

## **Information Sheet - FAQs**

https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/master-lists/contacts-master-list#m

#### Α

## **Access Pro Bono Society of British Columbia**

300 – 845 Cambie Street Vancouver, BC V6B 4Z9 Telephone: 604 878-7400 Toll Free: 1-877-762-6664

Facsimile: 604 893-8934

Other Contact information: http://www.accessprobono.ca/contact-apb

Website (Access Pro Bono): http://www.accessprobono.ca/

#### **Allowance**

Contact for information on the Allowance that may be available to spouses of Old Age Security pensioners.

https://www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security/guaranteed-income-supplement/allowance.html

#### Allowance for the Survivor

Contact for information on the Allowance for the survivor that may be available to widowed spouses of Old Age Security pensioners.

Human Resources and Skills Development Canada

https://www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security/guaranteed-income-supplement/allowance-survivor.html

## **Applying for a BC Birth Certificate**

Contact to apply for a BC birth certificate.

Ministry of Health

British Columbia Vital Statistics Agency

https://www2.gov.bc.ca/gov/content/life-events/birth-adoption/births/birth-certificates

### Applying for a SIN

Contact to apply for a SIN.

Service Canada

https://www.canada.ca/en/employment-social-development/services/sin.html

### **Apprenticeship Training**

**Industry Training Authority Customer Service** 



800, 8100 Granville Avenue Richmond, B.C. V6Y 3T6

Telephone: 778-328-8700

Fax: 778-328-8701

Toll Free (within BC): 1-866-660-6011 E-mail: customerservice@itabc.ca

https://www.itabc.ca/overview/discover-apprenticeship-programs

#### В

#### **BC Bus Pass Program**

Online: New applications, replacement applications, and bus pass program address changes can be submitted using the BC Bus Pass Online Request for Service at www.buspass.gov.bc.ca.

Email: General enquiries can be submitted using the BC Bus Pass General Enquiry Form. Instructions for emailing the form are available at <a href="http://gov.bc.ca/buspassprogram">http://gov.bc.ca/buspassprogram</a>.

Phone: General Inquiries 1-866-866-0800.

#### **Document Mail:**

Ministry of Social Development and Poverty Reduction **BC Bus Pass Program** PO Box 9985 Stn Prov Govt Victoria BC V8W 9R6

#### **Payment Mail:**

**Bus Pass Program** Mnistry of Social Development and Poverty Reduction PO Box 9430 Stn Prov Govt Victoria BC V8W 9V2

Fax: 1 855-771-8788

### PLEASE NOTE:

To assist with your request, please provide your 9 digit BC Bus Pass Program account number or Social Insurance number. If you require Interpretive Services, please provide your spoken language.

### **BC Dental Association's Find-a-Dentist Search Engine**

https://www.yourdentalhealth.ca/visiting-your-dentist/find-a-dentist/

#### **BC Hydro**

Call for information on the status of a recipient's BC Hydro account.

BC Hydro and Power Authority **Billing or Account Information** Telephone: 604 224-9376 (In Greater Vancouver)



1 800 224-9376 (Toll Free from Other Areas http://www.bchydro.com

#### **BC Services Card**

Contact for information about the BC Services Card <a href="https://www2.gov.bc.ca/gov/content/governments/government-id/bc-services-card/">https://www2.gov.bc.ca/gov/content/governments/government-id/bc-services-card/</a> <a href="https://www2.gov.bc.ca/gov/content/governments/government-id/bc-services-card/your-card/get-a-card/">https://www2.gov.bc.ca/gov/content/governments/government-id/bc-services-card/your-card/get-a-card/</a>

- Replacing Your BC Services Card with a Photo
- Report your missing card by phoning the ICBC driver licensing centre as soon as possible.

o Victoria: (250) 978-8300

o Elsewhere in B.C.: 1-800-950-1498

- Get your card replaced by visiting an ICBC driver licensing office near you.
- Replacing Your BC Services Card without a Photo
- Report your missing card by phoning Health Insurance BC as soon as possible. Health Insurance BC will assist you in obtaining a replacement card.

o Vancouver: (604) 683-7151

Elsewhere in B.C.: 1-800-663-7100

#### **Burial on Reserves**

Contact to obtain information about burials on reserve.

