</a></p> <p><b>Home Adaptations for Seniors’ Independence</b> <a href="http://www.cmhc-schl.gc.ca/en/co/prfinas/prfinas_004.cfm">http://www.cmhc-schl.gc.ca/en/co/prfinas/prfinas_004.cfm</a></p> <p><b>Renovation Program Pre-application Tool (Off Reserve)</b> <a href="http://www.cmhc-schl.gc.ca/en/co/prfinas/prfinas_016.cfm">http://www.cmhc-schl.gc.ca/en/co/prfinas/prfinas_016.cfm</a> (use this tool to see if you are eligible for assistance)</p> <p><b>Programs available for First Nations People (On reserve)</b> 905-244-1403 <a href="http://www.cmhc-schl.gc.ca/en/ab/onre/index.cfm">http://www.cmhc-schl.gc.ca/en/ab/onre/index.cfm</a></p>
	<ul style="list-style-type: none"> <li>You must apply to ODSP or CMHC programs <u>before</u> contacting the Disability Support Team.</li> </ul>	<p><b>Disability Support Team</b> <a href="http://www.disabilitysupportteam.com">http://www.disabilitysupportteam.com</a></p> <p>Not-for-profit organization for residents of Hastings County – time and materials donated by local tradespeople. They help disabled homeowners that can’t get funding through ODSP/CMHC for repairs/improvements. Apply online on their website or ask ODSP for help with making an application.</p>
<b>Home Schooling</b>	<ul style="list-style-type: none"> <li>Provincial homeschool group providing support and information to homeschooling families</li> </ul>	<p><b>The Ontario Federation of Teaching Parents</b> 1-800-704-0448 <a href="http://www.ontariohomeschool.org">http://www.ontariohomeschool.org</a></p>
<b>Human Rights</b>	<ul style="list-style-type: none"> <li>Offers human rights legal services to people who have experienced discrimination</li> </ul>	<p><b>Human Rights Legal Support Centre</b> 1-866-625-5179 (TTY: 1-866-612-8627) <a href="http://www.hrlsc.on.ca/">http://www.hrlsc.on.ca/</a></p> <p>They have information sheets and application forms available on their website.</p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<b>Incorporation (businesses)</b>	<ul style="list-style-type: none"> <li>General Information for businesses on incorporation, Director's liability, etc.</li> </ul>	<p><b>Ministry of Government Services (MGS)</b> 1-800-889-9768 <a href="http://www.cbs.gov.on.ca/mcbs/english/5HTTBT.htm">http://www.cbs.gov.on.ca/mcbs/english/5HTTBT.htm</a></p> <p><b>Lawyer Referral Service</b> 1-800-268-8326 <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a></p>
<b>Incorporation (for Non-Profits)</b>	<ul style="list-style-type: none"> <li>The Volunteer Lawyers Service (VLS) offers free legal support to eligible charitable and non-profit organizations in Ontario.</li> <li>VLS can help with incorporation, charitable registration, board governance, contracts &amp; trademark registrations.</li> </ul>	<p><b>Volunteer Lawyer Service, Law Society of Upper Canada</b> 1-866-466-7256 <a href="http://www.volunteerlawyers.org/">http://www.volunteerlawyers.org/</a></p> <p><b>Ministry of Government Services (MGS)</b> 1-800-889-9768 <a href="http://www.cbs.gov.on.ca/mcbs/english/5HTTDJ.htm">http://www.cbs.gov.on.ca/mcbs/english/5HTTDJ.htm</a></p> <p><b>Not-For-Profit Incorporator's Handbook</b> (from the Ministry of the Attorney General website) <a href="http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/nfpinc/">http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/nfpinc/</a></p>
<b>Immigration Issues</b>	<ul style="list-style-type: none"> <li>General questions about Citizenship and Immigration services and program or applications in process (only applications processed <u>inside</u> Canada).</li> </ul>	<p><b>Citizenship and Immigration Canada</b> 1-888-242-2100 M-F, 8:00-4:00 (after hours is recorded info) TTY: 1-888-576-8502 (8:00-4:00) <a href="http://www.cic.gc.ca/english/index.asp">http://www.cic.gc.ca/english/index.asp</a></p> <p>Government website has lots of information, application forms and guides.</p>
	<ul style="list-style-type: none"> <li>Settlement services - helping people through the immigration process, sponsoring family members and obtaining citizenship.</li> </ul>	<p><b>Quinte United Immigrant Services</b> 613-968-7723 <a href="http://www.quis-immigration.org/">http://www.quis-immigration.org/</a></p> <p>They also assist immigrants in locating affordable housing, furnishings, etc., getting social &amp; health insurance, driver's licences, schooling, etc.</p> <p><b>Settlement.Org</b> <a href="http://www.settlement.org">http://www.settlement.org</a> Website with lots of information for newcomers, in 11 languages.</p>
