

# Community & Disability Law Services

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## Community Legal Assistance Society

Providing specialized legal assistance to promote social justice since 1971

### WHO ARE WE?

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The purpose of the Community Legal Assistance Society (CLAS) is to provide legal advice and assistance, and to use and develop the law for the benefit of people who are physically, mentally, socially, economically or otherwise disadvantaged, or whose human rights need protection.

### HOW CAN WE HELP?

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#### *Housing*

We can help you if:

- You lost your Residential Tenancy hearing and you want to ask a judge to review the decision (we have a self-help clinic with lawyers who can advise you);
- There is an Order of Possession requiring you to leave your home, and you need advice on what to do; or
- You have been evicted from your co-op and you need advice on what to do.

#### *Income security*

We can help you if:

- You lost your appeal to the Employment and Assistance Appeal Tribunal and you want to ask a judge to review the decision (we have a self-help clinic with lawyers who can advise you); or
- You want to appeal a decision about your government pension benefits, including CPP, CPP disability or Old Age Security.

#### *Debt Issues*

We can help you if:

- The government or another creditor is trying to collect a debt from you that you don't think you owe;
- A debt collector is harassing you; or
- A creditor has garnished your welfare or disability benefits.

#### *Access to Education*

We may be able to help if your child has a disability or learning difference and is being refused an educational service that affects his or her education, health or safety, and you have lost your appeal to the school board under Section 11 of the School Act.

### *Community Living Supports*

We may be able to help if you have been denied services from Community Living British Columbia or another similar home care or continuing care service, and you have exhausted the available internal appeal or complaint processes.

### *Access to Public Services*

We may be able to help if you have been unable to access a public service because of your disability, and you want to know if something can be done to accommodate your disability and help you access the service.

### *Employment Insurance*

We can help if:

- You were found eligible for Employment Insurance, but your employer has appealed that decision;
- You won your appeal to the Board of Referees, but the government (the Canadian Employment Insurance Commission) has appealed that decision;
- You lost your appeal to the Board of Referees, but 1 of the 3 Referees agreed with you; or
- You showed up for your appeal, and the Referees or the Umpire told you to go get help.

### *Workers' Compensation*

We may be able to help you if:

- You lost your appeal to the Workers' Compensation Appeal Tribunal (WCAT) and want WCAT to reconsider their decision, or a court to overturn it; and
- The advocate who helped you at WCAT cannot assist you.

### *Information and Privacy for People with Disabilities*

We may be able to help if the BC Information and Privacy Commissioner has made an Order against you regarding your disability-related information, and you want to ask a judge to review the Order

## **HOW DO I GET HELP?**

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You should call our office at 604-685-3425 or Toll Free at 1-888-685-6222.

Here are some important things to remember before you call:

- **CALL RIGHT AWAY!** This is very important because there are timelines for appealing and reviewing most decisions, and sometimes the timelines can be very short. We will not be able to help you unless we have time to make an appointment, review your file and prepare your case.
- **Have your papers ready.** Gather all of the documents concerning your problem, including any decisions that have been made so far.

- Our services are intended for economically disadvantaged clients so we may need to ask you about your household income.
- We cannot represent every client who contacts us but we will do our best to give you advice and point you in the right direction.

*The legal services that we provide are free of charge and are made possible by generous funding from The Law Foundation of BC.*



## **OTHER PROGRAMS AT CLAS**

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CLAS' **BC Human Rights Clinic** represents complainants whose cases have been accepted by the BC Human Rights Tribunal for hearing.

CLAS' **Mental Health Law Program** represents individuals who have been involuntarily detained under the *BC Mental Health Act* and people who have been found not criminally responsible under the mental disorder provisions of the *Criminal Code*.

CLAS also supervises the **Law Students' Legal Advice Program**, which provides legal assistance to low income individuals on a variety of legal matters. The LSLAP office can be reached at **604-822-5791**.

## **FOR MORE INFORMATION ABOUT CLAS**

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For a printable version of this brochure or more information about the services that we provide, please visit our website at [www.clasbc.net](http://www.clasbc.net) or contact our office at:

**300 - 1140 West Pender Street  
Vancouver, BC V6E 4G1**

**Phone: 604-685-3425  
Toll free: 1-888-685-6222  
Fax: 604-685-7611**