Indigenous Services Canada (ISC) British Columbia Region Suite 600 1138 Melville Street Vancouver, BC V6E 4S3 Telephone: 604 775-5100

1 800 665-9320 (for calls within BC only)

Fax: 604 775-7149

E-mail: aadnc.infopubs.aandc@canada.ca

### C

#### **Canada Child Benefit**

Contact for information on the Canada Child Benefit that may be available to clients for children.

Canada Revenue Agency

https://www.canada.ca/en/revenue-agency/services/child-family-benefits/canada-child-benefit-overview/canada-child-benefit-contact.html



#### **Canada Pension Plan**

Contact for information on the Canada Pension Plan.

Employment and Social Development Canada (ESDC)

Canada Pension Plan

https://www.canada.ca/en/employment-social-development/corporate/contact/cpp.html

#### Canada Pension Plan (CPP) Death Benefit

Contact for information on eligibility for the CPP Death Benefit.

Service Canada

**Income Security Programs** 

Telephone: 1 800 277-9914 (for service in English) 1 800 277-9915 (for service in French)

1 800 255-4786 TTY/Teletypewriter Users Only

https://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-death-benefit.html

### **Certification of Guide Dogs and Service Dogs**

Call 1 866 866-0800 to enquire about the supplement.

To apply for **provincial certification** of a guide dog or service dog contact:

Ministry of Public Safety and Solicitor General

**Security Programs Division** 

E-mail: GuideandServiceDogs@gov.bc.ca

http://www2.gov.bc.ca/gov/content/justice/human-rights/guide-and-service-dog

### Child and family benefits calculator

Calculator that can be used to see what child and family benefits you may be able to get and how much your payments may be.

https://www.canada.ca/en/revenue-agency/services/child-family-benefits/child-family-benefits-calculator.html

#### **College of Physicians and Surgeons of British Columbia**

To confirm that the medical practitioner is recognized as a specialist in accordance with the bylaws made by the board for the College of Physicians and Surgeons of British Columbia.

https://www.cpsbc.ca/physician search

### **Community Legal Assistance Society**

Suite 300 – 1140 West Pender Street

Vancouver BC V6E 4G1

Telephone: 604-685-3425 (Greater Vancouver)



Toll Free: 1-888-685-6222 (no charge, elsewhere in BC)

https://clasbc.net/about-clas/contact/

#### **Contact Centre**

Contact for information or questions about T5007 tax slips.

Ministry of Social Development and Poverty Reduction

**Contact Centre** 

Telephone: 1877815-2363 - Option 0

#### **Courthouse Locations**

http://www2.gov.bc.ca/gov/content/justice/courthouse-services/courthouse-locations

#### **CPP Program Services**

All CPP D&E enquiries and applications province-wide are managed by the CPP Program Services:

Provincial CPP Recovery Program PO Box 9950 Stn Prov Govt Victoria, BC V8W 9R3

Toll free fax: 1866-696-5006

Toll free number: 1877815-2363 (option 3)

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#### **Emergency Support Services**

Emergency Support Services (ESS) provides short-term assistance to British Columbians who are forced to leave their homes because of fire, floods, earthquakes or other emergencies. This assistance includes food, lodging, clothing, emotional support and family reunification.

https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/volunteers/emergency-support-services

### **Employment and Assistance Appeal Tribunal**

Contact for information on the BC Employment and Assistance appeal process.

Employment and Assistance Appeal Tribunal PO Box 9994 Stn Prov Govt Victoria, BC V8W 9R7 Telephone: 250 356-6374 1 866 557-0035 (toll-free long distance) Fax:

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250 356-9687

1 877 356-9687 (toll-free long distance)

E-mail: <u>info@eaat.ca</u>



https://www.eaat.ca/eaat.ca/home.html

#### **Employment Insurance**

Contact for information on Employment Insurance benefits that may be available to clients.

https://www.canada.ca/en/employment-social-development/corporate/contact/ei-individual.html

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#### **Financial and Administrative Services Branch**

Ministry of Social Development and Social Innovation Financial and Administrative Services Branch (FASB) PO Box 9950 Stn Prov Govt Victoria BC V8W 9R3

Telephone: 1 604-660-1180

#### **Fuel Tax Refund Program**

Contact for information on the fuel tax refund that may be available to clients. https://www2.gov.bc.ca/gov/content/taxes/sales-taxes/motor-fuel-carbon-tax/fuel-tax-refund

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### **Government Communications and Public Engagement**

Contact for referring all inquiries from the media.