	<ul style="list-style-type: none"> <li>An independent tribunal that is responsible for hearing refugee claims and appeals.</li> </ul>	<p><b>Immigration and Refugee Board</b> 1-613-943-8630 Ottawa Regional Office <a href="http://www.irb-cisr.gc.ca/Pages/index.htm">http://www.irb-cisr.gc.ca/Pages/index.htm</a></p> <p>Guides, including Claimant's Guide, forms, are on their website.</p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<p><b>Income Tax</b></p> <p><b>(see next page for more help, including free software and legal advice)</b></p>	<ul style="list-style-type: none"> <li>Free help for disabled or low income persons to prepare their income tax forms (during tax season unless specified)</li> </ul>	<p><b>Community Care for North Hastings (Bancroft)</b> (613) 332-4700 (Mar 14-Apr 30) <a href="http://comcarenh.org/">http://comcarenh.org/</a></p> <p><b>Pensioners Concerned (Belleville)</b> (613) 962-6657 (Year-round) <a href="http://quinte.cioc.ca/record/VIQ2356?Number=0">http://quinte.cioc.ca/record/VIQ2356?Number=0</a></p> <p><b>Quinte United Immigrant Services (Belleville)</b> 613-968-7723, ext. 24 <a href="http://www.quis-immigration.org/">http://www.quis-immigration.org/</a></p> <p><b>Elders Lodge (Deseronto)</b> 613-967-3603 (April 1 only) 1508B York Road, Deseronto – Clinics Mar 4 and April 1/11</p> <p><b>Frankford Legion Volunteers</b> 613-398-7837 (Year-round) 12 Mill Street, Mon-Sat 12-5pm</p> <p><b>Central Hastings Support Network (Madoc)</b> 613-473-5255 (Year-round) <a href="http://chsninc.ca/">http://chsninc.ca/</a></p> <p><b>Morningstar Relief Mission (Napanee)</b> 613-354-6355 (Feb 15-Apr 30)</p> <p><b>Senior's Outreach Services (Napanee) – Seniors only</b> 613-354-6668 (Feb 15-Apr 30)</p> <p><b>Prince Edward County Community Care for Seniors Assoc.</b> 613-476-7493 (Year-round) <a href="http://www.pec.on.ca/seniors/">http://www.pec.on.ca/seniors/</a></p> <p><b>Royal Canadian Legion (Trenton)</b> 613-392-0331 (Year-round)</p> <p><b>Gateway Community Health Centre (Tweed)</b> 613-478-1211, ext. 285 (Year-round) <a href="http://www.gatewaychc.org/">http://www.gatewaychc.org/</a></p> <p><b>CVITP Tyendinaga</b> 613-391-2658 (April 16 only)</p> <p><b>Community Volunteer Income Tax Program (Sponsored by Canada Revenue Agency Feb-Apr)</b> 1-800-959-8281 (click link below to find volunteers in your area) <a href="http://www.cra-arc.gc.ca/tx/ndvdl/vlntr/clncs/on-eng.html">http://www.cra-arc.gc.ca/tx/ndvdl/vlntr/clncs/on-eng.html</a></p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<b>Income Tax (Software)</b>	<ul style="list-style-type: none"> <li>Free software to prepare income tax forms</li> </ul>	<p><b>Free Online Tax Preparation:</b></p> <p><b>StudioTax.ca</b> – free downloadable software for personal income tax preparation, regardless of income  <a href="http://www.studiotax.ca/">http://www.studiotax.ca/</a></p> <p><b>UFile.ca</b> - total family income must be \$25,000 or less  <a href="http://www.ufile.ca/WhyUFile/SaveYourMoney.asp#2">http://www.ufile.ca/WhyUFile/SaveYourMoney.asp#2</a></p> <p><b>webtax4u.ca</b> - total family income \$25,000 or less  <a href="http://www.webtax4u.ca/">www.webtax4u.ca/</a></p> <p><b>Inuit (Quick Tax Web)</b> – total family income \$20,000 or less  <a href="http://quicktaxweb.intuit.ca/content/etc/freedom.php?b=intuit">http://quicktaxweb.intuit.ca/content/etc/freedom.php?b=intuit</a></p> <p><b>TaxTron</b> – downloadable free tax preparation software – must have individual income of \$30,000 or less  <a href="http://www.taxtron.ca/e/r/">http://www.taxtron.ca/e/r/</a></p>
	<ul style="list-style-type: none"> <li>If you disagree with your assessment, first file an objection. Your file will be reviewed. If you then disagree with decision from the objection, you can file an appeal to the Tax Court of Canada under the informal or general procedure.</li> </ul>	<p><b>Revenue Canada</b>            1-800-959-8281  <a href="http://www.cra-arc.gc.ca/gncy/prgrms_srvcs/dsgr/menu-eng.html">http://www.cra-arc.gc.ca/gncy/prgrms_srvcs/dsgr/menu-eng.html</a>            &amp; <a href="http://www.cra-arc.gc.ca/gncy/prgrms_srvcs/dsgr/ncm_tx-eng.html">www.cra-arc.gc.ca/gncy/prgrms_srvcs/dsgr/ncm_tx-eng.html</a></p> <p>Information on Objections and Appeal Rights:  <a href="http://www.cra-arc.gc.ca/E/pub/tg/p148/README.html">http://www.cra-arc.gc.ca/E/pub/tg/p148/README.html</a></p> <p>Your right to a formal review:  <a href="http://www.cra-arc.gc.ca/gncy/prgrms_srvcs/dsgr/yr_rght-eng.html">http://www.cra-arc.gc.ca/gncy/prgrms_srvcs/dsgr/yr_rght-eng.html</a></p>