**GCPE Director** 

Telephone: 250 387-6489

Media Manager

Telephone: 250 387-1412

#### **Guaranteed Income Supplement**

Contact for information on Guaranteed Income Supplement benefits that may be available to Old Age Security pensioners.

https://www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security/guaranteed-income-supplement.html

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#### **Health Connections**

A regional travel assistance program that offers subsidized transportation options to help defray costs for rural residents who must travel to obtain non-emergency medical care outside their home community.

https://www2.gov.bc.ca/gov/content/health/accessing-health-care/tap-bc/health-connections



#### **Health Insurance BC**

Ministry of Health Medical Services Plan Telephone: 1-800-663-7100

Email: hlth.mspdes@hibc.gov.bc.ca

https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp

#### **Healthy Kids**

Contact for information on optical, hearing instruments, and dental supplements

**Contact Centre** 

General Inquiries: 1-866-866-0800.

#### **Home Owner Grants**

Contact for information on grants that may be available to homeowners. <a href="https://www2.gov.bc.ca/gov/content/taxes/property-taxes/annual-property-tax/home-owner-grant">https://www2.gov.bc.ca/gov/content/taxes/property-taxes/annual-property-tax/home-owner-grant</a>

## **Hope Air**

National charity that helps arrange free air transportation for Canadians who are in financial need and require non-emergency care outside their home communities. https://hopeair.ca/

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#### **ICBC**

Contact for information on ICBC.

Insurance Corporation of BC

Phone: 1-800-663-3051 or attend a local ICBC driver licensing office <a href="http://www.icbc.com/about-icbc/contact-us/Pages/default.aspx">http://www.icbc.com/about-icbc/contact-us/Pages/default.aspx</a>

#### Income assistance

- Online with My Self Serve
- Toll-free with 1-866-866-0800
- In-person at an office location

#### **Indian status**

https://www.sac-isc.gc.ca/eng/1100100032374/1572457769548



Application forms for Indian status and status cards: <a href="https://www.sac-isc.gc.ca/eng/1462806841047/1572461062751#sec2">https://www.sac-isc.gc.ca/eng/1462806841047/1572461062751#sec2</a>

• How to contact Public Enquiries

Phone: 1-800-567-9604 Fax: 1-866-817-3977

Service hours: Monday to Friday from 9 am to 6 pm Eastern time

Email: aadnc.infopubs.aandc@canada.ca

#### **Indigenous Services Canada (ISC)**

ISC Contact Centre

https://www.sac-isc.gc.ca/eng/1291132820288/1603310905799

### **Information Access Operations (IAO)**

Contact for questions related to information access requests under the *Freedom of Information and Protection of Privacy Act* (FOIPPA):

Ministry of Citizens' Services Information Access Operations – Access Request PO Box 9569 Stn Prov Govt Victoria BC V8W 9K1

Phone: 250-387-1321 Fax: 250-387-9843

Email: FOI.Requests@gov.bc.ca

Contact for questions related to records management:

Ministry of Citizens' Services Information Access Operations – Records Management Inquiry PO Box 9569 Stn Prov Govt Victoria BC V8W 9K1

Phone: 250-387-3387 Fax: 250-387-9843 Email: GRS@gov.bc.ca

## **Insurance Corporation of British Columbia**

Contact to apply for a driver's license, BC Services Card, or BC Identification (BCID) card. http://www.icbc.com/driver-licensing/getting-licensed/Pages/default.aspx

Telephone: 604- 661-2800 (Lower Mainland) 1-800-663-3051 (from other areas of BC)

For a list of fees for driver's license, BC Services Card, or BC Identification (BCID) card. http://www.icbc.com/driver-licensing/visit-dl-office/Pages/Fees.aspx

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#### Jordan's Principle

https://www.sac-isc.gc.ca/eng/1568396296543/1582657596387

## Available 24 hours, 7 days a week

Jordan's Principle Call Centre: <u>1-855-JP-CHILD</u> (<u>1-855-572-4453</u>)

teletypewriter: <u>1-866-553-0554</u>

#### **Justice Access Centres**

http://www2.gov.bc.ca/gov/content/justice/about-bcs-justice-system/legal-help/jac

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#### **Last Post Fund**

Contact to obtain information on funding under the Veterans Affairs Canada Funeral & Burial Program

Last Post Fund

Telephone: 1-800-465-7113

Fax: 514-866-1471 Email: info@lastpost.ca http://www.lastpostfund.ca/

### **Legal Counsel**

Contact for forwarding court order or notice of motion that has been sent to the Employment and Assistance Office.

Ministry of Attorney General SDPR legal counsel

Telephone: 250 356-6466

Fax: 250 356-8992

### **Legal Services Society**

Suite 400 – 510 Burrard St Vancouver BC V6C 3A8 Legal Aid Applications:

Telephone: 604 408-2172 (Greater Vancouver)

Toll Free: 1-866-577-2525 (no charge, elsewhere in BC)

Facsimile: 604 681-2719 Website: www.legalaid.bc.ca

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#### **Medical Services Plan**

Contact for information on Medical Services Plan coverage.



Ministry of Health Telephone: 250 382-8406 (Victoria) 604 683-7151 (Vancouver)

1 800 663-7100 (toll-free from other areas of BC)

http://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp/bc-residents/contact-us

#### **Medical Travel Accommodation**

Hotel accommodation at discounted rates to patients and their families who are required to travel to out-of-town locations to access non-emergency care.

http://csa.pss.gov.bc.ca/medicaltravel/

### **Ministry of Children and Family Development**

#### **General Information**

250-387-7027 (Victoria) 1-877-387-7027

#### **Provincial After Hours Program (Toll-Free in BC)**

1-800-663-9122 604-660-4927 (Metro Vancouver and Outside BC)

## **Helpline for Children (Toll-free in BC)**

310-1234

### **Helpline for Children (TTY Toll-free in BC)**

1-866-660-0505

## **Foster Parent Support Line (Toll-free in BC)**

1-888-495-4440

### Ministry of Children and Family Development Centralized Services Hub

### **Physical Address:**

2nd Floor - 765 Broughton St.

Victoria, BC

#### **Mailing Address:**

PO Box 9781 Stn Prov Govt

Victoria BC V8W 9S5

Telephone: 250-356-6085 Facsimile: 250 -387-7756



## Ministry of Children and Family Development General Enquiry Line

Telephone: 1-877-387-7027 (Toll-Free)

### **MSP Supplementary Benefits**

For more information or to apply for Supplementary Benefits, visit www.gov.bc.ca/MSP/supplementarybenefits

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#### **Old Age Security**

Contact for information on how to apply and eligibility

Employment and Social Development Canada (ESDC)

Telephone: 1800277-9914

https://www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security.html

## **Online Optical**

Contact for Online Optical Telephone: 1-866-502-2729 https://www.clearly.ca/sdsi

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## **PharmaCare**

Contact for information on PharmaCare.

Ministry of Health

http://www2.gov.bc.ca/gov/content/health/health-drug-coverage/pharmacare-for-bc-residents

#### **Prevention and Loss Management Services (PLMS)**

Telephone: 1866 217-1117

# Privacy, Compliance and Training Branch (PCT) Corporate Information and Records Management Office

Contact for questions related to access to, collection, use, storage and disclosure of personal information, privacy impact assessments (PIAs), Information Sharing Agreements (ISAs), or any other matters related to privacy or FOIPPA:

Privacy, Compliance and Training Branch (PCT)
Corporate Information and Records Management Office
Ministry of Finance
2nd Floor - 617 Government Street
Victoria BC V8W 9V1

Phone: Privacy Helpline 250-356-1851



Fax: 250-356-1182

Email: Privacy.Helpline@gov.bc.ca

For Information Incidents (privacy breaches or privacy complaints) contact the Shared Services BC

Service Desk at:

250-387-7000 (option 3).