	<ul style="list-style-type: none"> <li>General Income Tax Information</li> </ul>	<p><b>Revenue Canada</b>            1-800-924-0622  <a href="http://www.cra-arc.gc.ca/menu-e.html">http://www.cra-arc.gc.ca/menu-e.html</a></p>
	<ul style="list-style-type: none"> <li>Help dealing with Revenue Canada</li> </ul>	<p><b>MP, Northumberland/Quinte West</b>            (613) 392-3382  <a href="http://www.ricknorlock.ca/">http://www.ricknorlock.ca/</a></p> <p><b>MP, Prince Edward-Hastings</b>            (613) 969-3800 or 1-866-471-3800  <a href="http://www.darylkramp.ca/">http://www.darylkramp.ca/</a></p> <p><b>MP, Lanark, Frontenac, Lennox &amp; Addington</b>            (613) 354-1948 or 1-866-929-0092  <a href="http://www.scottreid.ca/">http://www.scottreid.ca/</a></p>
	<ul style="list-style-type: none"> <li>Legal advice</li> </ul>	<p><b>Lawyer Referral Service</b>            1-800-268-8326  <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a></p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<b>Insurance Law</b>	<ul style="list-style-type: none"> <li>• Information</li> <li>• Complaint investigation</li> <li>• You must <u>first</u> complain to your insurance company (contact the company's Consumer Complaint Officer – if you don't have the number call the FSCO)</li> <li>• If you cannot resolve the complaint with the company, write to the appropriate Ombuds Service (both have online complaint forms)</li> </ul>	<p><b>Financial Services Commission of Ontario (FSCO)</b> (416) 250-7250 or 1-800-668-0128 <a href="http://www.fSCO.gov.on.ca/">http://www.fSCO.gov.on.ca/</a></p> <p>How to resolve an insurance complaint <a href="http://www.fSCO.gov.on.ca/english/insurance/resolvecomplaint-insurance.asp">http://www.fSCO.gov.on.ca/english/insurance/resolvecomplaint-insurance.asp</a></p> <p>They will explain how to make a complaint.</p> <p>They may not inquire into a complaint that has not been submitted to the insurance company and has not gone through the insurer's complaint process; or is being or has been dealt with by a court or an alternative dispute resolution process.</p> <p><b>OmbudService for Life and Health Insurance</b> (for life, disability, employee health &amp; travel insurance &amp; insurance investment products such as annuities &amp; segregated funds) 1-888-295-8112 <a href="http://www.olhi.ca/">http://www.olhi.ca/</a></p> <p><b>General Insurance OmbudService (GIO)</b> (for car, home &amp; business insurance complaints against GIO member insurance companies – their site lists members) 1-877-225-0446 <a href="http://www.giocanada.org/">http://www.giocanada.org/</a></p>
	<ul style="list-style-type: none"> <li>• Legal advice</li> </ul>	<p><b>Lawyer Referral Service</b> 1-800-268-8326 <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a></p>
<b>Insurance Law – Long Term Disability (LTD)</b>	<ul style="list-style-type: none"> <li>• Disputing Long Term disability cut offs or other problems with private disability insurance</li> </ul>	<p><b>Private bar</b> Please refer to our local yellow pages for a lawyer who deals with long term disability insurance law.</p>
<b>Junk Mail</b>	<ul style="list-style-type: none"> <li>• How to stop receiving junk mail</li> </ul>	<p><b>Red Dot Campaign</b> <a href="http://www.reddotcampaign.ca/">http://www.reddotcampaign.ca/</a> email: <a href="mailto:info@reddotcampaign.ca">info@reddotcampaign.ca</a></p> <p><b>Canada Post</b> 1-866-607-6301 <a href="http://www.canadapost.ca/cpo/mc/personal/support/helpcentre/receiving_choice_opt_in.jsf">http://www.canadapost.ca/cpo/mc/personal/support/helpcentre/receiving_choice_opt_in.jsf</a></p> <p>The Red Dot website has instructions on posting a No Junk Mail sign and a draft letter to give to your carrier. If this still doesn't work, contact your local Canada Post office or call the toll free line above.</p> <p>Note that if you advise Canada Post that you do not want to get unaddressed admail, you will not receive municipal service notices either (changes in garbage pick up, town hall meetings, etc.)