#### **Property Tax Deferment Program**

Contact for information on the Property Tax Deferment Program.

https://www2.gov.bc.ca/gov/content/taxes/property-taxes/annual-property-tax/defer-taxes

#### Q

#### **Québec Pension Plan**

Contact for information on the Québec Pension Plan.

http://www.rrq.gouv.qc.ca/en/retraite/rrq/Pages/calcul rente.aspx

### R

### Reconsideration, Appeals and Administrative Fairness Branch

Contact for reconsideration of decisions.

PO Box 9963 Stn Prov Govt Victoria, BC V8W 9R5 Telephone: 778 698-7750

Fax: 1 855 771-8784 E-mail: RB@gov.bc.ca

#### Registered Disability Savings Plan (RDSP)

Contact information for any questions relating to the RDSP.

Employment and Social Development Canada Telephone: 1 800 O-Canada or 1 800 622-6232

https://www.canada.ca/en/employment-social-development/programs/disability/savings.html

#### **Registries Admin Service Desk**

Contact for information to find out which PHN should be used.

Ministry of Health

Telephone: 250-952-9137

Email: VSA.REGISTRIESADMIN@gov.bc.ca

**Note**: Calls to the Registries Admin Service Desk will receive first priority therefore it is best to call rather than sending an email if you need immediate assistance.



## **Replacing Immigration Documents**

Contact to replace immigration documents.

https://www.canada.ca/en/immigration-refugees-citizenship/services/application/application-forms-guides/application-verification-status-replacement-immigration-document.html

#### **Residential Tenancy Branch**

Contact for information about the rights, responsibilities and options of landlords and tenants in BC.

Telephone: (toll free) 1 800 665-8779 Lower Mainland: 604 660-1020

Victoria: 250 387-1602 E-mail: <u>HSRTO@gov.bc.ca</u>

https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/contact-the-residential-

tenancy-branch

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#### **Senior's Supplement Contact Information**

General Inquiries: 1-866-866-0800. Please see the Telephone Inquiry Menu Options for specific details.

#### **Service Canada**

Contact information for Service Canada for

- enquiring about federally-funded employment programs available in the community
- locating the nearest CPP office

Service Canada Centre

http://www.servicecanada.gc.ca/tbsc-fsco/sc-hme.jsp?lang=eng

#### **Service Canada Client Call Centre**

Contact information for CPP eligibility and statement of contributions.

Service Canada Client Call Centre line: 1-800-277-9914

## Sign Language Interpreter – A.S.L. Interpreting Inc

Telephone: 604 817-2754

### Sign Language Interpreter – Island Deaf and Hard of Hearing Centre

Contact for information on sign language interpreters

201-754 Broughton Street Victoria, BC, V8W 1E1



Telephone: 250 592-8144

Toll-free Phone: 1 800 667-5448

TTY Phone: 250 592-8147

Fax: 250 592-8199 Email: IDHHC - Victoria

101-75 Front Street Nanaimo, BC V9R 5H9 Telephone: 250 753-0999 Toll-Free: 1 877 424-3323

TTY: 250 753-0977

Toll-Free TTY: 1 877 424-3323

Fax: 250 753-9601 Email: <u>IDHHC - Nanaimo</u>

Website: <a href="http://www.idhhc.ca/">http://www.idhhc.ca/</a>

## Sign Language Interpreter - MCIS Language Services (part of Corporate Supply Agreement)

701 West Georgia Street

Suite 1500

Vancouver BC V7Y 1C6

Contact: Jonathan Carreon

Phone: 1888 236-8311 or 416 467-3086

http://mcislanguages.com/

### Sign Language Interpreter – STILL Interpreting Inc

Telephone: 604 433-6359

Website: <a href="http://www.stillinterpreting.com/">http://www.stillinterpreting.com/</a>

## Sign Language Interpreter - Wavefront Centre for Communication Accessibility

Contact for information on sign language interpreters

Contacts & Locations: <a href="https://www.wavefrontcentre.ca/contact-us/">https://www.wavefrontcentre.ca/contact-us/</a>

Website: https://www.wavefrontcentre.ca/acs/

#### **Sponsorship Default Line**

Contact for sponsors to inquire about or repay an outstanding sponsorship default debt.