</p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<b>Landlords – problems with tenants</b>	<ul style="list-style-type: none"> <li>Information and referrals</li> </ul>	<p><b>Community Legal Education Ontario (CLEO)</b> (online pamphlets) (416) 408-4420 <a href="http://www.cleo.on.ca/english/pub/onpub/subject/landlord.htm">http://www.cleo.on.ca/english/pub/onpub/subject/landlord.htm</a></p> <p><b>Landlord and Tenant Board (LTB)</b> 1-888-332-3234 (facts sheets available online) <a href="http://www.ltb.gov.on.ca">http://www.ltb.gov.on.ca</a></p> <p><b>Community Advocacy &amp; Legal Centre</b> (referrals only) <a href="http://www.communitylegalcentre.ca/PDF/Landlord_Information_Sheet.pdf">http://www.communitylegalcentre.ca/PDF/Landlord_Information_Sheet.pdf</a></p> <p>View <i>Residential Tenancies Act</i> (RTA) online at: <a href="http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_06r17_e.htm">http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_06r17_e.htm</a></p> <p><b>Government Book Store (Publications Ontario)</b> 1-800-668-9938 (TTY: 1-800-268-7095) (Order copy of RTA) <a href="http://www.e-laws.gov.on.ca/index.html">http://www.e-laws.gov.on.ca/index.html</a> (Click on “Order”) OR <a href="http://www.publications.serviceontario.ca/ecom/">http://www.publications.serviceontario.ca/ecom/</a> (Order online)</p>
	<ul style="list-style-type: none"> <li>Legal advice (LSHC, LRS)</li> </ul>	<p><b>Landlord Self Help Centre (LSHC)</b> (416) 504-5190 or 1-800-730-3218 <a href="http://www.landlordselfhelp.com">www.landlordselfhelp.com</a></p> <p><b>Lawyer Referral Service</b> 1-800-268-8326 <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a></p>
<b>Lawsuits</b>	<ul style="list-style-type: none"> <li>Legal information</li> </ul>	<p><b>Justice Ontario (Ministry of the Attorney General)</b> 1-866-252-0104 <a href="http://www.ontario.ca/justiceontario">www.ontario.ca/justiceontario</a> (see Lawsuits &amp; disputes section)</p> <p><b>Law Help Ontario</b> No phone calls - Walk in Clinics Only (in Toronto):</p> <ul style="list-style-type: none"> <li>393 University Avenue, Ground Flr (Superior Court matters)</li> <li>47 Sheppard Avenue East (Small Claims matters, Tues/Thur)</li> </ul> <p><a href="http://www.lawhelpontario.org/civil/">http://www.lawhelpontario.org/civil/</a> (They have a video on representing yourself in small claims court.)</p> <p><b>Ontario Bar Association – YouTube Videos</b> Hosts a series of videos on Small Claims Court procedures <a href="http://www.youtube.com/user/ALERTOBA">http://www.youtube.com/user/ALERTOBA</a></p>
	<ul style="list-style-type: none"> <li>Legal advice</li> </ul>	<p><b>Lawyer Referral Service</b> 1-800-268-8326 <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a></p> <p><b>Justice Net</b> 1-866-919-3219 <a href="http://www.justicenet.ca">http://www.justicenet.ca</a></p> <p>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.</p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<p><b>Mental Health – Contesting a Capacity Assessment</b></p>	<ul style="list-style-type: none"> <li>• Fighting an assessment of incapacity</li> <li>• The Consent and Capacity Board has a number of information sheets online</li> <li>• Legal Aid Ontario has a duty to arrange legal representation for persons alleged to be incapable in proceedings under the <i>Health Care Consent Act, 1996</i> before the Consent and Capacity Board where so ordered by the Board. See <a href="#">Mental Health – Psychiatric Patients in Hospitals</a> if you are a hospital patient and need a patient advocate.</li> </ul>	<p><b>Ministry of Health Info-Line</b> 1-800-461-2036</p> <p><b>Consent and Capacity Board</b> 1-866-777-7391 or TTY: 1-877-301-0889 <a href="http://www.ccboard.on.ca">www.ccboard.on.ca</a> <a href="http://www.ccboard.on.ca/scripts/english/publications/infosheets.asp">http://www.ccboard.on.ca/scripts/english/publications/infosheets.asp</a></p> <p>A person who has been assessed as incapable has the right to have the assessment independently reviewed by the <a href="#">Consent and Capacity Board</a>, a tribunal operated by the Ministry of Health.</p> <p>For more information about contesting an assessment visit the Ministry of the Attorney General’s website at: <a href="http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/incapacity/capacity_assessment.asp#contesting">http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/incapacity/capacity_assessment.asp#contesting</a></p> <p><b>Advocacy Centre for the Elderly (ACE)</b> (416) 598-2656 <a href="http://www.ancelaw.ca">http://www.ancelaw.ca</a></p> <p><b>Legal Aid Ontario</b> 1-800-668-8258 <a href="http://www.legalaid.on.ca">www.legalaid.on.ca</a></p>
<p><b>Mental Health – Declaring Someone Incapable</b></p>	<ul style="list-style-type: none"> <li>• If you know of an adult who appears to be mentally incapable and at serious risk, contact the Office of the Public Guardian and Trustee (OPGT).</li> </ul>	<p><b>Office of the Public Guardian and Trustee (OPGT)</b> 1-800-366-0335 <a href="http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/contact.asp">http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/contact.asp</a></p> <p>If it appears that a person is mentally incapable and at serious risk of harm, the OPGT will conduct an investigation if no alternative solution can be found.</p> <p><b>It is important to note that this is not an immediate, emergency crisis response service.</b> If you are in a crisis or can't wait for an appointment, go to the emergency department of a nearby hospital. The OPGT has no authority to make decisions for the person during an investigation or while the matter is before the courts.</p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<p><b>Mental Health – psychiatric patients in hospitals (including those being held against their will)</b></p>	<ul style="list-style-type: none"> <li>Psychiatric Patient Advocate Office (PPAO) protects the civil and legal rights of inpatients in the Ontario provincial psychiatric hospitals.</li> </ul> <p>(Their website provides a series of “infoguides” on a variety of topics, including accessing clinical records, Ontario review board appeals, involuntary patients, restraints, self-advocacy and more)</p>	<p><b>Psychiatric Patient Advocate Office (PPAO) - Field Office</b> (613) 548-5575 (Kingston) <a href="http://www.ppaov.gov.on.ca/">http://www.ppaov.gov.on.ca/</a></p> <p><b>Psychiatric Patient Advocate Office (PPAO) - Head Office</b> 1-800-578-2343 (Toronto) <a href="http://www.ppaov.gov.on.ca/">http://www.ppaov.gov.on.ca/</a> <a href="http://www.ppaov.gov.on.ca/inf-ove.html">http://www.ppaov.gov.on.ca/inf-ove.html</a> - Info Guides</p> <p>A Belleville General or Quinte Health Care Patient can speak to a Patient Advocate from Kingston or Ottawa who will advise them of their rights.</p> <p><b>David Milne (613-962-6369) is the Rights Advisor in Belleville.</b> He works for the Psychiatric Patient Advocate Office.</p> <p>If patient wants a review hearing, the advocate will complete and fax an application form to Legal Aid. Legal Aid (Belleville) will issue a certificate and call a local lawyer to see the client and attend at a review hearing. They will accept collect calls from Belleville hospital.</p> <p><b>Legal Aid Ontario</b> 1-800-668-8258 <a href="http://www.legalaid.on.ca">http://www.legalaid.on.ca</a></p>
	<ul style="list-style-type: none"> <li>Pamphlets on Patients' Rights</li> </ul>	<p><b>CLEO (Community Legal Education Ontario)</b> <a href="http://www.cleo.on.ca/english/pub/onpub/subject/health.htm">http://www.cleo.on.ca/english/pub/onpub/subject/health.htm</a></p> <p>The Health and Disability page of their website has pamphlet on: <b>Patient Rights: Form 1 - Are you in hospital for a psychiatric assessment?</b></p>
<p><b>Passports</b></p>	<ul style="list-style-type: none"> <li>Complaints must first be directed to Passport Canada. If they cannot be solved, then the Ombudsman's office hears the complaint and offers mediation</li> </ul>	<p><b>Passport Canada</b> 1-800-567-6868 or TTY: 1-800-255-7655 <a href="http://www.pptc.gc.ca/">http://www.pptc.gc.ca/</a></p> <p><b>Passport Canada Ombudsman</b> 819-934-1971 <a href="http://www.pptc.gc.ca/ombudsman/index.aspx?lang=e">http://www.pptc.gc.ca/ombudsman/index.aspx?lang=e</a></p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info		