Financial Administrative Services Branch Ministry of Social Development and Social Innovation

Telephone: 1-877-815-2363 (select option #6)



#### StudentAid BC Program

Contact for information on student financial assistance.

Ministry of Advanced Education, Skills and Training StudentAid BC <a href="https://studentaidbc.ca/">https://studentaidbc.ca/</a>

Т

### Temporary Resident Permit (TRP) for Victims of Family Violence (IRCC)

### **Translation and Interpretation Services**

https://www2.gov.bc.ca/gov/content/bc-procurement-resources/buy-for-government/goods-and-services-catalogue/translation-interpretation-services

### **Transport Programs (non-emergency)**

Provides non-emergency patient transfers in Greater Vancouver for medically stable patients who need inter-facility transfers. Transportation is available for medical appointments, patient transfer between hospitals and facilities, and hospital discharge to home or residential facilities.

**Driving Miss Daisy** 

Phone: 778 237 7433

www.drivingmissdaisy.ca/our-service/

**Hospital Transfers (SN Transport Ltd)** 

Help Desk: 1 800 768 0044 Business Line: 604 852 3366

Fax: 604 852 3354

Email: info@hospitaltranfers.org Lifesupport Emergency Services

Phone: 604 800 6990

Non-emergency Patient Transfer - St. John's Ambulance

Phone: 604 630 1228

Email: transfers@bc.sja.ca

Nurse Next Door

Phone: 604 330 9930

www.nursenextdoor.com



#### Travel Assistance Program (TAP) (only for eligible patients: PWD & PPMB)

Program provided by the Ministry of Health to help alleviate some transportation costs for eligible B.C. residents:

https://www2.gov.bc.ca/gov/content/health/accessing-health-care/tap-bc/travel-assistance-program-tap-bc

SUBMISSION SHOULD BE AT LEAST 10 DAYS BEFORE THE APPOINTMENT

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#### **UBC Law Students' Legal Advice Program**

Telephone: 604 822-5791 Facsimile: 604 822-1661 http://www.lslap.bc.ca/

#### V

#### **Veterans Affairs Canada**

Contact for information on assistance that may be available to veterans.

Veterans Affairs Canada

http://www.veterans.gc.ca/eng

#### VictimLink BC

VictimLink BC is a toll-free, confidential, multilingual telephone service available across BC which provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence.

Telephone: 1800 563 0808

https://www2.gov.bc.ca/gov/content/justice/criminal-justice/victims-of-crime/victimlinkbc

#### W

### Women Against Violence Against Women

Contact for individuals who are in crisis and need immediate help.

Women Against Violence Against Women (WAVAW)

Telephone: 604 255-6228

Crisis Line:

604 255-6344 (Lower Mainland) 1 877 392-7583 (Toll free) http://www.wavaw.ca/

## **WorkBC Employment Services Centre locations**

For more information regarding WorkBC Employment Services Centre locations throughout BC:



http://www.workbc.ca/WorkBC-Centres.aspx

#### WorkSafe BC

Contact for information on WorkSafe BC (Workers' Compensation Board of BC) benefits that may be available to clients.

WorkSafe BC

https://www.worksafebc.com/en/contact-us

#### Free Wi-Fi

### Social housing locations

- Alexander (58 Alexander)
- Antoinette Lodge (535 E Cordova St.)
- 1105 Seymour
- Central Residence (42 E Cordova St.)
- Gresham (716 Smithe Street)
- Kingsway Continental (3484 Kingsway)
- Granville Residence (1261 Granville St.)
- Oppenheimer Lodge (450 E Cordova St.)

### **Outdoor locations**

- Granville Street (300-1200 Granville)
- Canada Place
- Jim Deva Plaza (1200 Bute Street)
- English Bay Beach ('Bath House')
- Sunset Beach Concession
- Oppenheimer Park Fieldhouse