<p><b>Power of Attorney</b></p>	<ul style="list-style-type: none"> <li>Where to obtain power of attorney kits, some general information</li> </ul> <p>(see below for legal advice and pamphlets)</p>	<p><b>Public Guardian and Trustee, Ministry of the Attorney General (PGT)</b> 1-800-366-0335 <a href="http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poa.asp">http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poa.asp</a></p> <p>Online forms/kits to download: <a href="http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/pokit.asp">http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/pokit.asp</a></p> <p><b>MPP, Prince Edward-Hastings (Todd Smith)</b> 613-332-5850 or 613-962-1144 or 1-877-536-6248 <a href="http://toddsmithmpp.ca">http://toddsmithmpp.ca</a></p> <p><b>MPP, Lanark-Frontenac-Lennox &amp; Addington (Randy Hillier)</b> 613-354-6332 (Napanee office) <a href="http://www.randyhillier.com">http://www.randyhillier.com</a></p> <p><b>MPP, Northumberland-Quinte West (Rob Milligan)</b> 613-392-3038 (New MPP, no website yet)</p> <p><b>Power of Attorney Kits also available at ServiceOntario:</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"><b>Belleville:</b> 199 Front St. (613) 968-3769 or 1-800-268-8758 TTY: 1-800-268-7095</td> <td style="width: 50%; border: none;"><b>Bancroft:</b> 50 Monck St. (613) 332-5573 or 1-800-746-5520 TTY: 1-800-268-7095</td> </tr> </table> <p><b>Tweed:</b> 255 Metcalf Street (Mondays only)</p>	<b>Belleville:</b> 199 Front St. (613) 968-3769 or 1-800-268-8758 TTY: 1-800-268-7095	<b>Bancroft:</b> 50 Monck St. (613) 332-5573 or 1-800-746-5520 TTY: 1-800-268-7095
<b>Belleville:</b> 199 Front St. (613) 968-3769 or 1-800-268-8758 TTY: 1-800-268-7095	<b>Bancroft:</b> 50 Monck St. (613) 332-5573 or 1-800-746-5520 TTY: 1-800-268-7095			
	<ul style="list-style-type: none"> <li>Legal advice on giving someone power of attorney</li> </ul>	<p><b>Lawyer Referral Service</b> 1-800-268-8326 <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a></p>		
	<ul style="list-style-type: none"> <li>General Information on Power of Attorney</li> </ul>	<p><b>Justice Ontario (Ministry of the Attorney General)</b> 1-866-252-0104 <a href="http://www.ontario.ca/justiceontario">www.ontario.ca/justiceontario</a> (see Wills and Estates section)</p> <p><b>CLEO (Community Legal Education Ontario)</b> <a href="http://www.cleo.on.ca/english/pub/onpub/subject/health.htm">http://www.cleo.on.ca/english/pub/onpub/subject/health.htm</a></p> <p>Health and Disability page of their website has pamphlets on: <b><i>Continuing Power of Attorney for Property</i></b> <b><i>Power of Attorney for Personal Care</i></b></p>		
<p><b>Privacy – complaints, access to files</b></p>		<p>See “<a href="#"><u>Access to Information</u></a>”</p>		

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<b>Provincial Services, Laws, Programs and agencies</b>	<ul style="list-style-type: none"> <li>• Information and referrals</li> <li>• Non-legal help with:               <ul style="list-style-type: none"> <li>• Ontario Works/Disability</li> <li>• Trillium Drug program</li> <li>• Health care cards</li> <li>• Family Responsibility Office</li> <li>• OSAP</li> <li>• Birth, death, marriage certificates</li> </ul> </li> </ul>	<p><b>MPP, Prince Edward-Hastings (Todd Smith)</b> 613-332-5850 or 613-962-1144 or 1-877-536-6248 <a href="http://toddsmithmpp.ca">http://toddsmithmpp.ca</a></p> <p><b>MPP, Lanark-Frontenac-Lennox &amp; Addington (Randy Hillier)</b> 613-354-6332 (Napanee office) <a href="http://www.randyhillier.com">http://www.randyhillier.com</a></p> <p><b>MPP, Northumberland-Quinte West (Rob Milligan)</b> 613-392-3038 (New MPP, no website yet)</p>
	<ul style="list-style-type: none"> <li>• Complaints about provincial government services or orgs</li> </ul>	<p><b>Ombudsman Ontario</b> 1-800-263-1830 <a href="http://www.ombudsman.on.ca">http://www.ombudsman.on.ca</a></p>
<b>Provincial Offences – (Highway Traffic Act, etc.)</b>	<ul style="list-style-type: none"> <li>• Legal information</li> </ul>	<p><b>Justice Ontario (Ministry of the Attorney General)</b> 1-866-252-0104 <a href="http://www.ontario.ca/justiceontario">www.ontario.ca/justiceontario</a> (see Tickets and Fines section)</p>
	<ul style="list-style-type: none"> <li>• Legal advice</li> </ul>	<p><b>Legal Aid Ontario</b> 1-800-668-8258</p> <p>Legal Aid will only give a certificate if you are facing possible jail time.</p> <p>You can also visit the criminal court in your area to speak to duty counsel there.</p> <p><b>Justice Net</b> 1-866-919-3219 <a href="http://www.justicenet.ca">http://www.justicenet.ca</a></p> <p>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.</p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<p><b>Seniors Issues</b></p>	<ul style="list-style-type: none"> <li>Information &amp; referrals on seniors' law issues incl. nursing homes, health care, elder abuse, etc.</li> </ul>	<p><b>Advocacy Centre for the Elderly (ACE)</b> (416) 598-2656 <a href="http://www.ancelaw.ca">http://www.ancelaw.ca</a></p> <p>For more info on Elder Abuse, see the <a href="#">Elder Abuse</a> section above.</p>
	<ul style="list-style-type: none"> <li>Assistance, home care, etc. (Community Care offers transportation to appts. for a small fee – for both the elderly or those who are disabled)</li> <li>For complaints regarding home care see <a href="#">Health Care – Long Term Care Homes</a></li> </ul>	<p><b>Community Care for South Hastings</b> 613-969-0130 (Belleville) or 613-396-6591 (Deseronto) <a href="http://www.ccsch.ca/services.html">http://www.ccsch.ca/services.html</a></p> <p>Volunteer drivers are available to provide long distance and local transportation to medical, dental and therapy appointments, for those who qualify. A nominal cost applies.</p> <p><b>Community Care for Centre Hastings</b> 613-473-9009 or Toll Free 1-800-554-1564 <a href="http://www.ccch.ca/transportation.html">http://www.ccch.ca/transportation.html</a></p> <p>Community Care will arrange rides to and from medical appointments and social functions (for a fee). The Community Care wheelchair accessible van services Stirling, Marmora, Madoc and Tweed. The van can go as far away as Toronto or Ottawa.</p> <p><b>Community Care for North Hastings</b> (613) 332-4700 <a href="http://comcarenh.org/">http://comcarenh.org/</a></p> <p><b>Prince Edward County Community Care for Seniors Assn</b> (613) 476-7493 <a href="http://www.pec.on.ca/seniors/">http://www.pec.on.ca/seniors/</a></p>
	<ul style="list-style-type: none"> <li>Transportation in Coe Hill - Picks seniors up at home and takes them to any appt. or shopping</li> </ul>	<p><b>Seniors Handi-Bus (Coe Hill residents)</b> Contact: Peter (613) 332-4700, ext 25</p>
	<ul style="list-style-type: none"> <li>SE LHIN Health Van (for medical appointments)</li> </ul>	<p><b>SE LHIN Health Van Program (operated by VON)</b> 613-392-4181, Ext. 5344 or 1-888-279-4866</p> <p>Fee for vans is 26 cents per km. A van must have at least 2 people to be economically feasible to run. Two of the vans are wheelchair accessible.</p>
	<ul style="list-style-type: none"> <li>Seniors Housing – Geared to Income unit available (information current as of Mar 2011)</li> </ul>	<p><b>Hastings Housing Programs Branch</b> 613-968-3465 <a href="http://www.hastingscounty.com">http://www.hastingscounty.com</a></p> <p>Seniors units are available in Frankford, Marmora, Madoc and Bancroft. Call 1-866-414-0300 to apply or above for more info.</p>
	<ul style="list-style-type: none"> <li>Pamphlets</li> </ul>	<p><b>CLEO (Community Legal Education Ontario)</b> Pamphlets on Elder Abuse, Bill of Rights for Long Term Care <a href="http://www.cleo.on.ca/english/pub/onpub/subject/seniors.htm">http://www.cleo.on.ca/english/pub/onpub/subject/seniors.htm</a></p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<b>Social Insurance Number (SIN)</b>	<ul style="list-style-type: none"> <li>How to obtain a SIN or replacement SIN card</li> </ul>	<p><b>Human Resource Centre</b>            Belleville (613) 969-3350  <a href="http://www.hrsdc.gc.ca/cgi-bin/hr-display.cgi?rc=3561&amp;ln=e">http://www.hrsdc.gc.ca/cgi-bin/hr-display.cgi?rc=3561&amp;ln=e</a>            Napanee (613) 354-3367</p> <p><b>HRSDC website – How to Apply</b>  <a href="http://www.hrsdc.gc.ca/asp/gateway.asp?hr=en/cs/sin/0200/0200_010.shtml&amp;hs=sxn">http://www.hrsdc.gc.ca/asp/gateway.asp?hr=en/cs/sin/0200/0200_010.shtml&amp;hs=sxn</a></p>
	<ul style="list-style-type: none"> <li>For problems with your SIN card, see your MP</li> </ul>	<p><b>MP, Northumberland/Quinte West</b>            (613) 392-3382  <a href="http://www.ricknorlock.ca/">http://www.ricknorlock.ca/</a></p> <p><b>MP, Prince Edward-Hastings</b>            (613) 969-3800 or 1-866-471-3800  <a href="http://www.darylkramp.ca/">http://www.darylkramp.ca/</a></p> <p><b>MP, Lanark, Frontenac, Lennox &amp; Addington</b>            (613) 354-1948 or 1-866-929-0092  <a href="http://www.scottreid.ca/">http://www.scottreid.ca/</a></p>
<b>Student Loans</b>	<ul style="list-style-type: none"> <li>Info about maintaining or repaying a student loan or to apply for the Permanent Disability Benefit or Tax Relief</li> </ul>	<p><b>National Student Loans Service Centre</b>            1-888-815-4556</p> <p>(If you have a Canada Student Loan negotiated on or after August 1, 2000, an Ontario Student Loan negotiated on or after August 1, 2001 or a Canada-Ontario Integrated Student Loan negotiated after November 17, 2001)</p> <p>For Canada Student Loan negotiated before August 1, 2000 or Ontario Student Loan negotiated before August 1, 2001 contact the lender holding your loan.</p>
	<ul style="list-style-type: none"> <li>Other help with student loans</li> </ul> <p>(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.)</p>	<p><b>MP, Northumberland/Quinte West</b>            (613) 392-3382  <a href="http://www.ricknorlock.ca/">http://www.ricknorlock.ca/</a></p> <p><b>MP, Prince Edward-Hastings</b>            (613) 969-3800 or 1-866-471-3800  <a href="http://www.darylkramp.ca/">http://www.darylkramp.ca/</a></p> <p><b>MP, Lanark, Frontenac, Lennox &amp; Addington</b>            (613) 354-1948 or 1-866-929-0092  <a href="http://www.scottreid.ca/">http://www.scottreid.ca/</a></p>
<b>Traffic Offences</b>		<p>See “<a href="#">Provincial Offences</a>”</p>

## Where Else to Go For Help

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

Type of Problem	Type of Help	Resource & Contact Info
<b>Veteran's Affairs</b>	<ul style="list-style-type: none"> <li>Info on programs for veterans</li> </ul>	<p><b>Veteran Affairs Canada - Veteran's Services</b> 1-866-522-2122 <a href="http://www.vac-acc.gc.ca/clients/sub.cfm?source=services">http://www.vac-acc.gc.ca/clients/sub.cfm?source=services</a></p>
	<ul style="list-style-type: none"> <li>Where to appeal decisions of the Minister of Veterans Affairs</li> </ul>	<p><b>Veteran's Review and Appeal Board</b> 1-800-450-8006 or Email: VRAB_TACRA@vac-acc.gc.ca <a href="http://www.vrab-tacra.gc.ca/">http://www.vrab-tacra.gc.ca/</a></p>
	<ul style="list-style-type: none"> <li>Free legal advice, services and representation to people who want to appeal a decision or assessment that has been awarded</li> </ul>	<p><b>Bureau of the Pensions Advocates</b> 1-877-228-2250 <a href="http://www.vac-acc.gc.ca/clients/sub.cfm?source=department/organization/bpa1">http://www.vac-acc.gc.ca/clients/sub.cfm?source=department/organization/bpa1</a></p>
	<ul style="list-style-type: none"> <li>Upholds the Veterans Bill of Rights; receives and reviews complaints stemming from programs and services provided or administered by Veterans Affairs or pertaining to the Bill of Rights.</li> </ul>	<p><b>Veteran's Ombudsman</b> 1-877-330-4343 <a href="http://www.ombudsman-veterans.gc.ca/">http://www.ombudsman-veterans.gc.ca/</a></p> <p>Independent officer who reports directly to the Minister of Veterans Affairs. <b>Note:</b> The 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. The ombudsman will also <u>not</u> review court decisions and legal advice provided by the Bureau of Pension Advocates.</p>
<b>Veterinary Bills</b>	<ul style="list-style-type: none"> <li>Financial assistance to pay vet bills for pets</li> <li>Vets must apply (not owners) – application forms are on OVMA website</li> </ul>	<p><b>The Farley Foundation</b> 1-888-262-9811 (Veterinarians can call for information) <a href="http://www.farleyfoundation.org">www.farleyfoundation.org</a> or <a href="http://www.ovma.org/farley_foundation">www.ovma.org/farley_foundation</a></p> <p>Funding limited to \$1000 per pet owner per year. Veterinarians, who must be members of OVMA, apply for funds on behalf of low-income clients. <b>Owners cannot apply directly.</b> See website for eligibility rules or ask your vet.</p>
<b>Wills and Estates</b>	<ul style="list-style-type: none"> <li>Legal information</li> </ul>	<p><b>Justice Ontario (Ministry of the Attorney General)</b> 1-866-252-0104 <a href="http://www.ontario.ca/justiceontario">www.ontario.ca/justiceontario</a> (see Wills and Estates section)</p>
	<ul style="list-style-type: none"> <li>Legal advice</li> </ul>	<p><b>Lawyer Referral Service</b> 1-800-268-8326 (Free 30 minute consultation) <a href="http://www.lsuc.on.ca/faq.aspx?id=1146">http://www.lsuc.on.ca/faq.aspx?id=1146</a></p> <p><b>Justice Net</b> 1-866-919-3219 <a href="http://www.justicenet.ca">http://www.justicenet.ca</a></p> <p>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.</p>